



Annual Report



TEXAS COALITION for
Animal Protection

High Quality, Affordable Spay and Neuter Services

ABOUT TCAP

Locations

Allen

111 N. Greenville Ave, Ste. A
Allen, TX 75002

Arlington

2400 SE Green Oaks Blvd
Arlington, TX 76018

Burleson

344 SW Wilshire Blvd, Ste. E
Burleson, TX 76028

Denton

713 Sunset Street
Denton, TX 76201

Fort Worth

2400 Westport Pkwy, Ste. 100
Ft Worth, TX 76177

Garland

1235 Northwest Highway
Garland, TX 75041

Hurst

1856 Precinct Line Rd, Ste. 108
Hurst, TX 76054

Weatherford

1302 S. Main Street #114
Weatherford, TX 76086

Remote Shelter Spay & Transport

Azle, Cleburne, Granbury, & Hillsboro

Mission

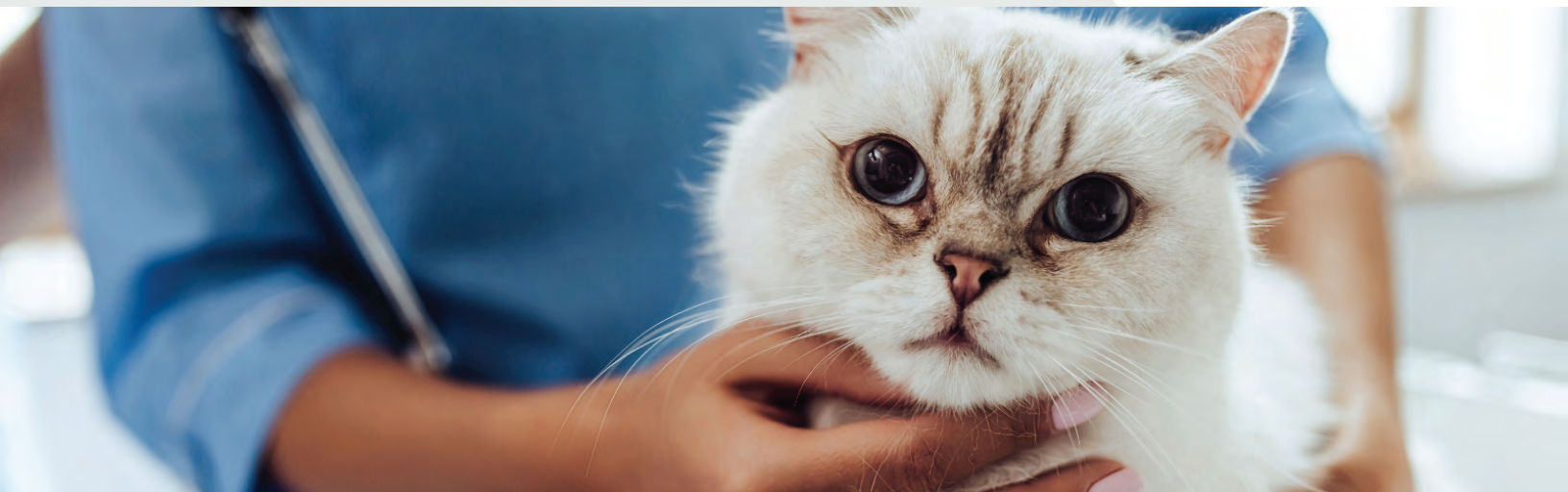
TCAP exists to end animal overpopulation and improve community animal welfare by providing low-cost preventative services throughout North Texas.

Vision

TCAP sets the standard for creating a community where every pet is wanted, cared for and provided the best, most affordable pet care in the industry.

Values

Everyone at TCAP is a leader in advocating for animal welfare. We provide the best customer service while creating order in a high-volume setting — working each day to make TCAP an even better place than the day before.



ABOUT TCAP

Travel programs begin | 2004

In an effort to service more North Texas pets, TCAP begins its travel spay, neuter, and vaccine programs. These events take place at shelters and other locations across North Texas.

Fort Worth clinic opens | 2008

TCAP expands its reach to Fort Worth in an effort to serve even more pets and continue its mission of ending euthanasia in North Texas shelters. In the first year of operation, the Fort Worth clinic sterilized nearly 7,000 pets.

Hurst clinic opens | 2014

TCAP opens its Hurst location in February and kicked off its first year and serviced 6,860 pets. Since then, the Hurst location has sterilized more than 40,000 pets.

Weatherford clinic opens | 2016

Seeing a demand for low-cost services west of the metroplex, TCAP opened its Weatherford location in May. The Weatherford location provides low-cost spay, neuter, and vaccination services to Parker County pets two days a week.

Allen clinic moves | 2020

TCAP's Allen facility moved to a larger space — creating a better experience for clients and increasing the kennel capacity. A second dental station was also added to increase the number of dental cleanings that can be performed at this location.

2002 | First clinic opens in Denton

Stacey Schumacher founded Texas Coalition for Animal Protection as an affordable way to provide spay and neuter services for pets. TCAP identified that low-cost, high-volume sterilization is the most humane and effective way to combat animal overpopulation and euthanasia rates in animal shelters.

2009 | Burleson clinic opens

TCAP opens its Burleson location in November, helping expand its reach in rural communities. Since expanding to this location, TCAP has sterilized more than 60,000 animals in the Burleson area.

2015 | Allen clinic opens

In an effort to serve more pets on the Dallas side of the metroplex, TCAP opened the Allen location in February. During its first year of operation, the Allen clinic sterilized almost 5,500 pets.

2018 | Garland clinic opens

Due to popular demand for one of TCAP's travel events in Garland, TCAP opens its Garland location — tripling the available surgery days and expanding the number of pets TCAP serviced in the Garland area.

2021 | Arlington clinic set to open

Seeing the demand for low-cost services in the Arlington area, TCAP began construction on its eighth location in Arlington late 2020. The clinic opened January, 18 2021.

WHAT TCAP DOES



Low Cost Spay and Neuter

Spaying and neutering pets save lives. According to documented reports from the Humane Society of the United States and the American Society for the Prevention of Cruelty to Animals, millions of animals are euthanized each year simply because they do not have a home. By preventing unwanted litters, TCAP can significantly reduce the number of homeless animals and the massive strain they place on city animal shelters tasked with controlling pet populations. These shelters face limited resources, and despite their best efforts, often have to euthanize unclaimed pets that enter their doors. This tragedy is preventable and starts with responsibly spaying and neutering our pets. TCAP makes this financially feasible and has prevented unnecessary euthanasia. By spaying or neutering a single animal, TCAP prevents all future generations that otherwise would have been born. In 2020 alone, TCAP's veterinary team sterilized **63,410** cats and dogs.



Affordable Wellness Services

TCAP is not a full-service veterinary clinic, but it provides accessible and essential basic wellness services including vaccinations, microchipping, heartworm testing and prevention, deworming, flea/tick prevention, and dental cleanings. TCAP's affordable prices for these crucial services allow pet owners to care for their furry family members. These significant savings can be especially helpful in multi-pet households, where pet owners are often forced to choose between caring for their pets or feeding their family and paying their bills. TCAP believes that pets are important family members, and that pet owners should not have to sacrifice their pet's health or the safety of their human family just to make ends meet. By making basic, essential veterinary care affordable, TCAP helps reduce the number of animals surrendered to shelters by their owners. Money derived from these active wellness services contributes to our low-cost spay and neuter services—allowing TCAP to provide more than **\$1,468,643** in free or discounted spays, neuters, and other basic wellness services in 2020.



Free Feral Fix Program

Feral cats are the “wild” offspring of domestic cats. Feral cats are primarily the result of a pet owner's abandonment or failure to spay and neuter their animals, allowing them to breed uncontrolled. These cats do not trust humans, and they live in “colonies” that can be found in alleys, parks, abandoned buildings, rural areas, and behind shopping areas or businesses. Feral cats multiply quickly, and it is difficult to control their populations. The TCAP Feral Fix Program allows citizens to bring in feral cats for free sterilizations, helping to control the feral cat population in the North Texas area. In 2020 alone, TCAP's veterinary team sterilized **8,354** feral cats through its free Feral Fix Program.

WHAT TCAP DOES



Low Cost Vaccinations

The most devastating diseases among dogs and cats are often the most contagious. Thankfully, vaccinations have been formulated to protect against these threats. At TCAP, vaccines are available on a walk-in basis at a variety of convenient times and locations throughout DFW. Annual core vaccinations are available for the low price of \$25 for both dogs and cats. TCAP's vaccination program helps protect the animals TCAP serves, and through herd health and immunity building, helps support both the entire animal population and the human population. In 2020, TCAP administered **131,363** rabies vaccines to North Texas animals.

Heartworm Testing and Prevention

Heartworms are contracted through mosquito bites. Heartworm disease is a serious and potentially fatal condition in which foot-long worms live in the heart, lungs, and blood vessels of pets. According to the American Heartworm Society, Texas is one of the top five states in the United States where heartworms are the most prevalent. The best way to reduce the risk of infection is to administer a safe heartworm preventative that kills immature worms before they cause damage. Treatment for heartworms is risky and expensive so it is important to use year-round preventative medication to stop heartworms before they can flourish. In 2020, TCAP's veterinary team provided **39,278** heartworm tests. For those pets that tested negative, TCAP allowed owners to purchase up to one year of prevention at a low cost, either in its clinics or through purchase on TCAP's online pharmacy.

Microchipping

Unfortunately, one out of every three pets goes missing once in its lifetime. Without identification, 90% will not return home. ID tags are a great start, but they can fall off or fade. Microchips last the lifetime of the pet. When a stray arrives at an animal shelter it is scanned for a microchip. If one is found, animal shelter staff will obtain the owner's information from the online database and reunite the pet with its owner. TCAP provides peace of mind to pet owners and helps lost pets reunite with their families — reducing shelter overcrowding and euthanasia resulting from a lack of shelter space. In 2020, TCAP microchipped **23,151** North Texas pets.

Flea and Tick Prevention

Fleas can be a nuisance for pets, but they also can cause a pet, and their human, to become infected with tapeworms or cause serious health conditions like anemia or skin conditions. Ticks often carry zoonotic diseases, the most common of which is Lyme disease (a bacterial disease that causes depression, swollen lymph nodes, loss of appetite, and fever in humans). Keeping these pests, and the conditions they cause, away from pets, and their human families, is a priority at TCAP.

WHAT TCAP DOES

Dental Cleaning

Dental health isn't just essential for humans. Proper and consistent dental care can add three to five years to a pet's life. Throughout their lives, pets accumulate plaque and tartar on their teeth. If left untreated this can lead to gingivitis which causes swelling, redness, and pain in the gums. Gingivitis can cause pets to lose teeth, making them more prone to infections that affect other organs like the heart, lungs, and kidneys. TCAP's affordable dental program makes consistent, professional dental care possible for pets, helping North Texas pet owners to extend and improve their pet's life and reduce their risk of heart, lung, and kidney disease. In 2020, TCAP provided **3,258** low-cost dental cleanings to pets whose owners may not have been able to afford dental care for their pet otherwise.

Online Pharmacy

TCAP sells heartworm prevention and flea/tick prevention for the patient owner's convenience. To keep inventory costs down, TCAP has a limited number of these products within its standalone clinics. To better serve its patients and their individual needs, TCAP has an online pharmacy that carries many other brands not available in the clinic. This pharmacy doesn't carry any foods or other pet wellness products, but it does provide convenience for our clients who may want other brands of heartworm or flea/tick prevention to fit their pet's individual needs. During 2020, in the face of the COVID-19 pandemic, many of TCAP's clients resorted to ordering their pet's medications online — resulting in **4,072** clients using this service from the safety of their homes.



THE TCAP IMPACT



63,410

SPAYS &
NEUTERS



131,363

RABIES
VACCINES
ADMINISTERED



23,151

MICROCHIPS
IMPLANTED



8,354

FERAL CAT
STERILIZATIONS

\$1.47M

TOTAL VALUE OF FREE OR DISCOUNTED SERVICES FUNDED BY TCAP



44,634

NEW CLIENTS
HELPED



177,576

TOTAL ANIMALS
SERVICED



3,258

DENTALS
PERFORMED



39,278

HEARTWORM
TESTS CONDUCTED

15,224

THE NUMBER OF ANIMALS STERILIZED FOR FREE BY TCAP IN 2020

MONTHLY SPECIALS

TCAP offers a wide array of specials to further discount, or cover entirely, the cost of spays and neuters for pets in our care. These specials are funded by a combination of TCAP's general operating budget and grants from generous foundations and donors. Without these monthly specials, even TCAP's standard low-cost spays and neuters would be out of reach for many pet owners. In order to fund these specials, TCAP relies on revenue from its wellness program, grants, and public donations.

Every cent that TCAP earns is invested back into improving our low-cost programs, including subsidizing monthly specials, investing in new equipment, conducting outreach projects in the North Texas area, and hiring/training high-quality staff.

39,605: The number of pets TCAP sterilized for free or at a discounted rate in 2020.

JANUARY

TCAP offered \$20 neuters for both dogs and cats during the month of January. As a result of this special, TCAP neutered **931** dogs and **362** cats. TCAP also offered half priced heartworm tests with the purchase of one year of heartworm prevention. A total of **873** dogs utilized this wellness special.

FEBRUARY

During the entire month of February, TCAP offered \$20 spays for female cats. As a result of this special, TCAP spayed **1,400** cats at a cost of only \$20 to the pet owner. TCAP also ran a Nickle Neuter one day only special at TCAP's Denton, Garland, Fort Worth, and Weatherford clinics. On this one day **168** cats were neutered for 5 cents.

MARCH

TCAP offered \$20 spays and neuters for dogs weighing 20 lbs or less with the purchase of annual vaccines for \$25 or a microchip for \$20. A total of **732** dogs used this special.

April

Due to the lock-downs enacted due to the COVID-19 outbreak, and need to not gather in large crowds, TCAP made the tough decision to not have an April special.

MAY

In order to help those financially impacted by the COVID-19 pandemic, TCAP offered Free cat spays and neuters in May. TCAP sterilized **3,015** cats as a result of this special.

JUNE

TCAP discounted all spays and neuters to \$20 for puppies and kittens under 6 months old. This special resulted in **963** dogs and **1,218** cats sterilized.

JULY

Following the success of May's special, TCAP offered free feline sterilizations in July. This promotion resulted in **3,293** cats being spayed and neutered.

AUGUST

During the entire month of August, TCAP offered \$20 spays and neuters for dogs 20 lbs or less with no additional purchase required. As a result of this special, TCAP sterilized **965** dogs at a cost of only \$20 to the pet owner.

SEPTEMBER

Many families were still reaching out to TCAP for free cat sterilizations, so TCAP offered free cat spays and neuters for a third time all of September — resulting in **3,186** cats being sterilized for free in September. In order to increase TCAP's Instagram following, TCAP also announced

another surgery special over Instagram — discounting dog spays and neuters to \$30 for dogs weighing less than 30 lbs. This one day only event at our Burleson clinic resulted in **16** dogs being sterilized at this special price.

OCTOBER

During the entire month of October, TCAP offered \$20 neuters for male dogs with the purchase of annual vaccines for \$25 or a microchip for \$20. As a result of this special, TCAP neutered **767** dogs.

NOVEMBER

TCAP turned 18 years old in November! To celebrate, TCAP provided \$25 spays and neuters for dogs and cats all month long. Through this special TCAP sterilized **1,849** dogs and **2,339** cats at a cost of \$20 to the pet owner.

DECEMBER

Finishing out the year strong, TCAP discounted all spays and neuters to \$30 with the purchase of annual vaccines for \$25 or a microchip for \$20 at the time of surgery. By the end of the month, TCAP performed **1,102** dogs and **1,202** feline sterilizations.



Wonderful Wednesday

TCAP's Wonderful Wednesday program sponsors the spay or neuter, and wellness care, of a shelter pet each week. The shelter participating that week will submit their choice of pet the Tuesday prior to the surgery. TCAP then rallies our support network to raise donations for the pet's care. Overflow donations are kept in a special fund to continue providing wellness care for the following week's pet that may not receive as many donations. This program helps relieve some of the burden city shelters face in providing care for the animals they are housing, and promotes pet adoption. In 2020, more than a dozen pets were adopted the Friday following their surgery, vaccines, and other free services provided by TCAP.

Traveling Clinics

TCAP has a travel team that brings spay and neuter services to shelters in North Texas where other low-cost options are not available. These Mobile Animal Spay Hospitals, or MASH clinics, allow TCAP and shelter partners to offer affordable sterilization services, and low-cost pet vaccines to pet owners in these areas. TCAP provides this service for free to community organizations. In addition to offering spay and neuter travel clinics, TCAP travels to more than 40 off-site locations for vaccine and wellness events. These events are offered every Saturday so that those who work during the week have access to essential care. TCAP also uses these events as opportunities to promote animal welfare in communities where other low-cost options do not exist.

Spay and Neuter Transports

TCAP's monthly transport program partners with local shelters as a timely spay or neuter solution for pet owners with busy schedules. TCAP meets owners in their hometown and brings their pet back in the same day. These safe transports make spaying and neutering pets simple and convenient. This transport service, allows TCAP to travel to nearby areas and transport pets to TCAP's clinics, who may not have otherwise received care.

TCAP AND COVID-19

TCAP, like all other businesses and organizations, was greatly impacted by the COVID-19 pandemic. As a high-volume provider of essential wellness services, TCAP's leadership had to adjust the way the organization operates in order to keep staff and pet owners safe and healthy.

"Our mission saves lives. We had to weather the storm and remain open. Not only were staff counting on us for a paycheck to provide for their families, but struggling pet owners across North Texas need TCAP's services more than ever before. In a time of such crisis, people shouldn't have to choose between feeding their family or caring for their pet. TCAP allows them to do both." - *Stacey Schumacher*

The changes made to TCAP's business model still allowed for TCAP to remain a high-volume provider — servicing **177,576** pets and helping **44,634** new clients in 2020. Despite the pandemic, TCAP surpassed its goal of 62,500 spays and neuters and sterilized **63,410** cats and dogs in 2020.

Changes to TCAP's Operations

- Implemented stringent sanitation protocols
- Created a new Line Manager position to ensure proper social distancing and ensure no more than 10 clients were in line at a time
- Developed new queue system for walk-in services so clients can wait in their vehicle
- Required all staff and clients to wear masks before they were governmentally mandated
- Limited the number of clients in the lobby to only 5 at a time
- Ensured staff work stations are socially distanced where possible & read staff temperatures prior to each shift
- Encouraged the use of TCAP's online pharmacy for flea/tick and heartworm prevention refills



8,465

UNITS OF HEARTWORM &
FLEA/TICK PREVENTION
SOLD ONLINE



134,792

INCOMING CALLS
FROM PEOPLE INQUIRING
ABOUT SERVICES



53,253

PETS STERILIZED SINCE
THE BEGINNING OF
THE COVID LOCKDOWNS



\$1.23M

PROMOTIONAL EXPENSES
SINCE THE BEGINNING OF
THE COVID LOCKDOWNS

ANNUAL SNAPSHOT



Increased by 4%

Animals sterilized

2020: 63,410

2019: 60,629



Increased by 2.5%

Rabies vaccines administered

2020: 131,363

2019: 128,107



Increased by 8%

Dental cleanings performed

2020: 3,258

2019: 2,998



Increased by 0.42%

Number of animals serviced

2020: 177,576

2019: 176,835



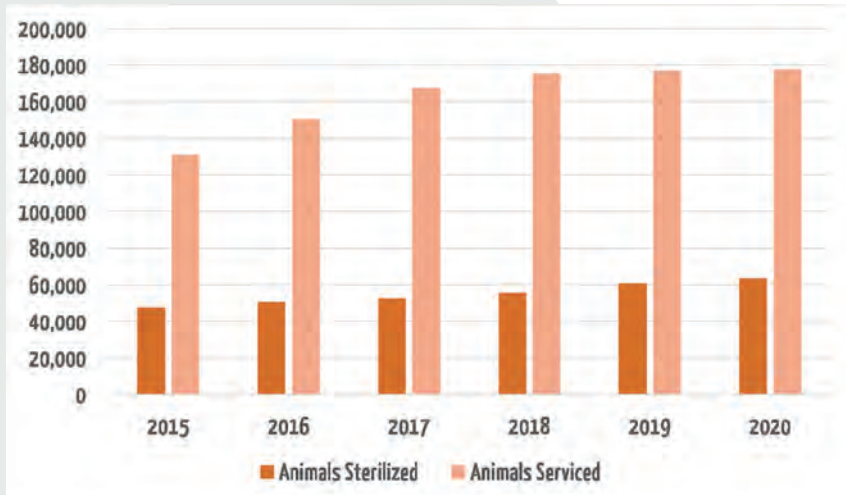
Increased by 5%

Feral cats sterilized

2020: 8,354

2018: 7,945

Year Over Year Growth



Increased by 7%

Heartworm tests performed

2020: 39,278

2019: 36,380



Increased by 15%

Microchips implanted

2020: 23,151

2019: 19,694



Increased by 74%

Online appointments booked

2020: 28,166

2019: 7,224



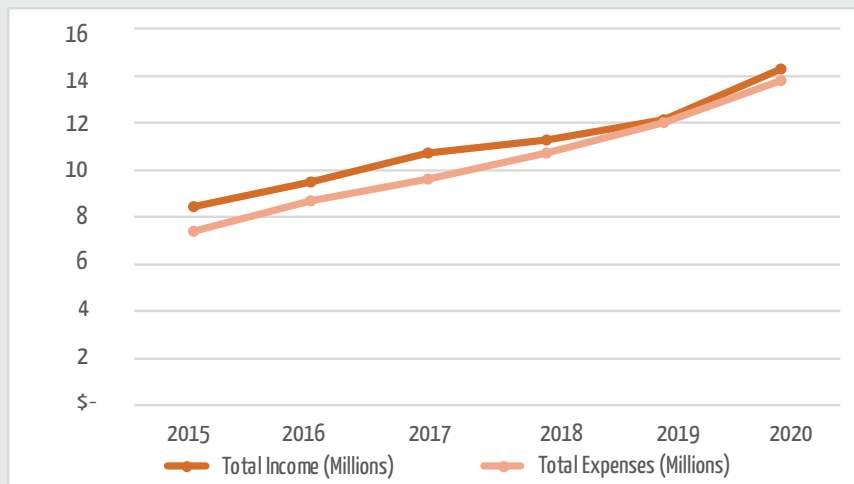
Increased by 4%

Incoming calls to TCAP

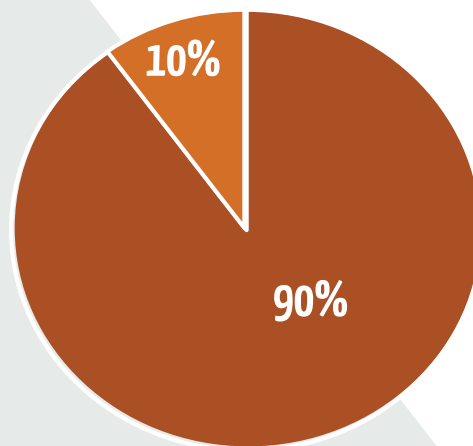
2020: 134,792

2019: 128,864

Income & Expenses YOY



Allocation of funds



Program Costs Non-program Costs