



Animal Care Centers of NYC Impact Report





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Animal Care Centers of NYC Impact Report

Dear Friends,

The benefits of having animals in our lives are immeasurable, including improvements in our physical, mental and emotional wellness. Humans need animals as much as animals need us, and the work of ACC this year has been informed by a richer understanding of the human-animal bond. In our strategic journey to end animal homelessness in NYC, we continue to extend our efforts to help preserve that bond.

To succeed, we've gone beyond our four walls to understand the root causes behind animal homelessness, intervene before an owned pet becomes a surrendered pet, and offer counseling and resources to secure the human-animal bond for a lifetime. Our programs at our care centers and in the community are driving adoption rates to record heights, reducing intake through surrender prevention and intervention, and ensuring a safe and healthy community for NYC residents and animals throughout the five boroughs.

These efforts have taken ACC from a "shelter of last resort" to a source of resources and hope for a record number of people and pets in NYC.

ACC's progressive work received top honors in 2018 from two of the nation's leading animal welfare organizations. Maddie's Fund presented ACC with the Maddie Hero Award twice in one year in recognition of our life-saving work for dogs and cats. The ASPCA bestowed upon ACC the prestigious Henry Bergh Award, named after the visionary founder of the ASPCA, in recognition of our work to improve the quality of life of NYC's people, pets, and homeless animals. We have been entrusted by these leaders, by NYC, and by friends like you to raise the bar on animal welfare and ensure that we deliver the animal sheltering model that truly reflects the greatest city in the world.

Animal homelessness is a community-based problem and it requires community-based solutions. In 2018 the mayor of NYC, city council, and the NYC Department of Health and Mental Hygiene underscored the value of ACC's work and committed to modernizing ACC's facilities and growing our capacity to care for NYC's animals. The city enacted legislation to construct state-of-the-art care centers in Queens and the Bronx and has secured funding for major renovations and modern capital improvements of all our facilities. This is a testament to the city's faith in our mission and ability to deliver a greater number of services to a greater number of people and pets.

There is no shortage of stories about the human-animal bond and ACC is proud to be changing the future of homeless animals from one of desperation to one of inspiration. The more people who share these stories, the closer we will be to achieving our mission to end animal homelessness in NYC.

Most sincerely,
Risa Weinstock
President & CEO



Adoptions

Loving Homes for More Homeless Pets

Thousands of pets come through ACC's door every year, and we are privileged to help them in any way possible. Every animal is unique, arriving from various settings and under different circumstances, and each one has their own story. What they share, however, is the devotion of ACC's placement team matching pets and people and changing lives — both animal and human.

To best help these animals, our team of trained adoption counselors uses the "open adoption" process first developed by the ASPCA.® This approach is based on the principle that one-on-one conversations with potential adopters about their expectations of pet ownership have the best possibility of making the right matches between people and pets.

In 2018, we achieved the highest number of direct adoptions in the history of the organization with 7,388 animals finding loving homes.



We all needed some Halsey in our lives.

“Before we got to the door, my hand brushed up against a pink tongue and I looked down upon a whimpering, shaggy mess determinedly wagging his tail. One look at all that matted hair and I thought, ‘No way is this one going to pass the allergy test.’

But our adoption counselor suggested we foster Halsey, knowing that if the kids had a reaction, they could bring him back. Six months later we are allergy-free and smitten. Halsey is the friendliest, most patient dog you can imagine, and we cannot go anywhere without someone asking to sink their hands in his soft, shaggy mane. His calm demeanor is interrupted by bouts of playfulness with the kids that always end with a lazy plop on the floor. There is no companion like him – He is a friend to snuggle with on the couch, a furry pillow to rest a head upon, a comfort after a bad day. He is ever available to cuddle, offering nonjudgmental support all the way. Little did we know that we all needed some Halsey in our lives. And our family is, in fact, the better for him.”

ACC Reaches 7,000 Adoptions Milestone

ADOPTIONS

Cats... **4,505**

Dogs... **2,639**

Rabbits... **231**

Guinea Pigs... **13**

Mobile Adoption Events... **220**



New Hope Adoption Partners

A key factor securing historic placement rates is our partnership with rescue groups throughout the region. ACC partners with over 300 dedicated rescue organizations called New Hope partners. These partners New Hope partners take ownership of ACC animals and care for them in shelters, foster homes, boarding facilities and/or their own private facilities prior to placing them in permanent homes through their own adoption process. In 2018 over 11,000 pets were placed with our partners. We continue to be so grateful for their commitment to NYC's homeless animals.

11,000+

pets were placed with our partners in 2018





Lost and Found

Reuniting Pets and Families

When a pet goes missing in New York City, there is one place the animal is likely to find care and shelter, and that is ACC. We take in all stray animals whether they are found by a good Samaritan or the NYPD. In 2018, ACC reunited 1,708 pets with their families.

Our reunification efforts are powered by partnerships with several community-based groups that are instrumental in matching lost pets with owners. One partnership is with FindShadow, a mobile app that enlists volunteers throughout NYC to locate and identify lost pets.

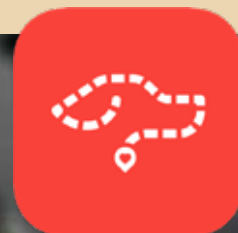
At ACC, we also microchip every single animal that comes through our door. Microchipping is the best way to ensure lost pets are reunited with their families. In 2018, ACC microchipped over 25,000 animals at our care centers and community pet wellness clinics.





Back Home Safely in a Flash!

Flash went missing in Brownsville in early April. His owner Jeannie was frantic and doing her best to spread the word and put up flyers, all while pregnant and not feeling her best. Without tags or a microchip, Flash turned up at ACC, where he was kept safe and cared for. He had been missing three days when a Find-Shadow volunteer was photo matching and found Flash! The volunteer sent a notification to Jeannie, who hurried to ACC and picked him up! Owner and pet reunited!



1,708
*pets reunited
with their families*

25,000
*microchipped for
identification and safety*





Surrender Prevention

Keeping Animals Out of Shelters

As great as our focus is on placing animals in new homes, we put an equal amount of work into preventing animals from needing to enter the shelter in the first place. In fact, since the ASPCA first began funding our admissions program, ACC has prevented nearly 5,000 animals from being surrendered by helping address the root causes of surrender:

- Housing restrictions
- Medical reasons
- Allergies
- Behavior

In general, Surrender Prevention has two parts. The first is connecting with pet owners in the community who may surrender their pets in the future and providing educational and practical resources to proactively prevent relinquishment. The second is empowering key staff in the shelter-receiving office to work with pet owners who want to keep their pets but need assistance.

We take pride in our ability to work with families to figure out what is best for the person and their pet.



Community Pet Wellness Clinics

ACC bridges the gap between pet owners in low-income neighborhoods and needed services by recruiting local volunteers and hosting large-scale vaccine and dog training clinics.

In 2018, ACC's Pet Wellness Clinics continued to be a cornerstone of our outreach efforts. Each clinic provides an opportunity to build relationships, educate community members, and ultimately encourage owners to take advantage of subsidized spay/neuter and other services, thus decreasing shelter intake in the long run.

This year, we responded to requests from both clients and veterinarians by offering additional pet vaccines, Lepto and Flu Bivalent, to improve animal health. We also expanded operations into Queens, opening our first clinic at Queensbridge, the largest public housing development in North America.

1,948
pets vaccinated
Up 34% from 1,454 in 2017



Food Pantry

The food pantry in the Bronx saw an increase in traffic this year with continued outreach to keep owners and pets together. With the help of large donations, including from Rescue Bank/Willem Defoe and I'm Not A Monster, the food pantry distributed 4,891 pounds of food.

971

registered pantry pets

UP 163% from 368 in 2017

3,272

food distributions

UP 196% from 1,103 in 2017

Support to Keep People and Pets Together!

Voodoo's dad came to ACC with an intention to surrender Voodoo. He recently lost his job and could not afford Voodoo's vaccines or food. While dad was looking for work, Voodoo was becoming restless in the house and started to chew shoes. ACC stepped in and provided free vaccination information and a Kong toy for Voodoo's time alone. We also signed him up for the ACC food pantry and started him off with a 40-lb bag of Diamond Naturals Adult Dog food. Dad was very grateful and happy to be able to keep Voodoo by his side. Now, back on his feet, dad has become an ACC donor to help support other families and their pets who are going through challenging times.





Spay/Neuter

Through ACC's Community Pets Program, we continue to provide pet owners with spay/neuter resources and schedule appointments for low-cost procedures in collaboration with the ASPCA and other partners.

This year, we also partnered with The Toby Project to provide free spay/neuter services via our Spay/Neuter Mobile Clinic immediately following our vaccination days.

6,325

spay/neuter cases performed in 2018

148

*dogs and cats spayed or neutered through
The Toby Project Partnership at 0 charge*



Working with Dog Owners

This year we added two dog trainers to the schedule allowing ACC to offer more consistent classes and pet student recognition.

ACC is pleased to provide free behavior and training classes to dogs in the community, regardless of whether or not they are from ACC. Behavior issues are one of the top reasons behind owner surrenders. If we can work with families before issues arise, we are doing our part in keeping pets and families together and out of the shelter.

34

training classes held

Up 88% from 18 in 2017

Partnerships that Support Families

Joseph and his wife came to the Brooklyn ACC looking for medical assistance and guidance. Their beloved dog, Mylanie, was diagnosed with hip dysplasia at their private vet, and they could not afford surgery. Still, they loved Mylanie and they were seeking solutions.

They returned to ACC, where the Gutierrez family had adopted Mylanie when she was just a few months old. The dog and her littermates had been surrendered due to an accidental breeding situation, and the Gutierrez family says the moment they saw her sweet face, they knew she was the dog for them.

At ACC again, staff counseled the family on orthopedic conditions and arranged for a second opinion for Mylanie by ACC vet partner Lefferts Animal Hospital. The partner confirmed the diagnosis and further found that Mylanie required femoral head osteotomy surgery as well.

With the cost growing along with the need for surgery, the ACC ACTION team sought other partners and resources to help in any way we could.

Several weeks later we were able to secure treatment at a veterinary hospital and Mylanie continues to be healthy and happy!





Volunteers

Volunteers are the lifeblood of any organization. At ACC these selfless individuals offer their time for walking dogs, socializing cats, tending to rabbits, photographing animals, writing bios – even volunteering at offsite adoption events. In 2018 volunteers donated 36,000 hours of their time – the equivalent of 17 full-time positions.

36,000 hours
donated by volunteers

the equivalent of **17 full-time positions**





Education, Vet Services, and Miracles!

Talula's owner came to the Bronx ACC Resource Center to surrender Talula because the cat kept eliminating outside the litter box, which was causing tension among the owner and her housemates. ACC's counselor advised Talula's owner about litter box setup, gave her Nature's Miracle: No Marking Spray, and scheduled Talula for Spay/Neuter services.

A week later, the owner called the Resource Center and sounded ecstatic. Talula was using the litter box consistently. Talula stayed in her home, and the owner and her housemates are happy.



Foster Caregivers

With tens of thousands of animals entering the shelter each year, having a robust foster program is imperative to any lifesaving efforts. Foster caregivers provide temporary shelter, nurturing and relaxation to our most vulnerable animals. They help kittens learn to eat and take care of themselves. They also take in dogs that may need some away time from the busy shelter environment. In 2018 ACC had 730 active foster homes caring for over 1,600 animals.

730
active foster homes in 2018
caring for over **1,600 animals**

Always Going the Extra Mile

It is not unusual for ACC staff to go above and beyond for animals in our care. ACC Medical Director, Dr. Robin Brennen, demonstrated this with a German shepherd named Buddy, who was found tied to a pole near our Brooklyn Care Center. He was in bad shape and would most likely need a hind leg amputation, which for a German shepherd can be very difficult. Dr. Brennen leaped into action, contacting the nation's leading manufacturer of canine prosthetic legs. Within weeks Buddy was fitted with a prosthetic and enrolled in physical therapy with our partners at Worth Veterinary Clinic. In all, Buddy spent eight weeks in ACC's Foster Program before being adopted by a family in New Jersey.





**Help ACC promote
the immeasurable
human-animal bond.**

Adopt. Foster. Volunteer. Donate.

JOIN THE MOVEMENT TO END ANIMAL HOMELESSNESS IN NYC

SPREAD THE WORD

Connect with us on social media and tell your friends and family that NYC shelter animals need their help.



facebook.com/nycacc | twitter.com/NYCACC | instagram.com/nycacc | youtube.com/accnyc

ADOPT

ACC has great animals available for adoption every day.

You can find our listing of animals at www.nycacc.org/adopt/adoption-search.

You can also download our adoption app 'ACC of NYC' for iPhone and Android.

adopt@nycacc.org

FOSTER

We regularly take in animals who need extra TLC to get healthy and ready for adoption.

If you can temporarily open your home to a cat or dog, **we need you!**

foster@nycacc.org

VOLUNTEER

Provide hands-on help for our shelter animals by becoming a dog-walker, cat companion, pet photographer, corporate volunteer and more.

volunteer@nycacc.org

DONATE

Every gift, no matter the size, demonstrates a heartfelt commitment to helping New York City's homeless and abandoned animals. For details, go to www.nycacc.org/Donate.

For inquiries about giving opportunities or to contact a member of the Development Department, please email

donate@nycacc.org

www.nycacc.org



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