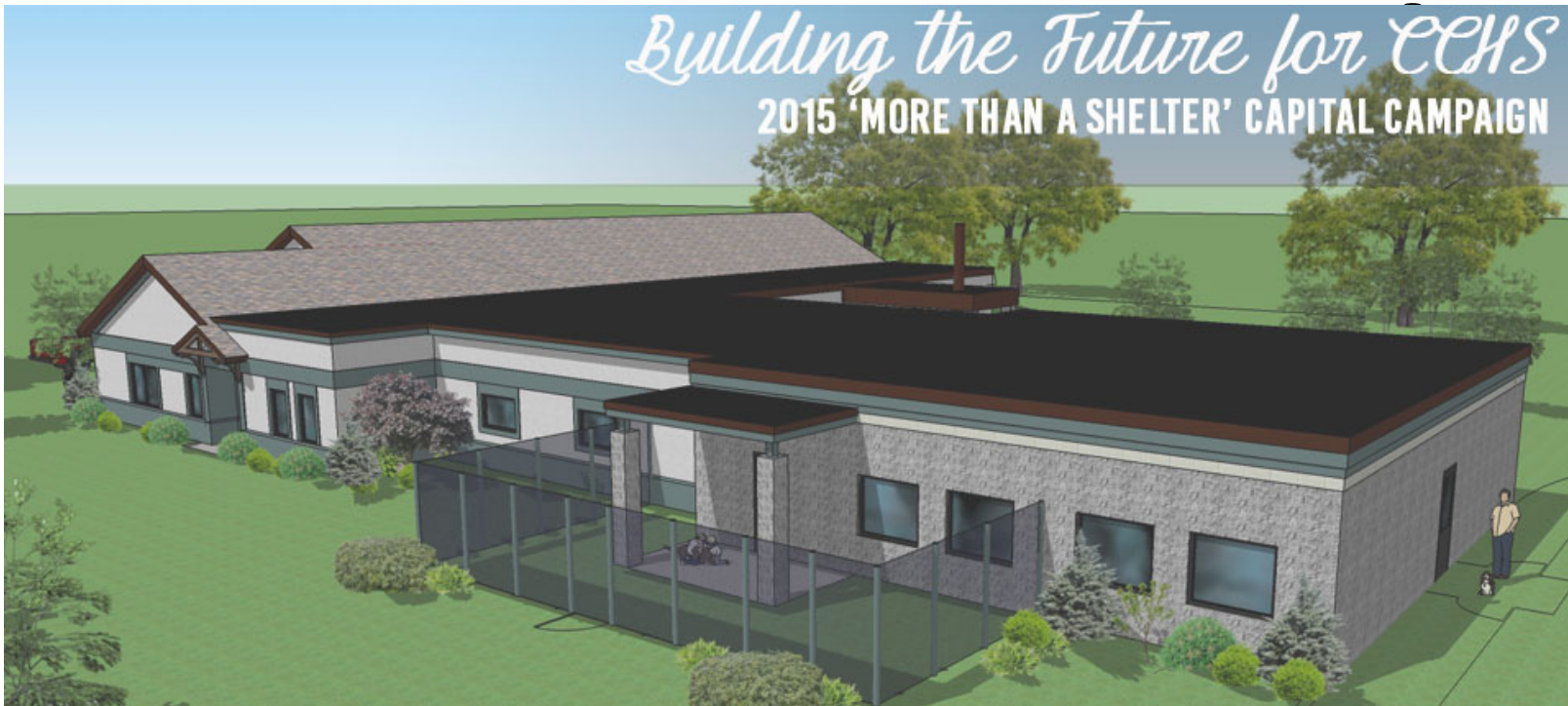


*Building the Future for CCHS*  
2015 'MORE THAN A SHELTER' CAPITAL CAMPAIGN



2015  
ANNUAL REPORT  
[spcapets.com](http://spcapets.com)



Dear Friends of the Chautauqua County Humane Society,

It is my honor to write this letter of thanks for your ongoing support of the Chautauqua County Humane Society. In 2015, your investment in our organization assisted in our efforts to meet the demands of all the homeless animals of Chautauqua County.

On February 1, 2016, the Chautauqua County Humane Society will re-open with a new focus, new building and a new Mission Statement all designed to engage the community in ways we have not been able to before.



CCHS officially broke ground in August of 2015 on a 2,000 square foot expansion to provide space for our new canine communal housing program. After years of planning and after serving over 50,000 animals since opening in 1998, the existing facility was in need of upgrades to be able to serve the animals today and tomorrow. Once only a dream, the long awaited expansion and renovation is complete.


Thank you for making 2015 a success for the shelter and most importantly, the animals. Because of your generous support, our organization remains committed to the highest level of stewardship of your dollars. To our volunteers, donors, and board of directors, I can't thank you enough!

Warmest regards,

A handwritten signature in black ink, appearing to read "Jeffrey Lubi".

Jeffrey Lubi, Executive Director



CHAUTAUQUA COUNTY  
HUMANE  SOCIETY  
CARING SINCE 1905

# About CCHS

Working together, the Board, Staff and Volunteers continue to improve the organization's performance and the following outcomes were achieved.

## OUR MISSION

Our mission at the Chautauqua County Humane Society is to provide temporary shelter and rehabilitation for homeless animals for the purpose of finding permanent new homes. CCHS supports healthy pet initiatives through community involvement, humane education and animal care for people in need.

## OUR HISTORY

On January 9, 1905, the Chautauqua County branch of the American Society for the Prevention of Cruelty to Animals (ASPCA) was incorporated with the mandate to serve the community in the prevention of cruelty to animals. While we remain true to our original mission, our vision has changed to include the community in which we operate. It is a vision which empowers our community to help solve today's pet overpopulation problem.

## OUR VISION

The success of CCHS will be defined by the advocacy and outcome for every animal in our charge. The concept of a "no need to kill shelter" will be always redefined by our increasing ability to place animals that have manageable and treatable issues in addition to the animals that have no health or behavioral circumstances. We will maintain and improve our facilities to advance and grow our rescue, adoption, outreach and humane education programs. We will be the regional leader in placing dogs and cats in qualified homes and we will develop our capability to intervene on the behalf of animals that are harmed by people either intentionally or unknowingly. We will not waiver from our belief that spay/neuter is the cornerstone in building "a no need to kill community". Our efforts on behalf of animals will be a source of pride to our stakeholders and the community in which we serve.

## BOARD OF DIRECTORS

Maggie Irwin- President

Diana Ordines- Co Vice President

Thomas Greer, MD - Co Vice President

Cindy Panebianco - Treasurer

Jade Barber- Secretary

Janet Bowman

Mary Hajdu, Esq.

Tina Jones

Tracy Lathrop

David Misenheimer

Emily Prybylo

Robert G. Rappole, DVM

Blake Tarana

## FROM OUR BOARD PRESIDENT

As I conclude my first year as board president, I am simply amazed by all those who have contributed their time, energies, talents and/or dollars to the Chautauqua County Humane Society in 2015. On behalf of the board, we are honored to be a part of this incredible organization with such a dedicated team of staff, volunteers and donors. It is you all who are the heart and soul of this organization and we are forever thankful for all that you do for the animals of Chautauqua County.

2015 brought on a year of very exciting changes for the shelter and I look forward to seeing all of the plans brought to fruition. The work that both the staff and volunteers put into CCHS and all of the animals in our care is not easy, however the rewards are endless when you see an animal go to it's forever home.

Again, all that CCHS is and does would not be possible without the generous support of our donors, volunteers and staff. On behalf of the board of directors, thank you for all that you do to make a difference in the lives of the animals here at CCHS.

Sincerely,

Maggie Irwin

CCHS Board President



## STAFF

Jeffrey Lubi – Executive Director

Sue Bobek – Director of Animal Services

Terra Dourlain – 2nd Chances Thrift Store Manager

Amy Farren – Office Manager

Hannah Braun- Community Relations Coordinator

Rachel Johnson- Volunteer Services Coordinator

Carol Nelson – Veterinary Technician

Kelly Johnson- Lead Animal Care Specialist

Patty Linn- Lead Adoption/Intake Specialist

Sarah Winton – Canine Activity Specialist

Brad Towne – 2nd Chances Thrift Store Assistant Manager

Melissa Anderson- 2nd Chances Thrift Store Assistant Manager



There are many reasons for the strength and the success of the Chautauqua County Humane Society, but the most important is the leadership and oversight of our Board of Directors. Our thirteen board members are extraordinarily generous with their time, wisdom, and financial support. They ensure that CCHS remains committed to our mission and guiding principles.

**To the Board, thank you.**

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## *“Open and honest actions and communications come first; they guide all that we do.”*

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We respect our customers, volunteers, donors and staff above all else, and never forget that they come to us by choice. We share a personal responsibility to maintain their loyalty and trust, which must never be taken for granted. We will listen and respond and seek to WOW them at every turn.



We seek and reward creativity and ingenuity. We embrace the innovations and ideas that can change the lives of animals that once had so little. We will use technology to further our goals when necessary and we must not be afraid to take informed, responsible risks. We can do more with less; we will not take shortcuts on quality.



We believe humor is essential to success. We celebrate achievement and we recognize that tears of happiness and sadness will appear in the work we do.

We take responsibility for our own success and failures at work. Titles and roles do not matter when it comes to getting the job done.

### STRATEGIC PLAN OBJECTIVES:

- Increase our ability to serve and protect the animals in our community.
- Strengthen relationships with donors and customers.
- Train our staff and volunteers in ways that better serve the animals in our care
- Ensure the viability of the organization long term.
- Expand programs that provide enrichment, maintain and/or improve outcomes for stray, abandoned and surrendered animals.
- Provide support for law enforcement agencies through rescue and rehabilitation services for animals suffering from abuse, neglect and abandonment.
- Support a healthy pet community through wellness initiatives, community outreach and humane education.
- Provide assistance and information to others whose purposes are consistent with the purpose of The Chautauqua County Humane Society.



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***“Saving one animal won’t change the world, but it will change the world for that one animal.”***

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## COMMITMENT TO OUR MISSION

The Chautauqua County Humane Society is entering into our 13th year of operating within the 'No Need to Kill' directive established by the Board of Directors in 2003. The two major concepts implemented over the thirteen year period to reduce and eliminate euthanasia have been our spay/neuter programs and our adoptions. In 2015, CCHS reached a record high 96.94% save rate.

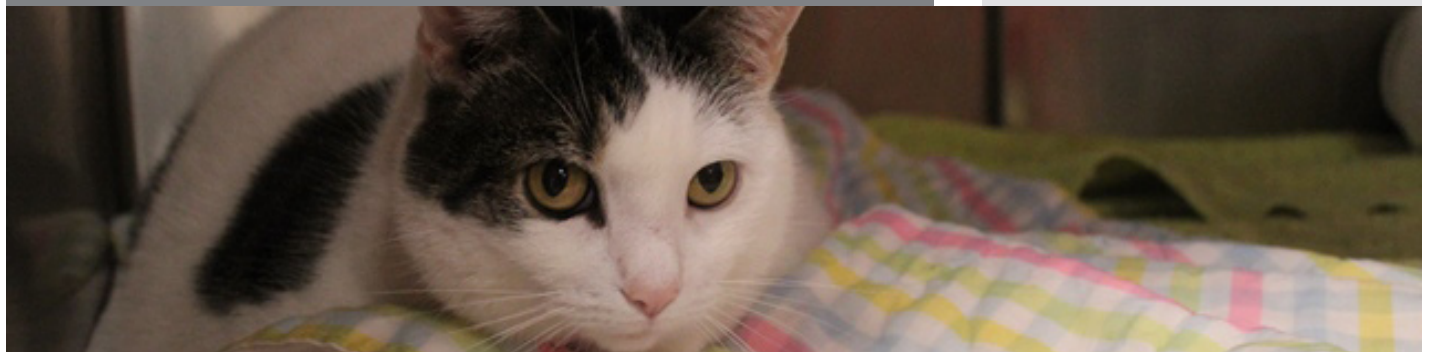
YEAR	INTAKE	SAVE RATE	EUTHANASIA
2003	6,011	53.91%	2,778
2004	2,963	58.06%	1,951
2005	2,723	77.33%	608
2006	2,384	81.54%	447
2007	1,959	83.99%	268
2008	2,020	83.02%	283
2009	2,079	88.47%	209
2010	1,757	93.30%	105
2011	1,575	92.10%	110
2012	1,556	94.17%	76
2013	1,765	96.55%	56
2014	1,714	96.90%	47
2015	1,683	96.94%	47



## SPAY NEUTER PROGRAMS

In our ongoing mission to positively impact animals in our community, we continue operating our no cost low income spay/neuter clinic as well as ensure that every dog, cat and rabbit that is adopted from CCHS is altered. The total number of pets that have been spayed or neutered through our shelter in 2015 was 2,720. This is up dramatically from 2,281 in 2014. This number includes all pets that have been adopted, gone through our clinic, through a volunteer operated feral cat program and the Friends of Animals voucher program. Each and every pet that we have helped puts us one step closer to solving the pet overpopulation problem.

FUNDING SOURCE	SPAYED/NEUTERED
In-House Spay Neuter	920
No-Fee Clinic (Cats)	452
No-Fee Clinic (Dogs)	172
Van Cohen Feral Cat Program	135
PetSmart Pit Bull Program	53
Petco Spay/Neuter (Dogs)	75
Petco Spay/Neuter (Cats)	179
Friends of Animals Voucher Program	64
CRCF Spay/Neuter	153
ASPCA Spay/Neuter (Cats)	487
ASPCA Spay/Neuter (Dogs)	30
<b>TOTAL</b>	<b>2,720</b>



## ADOPTION SERVICES

For the year 2015, we saw an increase in the number of animals adopted and an overall decrease in the number of animals coming into CCHS' care. We had fewer dogs and puppies entering the shelter but an increase in the number of cats and kittens. We also had a few less dogs and puppies adopted and a larger number of cats and kittens found new homes. There was a 2% decrease in total intake and a 2% increase in total adoptions. Offsite adoptions (any location other than the Strunk Road adoption center) accounted for 35% of all adoptions.

The addition of Petco in Erie as a satellite adoption site and doubling our cage space at PetSmart in Erie from 3 cages to 6, has helped us to increase offsite adoptions. We also had more success at other events such as National Adoption Weekends. We also encouraged our foster homes to place their foster pets themselves. There was a slight decrease in stray dog redemptions with 48% in 2014 and 44% in 2015 returning to their owners.

YEAR	ADOPTIONS
2009	1,316
2010	1,159
2011	1,060
2012	1,056
2013	1,411
2014	1,315
<b>2015</b>	<b>1,336</b>

OFFSITE ADOPTIONS				
PETSMART LAKEWOOD	PETSMART ERIE	PETCO	FOSTER	OTHER
187	193	40	7	40
TOTAL: 467				

## FINANCIAL STATEMENT

Financially, 2015 finished as a very strong year as general operating revenue came in at \$1,140,848. Fundraising led the way as income from our direct mail pieces collected over \$125,000. Events such as the Pennies 4 Paws and Bark n Brew also seen aided revenue. Also strong were revenues received from Foundations and Trusts Planned, Memorials and Honorariums and Major Giving from businesses and individual donors.

REVENUE SOURCE	2015	2014
Fundraising	488,340	456,964
Program Fees	95,908	125,147
Resale	340,767	362,913
Other Income	4,452	17,289
Capital Campaign	211,381	413,930
<b>Total:</b>	<b>\$1,140,848</b>	<b>\$1,376,243</b>
<i>* Total does not include Bequest Income, realized &amp; unrealized gain / (loss) on investments</i>		

## GRANTS

In 2015, we continued seeking funding for the communal kennel addition/renovation project. We secured grants totaling \$170,000 to add to the 2014 amount of \$375,000 for a total of \$545,000 for the Capital Campaign. We also received funding for the spay/neuter clinic in the amount of \$49,500; \$10,000 for adoption preparation (vaccines, deworming, spay/neuter, microchip) and \$3,000 for event sponsorship for the 2015 Walk 4 Paws. We also received \$12,000 to help cover the costs associated with the Spay Clinic Coordinator position.

<b>2015 Funding Source</b>	<b>Purpose</b>	<b>Amount</b>
Sheldon Foundation	Building Addition/Renovation	\$100,000
Carnahan-Jackson Foundation	Building Addition/Renovation	\$10,000
Chautauqua Region Community Foundation	Building Addition/Renovation	\$7,500
Laura J. Niles Foundation	Building Addition/Renovation	\$2,500
Hultquist Foundation	Building Addition/Renovation	\$50,000
Bertha Hamilton Trust	Spay Clinic Coordinator	\$12,000
Petco Foundation	Spay Clinic/Adoption Prep/Event Sponsor	\$23,000
ASPCA	Spay/Neuter Clinic	\$39,500
<b>Grant Total</b>		<b>\$244,500</b>

<b>2014 Funding Source</b>	<b>Purpose</b>	<b>Amount</b>
Bertha Hamilton Trust	Behavior Program	\$9,000
ASPCA	Spay/Neuter Clinic	\$33,500
Chautauqua Region Community Foundation	Spay/Neuter Clinic	\$6,500
Petco Foundation	Spay/Neuter Clinic	\$7,500
ASPCA	Building Addition	\$12,000
ASPCA	Building Renovation	\$183,000
Lenna Foundation	Building Addition/Renovation	\$170,000
Jessie Smith Darrah Fund	Building Addition/Renovation	\$10,000
<b>Grant Total</b>		<b>\$431,500</b>



EXPENSE SOURCE	2015	2014
Advertising & Promotion	1,169	807
Automobile	8,053	3,121
Bank Fees	8,982	6,624
Cruelty Investigation	761	18,639
Direct Mail	47,172	41,278
Drugs & Veterinary	109,441	96,802
Dues & Subscriptions	224	320
Education & Training	3,809	1,945
Independent Contractors	3,724	9,183
Insurance	28,294	28,710
Legal & Professional	7,899	2,342
Heaven Can Wait	92	0
Miscellaneous	1,165	2,860
Office & Postage	14,618	12,609
Payroll Related	551,344	564,899
Purchases For Resale	635	3,079
Thrift Store Expenses	68,875	72,209
Repairs & Maintenance	38,118	32,052
Special Events	17,948	13,945
Supplies	38,542	32,357
Telephone	6,350	5,900
Utilities	28,565	36,596
<b>TOTAL*</b>	<b>\$987,524</b>	<b>\$986,287</b>

## STRUNK ROAD ADOPTION CENTER

Throughout 2013/2014, the Board of Directors and staff spent countless hours developing and finalizing our "More than a Shelter" capital campaign project. The capital project broke ground in August 2015 and is expected to conclude in early 2016.

The project includes a 2,000 square foot expansion to provide space for our new canine communal housing program. The addition will have four 15'X19' housing areas that can accommodate up to six dogs each and will also include a state of the art 200 square foot training room. In addition to the expansion, the construction also included multiple renovations to our existing structure.

The lobby will now include two private adoption/intake areas and we have also expanded our 'get acquainted' rooms. The shelter has doubled our medical space by adding an additional surgery room and prep area expansion. We have also doubled our recovery area, making it more appropriate when animals are recovering from surgical operations. Police and animal control officers will now have 24-hour access to our shelter and will now deliver lost and stray dogs to the Strunk Road facility.





## PLAY GROUPS

Play Groups is the process of putting dogs together for dog-dog play. The dogs are grouped according to play styles, so dogs that are “Rough and Rowdy” play together and dogs that are “Calm and Gentle” play with others that play like them. This helps to keep all dogs having fun and socializing without the stress of being with dogs whose play style is too much for them.

The idea of using play groups allows dogs to teach each other bite inhibition, proper “doggy etiquette” in greeting and playing and how to be comfortable around each other. The play group improves their well-being and is designed to improve the adoptability of shelter dogs. While the play groups are designed for dog-dog interaction, dog walkers will continue to provide the dog-human contact that is needed. We continue to experience dogs that are easier to walk and behave better and are quieter in the kennels. Play groups lead to lower stress levels which creates dogs that are more open to training and are more appealing to adopters, thus reducing their time in the shelter which is the ultimate goal.

## CANINE COMMUNAL HOUSING

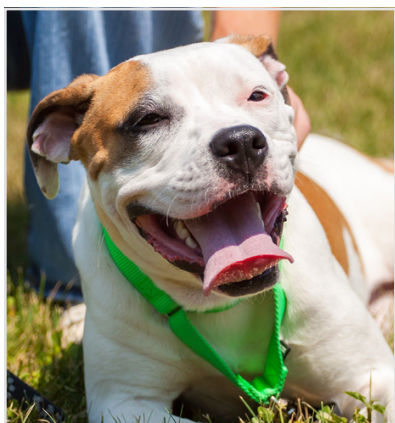
The method of communal housing allows the dogs the opportunity to live together in a well supervised environment, based on their play group personality types, rather than being isolated in a kennel.

The arrangement reinforces their natural instincts, allowing them to be happier, healthier and more content while living in a shelter setting. The kennels are designed to be attached to the Bark Park. This addition will double our canine capacity.



## BEHAVIOR DEPARTMENT

2015 was a very successful year with our behavior department. With two part time trainer/evaluators we have been able to complete temperament evaluations on stray dogs within seven days of the end of the stray hold period. This allows for work to begin with the dogs before space opens up at the Adoption Center. In 2015, the behavior department temperament tested 226 animals.



## FOSTER CARE PROGRAM

Many animals enter into the shelter system not yet ready for adoption. In order to receive the care needed to grow strong and regain their health they are placed in foster homes. They remain there until they reach a point of healthiness and readiness to be adopted. In 2015, 316 animals were placed into foster homes.



## ANIMAL TRANSFERS

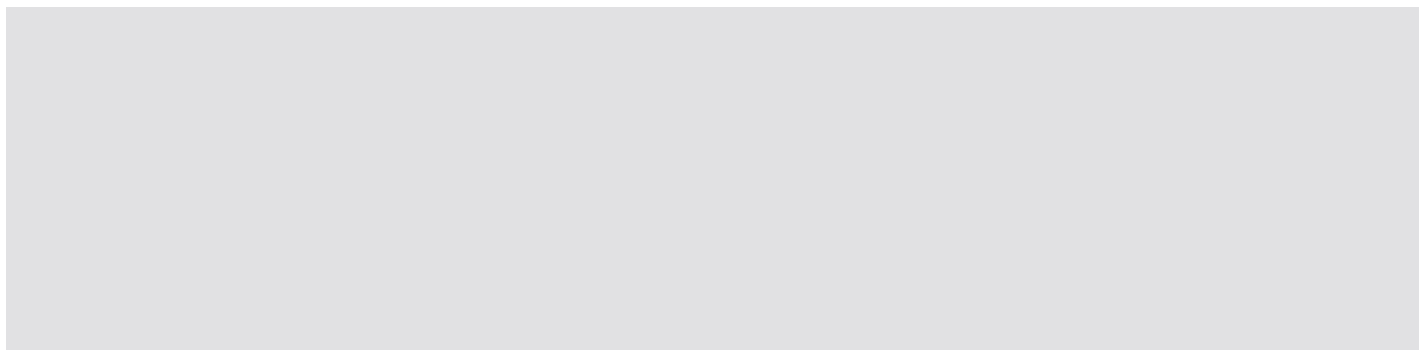
In 2015, CCHS transferred out 17 animals. The need to transfer out is decreasing tremendously as we are taking on more rehabilitation and health issues for pets that are in house.





## ANIMAL MEDICAL CARE

In addition to conducting large scale no-cost spay/neuter clinics for low-income households, CCHS must provide every opportunity for the healthy and friendly animals to find loving homes through adoption and foster programs. Before an animal is allowed to leave the shelter, it must be spayed/neutered, micro-chipped and vaccinated. In most cases in which an animal's affliction is treatable or manageable, CCHS provides the necessary resources to allow the animal to heal. Medical costs are the second largest operational expense behind staffing.





"Volunteers do not necessarily have the time;  
they just have the heart."

## VOLUNTEER PROGRAM

Over the course of a year, hundreds of dedicated people make our animals lives a little bit brighter turning despair into hope. Volunteers' ages range from eight years old to retirees. We have a core of individuals that arrive on a scheduled basis and volunteers that come in as their schedule allows. We also have volunteers that come in as needed for special events, holidays, and summer or winter. To the right are the hours that devoted people contributed to make CCHS a place where second chances are possible.

ACTIVITY	2015	2014
Dog Walker	3,374	3,673
Cat Room Socializer	4,170.75	3,973.50
Dog Play Groups	540.25	655.50
Vet Tech Assistant	750.75	662.25
Office Work	895.50	584.50
Front Desk Assistant	141.50	34.25
Cleaning/Laundry/Dishes	1,226.25	1,311.25
Off-Site Adoptions	377.25	290.75
Grooming	215.25	157.50
Special Events	342.25	497
Education/Training	278	146
Misc.	252.25	336.75
Spay/Neuter Clinic	712.50	564.50
Public Relations	96	103.25
Adoption Counseling	582	529.50
Foster Program	11,512.75	9,206.50
2nd Chances Thrift Store	3,433.75	3,373.50
<b>TOTAL</b>	<b>28,901</b>	<b>26,099.50</b>

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***“Our incredible group of volunteers worked over 28,000 hours on behalf of the animals in our care.”***

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## SPECIAL EVENTS

Community participation, having fun and raising money for animals in need are the recurring themes when it comes to CCHS special events. 2015 lived up to expectations as \$100,242 was raised to support the animals in our care. The packed event calendar began in January with the popular **Hot Dogs Cool Cats Pet Photo Contest** sponsored by the five stations of the Media One Group.

Another event Sponsored by the Media One Group took place in February and ran through April. Businesses, schools, organizations and individuals demonstrated their fundraising creativity in our **Pennies 4 Paws** campaign. The event brought hundreds of groups and individuals out in support of the 10th annual event and raised \$22,688

The always popular **Bark n Brew** held at the Southern Tier Brewery, kicked off the summer fun as friends of CCHS gathered to raise their glasses and auction paddles in support of the CCHS mission. In conjunction with the 10 Prize Cash Raffle, the 2015 Bark n Brew raised an all-time event high of \$28,742.







July, August and September allow teams of walkers from businesses and organizations to organize and raise money for October's scenic **Walk 4 Paws** event. The event was held at the Chautauqua Institution and raised \$21,385. This year's lead sponsor was Petco Foundation. Additional sponsors included Chautauqua Chemicals Company, The Greater Chautauqua Federal Credit Union, Shults Ford, Lincoln, Hyundai, Allied Alarm Services, Alpha Dog Marketing, Chautauqua Institution, Clark Patterson Lee, Dog Speak, Fessenden, Laumer & DeAngelo, King's Heating and Sheet Metal, Lockwood Agency, Magnum Graf-X, Southern Tier Financial- Dave Switala and John LaBardo, SP Bussman Design Co, and UBS Financial Services. This year's media sponsors were The Post Journal and the five stations of Media One Group.

An army of CCHS volunteers also spent hundreds of hours in inclement weather during both the **Spring and Fall Tag Days**. Over \$7,000 was raised.





## SECOND CHANCES THRIFT STORE

Entering into the 8th year of operating, the outlook continues to be optimistic for our **Second Chances Thrift Stores**. In June, 2nd Chances Cherry Street was closed and the 5th and Main Street store was reopened in July. Although smaller, the location is better suited for those that drive or walk to the location. Unlike the Cherry Street location, 5th and Main has ample parking and the ability to receive donations.

Revenues decreased from the year before, however all locations of 2nd Chances recorded the second highest revenue in our nine year history totaling \$336,585.







## LEGACY SOCIETY

The Chautauqua County Humane Society's success depends on the kindness of people who care about animal welfare in their community. Your legacy gift, whether it be in dollars, personal property, stocks and bonds, insurance or other gifts can dramatically improve the lives of animals and enhance the quality of life of the people who adopt them.

This is a listing of those who have informed the Chautauqua County Humane Society of their intention to leave a legacy gift to care for the animals:

Gail Donus

Tom & Connie Gauronski

Thomas & Sally Greer

Robert A. Hagstrom

Lyn Harris

Laurie Livingston

Cynthia & David Rich

Jim Richardson

Mary B. Schiller, Esq.

Kim Palmeri

Yvonne Tovell



CHAUTAUQUA COUNTY  
HUMANE  SOCIETY  
C A R I N G   S I N C E   1 9 0 5