



ICAN

Indiana
Canine
Assistant
Network

**IMPACT
REPORT**
2023

DEAR ICAN SUPPORTER,

We are excited to share our Impact Report featuring some of our achievements from 2023!

From placing **nine** graduate ICAN dogs with adults, children, and veterans living with disabilities and welcoming nearly 25 puppies to our pack to launching a new community engagement initiative and ambassador dog program—2023 was another tremendous year of growth and expansion for ICAN.

While we could continue to highlight various statistics touting our success in this opening letter, what we are most proud to share is within the pages of this report. Inside are the words from those who have directly benefited from your generosity to ICAN.

Clients, volunteers, and incarcerated trainers have penned a handwritten note just for you, sharing their unique stories and thanking you for your support.

They are eager to tell you how their lives and the lives of their families and communities have changed for the better because of the ICAN mission. Your commitment to our organization is critical to the unleashing of their potential.

On behalf of those featured in this report, **100+** current clients, **270+** active volunteers, **100+** incarcerated trainers, and **60+** service dogs in training, we thank you for your generosity.

These stories are just a sample of the ripple you have set in motion. Let's continue the impact in 2024!

Here's to unleashing what is possible,



JILLIAN ASHTON, CFRM
ICAN President



HEATHER QUIGLEY-ALLEN, MBA, MED
ICAN Board Chair

BOARD OF DIRECTORS 2023

HEATHER QUIGLEY-ALLEN, MBA, MED
Chair
VP Customer Success Regional Lead,
Salesforce

ALEX WARD, CPA
Treasurer
Director of Corporate Accounting,
Steak n Shake

COURTNEY ARANGO
Director of Government Affairs,
AES Indiana

DAVID BURSTEN
Director of Community Engagement,
Indiana Department of Correction

LORI GARRETT, RN, MSN
Military to VA Case Management,
VA Northern Indiana Healthcare

JAMES MICHAELS
Vice President of Program Services,
Bosma Enterprises

BRITNEY MILLSPAUGH STORMS
Neurological Clinical Specialist,
Assistant Professor,
Indiana State University

TOM STAFFORD, JD
Partner,
Krieg DeVault, LLP

DARCI VALENTINE REGEV
Lead Communications,
Mosaic

DAVID GLENN
Vice-Chair
President, Coaster Stone | 4Quarts |
Buttons Galore

ALEX SZARENSKI, JD, CPA
Secretary
Manager, Katz Sapper Miller

TAMARA BROWN GOODMAN, MS, LMHC
Retired,
VA Northern Indiana Healthcare

KARI EVANS BENNETT
Director of Land Development &
Production,
Habitat for Humanity

DEBBIE JOHNSON
Executive,
Bremner Real Estate

BEVERLY MIDDAUGH
Retired; Former Owner/CEO,
Bright Ideas of Broad Ripple

MARC PELLISSIER
Financial Advisor,
Morgan Stanley

DOUGLAS SAMUELS
Retired,
Lake City Bank



*PUPPY NOT ON BOARD



A MESSAGE FROM A CLIENT

FINALLY FEELING *seen*

For many years, **ANN STEVENSON** felt overlooked by society. As a person living with Charcot-Marie-Tooth disease, a form of Muscular Dystrophy, she recalls people treating her differently, talking around her, and sadly, even ignoring her. But that all changed when she was paired with a beautiful black Labrador retriever, **PARKER**. She says Parker has opened the doors for the world to see her as a real person.

Parker, who is sponsored by ParkIndy, is one of 43 active mobility assistance dogs. **In 2023, ICAN placed two new mobility assistance dogs with clients.** These dogs are trained to perform helpful tasks for children and adults who use wheelchairs or have mobility challenges. Furthermore, ICAN provides lifelong support to every client/dog team so we can assist with strengthening the partnership throughout the dog's life.

Dear Donors,
It is difficult to put my thoughts into words, because exactly how do you say thanks for something so monumental that it changes your life for the better? Words just don't suffice.
I wish you could meet my Parker! He is my mobility assist dog. Because of him I am able to do things in life that others take for granted. If you could meet my Parker you would be awed at his intelligence and loving brown eyes that seem to peer into your soul, lift your mood and make you feel loved. If you could meet my Parker you would marvel at the level of training that went into teaching him all of his service dog skills. If you could meet my Parker you would be amazed at his perfect manners and his versatility in all situations. All of these were taught to him by an incarcerated individual in the Indiana Prison System. You would come to understand that Parker changed the life of that individual as much as he changed mine. ICAN has a tag line, "Changing lives at both ends of the leash." ICAN changes the life of the inmate trainer and the client who receives the dog. I believe that donors are in that picture as well, holding up that leash, supporting that leash to enable the lives to be changed. So thank you, thank you, THANK YOU for your generosity that makes this mission possible! Thank you from Parker and me and my previous ICAN dogs Tulsa (angel) and Jamie (retired). Parker sends a big wet sloppy Labrador kiss and I send my gratitude,
Sincerely, Ann Stevenson



2023 BY THE NUMBERS:



**A MESSAGE
FROM A CLIENT**



Dear Donors,
My name is Billy Floyd.
I am a disabled combat vet.
I wanted to personally
thank you for your
generous donations.
The money you have donated
goes toward making it
possible for people like
myself to have the invaluable
assistance of our service
dogs. The cost of training
and the associated costs
would be prohibitive
without your generous
donations. Thank you!
Sincerely in your debt
Billy & Bella Floyd



FINDING *hope again*

For Army and Navy veteran **BILLY FLOYD**, the battle wasn't over when he returned home from active duty. He now lives with service-related trauma, including post-traumatic stress disorder (PTSD), mobility struggles, and a seizure disorder, which doctors believe was caused by the number of head injuries he sustained while in combat.

Before finding ICAN, Billy spent nearly a decade searching for a service dog. He began to give up hope until one of his therapists suggested he try ICAN. He says his life was changed forever when he started training with his Goldendoodle **BELLA**.

In 2023, we opened a satellite office in Fort Wayne. This brick-and-mortar space extends our services to Hoosiers living in northeastern Indiana, including veterans who benefit from our Veteran Services Division (VSD).

ICAN is proud to offer qualifying veterans psychiatric service dogs free of cost through our VSD!

Bella is one of five in-training psychiatric service dogs in our Veteran Services Division. Our skilled and dependable service dogs for veterans can be trained to alert and react to emotional responses, wake alert during nightmares, interrupt flashbacks, apply pressure therapy, and more.

VSD BY THE NUMBERS:

14 VETERANS IN THE PROCESS OF TRAINING

8 APPLICATIONS IN PROCESS

4 ACTIVE VSD TEAMS (GRADUATED)





A MESSAGE FROM A CLIENT

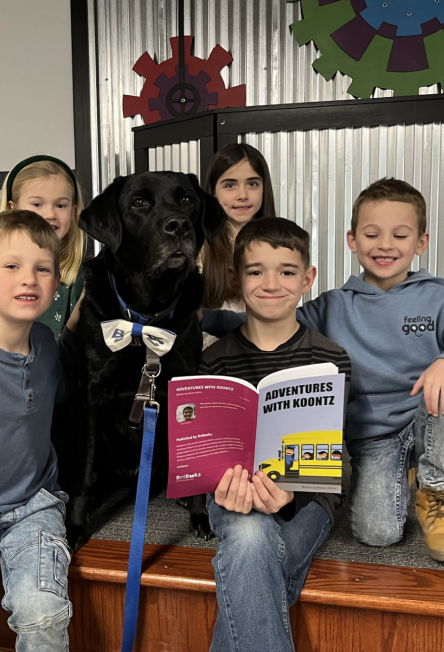
Dear Donor,

When the morning school bell rings at Blackhawk Christian School, (BCS), parents drop off their precious children for a day of reading, writing, and other subjects of learning. Some children are happy to be back, but often many are sad to leave their parents and make that stroll into school. As those students enter the building, their sadness often instantly changes to a warm and happy excitement as their eyes contact Koontz, our BCS Facility dog. Even Junior High and High School students cannot resist walking past him and stroking his soft fur. Our students first experience of the day is from a happy and joyful canine school mate who loves each student and Staff member unconditionally.

Throughout the learning day, Koontz can be found loving children who are sad or anxious. He often is demonstrating different life skills, participating in chapel lessons, listening to young ones read books or just lying on the floor demonstrating listening skills for the students as the teacher explains the lesson. Koontz even joins playtime during recess. Our youngest children have conquered their fears by learning to climb up and go down the playground slide, mostly because Koontz demonstrated this for them. Early readers have learned the short "i" sound, because Koontz has learned to recognize the word "sit" handwritten on a card by executing the command. The same can be said for the "ow" sound in "down." Intermediate students, (grades 2-6), share weekly chapel with Koontz. In class they all study a unit on service dogs. At the conclusion of that unit, Koontz demonstrates his service dog skills to the vast enjoyment of those students as well as the staff. This very practical activity helps students better understand the irreplaceable value that service dogs provide within our community. Our older students are aware that they live in a stressful world, and often those stresses contribute to their emotions surfacing. On many occasions, they seek out Koontz, sit with him, and share their hurts with the best listener they know. Koontz has a special way to interact with hurting people that borders on magical. The BCS community believes that Koontz represents so many positive traits that we desire to see in our children. He loves unconditionally, he listens intently, and he behaves masterfully. My name is Deb Tavierne. I am Koontz's primary handler and have a front row seat to see God use Koontz to love and serve at Blackhawk Christian School.

Koontz is a valuable member of our organization because of kind and generous donors such as you. All of us at Blackhawk wish to express our deep gratitude for your selfless pay-it-forward giving that allows us to watch the lives of children and adults enhanced by sharing time with our favorite four-legged.

Thank you and God bless you,
Deb and Koontz



A HELPING PAW

In the heart of the busy hallways of Fort Wayne's Blackhawk Christian School is **KOONTZ**, a facility service dog who goes to work every day with his handler, **DEBRA TAVIERNE**. Koontz, named after the fallen Howard County Deputy Sheriff Carl Koontz, helps children at the school, grades pre-K through 12, unleash their potential by making learning fun. In addition, he provides social support for many students using bridge cues like bump, bow, secret, reading flash cards, visit, and hug. In the words of one school administrator, "I cannot imagine doing school without Koontz, and I don't want to."

Koontz is one of 44 active facility dogs. **In 2023, ICAN placed seven new facility service dogs with clients.** These dogs are trained to work with a professional in a residential or clinical setting, such as a school, hospital, courthouse, etc.

2023 BY THE NUMBERS:



69 DOGS IN TRAINING



63 APPLICANTS WAITING



7 DOGS ACQUIRED FROM OTHER PROGRAMS

A MESSAGE FROM A HANDLER



DISCOVERING A *new path*

JEFF is one of over 100 incarcerated individuals who helped train more than 60 service dogs in training in 2023. By joining our program, Jeff and his fellow handlers have moved beyond their mistakes, found purpose, and learned valuable skills to return to the community successfully. Jeff has trained five dogs over the last five years, two of whom graduated from our program and have been successfully placed with clients. He will be released from the Correctional Industrial Facility later this year and hopes to continue working with animals in the future.



Dear Donor,

First, please allow me to introduce myself. My name is Jeffrey and im forty-one years young and im incarcerated at the Correctional Industrial Facility.

I've been a part of the ICAN program for five years. During those five years ive worked my way up to holding the clerk position, lead trainer position, as well as the vet tech. position. It's also been my pleasure to have trained five dogs during my time in ICAN. Here are their names. Ellie, Romeo, Walker, Dolly, and Pia. Romeo works at a school with second graders and Dolly was placed with an individual who has paralysis.

I felt it was important to tell you about these dogs because they are a part of my story, our story. You see, you donors out there are a big part of our story as well. Infact, if it wasnt for your total unselfishness and kindness, I wouldn't have this story. Perhaps you thought that your donations were only saving clients, but they are playing a part in saving us incarcerated individuals as well. Giving us the opportunity to give back something good in life. Giving our children and families a reason to be proud of us. So with that being said, I thank you from the bottom of my heart.

When I first became a part of the ICAN program, I didnt fully grasp the meaning of what we do. I was simply happy to have a dog in prison. Once again, my selfish way of thinking. As time went by, it started to sink in. We had a client come in and speak to us one time and ill never forget her words. At the end of class I asked her how much has these dogs changed hers and her sons lives. She looked me directly in the eyes and told me that these dogs hadnt changed their lives, but rather had saved their lives. It was at that moment my whole outlook changed.

ICAN has given me not only hope for a brighter future, but a second chance as well. My children and family now tell me they are proud of me. There's no better feeling than that!

**98% OF HANDLERS SAID
ICAN HAS INVOKED POSITIVE
CHANGE IN THEIR LIFE**

**94% OF HANDLERS SAID ICAN
HAS MADE THEM EXCITED FOR
THEIR FUTURE**

**100% OF HANDLERS SAID
ICAN HAS GIVEN THEM A
SENSE OF PURPOSE**

I'd like to take a moment to reiterate the importance of programs such as the ICAN program for incarcerated individuals such as myself. Most, if not all of us have time and time again disappointed our children and loved ones. Infact, we have repeatedly disappointed ourselves as well. My amazing children, ages nineteen and seventeen, whom by my own selfish actions, have grown up not only without their father, but without a reason to be proud to say, "Thats my dad!" Thats a tough pill to swallow. Now, with the help of the ICAN program and donors such as yourselves, my children are proud of their father. Together, ICAN staff, donors, and us handlers are making a difference one dog at a time!

I have one last thing to share. I recently had an opportunity to file a modification and possibly go home. I had a decision to make. Go ahead and try to go home now, or wait until April until after Team Training in March. Now to most that's a no brainer, however, I made the decision to wait until April so I can be a part of working hand in hand with the clients during Team Training. You see, ICAN has showed me the bigger picture. It's not all about Jeffrey. So I spoke to my attorney and told him my decision and he said I was his only client that has requested to stay in prison longer. Just another example of how much bigger are your donations than you even realize. You make change possible.

So once again, thank you from every single one of us incarcerated individuals/handlers at the Correctional Industrial Facility, Pendleton Correctional Facility, and the Indiana Women's Prison. Thanks for your support!

Sincerely,
Jeffrey



A MESSAGE FROM VOLUNTEERS

FROM TINY PAWS to big hearts

JULI MCGARRAH, LINDA SHEPARD, BEV RADLOFF, and DEB BUERGLER are four of 270 volunteers who gave their time and talent to our mission in 2023. They chose to support ICAN by volunteering as litter hosts—this means they host a pregnant breeder dog in their home and then care for the mother dog and her babies for four to eight weeks after the birth. They say, “Being a litter host is like raising your kids, sending them off to college, and watching them grow up to be something great.” Combined, they have welcomed 15 litters and over 100 puppies into their homes.

IN 2023, ICAN launched a brand-new community engagement team composed of more than 50 passionate volunteers who chose to share their ICAN experience with members of the community.

At these presentations, they share stories of hope, demonstrate the amazing skills of our service dogs, and work to create a kinder community.

In addition to litter hosts, ICAN’s other volunteers, including furloughers, puppy raisers and the community engagement team, logged nearly 100,000 hours—that’s the equivalent of 40 full-time positions!

Each of these individuals are the backbone of our organization and make our mission possible.

Dear ICAN donors,

Four of us from the Whelping & Litter Host Team recently got together and determined that between the four of us, we have 25 years of combined volunteer experience with ICAN and have hosted 15 litters that produced 102 puppies! But we aren't only volunteers, we're friends - almost family. We know that during the 4-8 weeks we spend with a litter following their birth, we are always there to support one another around the clock. We are very proud of the work we do and of its value to the mission of ICAN. This is where it "all starts," we thought, but we were so wrong. "IT" starts with YOU our donors!

Our focus is on the health, safety and development of the pups and their mama. Your generosity ensures that we are prepared for the unexpected and that the pups are provided with an enriched environment in which to thrive.

We are truly grateful for your support and commitment to this organization that provides incredible positivity to so many - the volunteers, the clients we serve, the incarcerated handlers and the general public. No one meets an ICAN dog and goes away unchanged. We are all better people thanks to you!

With great appreciation,

Juli McGarrah Beverly Radloff
Linda Shepard Deb Buergler

2023 BY THE NUMBERS:



47 ACTIVE PUPPY RAISERS



107 ACTIVE LITTER SITTERS



52 NEW FURLOUGH VOLUNTEERS



In 2023, ICAN officially launched our **AMBASSADOR DOG PROGRAM**. These dogs are responsible for putting ICAN’s best paw forward by working and supporting community engagement.

Our Ambassador Dogs include select ICAN release dogs, current ICAN breeder or facility dogs, retired ICAN breeder or facility dogs, and their human partners.

This year, we welcomed **EIGHT AMBASSADOR DOGS** to the program.

FINANCIAL OPERATIONS *report*

Intense training, veterinary care, quality nutrition, community engagement/follow-up activities, equipment, and supplies required to train currently cost ICAN nearly \$30,000 per dog. Clients only pay a fraction or zero percent of that cost. ICAN does not receive state or federal funding. **OUR PROGRAM IS 100% FUNDED BY DONORS LIKE YOU.**

FUNDING SOURCE	TOTAL INCOME 2023
Individual Donors	60%
Event Revenue	14%
Foundations	14%
Corporate Contributions	4%
Program Revenue	3%
In-Kind	3%
Other	2%
	\$1,201,286

**OF EVERY \$1 DONATED,
\$.87 GOES DIRECTLY
INTO OUR DOGS AND
CLIENTS!**





**THANK YOU FOR
UNLEASHING
WHAT IS
POSSIBLE.**

ICAN  Indiana
Canine
Assistant
Network

ICANDOG.ORG



5100 Charles Court, Suite 100
Zionsville, IN 46077

(317) 250-6450

4009 Option Pass
Fort Wayne, IN 46818