



CHAUTAUQUA COUNTY
HUMANE  SOCIETY
CARING SINCE 1905

2014 ANNUAL REPORT



Dear Friends of the Chautauqua County Humane Society,

I am honored to enter into my twelfth year serving as the Executive Director of your Chautauqua County Humane Society. Throughout my twelve years of service I have witnessed amazing things happen, in large part to our dedicated staff, volunteers, board of directors and donors/supporters. It is an incredible organization and a tremendous resource for our community. CCHS is a true example of what we can accomplish when one community can work together towards one goal.



The journey that has led us to the point of a 96.9% save rate has been long and demanding for us all. But speaking for myself, I can say that in my years here, I have never reaped such deep personal rewards. I wouldn't trade the journey for anything.

In 2013, the Board of Directors and staff spent countless hours developing and finalizing a strategic plan. Through research, discussion and debate, the plan's objectives going forward became evident and the facts spoke for themselves. **CCHS is no longer just an adoption facility.** In 2015, CCHS will embark on a two phase building project, which will involve a 2,000 square foot expansion and multiple renovations to our existing structure.

We still have many miles to go on this journey but what a fulfilling and special experience it will be. To all of you who have stepped forward to support our efforts in a variety of ways, THANK YOU. CCHS would not exist without you. Because of that, our organization remains committed to the highest level of stewardship of your dollars.

Warmest regards,

A handwritten signature in black ink, appearing to read 'Jeff Lubi'.

Jeffrey Lubi, Executive Director



About CCHS

Working together, the Board, Staff and Volunteers continue to improve the organization's performance and the following outcomes were achieved.

OUR MISSION

Our mission at the Chautauqua County Humane Society is to promote the adoption of animals, prevent all forms of animal cruelty and neglect, and shelter lost, abandoned and homeless animals, and to provide education about the humane treatment of animals.

OUR HISTORY

On January 9, 1905, the Chautauqua County branch of the American Society for the Prevention of Cruelty to Animals (ASPCA) was incorporated with the mandate to serve the community in the prevention of cruelty to animals. While we remain true to our original mission, our vision has changed to include the community in which we operate. It is a vision which empowers our community to help solve today's pet overpopulation problem.

OUR VISION

The success of CCHS will be defined by the advocacy and outcome for every animal in our charge. The concept of a "no need to kill shelter" will be always redefined by our increasing ability to place animals that have manageable and treatable issues in addition to the animals that have no health or behavioral circumstances. We will maintain and improve our facilities to advance and grow our rescue, adoption, outreach and humane education programs. We will be the regional leader in placing dogs and cats in qualified homes and we will develop our capability to intervene on the behalf of animals that are harmed by people either intentionally or unknowingly. We will not waiver from our belief that spay/neuter is the cornerstone in building "a no need to kill community". Our efforts on behalf of animals will be a source of pride to our stakeholders and the community in which we serve.

BOARD OF DIRECTORS 2014

Mary Schiller, Esq. – President

Thomas Greer, MD – Vice President

Cindy Panebianco – Treasurer

Yvonne Tovell – Secretary

Fred Baker

Jade Barber

Mary Ellen Bonner

Janet Bowman

Maggie Irwin

Tracy Lathrop

Diana Ordines

Emily Prybylo

Robert G. Rappole, DVM

BOARD OF DIRECTORS 2015

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Diana Ordines – Co-Vice President

Cindy Panebianco – Treasurer

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Emily Prybylo

Robert G. Rappole, DVM

Blake Tarana

FROM OUR 2014 BOARD PRESIDENT

After a few months to reflect on the many and varied aspects of my recent service as CCHS Board President, one thing stands out - the staff, every single one. Each member of the CCHS team brings compassion, commitment, and a lot of talent. I was privileged to have had the chance to see this impressive group of people in action - making tough decisions, coping with difficult situations, going above and beyond whenever needed, and always true to the CCHS mission. I wish I had said it more often while on the Board, so I'll say it again now. Thank you!

--Mary Schiller, Esq.

FROM OUR 2015 BOARD PRESIDENT

On behalf of all the current, past and incoming Board of Directors of the Chautauqua County Humane Society, I thank all who have contributed their valuable time and resources to our organization in 2014.

As I enter my first year as board president, I am honored and proud to lead such a distinguished organization. 2015 brings significant and exciting changes to our organization and I am thrilled to continue our journey along the path that we have created for ourselves here at CCHS.

To our staff, tireless volunteers, fosters, adopters and donors-- We value your commitment to our mission and appreciate your support, especially at times like these when extra dollars and minutes are both hard to find. We could not rescue, shelter, heal, adopt and advocate for the animals without you and for that we are so grateful.

--Maggie Irwin

STAFF

Jeffrey Lubi – Executive Director

Sue Bobek – Director of Animal Services

Terra Dourlain – 2nd Chances Thrift Store Manager

Amy Farren – Office Manager

Hannah Braun- Community Relations Coordinator

Rachel Johnson- Volunteer Services Coordinator

Carol Nelson – Veterinary Technician

Kelly Johnson- Lead Animal Care Specialist

Patty Linn- Lead Adoption/Intake Specialist

Sarah Winton – Canine Activity Specialist

Hillary Hornyak – Canine Activity Specialist

Brad Towne – 2nd Chances Thrift Store Assistant Manager



There are many reasons for the strength and the success of the Chautauqua County Humane Society, but the most important is the leadership and oversight of our Board of Directors. Our thirteen board members are extraordinarily generous with their time, wisdom, and financial support. They ensure that CCHS remains committed to our mission and guiding principles.

To the Board, thank you.

"Open and honest actions and communications come first; they guide all that we do."



We respect our customers, volunteers, donors and staff above all else, and never forget that they come to us by choice. We share a personal responsibility to maintain their loyalty and trust, which must never be taken for granted. We will listen and respond and seek to WOW them at every turn.



We seek and reward creativity and ingenuity. We embrace the innovations and ideas that can change the lives of animals that once had so little. We will use technology to further our goals when necessary and we must not be afraid to take informed, responsible risks. We can do more with less; we will not take shortcuts on quality.



We believe humor is essential to success. We celebrate achievement and we recognize that tears of happiness and sadness will appear in the work we do.

We take responsibility for our own success and failures at work. Titles and roles do not matter when it comes to getting the job done.

STRATEGIC PLAN OBJECTIVES:

- Increase our ability to serve and protect the animals in our community
- Strengthen relationships with donors and customers
- Train our staff and volunteers in ways that better serve the animals in our care
- Ensure the viability of the organization long term
- Reduce the number of unwanted, abused and neglected animals in our community



"Saving one animal won't change the world, but it will change the world for that one animal."





COMMITMENT TO OUR MISSION

The Chautauqua County Humane Society is entering into our 12th year of operating within the 'No Need to Kill' directive established by the Board of Directors in 2003. The two major concepts implemented over the ten year period to reduce and eliminate euthanasia have been our spay/neuter programs and our adoptions. In 2014, CCHS euthanized the fewest animals in our history, resulting in a 96.9% save rate.

YEAR	INTAKE	SAVE RATE	EUTHANASIA
2003	6,011	53.91%	2,778
2004	2,963	58.06%	1,951
2005	2,723	77.33%	608
2006	2,384	81.54%	447
2007	1,959	83.99%	268
2008	2,020	83.02%	283
2009	2,079	88.47%	209
2010	1,757	93.30%	105
2011	1,575	92.10%	110
2012	1,556	94.17%	76
2013	1,765	96.55%	56
2014	1,714	96.90%	47

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SPAY NEUTER PROGRAMS

The first cats spayed and neutered in the no-fee clinic occurred on February 4, 2004. Since then, between 800-1,100 cats annually come through the clinic. Because of our organizational commitment to spay/neuter programs, CCHS set a priority to find additional sources of revenue to expand our efforts. In 2014, \$47,500 was granted from multiple sources resulting in 2,281 spay/neuters for cats and dogs.

FUNDING SOURCE	SPAYED/NEUTERED
In-House Spay Neuter	879
No-Fee Clinic (Cats)	342
No-Fee Clinic (Dogs)	125
Van Cohen Feral Cat Program	168
PetSmart Pit Bull Program	69
ASPCA Spay/Neuter (Dogs)	70
ASPCA Spay/Neuter (Cats)	316
Friends of Animals Voucher Program	91
Petco Grant Spay/Neuter	221
TOTAL	2,281



ADOPTION SERVICES

Every placement of an unwanted, neglected or abused animal into a loving home actually results in two animals receiving the amazing gift of a second chance. Because space is always limited, every adoption results in another animal intake, in which the caring and healing process can begin. In 2014, we recorded 1,315 adoptions which represent a 9.6% increase above the previous, five year, running average of 1,200. Overall, CCHS was able to place 1,472 animals into loving homes through adoption, lost pets returned to owners and breed specific rescues. We remain committed to our off site adoption programs as 341 animals (26%) of all adoptions were completed outside the Strunk Road location.

Our successful off-site adoption relationship continues with PetSmart in Erie, PA and Lakewood. In 2014, 307 cats and kittens found their way into forever homes after being adopted from a PetSmart store. Additionally, 34 pets found their way into loving homes from other off site adoption events and when combined with PetSmart, 341 animals received a second chance from off site venues in 2014.

OFF SITE ADOPTIONS		
PETSMART LAKEWOOD	PETSMART ERIE	OTHER
173 CATS	134 CATS	34 CATS & DOGS
TOTAL: 341		

YEAR	ADOPTIONS
2009	1,316
2010	1,159
2011	1,060
2012	1,056
2013	1,411
2014	1,315

FINANCIAL STATEMENT

Financially, 2014 finished as a very strong year as general operating revenue rose from \$952,936 in 2013 to \$962,313 in 2014. Retail sales from both the 2nd Chances Cherry Street and Fairmount locations remained very strong throughout the year and closed with a 12.5% increase over 2013.

Income from events such as the Pet Photo Contest and Bark n' Brew increased special event income by 13.1% for the year. Also strong were revenues received from Foundations, Trusts Planned and Program Grants.

REVENUE SOURCE	2013	2014
Fundraising	488,963	456,964
Program Fees	122,742	125,147
Resale	327,124	362,913
Other Income	14,107	17,289
Capital Campaign	0	413,930
TOTAL*	\$952,936	\$1,376,243
<i>* Total does not include Bequest Income, realized & unrealized gain / (loss) on investments</i>		

GRANTS

In 2014 CCHS received funding from grants totalling \$431,500. Leading the way were grants for the expansion and renovation in the amount of \$375,000. Spay and neuter tallied \$47,500 and \$9,000 was received for our newly formed behavior program. Listed below are the grants received in 2014:

Bertha Hamilton Trust	Behavior Department	\$9,000
ASPCA	Building Renovation	\$183,000
ASPCA	Building Addition	\$12,000
Lenna Foundation	Building Addition	\$170,000
Jessie Smith Darrah Fund	Building Addition	\$10,000
Hultquist Foundation	Building Addition	\$50,000
CRCF	Spay/Neuter	\$6,500
ASPCA	Spay/Neuter	\$33,500
PetCo Foundation	Spay/Neuter	\$7,500

EXPENSE SOURCE	2013	2014
Advertising & Promotion	2,108	807
Automobile	3,760	3,121
Bank Fees	5,698	6,624
Cruelty Investigation	15,237	18,639
Direct Mail	37,857	41,278
Drugs & Veterinary	103,582	96,802
Dues & Subscriptions	167	320
Education & Training	3,368	1,945
Independent Contractors	9,271	9,183
Insurance	26,768	28,710
Legal & Professional	6,865	2,342
Heaven Can Wait	47	0
Miscellaneous	1,067	2,860
Office & Postage	19,084	12,609
Payroll Related	512,377	564,899
Purchases For Resale	5,047	3,079
Thrift Store Expenses	56,701	72,209
Repairs & Maintenance	33,543	32,052
Special Events	9,984	13,945
Supplies	36,478	32,357
Telephone	5,865	5,900
Utilities	32,545	36,596
TOTAL*	\$927,420	\$986,277

More Than a Shelter- Capital Campaign

Throughout 2013, the Board of Directors and staff spent countless hours developing and finalizing our strategic plan. Through research, discussion and debate, the plan's objectives going forward became evident and the facts spoke for themselves. CCHS is 'More Than a Shelter.'

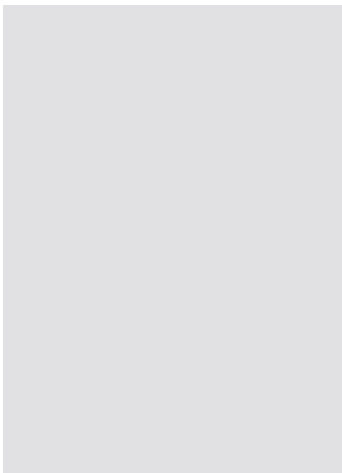
Putting the plan into action begins in late Spring of 2015. CCHS will break ground on a two phase building addition and renovation project that when completed will allow us to meet the needs of the animals and people within our community both now and for years to come.

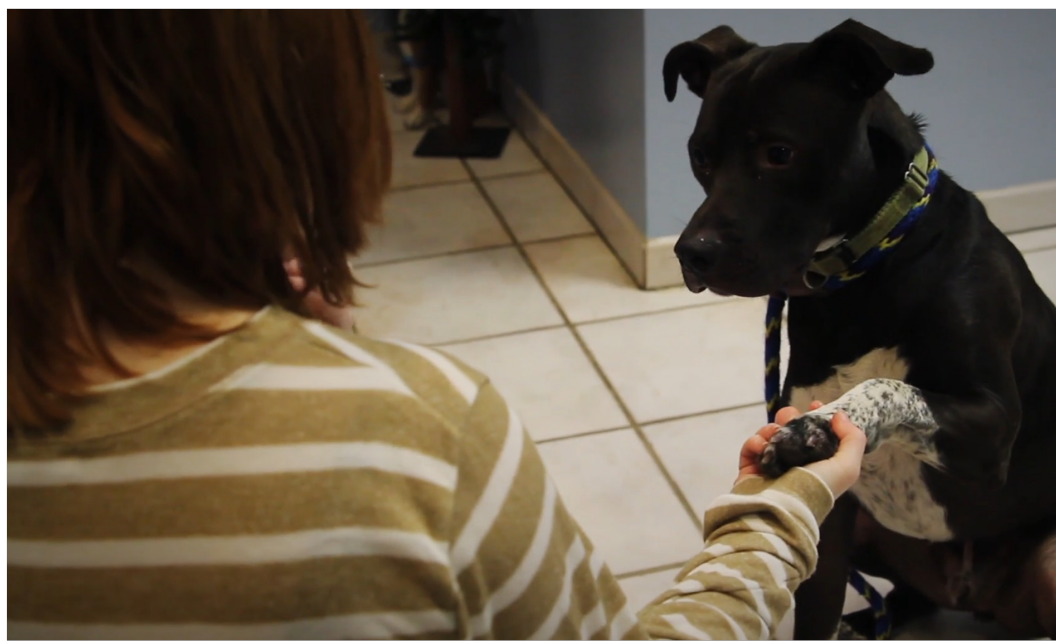
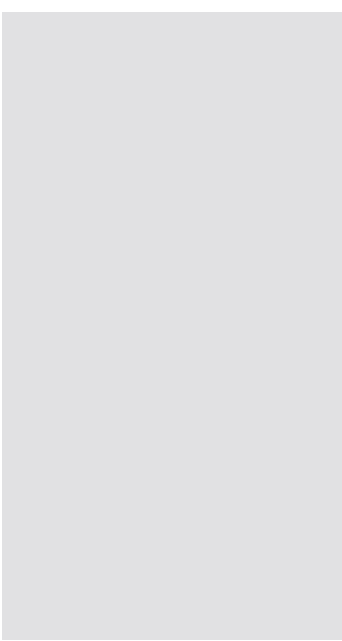
PHASE ONE

One of the biggest changes to our facility will be a 2,000 square foot expansion to provide space for our new canine communal housing program. The addition will have four 15'X19' housing areas that can accommodate up to six dogs each and will provide food storage and a 200 square foot state of the art training room.

PHASE TWO

Phase two renovates specific areas of our current facility. Our lobby will include a new welcome desk, three private adoption/intake areas and will expand our 'get acquainted' rooms. We will double our medical space by adding an additional surgery room and prep area expansion. We will also double our recovery area. Police and Animal Control Officers will now have 24-hour access and will now deliver stray and lost dogs to the Strunk Road facility. The remodel will use existing space more efficiently which will increase the space for community education and events.





PLAY GROUPS

Play Groups is the process of putting dogs together for dog-dog play. The dogs are grouped according to play styles, so dogs that are “Rough and Rowdy” play together and dogs that are “Calm and Gentle” play with others that play like them. This helps to keep all dogs having fun and socializing without the stress of being with dogs whose play style is too much for them.

The idea of using play groups allows dogs to teach each other bite inhibition, proper “doggy etiquette” in greeting and playing and how to be comfortable around each other. The play group improves the well-being and is designed to improve the adoptability of shelter dogs. While the play groups are designed for dog-dog interaction, dog walkers will continue to provide the dog-human contact that is needed. We continue to experience dogs that are easier to walk and behave better and are quieter in the kennels. Play groups lead to lower stress levels which creates dogs that are more open to training and are more appealing to adopters, thus reducing their time in the shelter which is the ultimate goal.

BEHAVIOR DEPARTMENT

2014 was our first complete year with a designed behavior department. With two part time trainer/evaluators we have been able to complete temperament evaluations on stray dogs within seven days of the end of the stray hold period. This allows for work to begin with the dogs before space opens up at the Adoption Center. The work of this program has decreased the euthanasia of dogs for evaluation fails from 23 in 2013 to 8 in 2014, representing a decrease of 65%. Dogs euthanized for retest evaluation fails also dropped from 3 in 2013 to 1 in 2014.



FOSTER CARE PROGRAM

Because many animals enter into the shelter system that are too young or too weak to survive, they are placed in foster homes where they can receive the care needed to grow strong and regain their health to a point where they receive a second chance and can be adopted. In 2014, 559 animals were placed into foster homes which was an increase of 234 from the prior year.



ALTERNATIVE PATHS

CCHS works closely with organizations that deal with particular breeds of animals that can place them into appropriate homes. Because of the specific nature of their business, they have many resources that an animal shelter may not have. In 2014, 19 animals were sent to breed rescue groups.



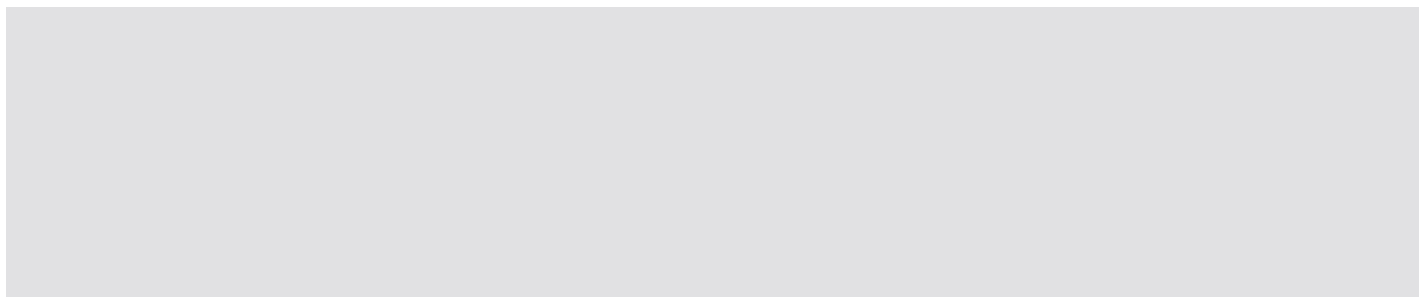
ANIMAL TRANSFERS

In 2014, CCHS transferred out 19 animals, a decrease of 20% from 2013. The need to transfer out is decreasing tremendously as we are taking on more rehabilitation and health issues for pets that are in house. We have also started transferring in more animals to our shelter to help save more lives and draw more potential adopters to the Strunk Road adoption center. In 2014 we received 167 animals, an increase of 23% from 2013.



ANIMAL MEDICAL CARE

In addition to conducting large scale no-cost spay/neuter clinics for low-income households, CCHS must provide every opportunity for the healthy and friendly animals to find loving homes through adoption and foster programs. Before an animal is allowed to leave the shelter, it must be spayed/neutered, micro-chipped and vaccinated. In most cases in which an animal's affliction is treatable or manageable, CCHS provides the necessary resources to allow the animal to heal. Medical costs are the second largest operational expense behind staffing.





2ND CHANCES THRIFT STORE

Entering into the 8th year of operating, the outlook continues to be amazing for our **2nd Chances Thrift Stores**. Customers shopping the Fairmount store continue to increase, as do the revenues that support animal care. In addition to finding great treasures at low prices, Second Chances receives many unsellable items. An extensive "recycling program" is able to keep these items out of the landfill and create a new revenue source for our shelter.

As of 2014, 2nd Chances teamed up with the BOCES Hewes Center for a new refinishing project. Through this program, any furniture that comes into the store that needs a little TLC will be sent to the Hewes Center for some proper adjustments and finishing.



VOLUNTEER PROGRAM

Over the course of a year, hundreds of dedicated people make our animals lives a little bit brighter turning despair into hope. Volunteers' ages range from eight years old to retirees. We have a core of individuals that arrive on a scheduled basis and volunteers that come in as their schedule allows. We also have volunteers that come in as needed for special events, holidays, and summer or winter. Below are the hours that devoted people contributed to make CCHS a place where second chances are possible.

ACTIVITY	2013	2014
Dog Walker	4,970.25	3,673.00
Stray Center	453.75	397.50
Cat Room Socializer	2,602.50	3,973.50
Dog Play Groups		655.50
Vet Tech Assistant	229.00	662.25
Office Work	416.00	584.55
Front Desk Assistant	168.75	34.25
Cleaning/Laundry/Dishes	1,425.75	1,311.25
Off-Site Adoptions	541.00	290.75
Bathing	185.50	157.55
Special Events	859.50	497.00
Education/Training	154.75	146.00
Misc.	327.75	336.85
Spay/Neuter Clinic	363.50	564.50
Heaven Can Wait	104.50	N/A
Photos/Website/Penny Saver	181.25	103.25
Adoption Counseling	1,055.00	529.50
Foster Program	4,926.50	9,206.50
2nd Chances Thrift Store	2,666.50	3,373.80
TOTAL	21,632.25	26,497.50





"Alone we can do so little;
Together we can do so much."

SPECIAL EVENTS

Community participation and service, having fun, and raising money for animals in need are the recurring themes when it comes to CCHS special events. In 2014 CCHS exceeded expectations and raised over \$92,000 to support the animals in our care. Our list of special events kicked off in January with the very popular **Hot Dogs Cool Cats Pet Photo Contest** sponsored by the five stations of the Media One Group.

Another event Sponsored by the Media One Group took place in February and ran through April. Businesses, schools, organizations and individuals demonstrated their fundraising creativity in our **Pennies 4 Paws** campaign. In our 9th year, this year's campaign raised over \$17,000.

The always popular **Bark n Brew** held at the Southern Tier Brewery, kicked off the summer fun as friends of CCHS gathered to raise their glasses and auction paddles in support of the CCHS mission. The 2014 Bark n Brew raised an all-time event high of \$17,255.

July, August and September allow teams of walkers from businesses and organizations to organize and raise money for October's scenic **Walk 4 Paws** event. The event was held at the Chautauqua Institution and raised over \$23,000. The event was sponsored in part by Jamestown Medical Imaging, Greater Chautauqua FCU, UBS Financial Services, Shults Ford Lincoln Hyundai, Clark Patterson Lee Design Professionals, Jamestown Jock Shop and media sponsors 106.9 Kiss FM and The Post-Journal. The event also includes a pet costume contest making for a very entertaining event.

An army of CCHS volunteers also spent hundreds of hours in inclement weather during both the **Spring and Fall Tag Days**. A record high, \$12,038 was raised.



LEGACY SOCIETY

The Chautauqua County Humane Society's success depends on the kindness of people who care about animal welfare in their community. Your legacy gift, whether it be in dollars, personal property, stocks and bonds, insurance or other gifts can dramatically improve the lives of animals and enhance the quality of life of the people who adopt them.

This is a listing of those who have informed the Chautauqua County Humane Society of their intention to leave a legacy gift to care for the animals:

Gail Donus

Tom & Connie Gauronski

Thomas & Sally Greer

Robert A. Hagstrom

Lyn Harris

Laurie Livingston

Cynthia & David Rich

Jim Richardson

Mary B. Schiller, Esq.

Kim Palmeri

Yvonne Tovell



CHAUTAUQUA COUNTY
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