



OPERATION KINDNESS

Where homeless pets find hope.

2020 Annual Report





our
MISSION

To care for homeless cats and dogs in a no-kill environment until each is adopted into responsible homes and to advocate humane values and behavior.

our
STORY

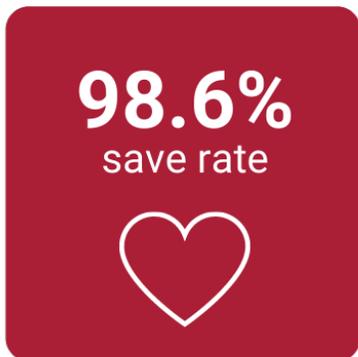
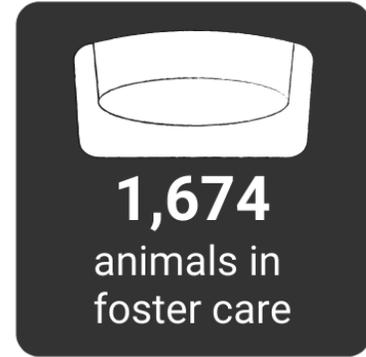
Founded in 1976, Operation Kindness is a pioneer in North Texas for providing assistance to animals in need of medical care, companionship, and most of all, a home.

More than simply a shelter, Operation Kindness is a safe haven for homeless pets in need of a second chance to find a loving family. We believe in going above and beyond to give every animal the care and kindness they deserve.

We strive for a world where all cats and dogs have loving, responsible, forever homes.

Your Impact in 2020

Because of your support, we navigated a challenging and unprecedented year.



2020

BOARD OF DIRECTORS

Mary Mitchell, President
Scott Wilson, Vice-President
Ron Burgert, Treasurer
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Haroon Alvi
Jim Gibson

Catherine Griffin, DVM
Lauren Mauritzen, DVM
Joni McCoy
Elizabeth Schrupp
Brian Sturgeon
Chad Tidwell
Jefflyn Williamson
Paul Wilson
Katrina Wollenberg



Ace

Embracing change in 2020

Technology and foster care saved lives during a difficult year.

In March 2020, we realized that the COVID-19 pandemic meant we needed to modify our normal operations at Operation Kindness for an extended period of time. We also realized we would need to make some fast decisions about how to best care for our animals.

Despite the challenges of the pandemic and ongoing construction at the shelter, our medical team kept caring for sick and injured animals on site every day. They continued to perform lifesaving surgeries, heartworm treatments, and provide essential medical care.

Our community also stepped up to support the animals in a huge way! Early on, 697 new applications were submitted by individuals willing to serve as foster families for pets in need. This enabled us to move every animal that wasn't in need of daily medical attention into foster homes.

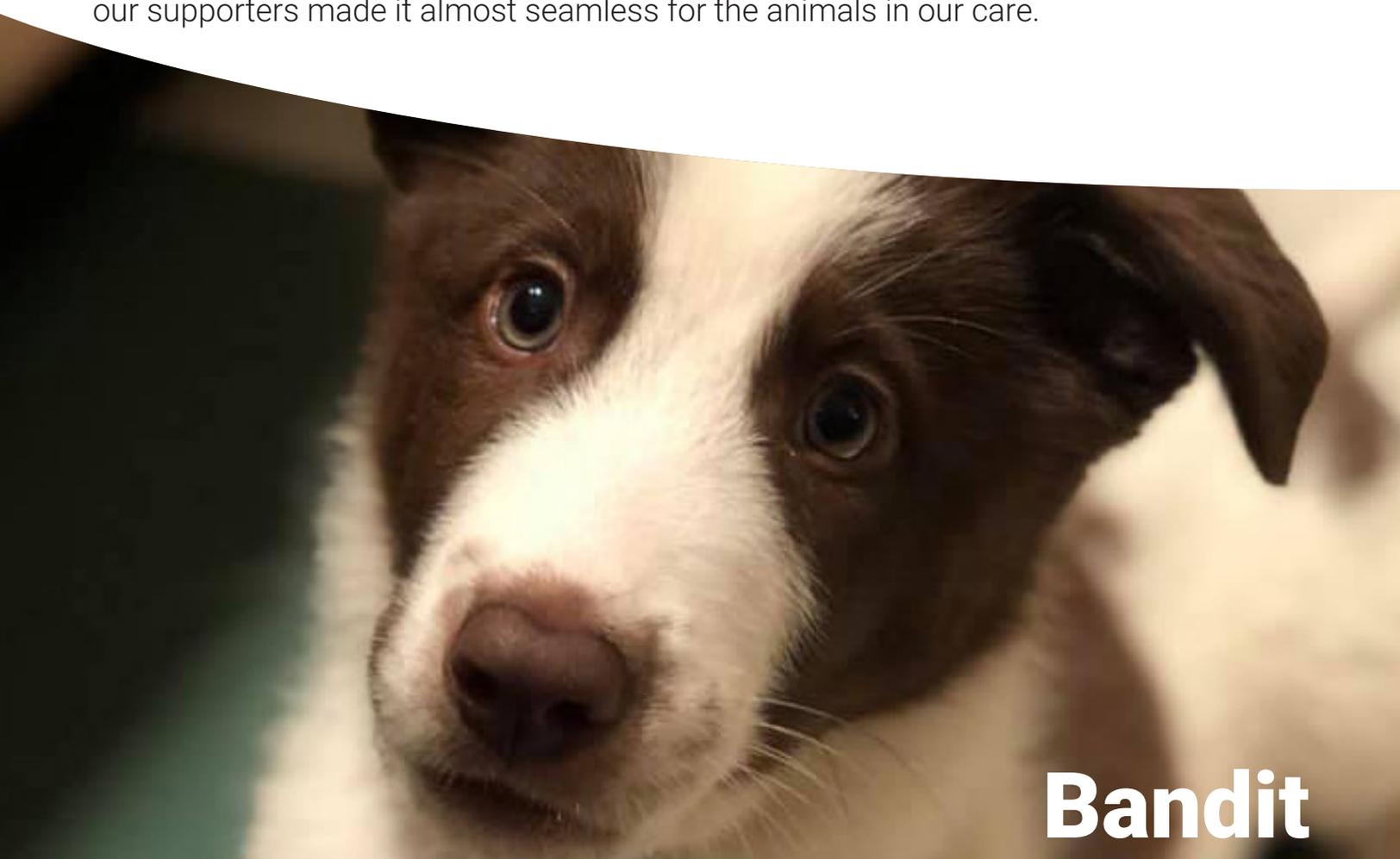
Foster care quickly proved to be a blessing for the animals. Not only did they receive special attention and love, animals who struggled to stand out in the shelter started to shine.

Though Ace had been overlooked in the shelter, his foster family got to spend some one-on-one time with him and learned a lot more about his personality. This allowed us to better showcase Ace and ultimately led to his adoption into a loving home!

Bandit is another pet that benefited from foster care – and our new tele-adoption process. This sweet Australian Shepherd puppy was matched with a foster parent who helped him with potty training, behavioral training and good manners.

All that hard work prepared Bandit for a successful transition into a new home, where he's thriving today. He also became our first pet to be adopted via tele-adoption. Switching to a tele-adoption process allows us to complete the adoption over the phone, limiting person-to-person contact. Tele-adoption allowed us to continue placing pets into homes while keeping everyone safe.

The COVID-19 pandemic has certainly been an eye-opening experience for all of us, but our supporters made it almost seamless for the animals in our care.



Bandit



A community lifeline for families in need

Our Pet Food Pantry distributed a record amount of food and supplies.

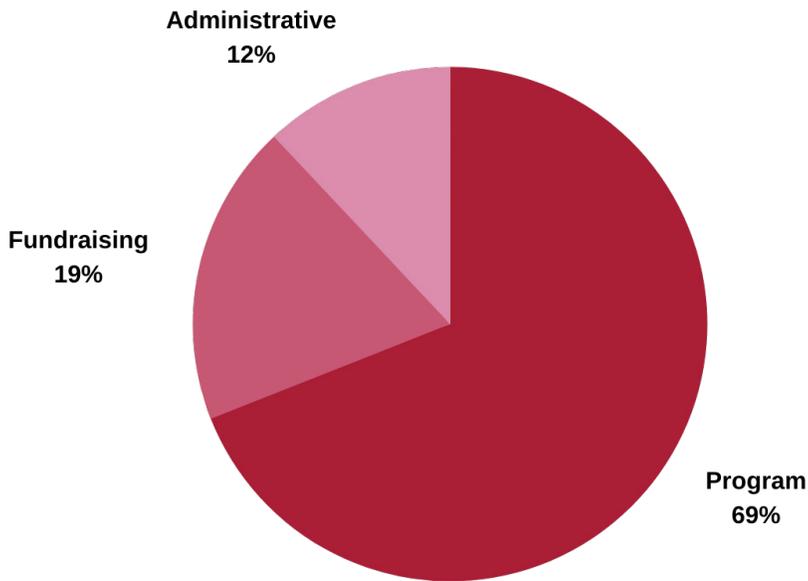
The impact of the COVID-19 pandemic has been extensive, and many families faced economic hardships due to high unemployment rates from layoffs and furloughs. The inability to cover the costs of basic necessities began to rise as food banks and shelters saw an increased demand for food and other supplies.

Thanks to our supporters, our Pet Food Pantry was able to be there for low-income families who needed assistance. In 2020, we distributed a record 117,030 pounds of food, treats, and litter.

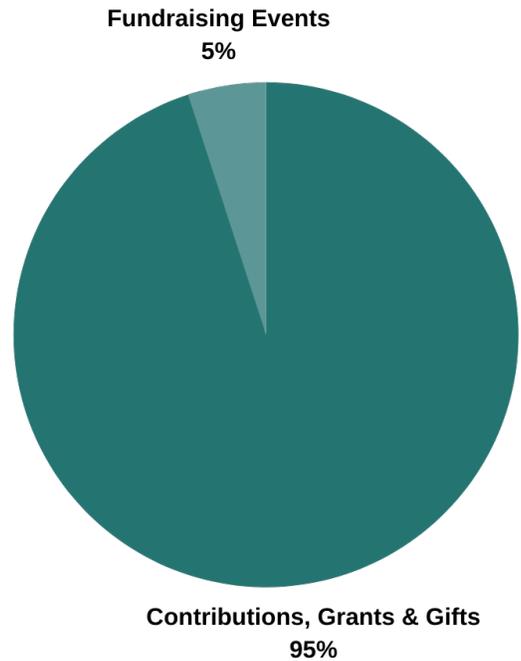
“To know that there were families and pets in need and that we can help them is part of what we do at Operation Kindness,” said Bob Catalani, CEO of Operation Kindness. “It’s one of the main reasons we established the Pet Food Pantry program. In 2020, we were able to meet the higher demand for assistance. We are proud to be a resource to uplift families and help them keep their pets fed and happy.”

Financials

Expenses



Revenue



Operation Kindness has earned the coveted Charity Navigator 4-star rating for the fourth consecutive year. This is the highest possible rating and indicates that Operation Kindness adheres to sector best practices and executes its mission in a financially efficient way. Only 25% of the charities evaluated by Charity Navigator have received at least 3 consecutive 4-star evaluations, indicating that Operation Kindness outperforms most other charities in America.



GuideStar has recognized Operation Kindness with a Platinum Seal of Transparency for voluntarily and publicly sharing information about how we measure our progress and results.



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