



Building  
**COMPASSION**  
*With Your Support*



**Community Impact Report**  
Fiscal Year 2024



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## 2024 IMPACT

350+ Animals Cared for Daily  
1,706 Animals Rescued

# Staff

**Executive Director**

Jane Pierantozzi

**Leadership Team\***

Lynn Albright  
*Cat Department Manager*  
  
Geannine Checchio  
*Dog Department & Customer Service Manager*  
  
Kim Dieter  
*Director of Medical Operations*  
  
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*Veterinary Medical Director*  
  
Shannon O'Neill  
*Director of Development & Public Relations*  
  
Dr. Karen Sweeney  
*Shelter Veterinarian*

\*2024 Calendar Year

# From the Executive Director



Dear Friends,

I'm excited to share our 2024 Annual Report highlighting a year of growth for Faithful Friends Animal Society. Our first year in the Sharon Struthers Animal Adoption and Community Center was filled with milestones, as we positively impacted many lives through our programs and services.

Every day, as we walk through the doors of our new facility, we are filled with gratitude for those who helped turn this dream into a reality — YOU, the incredible members of our community who have shared in our vision and passion for helping animals over the last 24 years.

This was a truly transformative year as we settled into our new home, where animals, staff, volunteers, and visitors thrive. We also expanded our veterinary care services, thanks in part to hiring a new Medical Director, Dr. Robert Lawrie. This growth will help us to better serve family pets and community cats, helping to keep animals with the families who love them and out of the shelter system.

Additionally, we've begun a year-long strategic planning process to gather insights and shape our future. As we grow, we aim to better serve our community and strengthen our organization. With your continued help, we're more committed than ever to being the voice for animals, leading advocacy efforts, and offering compassionate services to animals and caregivers.

Thank you for being part of this journey.

*Jane Pierantozzi*  
Jane Pierantozzi

Founder & Executive Director

## 2024 IMPACT

18,000 Pets Served  
24,000 People Helped

## Growing Our Circle of Compassion

At Faithful Friends, we're committed to helping all animals in need, not just dogs and cats. In August, we rescued 3 chickens: Hei Hei, Katana, and Cluck Norris. Their owners, heartbroken but unable to care for them due to housing restrictions, entrusted us with their care. Cluck Norris was quickly adopted by our Medical Director, while Hei Hei and Katana (pictured) thrived in our chicken coop. They brought us laughter and showed us how affectionate chickens can be. This rescue reflects our commitment to ensuring all animals are safe and loved. Their joy reminded us that compassion knows no boundaries, and every life is valuable.



# A Voice for Animals

For 24 years, Faithful Friends Animal Society has led efforts to transform Delaware’s animal protection system from mass euthanasia to lifesaving practices for companion animals. With support from advocates, citizens, legislators, and shelter partners, we drove reforms that made Delaware the first no-kill state in 2016. Our commitment to a compassionate future is reflected in our no-kill shelter and innovative programs for pets, families, and community cat caretakers. Our initiatives have saved hundreds of thousands of lives, improved animal welfare, and strengthened the bond between people and pets.

## SAVED

We have a comprehensive adoption program, dedicated foster care network, and strong rescue partnerships. Exemplary shelter care was provided to 1,706 homeless animals, with 1,358 adopted to loving homes.

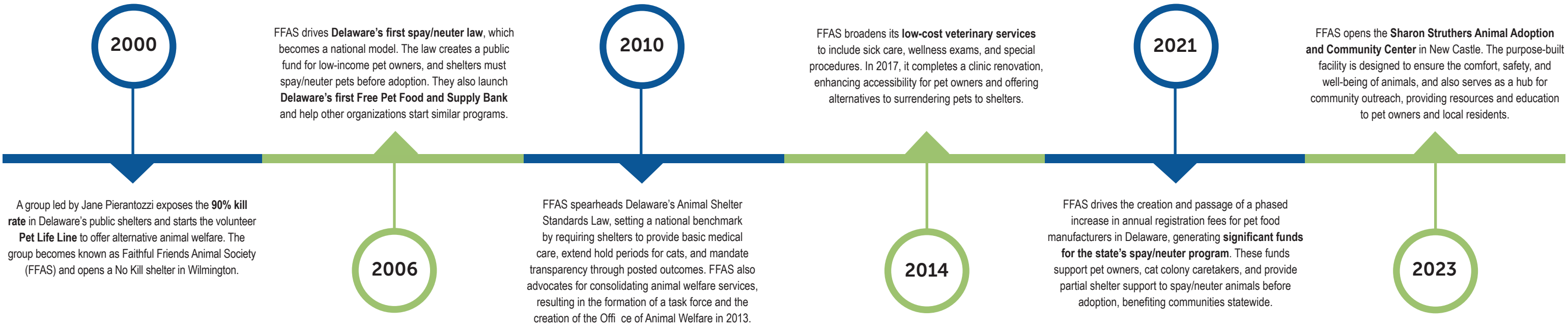
## CARED

With over 350 animals being cared for at any one time, 25% of our budget was allocated to direct medical care. We provided lifetime sanctuary care to cats and dogs, and enhanced our enrichment program for pets who are least likely to be adopted.

## PREVENTED

Our Safety Net Programs helped pets stay with the owners who love them. We provided low-cost spay/neuter surgeries for 1,870 pets. Our free pet food bank services helped people care for the animals in shelter care, owned pets, and community free-roaming cats. We served 3,888 people with free pet food for 8,187 pets and colony cats.

### Our Journey to Make Delaware a No-Kill State



### Cage 134: The Shelter Visit that Inspired a Movement

Twenty-six years ago, Jane Pierantozzi, the founder of Faithful Friends, visited a Delaware publicly funded shelter to find a dog. The dogs had no names, only numbers, and no bedding or toys. Even worse, the employees who interacted with customers had no basic knowledge of dogs and cats. Shockingly, they discouraged adoptions. After walking among the desperate animals who were barking, hiding, and pawing to get her attention, one dog caught her eye, and ears.

Peanut, as he would come to be named, was a Lhasa Apso who sounded like a crying baby. Jane asked about the little dog in Cage 134 who was whimpering and shaking with fear. A shelter employee replied: “You don’t want him, honey. He has a skin disease that will cost you thousands of dollars to fix.”

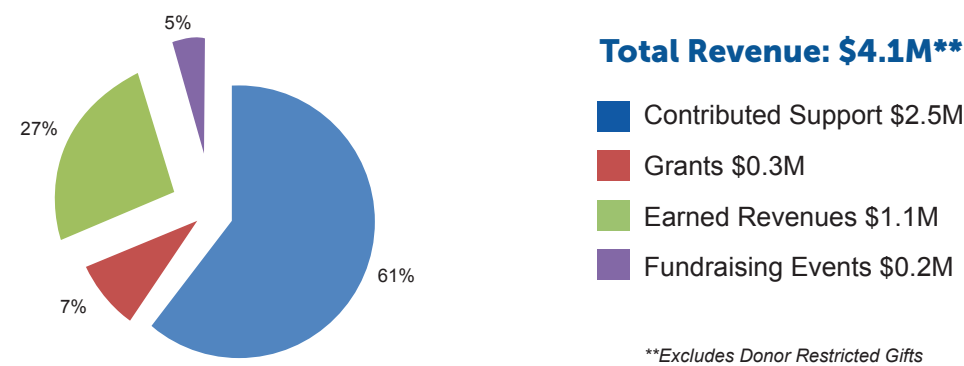
Unable to forget Peanut and the other suffering pets, Jane returned to adopt him when his “stray hold” was up. Peanut had patches of hair missing and exposed raw skin. After receiving care at a local veterinarian for \$150, it was determined that Peanut had a simple flea allergy. Peanut was neutered and quickly found a new, forever home with a loving family. This shelter experience, along with Peanut’s rescue, inspired the start of Faithful Friends Animal Society and a transformative change for Delaware’s homeless and abused pets.



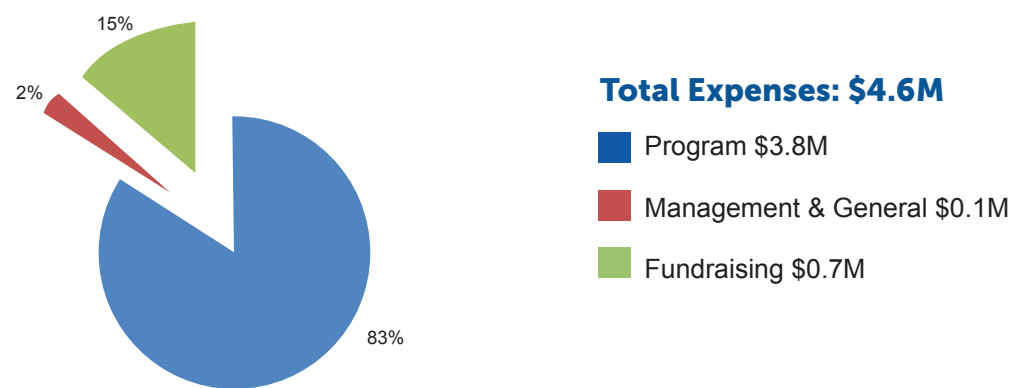


# Financial Summary

## 2024 REVENUE



## 2024 EXPENSES



### Lifesaving Partners

In May, 36 dogs from overcrowded shelters in New Mexico arrived, ranging from 8 weeks to 6 years old. Our team was ready to give them a fresh start!

Shelters across the country are struggling with high intake numbers and fewer adoptions, especially large dogs. While we prioritize Delaware dogs, we’ve also set aside space for small dogs, which are in high demand. By partnering with shelters in other regions who have a high intake of small dogs and puppies, we can prevent unnecessary euthanasia and offer more options to interested adopters.

After arriving, the dogs received medical care and were spayed/neutered. Thanks to our New Mexico partners, all 36 dogs were either adopted or placed in foster homes.



# Where Compassion Begins

Volunteers are the heart and soul of our work. Their dedication, compassion, and tireless efforts play a crucial role in creating a safe and loving environment for every animal in our care. From providing daily companionship to helping with administrative tasks, our volunteers make it possible for us to continue our mission of rescuing and rehabilitating animals in need, ensuring that they all have a chance at a happy, healthy life.



## MAKING A DIFFERENCE

**506** Active Volunteers  
**22,035** Volunteer Service Hours  
**50+** Community Partners





# Keeping Pets Safe & Healthy

As we work to find homes for shelter animals, we recognize many pets already have loving families who just need support. Our **Safety Net Programs** — including the Pet Life Line, Free Pet Food and Supply Bank, and low-cost Community Veterinary Program — help keep pets in their homes, preventing shelter intake and unnecessary euthanasia.

Since 2008, our **Free Pet Food and Supply Bank** has assisted pet owners in crisis, those with limited income, and caretakers of community cats. Supported by donations and local foundations, pet food is available at our shelter and partner locations, including Bellevue Community Center; Child, Inc.; and New Castle County Hope Center.

We offer a monthly **Pet Food Delivery Program** to make the pet food bank more accessible to those without transportation. In partnership with Meals on Wheels Delaware, we identified homebound seniors who needed help. The program is now managed onsite. Volunteers deliver food monthly to feed over 8,000 pets.

***The Pet Food Bank helped me keep my pets when I was going through a financially trying time. I'm very grateful. My pets are my family!***

- Alana / Pet Food Bank client

Through our **Veterinary Care Program** we offer quality, low-cost veterinary services to pets in our community, helping families and caretakers provide animals with the care they need. Appointments are available 5 days a week. Drive-up **Vaccine Clinics** are held twice a month providing lifesaving vaccines, microchips, and preventative treatments to keep pets healthy.



## A Fresh Start

In July, a Good Samaritan found 4 puppies abandoned in a box in the summer heat and reached out to us for help. Our team rushed to their rescue, bringing them to safety. Covered in fleas, matted fur, and suffering from severe infections and urine scalding, they showed signs of deep neglect. Our veterinary staff acted quickly, and other team members gave soothing baths to comfort the puppies. After just a few days of care, the pups began to feel better, their energy returning. Their fur grew back, and they were soon adopted into loving homes, where they now enjoy the happy lives they deserve.

## Supporting Homeless Pet Owners and Their Pets

Through our partnership with New Castle County's Hope Center, we support homeless pet owners staying in designated rooms for them and their pets. Many pet owners avoid shelters because they cannot bring their animals, so when pet owners move into the Hope Center, we provide veterinary care, pet food, supplies, and case management thanks to a dedicated staff member onsite. This year, we assisted 46 pets through this partnership. As their families work toward permanent housing, we remain a vital resource for both pet owners and their pets, ensuring they receive continued support and care.



## MAKING A DIFFERENCE

**3,373** Pets Received Care through Low-Cost Services

**1,870** Animals were Spayed / Neutered

**8,187** Pets Fed through Pet Food Bank

## ANSWERING THE CALL

**11,500** Pet Caretakers Supported

Our **Customer Service Team** and **Pet Life Line** volunteers provide support to over 11,500 individuals annually, assisting with veterinary care, lost pets, and urgent animal crises. Through calls, emails, and visits, we offer guidance and resources, ensuring pet owners receive help during difficult times. Our services prevent pets from being surrendered or lost, helping families keep their pets safe and healthy. With our supporters, we're building a community where pets and their owners thrive.



# Saving More Lives

When our shelter is full or when animals don't thrive in a shelter environment, we turn to volunteers to help us expand our lifesaving capacity. Our **Foster Care Program** is made up of a network of over 200 volunteer foster parents who help us care for animals, including young orphaned animals, moms and newborns, seniors, and those with special medical and behavioral needs.

The youngest and oldest animals are most vulnerable to illnesses common in shelters. Those with medical and behavioral needs will often do best recovering or building trust in a home environment. While animals are in foster care, we provide all the medical care and food they need, while the foster home provides a safe place for the animal to rest and heal — along with lots of love, companionship, and exercise.

Foster volunteers who are willing to **care for orphaned kittens** are crucial to our lifesaving efforts as shelters in our state continue to face extreme numbers of abandoned and homeless kittens needing lifesaving care. "Kitten season" is the term used for the time of year when kittens are born and thousands are brought to shelters for refuge. Due to the milder winters, this season has continued to expand and we now have kittens being brought into our shelter all year long — even in December and January! To survive, many orphaned kittens need to be bottle fed. We provide training and ongoing support to foster volunteers who care for orphan kittens. We also host an annual Kitten Shower to celebrate our kitten fosters and collect critical supplies to support this effort.

## Saving the Most Vulnerable

During a torrential downpour in late March, a litter of sweet kittens was found alone in a puddle. Our Cat Foster Coordinator rushed to save their lives.

Once the kittens were safe and dry, they were put into incubators to keep them warm. Kittens under 4 weeks of age cannot thermoregulate and rely completely on an external heat source (usually their mother) to keep their body at an appropriate temperature. When orphaned they need a little help. The kittens gained weight over the next few weeks and were moved to a foster home where they received loving care until they were adopted.



## 2024 IMPACT

- 123 Animals Received Long-Term / Lifetime Care
- 757 Animals Received Care in Foster Homes
- 104 Cats Rehomed in Barn Cat Program

# Providing Sanctuary

Some animals, often because of neglect or abuse, have developed medical or behavioral challenges and require more extensive rehabilitation. We are committed to providing these animals with the time they need to heal as long as they can be cared for comfortably and safely. We provide behavioral assessments and medical treatment for stress/anxiety, positive-based behavioral training, and enrichment activities to keep animals mentally engaged and emotionally fit. We are able to provide long-term and lifetime care for hard-to-adopt cats and dogs, both through foster volunteers who commit to caring for these animals, and dedicated shelter spaces set aside for our long-stay friends.

Our onsite **Cat Sanctuary** houses up to 60 displaced feral cats in spacious indoor/outdoor accommodations with cubbies and comfortable bedding. We also use this space to temporarily hold feral cats when a managed colony is being threatened or harmed, until another safe location is found where we can ensure they will be cared for. Through our **Barn Cat Program**, we ensure feral cats in outdoor colonies who are at risk get the medical care they need. Once a new home is found, our experienced team members support the new caretakers by monitoring the cats over 4 weeks as they get acclimated to their new home. This year, we safely rehomed 104 cats through this program.

Six spacious **Dog Condos** provide quieter indoor/outdoor space for our long-stay canine friends. Seven different fenced yards provide space for playtime and training. Long-stay dogs at our shelter are also paired with experienced volunteers through our **Dog Ambassador Program**. Ambassadors promote dogs they are paired with using their own networks, and are approved to take them on offsite adventures.



## Happy Harold

Harold arrived at the shelter as a stray, with habits that made him a bit of a challenge to place. He'd spin in circles before settling down, bark back at you with a goofy grin, and his ears always seemed to have a mind of their own. We saw beyond his quirks and provided him with everything he needed during his wait — comfortable living space, regular training, and plenty of enrichment to keep his mind and body active. For nearly a year, he patiently waited, often overlooked because of his unique ways.

After nearly a year, a man walked in and saw Harold for who he truly was — unique and lovable. Just like that, Harold found his forever home where his quirks are celebrated. This happy "tail" reminds us that love comes to those who wait, quirks and all.





## **VISITS WELCOME!**

We are so incredibly grateful for your support.  
We hope you will stop by for a visit to see  
first hand how your support makes a direct  
impact on the work we do.

**165 Airport Road  
New Castle, DE 19720**

[faithfulfriends.us](http://faithfulfriends.us)  
302-427-8514