



25 Years of
SAVING LIVES
Together



Community Impact Report
Fiscal Year 2025

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Shelter Veterinarian

*2025 Calendar Year



THANK YOU

We have an incredibly dedicated team — coordinators, animal care, veterinary care, customer service, maintenance, and volunteers. **Our work is not possible without them!**

From the Executive Director



I'm proud to share our 2025 Annual Report as we celebrate a remarkable year—and a major milestone: **Faithful Friends Animal Society's 25th Anniversary.**

For a quarter century, Faithful Friends led Delaware's no-kill movement driving policy reforms, creating innovative programs, and supporting both animals and the people who love them. What was once a state system dependent on mass euthanasia has been transformed into one rooted in compassion and focused on lifesaving. Together, we **turned a 90% kill rate into a 90% save rate by 2017—making Delaware the first officially declared no-kill state in the nation.**

This progress was fueled by leading key policy reforms working closely with the state legislature and shelter partners. The movement was further advanced by our **"first-of-their-kind" programs in our state**, including the first Free Pet Food Bank, the first Pet Life Line for emergency support, and the first low-cost Community Veterinary Clinic to make essential care accessible for all families. Legislative reforms and these innovations together laid the foundation for a sustainable animal welfare system.

In 2023, a long-held dream became reality when we opened the **Sharon Struthers Animal Adoption and Community Center**. Now in our second year, the center is transforming care for animals awaiting adoption and providing sanctuary for those who call Faithful Friends home.

Our momentum continued this year:

- Cat lifesaving increased despite rising abandonment.
- Expanded enrichment programs supported large-breed dogs facing longer shelter stays.
- Our low-cost veterinary clinic grew to five days a week.
- An increase in the state Pet Food Manufacturer Registration Fee that we led **now significantly contributes to more than \$1 million annually for Delaware's Spay/Neuter Fund**, benefiting animals statewide.

As we celebrate 25 years of compassion and commitment, this legacy belongs to you. Every life saved and every policy changed is possible because of your belief in our mission.

Together, we've built more than an organization—we've built a movement.

With heartfelt gratitude,

Jane Pierantozzi

Jane Pierantozzi
Founder & Executive Director

2025 IMPACT

18,000
Animals Served

24,000
People Helped

1,494
Animals Rescued

375 Animals
Cared for Daily

25 Years of Lifesaving Leadership

For 25 years, Faithful Friends Animal Society has been at the forefront of Delaware’s animal welfare movement, advancing lifesaving practices and protecting animals most at risk. Working alongside advocates, citizens, legislators, and shelter partners, we have focused not only on achieving the nation’s first officially declared no-kill status, but also on **preserving and strengthening progress through a modern shelter, innovative programs, and community-based support** that save hundreds of thousands of lives statewide.

SAVED

Through our comprehensive adoption program, robust foster care network, and strong rescue partnerships, we provide a lifeline for animals with nowhere else to turn. In FY25, we provided exemplary shelter care to **1,494 animals, with 1,368 adopted into loving homes**—a testament to what a no-kill community can achieve together.

CARED

At any given time, we are caring for **375 animals**, many with medical or behavioral needs. **In FY25, 21% of our budget was dedicated to direct medical care**, ensuring animals received the treatment, enrichment, and dignity they deserve. We also provided lifetime sanctuary care for cats and dogs who call Faithful Friends home, while expanding enrichment programs for animals facing longer shelter stays.

PREVENTED

Prevention remains a cornerstone of our mission. Our Safety Net Programs helped keep pets with the families who love them, reducing surrender and unnecessary shelter intake. In FY25, we performed **2,562 spay/neuter surgeries, and our free pet food bank served 4,258 people, supporting 11,765 pets and community cats**—helping families weather hardship while keeping animals healthy and at home.

Cage 134: The Shelter Visit that Inspired a Movement

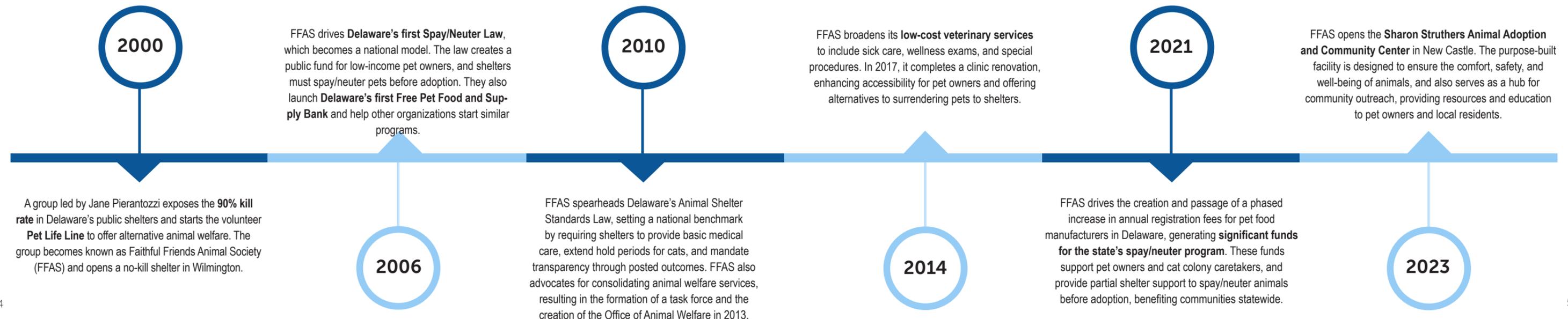
Twenty-five years ago, Jane Pierantozzi, the founder of Faithful Friends, visited a Delaware publicly funded shelter to find a dog. The dogs had no names, only numbers, and no bedding or toys. Even worse, the employees who interacted with customers had no basic knowledge of dogs and cats. Shockingly, 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.

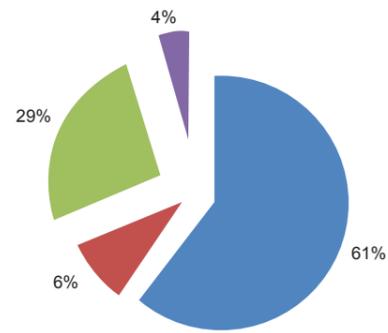


Our Journey to Make Delaware a No-Kill State



Financial Summary

2025 REVENUE

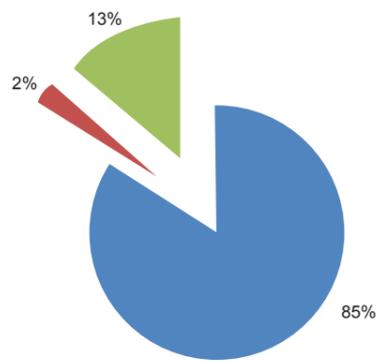


Total Revenue: \$4.5M**

- Contributed Support \$2.8M
- Grants \$0.2M
- Earned Revenues \$1.3M
- Fundraising Events \$0.2M

***Excludes \$354k in donor restricted gifts*

2025 EXPENSES



Total Expenses: \$5.2M

- Programs \$4.4M
- Management & General \$0.1M
- Fundraising \$0.7M

Carla's Lifesaving Second Chance

When Carla was diagnosed with ventrodorsal flattening of the chest wall, her ability to breathe and grow was at serious risk. Many animals with this condition face lifelong health challenges, but at Faithful Friends, giving up has never been part of our story.

Using a custom cast crafted from a Dill Pickle Pringles container, we gently helped reshape Carla's chest, allowing her to grow stronger and breathe more easily. **Generosity from our supporters makes this kind of individualized, lifesaving care possible, turning what could have been a heartbreaking diagnosis into a story of hope, resilience, and second chances.** Carla's journey reminds us that every gift, every volunteer hour, and every act of support helps animals thrive.



Where Compassion Begins

Twenty-five years of lifesaving would not be possible without our volunteers. Their compassion and consistency are essential to our mission. From hands-on care in our adoption and community center to fostering, events, and operational support, volunteers extend our reach and ensure every animal is met with kindness, respect, and opportunity. We also maintain ongoing partnerships through our volunteer program with community organizations including Easter Seals, Networks (Christina School District), and The Salvation Army.



2025 IMPACT

- 509** Active Volunteers
- 23,677** Volunteer Service Hours
- 50+** Community Partners



A Legacy of Prevention and Care

While we work to find homes for animals, we also focus on keeping pets with the families who love them. Faithful Friends was **the first in Delaware to launch many of the safety net programs** that now prevent pet surrenders statewide. Our **Pet Life Line, Free Pet Food and Supply Bank, and Community Veterinary Program** provide **timely support** that reduces shelter intake and saves lives.

Since 2008, our Free Pet Food and Supply Bank has helped pet owners in crisis, families with limited income, and community cat caretakers. Supported by donors and local foundations, food and supplies are distributed through our shelter and trusted community partners, including Sparrow Run and New Castle County Hope Center.

To remove transportation barriers, our **Pet Food Delivery Program** ensures **homebound seniors and others in need receive support**. Managed onsite and powered by volunteers, the program helps keep thousands of pets healthy and at home.

Our Community Veterinary Program complements these efforts by offering **high-quality, low-cost care five days a week**. **Twice-monthly drive-up vaccine clinics** provide essential vaccines, micro-chips, and preventative treatments—strengthening the health of pets and the community alike.

Access to affordable vet care helped me keep my cat healthy when I needed support the most. I'm deeply grateful. She is my best friend and my family.

- Community Clinic Client



Keeping Families Together

When a couple facing housing insecurity arrived at the New Castle County Hope Center, they weren't alone. **Their beloved three-year-old Lab mix, Bella, was family—and staying together was non-negotiable.**

After an unexpected eviction, the family spent time living in their car and moving between friends and relatives, always making sure Bella was welcomed too. Emergency housing at the Hope Center finally provided the stability they needed to pause, breathe, and begin rebuilding their lives.

Through our safety net services—and thanks to an ongoing partnership with the Hope Center, funding support from New Castle County, other critical funders, and individual donors—Faithful Friends was able to step in at a pivotal moment. Our case manager and veterinary clinic team ensured Bella received comprehensive care, including a full wellness exam, vaccinations, heartworm testing, food and supplies, flea and tick prevention, and even a warm sweater as winter approached. Just as important, the family received reassurance and continued support while they focused on getting back on their feet.

With stability, determination, and the support of community partners working together, the family secured employment and moved into permanent housing—together, with Bella still by their side. **Stories like Bella's demonstrate how partnerships and compassionate safety net services help prevent unnecessary surrender**, protect the human-animal bond, and keep families together when it matters most. **This year, we helped 26 families stay united with 33 pets while at Hope Center.**



2025 IMPACT

24,000 Pet Caretakers Supported
1,045 Pet Life Line Volunteer Hours

2025 IMPACT

6,162 Pets Received Care
through Low-Cost Services

2,562 Animals were Spayed / Neutered

11,765 Pets Fed through Pet Food Bank

Here When it Matters Most

Every year, our **Customer Service Team and Pet Life Line volunteers support over 12,000 people**, serving as a trusted first call for pet owners facing veterinary concerns, lost pets, or animal-related crises. Through phone calls, emails, and in-person support, we provide guidance, reassurance, and connections to critical resources when they are needed most.

By offering **timely, compassionate assistance**, our Pet Life Line helps prevent pets from being lost or surrendered during moments of crisis—keeping animals safe and families together. For 25 years, and thanks to the support of our dedicated Pet Life Line volunteers, this service has strengthened our community by ensuring help is always within reach for people and pets.

Every Home is a Lifeline

For 25 years, foster families have been a cornerstone of Faithful Friends' lifesaving mission. Today, with more animals staying longer in our shelter—especially adult animals and large breed dogs—foster homes are more important than ever. By opening their homes, foster volunteers provide a safe, nurturing environment where animals can heal, gain confidence, and thrive, **freeing up shelter space to save even more lives.**

Our network of over 200 foster families cares for a wide range of animals: orphaned kittens, moms with newborns, seniors, and pets with medical or behavioral needs. These homes give animals the individualized attention they need—whether it's companionship, gentle exercise, or specialized care—while our team provides medical support and guidance every step of the way.

Foster volunteers are especially vital during **"kitten season," which now extends year-round.** Orphaned kittens need round-the-clock care, and our fosters provide it with love, patience, and skill. We support them through training, guidance, and celebrations like our annual Kitten Shower, ensuring these tiny lives have the best start possible.

Thanks to 25 years of donor and volunteer support, **our foster families help us do more than care. They help us save more lives, one home at a time.**

A Lifesaving Moment

While walking a dog as part of his daily work, a member of our dog care team noticed what looked like a trash bag—until it moved. **He acted quickly, securing the dog and returning to rescue a tiny black kitten.** On a second look, he discovered the kitten's mother and sibling nearby and brought them to safety as well.

Thanks to donor support, we were able to provide the kittens with the care they needed before they went into a loving foster home and eventually found their forever families. **Everyday moments become extraordinary rescues**—and one act of care became three second chances.

2025 IMPACT

136 Animals Received Long-Term / Lifetime Care
674 Animals Received Care in Foster Homes
78 Cats Rehomed in Barn Cat Program

Every Animal, Every Opportunity

At Faithful Friends, **every animal deserves the time, care, and attention they need to heal, especially those who have faced neglect, abuse, or trauma.** Some develop medical or behavioral challenges requiring rehabilitation, and we are committed to providing long-term—and even lifetime—care for them.

Our dedicated staff and volunteers **provide animals with enrichment, positive-based behavioral training, and medical care,** keeping animals mentally engaged, emotionally healthy, and physically well, while behavioral assessments and tailored interventions help each animal thrive at their own pace.

Our **Cat Sanctuary** continues to provide safe, spacious indoor/outdoor accommodations for up to **60 displaced feral cats,** while also temporarily sheltering at-risk cats until permanent homes are secured. Through the **Barn Cat Program,** outdoor cats receive medical care and follow-up guidance after rehoming—**78 cats found new homes this year alone.**

Six Dog Condos and seven fenced play yards remain essential for enrichment for long-stay dogs, while the **Dog Ambassador Program expands offsite adventures and socialization,** increasing visibility to adopters.

Thanks to the dedication of staff and volunteers, **every long-stay and sanctuary animal at Faithful Friends continues to receive the care, enrichment, and attention** needed to live happy, healthy lives—whether awaiting adoption or enjoying a permanent home in our lifelong sanctuary.



Love Heals All Wounds

Balthazar arrived at Faithful Friends as a stray in very poor condition, with a cloudy eye, severe skin inflammation, and a serious ear infection. Within days, his body was covered in scabbing and peeling skin, and a ruptured ear hematoma had caused further tissue damage. While the cause is unknown, his injuries were consistent with a chemical burn. Our veterinary team went **above and beyond, providing medical care, enrichment, and emotional support, including little hearts on his bandages,** to remind everyone that love plays a role in healing.

Today, Balthazar is healthy, happy, and thriving in his forever home, spoiled alongside two other Faithful Friends alumni dogs. His story is a testament to the impact of donor support, skilled care, and compassionate attention—turning pain and neglect into resilience, love, and a second chance.





VISITS WELCOME!

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

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