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**2022**



# **ANNUAL REPORT**

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# MESSAGE FROM OUR FOUNDER & DIRECTOR



2022 was a year still reeling from the after-effects of the pandemic and economic downturn.

**DARCIE KURTZ, FOUNDER &  
EXECUTIVE DIRECTOR**



Like many other non-profits, FIDO managed an increased turnover of staff and volunteers. All the while, we had an almost overwhelming number of new clients reach out to us for help with their pets.

Last year, many people with pets were living on the edge in our community, resulting in an increase in expenses by 15%, year-over-year.

To compound matters, there were many city-wide animal challenges, including reduced spay/neuter capacity and reduced animal shelter capacity. As a result, a greater number of animals were reproducing, loose on the street, and living in poor conditions in the home. All these city-wide issues impacted FIDO; therefore, we re-grouped and worked to help address many of these challenges.

FIDO hired and trained new dedicated, hard-working staff. We retained a hearty band of volunteers who stuck with us throughout the year while we recruited new volunteers. We strengthened FIDO's Board of Directors and their role in the organization, developed valuable new partnerships with other animal welfare organizations to share resources, and received increased support from individual donors and granting foundations who believed in FIDO and our work. As a result, our revenue increased by 31% year-over-year, which covered our increased expenses and also provided a financial cushion for the future.

2022 was also our year to focus on organizational infrastructure and stability. We put in place a variety of policies and procedures to provide structure and consistency to our operations. We also made significant improvements to our client database to streamline operations. These efforts paid off in increased efficiencies for serving our community, in addition to increased staff and volunteer job satisfaction. These efforts also gained the cooperation and appreciation of many of our clients. But most importantly, we improved the quality of life of many more dogs throughout the year.

# FIDO's Mission: To improve the quality of life of outside dogs

We focus our services on dogs kept continuously chained or penned. FIDO's programs have evolved over the years to also fill other animal welfare gaps in our community.

We help the dogs by helping their people care for them, along with helping any cats also in the home.

## Our Clientele

- Residents of Indianapolis/Marion County
- Income-Qualified (with income less than twice the federal poverty line)
- Compliant with spay/neuter for pets in the home (which FIDO facilitates)
- In agreement to not add more pets to the home while receiving FIDO services



MISSION/PROGRAMS/CLIENTELE

# OUTREACH PROGRAM

**1,287 PROACTIVE OUTREACH HOME VISITS, FOLLOW-UP CASE MANAGEMENT HOME VISITS AND IACS TRIAGE RUNS COMPLETED**

FIDO is the only animal welfare organization in Indianapolis with a proactive outreach program to find dogs living outside and to offer information and resources to their owners.

In 2022, our full-time Outreach Leader focused much of her time on proactive outreach in zip code areas of Indianapolis with large numbers of dog neglect cases reported to Indianapolis Animal Care Services (IACS).



## IACS Triage

Partners and assists IACS officers by triaging their outside dog neglect cases during the extreme weather of 2022. FIDO's assistance was especially important when officers were understaffed with heavy call volumes, resulting in delayed officer response times.



## Enrichment

FIDO also initiated an enrichment program for the dogs of disabled and elderly clients unable to walk or play with their dogs. The program is staffed by a growing number of volunteers who regularly walk and take the dogs on outings.



## Case Managers

FIDO added two part-time Case Managers to supplement the work of our full-time Outreach Leader. The increased staffing enabled FIDO to follow up more regularly at homes of clients needing more support to provide a humane level of care for their dogs.



## Partnerships

Outreach Leader forged new partnerships with dog foster/adoption rescue groups. With the IACS shelter on limited intake of dogs due to their staffing and building challenges, FIDO found alternative shelters and rescues to take stray dogs and unwanted dogs we encountered during outreach.

# SPAY & NEUTER

1,296 spay/neuter surgeries facilitated through scheduling, funding, and transport

When the number of unwanted dogs and cats in our city is reduced, the overall quality of life for the animals is improved. For that reason, FIDO requires compliance with spay/neuter to receive assistance through our other programs. FIDO's assistance with dog and cat food, basic pet supplies, and dog fencing is a strong incentive for spay/neuter compliance. In turn, FIDO removes all barriers to spay/neuter by scheduling, transporting and funding the surgeries and vaccinations at our two spay/neuter clinic partners, IndyHumane Downtown Clinic and the FACE Low-Cost Animal Clinic.

In 2022, FIDO increased the number of spay/neuter transports from eight to 10 every month to reduce the wait times for spay/neuter for our clients' dogs and cats. Our schedulers also began consistently prioritizing those animals most at-risk of reproducing, escaping their yards, becoming a public safety risk, or suffering continuous tethering. We also added several additional spay/neuter transports to a third partner clinic to focus on large dogs.

Many of the animals FIDO served in 2022 had not previously been to a veterinarian and had reproduced multiple previous litters.

Inflation, veterinarian, and support staff shortages together necessitated increased fees at our partner clinics; however, our partners generously shared significant amounts of their grant funding with FIDO, when their grants targeted disadvantaged pet owners, the population FIDO serves.



# PET FOOD PANTRY AND WAREHOUSE OPEN HOURS

FIDO operates a monthly pet food pantry for pet owners and community cat caretakers. This program provides a strong incentive for spay/neuter compliance and keeps many pets fed, in their own homes, and out of our local overburdened animal shelter system.

## Pet Food Pantry

- 166,473 pounds of food provided
- Part-time Pet Food Pantry Leader hired
- 5,200 doses of flea medication distributed
- 400 households served, representing several thousand dogs and cats, monthly



## Warehouse Hours

- Occurs on Sundays and Wednesdays
- Basic pet supplies distributed, such as collars, leashes, etc.
- Indy Neighborhood Cats director co-leads Warehouse Hours
- Process improvements implemented





**FIDO offers a unique service to disadvantaged dog owners in Indianapolis by providing large, secure fenced enclosures at a nominal fee.**

**FIDO works to maximize the size of the fenced enclosures, while minimizing the number of costly fence panels, by tying onto existing structures. We also work to construct the enclosure next to the house to facilitate bringing the dogs inside to be part of the family.**

#### 2022 Metrics

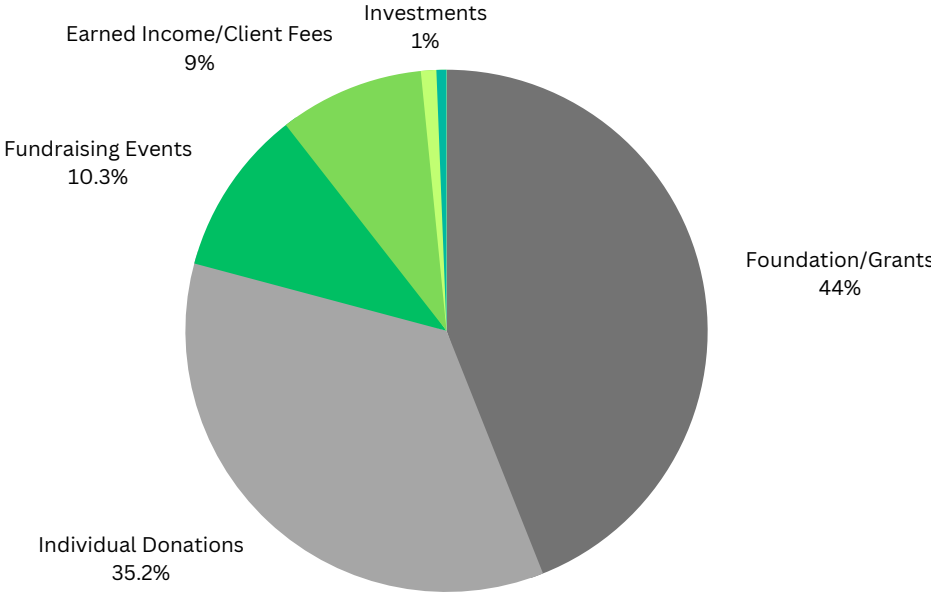
- 131 fence projects, freeing 260 dogs from chains
- New fence supplier to drive down volume-based associated costs
- Hired several part-time staff dedicated to fence projects

# FENCE PROGRAM

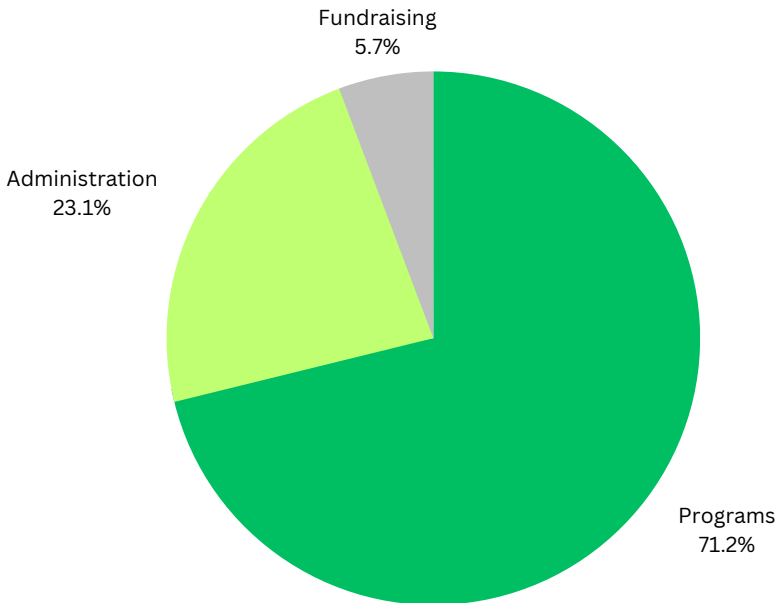


# UNAUDITED FINANCIALS

**Revenue**  
**\$555,437**



**Expenses**  
**\$481,777**



# LOOKING AHEAD

In 2023, our overarching goal is that FIDO is SUSTAINABLE through a disciplined approach toward cultivating resources and focusing those resources on dogs/cats & their owners who are environmentally/economically challenged.

## OUR GOAL WILL BE ACHIEVED BY 5 KEY STRATEGIES:

### 01 Policies/Procedures

Create & implement policies and procedures to screen clients

### 02 Donor Cultivation

Create & implement a donor cultivation plan and board committee.

### 03 Role Definition

Board, staff & volunteers know their roles & have a personal impact; with the board assisting staff & staff educating the board to increase awareness of FIDO's programs to increase teamwork between board and staff

### 04 DEI Strategy

Board cultivation strategy/improving board with strategic targeting of members; increase board diversity

### 05 Communication

Frequent and multi-front communications.



FRIENDS OF INDIANAPOLIS DOGS OUTSIDE



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