

St. Francis Pet Care

2018

Annual Report of St. Francis Pet Care, Inc.
January 1, 2018 – December 31, 2018

Annual
Report



Mission

The charitable mission of St. Francis Pet Care (SFPC) is to help people in our most vulnerable communities remain together with their pets so both can benefit from the human-animal bond. To this end, we provide primary veterinary care to the companion animals of homeless persons, veterans, and very low-income residents of Alachua County, Florida. We work to reduce the number of companion animals turned into shelters because their owners can no longer afford their care, and to increase the proportion of spayed and neutered pets in the population we serve. We educate our clients in responsible pet care and help them improve the lives of their pets.

Services

St. Francis Pet Care provided free primary non-emergency veterinary care and services to clients in our program at our weekly clinic in downtown Gainesville and our monthly outreach clinics at Grace Marketplace/Dignity Village (DV) and at the SWAG Family Resource Center in southwest Gainesville (SWAG).



Primary veterinary services provided include exams and consultations, treatment, vaccinations, microchips, and nail trimming. We provided medications when we had them in stock, or wrote lowest cost prescriptions when we didn't. Clients were requested to come monthly to pick up free doses of flea/tick and heartworm preventives, and they could get free pet food weekly. Pet supplies (leashes, collars, harnesses, coats, beds, cat litter, toys and treats)

were offered when available. Intact animals were scheduled for spay/neuter and transported to and from surgery by volunteers.

We reserved about 10% of our budget to reimburse local animal hospitals for services when our patients require diagnostics or treatment beyond our capability to provide at Clinic. This accommodated only a small percentage of our pet patients who would benefit from dental cleaning/extraction and other special procedures.

Staff

SFPC remains an all-volunteer organization. Every clinic and outreach clinic is staffed by veterinarians, veterinary technicians, and a group of lay volunteers who check clients in and out, distribute pet food and flea/tick/heartworm preventives, and maintain records and files. Our volunteers also do non-clinical tasks such as publicity, fund-raising, grant-writing, tabling at events, procuring pet food and managing our food inventory, maintaining inventory and donation records, and posting to social media.

For many years, faculty and students from the University of Florida's College of Veterinary Medicine attended the weekly downtown clinic. Students in the Veterinary Community Outreach rotation got hands-on experience in low-cost "street medicine," while the clinic got much-needed veterinary help. In May, a reorganization at UF resulted in the end of this symbiotic partnership.

SFPC governance was provided by a Board of Directors consisting of nine people at the end of 2018: Dale Kaplan-Stein DVM (President), Chris Machen (Vice-President), Priscilla Caplan (Secretary), Galey Gravenstein (Treasurer), Natalie Isaza DVM, Amber Emanuel, Deborah Honey Harris, Joanne Lopez and Patti Gordon, DVM.

Clients



People admitted to our program must meet our eligibility criteria. To be eligible for SFPC services, a person must live in Alachua County, be homeless or have documented low income status, and must own no unsterilized cats or dogs. With rare exceptions, we do not take college students into the program. Clients must not breed or sell animals, and they may not owe money to a veterinary practice unless they are keeping up with a payment plan.

Pet owners living at Grace/DV or in the SWAG neighborhoods were allowed to attend our DV and SWAG outreach clinics respectively with no additional evidence of low-income status.

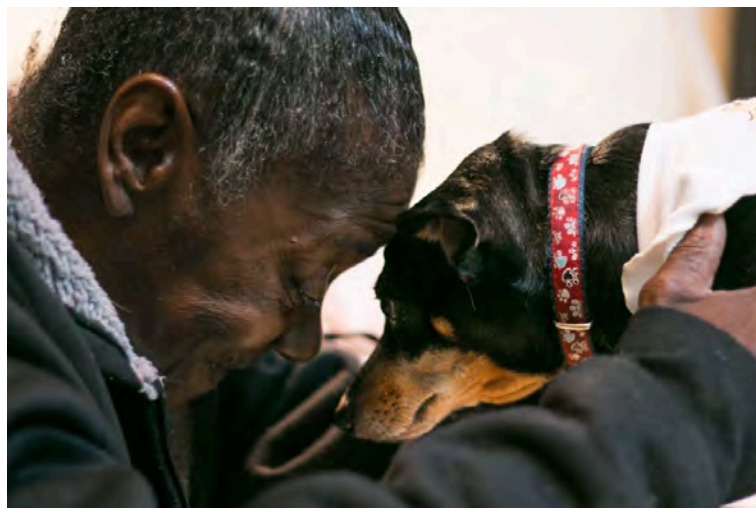
Until May, prospective clients were required to attend a group screening and orientation session at which paperwork was completed and clinic rules and procedures were explained. When we lost our Veterinary Community

Outreach faculty and students, a shortage of veterinary help forced us to freeze admission to our program, with a small number of exceptions: homeless people, veterans, and participants in the Dignity Village and SWAG outreach clinics. Group screening/orientation sessions were discontinued, and people admitted to the program were individually oriented.

Pet Food

At our downtown Clinic we distributed roughly 350 pounds of dog food and 120 pounds of cat food weekly. We also distributed 300-400 pounds of pet food at the monthly SWAG outreach clinic. In 2018 we spent \$1388 on pet food, significantly less than the previous year, primarily because of new partnerships. The Chewy's Distribution Center in Ocala donates broken-bag food to VOCAL (Voices of Change Animal League). Our pet food coordinator drove to Ocala every other week to pick up a share of this high-quality food. She also arranged to share in cat food and litter donated to Second Chance Rescue and Rehoming by the Walmart Distribution Center in Alachua. Nestlé Purina continued to donate periodic shipments of Purina ProPlan for dogs and cats.

These sources were supplemented by donations from the public. Notable donations in 2018 included many pounds of bagged dog and cat food from Temple Shir Shalom as part of their Mitzvah Day activities, two large donations from the UF Health Human Relations Department, and a donation drive conducted for us by Camp Marlin Doggie Day Care. Our good friends at Thrifty Critter managed to donate mountains of treats. In addition, local veterinary practices donated to us much appreciated quantities of prescription and special diet food.



New Building



July 2018

It was amazing to watch the new clinic building go up in the second half of 2018. Laying the slab, originally planned for May, was delayed by unusually hard summer rains, but once the slab was in, work proceeded swiftly. By the end of the year, the roof was shingled, the interior framing completed, and drywall hung. Construction continues to gallop along and a ribbon-cutting is being planned for March 24, 2019.



August 2018

SFPC is very grateful to PetSmart Charities®, the largest funder of animal welfare in North America, for awarding us grants providing major funding for the building: two Capital Construction grants and a Spay/Neuter grant for surgical equipment. The Banfield Foundation also contributed substantial funding for equipment. The support from these two philanthropies has been invaluable.



September 2018

Board member Galey Gravenstein stayed on top of planning, construction and fund-raising. More than 200 individuals from all over the state donated to our building fund. Local businesses donated materials and services or discounted their prices (see Shout Outs for a list). Many of our clients have volunteered their services to help maintain the grounds and the building once we open. It is impossible to adequately express the gratitude we feel for this outpouring of support.

Spay/Neuter

A major objective of SFPC is to teach responsible pet ownership and to encourage the sterilization of all cats and dogs. Clients can have no more than two animals in the program at any time, and having more than two pets in a household is discouraged. In order to be accepted into the program, all animals in their household must be spayed or neutered. As part of their orientation, new clients are informed they must sterilize their animals and agree to do so in writing.

If an animal is intact, spay/neuter surgery is scheduled after the pet has had its first visit to an SFPC veterinarian. The appointment is made, and the pet is transported to and from surgery, by SFPC volunteers. Spay/neuter is free to the owner, funded by SFPC or by grants to the spay/neuter facilities. Despite these efforts to facilitate the process, some individuals refuse to sterilize their pets. Some make this clear at orientation and are not admitted to the program. Others come to orientation and their first veterinary visit, but change their minds when spay/neuter is actually scheduled. To reduce the number of “no shows,” we will not microchip or give rabies vaccinations to intact animals at clinic, but rather have these done at the time of surgery.

At our DV outreach clinic it is even more complicated. Dignity Village has rules for pets on the premises, including a stipulation that intact pets must be spayed or neutered within two weeks of arrival. Spay/neuter is facilitated at the DV outreach clinic and by the Home Van Pet Care Project. Unfortunately, enforcement of the rules is uneven, and the presence of unsterilized animals is a persistent problem.

People have voiced many reasons for opposing spay/neuter. More than one individual with a female dog has told us they wanted to let the dog have one litter to experience the joy of motherhood. Some people think sterilization is not natural, or even against the laws of god and nature. Some worry legitimately about the risks of surgery or are afraid that the experience will change the pet’s personality. We try to explain the health benefits to the animal, the risks involved in not spaying, and the positive behavioral changes that can result, but we are not always successful in changing minds.

In 2017 SFPC received an innovation grant from Maddie’s Fund to make a video encouraging spay/neuter. We thought it might be persuasive to feature our own clients discussing their experiences with spay/neuter and the reasons they decided to go ahead with it. The video, produced by Chris Cano at Betterme Productions, was completed in early 2018 and can be viewed on YouTube at <https://www.youtube.com/watch?v=hKSgMI1CNjU>. We still need to figure out how to get it viewed by people in our demographic.

Notable Events During the Year

In January we spoke at the Greater Gainesville Dog Fanciers meeting. This wonderful organization has been very supportive to us over the years.

In February, a film crew from PetSmart Charities® came to the downtown clinic, as part of a project to highlight some of their partner organizations. Their wonderful video can be seen at <https://youtu.be/YZjsROhO4hl>.

Later in the month we tabled at the second annual Gainesville VegFest at Depot Park, an event nobody should miss.



In March, we celebrated the first anniversary of our outreach clinic at the SWAG Family Resource Center. At the first SWAG clinic in March 2017 we saw a total of nine pets belonging to five people. One year later at the March 2018 clinic we saw 22 pets for vet visits and distributed flea/heartworm preventives for another 21 animals. Also in March, WCJB news aired a segment about our plans for the new clinic building, still available at <https://www.wcjb.com/video?vid=479739063>.

In April the wonderful Gator Women's Soccer team hosted their second Celebrity Dog Wash fundraiser at One Love Café – lot of good clean fun for everyone. We also for the first time attended the Open House at the College of Veterinary Medicine. Two local IT companies, SharpSpring & Feathr, made a large donation after holding a month-long pet supply drive for our benefit.

Site preparation for the new clinic building finally began in May. It's amazing how happy a few mounds of dirt can make you. On the downside, changes at the UF Veterinary Community Outreach Program meant that students and faculty from the program would no longer attend our weekly downtown clinic, leaving us somewhat in the lurch for the summer months.

In June we were happy to host a visit from representatives of PetSmart Charities®, who were very supportive of our work and our plans for the future.

In July a UF journalism student created a photo-essay about clinic featuring one of our volunteer vet techs. You can see it at <https://www.wuft.org/news/tuesday-mornings/>.

In August we were able to arrange for Ozzie, a senior service dog, to have a very large abdominal tumor removed by one of our volunteer veterinarians at her own practice. Seeing the dog healthy and happy post-op might have been the feel-good moment of the year.

September brought the annual University of Florida Campaign for Charities kickoff. Managed by the United Way, donations through the UFCC are our largest source of operating funds. We also held a tasty fundraiser at BJ's Brewhouse, and for the first time attended the GRU Non-Profit Breakfast.

In October we enjoyed tabling at the annual K9 Splash Bash at Westside Pool and at the Gainesville Pride Festival, two of our favorite events. October 14-20 was National Veterinary Technician Week and we tried to celebrate our fabulous volunteer vet techs each day with a week of Facebook posts. We should really celebrate our techs every day of the year because they are wonderful young people. At the downtown clinic most of our techs were pre-vet students, while at the SWAG outreach clinic most of the techs were actually first-year vet students at UF.

The first day of the Downtown Art Festival, December 1, was rained out, but we enjoyed tabling the next day. We had our holiday party for SFPC volunteers on December 6, at which we stuffed 150 stockings with small goodies for our clients. The holiday party for our clients was the Tuesday before Christmas at the downtown clinic, where we distributed stockings and stuffed ourselves with snacks and punch.

Statistics

The downtown Clinic was held every Tuesday of the year except Christmas and New Year's Day. The monthly Dignity Village outreach clinic was held on 12 Sundays, and the monthly SWAG outreach clinic was held on 12 Saturdays.

Clients and patients

Veterinary students and faculty from the UF Veterinary Community Outreach Program stopped coming to the downtown clinic in June, just when some of our regular volunteer veterinarians left for summer vacations and other activities. As a result, we had to stop taking new members into our program in early July. Exceptions were made for homeless people, veterans, and those served by our SWAG and Dignity Village outreach clinics. We also inactivated many clients who had not been to clinic in the previous twelve months. These decisions show in both the numbers and demographics of our clients at year end.

During 2018, we took in 137 new clients, 15% less than the year before. We added 264 new patients (pets), 4% less than 2017. At the end of 2018, SFPC had 527 active clients and 769 active pet patients, significantly fewer than the year before.

Note that the numbers below do not include the people and patients seen only at our monthly outreach clinic at Grace Marketplace/Dignity Village. People and patients seen at both Grace/Dignity and at the weekly downtown clinic are counted.

Clients and patients, 2018 compared to 2017

	2018	2017	Difference	% Change
Active Clients	527	623	-96	(15%)
New Clients	137	158	-21	(13%)
New Patients	264	275	-11	(4%)
Active Patients	769	844	-75	(9%)
Inactivated Patients	365	51		
Inactive Patients	2198	1833		
Total Patients - Active and Inactive	2962	2677		

Eligibility

Since the number of active clients decreased in 2018, the number of people in most eligibility categories also decreased. The proportion of clients on Food Stamps declined for the first time in many years to 37% of all clients, probably because, for the six months that membership was frozen, people on food stamps who were not veterans, homeless or living in a SWAG neighborhood were not admitted. The number of homeless clients at Grace/DV increased by 9%, which is significant considering that the rapid rehousing program at Grace Marketplace resulted in many of our clients moving out of Grace and into apartments.

Not surprisingly, the most significant increase was in clients attending the SWAG outreach clinic. Not only did admission to SWAG remain open, but the clinic became increasingly well-known and well-established in the neighborhood.



Active client eligibility by category, 2018 compared to 2017

	2018	2017	Difference	% of active clients in 2018	% of active clients in 2017
SNAP (Food stamps)	194	318	-124	37%	51%
Subsidized housing	16	15	+1	3%	2%
BOD approval	28	28	0	5%	4%
HUD/VASH	10	20	-10	2%	3%
IFH	2	3	-1	<1%	<1
SSI	75	88	-13	15%	14%
VA Referral	14	17	-3	3%	3%
Homeless (Not at Grace/DV)	25	37	-12	5%	6%
Homeless (Grace/DV)*	62	54	+8	11%	9%
SWAG	101	43	+58	19%	7%
Total	527	623	-96	100%	100%

* This row does not include people seen only at Grace/DV who have never attended a downtown clinic.

Services

These statistics require some explanation. When a client sees a veterinarian, s/he can also pick up flea/heartworm preventives and pet food. In our statistics, we simply record a vet visit. Similarly, when a client comes to pick up monthly heartworm and flea preventives, s/he can also get pet food. We record this as a “meds only” visit. Clients who need nothing but pet food are recorded as “food only” visits. As a result, the amount of flea/heartworm preventives and food distributed is underrepresented in these counts.

Despite the decrease in active clients, the downtown clinic saw a slight increase in vet visits and meds-only distribution. The monthly SWAG outreach clinic continued to grow. As the number of SWAG clients increased, the distribution of monthly flea/heartworm preventives also increased, but not as much as it should have, indicating that even as new clients were added, some existing clients stopped coming. The reasons for this (moving, losing pets, disinterest, etc.) deserve future analysis.

Vet visits, meds and food pickup at Downtown Clinic, 2018 compared to 2017

	2018	2017	Difference	% Change
Client vet visits	927	927	0	0
Dog vet visits	927	859	+68	8%
Cat vet visits	193	249	-56	(22%)
Total pet vet visits	1121	1108	+13	1%
Client visits meds only	1879	1946	-67	(3%)
Dog meds only	2197	2323	-126	(5%)
Cat meds only	710	631	+79	12%
Total meds only	2907	2954	-47	(2%)
Client visits food only	1590	1558	+32	1%
Dog food only	1422	1830	-408	(22%)
Cat food only	960	1039	-79	(7%)
Total food distributions	2219	2869	-650	(22%)

New clients, vet visits and meds pickup at SWAG Outreach Clinic, 2018

Month	New clients	Vet visits (people)	Vet visits (dogs)	Vet visits (cats)	Meds only (people)	Meds only (pets)
January	4	11	11	5	12	19
February	6	18	15	8	10	17
March	7	18	14	8	12	21
April	6	16	15	5	17	28
May	2	15	16	4	15	25
June	4	15	18	2	9	17
July	7	20	21	4	16	30
August	7	20	17	14	19	35
September	5	13	11	9	14	27
October	9	20	21	5	20	43
November	8	13	14	5	14	27
December	6	13	10	8	22	33
Total	71	191	183	77	180	322

Spay/neuter

At the start of 2018, the pets of clients at the downtown clinic were referred to the University of Florida Veterinary Community Outreach Program (VCOP) for spay/neuter, and pets of clients of the SWAG Outreach Clinic were referred to the Alachua County Humane Society (ACHS). VCOP was able to sterilize many of our animals on their own grant funds, and ACHS held funds from the Wagmore Foundation reserved to pay for SWAG spay/neuter.

In June, VCOP stopped sterilizing SFPC animals, and we turned to ACHS to take referrals from the downtown clinic and the DV outreach clinic as well as SWAG. DV cats were sterilized at All Cats Healthcare Clinic.

Spay/Neuter 2018 Totals by Species and Gender

	Male	Female	Total
Dogs	42	52	94
Cats	22	26	48
Total	64	78	142

Spay/Neuter 2018 Totals by Provider

Provider	Dogs	Cats	Total
All Cats Healthcare	3	13	16
Humane Society	64	33	97
UF VCOP	25	2	27
Other	2	0	2
Total	94	48	142

Grants



The **Banfield Foundation** awarded SFPC \$15,000 for equipment to be used in our new clinic building, including exam tables, a prep table, and a mobile dental system.

The **Wagmore Foundation** extended the time period on its grant to the Alachua County Humane Society for spay/neuter surgeries for pets of our clients. We now have until June 30, 2019, to exhaust the funds.

Shout-outs

St. Francis Pet Care values all our donors and supporters, many of whom have been friends of our organization for years. To everyone who donated money or goods towards our operating expenses, THANK YOU! We particularly thank those who have requested donations to SFPC as birthday gifts, or in memory of others. Small amounts add up, and every dollar helps.

We wish we had space to list everyone who donated to our capital building fund, from Kitten to Great Dane! We can't wait to thank them in person at the opening event in March.

We also want to acknowledge these businesses and groups that have helped us this year:

All the companies that provided free or discounted materials, services and/or labor towards the construction of our new clinic building. If not for their generosity, we would still be fundraising for construction, not planning to move in!

ABC Supply Company, Inc., Big Trees Plantation, Bounds Heating & Air, Central Paint Stores, Inc., Carson's Cabinetry, Church's Plumbing, Inc., CHW Professional Consultants, CPPI (Charles Perry Partners, Inc.), Duran Masonry, Fracture Inc., Gale Insulation and Specialties, Lawn Enforcement Agency, Lowe's Home Improvement, Norfleet Construction Group, Perry Roofing Contractors, Ridgeway Roof Truss Company, Security Safe Company, The Sign Universe, The Trophy Shop, Vintage Electric, Inc., and last but by no means least, **Walker Architects.**

Earthwise Pets for their many donations of the highest quality pet food and treats.

The staff of **Gainesville Animal Hospital East, Northwood Oaks Veterinary Hospital, and Oaks Veterinary Hospital.** For years these three practices have been collecting and donating pet food, medicines and supplies.

Colleen Cox and **Merial** for ongoing donations of flea and heartworm preventive products.

Jason Gagne and **Nestlé Purina Petcare St. Louis,** for keeping us supplied with Purina ProPlan for dogs and cats.

Second Chance Rescue and Rehoming, for letting us share in Walmart pet food distribution, and **VOCAL Voices of Change Animal League** in Ocala for sharing Chewy's pet food donations.

Joe Peurrung and the **Security Safe Company** for providing free security monitoring ever since we moved into our current rental building.

Temple Shir Shalom, for bagging and donating hundreds of pounds of pet food for their Mitzvah Day.

Zoe Harden and **Subway**, for donating an array of useful things for the new building, including shelving, tables and appliances.

The **UF Health Human Resources Department** for making us their special cause, collecting donations of food, supplies and money.

STATEMENT OF INCOME AND EXPENSE, FY 2018

Unaudited, cash-only

Income

Direct Public Support	\$ 14,833	\$ 14,833	
Indirect Public Support			
United Way UFCC 2016	\$ 22,476		
United Way UCFE 2017	\$ 18,305		
Total Indirect Public Support		\$ 40,781	
Building Fund			
PetSmart Charities Spay/Neuter	\$ 33,363		
PetSmart Charities Construction	\$ 60,000		
Banfield Foundation Equipment	\$ 15,000		
Direct Public Support	\$ 71,160		
Total Building Fund		\$169,523	
Total Income			\$225,187

Expense

Advertising and Promotion	\$ 432	\$ 432	
Animal Care			
Flea/tick preventives	\$ 9,051		
Heartworm preventives	\$ 2,562		
Medicine	\$ 15,587		
Microchips	\$ 2,270		
Special cases	\$ 8,457		
Spay/neuter	\$ 1,454		
Vaccines	\$ 1,004		
Other	\$ 986		
Total Animal Care		\$ 41,671	
Business Expense			
Filing fees	\$ 270		
Insurance	\$ 2,438		
Tax preparation	\$ 1,300		
Other	\$ 130		
Total Business Expense		\$ 4,138	
Fundraising expense	\$ 430	\$ 430	
Information technology			
Phone	\$ 1,120		
Website	\$ 173		
Total Information Technology		\$ 1,293	

Occupancy		
Rent	\$ 6,525	
Utilities	\$ 1,265	
Total Occupancy		\$ 7,790
Office expenses	\$ 590	\$ 590
Pet Food	\$ 1,389	\$ 1,389
Building expenses	\$107,480	\$107,480
Total Expense		\$165,215