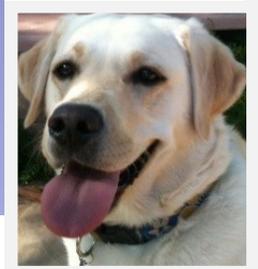




2013 ANNUAL REPORT

Fiscal Year: 7/1/13 - 6/30/14

NOTABLE ACCOMPLISHMENTS



Governance

The Board of Directors, working with staff, and after receiving input from many constituents held a strategic planning retreat. The result was the development of four Strategic Focus Areas: Governance & Leadership, Sustainability & Revenue Generation, Program Services Offerings & Delivery, and Collaborations & Partnerships.

Board level committees were developed for each of these areas, with short and long-term goals and objectives developed. The status of these goals and objectives are reviewed in each board meeting, with new ones developed as applicable. Rather than a static multi-year plan, this process allows for adaptability in our dynamic environment while maintaining focus on the long-term vision.



Upon extensive review of Handi-Dogs financials and operating practices by the Better Business Bureau, Handi-Dogs earned an A⁺ rating and became an accredited charity.

Sustainability & Revenue Development

After successfully paying off our Training Center's mortgage in the Summer of 2013, we began growing the Handi-Dogs' building maintenance and operating reserves fund by \$30,000. The goal is to have \$25,000 for future building maintenance or unexpected repairs, and three months operating expenses in the reserves fund. This enables the organization to provide uninterrupted services should periods of low cash flow occur. We anticipate to be at 100% of goal by the end of December, 2014.

Our two annual fundraisers, Dogtoberfest and WAG were very successful increasing awareness of the organization and generating a 14% increase in net revenue compared to the prior year.

Program Services Offerings & Delivery

Realizing the amount of resources committed to information and referral, presentations, and community education, it was decided to 're-frame' our program offerings. Handi-Dogs is now positioning itself as having 3 core programs.

1. **Specialized dog training** - service, assistance, therapy, and well-mannered pets for older adults.
2. **Community Education and Outreach** - providing information about the important but very different roles and legal aspects of service, emotional-support, and therapy dogs.
3. **Service Dog Lifestyle** - providing more services to our certified and in-training service dog teams. (see inside)

Collaborations & Partnerships

PCOA (Pima Council on Aging) has been a wonderful partner with Handi-Dogs in educating older adults about the health benefits of having dogs whether it be as a companion pet or training their dog to assist them. Partnering with PCOA has resulted in new clients for our training programs.

The PCC (Pima Community College) Veterinarian Technician program partnered with Handi-Dogs to provide low-cost heartworm testing and nail clipping services for both our clients and the community.

We developed relationships with local non-profit chapters and groups who work with the same demographic. By successfully leveraging these relationships we are able to reach more people. Some of the organizations include the American Diabetes Association, M.S. Association, Juvenile Diabetes Research Foundation, and Parkinson's Support Group.





PROGRAM UPDATES AND STATISTICS

Specialized Dog Training

A Financial Assistance Plan was unveiled in April, 2014. This plan enables more people with disabilities to enroll in our service dog training program and helps more older adults participate in our companion dog training services. Upon income verification, applicants can receive either a 50% or 75% discount of our fees.

The number of students served this fiscal year was up 15% compared to the prior year.

Service Dog Training Program:

- ◆ Assessed 22 potential person/dog teams - 73% (16) were invited into the service dog training program. 18% (4) were invited into our in-home assistance training program.
- ◆ 37 person/dog teams participated in the service dog training program - 14 of which were new to the program.
- ◆ 8 person/dog teams were certified as service dog teams. (Training typically takes 12 - 18 months.)
- ◆ 19 certified teams were re-evaluated. Handi-Dogs requires certified teams be re-evaluated at 12 months, then 24 months later, then every 36 months. 89% (18) of the teams passed and were re-certified. 1 team decided to retire the dog.

Other Dog Training Programs:

- ◆ 44 person/dog teams took therapy dog (volunteer with your dog) training.
- ◆ 62 older adult handlers (ages 50+) participated in well-mannered companion dog training.
- ◆ 7 person/dog teams participated in our Learn 'n Fun classes which offers both mental and physical exercise for dogs, without requiring running by the handler. The class is designed for people with disabilities and older adult handlers.



Volunteer Support

With only 1 full-time and 5 part-time staff, we would never have been able to accomplish all that we did without the help of our wonderful volunteers.

2,691 volunteer hours were realized, valued at \$60,596.

(per the Independent Sector valuation)

Handi-Dogs, Inc. Mission:

Handi-Dogs is dedicated to helping older adults and people with disabilities gain independence and improve their quality of life through specialized training of dogs and to advocate about the important role of service dogs.

Community Education & Outreach

A new volunteer committee was established to help expand our reach throughout the community. Comprised of certified service dog handlers and volunteers, this group is helping our small staff by making Handi-Dogs more visible throughout Southern Arizona. To support their work new brochures and informational fliers were also created.

- ◆ 32 presentations were made to educate community members about the different roles, laws, and certification requirements relating to service, emotional-support, and therapy dogs.
- ◆ 19 informational tables were staffed at community events - providing an opportunity for the public to learn about our services and inquire about our programs at a place convenient for them.
- ◆ 20 local media stories / mentions helped inform the public about service and therapy dog work and our services.



Service Dog Lifestyle

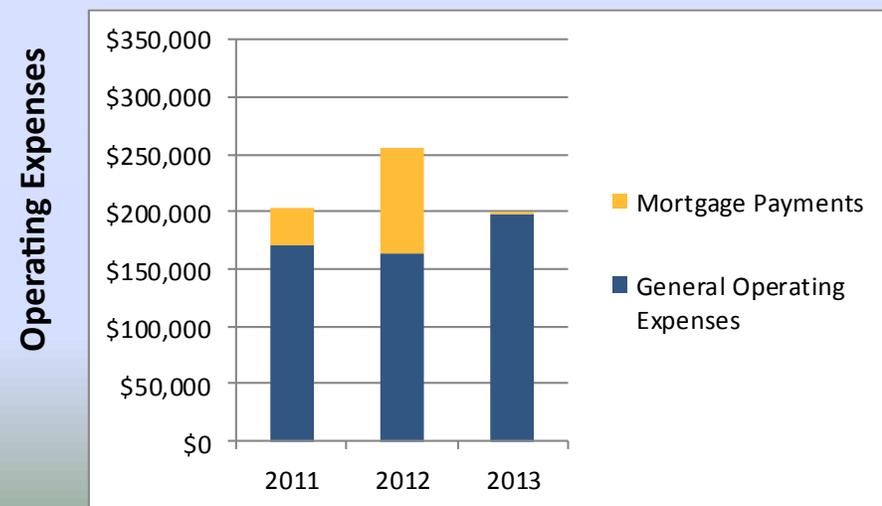
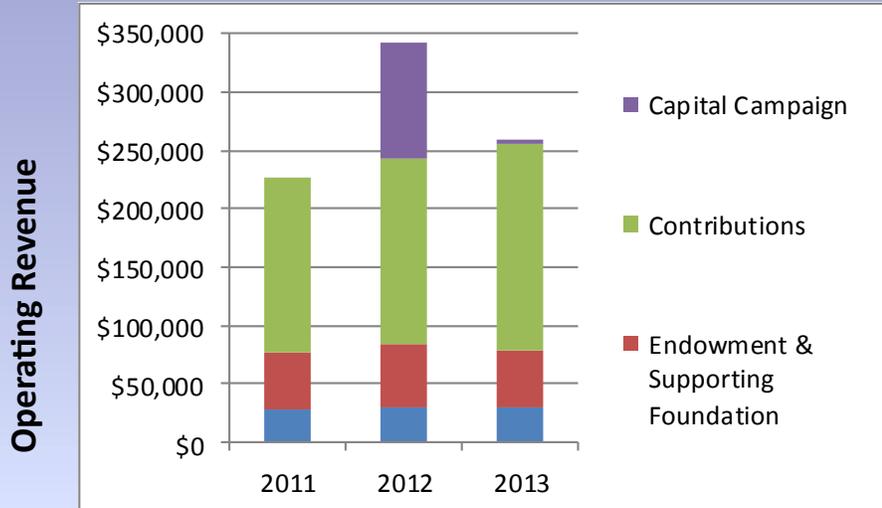
The Service Dog Lifestyle Program was developed to provide additional support for our certified service dog teams and those in training. This program was created in recognition that our responsibility to our clients shouldn't stop with achieving certification. At no charge to our service dog teams, clients have monthly opportunities to participate in on-going public access training, facilitated peer-to-peer discussion groups, seminars on maintaining their dogs health and planning for their dog's retirement, and more. Initial feedback has been extremely positive.

- ◆ 8 sessions were offered to service dog teams. The sessions included facilitated peer-to-peer group discussions on how to handle situations when told they can't bring their dog inside, traveling with your service dog, how to ride the bus with a service dog, flying with your dog, socialization opportunities, and more.
- ◆ 23 people/dog teams participated in this program.



SUMMARIZED FINANCIAL INFORMATION

(For year ending 6/30/14, unaudited.)



Total Assets:
\$ 1,067,686

Total Liabilities:
\$ 14,998

Total Net Assets:
\$ 1,052,688



Meet one of our Service Dog Team Graduates

Chai is a four year old chocolate Labrador Retriever who helps college student Linnea Doumas live independently on campus. Linnea has visual impairment due to optic nerve hypoplasia. This causes severe myopia and depth perception problems. Chai is trained to warn Linnea of obstacles while walking such as steps, curbs and low-hanging branches. He has also been trained to pick up items that Linnea might drop and then cannot see herself. Chai has given Linnea more confidence about going into new places. *"I can look around rather than focus on where I am walking."*

Linnea enjoyed working with the trainers at Handi-Dogs. *"I especially liked that the [trainer] not only helped teach the dog a behavior, but taught the owner how to teach it to them. I also liked that each dog is trained specifically for the behaviors the owner thinks will be helpful to them even if it's not one commonly needed."*

BOARD OF DIRECTORS

2013/2014

Dr. Curtis Mack *Chair*
Susan Kentosh *Vice Chair*
Kathy Alexander *Secretary*
Angela Caballero *Treasurer*
Kathleen Carter
Christen Castellano
Luba Chlwiniaik
Melinda Franz
Lynn Karabinas
Jane Klipp
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Cecilia Northcutt
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