

2020

NEADS ANNUAL REPORT 2020

I cannot believe Sully has only been in my life for 9 months; it has been a crazy time, and I cannot thank NEADS enough for getting us through it.

– Rebecca and NEADS Service Dog Sully
NEADS SERVICE DOGS FOR VETERANS PROGRAM



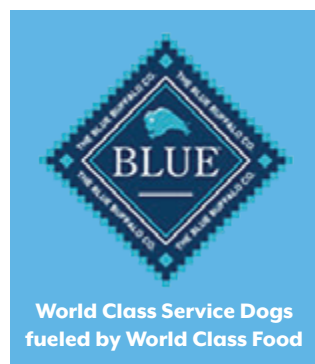
MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

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ABOUT THE COVER

Rebecca was matched with Service Dog Sully in Fall 2019. A few months prior to the pandemic, she had to make the hard decision to have her second leg amputated. NEADS took care of Sully while she had her surgery and during the first two weeks of recovery. Rebecca had just started transitioning to life at home when the pandemic hit. It was clear that had she not had Sully by her side, the isolation would have been extremely detrimental to her recovery. Read Rebecca's story at neads.org/rebecca



Charity Navigator has awarded NEADS a 4-star rating for the 18th year in a row.



Covid-19 brought fundamental and unanticipated change to our operations. However, what did *not* change was the commitment of our staff, the support of our donors, the incredible response of our volunteers, and the resilience of our clients.

When Covid-19 struck in mid-March we closed our campus and evacuated all of the dogs from the Massachusetts Department of Correction prisons; however, we never really shut down. Rather, we adjusted, improvised, and, in many ways, reinvented ourselves on the fly to ensure the well-being of our staff and dogs. Along the way new litters were born even as we began to plan for a new normal. In mid-May we began to bring dogs back to campus, and in July we returned to client training in a limited and safe manner.



This year's Annual Report is briefer than usual and is designed to simply highlight our collective response to Covid-19:

- Our donors and benefactors this past year were as fabulous as they always are. After Covid-19 struck, a number of donors increased their contributions or made an additional donation, while others reached out to see how they could help with donations of supplies or in other ways. We also benefited by a number of new donors.
- During the early months of Covid-19, most of the staff worked from home. Over the ensuing months we allowed staff in small numbers to return to campus, and we re-opened the Deborah A. Hawkins Foundation Canine Center. As part of the re-opening we implemented stringent safety precautions, with Canine Operations and Training divided into teams to ensure the safety of the staff.
- We anticipated that the DOC might go into lockdown, and our team assembled a large group of incredible volunteers who really stepped up and graciously welcomed the dogs full time into their homes. As a result we were able to evacuate and place over 50 dogs within 18 hours of the initial notification in a thoughtful and orderly manner. Meanwhile the Devens and JJ Moran prisons also went into lockdown but kept all of the dogs in their facilities.

Our clients have demonstrated great resilience, fortitude, and determination. Clients already with their canine partner benefitted immensely from their relationship. New clients accepted in stride the additional requirements and procedures that we put in place to ensure everyone's safety during on-campus training. In one case, a client from Wisconsin self-quarantined in a Massachusetts hotel for 14 days prior to arriving on campus for training.

There are many stories, and we are sharing a few with you on the following pages. We hope you will enjoy reading our 2020 Annual Report and get a true sense of the NEADS "village." Stay safe and well. We will all get through this together.

Sincerely,

Gerry DeRoche
Chief Executive Officer

A WORD FROM OUR CLIENTS

NEADS® World Class Service Dogs are a vital part of our clients' daily lives. With quarantine and social distancing, many clients were without the human assistance and support they might otherwise have had. NEADS Service Dogs were more than able to rise to the task.



"Most people think of Service Dogs working out in public. 80% of what Jones does for me happens in my home. With PCAs coming in less due to Covid-19, Jones keeps me independent and safe, fetching medicines, picking up dropped items, tugging off clothing and finding my ever-missing phone. I'd be lost if I didn't have him now."

– Katelynne & Service Dog Jones



"Skye is a gift of freedom, independence and confidence. Not to mention a furry best friend!"

– Tracy & Service Dog Skye



"Edison is providing help for me every single day. I am so grateful to have him by my side."

– Sarah & Service Dog Edison



"I have been walking (well, in my chair so "rolling") 3-5 miles with Charlie each day. If I didn't have Charlie, I probably wouldn't have left the house since lockdown started."

– Naomi & Service Dog Charlie



"Ronnie always has my back! I am so much less fearful of the things I do not hear."

– Melissa and Service Dog for Hearing Ronnie



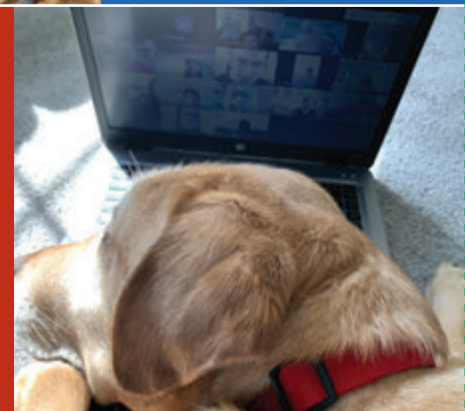
"Cappie is always there to help me pick up things that I have dropped. He loves doing it and loves learning new ways to help me."

– JT & Service Dog Cappie



"Beamer misses his students. Typically, when he hears them, he walks around the house looking for them. Recently on a Google Meet call he found them!"

– Beth and Assistance Dog Beamer



NEADS COVID CHRONICLE

The Coronavirus outbreak forced NEADS to make many changes, very quickly. In spite of the impact of the virus on our fundamental business model, as well as how we conduct our day-to-day operations, we were able to keep moving forward and stay focused on our mission, thanks to the support of the entire NEADS community.

MARCH



One week before Covid-19 shutdowns, **NEADS purchases a property** just 1/4 mile up the road from our main campus - the future site of our new Breeding Center.



NEADS takes precautions to limit the effects of Covid-19 on our operations, including minimizing dog and people movement to and from campus. Essential staff continue to work on campus to ensure dogs are appropriately cared for, but most NEADS staff members work remotely, all campus volunteering is canceled, new client training classes are put on hold, and new client applicant interviews move to Skype.



Kate Albertini, our Breeding & Puppy Development Coordinator, **moves the litter of puppies we were hosting to her**

house, where she can give the puppies the care they need.

APRIL



Over **1,400 people attend our virtual graduation** celebration by visiting Graduation Reimagined on our website. While we would have preferred to meet in person, it allowed us to safely congratulate our most recent client graduates.



NEADS **whelps its 3rd litter since the beginning of the pandemic**. Puppies from all three litters begin training as part of our Full-Time Raiser program or the Prison PUP Program as it comes back on line.



NEADS publishes its first-ever coloring and activity book, **Let's Go with NEADS Service Dogs Arnie and Zara**, created by our own

Lori Barrett, NEADS Creative Media Specialist. For each coloring book sold, we donated one to children at Franciscan Children's Hospital, Boston Medical Center's Pediatrics Department, and Connecticut Children's Hospital, over 600 in all.

Around 7pm on Friday, April 4, calls start coming in from the MA Department of Corrections prisons letting us know they were going into lock-down and we needed to remove the NEADS dogs. **IMMEDIATELY**. While we had hoped for some type of advance notice, we have a plan in place to be able to react at a moment's notice.

The calls go out to our volunteer Puppy Raisers, who drop everything and say, without hesitation, "Yes, I'll pick up the dog. Just tell me when and where."

NEADS staff quickly pull together supplies (food, shampoo, and meds) for each dog and organize a staggered pick up schedule to ensure safe transfers. Within 18 hours of that first call, all 51 dogs are moved out of 5 different prison facilities and into the homes of their Puppy Raisers.

MAY



By the 3rd week of May, dogs and staff gradually start returning to campus. One litter is now in the nursery, and **our newest litter will move from the home**

of Kate, our Breeding and Development Coordinator, back to campus by the end of the month.





JUNE



An on-campus Vet Clinic is held to catch up on vaccinations and health checks. Thanks to our Medical Director, **Dr. Christine Pelletier**, and NEADS staff, we see 36 dogs in training over 2 days and save thousands of dollars in veterinary and nail trimming bills.

JULY



Puppy transportation, integral to the success of our collaboration with other Guide and Service Dog organizations, continues even during a pandemic. Over 2 weeks, we **undertake 2 multi-faceted transports** that take us to 3 states and involve 5 Service Dog organizations.



In-person events **Pulling 4 Paws Truck Pull** and **Get Dressed. Give**

Back. fundraisers are cancelled. In their place, we announce a CEO Challenge – Dunkin' the Boss – and a Virtual Market, a unique online shopping experience and an opportunity for NEADS to support small shops and businesses that have taken part in our events in the years past.



NEADS brings **two clients to campus for training** for the first time since early

March. Staff creates a “bubble” around the clients and their trainer by reducing the class size, limiting interactions with other staff and visitors, bringing some classes online, and requiring masks and temperature checks for all. One client travels from Wisconsin, staying in quarantine for two weeks prior to comply with state Covid protocols.



Bay State Savings launches a community

fundraiser for NEADS and matches the first \$3,000 raised.



NEADS Service Dog in Training Vegas meets Bay State's mascot, Benjie (above right).

AUGUST



Nearly two years ago, we announced the birth of the first NEADS-bred litter to Acadia, the first NEADS Breeder dog. **Five of these puppies entered our program**, and this month the first two are matched and placed with clients. They are the two in the red vests, pictured here with their siblings.

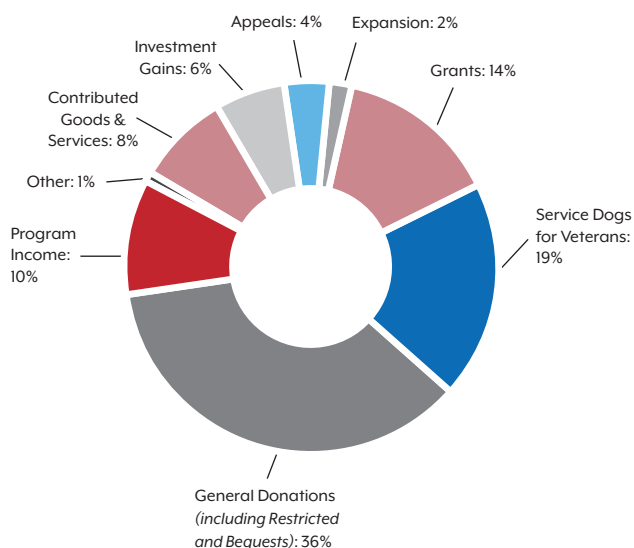


NEADS Breeding Program moves forward with confirmation of another successful breeding of **Acadia**.

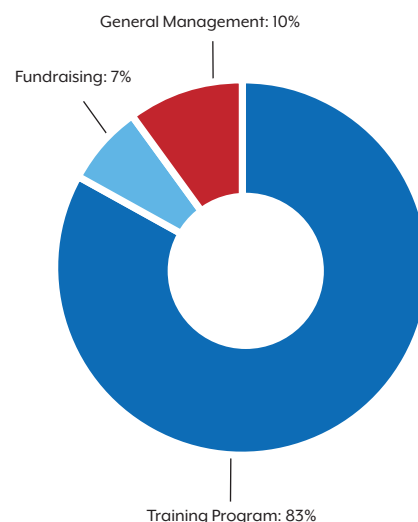


FINANCIALS

SUPPORT AND REVENUE BY CATEGORY



EXPENSES BY CATEGORY



Operating Revenue:

	2020	2019
General fees and contributions	\$2,357,961	\$2,348,298
Contributed goods, services and property	324,268	228,354
Grants and foundations	1,183,628	1,320,544
Interest income	2,531	1,867
Investment gains (losses)	268,894	75,173
Other income	1,501	23,531
(Net assets released from restrictions)		

Total support and revenue **\$4,138,783** **\$3,997,767**

Operating Expenses

	2020	2019
Training program	\$2,765,782	\$2,576,322
Management and general	315,890	304,236
Fundraising	232,207	217,458
Total expenses	\$3,313,879	\$3,098,016
Change in net assets	\$824,904	\$899,751
Net assets, beginning of year	\$8,738,610	\$7,838,859
Net assets, end of year	\$9,563,514	\$8,738,610

NEADS* Board of Directors*

Chair: Scott Notargiacomo
Vice Chair: Paul Jornet
Clerk: Kelly Magnuson
Treasurer:
Graham Chevy

Directors

Vanessa Brown
Mary Casey
Barbara Gould
Abbey Henderson
James Hicks
Carol Krauss
Kristen Massaro
Christine Pelletier
Tina Rice
A. Kim Saal
Claire Thomas

*Member of Board of Directors
as of 8/31/20

Staff*

Kate Albertini
Janet Anderson
Bridget Austin
Lori Barrett
Caroline Bender
Sue Berry
Magen Blake
Lisa Braley
Pieper Brockelman
David Buteau
Amanda Charbonneau
Meghan Comeau
Gerry DeRoche
Kathy Foreman
Emilie Gagne
Lacy Gillotti
Tyler Gribi
Becca Hill
Ann Jones
Michelle Kati
Tracy Kelly
Samantha King

Hannah Kump
Kevin Lambert
Pam Murray
Meghan O'Brien
Katy Ostroff
Paige Palen
Julia Prime
Rea Samuels
Amanda Sestito
Caitlin Shaw
Doreen Sheridan
Andrew Shusta, Jr.
Bailey Sullivan
Katelyn Sullivan
Anna Tepe
Audrey Trieschman
Michael Vangpa
Julie Vautour
Erin Wylie
Cathy Zemaitis

*Employed by NEADS as of 8/31/20

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Get Dressed. Give Back.

OCTOBER 2019: "It takes an extraordinary dog to make an ordinary life," Katelynne Steinke, with NEADS Service Dog Jones (above, right), told guests at the October 18th Get Dressed. Give Back. fundraiser for NEADS. Karen Anderson, Investigative Reporter, WCVB Channel 5 and long-time supporter of NEADS hosted the event. Robin Young, host of NPR's Here & Now, gave the keynote address.



As part of the newly launched Red Vest Accessible initiative, NEADS presented the inaugural Gold Vest Award to the Boston Red Sox for their commitment to offering a welcoming and accessible environment for those with a disability and allowing seamless access for legitimate, working Service Dog teams. Below, Sheri Rosenberg (L) and Stephanie Maneikis (R), with Award Committee member Roseann Sdoia, accept the Gold Vest Award on behalf of the Boston Red Sox.



ANNUAL FUNDRAISER AND DONORS

THANK YOU!

Thanks to the support of the NEADS community this past year, we were able to adapt, adjust, and move forward with our objective of breeding, raising, training, and placing World Class Service Dogs in spite of the uncertainty brought on by the pandemic. In particular, being able to rely each month on the generous donations of our Sustainers made it possible for us to stay focused on our mission and will be critical in the year ahead.

*We would like to thank the following organizations for their generosity:**

Foundations

214 Philanthropic Foundation
Barker Foundation
Barney Family Foundation
Bennett Charitable Foundation
Bessie Pappas Charitable Foundation, Inc.
Building 19 Foundation
CarMichael Foundation
Community Foundation of North Central Massachusetts
Copeland Family Foundation, Inc.
Curtis O'Hara Foundation
Daniel H. Lawlor Charitable Foundation
Don and Angie Seta Foundation
Emma and Georgina Bloomberg Foundation
Eric and Joan Norgaard Charitable Trust
Fred C. and Katherine B. Andersen Foundation
Frederick A. Bailey Trust
Gallo Family Foundation
Gardiner Howland Shaw Foundation
George I. Alden Trust
Grimshaw-Gudewicz Charitable Foundation
GWCF - Community Grant, Rosemary Davis Memorial Fund, Katharine Higgins Riley Fund
Henderson Foundation
Herman Foundation
Heroes in Transition, Inc.
Hillsdale Fund
Jack Satter Foundation
John H. and H. Naomi Tomfohrde Foundation
Jolyn Foundation
Kenrose Kitchen Table Foundation
Kopf Family Foundation, Inc.
Lakeside Foundation
Laura J. Niles Foundation
Leclerc Charity Fund
Liberty Mutual Insurance
Litowitz Foundation
Marjorie M. Peloquin Foundation
Michael T. Sherman Foundation
Mildred H. McEvoy Foundation
Nadia Sophie Seiler Memorial Fund
Powell Foundation

Price Chopper's Golub Foundation
Reiser Family Foundation, Inc.
Rockwell Foundation
Robert Lloyd Corkin Charitable Foundation
Roselyn Meyer Family Foundation
S & L Marx Foundation, Inc.
Scoob Trust Foundation
Side by Side Charitable Organization, Inc.
Sidney Stern Memorial Trust
Sierra Delta, Inc.
Susan A. and Donald P. Babson Charitable Foundation
TJX Foundation, Inc.
Tower of Hope
The Human Fund
Van Sloun Foundation
Webster Five Foundation
Wilensky Foundation

Partner and Supporter Organizations

Partners

Blue Buffalo
DAV Charitable Service Trust
The Health Foundation of Central Massachusetts
Idexx Laboratories
Merck Animal Health
Payden & Rygel Investment Management
Rawz
VCA Charities
Worcester Firefighters 6K Memorial Race

Sponsors

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D'Ambrosio Eye Care
Greater Worcester Community Foundation
Indian Ranch
PEAK Event Services
Prezza
Red Sox Foundation
The Tower of Hope

**Funding received from foundations in FY 2020 (Sept 1, 2019 through August 31, 2020)*

CONGRATULATIONS TO OUR CLIENTS WHO COMPLETED THE PROGRAM IN FY 2019/2020

Lani Baker & Gordon
Diane Bertolino & Pride
Carolyn Curry & Marcy
Donald Czarnecki & Patty
Michael Delisle & Henry
Emma Faye Rudkin & Hank
Rebecca Ferry & Brewster
Daniele Fortunato & Dusty
Larry Gilmore & Lucky
Christina Guenard & Carson
Stephen Hood & Charlotte
Matthew Hulvey & Honor
Beth Johnson & JD
Pamela Lecourt & Candy
Isaac Lewis & Simon
Kitty Mahoney & Kendall

Kathryn McInnis-Misenor & Sandy
Melissa Moore & Ronnie
Brenda Nurre & Windy
Travis Oldhouser & Barley
Kathryn Parker & Clara
Edward Patnaude & Alice
Jennifer Pavia-Shiels & Huxley
David Pena & Maxwell
Lawrence Poole & Dobby
Naomi Ridge & Charlie
John Springstead & Iggi
Caroline Thom & Elena
Michelle Walton & Zoey
Jake Williams & Josy
Stephanie Zaia & Iris
Jeffrey Zwearcan & Cody

NEADS *by the Numbers*



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