



PAWS * NY

ANNUAL REPORT 2021



Photo: David Andrako



Photo: David Andrako

“I am very grateful for the assistance PAWS NY has given me and Liffey River. I am a 9/11 survivor and alone now, except for my darling companion. PAWS has made it possible for us to remain together as we both age.” - Elizabeth & Liffey River

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PEOPLE & PARTNERS

OUR MISSION

The mission of Pets Are Wonderful Support (PAWS) NY is to help New York City's most vulnerable residents remain with their pets by delivering critical programs and services through a community of partners and volunteers. Our programs help keep pets in their homes while protecting and promoting the human-animal bond that is so physically and psychologically valuable to our clients. *Thus, our motto: helping people by helping pets.*



LETTER FROM OUR EXECUTIVE DIRECTOR AND BOARD CHAIR

Dear Friends,

Over the last year, the pandemic continued to impact every facet of life, and with that brought new challenges to navigate. We are grateful to this incredible and generous community for continuing to support the work we do every day, because the relationships shared between those we serve and their pets are more important than ever.

This past year, we continued to **pivot**, as so many others had to do. We expanded our Pet Pantry and other programs, while transitioning other projects, like our Annual Spring Benefit and Volunteer Orientations, to fully virtual.

We also worked to **prioritize** the health of our community while identifying how to safely support our clients and their pets. Out of an abundance of caution, our Housecall Program remained on hold, but in its absence, we increased support for veterinary care, pet food, and foster care, as well as unveiled our "Friendly Calling Program."

Finally, we began to **plan** for the future, which includes the phased reopening of our Housecall Program. Prior to the pandemic, this program facilitated more than 400 weekly visits, and we hope to work our way back to that as soon as possible. We look forward to sharing updates on this exciting development in the year ahead!

On behalf of all of us here at PAWS NY, we thank you for your resilience and unwavering support. Please know that regardless of the unpredictable world we live in, one thing that will always remain is our steadfast commitment to those we serve. Thank you for being a part of our PAWS NY community. We couldn't do this work without you.

With gratitude,

RACHEL HERMAN

GARRY BUFF

*Founder & Executive
Director*

Board Chair

You made this possible!

**158 People &
195 Pets**

helped last year

8,183 lbs
of pet food &
supplies donated

1,413 Days
of foster care
for 13 pets

\$22,037
spent on
105 Vet Visits

514
new volunteers
trained

36%
of volunteers
based in the
outer boroughs

Just think!

**We can do even more
next year with your
ongoing support!**

PIVOT OUR PROGRAMS



PROGRAMMATIC PIVOTS

Pivot has been the theme for so many, and PAWS NY was no exception. After suspending our **Housecall Program** in March 2020, PAWS quickly realized that providing pet food and supplies would be the best way to support our clients without taking on more in-person risk due to the pandemic.

Previously, our Pet Pantry had been a supplemental program for our clients, but we committed to providing 100% of our clients' pet food and supply needs throughout the duration of the pandemic, including shipments of extra wee-wee pads and litter. Additionally, for six months during the fiscal year, PAWS secured the funding to provide pet food and supplies to all clients on our waitlist as well. In total, **PAWS NY delivered 8,183 pounds of pet food and supplies during the year, a total value of \$17,108.**

Another way PAWS NY continued to pivot our programs during this year was through our **Hospital Respite Program**. Growing out of the Foster and Emergency Care Program for our current Housecall clients, the Hospital Respite Program provides support to individuals who need to be hospitalized but do not have anyone to care for their pets. PAWS NY is well aware of this major need and experimented during the year with providing services to individuals and pets who are not currently part of our program. This fiscal year, the Hospital Respite Program was still fairly small, but we were able to **provide 497 days of foster care**, and learn valuable lessons about implementing this service more.

PAWS is thrilled to have secured funding to continue to grow and expand the Hospital Respite Program in the next few years, so stay tuned for more updates!

VOLUNTEER ADJUSTMENTS

Since adapting our **Volunteer Orientation** presentation to a video format in May 2020, PAWS NY has been offering two virtual orientations per month. While we miss the benefits of meeting new volunteers in person, these virtual trainings have allowed us to reach more people who are interested in getting involved but may be limited by their location or schedules.

On average, we've had higher attendance rates through virtual sessions and have trained a total of **514 volunteers** during the fiscal year. We've also seen a significant uptick in volunteers who live in the outer boroughs attending orientations, with **36% in the outer boroughs**, which will allow us to provide services to clients on our waitlist. We're so excited to connect these volunteers who have been patiently waiting to meet our clients and pets very soon!

HOSPITAL RESPITE SPOTLIGHT

The story of **Punchie and Hopie** proves that sometimes it takes a village—and showcases our Hospital Respite Program.

Punchie and Hopie, a Yorkie mix and a beautiful grey/black tiger kitty, are attached at the hip. Their guardian initially received emergency pet care support through the NYC COVID-19 Pet Hotline, provided by Animal Haven and Animal Care Centers, but when she needed further medical care unrelated to the pandemic, she was referred to **PAWS NY's Hospital Respite Program**. We were able to find a fabulous PAWS NY volunteer who fostered the duo for 10 days, reuniting them with their guardian when she was back home!

CITY-WIDE PROJECTS

As a member of New York City's Animal Planning Task Force (APTF), PAWS played a role in setting up the NYC COVID-19 Pet Hotline, which served **more than 17,000 pets** between April and September 2020.

Through the APTF, PAWS NY also offered foster care services to families and pets impacted by the **Jackson Heights Fire** in April 2021. Luckily, most families were able to stay in pet-friendly housing while dealing with the aftermath of the blaze.



PRIORITIZE OUR CLIENTS



Photo: David Andrako

SUPPORTING CLIENTS & PETS

Our clients and pets remain the priority for PAWS NY, in the midst of the pivots and changes.

In order to stay connected with our clients, even though we couldn't be there in person, the PAWS NY Program Team made **weekly phone calls** to all clients during the most severe periods of the pandemic. Not only did we check in to see how clients and their pets were doing physically and emotionally, but we also made referrals for additional services.

Thinking creatively, we worked to safely get support into clients' homes, setting up over-the-phone vet appointments, virtual dog training and cat behavior sessions with our partners, and starting a **Friendly Calling Program**, where volunteers regularly called to facilitate social interactions with clients who weren't able to interact with anyone outside of their home. Through this program, our volunteers provided about **480 hours of support** over the phone.

Additionally, there were many volunteers who went above and beyond, staying in touch with clients on their own, which we estimate to be **more than 1,200 hours worth of phone calls, texts, email, letters, and more.**

In March 2021, PAWS NY client **Ruth celebrated her 100th Birthday**, alongside her cat Baby Boy, and we sent her a card (digitally) signed by dozens of volunteers. Ruth and Baby Boy have been a part of PAWS NY since 2015, and over the past six years, we've connected Ruth with a team of volunteers to help clean the litter box, an incredible Pet Food Sponsor who sends a monthly shipment of Baby Boy's prescription food, and plenty of vet visits to make sure that 11-year-old Baby Boy is healthy.

Throughout the challenges of the past year, we've been so inspired by Ruth's steadfast positivity and attitude of gratitude! She says, **"I am so blessed! The folks at PAWS NY are beautiful people who care about Baby Boy as much as I do. He makes me laugh every day!"**



CONTINUING PAWS PROGRAMS

Additionally, PAWS NY continued to manage its Veterinary Care and Foster and Emergency Care programs, providing these services nonstop throughout the pandemic. Working with our amazing veterinary partners, we spent more than **\$22,037** to cover the costs of **105 veterinary visits**, including wellness exams, vaccinations, and emergency care, as well as coordinated COVID-safe transportation via our volunteers.

The PAWS NY Foster and Emergency Care Program, which is provided in part by grants from PetSmart Charities and Marta Heflin Foundation, gave our clients peace of mind if they needed to be hospitalized or go to a rehabilitation center for any reason. During the fiscal year, we provided **1,413 days of foster care for 13 pets**, and even appeared on *The Weekend Today Show* to showcase our Foster Care Program.



PLAN FOR THE FUTURE

HOUSECALL REOPENING

Throughout everything, PAWS NY kept one eye looking ahead and planning for the future. Our #1 goal was to reopen the Housecall Program in a safe and smart way, allowing our amazing volunteers to be reunited with the wonderful clients and pets in our program.

We're thrilled to soon be resuming in-person services through our **Housecall Program**, including all physical pet care like dog walking, litter box maintenance, medication administration, and much more.

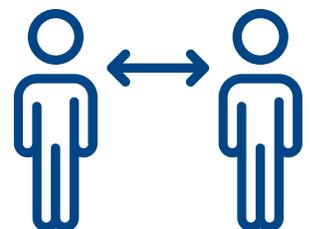
With new evidence-based safety protocols, and constant monitoring of the public health scenario, **we are now engaged in a phased reopening**. We hope to reach full capacity as soon as we can. This is only possible thanks to the incredible planning and hard work of our Program Team, and of course, the dedication of our incredible volunteer community.



Photo: David Andrade

COVID SAFETY PROTOCOLS

- Proof of Vaccine Required
- Continue to Social Distance
- PPE Provided for all Clients and Volunteers
- Training Refresher for Volunteers



FUNDRAISING FOR OUR FUTURE

With all of the pivots and expansions that PAWS NY has seen over the past year, it was vital for the organization to fundraise for our future during this fiscal year. And this meant going virtual!

Our community stepped up for several exciting online events, including an online **Trivia Night** with Puppy Bowl Ref Dan Schachner and Boris & Horton, and a **Pet Photo Contest** hosted by our supporter Imperial Court of New York. Additionally, our sporty supporters stepped up for our **Virtual 5K** in late October. During this first-time event, 56 participants raised more than \$8,000 for PAWS NY while running (or walking) a 5K on their own! One runner even participated all the way from Italy!

In the spring of 2021, PAWS NY hosted our first-ever **Virtual Spring Benefit**, bringing our annual cocktail party to your couches. **Our amazing donors and supporters contributed more than \$45,000 to PAWS NY programs** through donations, VIP ticket sales, and our online silent auction! We were blown away by the generosity of our community during these virtual events, which were a brand-new challenge for the organization.

Thanks to your generous support, PAWS NY has been able to fundraise and prepare for the future as we emerge from the COVID-19 pandemic. We're thrilled to be reunited with our clients in person and can't wait to see what else the future holds!



FINANCIAL STATEMENT

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

Year Ended June 30, 2021

Revenues

Contributions	
Restricted	\$ 117,500
Unrestricted	351,459
Nonoperating Revenue	
Payroll Protection Program	49,031
Economic Injury Disaster Loan Grant	5,000
Investment Income	215
Total Revenue	523,205

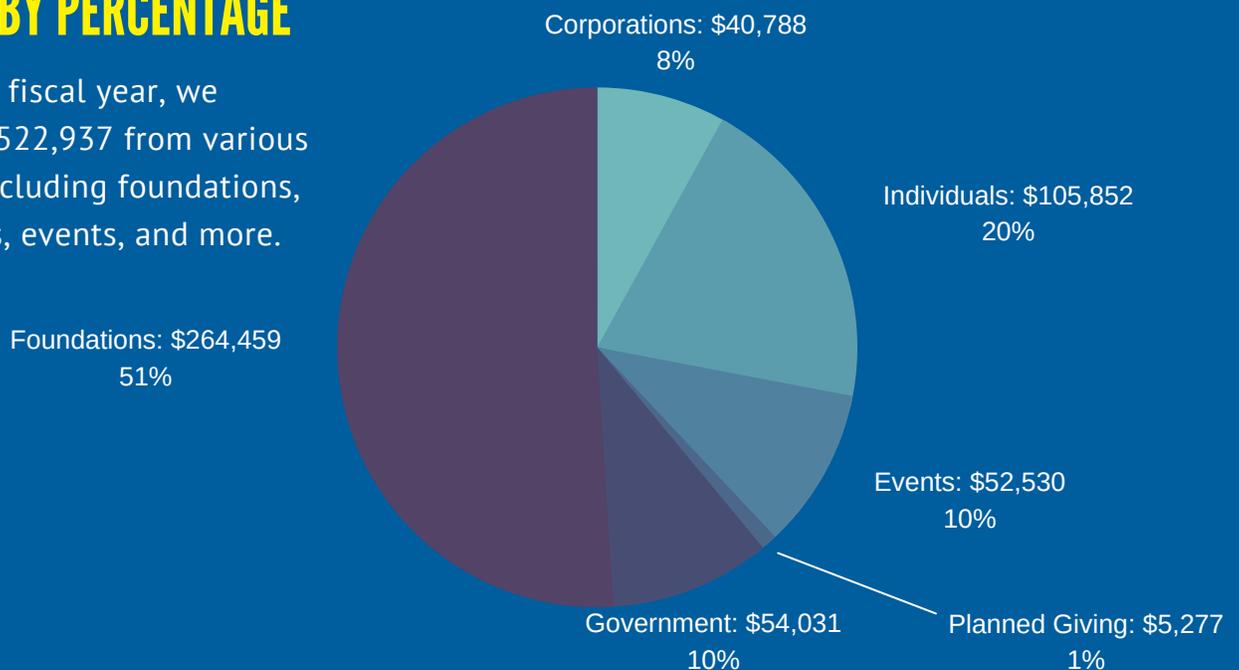
Expenses

Program Services	351,248
Management and General	57,584
Fundraising	126,293
Total Expenses	535,125

Change in Total Net Position	(11,920)
Total Net Position at Beginning of Year	595,723
Total Net Position at End of Year	\$ 583,803

INCOME BY PERCENTAGE

During the fiscal year, we received \$522,937 from various sources, including foundations, individuals, events, and more.



FUNDER SPOTLIGHT



THE IRVING AND PHYLLIS MILLSTEIN FOUNDATION FOR ANIMAL WELFARE

PAWS NY is pleased to highlight The Irving and Phyllis Millstein Foundation for Animal Welfare, whose mission is to protect, care for, and support vulnerable, at-risk animals, and to address animal-related human conditions, connections, and bonds.

Irving Millstein (pictured above left) was known for manufacturing luxury outerwear. The couple loved animals, and Phyllis (above right), who passed away second, left their entire estate to animal welfare.

Since 2015, the Foundation has awarded \$468,000 to PAWS to support staffing, vet care, and our office relocation. Philip Randell, one of the Foundation's vice presidents, said, "The bonds between pets and their owners were very important to Irving and Phyllis Millstein. Thus, one of the Foundation's key priorities is to fund programs that benefit both pets and their owners, socially and financially. PAWS NY is a perfect match for that priority, which is why we are committed to helping PAWS thrive and grow."

PAWS pays tribute to the late Robert J. Randell, Esquire, who was the Millsteins' attorney and was instrumental in preserving their legacy. We celebrate his life, and Robert will forever be remembered as an ally to the animal welfare community.

We thank the Foundation for its support in helping deliver life-changing services to New Yorkers and pets in need.



PEOPLE & PARTNERS

PAWS NY STAFF

- Rachel Herman**, Founder and Executive Director
- Carrie Nydick Finch, LCSW**, Deputy Director of Programs & Strategy
- Liz Raganella**, Senior Program Manager
- Cristina Nieves Quinn**, Program Manager
- Kimberly Green**, Community Outreach Manager
- Antonio Quey-Lin**, Development Manager

PAWS NY BOARD

- 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)**

ASSOCIATE BOARD

- Vincent Valenza**, Chair
- Robert Valenza**
- Tara Valenza**

FUNDING PARTNERS*

\$50,000+
The Irving and Phyllis Millstein Foundation for Animal Welfare

\$20,000 to \$49,999
A Kinder World Foundation
ASPCA
Blanche T. Enders Charitable Trust
Bridgepoint
New York Foundation for Eldercare
PetSmart Charities
The Slomo and Cindy Silvian Foundation, Inc.

\$10,000 to \$19,999
Marta Heflin Foundation
Max and Victoria Dreyfus Foundation

\$5,000 to \$9,999
Emma Barnsley Foundation
Group Nine Media
Jerome M. Cohen Foundation
Marble Collegiate Church
Mary Alice Fortin Foundation
Michele and Agnese Cestone Foundation

\$2,500 to \$4,999
Broadway Cares / Equity Fights AIDS
Maddie's Fund
The Fan Fox and Leslie R. Samuels Foundation

*Institutional funders who have given a cumulative \$2,500+ during the fiscal year ending June 30, 2021.



ADDITIONAL PARTNERS*

PROGRAMMATIC PARTNERS

Actors Fund
Animal Haven
ASPCA
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 Seniors
NY Connects Program
NYC Office of Emergency Management
SAGE
Search and Care
SelfHelp
Service Program for Older People
(SPOP)
VetCierge
VISIONS
Visiting Nurse Services

VETERINARY, GROOMING & OTHER PET SERVICE PARTNERS

Animal Medical Center
Best Pet Rx
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
InstaVet
On The Go Veterinary Services
PetFlow
The Pet Maven
Riverside Animal Hospital South on W. 79th
Street
Riverside Animal Hospital on W. 108th Street
St. Marks Veterinary Hospital
Uncle Shawn's Pet Care

COMMUNITY PARTNERS

Beasty Feast
PetSmart
Petco

*These companies, organizations, and groups help to raise awareness for PAWS NY, refer clients to our organization, and/or provide us with discounted services.



PAWS * NY

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Photo: David Andrako