



SPAY NEUTER
NETWORK

ANNUAL REPORT 2020

A Year of Challenges...and a Year of Opportunities, thanks to you.



Founder's Words



Dear Friends,

When 2020 began, few could have predicted the challenges we would all face trying to maintain life and business as usual during a pandemic.

Like every other business, we temporarily closed our doors in April. This distressed us. Every day lost sterilizing pets meant more births and more homeless dogs and cats that would need homes. In the midst of these challenges, however, we recognized there were opportunities as well to help pets and their people during this worldwide crisis.

Hospitals in short supply of the Personal Protection Equipment (PPE) needed to keep their doctors and nurses safe. Our board of directors agreed unanimously to close our clinics and donate all of our PPE to local hospitals to help those on the frontlines.

When people in the community suddenly faced massive job losses and financial uncertainties, we launched a new *Pet Support and Resource Center* months ahead of schedule to provide phone support, services and other resources, so pet owners didn't have to lose their pets too.

To keep our staff and clients safe, we needed new protocols to re-open our doors. This meant implementing all Centers for Disease Control (CDC) guidelines and new operational procedures for how we interacted with the public at the clinic. We re-opened on May 4 with these changes in place. Initially, this meant doing fewer surgeries each day because we spent more time on the logistics of keeping everyone safe. But we quickly adapted to the new normal and found ourselves reaching our surgery goals again by mid-summer.

We halted our door-to-door outreach program and opted to spend more time at food banks where people in need of these essential services were showing up in record numbers.

With more people at home and perhaps bonding more with their pets than ever before, we saw a huge surge in the number of people calling us to get their pets fixed and vaccinated. In fact, we did more surgeries in May and June than any other months in our organization's history.

Following my own journey, from the founding of Spay Neuter Network in 2004 to my retirement at the end of this year, I can honestly say that 2020 will forever remain the year I most remember.

I will be forever grateful to the foundations who provided emergency support and who understood the value of helping animals as well during a crisis. I'm grateful for a board of directors who kept our staff employed when our doors were closed. And, I'm grateful for a committed staff who, when we re-opened, masked up, showed up, and demonstrated how resilient we all can be when we have a mission to fulfill and the strength of community behind us.

Throughout this year, we have come to realize how vital our services are to the community. Within the pages of this Donor Impact Report, you'll find all the ways your support helped Spay Neuter Network meet these challenges in 2020 with inspired new ways to help people and their pets.

On behalf of our Board of Directors, thank you so much for supporting Spay Neuter Network during this difficult year. We know times were tough for you too and can't thank you enough for finding ways to still support our mission.

As I retire, I just want to say it's been a great privilege to lead Spay Neuter Network to this point in time. I know it will be in good hands and continue to be a force for good for dogs and cats for many years to come.

Bonnie Hill
Founder and Executive Director
December 31, 2020

Our **Vision**

is to create compassionate communities free of homeless pets.

OUR MISSION



...is to eliminate pet overpopulation through spay/neuter, while empowering communities to care responsibly for dogs and cats.



Who We Are

Founded in 2004, Spay Neuter Network is nationally recognized for its expertise in high-quality, high-volume spay/neuter services. Our mission is accomplished by offering free and affordable high-volume spay/neuter, wellness and vaccination services for dogs and cats in North Texas. Each year, we conduct more free spay/neuter surgeries than any other organization in North Texas, preventing hundreds of thousands of unwanted pets from being born.



Our veterinary surgeons are highly-skilled in high-volume spay/neuter surgery techniques. With the help of our veterinary technicians, each of them is capable of sterilizing 30 to 50 dogs and cats a day, while delivering top-notch care. These doctors also train other aspiring veterinary surgeons from across the state on high-volume spay/neuter techniques.

In 2020, we had to re-imagine how to help people and their pets in light of the new rules we all had to live by. We adopted all Centers for Disease Control (CDC) guidelines for mask wearing, hand sanitation, and social distancing as well as implemented new curbside check-in/check-out for patients and online registration forms.

When the pandemic halted our mobile spay/neuter and vaccination clinics, we relied heavily on our transport program, which offers dozens of designated pick-up

locations across 15 counties. When people bring their pets to these locations, we take them to one of our three clinics for their spay/neuter surgeries. Then, we return the pets to their owners at the end of the day at the same location.

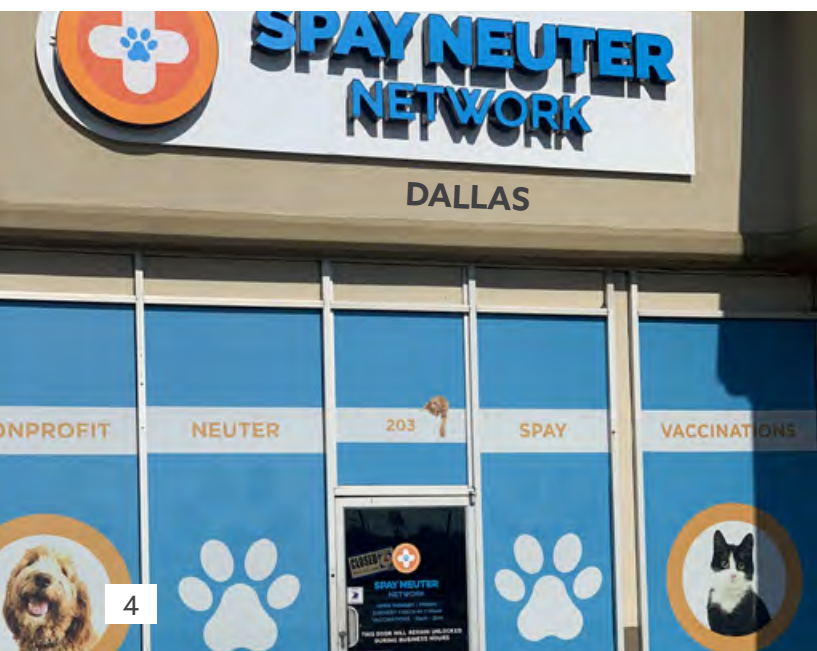
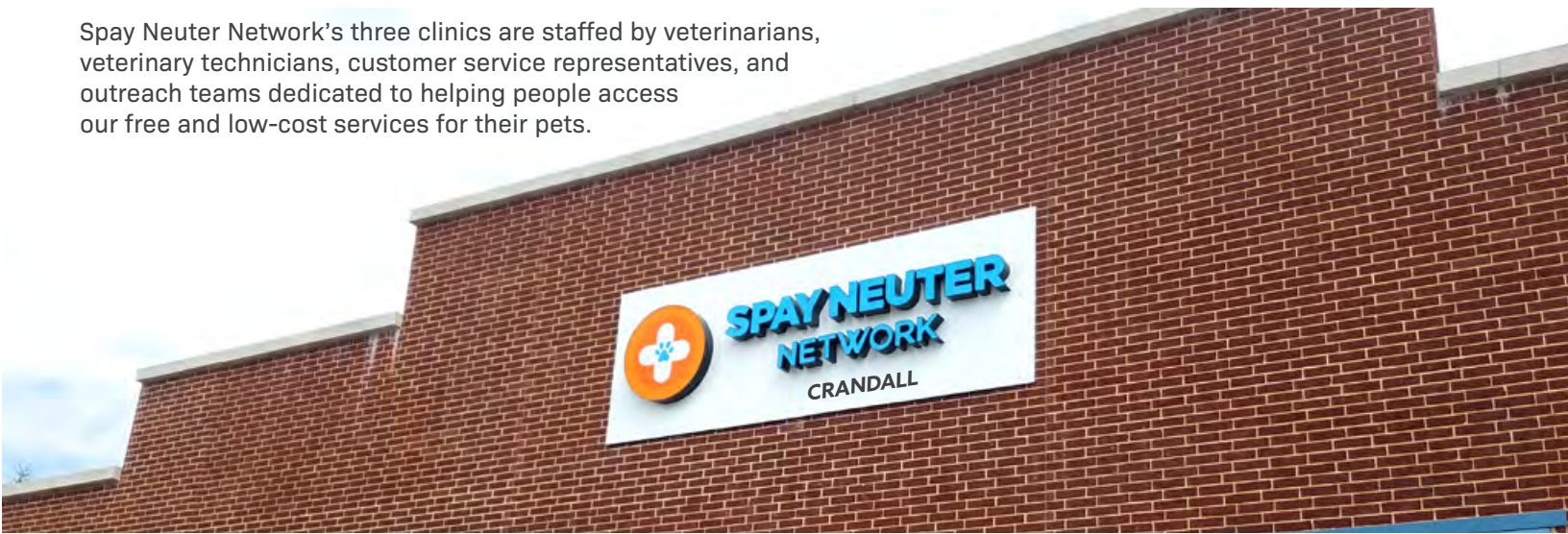
Additionally, we offered humane education to North Texas schools, and online, to help the next generation become more responsible pet owners.

Thanks to you, we had the resources to adapt to the challenges we faced in 2020.

350,000 STRAY DOGS & CATS

There are an estimated 350,000 stray animals in North Texas. Our goal is to reduce those numbers every year.

Spay Neuter Network's three clinics are staffed by veterinarians, veterinary technicians, customer service representatives, and outreach teams dedicated to helping people access our free and low-cost services for their pets.





Who We Serve



Spay Neuter Network serves low-income communities where there is little to no access to basic veterinary care for area residents. That's why we operate clinics right where people live. We believe, if we make spay/neuter affordable and accessible, people will be empowered to take better care of their pets.

Currently, we serve 1.3 million residents in North Texas, which includes Dallas, Fort Worth and Crandall, Texas, and the 15 counties around the DFW Metroplex.

Thanks to you, we have altered more than 275,000 pets and administered more than 400,000 vaccinations since 2004.

Low-Cost and Free* Services We Provide

- Spaying and neutering of dogs and cats
- Rabies vaccines and vaccination packages
- Microchips
- Flea, tick, and heartworm preventatives
- Heartworm testing for both dogs and cats
- Fecal testing
- A free transport program for those who can't drive their pets to our clinics

**when supported by grants*

Counties We Serve



2020 Impact



25,332

dogs and cats spayed or neutered



2,256

calls for help through the Dallas Pet Support and Resource Center



41,530

vaccines administered



14,106

microchips implanted



2,935

Trap-Neuter-Return (TNR) for feral and community cats



8,452

dogs and cats transported for surgeries to our clinics



49,160

fliers distributed to homes and businesses



137

humane education programs delivered to **13,842** students

**2019-20 school year in-person and online.*

During the pandemic we made sure we let those most vulnerable know about our resources. One of those efforts included visiting food banks and talking to people in their cars while they waited in line for food assistance. Food banks don't always have pet food available, so we give away donated pet food to those who need it.

Pet Support & Resource Center

When the pandemic impacted people financially, we found a way to help them keep their pets.

Spay Neuter Network had plans to launch a new *Pet Support and Resource Center* in August 2020. Through a unique partnership with the City of Dallas 311 information and Dallas Animal Services, we agreed to take over all of the City of Dallas' 311 animal surrender calls so we could identify solutions to keeping pets in their homes – and out of the city animal shelter.

The pandemic didn't delay these efforts; it accelerated them. Early evidence suggested pet parents with job losses or financial struggles might feel they had to give up their pets. We wanted to be their safety net.

An anonymous donor stepped forward to help launch the *Pet Support and Resource Center* in April, just one week after the nationwide pandemic shut-down – and five months ahead of schedule.

Through the program, we collaborate with Dallas Pets Alive to provide services that help keep pets and their families together, whenever possible. If people still can't keep their pets, then we sterilize, vaccinate, and microchip that pet before placing him or her with a rescue group for faster adoption placement. The *Pet Support and Resource Center* also handles all feral cat calls and TNR for the community.

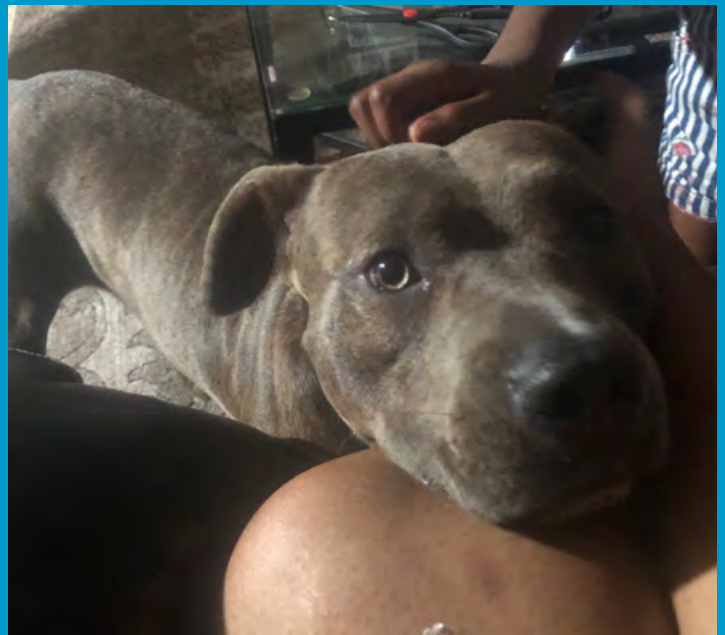
Between April and December 2020, we received 2,256 calls from people wanting to surrender their pets. Through the *Pet Support and Resource Center*, we kept 65% of these pets from entering the city animal shelter.

Because of you, we were ready to respond to the pandemic with additional resources to help people and their pets.

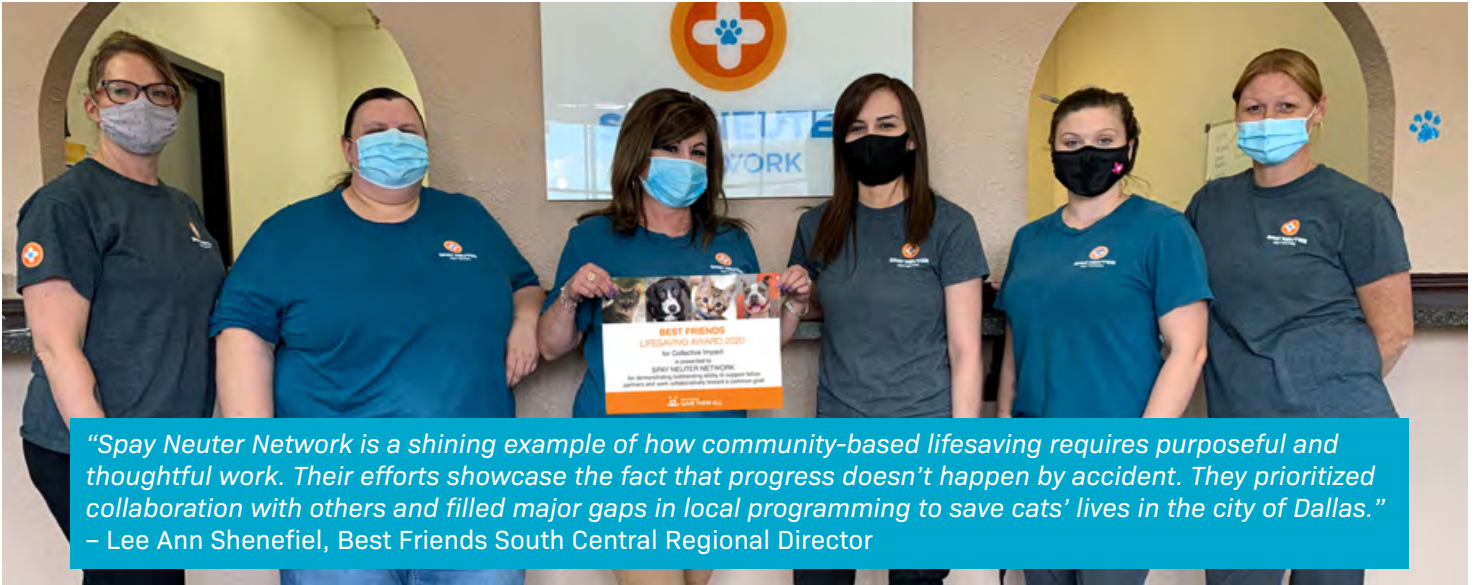
Breed restrictions and reduced income almost force family to give up dog

Elonda loved her nine-month-old pit bull, Phat, and wanted to be a responsible pet owner. But the pandemic reduced her income, making it difficult to provide basic care for her growing puppy. Then, Elonda's landlord said that because Phat was a pit bull, he had to go.

Out of options, Elonda called 311 to surrender him to the city shelter and was connected with our new *Pet Support and Resource Center*. We gave her food to keep Phat nourished and arranged for him to be sterilized, vaccinated and microchipped at one of our clinics. We also gave Elonda tips on how to talk to the apartment manager about breed-specific restrictions. Turns out, Elonda was a good advocate for Phat. Her landlord let her keep him, which was good news for the entire family.



A special thanks to The Meadows Foundation, the Rees Jones Foundation, Petco Love and an anonymous donor for funding our Pet Support and Resource Center. Their generosity gave us the resources to help pet owners at a critical time to ensure the pandemic didn't result in more pets being surrendered to the city shelter.



In August 2020, Spay Neuter Network received Best Friend's Animal Society's prestigious LifeSaving Award for Collective Impact for our newly launched *Pet Support and Resource Center*. This award recognizes out of the box thinking that results in new programs and services that help save lives. As the only program of its kind in the nation, our *Pet Support and Resource Center* will serve as a model for other nonprofits who want to work collaboratively with their respective cities to save more pets' lives.

Partnerships in the community ensure more pets and people can be helped every day. Spay Neuter Network currently partners with Dallas Pets Alive and Dallas Animal Services to provide additional services through the *Pet Support and Resource Center*.





Save Dallas Initiative

When Southern Dallas faced a crisis of stray dogs on the streets, Spay Neuter Network opened a clinic to address the problem.

Four years ago, Southern Dallas neighborhoods reportedly had the largest number of stray dogs roaming the streets than any other neighborhoods in the city. The city animal shelter also reported a record number of dog bites, complaint calls, and animal surrenders from this area of town.

Today, the landscape is changing, thanks to our work with the Save Dallas Coalition.

For the past four years, the Save Dallas Coalition has been a collaboration between animal welfare organizations and local funders to create a safer community for everyone. Through this partnership, we operate a clinic in South Dallas and offer free spay/neuter surgeries, vaccinations, and microchips for owned dogs in 23 ZIP codes where the most dog bites, dog complaints, and stray dogs are roaming the streets, according to Dallas Animal Services.



Over the last four years, Dallas Animal Services reported that the number of dogs entering their shelter who had already been sterilized increased nearly seven percent. During that time same, the number of calls about dog bites in these 23 ZIP codes dropped 18.5%.

In 2020, we sterilized 9,049 dogs and cats through the Dallas clinic. We sterilized 4,297 dogs through the Save Dallas Initiative and another 4,752 dogs and cats when we opened the clinic to everyone.

Because of you, the streets of Dallas have fewer stray dogs and cats in need of homes.

Elvis gets to stay in his new home

The pandemic kept Georgia C. Hernandez of Dallas, Texas, from seeing her family on a regular basis. So, she adopted an eight-week-old Chihuahua puppy for companionship and named him Elvis. Hernandez, however, is on a fixed income and didn't realize how expensive it would be to get Elvis fixed and vaccinated. Fortunately, she lives in one of the 23 ZIP codes where we offer free spay/neuter surgeries, vaccinations, and microchips for dogs through the Save Dallas Initiative. And because she didn't drive anymore, we also picked up Elvis for these services and returned him to her at the end of the day. Hernandez says she couldn't be happier to have this new friend by her side. "He really is keeping me company," she says.

A special thanks to the funders in the Save Dallas Coalition for helping us create a safer, more humane community in Dallas.

In 2020, we sterilized **4,297** dogs through the Save Dallas Initiative, and **24,451** since the launch of the project in April 2017.





Fort Worth Initiative



Our Neighborhood Community Coordinators walked door-to-door in 2020 distributing more than 49,000 fliers to homes and businesses to help spread the word about our Fort Worth clinic's free and affordable services for dogs and cats. The pandemic may have halted our outreach program, but our team found places, like the city animal shelter and food banks, where many people needed our services.

When the pandemic halted our “Takin’ It to the Streets” program, we found new ways to reach Fort Worth residents.

2020 marked the second full year of operations for the Fort Worth clinic, and the second year any Fort Worth resident could get their dogs and cats sterilized, vaccinated, and microchipped for free.

Our Fort Worth clinic is intentionally located in a veterinary desert – a part of town where this is no nearby access for residents to veterinary care. We also operate a mobile clinic, The Hope Mobile, that provides spay/neuter surgeries, vaccinations and microchips for dogs and cats, in neighborhoods that need it most.

When the pandemic halted our mobile program, we relied heavily on our transport program to pick up dogs and cats from pet owners who might not otherwise have a way to get their pets to our clinics.

Because of you, we sterilized 7,226 Fort Worth dogs and cats in 2020.

Thank you to the Saving Hope Foundation for helping us open the Fort Worth low-cost spay-neuter clinic and for supporting these free surgeries, vaccinations, and microchips for Fort Worth residents.



Offering solutions to transportation needs

Transportation is an issue for many low-income pet owners. Public transportation doesn't allow pets and not everyone has access to a car. So, we offer a transport program that picks up pets from designated locations around town, brings them to one of our clinics for their spay/neuter surgeries, and returns them to their pet owners at the end of the day at the same location.



Community Cats

When it comes to TNR, even one day off impacts the number of felines born on our streets.

When we temporarily closed our doors in April, we naturally thought about the impact this would have on the feral cat population. It was the start of “kitten season,” the time of the year when unaltered cats go into heat. We knew not doing TNR (trap-neuter-return) for an entire month would result in thousands of kittens being born in the Dallas-Fort Worth Metroplex that wouldn’t have been born otherwise.

When we re-opened our clinics in May, feral cat colony caretakers rushed to our clinics to get their cats fixed, and phone calls about feral cats skyrocketed. We opened more surgery spaces for these felines each day to accommodate the surge in births happening throughout the Metroplex.

Part of our work involves educating people about TNR and how it reduces the nuisance behaviors often related to neighborhood conflicts. When people call us to complain about feral cats, we often enlist their help in trapping the cats and bringing them to us for their spay/neuter surgeries. When people play a role in TNR, they have much better respect for the cats when they are returned to their neighborhoods.

Thanks to you, we’re not only helping abandoned felines, but changing community attitudes about them.

Even with the challenges of a pandemic,
we **sterilized 2,935 feral/
community cats in 2020 –
and 17,000 since 2004.**



Neighborhood comes together to reduce cat overpopulation around their homes

When Tommy McCradell moved in with his grandmother a few years ago, he noticed her neighborhood was overrun with feral/community cats. But in October, McCradell said the number of kittens seemed to explode overnight.

“They were on everyone’s porches or under them,” he says. “It was like the Serengeti. They were just everywhere.”

McCraddell called the City of Dallas’ 311 information line for help, and the city referred him to our Pet Support and Resource Center. McCradell told us his neighbor’s loved feeding and taking care of the cats, but they just didn’t want any more born.

Our Community Cat Coordinator explained TNR (trap-neuter-return) and showed McCradell and his neighbors how to trap the cats for transport to our clinic. Once the cats were sterilized, vaccinated, and ear-tipped (so people would know they had been fixed), we returned the cats to McCradell’s neighborhood where he and his neighbors guarantee they will have good lives.

“All we could do was let them stay,” he said. “It’s just as much their neighborhood as it ours.”

In the past, feral cats were often trapped and taken to the city animal shelter to be euthanized. Today, feral/community cats trapped in the Dallas area by a resident or animal control officer are re-routed to Spay Neuter Network for TNR. Every feral/community cat that comes to our clinics is sterilized, vaccinated, microchipped, and ear-tipped. The ear-tipping indicates a feral/community cat has already been sterilized and doesn't need to be trapped for TNR anymore.





Humane Education



It's not enough to spay and neuter dogs and cats. At Spay Neuter Network, we're educating the next generation of pet parents.

If there is to be any lasting change for animals, then there needs to be purposeful humane education programs to educate and engage young people about how to care for their pets.

During the 2019-2020 school year, we continued our robust humane education program by giving 137 Pet Care and Dog Safety programs to more than 13,842 elementary students in Fort Worth, Texas.

When the pandemic shut everything down in March, we revamped our programs for online learning. Even though schools didn't resume in-person lessons that spring or fall, summer camps and after-school programs called on us to speak to their students about responsible pet care. Parents said their children not only learned about how to care for their pets but how to appreciate their pets as companions, especially in a year when they were quarantined from their friends.

Each student that participated in our Pet Care and Dog Safety program received a dog safety booklet and a voucher to get their dog or cat spayed or neutered, vaccinated and microchipped for free. All elementary schools received a set of four books on dog and cat care, both in English and Spanish, for their library's Resource Center. And, students in Kindergarten and first grades got their choice of dog or cat pet care books (in English or Spanish) for continued at-home learning.

Thank you to The Saving Hope Foundation for investing in humane education and preparing the next generation of pet owners.

"Your Pet Care and Dog Safety Program provided great information and resources on how to care for pets and what to do when unfamiliar dogs approach. Your lessons triggered many questions and the students seemed very engaged. Even our teachers said they learned new tips and strategies to use when around new dogs. Thank you for bringing this program to our school." – From a teacher at Clifford Davis Elementary School in Fort Worth, Texas



OUR Financials

Where your money goes



Where we get funding



Figures based on latest audited 990 financial statements available for 2019. Contributions, gifts and grants include restricted funds used for services in 2020.
For full financial disclosures, visit spayneuternet.org/our-financials



How You Support Spay Neuter Network

Hosting a Facebook fundraiser, gathering friends for a wish list drive, or participating in one of our annual fundraising events are just a few ways the people who support our mission help pets in need. While the funds they raise are crucial to helping pets, it's their ability to inspire others to get involved that helps us build a more humane community.

Throughout the year, our clients and donors participated in several campaigns that supported our services and programs.



Spay it Forward

Our clients may receive free or low-cost services at our clinics, but they often repay that kindness by donating a few dollars to our *Spay It Forward* campaign, which goes to helping other pet owners in need.

North Texas Giving Day

Most of our supporters contribute to SNN through *North Texas Giving Day*, an 18-hour online giving event created by the Communities Foundation of Texas that encourages people to give back to their communities by supporting their favorite nonprofits. This annual event is our biggest fundraiser of the year.

Easter Bone Hunt

The *Easter Bone Hunt* is our Spring fundraiser that involves hiding 1,000 pet treats and toys in a local park for unleashed dogs to find and offers nearly a dozen games for pets and their parents to enjoy. Because of the pandemic, we replaced this year's live event with a semi-virtual event, in which we packed special Bone Hunt boxes with treats, toys, and goodies provided by our event sponsors for pet parents to purchase and for their dogs and cats to enjoy.

Grants and Corporate Support

We couldn't provide any low-cost or free services to the public without generous support from the following foundations and corporations.

FOUNDATIONS

Best Friends Animal Society
Byrne Family Foundation Trust
Communities Foundation of Texas
Dallas Companion Animal Clinic
Dallas Foundation
Fidelity Charitable
Fetterman Foundation
J.L. Williams Foundation
Latham Foundation
Meadows Foundation
North Texas Communities Foundation
Petco Love
Petsmart Charities
Rees Jones Foundation
Saving Hope Foundation

South Dallas Funders Coalition
Summerlee Foundation
Trust Center for Non-Profit Management
Helen D. and R.E. Wallace Foundation Fund

Nancy and Lester Popiolek
Anthony and Barbara Liberatore

CORPORATE SUPPORTERS

Brutus Bone Broth
Doggie Den Dallas
American National Bank of Texas
Empire Baking Company
HistoryMaker Homes
Hollywood Feed
Holt Veterinary Clinic

Innovative Pet Care
Invisible Fence of Dallas
Legacy Consulting Group
Metro Paws Animal Hospital
Muenster Milling Company
MWI Animal Health
Park Cities Pet Sitter, Inc.
Pet Love Mobile Grooming
Portland Pet Food Co
Redpaw Dog Food
Red Sun Landscapes
Simply Kind Hearted
The Absorber
Wiki Wags™ Disposables
Woof Wear



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Zach Pace, CPA

2020 Leadership Team

Bonnie Hill, Executive Director
Tamin Erario, Director of Clinic Operations
Jacob Carty, Communications/Marketing Director (Media Contact)
Kelly Richert, Director of Finance

Locations

Headquarters and Crandall Spay/Neuter and Wellness Clinic:

102 E Trunk Street, Crandall, TX 75114

Dallas Spay/Neuter and Wellness Clinic:

2223 S Buckner Blvd, Suite 203, Dallas, TX 75227

Fort Worth Spay/Neuter and Wellness Clinic:

3117 E Seminary Dr, Fort Worth, TX 76119

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Email: info@spayneuternet.org

Website: spayneuternet.org

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Thank YOU **for supporting**



SPAY NEUTER
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