



**Animal Care Centers
of NYC
2017 Impact Report**

ACC LEADERSHIP

EXECUTIVE LEADERSHIP

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Ellen Curtis, *Senior Director, Strategic Operations*

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All photos used in this report were taken by the talented Shaina Fishman as part of the ACC Boroughbred campaign.


- Laika, adopted
- Dan, adopted
- Nick, placed with Anjellicle Cats
- Malik, Jr., adopted
- Jefferson, adopted
- Maribel, adopted
- Nick, placed with Anjellicle cats
- Gracie, adopted



Dear Friends,

I am proud to share ACC's 2017 Annual Report which showcases our hard work and resulting progress over the past year. ACC found placement for 93.2% of the dogs and cats and 100% of the rabbits that came through our doors. That's over 20,000 animals and one of the highest placement rates in the nation for a shelter of our size. Our numbers show the success we have made as a community, but it's the hard work and dedication behind those numbers that illustrate how far ACC has come as an organization over the past 20 years

Our commitment to our mission of ending animal homelessness in NYC requires that we continuously evolve our strategies and programs. We are saving more lives and implementing new programs to better the lives and outcomes of the animals both in our shelters and in our community. This year we greatly improved the housing for our animals, adding more space for them to stretch out in a less stressful environment. By reducing stress, we have helped keep our animals healthier which in turn has driven our adoption rate upward. We are also serving the NYC animal community by bringing basic animal welfare services like vaccine clinics and a food pantry to underserved neighborhoods in order to address the root causes of animal homelessness and pet surrender.



This report showcases our accomplishments in 2017. However, with an intake of over 25,000 animals each year, we know that the key to progress is to never accept success. Work remains to be done – we are committed to elevating the level of care we provide each of the animals at ACC; making surrender prevention programs more accessible and widespread in our community; forging even more community partnerships to advocate for pet adoption and the work of ACC; and cultivating additional support from both the public and private sector to expand the innovative programs we have launched in the past few years. The successes of the past year have laid the foundation for even greater things ahead at ACC and for animal welfare in NYC.

ACC is filled with anticipation and optimism for continuous growth as a national leader in animal welfare. As you read through this report I hope you will be inspired to join us in our mission to end animal homelessness in NYC.

Sincerely,



Risa Weinstock
Chief Executive Officer

INTRODUCING



THE BOROUGHBRED

CREATING AWARENESS. FOSTERING COMMUNITY.

One of the world's leading creative agencies, Wunderman, teamed up with ACC to create not just a campaign, but a movement. This movement not only re-defines what it means to be a NYC pet, but it captures the attention of 8 million residents, many of whom are unaware of the wonderful animals waiting for homes in our shelters.

Our message is simple - New Yorkers are unique. We are strong, resilient and proud. The same holds true of our animals. Every single animal and every single New Yorker has their own story, their own lineage, their own 'look' and yet all share an unbreakable devotion to our city that sets us apart from the rest of the world. In short, New Yorkers are a different breed. That's the inspiration for Bouroughbred.

And because our boroughbreds deserve the best of everything, we revitalized our website in conjunction with the campaign. The new website is easy to navigate and most importantly easy for people to search for their own boroughbred to adopt!

The Boroughbred ad campaign features dogs, cats and rabbits who came from ACC directly or through one of our New Hope adoption partners. The ads appeared on billboards in Times Square and throughout NYC thanks to the enormous generosity of Wunderman and Petco Foundation.

FINDING HOMES



PLACEMENT RATE OVER 90%

ACC continues to outperform previous years in terms of the number of animals it finds homes for through adoptions to families in NYC and even homes north, south and west of our care centers. Adopters from Vermont, New Hampshire and even Florida found their perfect pet through social media and adoption events and programs. We also served as the beginning step for thousands of animals that needed extra care by placing them with our vast network of New Hope adoption partners.

Total Dogs, Cats & Rabbits Placed **21,848**

7,849
dogs
placed

14,351
cats
placed

453
rabbits
placed

AT RECORD RATES

KITTEN PLACEMENT REACHES 100%

One of the most vulnerable populations in any shelter is neonatal kittens. These are kittens under six weeks of age, many of whom have been separated from their mother. During kitten season, it's not unusual to have a dozen neonates coming into the shelter each day. Our goal for 2017 was to place 100% of these kittens either through foster or placement with New Hope adoption partners. ACC staff were trained to bottle-feed baby kittens during their shift until we placed them into the loving hands of our fosters and New Hope adoption partners. In all, 2,919 neonates were placed.

BRINGING ADOPTIONS TO THE COMMUNITY

ACC realizes that our care centers can be difficult for some to reach. To that end, we are building our fleet of Mobile Adoption Centers and 2017 marked the second full year ACC had two Centers running each weekend. With mobile events throughout the year, neighborhoods across all five boroughs got the chance to meet our furry friends and 800 of these friends found permanent homes.

LOST & FOUND

In 2017, ACC reunited 1,290 dogs and 630 cats with their families. Reuniting animals with families is a regular shelter occurrence, and while some reunited animals arrive at ACC due to specific, situational circumstances such as eviction or owner illness, in many cases there are chronic factors that make these pet/owner relationships high-risk for failure. Thanks to a generous grant from PetSmart Charities, ACC is now able to offer tools such as pet ID tags, collars/leashes, cat carriers, dog crates, pet food, structural help within the home and, in some cases, subsidies for needed veterinary care. We have already seen a decline in repeat "visitors" which helps maintain a more manageable shelter population.

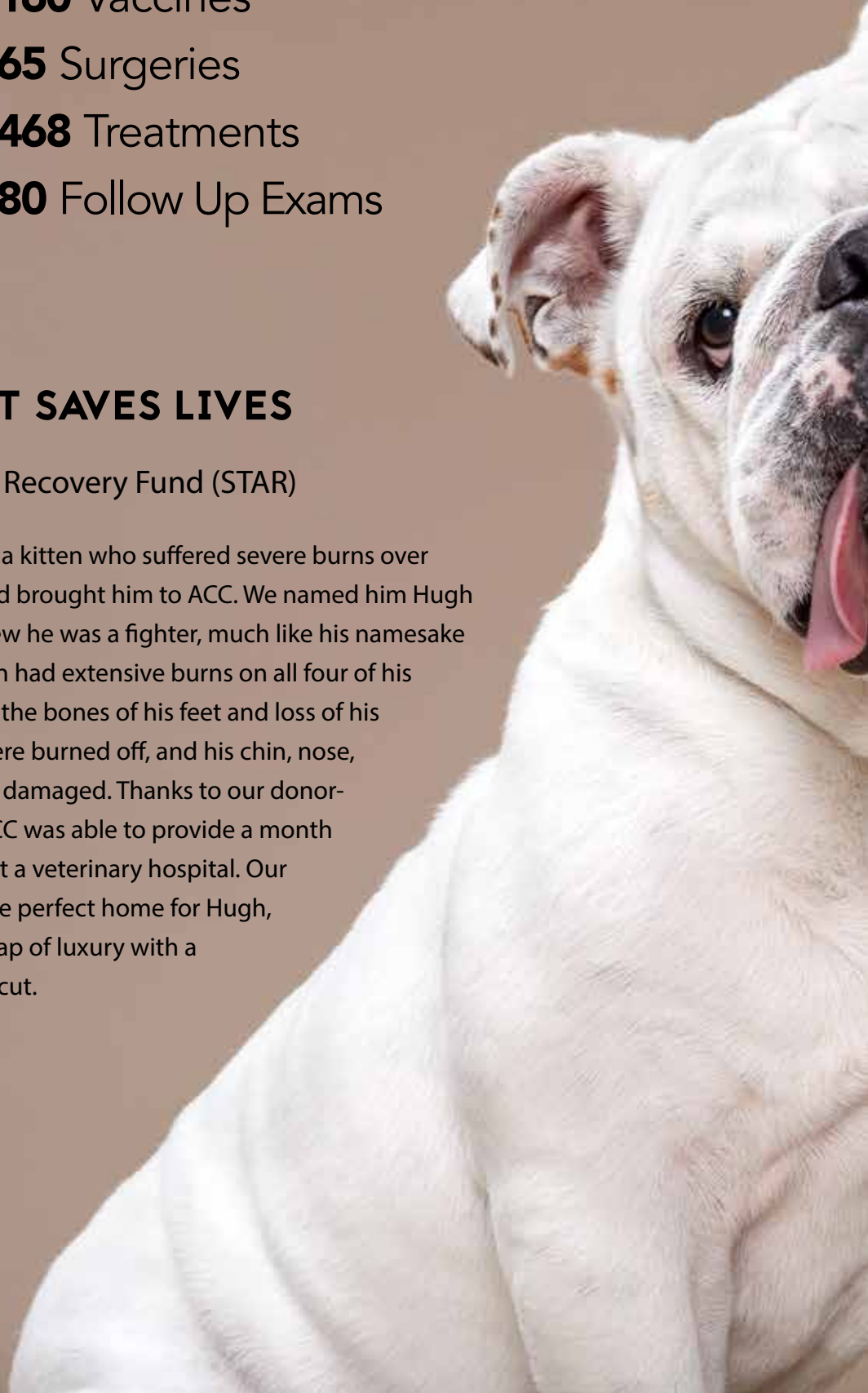
PROVIDING COMFORT,

A Typical	54 Intake Exams
Day in ACC	160 Vaccines
Veterinary	65 Surgeries
Services	468 Treatments
	80 Follow Up Exams

YOUR SUPPORT SAVES LIVES

Special Treatment & Recovery Fund (STAR)

A Good Samaritan found a kitten who suffered severe burns over 40 percent of its body and brought him to ACC. We named him Hugh Jackman because we knew he was a fighter, much like his namesake Wolverine. Hugh Jackman had extensive burns on all four of his legs, as well as trauma to the bones of his feet and loss of his fur. The tips of his ears were burned off, and his chin, nose, and eyes were also badly damaged. Thanks to our donor-supported STAR Fund, ACC was able to provide a month of round-the-clock care at a veterinary hospital. Our adoptions team found the perfect home for Hugh, who is now living in the lap of luxury with a loving family in Connecticut.



CARE & ENRICHMENT

CAT PORTALS COME TO ACC THANKS TO MADDIE'S FUND!

For shelter cats, portals open more than one door. A portal means each cat can have a bedroom/dining area separate from his bathroom. A shy cat can have a cozy bed to hide out in, with a little room left over to stretch her legs when she's ready to explore. A stout cat can have room to stretch out in his full glory, and every cat has a better chance to stay healthy and free from upper respiratory infection.

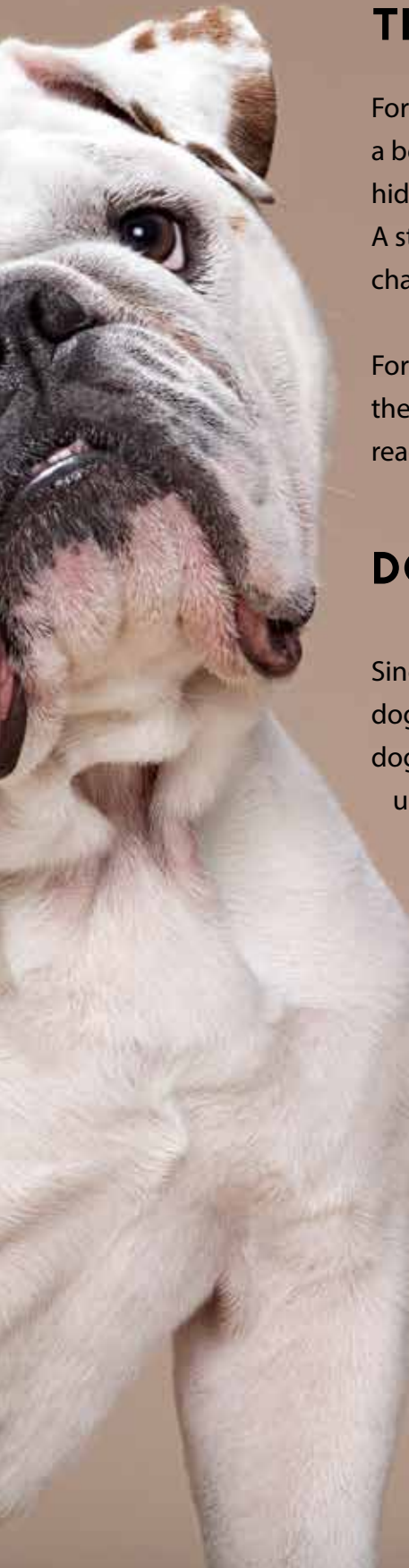
For shelter staff, it means the ability to clean and care for cats safely without removing them from their cages –and that means more time to provide enrichment and get cats ready for adoption! *Thank you Maddie's!*

DOG PLAYGROUPS LEVEL THE PLAYING FIELD

Since 2014 ACC has been running dog playgroups in each of our care centers. For dogs in kennel environments playgroups provide essential social access to other dogs, time to run and most importantly to play. The playgroup program also allows us to exercise many more dogs in a smaller span of time than we are able to with individual walks, allows for more effective cleaning of an entire, empty room while the dogs are outside and provides more detailed and accurate information about dogs' behavior around one another – which significantly allows for better adoption matches and placement opportunities.

The impact these playgroups have had on our dogs in each of our shelters is readily apparent: dogs are tired but happy when they return to their kennels; we have more confidence in their ability to interact appropriately with other dogs; we are better able to identify our ambassador “rockstar” dogs; and we can better attend to fearful, nervous new intakes.

In 2017, 10,000 dogs spent 1,600 hours in playgroup sessions. Many thanks to Petco Foundation for providing a generous grant to support this vital enrichment program.



IT TAKES

NEW HOPE ADOPTION PARTNER PROGRAM

New York City has an extensive, diverse community of sheltering models, working together to end animal homelessness and save more lives. ACC is at the epicenter of this compassionate and humane animal welfare community. As the only organization that accepts all animals regardless of age, health temperament or even species – seven days a week, 24 hours a day – ACC often serves as an animal's first stop on the rescue journey.

Here, all animals receive medical care, nourishment, behavior enrichment and mental stimulation. Yet thousands of animals require medical and behavioral resources beyond our capacity. This is where community partnership is vital. ACC's vast network of over 300 New Hope adoption partners is essential to NYC's animal welfare community. These partners provide specialized medical care and behavioral attention to animals that may otherwise not be ready or suitable for adoption to the general public. In 2017, 3,214 dogs, 7,500 cats and 219 rabbits were placed with our New Hope partners. An additional 1,000 animals were transferred to the ASPCA as part of their NYC kitten nursery program and law enforcement team. Without our partners, ACC would not have achieved the historic 93.2% placement level that we did in 2017.

47 New Hope Partners Added in 2017

3,214

Dogs
Placed

7,500

Cats
Placed

219

Rabbits
Placed

1,009

ASPCA®
Placed

A CITY

VOLUNTEERS

VOLUNTEER PROGRAM | 500 active volunteers
63 active outreach volunteers
39,000 volunteer hours

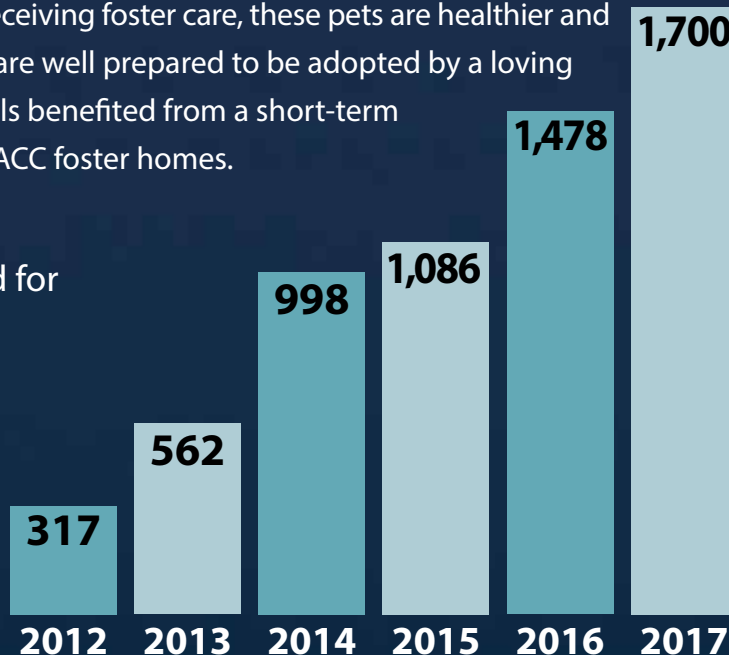
The invaluable contributions that volunteers make to ACC can be summed up in one number: 25. That represents the number of full-time employees ACC would need to hire to replace the work performed by volunteers!

Our volunteers work in several areas of our organization. Hundreds of volunteers regularly interact with our shelter pets to provide them with exercise, attention, comfort and socialization to reduce stress, improve their health, strengthen trust with humans, and increase their adoptability factor. Volunteers also, take photographs, write animal bios, assist in adoption counseling, attend off-site adoption and outreach events and provide administrative assistance, all with the shared mission to end animal homelessness.

FOSTERS

Tens of thousands of animals come into ACC each year. Often, these pets are too young to be placed in the shelter or have special needs that require a nurturing home environment. Foster parents provide a clean, safe, loving environment for homeless pets and help them prepare to find a new forever home. After receiving foster care, these pets are healthier and happier, which means they are well prepared to be adopted by a loving family. In 2017, 1,700 animals benefited from a short-term stay in one of our over 200 ACC foster homes.

Animals that were cared for through fostering:



CORPORATE GROUPS

Now in its second year, our Corporate Volunteer program continues to grow as organizations and companies give back to their community. During this “day of service” company employees learn about animal welfare and work together as a team to write captivating biographies for pets awaiting adoption. In 2017 we were proud to work with 26 companies.

MEETING THE NEEDS

KEEPING PETS AND

While finding homes for all the animals that come through our doors is a top priority, adoption alone will not end NYC's population of homeless animals. In partnership with the ASPCA, ACC has remained committed to reducing the number of animals in shelters and increasing the number of adoptions.

Supporting Underserved Communities and Owned Pets in Need

Owner Support

Through the ACC Admissions Department and agreements with partnering organizations such as the ASPCA, Dogs on Deployment and Banfield Animal Hospitals ACC is able to offer a variety of resources to assist pet owners in keeping their pets.

Resources include:

- Reduced-fee routine veterinary care including spay/neuter
- Funding for emergency veterinary care
- Behavior advice and trainer referrals
- Reduced-fee pet boarding
- Assistance with tenant/landlord disputes, including NYCHA issues
- Assistance for individuals entering DHS temporary housing
- Assistance for military deployment

ACC also has several other options for pet owners who can no longer keep their pet but are reluctant to surrender him or her to a shelter. Through our deferred intakes program, ACC is able to seek placement for an animal while he or she remains in the comfort of their home. We are also able to match certain types of pets directly with private rescue organizations that may be interested in receiving them.



2,531 PETS
WERE HELPED
BY OUR
ADMISSIONS
PROGRAMS

OF THE COMMUNITY

FAMILIES TOGETHER

The Community Pets Program is a compassionate outreach initiative. Our goal is simple: keep pets together with their human families by providing access to necessary pet health and welfare resources.

ACC's Community Pets Program works within Bronx neighborhoods to identify pet owners in need and assist them, as much as possible, in keeping their pets. Low and no-cost vaccination clinics, a food bank, free training seminars and spay/neuter services are just some of what ACC offers. In 2017, 1,454 Dogs & Cats were vaccinated & micro-chipped at our clinics and our food pantry was able to make 1,103 distributions of pet food to members of the community.

Animal Rescue Team

ACC's Animal Rescue team helps keep NYC communities safe and rescues animals in need. We respond to over 15,000 calls from the public and government agencies in any given year. We also work with NYPD to investigate potential cruelty cases. In 2017, ACC flagged 441 cruelty cases, of which 72 resulted in the filing of criminal complaints.

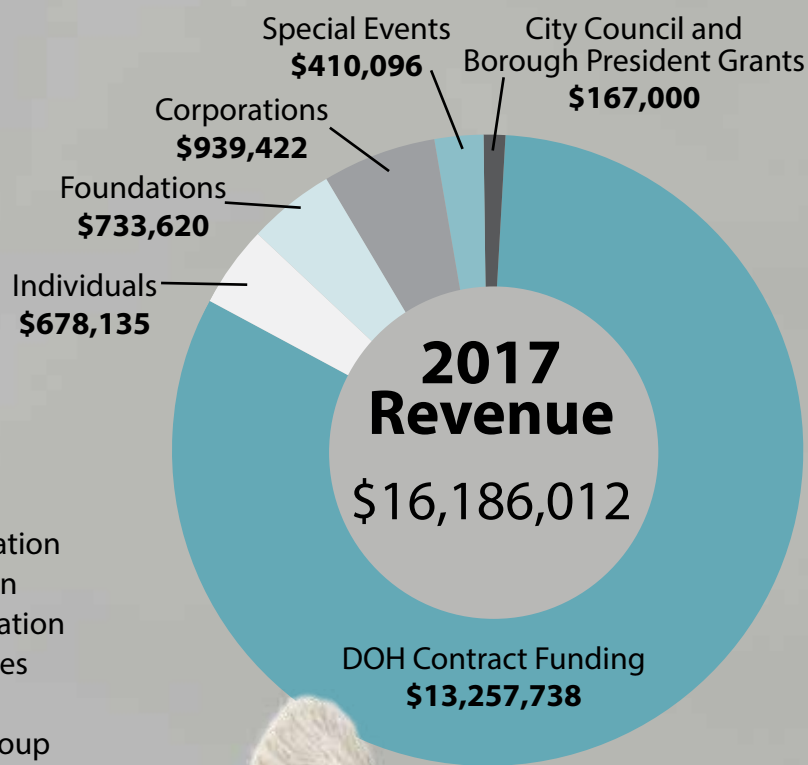
Next Generation Animal Advocates

Harnessing the energy and passion of younger New Yorkers is the goal of our Youth Outreach program. As part of the program, staff visited with over 1,100 kids giving them tours of the shelter, talking about what the community can do to help animals in need and even working together to make toys for the animals waiting for homes. We are excited to grow this program and expand the community of youth advocates.



OUR COMMUNITY OF SUPPORTERS IS GROWING

ACC's public/private partnership continues to expand, enabling us to become a leader in animal welfare. ACC is grateful to all public and private funders who invest in the fulfillment of our mission to end animal homelessness in NYC. Below we have recognized corporations, foundations, and other private donors who provided unrestricted gifts, programmatic support, sponsorships, in-kind gifts, and bequests.



CORPORATIONS AND FOUNDATIONS

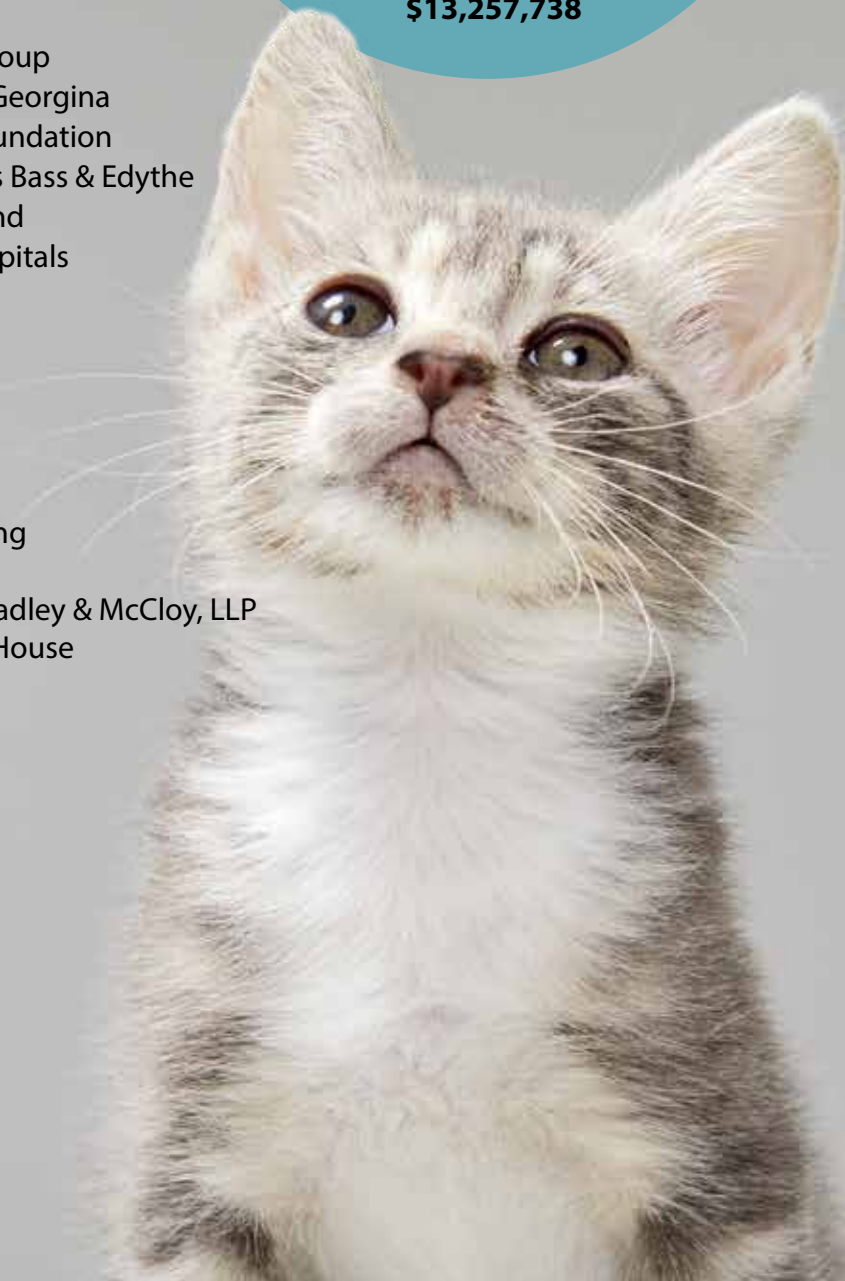
- | | |
|-------------------------------|--------------------------------|
| ASPCA | Pedigree Foundation |
| Animal Farm Foundation | Petco Foundation |
| Banfield Foundation | Petfinder Foundation |
| Bissell Pet Foundation | PetSmart Charities |
| Blackstone Group LP | Proskauer |
| Bloomberg Philanthropies | The Corcoran Group |
| Find Shadow | The Emma and Georgina |
| Henry Schein Cares Foundation | Bloomberg Foundation |
| Hill's Pet Nutrition | The Sandra Atlas Bass & Edythe |
| Maddie's Fund | Sol G. Atlas Fund |
| MBL Benefits Consulting | VCA Animal Hospitals |
| Merck Animal Health | Wunderman |

IN-KIND

- | | |
|----------------------------|--------------------------------------|
| Arm & Hammer Pet Care | JBQ Printing |
| BarkBox | Kin & Kind |
| Biscuits & Bath | Lucky Strike Bowling |
| BopreyBOOTH | McKinsey & Co. |
| COMO Hotels and Resorts | Milbank, Tweed, Hadley & McCloy, LLP |
| Dennis Gross Dermatology | Penguin Random House |
| Foley & Lardner, LLP | Pfizer |
| Henry Schein Animal Health | Pillows for Paws |
| I'm Not A Monster | Rock & Rawhide |

ELECTED OFFICIALS

- Speaker Melissa Mark-Viverito
- Council Member Benjamin Kallos
- Council Member Elizabeth Crowley
- Council Member Corey Johnson
- Council Member Darlene Mealy
- Manhattan Borough President Gale Brewer



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



www.nycacc.org

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