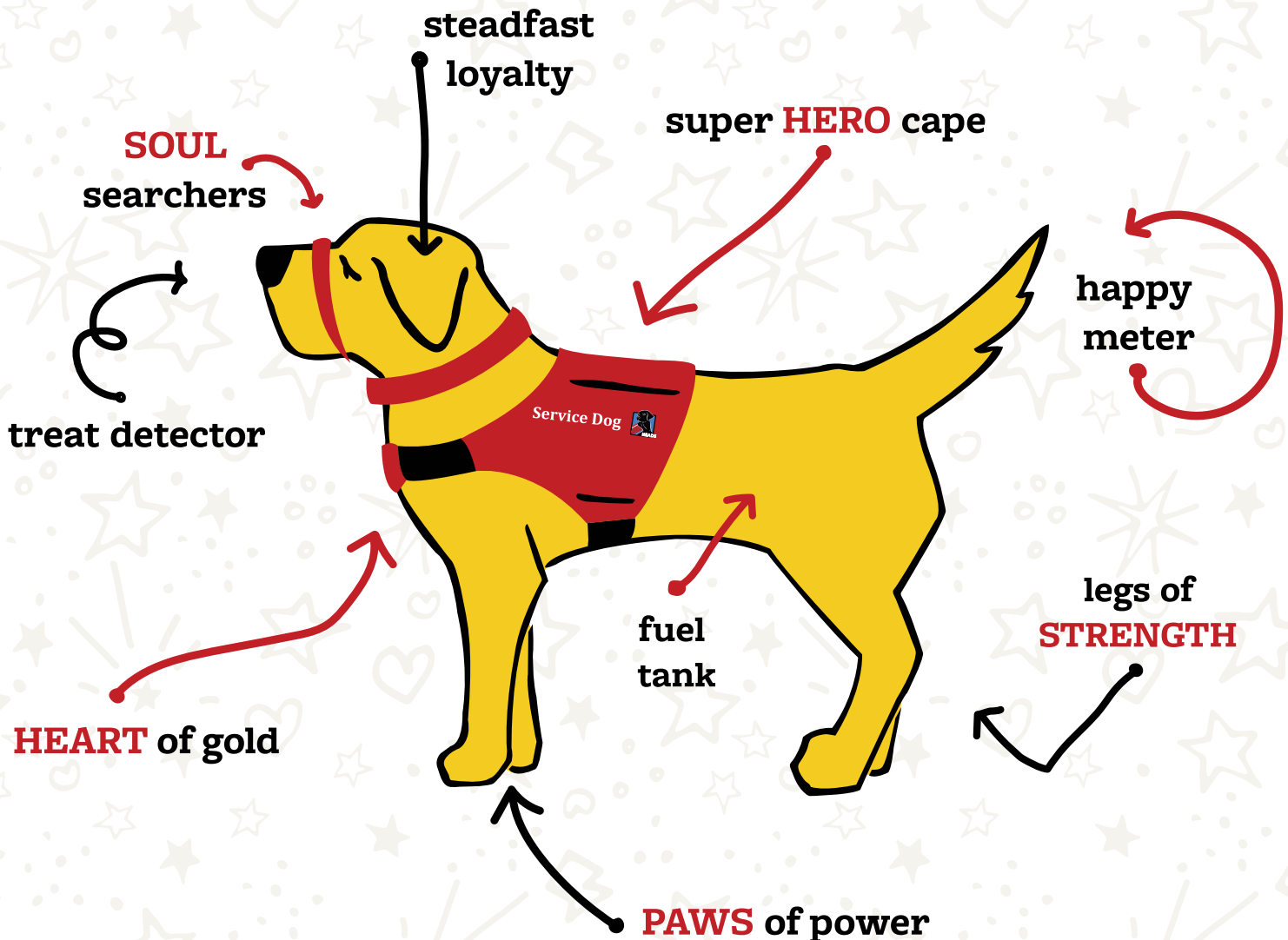





Anatomy of an *extraordinary dog*





It takes an  extraordinary dog
to give someone an
ordinary life.

— KateLynne Steinke



We often quote KateLynne here at NEADS, because in that one sentence she summed up the essence of the relationship between NEADS World Class Service Dogs and the people whose lives they transform.

In this annual report, we're going deeper into what, exactly, KateLynne means. What is an extraordinary dog? How does NEADS raise extraordinary dogs? Just how does an extraordinary dog give someone an ordinary life? You can read more about KateLynne and how Service Dog Jones supports her on page 12.

Everything we do to raise a World Class Service Dog comes back to three foundational pillars: **Breeding. Healthcare. Training.** Everything else builds on these foundations to develop that extraordinary dog.

The dogs who will give people like KateLynne independence, safety, physical and emotional support—an ordinary life—are the product of dozens of people, staff, and volunteers, working diligently for years to ensure NEADS Service and Assistance Dogs are, truly, World Class.

CONTENTS

- 4 Breeding & Healthcare
- 6 Training
- 8 Our Volunteers
- 10 Our Clients
- 13 Our Supporters
- 16 Events
- 18 2023 Financials
- 19 NEADS by the Numbers



*World Class Service Dogs
fueled by world class food*

Front and back cover graphics
by Lori Barrett, NEADS
Creative Media Specialist

"It takes an extraordinary dog to give someone an ordinary life." This powerful quote from NEADS client KateLynne Steinke serves as a guide for our 2023 Annual Report, as we reflect on the achievements and milestones of the past year.



In this report, we explore the concept of "extraordinary Service Dogs" and what sets them apart. "Extraordinary" does not happen by chance; it begins with an unwavering commitment to world class breeding, healthcare, and training. This foundation is reinforced by the efforts of our dedicated staff and volunteers who all contribute to the success of our mission.

KateLynne's quote aptly captures the profound impact these exceptional Service Dogs have on our clients. In this report, we share the stories of five clients, providing a glimpse into the transformation their dogs bring to what may initially seem like "ordinary lives." Their stories represent tangible outcomes of our mission.

We also highlight the invaluable support we receive from our dedicated volunteers and donors, support which is the backbone of our programs. We are genuinely honored by the overwhelming support we receive each year from every corner of NEADS Nation.

As you read our report, we hope you gain insights into the efforts that go into creating World Class Service Dogs. If you are a donor or a volunteer, we extend our heartfelt appreciation for your continued support. If you are new to NEADS, we encourage you to consider becoming part of our community in a way that is not only meaningful and rewarding but also comfortable for you.

Thank you for being a part of our mission to change lives through extraordinary, World Class Service Dogs.

Best regards,

Gerry DeRoche
Chief Executive Officer

Breeding an extraordinary dog

Q&A with NEADS Manager of Breeding and Puppy Development Kate Albertini

Q. What is an extraordinary dog from your point of view?

A. A dog that joins the NEADS breeding colony is the best of the best. A breeding dog has an especially well-rounded temperament, is motivated to work, is eager to engage with people, and has passed health clearances with flying colors.

Q. How do you choose a NEADS dog in training to become a member of the breeding colony?

A. We are looking for those *best-of-the-best* dogs, the dogs that will produce the next generation of extraordinary dogs with the capability to *enrich the lives of our clients*.

Dogs that go into different areas of our program—Service Dogs, Service Dogs for Hearing, Service Dogs for Children with Autism, Trauma Assistance Dogs, Assistance Dogs—have

particular areas of strength and temperaments. An Assistance Dog needs to love working with many different people, where a Service Dog focuses entirely on one person; a Service Dog for a Child is a dog who shows a special love for kids. We aren't looking for one particular profile, because each program area requires a distinct dog.



Q. What are you looking for when you match a male and female?

A. We are looking to balance the strengths and weaknesses of two excellent dogs. Both dogs are going to be healthy and of great temperament, but no dog is perfect, so perhaps one is at greater risk of a genetic problem or behavioral trait we would like to improve; in that case we'll look for a dog who is strong in that area. Through mate selection, we hope to improve the breeding colony in each generation.

We breed NEADS dogs with dogs from many other Service Dog organizations to gain genetic diversity and strengthen our program. As a member of the ABC Co-Op (Assistance Dogs International North American Breeding Cooperative), NEADS collaborates to find the best matches that will enhance not only our pool of future Service and Assistance Dogs, but help other programs do the same.

Q. How do you measure success in the NEADS breeding program?

A. As each litter progresses through the NEADS program, we assess its success. How many dogs were placed with clients? How many joined the breeding colony? Now that we have several years of data, we can make data-driven decisions about the breeding colony. The goal is to improve the quality of dogs that we are producing over time. We're always striving for better!

2016

NEADS joins ADI
North American
Breeding Cooperative



2017

NEADS introduces
its breeding
program



2018

Acadia delivers the
first NEADS-bred,
born, and raised litter

2023

18 litters
116 puppies

Acadia's granddaughter,
Trudy, joins the breeding
colony. When she is bred,
she will bear NEADS' first
4th generation litter

Caring for an extraordinary dog

World class healthcare is a foundational pillar of NEADS' World Class Service Dogs program

In-house Healthcare

From the moment they are born, NEADS puppies receive consistent health monitoring that continues throughout their training. This includes routine exams and care, orthopedic screenings, and vaccinations, as well as proactive care to avoid or treat any health issue. Before a dog is placed with a client, it will be spayed or neutered. Clients receive education on basic healthcare and first aid for their dog as well as how to monitor their dog's health and weight. It's all part of ensuring that every NEADS Service and Assistance Dog is well prepared for a long, healthy life working with their partner.

In 2023, NEADS achieved a long-anticipated milestone when a full-time veterinarian joined our staff as Director of Veterinary Medicine to oversee medical care for all NEADS dogs. A highly experienced clinician, surgeon, and practice manager, Dr. Cathryn Cleveland ensures continuity of care for dogs at every stage, from newborn puppies in the nursery to dogs in training in prison, with full-time raisers, and on campus.

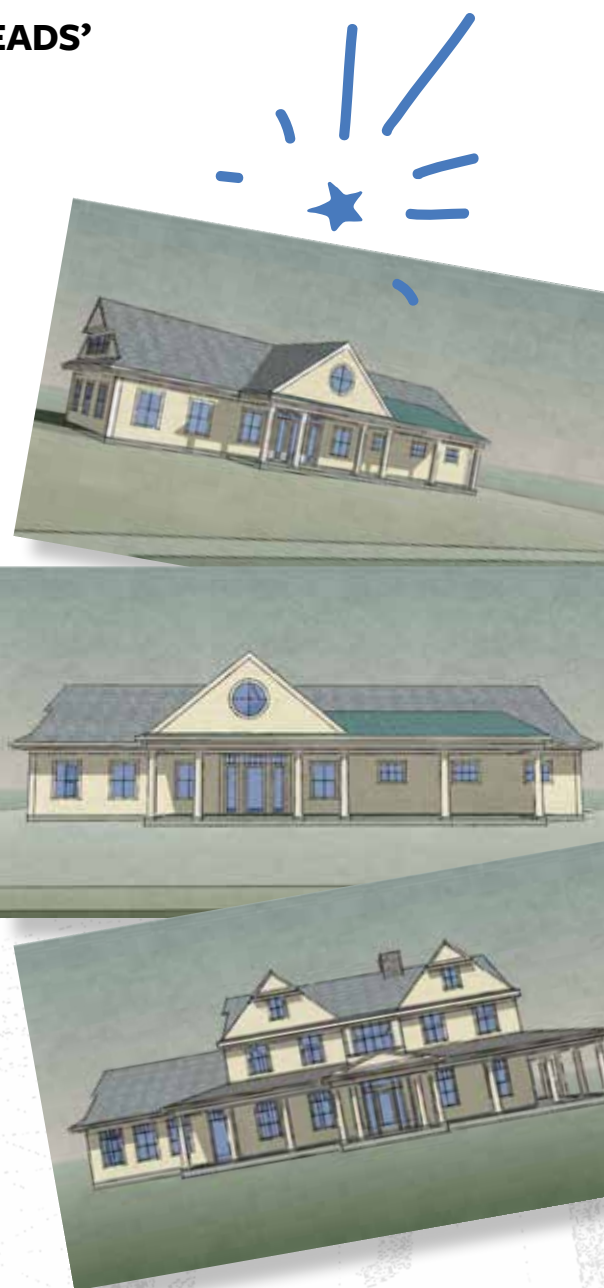
Welcoming a Director of Veterinary Medicine was a pivotal step—and we've already started planning for the next major advance in healthcare at NEADS. It's a big one!

The Next Level: The NEADS Veterinary Clinic

We are excited to share that you will soon be hearing about the NEADS Veterinary Clinic Capital Campaign, supporting the construction of a dedicated onsite veterinary facility, including a clinic and surgical suite, on our Princeton campus.

As with the NEADS Breeding Center, the building will combine state-of-the-art technology and construction techniques to ensure that we can offer the best care possible.

Some of our longtime partners, both foundations and individual donors, share our vision and have contributed to this project already. Seeing the great care and attention to detail we have brought to previous construction projects on campus, they have expressed their confidence that the Veterinary Clinic will be another well-managed, vital contribution to our mission of providing World Class Service Dogs to people in the greatest need. If you would like to be among the charter contributors to the NEADS Veterinary Clinic, contact Cathy Zemaitis at czemaitis@neads.org.



The above represent some conceptual drawings for a new NEADS Veterinary Clinic. NEADS will undertake a capital campaign in 2024 to raise funds to design and build the new facility.

Watch for more information on the NEADS Veterinary Clinic Campaign in 2024



A World Class Service Dog is consistently focused on its handler and attuned to their needs, serene and undistracted by other dogs or people, and trained to perform dozens of useful tasks, from alerting to a smoke alarm to opening a refrigerator door.

It's easy to watch one of our dogs in action and think, "how on earth do they do that?" How does NEADS take a puppy with potential to a dog ready for prime time, a dog ready to take on the vital role of fully trained Service Dog or Assistance Dog?



Training an extraordinary dog

The journey is a highly coordinated, collaborative effort, like the synchronized movement of well-tuned gears, explains Erin Toomey, Manager of Training. “Like the cogs in a machine, each team member, and each team, must work together for a successful training outcome.”

The synergy of dedicated NEADS staff members, each playing a unique role in nurturing and training these remarkable animals, is what makes a NEADS Service Dog world class.

- **Trainers:** Train future Service Dogs, collaborate with incarcerated individuals through the Prison PUP Program, help facilitate client matches with Client Services, instruct client classes, and offer clients post-training support.
- **Hawkins Canine Center Staff:** Ensure the well-being of our dogs on campus through one-on-one care, outdoor play, and enrichment activities.
- **Medical Team:** Oversee the health of all NEADS dogs in training, ensuring they are fit and ready for their crucial roles.
- **Raiser Operations Team:** Educate and support full-time and weekend volunteer Puppy Raisers, vital contributors to a NEADS dog’s socialization and development.

As you explore this annual report, you will see the tangible outcomes of this work—an exacting collaboration that results in extraordinary dogs to give people ordinary lives.



A day in the life: A typical training day for a NEADS World Class Service Dog starts with (1) one-on-one time working with the trainers, (2) followed by free time to play, (3) then a much needed rest, before (4) getting back to work!

Raising an extraordinary dog

It takes a million ordinary experiences to raise an extraordinary dog.

Puppy Raisers expose NEADS dogs in training to everything from family TV nights to rides on Boston's subway or trips to Fenway Park to daily errands like grocery shopping, a hair salon appointment, or a visit to the bank. All those experiences help our dogs learn to be calm and comfortable in any environment—vital for any Service or Assistance Dog. It's an extraordinary commitment. Both Full Time and Weekend Raisers learn how to work with dogs the NEADS way and are dedicated volunteers who make an immeasurable impact.

Doreen Rao enjoyed being a Weekend Puppy Raiser for Verna—now NEADS Service Dog Ambassador—until the sudden prison lockdown due to COVID thrust her into the role of Full Time Raiser. She embraced the challenge and found she enjoyed it even more. It became a family affair when her husband, Jim, and their two children got involved. They've gone on to raise two more dogs, the latest being Mystic, our own media star!

Mystic was named by Hartford-based Fox61 Morning News Anchor Keith McGilvery—and his viewers—through a gift from the Tegna Foundation. After voting on her name, Connecticut viewers have been avidly following Mystic's journey from tiny puppy on the NEADS campus through her adventures with Doreen. She's just about ready to begin her final training!





Remembering Cinda Lee Capone

NEADS honors the memory of an extraordinary volunteer. Cinda Capone was many things to NEADS: a dedicated Puppy Raiser for 12 dogs, a longtime member of the Puppy Raiser Council and mentor to many a new raiser, and a devoted friend and advocate. She was always ready with helpful advice for other raisers as well as valuable feedback for staff. Above all, Cinda loved dogs, especially NEADS dogs.

In gratitude for her many contributions to NEADS and to our World Class Service Dogs, NEADS has named a puppy in Cinda's honor. Nicknamed Tigger as a child for her boundless energy, Cinda embraced the name and used it for one of her own dogs. Her family felt Tigger was the perfect name to celebrate her spirit.



Living with an extraordinary dog

Samantha & Assistance Dog Chief

NEADS ASSISTANCE DOG PROGRAM

Samantha Dias, forensic interviewer with the Bristol County (MA) Children's Advocacy Center, says Assistance Dog Chief has made an extraordinary impact on abused and traumatized children.

"Whether he's welcoming families, supporting victims in forensic interviews, or aiding victims as they prepare to testify in court, Chief's ability to ease difficult situations never ceases to amaze me.

"Chief is the best ice breaker, the tear stopper, the 'I'll try therapy, but only if I get to see Chief when I come' motivator. Daily, he's there for a big tight squeeze while a child closes their eyes and blurts out the details of their abuse."

"Chief's superpower is the unconditional love he provides every person. He makes each of them feel special."



"Tell me a secret," Samantha tells Chief. He approaches slowly and nuzzles her ear. This shows the child that if Chief can tell the interviewer a secret and be safe, so can the child.



Dennis & Service Dog for Hearing Nalton

NEADS SERVICE DOG FOR HEARING PROGRAM

"What can I say about Nalton? All of my three previous NEADS Service Dogs for Hearing have been special, but Nalton is in a class by himself," says Dennis Perham. "When I am here alone, I can be sure that Nalton won't let anything get past us. If there is an Amazon delivery, Nalton is on his feet and alerting me as soon as the plastic bag is set down on the front porch. No need for anyone to ring the bell. Same goes for visitors—Nalton lets me know before the car finishes entering the driveway. He is my four-legged security system.

"I had a plumbing chore that was frustrating me. Nalton offered watchful supervision from just outside the door and when the cussing got too vociferous, he licked my face and bit my chin. He made me laugh, which broke the tension and let me finish the job sooner.

"Not a day goes by without laughter and a mood lift, all because of this extraordinary dog."



Jake & Service Dog for a Child Josy



NEADS SERVICE DOG FOR A CHILD PROGRAM

"Every day, Josy helps Jake be less anxious and go out in public," says 13-year-old Jake Williams' mom, Alicia. "She helps him navigate stressful situations and little adventures, easing transitions. Sometimes Jake's anxiety comes out of nowhere and Josy is always there for a hug.

"Fenway Park is Jake's favorite place in the world, and Josy has made it possible for him to go to games for the first time. It was much too overwhelming before she came along. This season, he went to ten games, painted the pitcher's mound, and even threw out the first ball one night! I think she's a baseball fan herself now after practicing how to tuck under a seat so many times.

"Jake calls her his 'favorite fearless hero.'"



KateLynne & Service Dog Jones

NEADS SERVICE DOG PROGRAM

KateLynne Steinke, who is a complete paraplegic and an amputee, credits Service Dog Jones with making it possible for her to live independently. “He knows 92 commands, an incredible array of skills he uses to help me every day, and he is a fantastic problem-solver. For example, he knows that the items on a particular shelf in the refrigerator are for him to retrieve; when I say ‘fridge’ he gets a bottle of water and when I say ‘snack’ he gets whatever is next to the water, like a lunchbox. He tugs the fridge open, fetches the item, nudges the door shut, and brings me the item.

“Once I sent him to the fridge and his shelf was empty. He opened the drawer underneath his shelf where he could see bottles of water and brought me one. He figured that out entirely on his own because of his stellar training. Even though we have been a team since December 2016, Jones is always learning and loving his job. His most recent added command of using ApplePay was only trained and proofed in the last year. I can’t wait to see what he can assist me with next!”



Jim & Service Dog for Hearing Hazel

NEADS SERVICE DOGS FOR VETERANS PROGRAM

“If you begin losing one of your senses, like hearing, one of the things you start thinking about is, what is the worst thing that can happen? For me, I think about safety - not hearing a smoke alarm, for example, would be very dangerous,” notes Jim Heroux, a former U.S. Navy marine mechanic. “And then, here comes Hazel. She is a wonder. Her training is impeccable. And, she loves practicing sound work. It’s a rewarding, fun game for her. I’m confident she will save me if she needs to.

“Hazel goes with me everywhere. We love visiting the beach, playing pickleball, and going to the gym as well as going to church. She is also an ambassador for people with disabilities. Everyone knows her at the gym and community center. The children know she’s working and know not to distract her. We often visit adults with developmental disabilities at the center, and they are so comforted by her presence. She’s a gift.”



Supporting our extraordinary dogs

NEADS doesn't just have extraordinary dogs—we have extraordinary donors who make our work possible.

Diana Thomas is a major contributor to NEADS in so many ways it's hard to count them all.

When asked how she got involved with NEADS, she laughs. "It's such a random story and I love it so much!" Recently widowed, Diana had moved into Boston and began volunteering at several non-profits. None of them were the perfect fit, she recalls. "I needed something with deeper meaning. I hadn't found what fed my heart."

Then she ran into a friend walking an adorable yellow lab puppy in a blue vest. Intrigued, Diana asked for details, and the friend explained she was a weekend puppy raiser for NEADS. After reading NEADS' mission and vision, she knew she'd found it. "Deep down in my heart, I knew NEADS was my match," she says. "Ten years later, here I am!"

And where is she? She's making an important impact at NEADS as a donor and waiting for the call to begin working with her tenth NEADS dog. Diana has a gift for knowing where her gifts can make a real difference—she's a charter donor to the NEADS Veterinary Clinic, has contributed to clients, supported the Prison PUP and Service Dogs for Veterans programs, named puppies, and even donated toys and supplies.

What inspired Diana to become a donor as well as a puppy raiser? She met Naomi Ridge, whose Service Dog Charlie had been one of the puppies she raised. "Seeing how they worked so seamlessly together changed my life," she says simply. "It gave me a deeper understanding of why the NEADS way of raising and training puppies is so effective. Meeting them brought my purpose in raising puppies full circle, both as a mentor of other puppy raisers and as a philanthropist. It made me want to step up my mentorship; now I help my mentees think like clients. And I wanted to make a statement with my philanthropy.

"NEADS' mission is to change lives with World Class Service Dogs. NEADS has changed my life, too."



Supporting our extraordinary dogs

Payden & Rygel: A Decade of Partnership

For a decade, Payden & Rygel, one of the world's largest privately-owned global investment advisers, has made supporting NEADS a priority. Philanthropy is a core value for the firm, and their commitment to NEADS runs deep.

Vice President Lisa Redding recalls that when the Los Angeles-based firm set up its Boston office more than ten years ago, Managing Director Justin Bullion invited his staff to recommend a local charity that the office could develop a relationship with. NEADS resonated—Payden & Rygel appreciated that Service Dogs help people, including U.S. military veterans, cope with many types of disabilities, and that Assistance Dogs provide services to adults and children in the hospital, the therapist's office, the classroom, and other settings. "We loved that they help so many people in so many ways," says Redding.

"We want our donation to make an important impact, so we look at smaller nonprofits where we know we can make a difference," Redding explains. "And we want to volunteer and partner with the organization, above and beyond writing a check." Payden & Rygel staff volunteer on campus and keep in close touch with what's happening at NEADS. "We pass newsletters around, share NEADS news, and send puppy pictures to each other," says Redding. Often, those pictures are of puppies Payden & Rygel has named. Currently, the office is eagerly following updates on Banks, a young black Labrador in training at the Massachusetts Correctional Institution in Norfolk.

Long-term partnerships with companies like Payden & Rygel are extremely important to us. We're honored and grateful that they've chosen to make a significant commitment over so many years to NEADS, both as donors and as volunteers.



How do you help us support our extraordinary dogs? There are so many ways...

We at NEADS are so grateful to you, our extraordinary donors. As a non-profit whose budget is supported almost entirely by our donors, we rely on your generosity to do our work. Thank you.

General Operating Support keeps the lights on. This is the funding that pays salaries, buys training supplies, and fills those Kongs with peanut butter. We wouldn't be here without it.



Many donors choose to support areas of special interest to them—**Service Dogs for Veterans** in honor of our military personnel, or the **Prison PUP Program**. You can help underwrite world-class veterinary care through the **Dr. Dennis J. Ovitsky Veterinary Care Fund**. The **Peggy Baker Fund**

provides new clients with their first year of pet insurance. And what could be more fun than donating to **Name a Puppy** and getting updates as "your" puppy goes through training?

Long-term partnerships with philanthropic organizations—such as Payden & Rygel or The Black Dog (back cover)—not only help us keep those lights on, but help us grow NEADS Nation in new directions.



Generous donors to capital projects continue to propel NEADS forward. The next transformative project in the Foundations for the Future campaign will be the **NEADS Veterinary Clinic**; read more on page 5. We can't wait to share more with you—stay tuned.

You can give online or by check, you can spread your gifts out, and you can touch tomorrow. Donors in the **Sustainers Circle** make monthly gifts, of any size, that provide consistent support throughout the year. With a bequest, you can join the **Kendrick Legacy Circle** and change lives for years to come.

Take a look at our Ways to Give page for more ways to support NEADS World Class Service Dogs.

neads.org/donate



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

Foundations

214 Philanthropic Foundation
365Z Foundation Inc
George I. Alden Trust
Allegro Foundation
Fred C. & Katherine B. Andersen Foundation
The Susan A. & Donald P. Babson Charitable Foundation
Frederick A. Bailey Trust
Barney Family Foundation
The Barker Foundation, Inc.
Eleanore Bennett Charitable Trust No. 2
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Boston Red Sox Foundation
Building #19 Foundation
Paul & Virginia Cabot Charitable Trust
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Copeland Family Foundation, Inc.
Curtis O'Hara Foundation
Darman Family Charitable Trust
Robert & Eleanor Demple Family Foundation
DAV Charitable Service Trust
Deupree Family Foundation
Disabled American Veterans Charitable Service Trust
DN Tanks Charitable Foundation
Erika Edens Revocable Trust
Ruth & Warren Ellsworth Foundation
Fehsenfeld Riley Foundation
The Doug Flutie, Jr. Foundation for Autism, Inc.
FT Cares Foundation
Grimshaw-Gudewicz Charitable Foundation
The Hart Foundation
The Health Foundation of Central Massachusetts
The Hebler Foundation
Henderson Foundation
The Herman Foundation
Hoche-Scofield Foundation
Marcia G. Hutchinson Revocable Trust
The Ilsababy Foundation
Jolyn Foundation, Inc.
The Kay Family Foundation
Kenrose Kitchen Table Foundation
The Donna M. Kletjian 2014 Charitable Lead Trust
The Kopf Family Foundation
The Curtis I. Kossman Foundation
Lakeside Foundation

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The Michael T. Sherman Foundation
Side by Side Charitable Organization
Anne R. Stanley Trust
Tegna Foundation
TJX
Tower of Hope
Town Fair Tire Foundation
The Triple T Foundation

Van Sloun Foundation
VCA Charities
Webster Family Foundation
Wenwach Foundation
Mary Wick Administrative Trust
Wilensky Foundation
Wilson Caruso Charitable Foundation
John J. Winkler & C. Sue Winkler Trust
Wolf Family Charitable Trust

Funding received from foundations in FY 2023 (September 1, 2022 through August 31, 2023)

Partner & Supporter Organizations

Abaris Financial Group
Advisors Mortgage Group, LLC.
The Black Dog
Blue Pearl specialty + emergency pet hospital
Boston Duck Tours
Boston Red Sox
Burke Distributing Corporation
D'Ambrosio Eye Care
Embark
IDEXX Laboratories
Kent Stetson Handbags
Merck Animal Health
Payden & Rygel
Polar Beverages
RAWZ Natural Pet Food
Worcester 6K Memorial
Worcester Red Sox



Celebrating our extraordinary dogs

NEADS Events

SEPTEMBER 2022

A fabulous event for a fabulous cause – the **7th Get Dressed. Give Back.** fundraiser at The Exchange Center, Boston.



APRIL 2023

15 teams competed with all their might in the 2023 **Pulling 4 Paws Truck Pull at Polar Park**, Worcester. Congrats, Team NEMLEC-K9, our 2023 Champs!



JUNE 2023

Fun in the sun as NEADS staff, clients, puppy raisers, and others enjoyed a WooSox game at **NEADS Day at Polar Park** in Worcester, MA.



SUMMER/FALL 2023

Boston Red Sox Service Dog of the Game >>>>>

Eight NEADS Service and Assistance Dogs were honored on the field at Fenway Park in the Boston Red Sox Service Dog of the Game program during the 2023 season: Jed and Service Dog Raffle (right); Zach and Service Dog Wally; Mark and Assistance Dog Nala; Kevin and Assistance Dog MK; Carolyn and Service Dog Shadow; Nicole and Service Dog Porter; Jake and Service Dog Josy; Jocelyn and Service Dog Sammie; and Tammie and Service Dog Logan.



Loring (right) leaves her Ambassador position in good “paws” with the incoming NEADS Ambassador Verna.



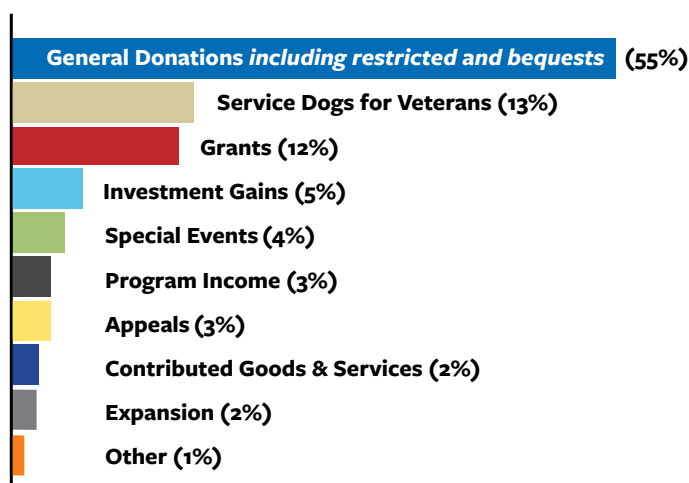
<<<<< and a Retirement

NEADS Dog Loring served as Service Dog Ambassador for more than seven years. She traveled far and wide demonstrating how a purpose-bred, meticulously trained Service Dog can truly change someone’s life. Her impact was so great that she received a citation from the Massachusetts House of Representatives, presented by Representative Kim Ferguson, in April. In September, Loring was honored as Service Dog of the Game. Congratulations on your retirement, and a job well done!

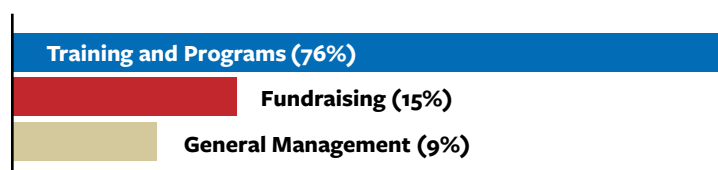
2023 Financial Highlights

OPERATING REVENUE	2023*	2022**
General fees and contributions	\$3,871,401	\$3,243,193
Contributed goods, services, and property	111,088	187,688
Grants and foundations	1,399,289	1,465,158
Interest income	2,490	3,403
Net investment return	280,837	(704,438)
Special events	236,859	122,781
OTHER INCOME	42,219	783
Total support and revenue	\$5,944,183	\$4,318,568
OPERATING EXPENSES	2023	2022
Training and program	\$3,165,035	\$3,047,740
Management and general	375,784	437,689
Fundraising	626,124	352,202
Total expenses	\$4,166,943	\$3,837,631
Change in net assets	\$1,777,240	\$480,937
Net assets, beginning of year	\$13,469,676	\$12,988,739
Net assets, end of year	\$15,246,916	\$13,469,676

SUPPORT AND REVENUE BY CATEGORY



EXPENSES BY CATEGORY



*Audited financials have been reviewed by the Board of Directors Finance Committee. Their recommendation is for full Board approval at the January 17, 2024 Annual Meeting.

**2022 fundraising event activities have been modified and grossed up to align with 2023 reporting requirements. There is no change to net assets.

NEADS® Board of Directors*

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Vice Chair: A. Kim Saal, MD

Clerk: Scott Notargiacomo

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Directors

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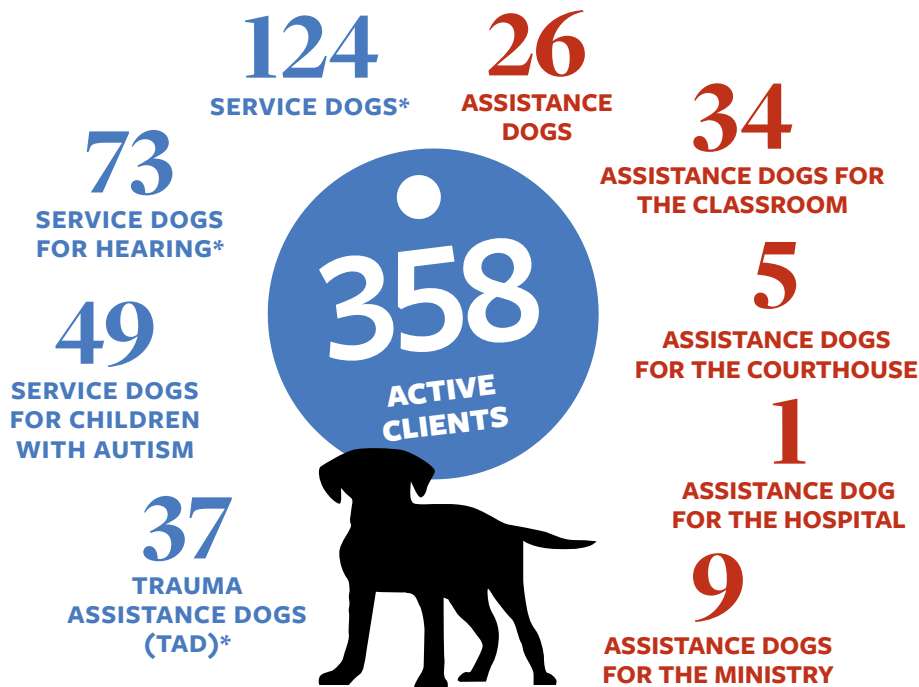
Lynda Appel, Kristen Chalmers, Tracy Kelly, Rich Prager, Stephanie Sioras, Audrey Trieschman, Cathy Zemaitis, NEADS clients and volunteers

21 CONSECUTIVE 4-STAR CHARITY NAVIGATOR RATINGS

Strong financial health and commitment to accountability and transparency have earned NEADS its 21st consecutive 4-star rating from *Charity Navigator*, America's largest independent charity evaluator. NEADS is one of the longest-standing nonprofits to hold this rating.



A Year of NEADS by the Numbers



* Starred programs serve a total of 93 veterans.

NEADS Staff

Our talented, dedicated staff of 50 is extraordinarily committed to breeding, raising, training, and placing World Class Service Dogs.*



Kate Albertini
Tori Allen
Melissa Baern
Lori Barrett
Leah Bell
Rachael Bell
Allie Benbenek
Sue Berry
Lisa Braley
Gregory Brown
Sean Carroll
Amanda Charbonneau
Cathryn Cleveland

Gerry DeRoche
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Hannah Ribeiro
Heather Romanoff

Caitlin Shaw
Doreen Sheridan
Amelia St. Germain
Bailey Sullivan
Anna Tepe
Erin Toomey
Audrey Trieschman
Sharon Turcotte
Julie Vautour
Tyler Vincent
Cathy Zemaitis

*Employed by NEADS as of 8/31/23



Congratulations

**to our clients who
completed their
training in
FY 2022/2023:**

**Rick Burrus and
Service Dog for Hearing Rover**

**Melissa Doudna and
Service Dog for Hearing Carla**

**Megan Eich and
Service Dog for Hearing Misty**

**Hannah Gallivan and
Service Dog Gabby**

**Dee Genetti and
Service Dog Bobby**

**Kimberly Henderson-Clemens
and Service Dog Murphy**

**James Heroux and
Service Dog for Hearing Hazel**

**Mackenzie Joy and
Service Dog for a Child Ginny**

**Dianna Landers and
Service Dog for Hearing Pepper**

**Jackie Marcoux and
Service Dog for Hearing Rima**

**Kathleen O'Malley and
Assistance Dog Sally**

**Barbara Papa-Zinko and
Service Dog Buckley**

**Dennis Perham and
Service Dog for Hearing Nalton**

**Isabella Prokop-Aitkin and
Service Dog for Hearing Rosa**

**Anthony Sarvello and
Service Dog for Hearing Zelda**

**Ami Sawtelle and
Service Dog Miles**

**Richard Shaw and
Service Dog Aston**

**Patricia Sheely and
Service Dog Rigby**

**Babs Spake and
Service Dog for Hearing Winni**

**Kate Weaver and
Service Dog for Hearing Kona**

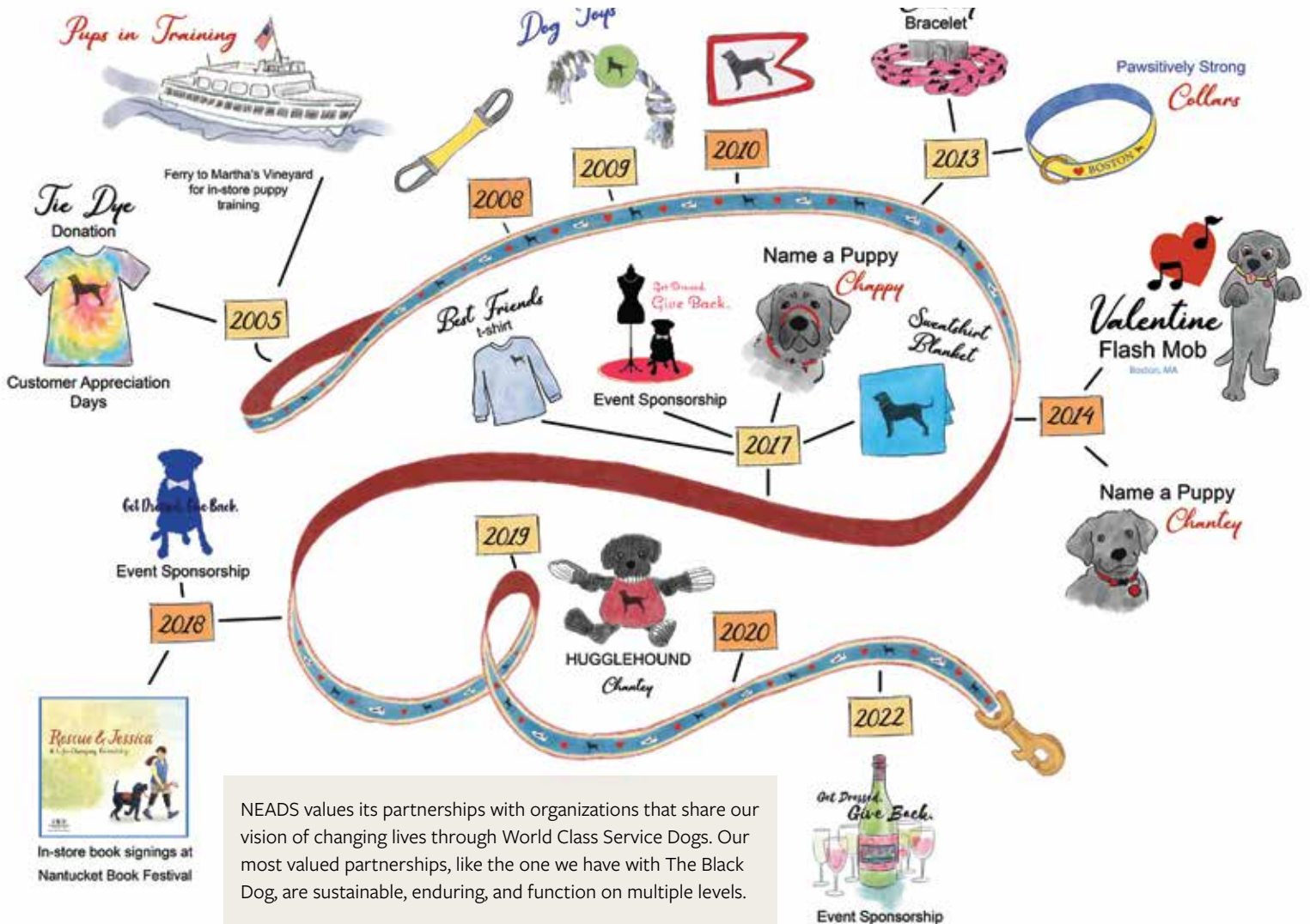
**Two clients have chosen
to remain anonymous*



CELEBRATING 15 YEARS OF PARTNERSHIP



The Black Dog
life off the leash



NEADS values its partnerships with organizations that share our vision of changing lives through World Class Service Dogs. Our most valued partnerships, like the one we have with The Black Dog, are sustainable, enduring, and function on multiple levels.



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