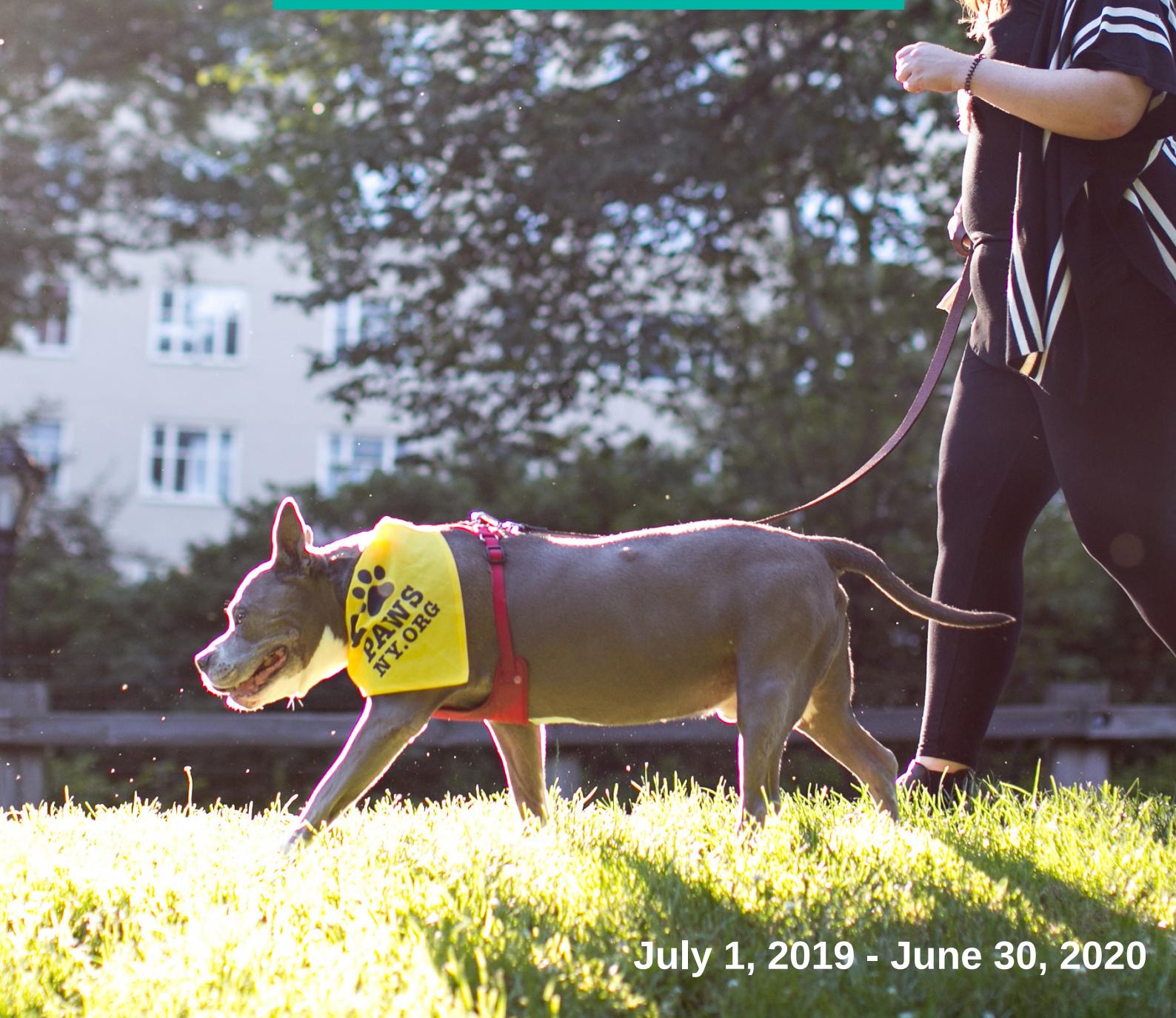




PAWS • NY

ANNUAL REPORT 2020



July 1, 2019 - June 30, 2020

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LETTER FROM OUR EXECUTIVE DIRECTOR AND BOARD CHAIR

Dear Friends,

This past year was unlike anything we have ever experienced. We began the year ringing the closing bell for the New York Stock Exchange as we celebrated our 10 year anniversary, and we concluded the year responding to the COVID-19 pandemic. We never could have predicted a year full of such highs and lows, and through it all, you have been there. Your generous and unwavering support enabled us to continue carrying out our mission during this unprecedented time. From the bottom of our hearts, we thank you.

Ten years ago, in our inaugural year, we had only a small handful of volunteers and just a few clients; this year our volunteer network grew to nearly 2,400, and we provided assistance that has helped more than 1,000 New Yorkers and their 1,500 animal companions over our 10-year history. We have come a long way over the last decade, and we are eager to make an even greater impact in the decade ahead.

COVID-19 has brought so many unexpected and difficult challenges, but if there is one thing we have learned, it's that our community is resilient, compassionate, and strong. In March, we made the decision to temporarily suspend volunteer visits through our Housecall Program in order to prioritize the health and safety of our clients, volunteers, and staff. We had to pivot, and we increased assistance through other programs in order to support our clients and their pets as much as possible, but in a way that also felt safe and responsible.

We have never been more proud of the work we do to keep seniors and other vulnerable New Yorkers together with their pets. We are proud of our dedicated staff who seamlessly transitioned to remote work while maintaining the highest level of professionalism; we are proud of our Board of Directors whose leadership has guided us through the most difficult situation; we are proud of our supporters, who remained confident in our work despite the unknown; we are proud of our volunteers, whose compassion continues to shine through; and we are proud of our clients, whose resilience inspires us.

We truly hope that next year will be full of hope and recovery. Please know that we will continue to work hard on behalf of our clients and their animal companions, and we thank you for your critical role in making this all possible.



With Gratitude,

Rachel Herman
Rachel Herman
Founder & Executive Director

Garry Buff

Garry Buff
Board Chair

PAWS NY Board Chair Garry Buff (left) and Founder and Executive Director Rachel Herman (right) at PAWS NY's 10th Anniversary Party on Nov. 11, 2019.

PAWS NY PROGRAMS



HOUSECALL PROGRAM



PAWS NY volunteers provide on-site home visits to our clients to help with dog walking, litter box maintenance, medication administration, provision of food and water, and more.

PET PANTRY

Through our Pet Pantry, we donate pet food and supplies to our clients. Supporters can coordinate a Pet Food Drive or sign up to be a Pet Food Sponsor for individual clients and pets.

VETERINARY CARE PROGRAM

PAWS NY facilitates veterinary visits by providing transportation and financial assistance, in addition to discounted services provided by our veterinary partners.



FOSTER AND EMERGENCY CARE PROGRAM

When clients are facing a medical crisis, PAWS NY manages pet care so our clients can get the healthcare and recovery they need.

REFERRAL NETWORK

PAWS NY assists anyone who needs pet care support by connecting them with our partners and other community resources to provide low-cost services.

PAWS NY BY THE NUMBERS: CLIENTS AND PETS

237

Individuals
Helped by PAWS
NY This Year

15,327

Visits through
our Housecall
Program

354

Pets Helped by
PAWS NY
This Year



8,744+

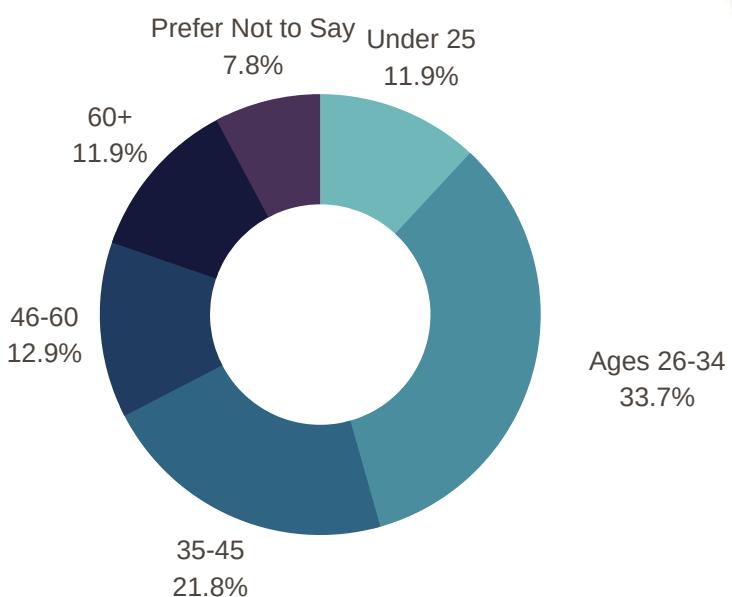
Hours of Dog
Walking



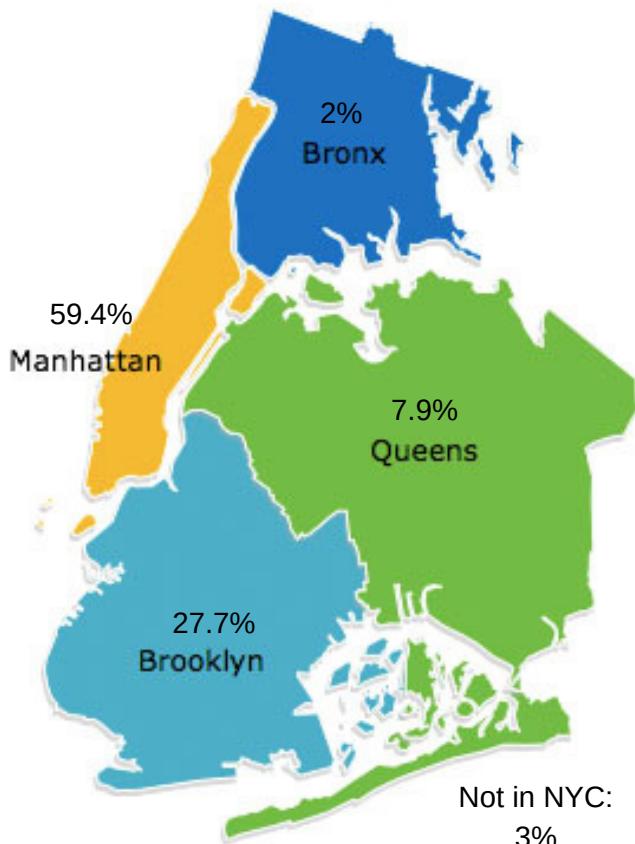
PAWS NY BY THE NUMBERS: VOLUNTEERS



HOW OLD ARE PAWS NY VOLUNTEERS?



WHERE DO OUR VOLUNTEERS LIVE?



VOLUNTEER SPOTLIGHT: AMY SCHRAUF

Over the past 10 years, PAWS NY has worked with so many passionate and generous volunteers who help our clients with day-to-day pet care, as well as longer-term foster care. One superstar volunteer who has done all of the above is **Amy Schrauf**, who has been volunteering for PAWS in several capacities since early 2019.

Originally from Cleveland, Ohio, Amy grew up on a farm and has two dogs herself: Jacob and Nugget. As senior pups, they are more into sitting and watching the world go by than partaking directly. But Amy still gets her steps in each week, walking **Khaleesi and Xena for Ari in the Lower East Side, Bob for Roslyn by the South Street Seaport, and Sky for Stu in Brooklyn Heights.**

Amy also fostered Bob for a few weeks in May 2019, while Roslyn was in the hospital, and was even featured in a video about the foster situation and reunion on animal website The Dodo. "Roslyn is super sassy and I'm always up for hanging out with her," Amy said. "Filming that was a good time, especially the day they got reunited!"

Thank you so much to Amy for giving your time and energy to PAWS NY! We appreciate you and all of our wonderful volunteers!



Photo Courtesy of Amy Schrauf

“

I love that by walking dogs I'm helping both the dog and owner. Everyone is winning, including me!

”

CELEBRATING 10 YEARS

On November 11, 2019, PAWS NY celebrated our **10th Anniversary**, honoring 10 years to the day of our first volunteer visit. Thanks to the support of our donors, friends, volunteers, and community, PAWS had much to celebrate this year and hosted several initiatives in honor of this milestone.

On November 1, PAWS NY rang the **Closing Bell at the New York Stock Exchange** (pictured below). PAWS Staff, Board Members, volunteers, and well-behaved pups celebrated the organization's 10th anniversary of helping people and pets stay together, with Founder and Executive Director Rachel Herman ringing The Closing Bell.

Ten days later, the party continued with a **cocktail party and celebration at Fishbowl at The Dream Hotel Midtown**, an event co-chaired by long-time PAWS supporters Vincent Valenza, Tara Valenza, and Robert Valenza (pictured top right). With raffle prizes, Skee-Ball, a corgi cake from Chelsweets, a photo booth, and Louboutina the Hugging Dog (pictured right), the evening celebrated the amazing ways PAWS NY has grown over the years thanks to the support from our community and friends.



CLIENT SPOTLIGHT: DAWN AND VALLA

Since 2017, **Dawn and Valla** have been a part of the PAWS NY program and are one of our most popular client-pet pairs. Dawn is blind and wheelchair-bound, and Valla is the super friendly and smart Golden Retriever and Lab who serves as her guide dog.



Valla needs PAWS NY services so she can get some free exercise time during which she is not working, and our volunteers provide walks that won't undo her hard-earned guide dog training. Before COVID-19, Valla had a 100% full schedule of 14 volunteer walkers per week. Also, thanks to a **Pet Food Sponsor**, PAWS NY is also able to provide Valla with food that fits her specific dietary needs.

A few years ago, Valla lost her eye due to a medical condition, but she remains an **all-star guide dog and loving companion to Dawn**. And throughout the pause in services due to COVID-19, Dawn's volunteers have remained in close contact and have made sure she knows that they're dedicated to the Valla Walking Team. **Thanks to our volunteers and supporters who help Dawn & Valla, and we're so happy you two are part of our program!**



Above: Dawn & Valla attend the 2019 PAWS NY Spring Benefit.

Right: Valla out on a walk.

PAWS NY'S IMPACT DURING THE COVID-19 PANDEMIC

The biggest story of this year was and is the **COVID-19 pandemic**, which has impacted almost every industry and organization in the United States. On March 17, PAWS NY made the difficult decision to suspend our Housecall Program, which was providing more than 400 weekly visits to our clients, and volunteers stopped visiting clients and their pets at home.

But while that program was on hold, other PAWS NY offerings increased capacity to support clients during this time. In March, **PAWS NY delivered dog and cat food, wee-wee pads, cat litter, and more** to every client, and we checked in regularly to refill orders as needed.

Additionally, PAWS NY continued its work with the New York City Emergency Management Department and the Mayor's Office of Animal Welfare on the **NYC Animal Planning Task Force**, which put together the **NYC COVID-19 Pet Hotline** to provide support to pet owners around the city who were impacted by COVID-19 and having difficulties caring for their pets.

“

I'm so nervous about going outside now and it's hard for me to carry their food multiple blocks. Thank you!

”



Above: Charlie gets a delivery of cat litter ahead of the pandemic.

Below: Information about the NYC COVID-19 Pet Hotline.

NYC COVID-19 Pet Hotline



Call (877) 204-8821
if you are a NYC pet owner impacted by COVID-19 and need assistance.

Pet hotline is open 7 days per week 8AM to 8PM ET.
Please note that the hotline is being monitored for informational purposes only
and a call does not create an agreement to provide services.



“ It’s amazing how in the face of this terrible human tragedy, this can bring out the goodness and kindness in so many people.”

Without volunteer help, some clients were simply unable to care for their pets at all during the pandemic, so **PAWS coordinated foster care services for 11 pets** during this time, and we continued supporting clients with **emergency veterinary care**.

In June, PAWS NY partnered with **Harlem Doggie Day Spa** to provide **in-home grooming services for eight clients** as restrictions started to lift in New York City (pictured below).

Meanwhile, our volunteer programs continued! Not only did PAWS NY introduce Virtual Volunteer Orientations to onboard a new group of volunteers, but our volunteers stayed in touch with their clients through phone calls, letters and notes, text messages, and even sending pizza deliveries for special occasions.

It's been a challenging time, and we're continuing to figure things out as we move forward, but **PAWS NY truly has the best volunteers and supporters helping us along the way!**

VIRTUAL VOLUNTEERS & ORIENTATIONS

49

Attendees at
Orientations

4
Virtual
Volunteer
Orientations

150

Volunteers
Connecting
with Clients

Data is from March to June 2020. Virtual Orientations began in May 2020.



PET PANTRY

PAWS NY continues to manage its **Pet Pantry**, which was able to donate more than **\$16,588 worth of food and supplies** to our clients and foster families during the year, including more than **\$9,781 worth of items** delivered as part of PAWS NY's COVID-19 pandemic relief. In addition, PAWS NY had **11 Pet Food Sponsors who helped 14 clients** by regularly purchasing their pet food needs. During the fiscal year, PAWS NY donated 7,511 pounds of pet food and supplies to our clients!

ONLINE PET FOOD DRIVE

During this time, three supporters hosted pet food drives, **collecting more than \$1,950 worth of food and supplies**. PAWS NY supporter Nancy Le coordinated an online drive in early 2020, setting up a digital platform where supporters could purchase specific food and litter items that were then delivered to PAWS in one large order. Additionally, for every purchase made, **Sumitomo and Hartz Pets** donated a package of toys for dogs or cats.

This pet food drive came at an ideal time, as volunteers were able to deliver the items to clients right before the COVID-19 shutdowns in New York City. Our clients then had plenty of food and supplies to last them while we coordinated online deliveries during the pandemic. **Thanks to Nancy, her business partner Kaitlyn, and Hartz Pets for this innovative project and their support!**

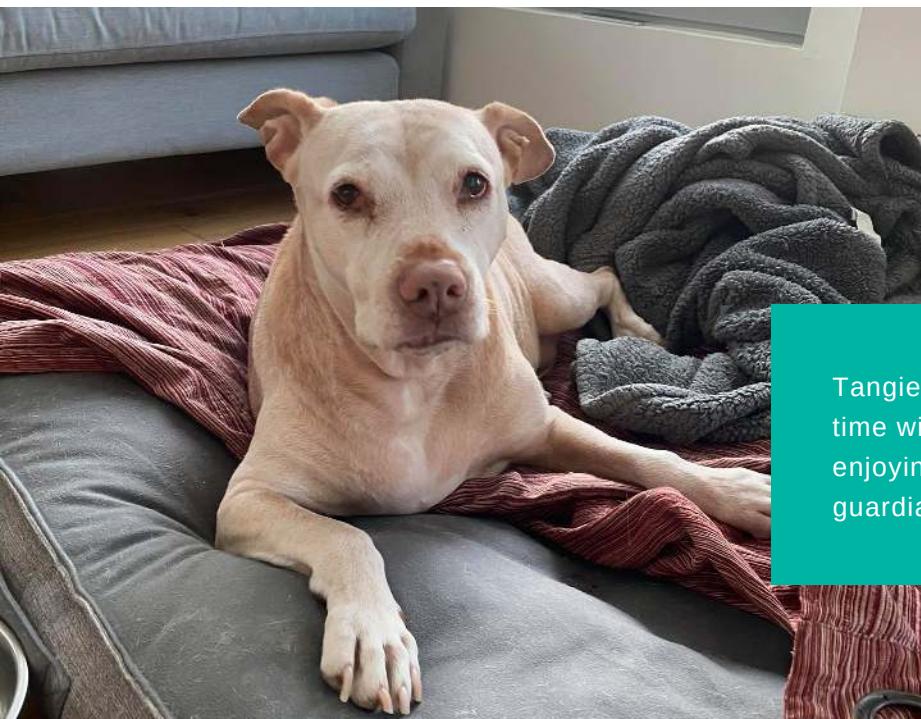


PAWS NY staffers, along with supporter Nancy Le (far right) show off the items purchased for the Pet Pantry via the online drive in early 2020.

FOSTER AND EMERGENCY CARE PROGRAM

Foster care is an important part of the PAWS NY program, as it allows clients to take the time they need for their own health without having to worry about their furry friends. If a client needs to be hospitalized or go to a rehabilitation center, PAWS connects with volunteer foster families who can temporarily care for pets while their guardians are unable. This provides our clients with peace of mind so they can focus on getting better themselves and being reunited with their companion.

During the fiscal year, **PAWS NY coordinated 28 foster care situations** that were unrelated to the COVID-19 pandemic and 11 specifically during the stay-at-home orders, for a **total of 1,842 days of foster care**. Thanks to support from our partners and donors, including Marta Heflin Foundation, we were able to provide food and supplies to each foster family, and coordinate veterinary care as needed.



Tangie (left) and Peanut (above) both spent some time with foster families during the first half of 2020, enjoying lots of adventures and love while their guardians dealt with health issues.

FOSTER SPOTLIGHT: HOWARD, HILARY, CHARLIE AND JUNE

In 2019, one of our clients, a homebound senior named **Howard**, suffered a fall and went to the hospital, leaving his two cats behind. The PAWS NY volunteer team quickly stepped up to care for **June and Charlie**, coordinating a temporary schedule providing extra Emergency Care by going into his apartment daily to feed them and maintain the litter box.



After a week, we received the news that Howard would need to spend time in a rehab facility recovering, so the PAWS team started searching for a foster volunteer who was willing to take in both bonded cats for a few weeks or more. **Hilary, one of Howard's regular volunteers, responded right away and took amazing care of June and Charlie for 23 days.** The two cats were reunited with Howard when he returned home from the rehab facility, and they've provided tons of comfort and companionship since that time.

Thanks so much to Hilary and all of Howard's volunteer team for your care and compassion during this time!



“

I love knowing that I am able to help a vulnerable part of our community. Together, we build a lovely, symbiotic relationship.

”

VETERINARY CARE PROGRAM

PAWS NY coordinated more than **130 veterinary visits for our clients and their pets during this fiscal year**, including wellness exams, vaccines, dental surgery, medication, and more.

We are able to provide \$400 per pet per year for vet care, thanks to funders such as A Kinder World Foundation, Banfield Foundation, Emma Barnsley Foundation, Irving and Phyllis Millstein Foundation for Animal Welfare, Michele and Agnese Cestone Foundation, and New York Foundation for Eldercare, who **donated a combined total of approximately \$40,000 for our veterinary services this year**. Our veterinary partners also play a major role in this offering as well, providing discounted services and visiting clients in their homes.

PARTNER SPOTLIGHT: RIVERSIDE ANIMAL HOSPITAL



Our longest-running veterinary partner, Riverside Animal Hospital has been working with PAWS NY since 2012, providing discounted vet care to our clients. The team at Riverside is community oriented and has been extremely helpful on a variety of cases involving PAWS NY pets. Whether we're collaborating with multiple partners on a complex case or navigating billing and funding restrictions, Riverside Animal Hospital is communicative, patient, and understanding.

Additionally, while many PAWS NY clients are unable to be there in-person for vet appointments, the veterinarians and staff at Riverside Animal Hospital always make sure to communicate with them and answer all of their questions, so they feel comfortable with their pet's care plan. Thank you so much to Riverside Animal Hospital and all our partners!

FINANCIAL OVERVIEW

Statement of Revenue, Expenses, and Change in Fund Net Position

Year Ended June 30, 2020

Revenues

Contributions

Restricted	\$ 433,380
Unrestricted	276,423

Nonoperating Revenue

Investment Income	2,456
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Total Revenue

712,259

Expenses

Program Services

Housecall Program	246,696
Pet Pantry	33,744
Veterinary Care	53,988

Support Services

Management and General	41,940
Fundraising	89,659

Total Expenses

466,027

Change in Total Net Position	246,232
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Total Net Position at Beginning of Year	349,491
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Total Net Position at End of Year	\$ 595,723
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49%

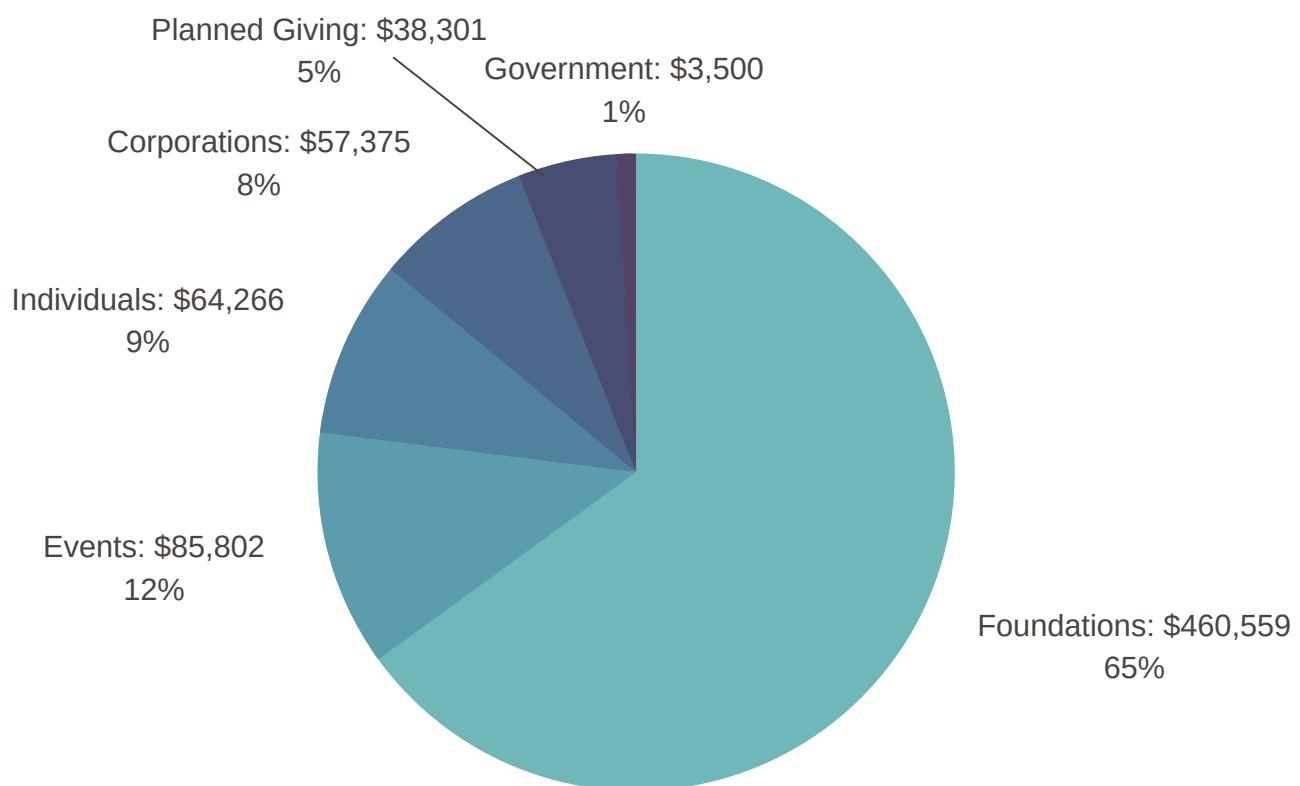
Increase in total revenue
over fiscal year 2019.



FINANCIAL OVERVIEW

SOURCES OF SUPPORT

During the fiscal year, we received **\$709,803** from various sources, including foundations, individuals, events, and more.



107%

Increase in monthly donors
from 15 in July 2019 to 31 in
June 2020.

PEOPLE & PARTNERS OF PAWS NY

PAWS NY STAFF

Rachel Herman

Founder and Executive Director

Carrie Nydick Finch, LCSW

Program Director

Liz Raganella

Senior Program Manager

Cristina Nieves Quinn

Program Manager

Kimberly Green

Community Outreach Manager

ASSOCIATE BOARD

(New Initiative in 2020)

Vincent Valenza, Chair

Robert Valenza

Tara Valenza

FUNDING PARTNERS*

\$100,000+

Irving and Phyllis Millstein Foundation for Animal Welfare

\$50,000 to \$99,999

ASPCA

Blanche T. Enders Charitable Trust

\$20,000 to \$49,999

A Kinder World Foundation

New York Foundation for Eldercare

The Slomo and Cindy Silvian Foundation

\$10,000 to \$19,999

Broadway Cares/Equity Fights Aids

Banfield Foundation

Lily Auchincloss Foundation

Marta Heflin Foundation

Max and Victoria Dreyfus Foundation

BOARD OF DIRECTORS

Garry Buff, Chair

Danielle Mazandi, Vice Chair

JR Hernandez, Treasurer

Karin Magnuson, Secretary

Shane Artis

Walter Godlewski

Shari Gold

Minji Kim

Janey Place

Julie Stahl

Andrea Y. Tu (DVM)



\$5,000 to \$9,999

Bloomberg Philanthropies

Emma Barnsley Foundation

Fiserve

Google

Marble Collegiate Church

Mary Alice Fortin Foundation

Michele and Agnese Cestone Foundation

Steedman Family Foundation

The Nancy K. Silverman Foundation

\$2,500 to \$4,999

Jerry & Marilyn Handler Foundation

The Fan Fox and Leslie R. Samuels Foundation

*Institutional funders who have given a cumulative \$2,500+ during the fiscal year ending June 30, 2020.

ADDITIONAL PARTNERS

PROGRAMMATIC & COMMUNITY PARTNERS

Actors Fund
Animal Haven
ASPCA
Beasty Feast
Breaking Ground
Callen Lorde
Carter Burden Network
CIDNY
Citymeals-on-Wheels
CUCS
DOROT
Goddard Riverside
Hartley House
Heights and Hills
Henry Street Settlement
Lenox Hill Neighborhood House
New York Foundation for Senior Citizens
NY Connects Program
NYC Office of Emergency Management
PetCo
PetSmart
SAGE
Search and Care
SelfHelp
VISIONS
Visiting Nurse Services

VETERINARY, GROOMING, AND OTHER PET SERVICE PARTNERS:

Animal Medical Center
Chewy
Ciao Bow Wow
City Pets the House Call Vets
City Veterinary Care
Columbus Circle Veterinary Hospital
Court Square Animal Hospital
Downtown Veterinary Medical Hospital
Dr. Matthew Nebel - Veterinary House Calls
On The Go Veterinary Services
PetFlow
Riverside Animal Hospital South on W. 79th Street
The Pet Maven
St. Marks Veterinary Hospital
Riverside Animal Hospital on W. 108th Street



THANK YOU!

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[@PAWSNY](https://twitter.com/PAWSNY)

