

Saint Francis Pet Care

2020

Annual Report of St. Francis Pet Care, Inc.
January 1, 2020 – December 31, 2020



MISSIONS

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 North Central Florida. We work to reduce the number of companion animals turned into shelters when their owners can no longer afford their pets' 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 reduced pricing and, in some cases, 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 and the SWAG Family Resource Center in southwest Gainesville (SWAG).

Primary veterinary services we provided included consultations, treatment, vaccinations, microchips, and nail trimming.



We provided necessary medications if in stock, or otherwise wrote lowest cost prescriptions. Clients were requested to come monthly to pick up doses of flea/tick and heartworm preventives. Revolution, a flea/tick/heartworm preventative were applied for free at our clinic through a grant from PetSmart Charities. Free pet food was given out weekly, and pet supplies

(leashes, collars, harnesses, coats, beds, cat litter, toys, and treats) were offered when available. We also provided grooming services, including bathing, and clipping, thanks to the skilled professionals at No Stress PetSitting.

STAFF

Prior to 2020, SFPC operated as an all-volunteer organization, while in 2020, we began a shift that included several salaried positions. To facilitate improvements in practice management, in March we hired our first paid office manager, Meghann O'Brien. We hired our first salaried DVM, Dr. Carolyn McKune, several months later in October. Additionally, 2 salaried clinical and 2 anesthesia technicians were hired in November. This shift allowed for dependable staffing continuity throughout the weeks at all clinics, which had unfortunately become a challenge with the limitations and changes created by the COVID pandemic. Clinics are staffed by veterinarians, veterinary technicians, and a group of volunteers who check clients in and out, distribute pet food and preventives, and maintain records and files. Our volunteers also perform non-clinical tasks such as publicity, virtual fund-raising, grant-writing, procuring pet food, managing our food inventory, maintaining inventory and donation records, and posting to social media.



SFPC governance was provided by a Board of Directors consisting of ten people at the end of 2020: Dale Kaplan-Stein, DVM (President), Chris Machen (Vice-President), Joanne Lopez (Secretary), Deborah Honey-Harris (Treasurer), Louise Anderson, Amber Emanuel, Patti Gordon, DVM, Amanda Ardente, DVM, Gordan Smok, DVM, and Natalie Isaza, DVM.

CLIENTS

In the past, clients had to live in Alachua County and meet certain income criteria. In 2020, all these requirements were removed due to COVID. However, clients still must not breed or sell animals, and all animals in the household must be spayed or neutered. They also may not owe money to another veterinary practice unless they are keeping up with a payment plan.

Pet owners living at Grace Marketplace/Dignity Village or in the SWAG neighborhoods were allowed to attend our Dignity Village and SWAG outreach clinics for free veterinary service respectively with no additional evidence of low-income status.

All clients were required to stay active in the program by spaying or neutering their intact animals, picking up flea/tick and heartworm preventives monthly, and bringing their pets to us for an annual exam.



IMPACT OF COVID-19

Because of the COVID pandemic, 2020 required that our new clinic become more flexible in adapting our animal care to the needs within the community. Not unlike the rest of the nation, we were without a road map to show us a clear direction. The year started normally with an entire volunteer staff. We were open Tuesdays for patient care and wellness visits and Mondays for spay/neuter surgeries. Our last day of clinic before the COVID shutdown was on Tuesday, March 10th. At that point, we had serviced 259 patients for vet visits, 643 patients for preventative meds, and 747 pets received food. And then we closed. For three months...

During the months that the clinic was closed, Dr. Kaplan-Stein and our senior technician Giselle La Hoz, UF College of Veterinary Medicine Class of 2025, continued to answer phone calls, conduct TeleVet visits, and treat those patients needing urgent care. We also mailed a 3-month supply of flea/heartworm preventative to clients for whom we had valid mailing addresses. Approximately 160 clients received meds for >300 pets (PetSmart Charities grant). A generous gift of \$500 from Alliance of Non-Profits for Insurance helped us pay for the postage, which was much welcomed as postage was not included in our projected 2020 budget.



Giselle La Hoz – UFCVMA

APRIL 9th...our one-year anniversary in the NEW clinic came and went...without much of a celebration.



Tragically, as most of our volunteer help evaporated (students left town and our older volunteers needed to avoid the risk of COVID exposure), we were faced with the conundrum of how to *provide more with less* as pet adoptions increased, client incomes decreased, and local clinics were less available for everyone.

Our COVID shutdown gave us time to reflect on our clinic's management and economic future.

Finally, in August of 2020, we reopened!! To increase our future economic stability, we reopened as a pay-for-service clinic available to all residents of Alachua and surrounding counties. We improved our medical records during the month following our reopening by transitioning from a paper to a digital record system (Hippo Veterinary Software). Vet techs,

vets, and staff now enter patient data on computers. Throughout the 2020 COVID pandemic, we worked to maintain the availability of quality food for our client's pets. Food distribution locations were made available in numerous locations throughout the greater Gainesville area while the clinic was temporarily closed. During this time, we distributed 1,246 (3.5-pound bags) of cat food and 2,830 (5.5-pound bags) of dog food to 2,564 clients for 4,084 patients. This adds up to just short of 10 TONS (20,000 lbs) of pet food. Because our clinic remained closed for several months, the amount of food distributed represents an accurate representation of the pet population we provided services for during 2020. All other measures showed a downturn because of the inability to meet directly with clients during the peak of the pandemic. The main reasons our food distribution needed to increase were due to the closure of Dignity Village and COVID outbreaks at both outreach facilities.

We set up several bi-weekly food distribution sites throughout the city: at our downtown clinic, SWAG, Walmart, and Home Depot. We also assisted UF PAWS with pet food distribution requests. All this was made possible with the help of a \$2000 grant from American Humane's "Feed the Hungry COVID-19 Fund" that provided emergency funding for shelters, rescues, sanctuaries, and pet food banks impacted by the COVID pandemic. We used these funds to buy unique mylar bags and labels, thus allowing us to hygienically re-package large bags of donated food into manageable units, label them clearly, and create a stable shelf-life for the food. We previously depended on used grocery bags donated by our clients for pet food distribution.



Our pet food coordinator drove to Ocala nearly every other week to pick up a share of broken-bag food donated by the Chewy Distribution Center in Ocala to VOCAL (Voices of Change Animal League). We also received cat food and litter donated to Second Chance Rescue and Rehoming by the Walmart Distribution Center in Alachua for the first half of the year. Nestlé Purina continued to contribute periodic shipments of Purina ProPlan for dogs and cats. We purchased one large pallet of dog and cat food from Gainesville's Bread of the Mighty Food Bank. Donations from the public supplemented these sources. Notable food donations in 2020 included many pounds of bagged dog and cat food from Temple Shir Shalom as part of their Mitzvah Day activities, our good friends at Thrifty Critter, Celia Martin at Martin Orthodontic, Oaks and Northwood Oaks as well as the Gainesville Animal Hospital. In addition, local veterinary practices donated to us much appreciated quantities of prescription and special diet food.

The Fall school semester opened an opportunity for new volunteer requests from the UF College of Veterinary Medicine, the Pre-Vet club, and the Student AVMA (SAVMA). Members of SAVMA, of which about 10 students volunteered in 2020, received one service point for each shift of volunteer service completed at our clinic for up to 2 points per semester. Additionally, UF HealthStreet resumed their monthly visits to the clinic to keep our clients informed of medical and social services for which they were eligible.

STATISTICS

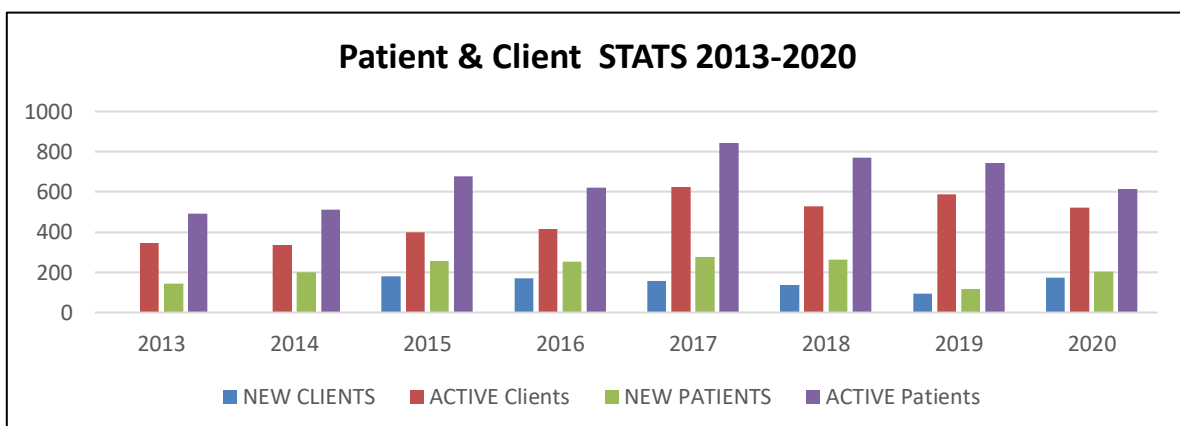
Clients and Patient data

A major goal for moving to our new clinic building was to enable us to serve more people and animals, and during 2019, we had 189 additional client visits (20% increase) over 2018, whereas there had been no significant change in client visits from 2016 -2018. Then in 2020, the COVID pandemic created huge fluctuations in the availability of our clinic to clients and patients and we saw an apparent decrease from 2019 of 269 client visits, a 24% decrease! Similarly, we saw a moderate increase in patient visits from 2018 to 2019 (18%) driven mainly by an increase in dog patients (24%), as our cat patient visits decreased 9%. Patient visits decreased from 2019 to 2020 by 348, a 35% loss. Changes in the number of client visits and new clients do not parallel each other. New clients decreased slowly from 2015 to 2019, then increased in 2020 as people, kept home by the pandemic, acquired new pets, a trend seen nationwide. However, though we saw an increase in new clients and patients in 2020, our number of active clients did not increase. The disruption caused by COVID undeniably influenced these numbers. During the first few months of 2020, our volunteers were consumed with activities related to adapting to life during a pandemic. Our new volunteers had to learn how to use the new space as they returned or began work with us, and many procedures required revision to allow safe operation as the pandemic continued to rage throughout 2020. But as a result, we had time to reevaluate the use and ideal functioning of our clinic building and the best way to meet our clients' pets' needs while remaining a viable force for providing wellness veterinary care for pets in our community.

Note that the numbers in the graph and table below include all people and patients seen at both outreach clinics (SWAG and Grace Marketplace). Note that the pattern for 2020 continues, as new patient and active patient numbers decreased from 2019 to 2020.

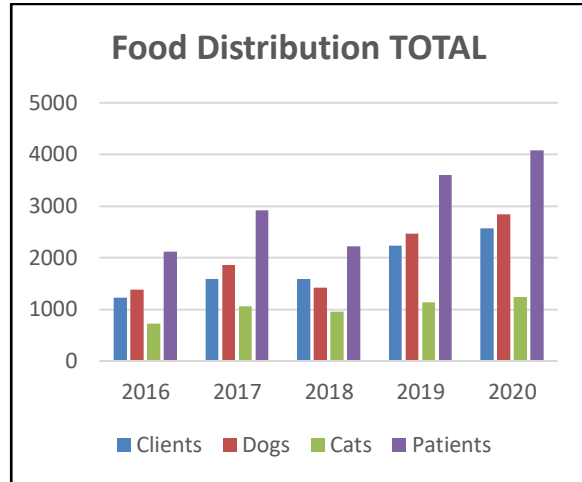
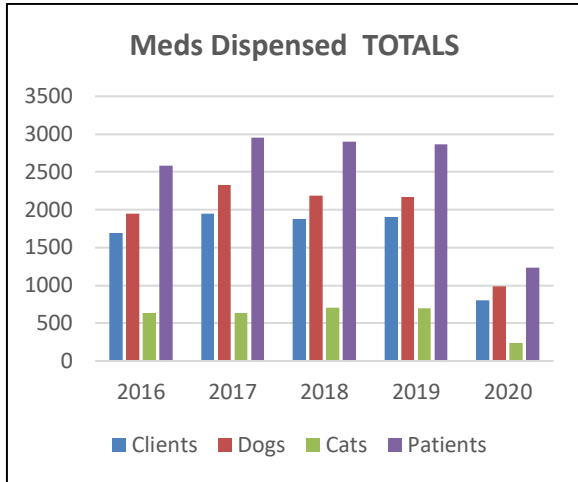
Patients and Clients 2020 compared to 2019

	2020	2019	Difference	% Change
Active Clients	522	565	(43)	- 7%
New Clients	173	93	80	+86%
New Patients	203	264	(61)	- 23%
Active Patients	613	727	(114)	- 15%
Patient visits	975	1323	(348)	- 26%



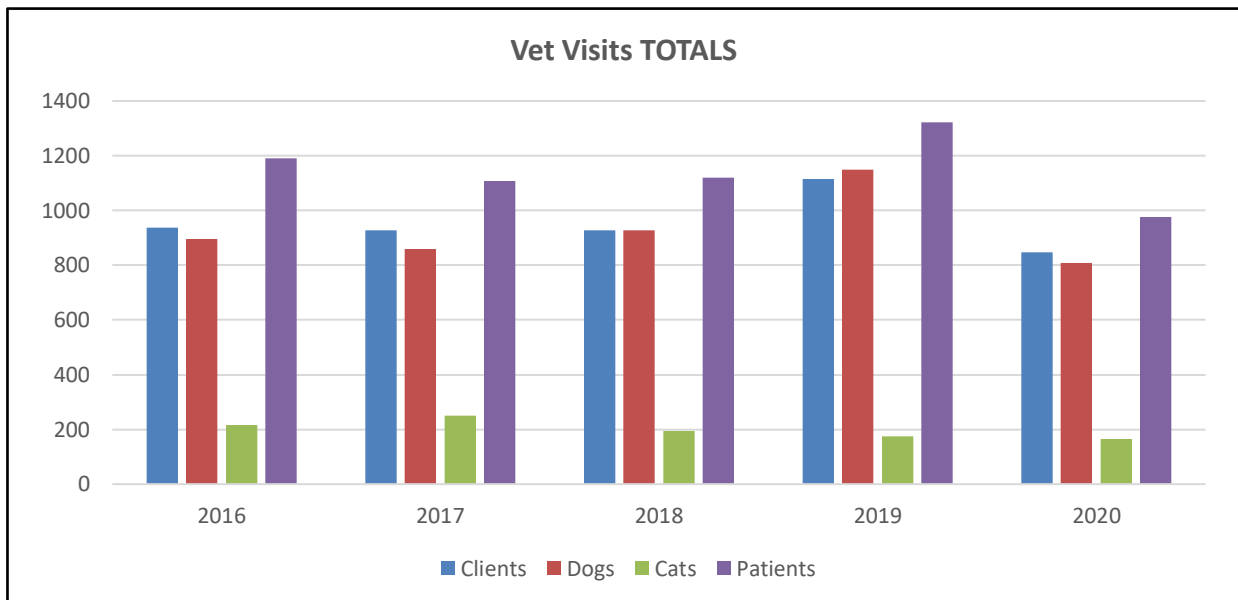
Medication and Food Distribution

Medication dispensed greatly decreased during 2020 by 57% despite our efforts to mail preventative meds to our active clients. Food, on the other hand, increased 10% in 2020 suggesting that people were focused on procuring basic needs required for survival during the pandemic, and that our expanded food pickup locations were successful.



Vet Visit Data

We provided our veterinary services at three locations in Gainesville: our downtown clinic (though it was closed for Spring of 2020 due to the pandemic, at 104 SE 4th Place); the SWAG Family Resource Center at 807 SW 64th Terrace in the Linton Oaks neighborhood; and the Grace Marketplace/Dignity Village homeless center at 3055 NE 28th Avenue.





St Francis Pet Care
 104 SE 4th Pl
 Gainesville, FL 32601
 352.372.4959



DOWNTOWN CLINIC

Almost certainly an effect of the pandemic, our counts of client visits, flea/tick, and heartworm preventive (“meds”) distribution, and pet food distribution in 2020 decreased greatly from 2019. On any given day, a client may see a veterinarian and/or pick up meds and/or pick up pet food. After moving into the new building, we implemented a method of recordkeeping that attempted to record all services independently as seen in the table below.

Vet visits, meds, and food pickup at Downtown Clinic, 2020 compared to 2019

	2020	2019	Difference	% Change
Client vet visits	847	1116	(269)	-24%
Dog vet visits	809	1148	(339)	-30%
Cat vet visits	165	175	(10)	-6%
Total pet vet visits	974	1323	(348)	-26%
Client visits meds	800	1908	(1108)	-58%
Dog meds	989	2173	(1184)	-54%
Cat meds	242	696	(454)	-65%
Total meds	1231	2869	(1638)	-57%
Client visits food	2564	2230	334	15%
Dog food	2830	2468	362	15%
Cat food	1246	1131	115	10%
Total food distributions	4076	3699	377	10%

OUTREACH CLINICS



SWAG is a grassroots non-profit organization whose goal is to improve the well-being of residents in SW Gainesville. Our monthly clinic at the SWAG stays very busy. About 22% of our clients used the SWAG clinic regularly after it re-opened in 2019 following a limited-service clinic license acquisition. During 2020 however, the monthly SWAG clinic was only held 7 times, leaving many clients without services or access to the main clinic due to transportation issues. Most of the medication mailed earlier in 2020 were to this group.



At Grace Marketplace, their mission is to end homelessness. Their goal is to provide a safe shelter, effective services, and permanent housing solutions for people without any typical barriers that keep them from getting help. Recognizing that the human-animal bond is valuable and worth preserving through times of homelessness, Grace Marketplace has become the first “animal-friendly” low-barrier homeless shelter in the region, accepting guests with Service Animals, Emotional Support Animals, and Companion Animals.

Our monthly outreach clinic at Grace Marketplace/Dignity Village was also limited this year due to COVID. But through our partnership with Grace Marketplace and the leadership of Pete Monte, Grace’s Animal Welfare Coordinator, we were able to provide primary veterinary care, including examinations, vaccinations, deworming, microchipping, preventive medication, and more. Every animal that sees a veterinarian gets flea/tick and heartworm preventives at that time. Many of the clients who come to the Grace Marketplace outreach are no longer housed at Grace. However, they find it easier to continue coming to this monthly outreach because of the proximity to other social services.



Outreach Data

The SWAG clinic in 2020 saw 67 clients with 111 pets. Grace Marketplace in 2020 saw 41 clients with 63 pets. In April, Dignity Village completely transitioned, and members of Dignity Village moved to Grace Marketplace. Pete Monte collaborated with St. Francis Pet Care to provide pet wellness care with funds from the Wagmore Grant as animals for Dignity Village were not previously allowed into Grace Marketplace.

SURGERIES

Spay and Neuter

St. Francis Pet Care is committed to high-quality, affordable spay/neuter services. Spaying and neutering animals have changed things significantly, reducing the over-population of animals entering shelters. Dogs and cats that are spayed or neutered live longer and healthier lives, are less likely to become stray, and won't contribute to pet overpopulation. All pet owners here at St. Francis must agree to have not only the pet they are bringing to the clinic spayed or neutered but all the pets in the household spayed or neutered. To that end, we offer a low-cost spay and neuter program to the public.

In August 2019, we were delighted to have been chosen as a recipient of the Florida Animal Friend annual grant award for \$14,500. With this additional funding, we could provide spay and neuter services to hundreds of animals and help fix pet

overpopulation. However, COVID again began a problem for performing surgeries in the state of Florida. Under the Florida State of Emergency, we were limited in using unnecessary medical equipment and supplies. So, we had to shut down the spay/neuter clinic in mid-March. The delay caused a significant backlog in requests, and on May 5th, we began surgeries again. Because of these delays state-wide, the FAF organization allowed us to continue doing surgeries through October, resulting in 223 spay/neuter in 2020 and a total of 251 surgeries under the FAF grant.



Spay/Neuter 2020 Totals by Species and Gender

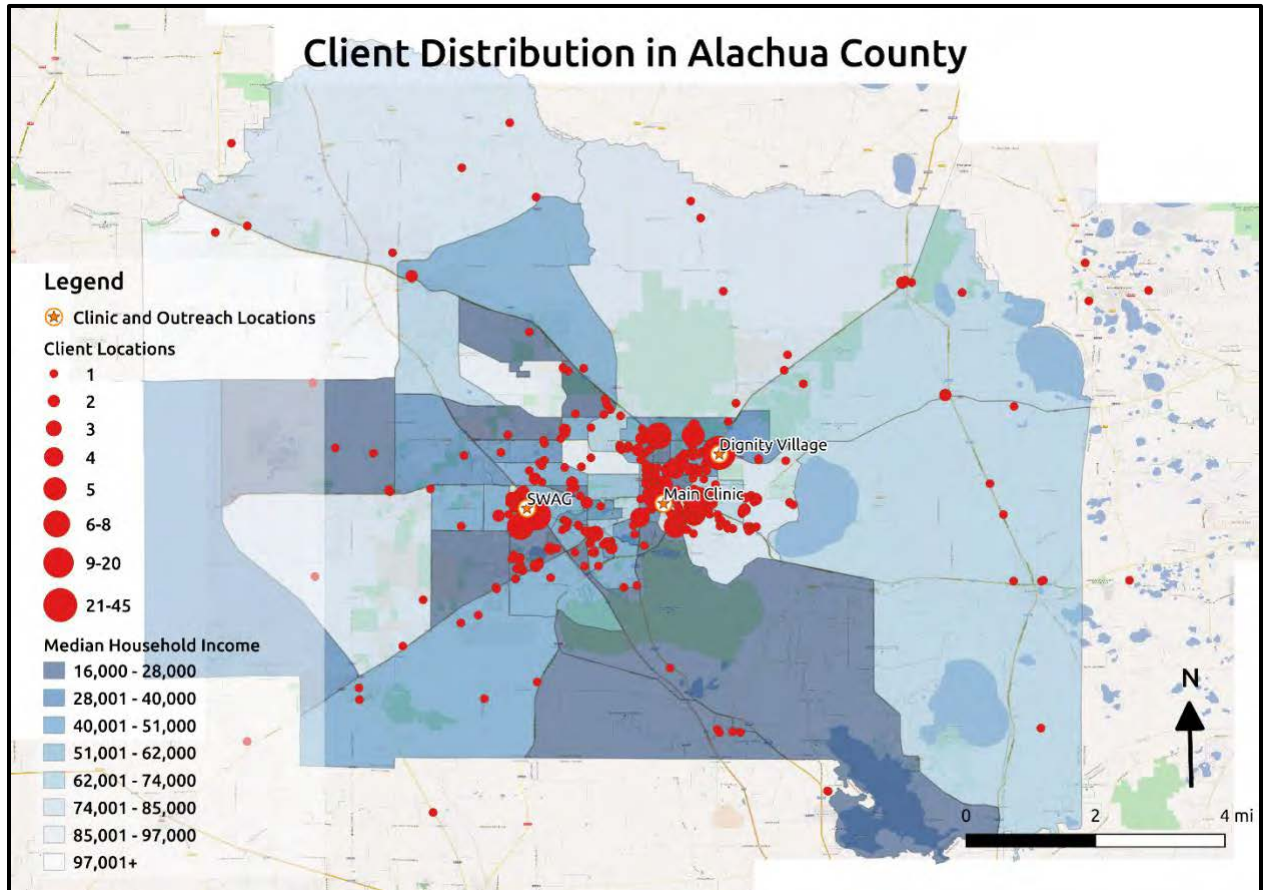
	Male	Female	Total
Dogs	56	51	107
Cats	53	63	116

Dentals

In addition to spay/neuter surgeries, in 2020, we were able to perform 26 dentals through a grant from PetSmart Charities. Many of the pets coming to SFPC have not been to a veterinarian, and almost none have had a regular dental check-up. All the patients we saw in 2020 required extensive dental cleanings with multiple extractions.



ADDITIONAL STATISTICS



Amy Vickers, a former graduate student in the MPH program at the University of Florida and a current student at the UF College of Veterinary Medicine Class of 2025, examined transportation related to barriers clients experience that may limit their access to veterinary care. She postulated that greater distance from a clinic or outreach center would be inversely related to the consistency at which clients received heartworm preventatives for their pets. Surprisingly, she found that proximity to a clinic site had little effect if any on the regularity at which clients receive preventatives for their pets.

She also mapped lower income locations in the greater Gainesville area and our clients' addresses and found that there are several locations where additional outreach clinics could reach pet owner populations who have limited access to veterinary care.

In addition, Ms. Vickers created a resource guide for our clients that gives information on other services that our clients would find helpful, such as mental and medical health or social services that they may need. Her very detailed work, only briefly summarized here, provided us with insights that will improve our program.



Amy Vickers – UFCVMA '25

GRANTS

FLORIDA ANIMAL FRIEND



In 2019, St. Francis received a spay/neuter grant of \$14,800 from Florida Animal Friend. The FAF grant foundation is a wonderful organization with the mission “To help save the lives of countless unwanted cats and dogs by supporting organizations that offer free or low-cost spay and neuter services across the state of Florida.”

The grant allowed us to do 224 spays and neuters of dogs and cats between August 2019 and August 2020. The grant, because of COVID, was extended to October 2020. All residents of Alachua County who met our low-income eligibility criteria were able to have their pets sterilized free of charge, regardless of whether they were in our program.

FAF’s main source of funding comes from the sale of the specialty license plate, and we encourage everyone reading this Report to consider helping to control pet overpopulation by purchasing this plate.

PETSMART CHARITIES®



A PetSmart Charities Access to Care grant in the amount of \$25,000 supported us in providing free veterinary care to pets of under-resourced pet owners in Alachua County and neighboring counties.

The funds were used for the purchase of veterinary supplies, equipment, consumables, vaccines, spay/neuter surgeries, dentals, and parasite treatments. PetSmart Charities works with nearly 4000 non-profits and governmental agencies to strengthen communities through pets. Since 1994, PetSmart Charities has granted over \$400 million to change-making organizations that help transform the lives of pets and those who love them. St. Francis Pet Care is proud and honored to be a PetSmart Charities partner.

WAGMORE/GRACE MARKETPLACE ANIMAL WELFARE PARTNERSHIP



The Wagmore/Grace Marketplace Partnership called for St. Francis Pet Care to provide free primary non-emergency veterinary care and services, including exams, consultations, treatment, vaccinations, microchips, and nail trimming. SFPC provided medications when available, and write low-cost prescriptions when medications are not able to be provided and provide free doses of flea and heartworm preventives.

In 2020, we received a Wagmore grant which helped accomplish the following objectives:

- We developed and implemented a program to keep the pets of homeless people with those individuals as they move onto the Grace Marketplace campus from Dignity Village and elsewhere.
- We improved the existing homeless pet providers’ ability to monitor and improve animal health and well-being by supplying access to SFPC’s electronic database. This in turn created the ability to share patient records seamlessly between the Grace Marketplace campus and SFPC.
- We partnered with the Humane Society of North Central Florida through Wagmore to share pet care costs. Specifically, this partnership allowed us to see 63 clients and treat 63 patients (11 cats and 52 dogs) with HSNCF sponsoring 42 of these 63 clients with over \$1500 in client services.

THE PETCO FOUNDATION



As one of the nation's largest funders of animal welfare causes, Petco supports non-profit animal organizations that care for animals in need. In 2020, they provided us a \$1,000 grant to be used

for patients in emergencies. The money was used to take care of 4 animals, 2 of which needed surgery, and one that was severely emaciated.

HUMANE SOCIETY OF NORTH CENTRAL FLORIDA



Humane Society of North Central Florida partnered with St. Francis Pet Care to provide services for clients of Grace Marketplace and SWAG during the second half of 2020. Through this partnership, we were able to provide care for 38 cats and 107 dogs.

FINANCIALS

A quality budget is one of the most critical tasks of any expanding business. Starting in 2019, SFPC purchased its first online accounting program. This allowed us to start tracking expenses more accurately. 2020 gave us a chance to look at those expenses and project an accurate budget for the year. By the beginning of 2020, we had finalized our categorization list and submitted the first detailed budget to the Board. Once this direction was decided upon and communicated throughout the organization, we began tracking our data for grants and finances monthly to the administrating staff. The staff made minor tweaks to some categories as the year progressed, and by the end of 2020, we had established our standard working categories.

Check-A-Charity lists St. Francis Pet Care as using 90% of its income as Program Services.

ST. FRANCIS PET CARE, INC., GAINESVILLE, FL

Registration Number :CH33666	Expiration Date : 12/28/2021
Revenue Source : 08 - IRS 990 w/ Sch.A (12/31/2019)	
Total Revenue : \$187,281.00	Program Services Expenses : \$170,816.00 90%
Total Expenses : \$188,765.00	Administrative Expenses : \$17,949.00 10%
Surplus/Deficit : -\$1,484.00	Fundraising Expenses : \$0.00 0%

FUNDRAISING



In the Amazing Give campaign, we focused on raising funds for an ambulance donated to us by UF Health/ShandsCair. Florida veterinary law prohibits us from diagnosing and treating dogs without a mobile unit. Without a mobile van, we



can't treat common diseases such as skin issues, so often, we must arrange for transportation to our downtown clinic for these types of procedures. The mobile van allowed us to run full outreach clinics (shots, microchips, primary vet care, including diagnosing and treating common ailments, such as skin and ear infections). The money raised was used to retrofit the van by installing plumbing, removing some seating, building racks to allow us to transport animals if needed.



The University of Florida Campaign for Charities (UFCC) is the annual employee giving campaign. All UF employees can participate by making charitable donations through payroll deductions. St. Francis Pet Care has been a participating agency of this campaign since 2011 and the donations received from the UFCC in 2020 were approximately \$24,000. It continues to be one of our largest fundraising opportunities and we are proud to be recipients of funds from the employees of Gator Nation!

The “Kitty” Grant in Honor of Dr. Kathryn “Kitty” Williams. Thanks to the generous donation by Dr. Kathryn “Kitty” Williams, SFPC was able to create an endowment fund in her name to cover the cost of particularly vulnerable clients. These clients have been with us for many years or have moved out of one of our grant-covered outreach groups and still need assistance. As other contributors support the need, money was added to the program to ensure its continued success.



Dr. Dale Kaplan-Stein, one of our founding members at SFPC, and her husband Robert Kaplan-Stein have donated to SFPC for over ten years. This year, the Kaplan-Stein Family Trust graciously donated enough money to secure the employment of our first office manager. Not only did the trust donate money, but their family and friends donated in the name of Dr. Kaplan-Stein's late mother, Rosalyn "Mickey" Kaplan, who passed away in August of 2020. Thank you, to all the Kaplan-Stein family and friends, for their continued support of St. Francis Pet Care.

SHOUT-OUTS

St. Francis Pet Care only exists because of the generosity of our donors and supporters, many of whom have been friends of our organization for years. We appreciate every donation large and small, and every one of them deserves a shout-out. To everyone who gave us money, pet food, supplies, medications, or moral support, **THANK YOU!**

Coleen Tomlinson and **Boehringer Ingelheim** for providing flea/tick and heartworm preventives.

Chewy, for donating tons of pet food to **VOCAL** (Voices of Change Animal League), and **VOCAL** for sharing it with us!

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.

Max and Neo Dog Gear for their donations of leashes and collars.

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

Jeremy Saley, and the staff at **UF's College of Veterinary Medicine Receiving** dock, for their continuing efforts in making sure our Purina pet food is safely received for our clinic.

Sarah Wingfield and **No Stress Pet Sitting**, whose donation of time and groomingsupplies let us expand our services to include pet grooming.

Second Chance Rescue and Rehoming, for letting us share in their Walmart pet food distribution.

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

Our very best friends at the **UF Health Human Resources Department** for making us their special cause, collecting donations of food, supplies and money.

UF Health/ShandsCair for the generous donation of an ambulance which we converted into our very first mobile clinic.



The Community Health Workers of **UF's HealthStreet** for their continued monthly visits to the clinic and keeping our clients informed of the medical and social services for which they are eligible.

...AND MOST OF ALL TO OUR DEDICATED VOLUNTEERS & STAFF, PAST & PRESENT, YOUNG & OLD!