



ANNUAL REPORT 2016

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After 14 years of dedicated and committed service to the Chautauqua County Humane Society and growing the organization more than tenfold, Jeffrey Lubi announced his retirement as executive director of the Chautauqua County Humane Society effective Jan. 1, 2017.



Since Lubi's hiring in 2003 and under his leadership, the Humane Society has developed the "No Need to Kill" directive and grew from a 53 percent save rate, to a 98 percent save rate.

During Lubi's tenure, the society developed a low income spay/neuter clinic available to the community which to date has provided this service to over 13,000 pets. With his direction and forward thinking, the shelter has not only become a leader in the community but a leader in the animal welfare industry.

"It is with a combination of excitement, anticipation, and some angst that I announce my retirement," Lubi said. "Over the years, I have had the distinct honor to be part of a team comprised of incredibly talented and committed staff and passionate volunteers. I leave very proud of the many accomplishments we all achieved together on behalf of all the animals we care so deeply about."

Dear Friends of the Chautauqua County Humane Society,

January 16, 2017 will introduce a fresh new start for CCHS as the board of directors announced the appointment of the new executive director, Kellie Roberts. Roberts, a Falconer Central School graduate, brings with her an impressive background in shelter management, animal care, and nonprofit development.



"I am pleased to have this opportunity to advance the vital programs and services offered by CCHS to the animals and people of our community," said Kellie Roberts, new Executive Director for CCHS. "I look forward to working with the board, staff, volunteers, and the public in this endeavor."

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 provide temporary shelter and rehabilitation for homeless animals for the purpose of finding permanent new homes. CCHS supports healthy pet initiatives through community involvement, humane education and animal care for people in need.

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.

2016 BOARD OF DIRECTORS

Maggie Irwin- President

Diana Ordines- Co Vice President

David Misenheimer - Co Vice President

Debbie Johnson - Treasurer

Jade Barber- Secretary

Janet Bowman

Mary Hajdu, Esq.

Tina Jones

Tracy Lathrop

Robert G. Rappole, DVM

Blake Tarana

Xena VanDewark

Rob Wohlgemuth

FROM OUR BOARD PRESIDENT

As I conclude my second year as board president, I am simply amazed by all those who have contributed their time, energies, talents and/or dollars to the Chautauqua County Humane Society in 2016. On behalf of the board, we are honored to be a part of this incredible organization with such a dedicated team of staff, volunteers, and donors. It is you all who are the heart and soul of this organization and we are forever thankful for all that you do for the animals of Chautauqua County.

2016 brought on a number of changes for the shelter and I look forward to seeing what 2017 brings. We had mixed emotions after learning Jeff was planning on retiring. We are sad that he is leaving but also very happy for him. With Kellie coming in, we are confident that Kellie can continue to lead CCHS on a path of success. Her record of accomplishment and leadership will help to expand our objectives in the work of animal welfare.

All that CCHS is and does would not be possible without the generous support of our donors, volunteers, and staff. On behalf of the board of directors, thank you for all that you do to make a difference in the lives of the animals here at CCHS.

Sincerely,

Maggie Irwin

CCHS Board President

STAFF

Jeffrey Lubi – Executive Director (outgoing), Kellie Roberts (incoming)

Sue Bobek – Director of Animal Services

Amy Farren – Office Manager

Hannah Raynor- Director of Community Relations

Rachel Johnson- Volunteer Services Coordinator

Carol Nelson – Veterinary Technician

Kelly Johnson - Lead Animal Care Specialist

Patty Linn - Lead Adoption/Intake Specialist

Danny Reynolds – Lead Canine Activity Specialist

Brad Towne – 2nd Chances Thrift Store Assistant Manager

Melissa Anderson - 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.
- Expand programs that provide enrichment, maintain and/or improve outcomes for stray, abandoned and surrendered animals.
- Provide support for law enforcement agencies through rescue and rehabilitation services for animals suffering from abuse, neglect and abandonment.
- Support a healthy pet community through wellness initiatives, community outreach and humane education.
- Provide assistance and information to others whose purposes are consistent with the purpose of The Chautauqua County Humane Society.



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



*"In 2016, CCHS reached a record
98% save rate."*

COMMITMENT TO OUR MISSION

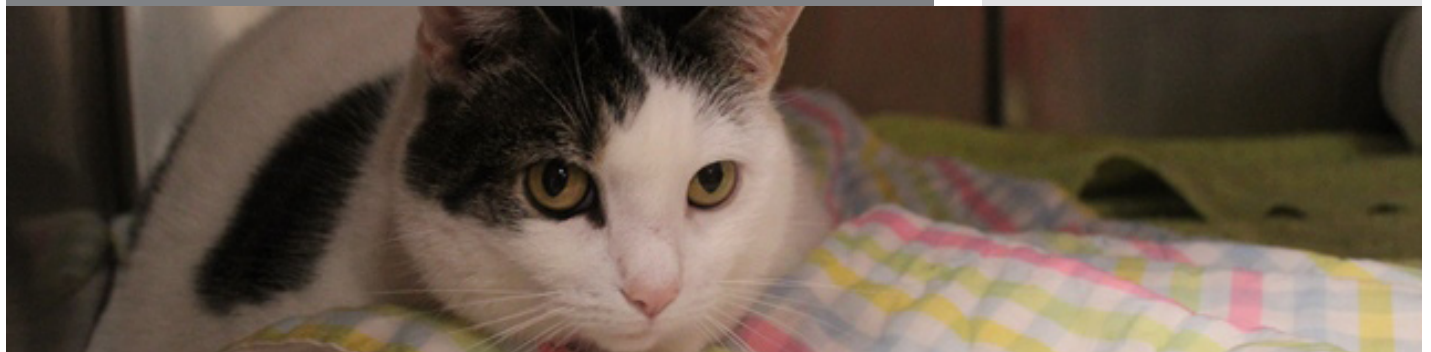
The Chautauqua County Humane Society is entering into our 15th year of operating within the 'No Need to Kill' directive established by the Board of Directors in 2003. The two major concepts implemented over the fourteen year period to reduce and eliminate euthanasia have been our spay/neuter programs and our adoptions. In 2016, CCHS reached a record high 98% 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
2015	1,683	96.94%	47
2016	1,644	98.00%	35

SPAY/NEUTER PROGRAMS

In our ongoing mission to positively impact animals in our community, we continue operating our no cost, low income spay/neuter clinic as well as ensure that every dog, cat and rabbit that is adopted from CCHS is altered. The total number of pets that have been spayed or neutered through our shelter in 2016 was 2,315. This number includes all pets that have been adopted, gone through our clinic, through a volunteer operated feral cat program, or the Friends of Animals voucher program. Each and every pet that we have helped puts us one step closer to solving the pet overpopulation problem.

FUNDING SOURCE	SPAYED/NEUTERED
In-House Spay Neuter	899
Clinic (Cats)	91
Clinic (Dogs)	94
Vanne Cohen Feral Cat Program	38
PetSmart Pit Bull Program	26
Petco Spay/Neuter (Dogs)	80
Friends of Animals Voucher Program	46
ASPCA Spay/Neuter (Cats)	843
ASPCA Spay/Neuter (Dogs)	198
TOTAL	2,315



ADOPTION SERVICES

The year 2016 found the number of adoptions staying steady with 1,335 animals adopted and overall intake dropping slightly at 1,664, a decrease of 2%. The dog intake continued to drop to 104, which equates to 16% fewer brought into the shelter. The cat intake went up 6%. In 2016, we transferred in a total of 177 pets; 109 dogs, 58 cats, and 10 rabbits.

Adoption breakdown;

- 376 dogs, 28% of all adoptions
- 924 cats, 69% of all adoptions
- 35 others (rabbits, guinea pigs, ferrets, etc.)
3% of all adoptions

Of our 1,335 adoptions, 574 (43%) occurred offsite (any adoptions not taking place at the Strunk Road Adoption Center.) Another PetSmart opened in December, in Dunkirk, giving us another satellite location, making that a total of 4 locations. The satellite adoption centers offer convenience for adopters and allow us to continue to adopt even when the Strunk Road location is closed.

YEAR	ADOPTIONS
2009	1,316
2010	1,159
2011	1,060
2012	1,056
2013	1,411
2014	1,315
2015	1,336
2016	1,335

OFFSITE ADOPTIONS				
PETSMART LAKEWOOD 216	PETSMART ERIE 228	PETSMART DUNKIRK 10	PETCO 79	OTHER 41
TOTAL: 574				

FINANCIAL STATEMENT

Financially, 2016 finished as a strong year as general operating revenue came in at \$883,551. Fundraising led the way as income from our direct mail pieces collected over \$126,000. Special events for the year, such as the Walk 4 Paws and Bark n Brew further increased our revenue by over \$92,000. Also strong were revenues received from Foundations and Trusts Planned, Memorials and Honorariums and Major Giving from businesses and individuals.

REVENUE SOURCE	2015	2016
Fundraising	438,840	446,952
Program Fees	95,908	88,111
Resale	340,767	333,939
Other Income	4,452	7,849
Capital Campaign	211,381	2,700
Program Grants	49,500	4,000
Total:	\$1,140,848	\$883,551
<i>* Total does not include Bequest Income, realized & unrealized gain / (loss) on investments</i>		

GRANTS

In 2016, we secured grants totaling \$30,500. We received funding for the spay/neuter clinic in the amount of \$4,000; \$5,000 for emergency medical care; \$8,000 for pre-adoption medical care; \$2,500 to allow for no fee adoptions; and \$2,000 to host an adoption event through PetSmart Charities. We also received \$9,000 to help cover the costs associated with the Volunteer Services Coordinator position.

EXPENSE SOURCE	2015	2016
Advertising & Promotion	1,169	5,287
Automobile	8,053	3,327
Bank Fees	8,982	10,681
Cruelty Investigation	761	667
Direct Mail	47,172	47,857
Drugs & Veterinary	109,441	97,908
Dues & Subscriptions	224	177
Education & Training	3,809	0
Independent Contractors	3,724	2,705
Insurance	28,294	31,820
Legal & Professional	7,899	8,713
Heaven Can Wait	92	0
Miscellaneous	1,165	2,229
Office & Postage	14,618	18,359
Payroll Related	548,733	571,825
Purchases For Resale	2728	21
Thrift Store Expenses	68,875	72,110
Repairs & Maintenance	38,118	28,928
Special Events	16,204	13,987
Capital Campaign Expenses	1,744	308
Supplies	38,542	28,987
Telephone	6,350	5,197
Utilities	28,565	29,935
TOTAL*	\$985,262	\$981,028



PLAY GROUPS

Play Groups are 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.

Play groups allow 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 their 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. As a result of play groups, dogs 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. In 2016, we held 926 play group sessions.

CANINE COMMUNAL HOUSING

With the completion of our kennel expansion, the move into the 4 communal kennel pods has been exciting for staff, volunteers, and especially the dogs. With dogs grouped according to their play group style, we have had 61 pod changes. The changes occur when dogs get adopted or for medical reasons.



BEHAVIOR DEPARTMENT

2016 was a very successful year for our behavior department. With three part time trainer/evaluators we have been able to complete temperament evaluations on stray dogs within the seven day stray hold period. This allows for work to begin with the dogs before space opens up at the Adoption Center. In 2016, the behavior department temperament tested 224 animals.



FOSTER CARE PROGRAM

Many animals enter into the shelter system not yet ready for adoption. In order to receive the care needed to grow strong and regain their health, they are placed in foster homes. They remain there until they reach a point of healthiness and readiness to be adopted. In 2016, 352 animals were placed into foster homes.



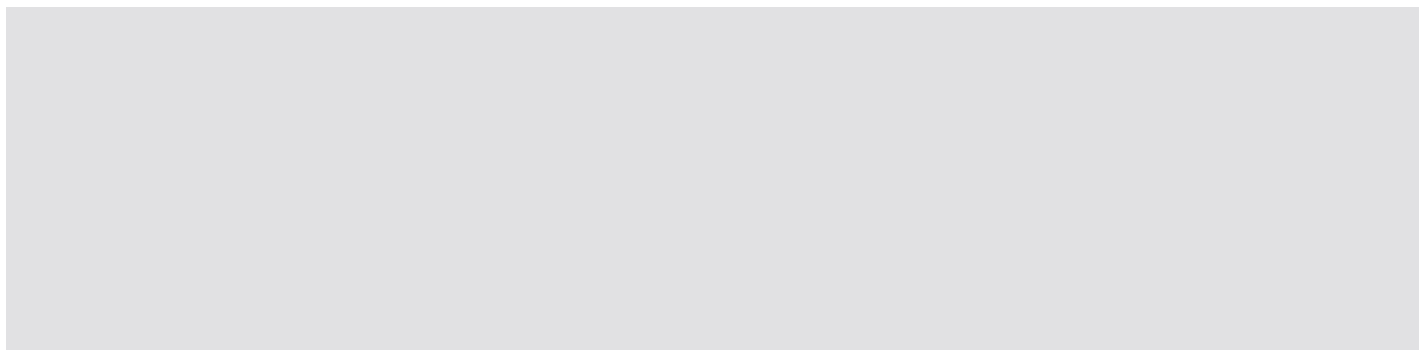
ANIMAL TRANSFERS

In 2016, CCHS transferred in a total of 177 animals. The need to transfer in is increasing tremendously as other shelters look to our organization for additional support and help in finding animals their forever homes.



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, they 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.





"Volunteers do not necessarily have the time;
they just have the heart."

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. To the right are the hours that devoted people contributed to make CCHS a place where second chances are possible.

ACTIVITY	2015	2016
Dog Walker	3,374	2,978
Cat Room Socializer	4,170.75	4201.75
Dog Play Groups	540.25	176
Vet Tech Assistant	750.75	419.50
Office Work	895.50	780.75
Front Desk Assistant	141.50	55
Cleaning/Laundry/Dishes	1,226.25	801.75
Off-Site Adoptions	377.25	156.25
Grooming	215.25	181.50
Special Events	342.25	353.75
Education/Training	278	36.25
Misc.	252.25	39.25
Spay/Neuter Clinic	712.50	1009.25
Public Relations	96	66.25
Adoption Counseling	582	608
Foster Program	11,512.75	13,775.25
2nd Chances Thrift Store	3,433.75	2,277.50
Transport		53
TOTAL	28,901	27,969

“Our incredible group of volunteers worked nearly 28,000 hours on behalf of the animals in our care.”

SPECIAL EVENTS

Community participation, having fun and raising money for animals in need are the recurring themes when it comes to CCHS special events. In 2016, \$93,000 was raised through events to support the animals in our care. The packed event calendar began in January with the popular **Hot Dogs Cool Cats Pet Photo Contest** sponsored by the five stations of the Media One Group. After all of the company fees, the event raised over \$6,000 for the shelter.

Another event sponsored by the Media One Group began in February and ran through April. Businesses, schools, organizations and individuals demonstrated their fundraising creativity in our **Pennies 4 Paws** campaign. The event brought hundreds of groups and individuals out in support of the 11th annual event and 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. In conjunction with the Cash Raffle, the 2016 Bark n Brew raised over \$21,000 for CCHS.





July, August and September allowed 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 \$23,030. This year's lead sponsor was Petco Foundation. Additional sponsors included Chautauqua Chemicals Company, The Greater Chautauqua Federal Credit Union, Shults Ford, Lincoln, Hyundai, Alpha Dog Marketing, Chautauqua Institution, Clark Patterson Lee, Dog Speak, Fessenden, Laumer & DeAngelo, Jamestown Electro Plating, King's Heating and Sheet Metal, Lockwood Agency, Magnum Graf-X, Southern Tier Financial- Dave Switala and John LaBardo, The Johanson Agency, Truck-Lite, and UBS Financial Services. This year's media sponsors were The Post Journal and the five stations of Media One Group.

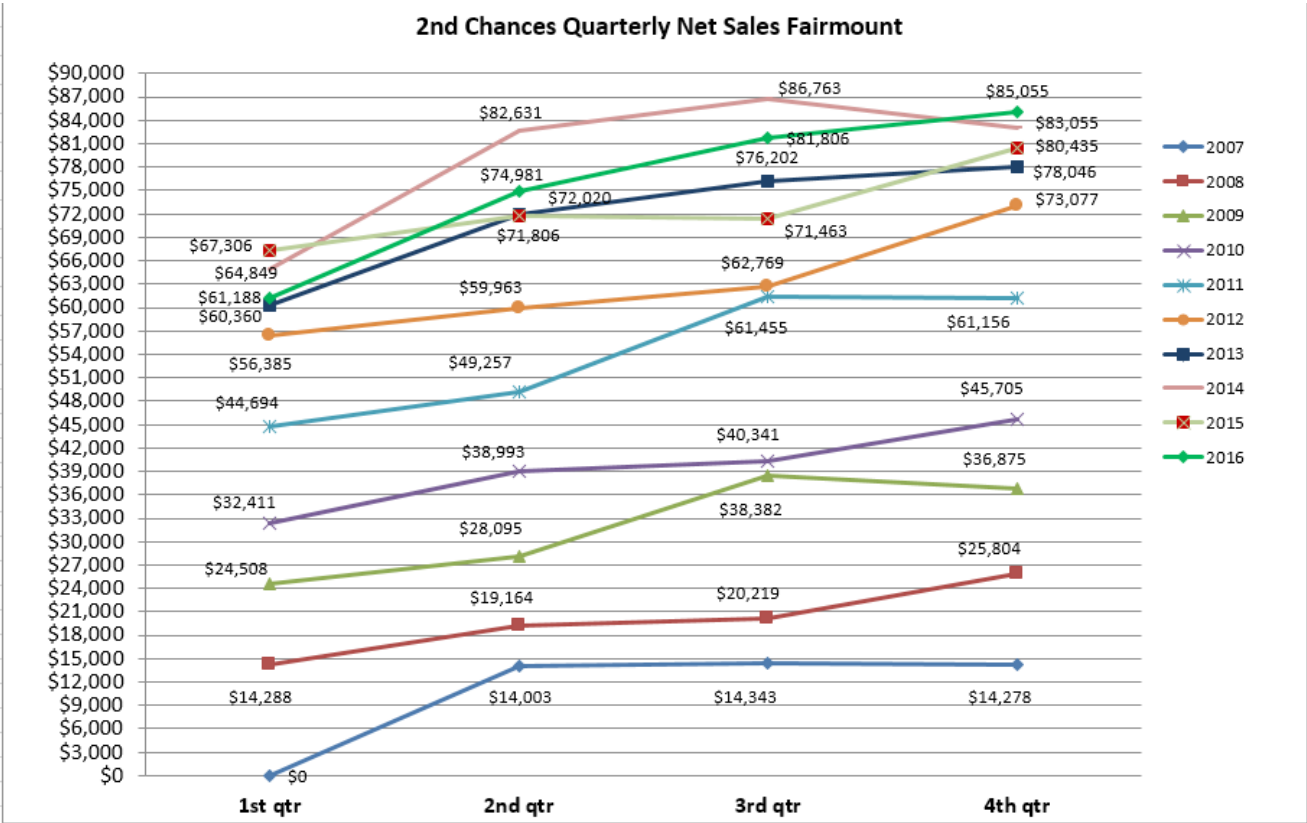
An army of CCHS volunteers also spent hundreds of hours in inclement weather during both the **Spring and Fall Tag Days**. Over \$9,500 was raised.



2ND CHANCES THRIFT STORE

Entering into the 10th year of operation, the outlook continues to be optimistic for our **2nd Chances Thrift Store**. In July, 2nd Chances on 5th and Main closed, and although we are now down to one location, numbers have risen since the closing, suggesting that perhaps we were competing with ourselves.

2nd Chances recorded the second highest revenue in our 10 year history totaling \$303,030.





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
HUMANE  SOCIETY
C A R I N G S I N C E 1 9 0 5