



Celebrating
25 Years
of Affordable
and Accessible
Veterinary Care

2023 IMPACT REPORT

25 YEARS



EMANCIPET[®]
CLINICS

Six Domains of Quality Veterinary Care



01 Safe

We ensure the care we provide to help patients does not cause harm



02 Effective

We base our services on scientific knowledge to provide patients with all the services they need and none of the services they don't

03 Efficient

We use our resources wisely, minimizing waste to maximize our impact

04 Patient Centered

We center the medical needs of our patients while respecting and being guided by the values, preferences, and circumstances of their families (owners)

05 Equitable

We provide patients with care that does not vary in quality because of the personal characteristics, identities, or financial circumstances of their families (owners)

06 Timely

We work to avoid harmful delays in care and reduce wait times for services



Low Cost. Big Heart.



EMANCIPET[®]
CLINICS

Dear Emancipet supporters,

In 2024, Emancipet proudly marks 25 years of dedication to making veterinary care accessible and affordable to pet families. This significant milestone is not just a reflection on our past but a celebration of the incredible journey we've undertaken, made possible by the support of compassionate individuals and the partnership of other community minded organizations.

In the spirit of this monumental year, there is much to celebrate. This spring we will open the nation's first low-cost Dental and Surgical Center in Austin, Texas! This transformative addition to our services underscores our commitment to expanding services, and ensuring that high-quality veterinary care remains within reach for all pets and their families. Additionally, we are dedicating a new modular building for our Austin Levander Loop Clinic and celebrating a decade of service with our Killeen, Texas Clinic. We also welcomed our 2 millionth visit, a cat named Poppy, for spay surgery at our Houston Northwest Freeway clinic.

Reflecting on the excitement of 2023, we witnessed record-breaking visitation, introduced new healthy pet services across our clinic network, and expanded our offerings to include soft tissue surgeries at our Adams Avenue Clinic in Philadelphia, PA. As we look into the future, we remain steadfast in the heart of Emancipet: every pet deserves top-notch veterinary care, regardless of their owner's financial circumstances. In the United States, 60 million owned pets lack access to affordable veterinary services, making your ongoing support pivotal in our mission to provide low-cost veterinary care and extend our impact even further.

Thank you for being an integral part of Emancipet's incredible journey. Here's to 25 years of compassion, growth, and making a positive impact on the lives of pets and their families - and many more!

With gratitude,

Amy Mills

President + CEO

Jed Rogers

Board Chair

Dr. Holly Putnam

Chief Medical Officer

Myles Chadwick

Chief Quality Officer

Jenna McElroy-Tripp

Chief Development Officer

Jim Sargent

Chief Financial Officer

Cynthia Crimmins

*Senior Coordinator, Office of the
CEO and Board of Directors*

P.S. If you haven't seen our short film, No Companion Left Behind yet, scan the QR code to watch. This 25-minute documentary tells our story beautifully through the eyes of our clients, veterinarians and stakeholders.



25 Years of Emancipet

Since 1999, Emancipet has transformed from a small, grassroots mobile spay/neuter clinic in Austin, Texas into one of the largest non-profit veterinary care providers in the country, impacting the lives of millions of pets and pet families. Here are 25 milestones and our impact since we began serving pet families.

1999

Emancipet begins with a small mobile clinic

2001

Emancipet partners with the City of Austin to offer free services to its residents

2005

In addition to a mobile clinic, Emancipet opens a clinic on the same campus their East Austin branch is today

2013

Emancipet opens Pflugerville clinic

2014

After several years of traveling to Killeen with the mobile clinic, Emancipet opens a semi-permanent clinic in Killeen

2015

Emancipet opens a Houston clinic in the East End neighborhood

2015

Emancipet's permanent brick and mortar clinic opens in Killeen



2016

Emancipet merges with Animal Trustees of Austin, and continues operations at ATA's Central Austin location

2016

Emancipet clinics care for more than 100,000 pets this year

2017

Emancipet opens a clinic in Philadelphia at Adams Avenue, their first clinic outside of Texas

2017

Emancipet has spayed or neutered over 275,000 pets since 1999

2017

After Hurricane Harvey, our Houston clinic provides free vet care for 3 months — more than \$884,000 in free services

2018

Emancipet opens the Norwood Park clinic in Austin, offering dental services

2018

Emancipet partners with HSUS for a Spayathon for Puerto Rico

2020

Emancipet launches second mobile clinic in the Central Texas region



2020

Emancipet opens Monroe clinic, their second clinic in Houston

2020

Emancipet relocates Pflugerville clinic to a space three times the size of the original

2022

Emancipet opens Roosevelt clinic, their second clinic in Philadelphia



2022

Emancipet opens Northwest Freeway clinic, their third clinic in Houston

2022

Emancipet hits milestone of 500,000 spay/neuter surgeries

2023

Emancipet has a record breaking number of client visits

2024

Emancipet clinics reach a milestone of 2 million visits



2024

First ever Dental and Surgical Center opens in Austin

2024

The Levander Loop clinic will move into a new, expanded building

2024

The Killeen clinic celebrates 10 years and will move into a new space

Breaking Ground in Affordable Pet Healthcare

Emancipet’s New Dental and Surgical Center, Thanks to PetSmart Charities!

In April 2024, Emancipet will launch the nation’s first nonprofit veterinary clinic solely dedicated to delivering a high volume of low-cost dentistry and surgical procedures – the Emancipet Dental and Surgical Center in Austin, Texas.

From essential soft tissue surgeries to dental cleanings and extractions, our center will offer a range of low-cost dental and surgical services. The prevalence of periodontal disease, combined with the high cost of dental care in the United States, means that approximately 40 million pets may experience dental issues in their lifetime.

With the Dental and Surgical Center opening, we anticipate providing up to 4,000 low-cost dentals and 3,600 low-cost soft tissue surgeries each year, significantly expanding our impact on pet families in need.

This is made possible by the generous support of PetSmart Charities, whose grant has played a pivotal role in turning our vision into reality. Together, we are creating a healthier future for pets and their families.



2 Million Visit Milestone!

On February 13, 2024, after 25 years of service, Emancipet hit a significant milestone – 2 million client visits!



Ten month old cat, Poppy, received a spay surgery from Dr. Rychener at our Houston Northwest Freeway clinic located inside the PetSmart retail store. Poppy's human, Janae and her two children were there for Poppy's very first vet visit.

"We chose Emancipet because we value their service to the community," said Janae. "They are extremely affordable and have great availability. As a family of four, we didn't have to sacrifice the joy of having a pet because of high vet costs, thanks to Emancipet!"

Poppy also received Rabies, FVRCP and Feline Leukemia vaccinations, all of the vaccines Emancipet offers and recommends. Thanks to your 25 years of support, cats like Poppy receive the vital vet care needed to get a jump start on a healthy life.

Thank you for making 2 million client visits a reality!





Client Testimonials

Muy bien el trato a mi Leela y la atención muy cordial , y eficiente ,
recomiendo a Emancipet tratan con amor y respeto a nuestros perritos.
- **Araceli**

Staff is truly appreciated! Knowledgeable. Helpful. And kind. Reasonably
priced. Open on Saturday (great for the working person) Oh, did I mention
respectful? Yes I love this place (so does Max, the cat).
- **Curtis**

Our animals were treated with the best of care, with little to no cost. This
was a huge sigh of relief. Having the funds to feed our families is scarce
- let alone taking care of our furry family. It's nice to know that Emancipet
donors help with the cost of keeping our pets healthy and happy.
Emancipet is truly a blessing.
- **Jessica**

The employees truly care about the pets like family. They are honest and
sincere. Thank you Emancipet for everything you do.
- **Misty**

Living low-income often means that we go without things we need, and that is
all the more heartbreaking when you're a pet owner. I am grateful everyday that
Emancipet serves our community of pets. We are happier and healthier for it.
- **Kendyl**



Zoe Laterza &
Pitbull Grace

“The absolute best place to take your pets for any needs. When they say low cost vet clinic they truly mean low cost. I got almost all the shots we could, plus extra things and spent under \$200. I was one happy owner, and my pup loved the employees. I won't go anywhere else for vaccines.”



Christina &
Tabby Frere

“Emancipet has cared for my cats, during times that I've been housed and times that I've been homeless, and have never been anything but respectful and kind to me and my kitties. They never even hinted that I didn't deserve the love of my kitties because of my situation.”

2023 By the Numbers

Your generosity makes a difference

We are grateful for every contribution to support Emancipet's mission. In 2023 thousands of individuals, foundations and companies made gifts to support making veterinary care affordable and accessible to everyone. Here's your impact at a glance:

233,081
Record Breaking
Clinic Visitations!



178,002
Healthy Pet
Services Visits
(1,349,550 since inception)



49,434
Spay/Neuter Surgeries
(572,631 since 1999)



4,946
Heartworm Evaluations
& Treatment
(32,437 since inception)



306
Soft Tissue Surgeries
(2,071 since inception)



393
Dental Cleanings



299,574
Vaccines Administered



33,551
Microchips Placed



25th Anniversary Honorees

Throughout 2024 we will be highlighting our valued partners on our website and social media in celebration of our 25th anniversary. Please visit our website by scanning the QR code to read their stories.



emancipet.org

25 YEARS



2023 Regional Impact



CENTRAL TEXAS

125,000 visits
(1,502,576 all-time)

MOBILE

15,690 visits



PHILADELPHIA

40,623 visits
(147,309 all-time)



HOUSTON

67,458 visits
(332,367 all-time)

Houston Wayside is our busiest clinic!

Helping Paws

In 2023, thanks to the generosity of our amazing funders, Emancipet was able to provide financial assistance to those with greater need:

Totalling
\$308,678



To 10,674
Unique Pets



My Hope for the Future



One day in late December of 2023, I was visiting our Norwood Park clinic in Austin. It was an exceptionally cold and rainy day, just a few days before we closed for a short holiday break. In the lobby, I spotted a man, probably in his sixties, wearing a large flannel work shirt. Tucked inside was an adorable brown, black and white puppy.

He saw me making puppy eyes and kindly asked if I wanted to hold her. Of course I did, so I sat down next to him on the bench and he passed her to me. She was perfectly chubby and still had puppy breath. I asked if she was going to be a Christmas present for someone. He

shook his head no and said that he had not intended to get a puppy at all.

“But...” he said... “I’ve been praying for a while now to have more patience. To be a more patient man. Patience is something I really struggle with in my life. Two days ago, I woke up and this puppy was on my front doorstep. I don’t know how she could have gotten there because we live out in the country and our closest neighbors are about a mile away.”

I laughed and said I couldn’t think of a better answer to a prayer, because puppies definitely teach us all the patience we could ever need. I asked if he was going to keep

her, and he said “yes, that’s why I’m here. I need to get her all her shots.”

I asked if he was going to name her Patience. “No,” he said, “I named her Love.”

Back in 2016, when Emancipet merged with a non-profit called Animal Trustees to expand our range of care and services, we hired a marketing consultant to help us unify our two brands into one. After several days of discovery meetings and a deep dive into our work, the lead consultant said: “Oh, I get it now. You don’t just provide veterinary care. You provide veterinary care so that more people can have love in their lives. Emancipet brings more love into the world!”



Emancipet had nothing to do with little Love showing up on someone's doorstep on a cold December morning. But, once she had, Emancipet's services made it possible for her to become part of a family who needed her as much as she needed them.

My hope for the future is that Emancipet will continue to bring more love into the world by providing high quality veterinary care for those who would otherwise fall into the access to veterinary care gap. My hope is that we continue to grow and expand - opening more clinics in communities that have historically been excluded by market sector veterinary providers.

My hope for the future is that Emancipet's bold goal and success opening clinics will inspire hundreds of copycats. I want to see more and more non-profit organizations focused on closing the access to vet care

gaps in their own communities. Together, they will form the much-needed non-profit safety net that eventually covers all 60 million pets in need of lower-cost veterinary care.

My hope for the future is that you have more love in your life, too. That the pets you have today and in the future will teach you patience, or joy, or how to relax more, or how to play more, or whatever it is you need to learn in your life. Because the magical, ineffable thing about a life shared with animals is that each bond between a person and a pet is totally unique. How you found each other, your shared history, your little routines and habits together: they are all totally special and unique to you, and somehow bring us exactly what we needed most.

My hope for the future is that pet companionship becomes more and more accessible every day, to more and more people. I hope that every family with a pet can access veterinary care when they need it, to protect and care for these precious lives, who make our own lives so much better.

My hope for the future is that we just keep going. We've achieved so much in our first 25 years, and I know this for sure: Emancipet is just getting started. Thank you for being a part of this journey.

With great love and gratitude,



Amy



Explore the Emancipet Online Store



Unleash your support for affordable veterinary care with every purchase!



Emancipet Board

- Jed Rogers, Board Chair
- Eric Carville, Secretary
- Mack Audena
- Michael Daehne
- Shelina Davis, MPH, MSW
- Dr. Amna Dermish
- Steven Eidelman
- Monalisa Olarte
- Andrea Rodgers
- Ketsia Saint-Armond
- Tracy Walsh

Distinguished Directors

- Missy Colbert Nichols
- Angela Dorsey
- Liz Tucker

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EMANCIPET
CLINICS



Emancipet is an official partner of the Philadelphia 76ers



Emancipet has a 4-star rating with Charity Navigator, the highest level.



Watch our film, *No Companion Left Behind* by scanning here:



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