

2020

community center

ANNUAL REPORT



LEADERSHIP



Pet Community Center patient, Maggie, gives Veterinary Assistant, Brittany, a hug.

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A MESSAGE FROM THE CEO

Dear Friends,

As you already know, 2020 was a year like no other. Pet Community Center faced its most difficult test to date; and yet, I'm proud to say we are still a strong and healthy organization.

We've always been committed to transparency, and you'll see in this report that we were battered by the effects of COVID-19. We lost a key source of funding, our spay/neuter contract with the Metro Health Department, and were forced to close our doors for a total of 12 weeks, which diminished our revenue significantly. We experienced shortages in supplies and critical drugs used in our clinic. This resulted in fewer patients served in 2020. This was really difficult for all of us to experience.

Our board and leadership staff had to take the longview and strategize around how to keep Pet Community Center financially stable into the future. We also had to focus on protecting our staff and their families from the threat of the coronavirus. We made critical decisions, almost on a weekly basis, to protect the future of this organization. I am deeply grateful to our board, staff, and advisers outside of the organization who helped us to navigate the uncertainty.

In addition to transparency, I would also like to offer you something even more important: hope. Despite all of the challenges we faced, Pet Community Center came out of 2020 and into 2021 with a stronger infrastructure and more resilient systems to better serve our patients, clients, and the entire community. We completely reworked all of our standard operating procedures to make our programs more "covid-proof" and retrained our entire clinic staff. We will reap the benefits of that investment for years to come. Our individual donors and several foundation donors stepped up in extraordinary ways to ensure that Pet Community Center is able to carry on its mission well into the future. I could not be more grateful for the support you showed.

The year 2020 revealed, more than ever, the power of the human-animal bond. Pet adoptions were more popular than ever, as having a pet by our side was more important than ever. In a time of isolation pets provided companionship. In a time of stress pets provided comfort. And in a time of crisis pets provided levity and unconditional love. The services provided by Pet Community Center will be more important than ever in 2021 as we seek to keep pets and people healthy, happy, and together.

Thank you for standing by our side and believing in affordable and accessible spay/neuter and veterinary care for every pet. We are still standing and still serving because of you.

atalie

With gratitude,

Natalie Corwin

PROGRAMS

SPAY/NEUTER CLINIC

In June 2020 Pet Community Center celebrated six years of offering low-cost and free spay/neuter services in our East Nashville clinic. We have worked hard to ensure all pet owners have access to spay/neuter services. Our goal is to remove barriers that have prevented pet owners from accessing veterinary care. As of December 31, 2020 we had spayed and neutered 43,630 dogs and cats in our clinic.



A feline patient sits in a Veterinary Assistant's lap.



Medical Director, Dr. Buford, holds patient, Manney.

WELLNESS CLINIC

Pet Community Center's wellness clinic provides affordable, basic preventive veterinary care for cats and dogs, including vital vaccinations, microchips, and preventive medications. Keeping these treatments and services affordable allows every pet to receive the care it deserves. As of December 31, 2020 we had served 43,612 animals with wellness services.

COMMUNITY CAT PROGRAM

Community cats are outdoor, freeroaming cats who thrive in the community. We work with compassionate community members who care for the cats to trap, spay/neuter, vaccinate, and return community cats to their territories, ensuring they can maintain their best physical condition in their own environment. Pet Community Center's Community Cat Program provides resources and medical services to humanely reduce overpopulation, improve the quality of life of community cats, and ensure good health—for their sake and for that of their neighbors. As of December 31, 2020 we had trapped, neutered, vaccinated, and returned 16,923 community cats.



Pets for Life client, Marcus, cuddles his dog, Cece.



Community cat, Festus, enjoys a meal outside his caretaker's home.

PETS FOR LIFE

Pets for Life transforms the lives of animals by serving people and pets in underserved areas and bringing awareness to systemic inequities and injustices. Through Pets for Life, we serve those isolated from pet service providers by utilizing long-term, doorto-door outreach to build trust, connect with people and their pets, and increase access to resources and information. The program provides free spay/neuter services, wellness care, pet supplies, transportation support, and resources to pet owners who statistically have the least access to affordable veterinary care and supplies. Since 2017, Pet Community Center has provided medical care and resources to 1,564 pet owners with the greatest need.

RESPONSE TO TORNADO

In the early morning hours of March 3, 2020, a violent tornado hit Nashville, Tennessee. The storm produced two tornadoes that left a path of destruction across multiple counties. Many members of our community were displaced as dozens of homes were damaged or destroyed. Two of the areas most affected were within our Pets for Life focus areas of North and East Nashville.

The following week our team partnered with several local and out-of-county animal welfare organizations to deliver pet food and supplies to pet owners affected by the tornado. We also checked in with all of our Pets for Life clients who we knew lived in the damaged areas to offer any support that we could.

Knowing that the tornado's effects would be long-lasting and far-reaching for its victims, we applied for and received a \$5,000 grant from PEDIGREE Foundation. With the funding we assisted a pet owner who lost her housing and distributed pet supplies throughout the community, including tethers, dog crates, and pet food. Lastly, we served 121 pets from the devastated areas with free microchips and vaccines.



Administrative Manager, Kelly, distributes pet food and supplies in East Nashville.



Pets for Life Coordinator, Jen, helps a client to sort through their belongings after the tornado.

RESPONSE TO PANDEMIC

Less than three weeks after tornadoes tore through Nashville, the Metro Public Health Department issued a Safer at Home Order to combat the spread of the new and fatal coronavirus. To comply with the order and keep our staff and clients safe, we closed our clinic's doors from March 21st to June 15th. However, during that time, we never stopped working.

While the clinic was closed, we focused our efforts on getting food and supplies to those most at risk or isolated by COVID-19 quarantine restrictions, including clients over 70. We saw an increase in demand for food and supplies from clients who lost employment and income due to the pandemic. Thanks to an influx of donations, we were able to meet that need and provide pet food for 1,349 clients in 2020.



Alicia and her dog, Tank, pose on the steps in front of their home.



Veterinary Assistant, Tayler, pets Blue, who looks curiously at her mask.

Alicia is one of those 1,349 clients. Our Pets for Life Coordinator met Alicia and her partner Greg in 2019 while doing door-to-door outreach. The couple has four dogs named Cujo, Diesel, Daisy, and Tank.

COVID-19 has been a frightening experience for Greg and Alicia, but PCC has relieved at least part of the stress from their lives by helping with their dogs' veterinary care needs and providing them with food and supplies. Alicia said, "We would be lost without the help,"

BY THE NUMBERS



2,846
Spay/Neuter
Surgeries



7,294
Wellness
Patients



1,471
Community
Cats Served



593New Pets for Life Patients



90%
Save Rate at
MACC with the
Help of Our
Partnership



66%
Of Spay/Neuter
Surgeries Were
Subsidized

HARRIET'S STORY

Pet Community Center (PCC) client, Harriet, has become a true advocate for PCC and animals in need. Harriet became a client of PCC when she brought her emotional support dog, Chloe, to a free vaccination clinic in 2019.

Over the next few months, Pet Community Center provided Harriet with dog food, flea medicine, and other pet supplies, so she could keep Chloe happy, healthy, and by her side. However, in May of 2020, Harriet called our Pets for Life Coordinator with a different concern than usual.

There was a friendly community cat in her neighborhood who needed food and care. With Pet Community Center's help, Harriet began feeding the cat (who she named Oreo) regularly and had him neutered and vaccinated at our clinic. Now, Oreo sleeps inside Harriet's home every night and loves to cuddle with her and Chloe.

Later in the summer, Harriet found two kittens trapped underneath the wheelchair ramp outside her home. She rescued them, brought them inside, and bottle-fed them until Pet Community Center connected her with resources for foster and rescue placement.

It's inspiring to see clients like Harriet gain confidence as a pet owner and step into the role of animal advocate when given access to the right resources. It's one of the reasons why we consider our clients to be partners in our work to end pet homelessness. By providing accessible veterinary care, pet supplies, and other resources, our work is not simply transactional, but in many cases, transformative.



Harriet with Chloe and Oreo



One of the two kittens Harriet rescued

TERESA'S & SHIRLEY'S STORIES



Community cat, Jack, waves to Shirley.

Teresa was new to Nashville when she reached out to Pet Community Center for help. She worked from home and didn't have family or friends in the area except her two Yorkies.

Teresa never considered herself a cat person, but after watching several community cats walk through her neighborhood daily, she started discreetly feeding them. But, she knew that feeding them wasn't enough.

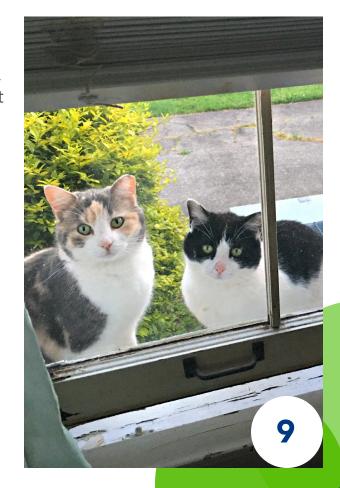
With the assistance of our Community Cat Program, Teresa trapped, neutered, and returned (TNR) all of the community cats in her neighborhood. Now, the cats are healthy, and Teresa is a champion for TNR - advocating for the humane treatment of community cats whenever she can.

Shirley was retired, living alone, and had limited mobility due to health issues when she contacted Pet Community Center for assistance. Shirley had been feeding several outdoor cats at her home, but they had produced two litters of kittens.

She had no one to help her, was stretching her limited budget to feed them, and now that there were so many, she was overwhelmed.

Through our Community Cat Program Shirley received the assistance she needed. A local rescue took in the kittens, and we provided the adult cats with spay/neuter surgeries and the additional veterinary care they needed.

Now, Shirley takes pride in caring for the cats, knowing that they are healthy, happy, and won't reproduce.



MY FURRY VALENTINE



Pets for Life client, Eulus, accepts his My Furry Valentine package.

In 2020 Pet Community Center (PCC) hosted its second annual My Furry Valentine fundraiser. Donors participated by purchasing Valentine's Day packages for \$100. Every package included a catered dinner for two, pet treats and toys, and several special gifts including cupcakes and gift cards.

Supporters also had the option to donate My Furry Valentine packages to Pets for Life clients. On Valentine's Day, PCC staff and volunteers delivered dozens of packages to supporters across Nashville, including a dozen donated packages to clients. Every package was met with gratitude and celebration.

The second annual My Furry Valentine raised over \$8,000 to support PCC's programming and brought joy and excitement to donors and clients in the community.







ART FOR ANIMALS







Pet Community Center (PCC) hosted its 13th annual Art for Animals, sponsored by Mars Petcare, on September 20, 2020. The yearly fundraiser looked a little different than in past years due to COVID-19. Instead of the usual dinner, drinks, and in-person live auction, the event included a drive-thru auction preview and a live virtual gala.

During the live virtual gala hosted by veteran television and radio broadcaster Suzanne Alexander, we presented Lisa Cheek with the Jourdan Parenteau Excellence in Service Award.

Lisa became passionate about helping homeless animals when she worked at Nashville Humane Association (NHA) from 2000-2002. She is a graduate of the Young Leaders Program and has served on NHA's board, Monroe Harding's board, and Pet Community Center's advisory board.

Lisa cares greatly about Pet Community Center's vision and programs to help low-income families care for their pets. At PCC, Lisa has volunteered as a veterinary assistant at the clinic and as a fundraiser by chairing the Capital Campaign, hosting events at her home, and introducing many people to PCC's cause.

Art for Animals raised over \$107,000 to support PCC's accessible veterinary care and support services.

11

STATEMENT OF ACTIVITIES

Total	\$	1,515,525	100%	Total	\$	1,529,566	100%	6
Contributions Earned Grants Special Events	\$	609,500 608,240 201,500 96,285	40.2% 40.1% 13.3% 6.4%	Program Services Fundraising Administration	\$	1,197,021 231,153 101,392	78.39 15.19 6.69	%
Sources of 2020 Revenues				Sources of 2020 Functional Expenses				
CHANGE IN NET ASSETS							\$	(14,890)
NET ASSETS, END OF YEAR							\$	477,474
NET ASSETS, BEGINNING OF YEAR							\$	492,364
TOTAL FUNCTIONAL EXPENSES							\$	1,529,566
Functional Expenses Program Services Management and General Fundraising							\$	1,197,021 101,392 231,153
TOTAL REVENUES							\$	1,515,525
Grants Special eve In-kind reve Miscellaned Total public supp	nue ous r		venues				\$	201,500 96,285 24,925 2,528 907,285
Public Support and Other Revenues Contributions Grants							\$	582,047
Ancillary services Total program revenues							\$	493,085 608,240
Program Rever Spay and no							\$	115,155

^{*}The above financials are unaudited. Audited financials are available on GivingMatters.com.



In the fall of 2020, Pet Community Center (PCC) established Phrannie's Phriends in honor of the memory of animal welfare visionary Phran Galante, who passed after a hard-fought battle with lung cancer in 2019. The donor society, formerly known as Hearts for Paws, includes supporters who contribute \$1,000 or more annually to PCC.

Phran was a pioneer in the animal welfare field in Nashville. In 1996, the city's Metro Animal Control shelter was ranked as the worst in the nation. She helped lead the Animal Care Task Force and pushed city leaders for change. She personally volunteered in the shelter; cleaning, feeding, and caring for the animals, until finally, in 2001, a new shelter opened under new leadership.

Over the next five years, Phran led efforts including a rewrite of city ordinances; spearheading outreach clinics in disadvantaged neighborhoods; and lobbying to end puppy mills and animal fighting. She was fearless and willing to use her voice for the voiceless. In 2017, Pet Community Center honored Phran with the Jourdan Parenteau Leadership in Animal Welfare Award. We are honored to continue Phran's legacy through Phrannie's Phriends.







2020 PHRANNIE'S PHRIENDS

A group of visionary supporters who invested in our mission with a gift of \$1,000 or more in 2020

INDIVIDUAL DONORS

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14

