

KC PET PROJECT

Impact Report for April 2022 Activities

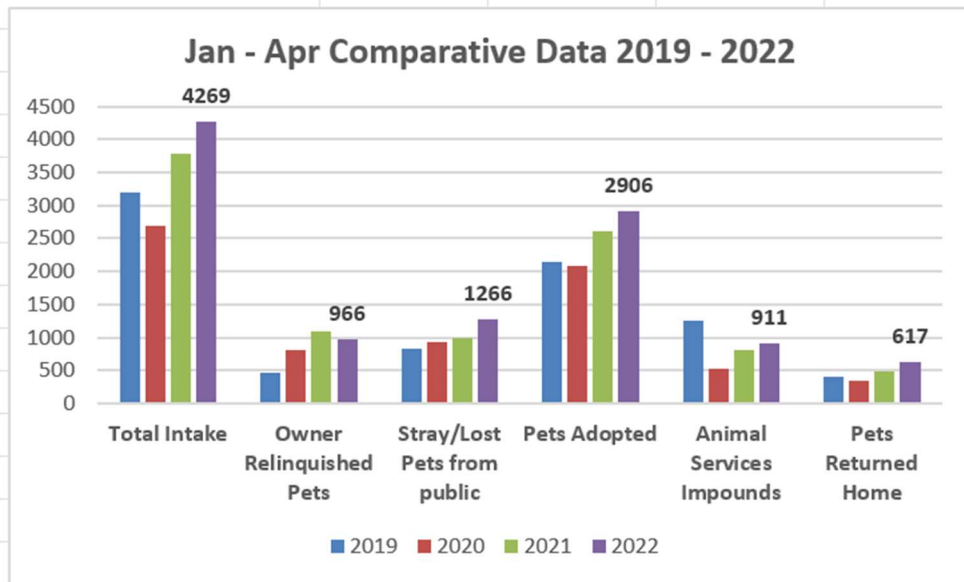
Sheltering Statistics Year-to-Date:

Dogs & Cats as of Jan – Apr 2022	2022	2021	Difference
Adoptions	2,906	2,620	286 more
Total Intake	4,269	3,792	477 more
Returned to Owners	617	490	127 more
Live Release Rate	97.1%	97.0%	0.1% higher
Owner Relinquished Pets	966	1099	133 fewer
Stray animals brought in by public	1,266	984	282 more
Animals transferred IN	760	631	129 more
Spay/Neuter Surgeries Performed	2,061	1,993	68 more
Average Length of Stay for Dogs	17.2 days	19.3 days	2.1 days fewer
Average Length of Stay for Cats	17.7 days	16.4 days	1.3 days longer

April 2022 - Animals In & Animals Out

- ❖ We received or provided care for **1,179** dogs and cats in April (598 dogs, 549 cats). We also received 6 chickens, 3 guinea pigs, 9 rabbits, 4 pet rats and 1 turtle.
- ❖ Our veterinary team performed **579** spay/neuter and specialty surgeries in April and provided emergency medical care to **53** seriously injured animals that arrived (gunshot wounds, emaciated, fractured limbs, hit by vehicles, seizures, etc.). Doctors performed **678** examinations on pets in/arriving at our shelter.
- ❖ Due to the sustained demand for cats/kittens to adopt, our feline transfer program was able to save 164 cats and kittens in April at risk of euthanasia from other overcrowded shelters in and around our region. The number of cats/kittens transferred to KCPP increased **98%** over April 2021.
- ❖ We provided services for 65 owned pets from our community in April through community cat spay/neuter clinics and our crisis boarding program. That's a 29% increase in the number of community cats that received spay/neuter surgeries, vaccinations, and microchips.
- ❖ At the end of April, 117 of our dogs/puppies (35%) and 199 of the cats/kittens (60%) were in foster homes.
- ❖ Pet adoptions were up 18% in April, with **767** pets being adopted last month (409 dogs, 341 cats, and 17 other pets).
- ❖ We achieved an incredible **97.5%** save rate (97.5% dogs, 97.4% cats) despite taking in the highest number of animals ever to arrive at our shelter in the month of April.

Our Return-to-Home team reunited an impressive 196 dogs and cats with their families in April. That was a 51% increase over last April and a 26% increase in animals reunited so far this year.



A review of 4-year trendlines of key data reveals KCPD is continuing to take in and care for more animals in need than ever before. The number of pets being surrendered by owners has fallen slightly in 2022, but the number of lost/stray pets being brought to the shelter by the public continues to rise.

Pet adoptions continue to increase as well. We are seeing the largest number of pets being adopted from KCPD in Kansas City's history.

Animal Services Division Update

- ❖ Officers responded to **1,272** calls for service in April 2022, a 3% decrease in calls from last month.
- ❖ Our Animal Services dispatch team received **2,900** phone calls from residents (a 12% increase from March) and made 1,503 additional calls to residents in April.
- ❖ Officers issued 45 verbal warnings for violations and issued 7 official Notice to Correct Violation warning tickets to residents. One (1) citation was entered into the Thin Blue Line (TBL) system for review and approval by the City Prosecutor. There are 60 open Potentially Dangerous or Dangerous Dog cases in various stages of investigation.

Total Calls by Type Responded to in April 2022

Call Type:	April '22	March '22
Enforcement	60	60
Cruelty Investigations/Neglect	226	199
Other Services (PD/Fire/MAST)	149	152
Stray Animals/Animals at Large	634	673
Wildlife	110	107
Bite – Non-Domestic Animals (bats, etc.)	8	12
Bite – Domestic (dogs/cats)	85	105

Approximately 21% of all stray related calls were public safety concerns such as reports of aggression or animals in the roadway.

Call Results for April 2022

Results for Calls with Animals:	April '22	March '22	% Change
Animals Impounded by Officers	245	267	8% decrease
Wildlife Relocated/Transferred Out	57	41	39% increase
Animals Returned Home by Officers	53	76	30% decrease
Percentage Returned Home w/o Impound	24%	30%	6% decrease

Nearly **one in every four (4) animals** that could be returned in the field were reunited with their owners by officers, rather than impounding them at the shelter. This practice allows our officers to build trust-based relationships with our community, keeps pets safe at home, and allows for connection to resources, if needed. Additionally, it preserves limited shelter resources for those animals truly in need of sheltering.

Stories From the Field

On April 15, 2022, Officer Vasquez was dispatched to a case involving a malnourished dog without food, water, or shelter. The reporting party was Detective O'Rear with the Kansas City Police Department's North Property Crimes Division. Detective O'Rear had observed the dog at a home while conducting an arrest.

When Officer Vasquez arrived at the scene, she found an emaciated dog without access to food, water, or shelter. The property owner reported the dog's owner had found the dog and kept it so he could abuse it. The property owner stated she felt bad for the dog and wanted officers to remove it from the backyard. Officer Vasquez impounded the dog and brought him back to the shelter for medical attention.

Now named **Chadwick**, the dog immediately received food and veterinary care at the shelter and began gaining weight and showing positive responses to handling. Detective O'Rear provided our cruelty investigations team with the information needed to cite the dog's former owner for animal cruelty and he has continued to follow up on Chadwick's progress. He is reaching out to friends and family who may be able to provide foster placement or adopt Chadwick. Detective O'Rear told us he wants to make sure Chadwick never experiences abuse or neglect again.



Animal Services Media Coverage/Community Engagement

- ❖ Tori Fugate, Chief Communications Officer, did an interview with KSHB 41 on the impact of the housing crisis and how that is affecting families with pets in our community. The story was shared in dozens of other markets across the country.
- ❖ We featured our Animal Services Division and Dispatch teams during Animal Control Appreciation Week in April. We shared stories of the work they do and highlighted the work of our dispatch team. We featured a video of Officer McGehee and a dog named Thomas, a dog who had been hit by a train and couldn't walk when he came to us earlier in the year. Officer McGehee helped Thomas to safety and visited him in the hospital throughout his months-long recovery. Thomas was recently adopted by a new family.
- ❖ Tori Fugate was a featured speaker at the Humane Society of the United States (HSUS) National Animal Care Conference in Orlando and gave a presentation entitled "Resiliency in Social Media" She also hosted roundtable sessions to share TikTok strategies with other animal services professionals.
- ❖ We had a total of 172 media stories and news mentions during the month of April. Estimated media reach for the month for animal services and sheltering stories was an incredible **398,395,844 million** people!



Animal Services - Community Partnerships

On April 28-29, 2022, representatives from local domestic violence shelters Synergy Services and Rose Brooks provided training to the rest of our Animal Services Officers for our new **I.C.U. (Identify, Connect, Unite)** domestic violence assessment program. This two-day training included classroom training about the nature of domestic violence, the co-occurrence of violence to animals, recognizing the signs of potential abuse, and practicing mock call situations.

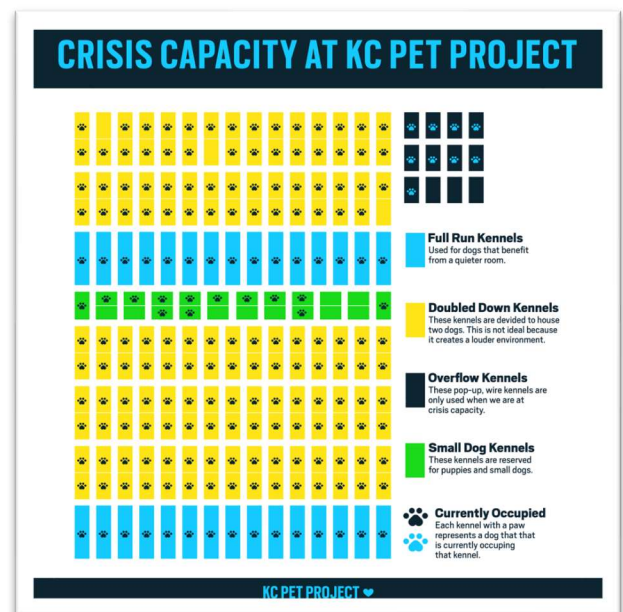
Animal Cruelty/Neglect/Abuse Cases Under Investigation

In April, the Cruelty Investigation Team closed 166 animal cruelty case activities for our community, including 35 reports of animal abandonment, 23 reports of animal abuse, 104 reports of neglect, and 2 reports of dogfighting.

Marketing/PR/Communications/Community Engagement

Chief Communications Officer, Tori Fugate, reported the following activities occurred in April:

- ❖ During the month of April, we held Whiskey for Whiskers which was a fundraiser at more than 50 bars/restaurants across the city, with specialty cocktails featuring Nelson’s Green Brier Tennessee Whiskey. It was sponsored by Constellation Brands.
- ❖ Our Spring Fling Adoption Event resulted in 119 pets being adopted by new families.
- ❖ During our 4-day Easter Weekend Adoption Special, 213 pets were adopted by new families! Prior to the weekend event, we sent out alerts to the media that our shelter has reached capacity levels for dogs. We had two mornings with live shots with Fox 4 and KSHB and we did several interviews on all four TV stations and radio, which resulted in large crowds coming to adopt.
- ❖ We shared a social media graphic that depicted how many dogs were in our shelter on one day in April. The post was shared hundreds of times and was featured in several national organization’s Facebook groups (right).
- ❖ We did an interview with KSHB on the impact of the housing crisis and how that is affecting families having to give up their pets. The story was shared in dozens of other markets across the country.
- ❖ On TikTok, we launched a *Mondays with Morrie* feature where our staff member, Morrie, takes you through a visual tour of the Campus and talks about the work of various departments each week. Morrie’s video of our kitten nursery is up to 124,000 views.
- ❖ Tori was a featured presenter at the national HSUS Animal Care Expo Conference in Orlando on “Resiliency in Social Media.” She also hosted roundtable discussions with attendees on TikTok strategies.
- ❖ One of KC Pet Project’s fosters, Chris, and his foster dog King Tut, were featured in a video on *The Dodo* that has 1.6 million views on Facebook.
- ❖ We hired Abigail Wallner, our new Digital Media Coordinator.



Website Statistics:

Users – 105,636
New Users- 96,914
Sessions – 172,201
Page Views – 891,541

Most of our website statistics were **up 34%** in April thanks to the widespread news media and social media coverage.

Social Statistics:

We passed 87,000 followers on Instagram.

We are at 139,000 likes on Facebook.

We passed 1.2 million TikTok followers

We've featured several videos on a dog named Vivian, who had life-threatening pyometra when she arrived. Our veterinary team worked to save her life and these videos have been viewed by more than 11.3 million people.

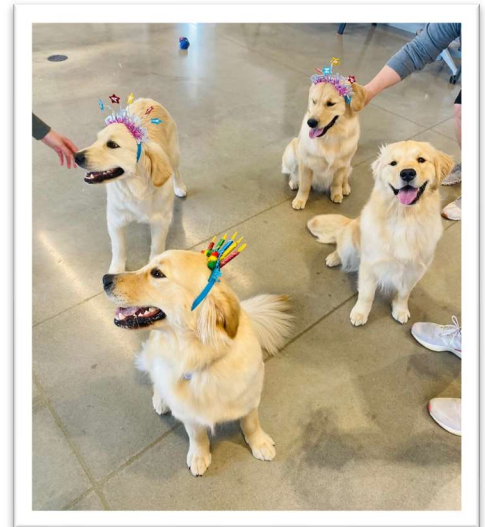
Total TikTok views for the month was 15 million.

Community Education/Partnerships/School Visits

- ❖ In April, Alex Ayala attended Career Day at Troost Elementary School, and 15 students from Chisolm Trail Middle School in Olathe visited our Campus to learn about shelter animals, as well as bringing items to donate and making enrichment treats for the dogs during their visit.
- ❖ We hosted three (3) VIP campus tours with a total of 15 people. Morrie Carlson is our Campus Tour Guide and is doing an amazing job describing our shelter in detail and providing history and fun facts about our KC Campus for Animal Care and KC Pet Project. Morrie even researches the group coming for the tour to incorporate their mission into what we do at the shelter.
- ❖ We hosted five (5) VIP birthday parties in April, including a special party for a one-year-old Golden Retriever and her sisters. The party hostess came all the way from St. Louis to celebrate with her furry sisters (right)!
- ❖ Alex and Katie Grissum work with Dustin Lloyd with the Sharp Homes Group on a weekly basis to make a short video for the company's social media pages of a featured pet of the week. Dustin is a Disabled Veteran himself and works to help other DAV's homes and home loans. He has a heart to serve the community and to help those in need.
- ❖ We have five (5) interns with Southland CAPS working until the end of the school year and may be able to keep our Marketing Design Intern through a partnership with ProX, who helps to find and fund internships for high school-aged students. In addition, we have an intern in our Education and Retail Department, helping with birthday parties and Campus events.
- ❖ In April, we hosted 6 groups of Scouts (totaling 72 students) at our Campus. Each group donates a small fee and brings all the supplies needed to make enrichment treats for shelter animals. We share information with these students about our shelter, why enrichment treats are important, and they are given a tour to help them see the positive impact they are making on the lives of homeless pets from our community (right).
- ❖ Animal Services Officer Powers and Natalie Howard, Keep Em Together Case Manager, spoke at the Southtown Council's Community Safety Meeting about how Animal Services and our Keep Em Together Programs are working in their neighborhoods to keep families and pets together. The meeting was in person and live streamed.



87 students visited our Campus in April for our Youth Enrichment Programs.



Volunteer Program Updates

In April, 469 volunteers gave 3,227.82 hours of services, the equivalent of 18.63 full-time employees.

- ✓ Total value of volunteer hours in April: \$92,121.84
- ✓ New volunteer shelter tours conducted: 17
- ✓ Number of individuals who attended a shelter tour: 131 (a 68% increase from April 2021, and a 9% increase from last month's total of 120 people)
- ✓ Total new volunteer hours given: 93.6 hours (29 volunteers)
- ✓ Number of Volunteers Who Completed Trainings in April: 116 (including in-person mentoring sessions totaling 73.93 hours for 42 volunteers)

Groups that volunteered in April gave 270 hours of service with 136 people (a **141% increase** from last month's total of 112 hours), including Rockhurst Women's Soccer Team, New Frontiers, Jurox Inc., Liberty Academy, Easterseals Midwest, Lone Jack High School NHS Students, Loew's Hotel, Avila University, UMKC Dental, Northwestern Mutual, Shawnee Mission South, and ZIWI Pets.

Volunteer Recruitment and Retention

Total active volunteers: **1,820** - including 145 newly active volunteers

We received a total of 122 new volunteer signups in April, with 25 people wanting to volunteer specifically for our Petco Cat Habitat program.

News from the Volunteer Department

- ❖ In April, the Volunteer Department Team began working on re-designing the volunteer onboarding and orientation process with the goal to streamline the process, making it easier for volunteers to jump in and get scheduled with a shelter tour and orientation. This new in-person orientation model will cover more relevant information to help better prepare and empower volunteers to begin their volunteer journey with the knowledge needed to become representatives and advocates of KC Pet Project's lifesaving mission from the very beginning.
- ❖ We launched our new volunteer recognition campaign, Lifetime Milestone Awards, celebrating the number of service hours given by volunteers in established tiers. Each month, new recipients of the Lifetime Milestones will be recognized based on their tier of service.

Volunteer Appreciation Week

We celebrated Volunteer Appreciation Week April 17th-23rd. Each day, a different department decorated the KCCAC Volunteer Room and thanked our volunteers with snacks and goodie bags.

We posted recognition on our Volunteer Facebook Pages throughout the week and celebrated many milestones. On Friday, April 22nd, we held our first Volunteer Appreciation Party at KCCAC with over 65 volunteers attending. Guests celebrated with food, drinks, music, and games before an award ceremony, presented by Volunteer Program Manager, Heather Sandor, and KCPP President/CEO, Teresa Johnson. During the award ceremony, volunteers with 1,000 hours or more were recognized with a framed certificate, volunteers with 2,000 hours or more were recognized with a KCPP gift bag, and volunteers with 3,000 hours or more were recognized with an engraved love tag to hang in the district hallways. We gave special recognition to Sharon Gartin, a long-time volunteer with more than **4,000** hours of service with KCPP. She was recognized with a kennel plaque to be hung in the Vet Clinic that reads, *"In Honor of Sharon Gartin. Thank you for your extraordinary dedicated and countless hours given to the thousands of pets and pet families you have helped at KC Pet Project."*

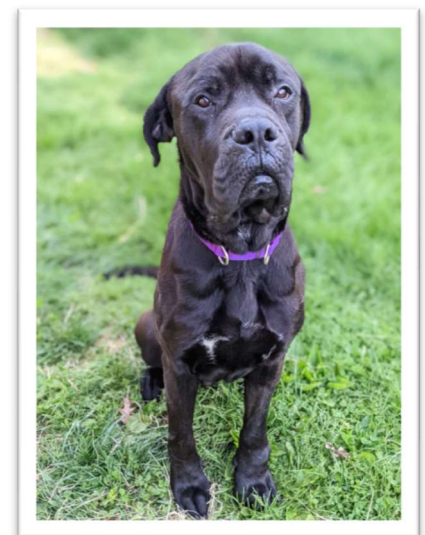


Surgeries & Medical Procedures Performed in April 2022

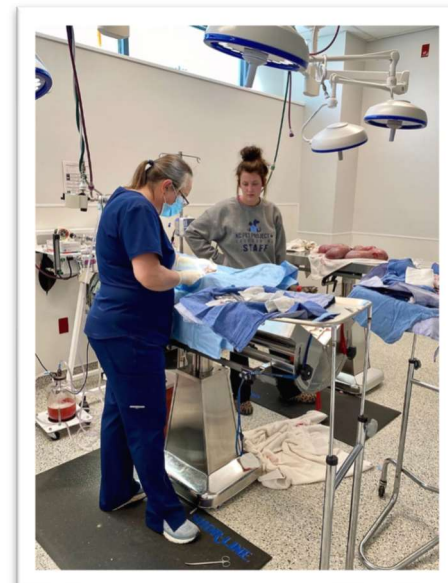
Spay/Neuter Surgeries		AC Injured/Emergencies		Public Injured/Emergencies	
CC RTF - Cat Neuter	27	Cats brought by AC	8	Cats brought by Public	4
CC RTF - Cat Spay	38	Dogs brought by AC	25	Dogs brought by Public	16
RTO - Cat Neuter	1	Total	33	Total	20
RTO - Cat Spay	0	Emaciated	6	Wounds	3
RTO - Dog Neuter	14	Wounds	7	Died After Arrival	3
RTO - Dog Spay	29	Injured Limb	3	Panleukopenia	1
Shelter - Cat Neuter	61	Upper Respiratory Infection	2	Emaciated	3
Shelter - Cat Spay	61	Died After Arrival	2	Upper Respiratory Infection	1
Shelter - Dog Neuter	161	Pyometra	1	Hematoma	1
Shelter - Dog Spay	131	Eye Injury	2	Ear Injury	1
Rabbit Neuter	0	Injured Pelvis	1	Matted	6
Rabbit Spay	0	Diarrhea	1	Dermatitis	1
Total Spays/Neuters	523	Abscess	1		
		Paw Injury	1		
		Gunshot	1	Wellness Exams	
Specialty Surgeries		Mange	1	Cats	183
Amputation - Limb	2	Matted	1	Dogs	191
Amputation - Tail	1	Vomiting	1	Guinea Pig	2
Mass Removal	3	Distemper	1	Total Wellness Exams	376
Dental	25	Seizures	1		
Wound Repair	9			Vet Clinic Appointments	
Enucleation	6			Drop-off	11
Foreign Body	1	Parvo Virus		Foster Pets	42
Feeding Tube Placement	1	Canines in Parvo Ward	15	HW Injections	68
Hematoma Repair	1	Canines treated in Foster	0	KCPP 300	10
Eyelid Repair	2	Canines treated Outpatient	1	ORE	12
Ventral Bulla Osteotomy	1	Total canines treated	16	Other	20
Pyometra	1	Deceased	4	Post Adoption	17
Nephrectomy	1	Save rate for parvo	75%	Rechecks	37
Cryptorchid Neuter	1			Sick Pet	4
Neuter repair	1	Heartworm Exams		Staff Pet	1
Total Specialities	56	HW Consults	30	Total Appointments	222
		HW Injections given	50		

News from the KCPP Veterinary Clinic

- ❖ Our veterinary team performed 579 spay/neuter and specialty surgeries in April and provided emergency medical care to 53 seriously injured animals that arrived (gunshot wounds, emaciated, fractured limbs, hit by vehicles, seizures, etc.). Doctors performed 678 examinations on pets in/arriving at our shelter.
- ❖ **We're Not Falling for a Banana in the Tailpipe** - Weighing only 90 pounds when he arrived, **Bullwinkle** (right) came in as an emaciated Mastiff. Was it because no one had been feeding him? Was it because he had a condition that made it difficult for his body to absorb calories? The following day, he began vomiting, so Dr. Dechant took radiographs and saw an unusual foreign body lodged in his gastrointestinal tract. He was rushed to surgery where Dr. Spangler removed a **10-inch-long toy banana** from Bullwinkle's small intestine! Bullwinkle is in foster care now, gaining weight and will soon be ready for adoption.

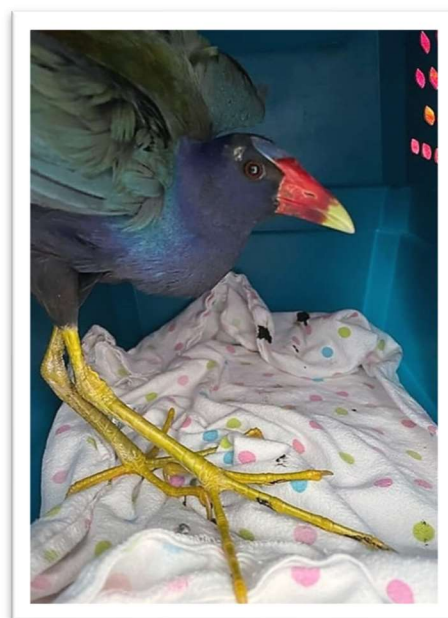
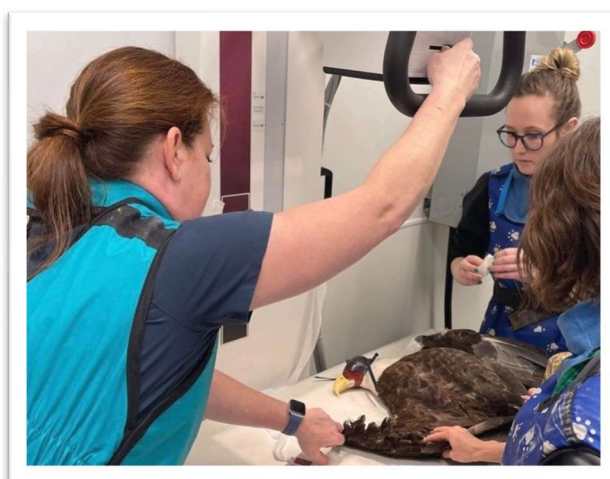


- ❖ Three of our veterinary technicians assisted Dr. Stone on an emergency blood transfusion for a cat named Damien. Their quick action saved Damien’s life and he’s now in a foster home undergoing treatment for Immune-Mediated Hemolytic Anemia (IMHA).
- ❖ **Vivian** the dog was picked up as a stray by an Animal Services Officer, with a huge, distended abdomen so large she could no longer stand or walk. She was in a medical emergency and radiographs revealed she needed immediate surgery for an advanced case of pyometra, a severe uterine infection that would soon have been deadly. Dr. Michael was able to successfully remove Vivian’s huge uterus, weighing in at 17 lbs. (right). Vivian also had multiple mammary and skin tumors that required removal in subsequent surgeries. Through it all, Vivian has been a calm, happy and loving dog, and we’re all so thrill our incredible veterinary team was able to save this sweet dog’s life. Vivian is now healthy and available for adoption!



Veterinary Support for Lakeside Nature Center Cases

- ❖ We assisted staff at Lakeside Nature Center by providing radiographs on a **Red-Tail Hawk** that had been shot, and a **Bald Eagle** with arthritis (below). Leah Ivey is our Certified Veterinary Technician who has a special interest in radiography, and Leanne Foley is studying to become a Wildlife Veterinary Technician.
- ❖ We were also thrilled in April to assist Lakeside by providing radiographs on an amazing and rare species called the **Purple Gallinule** (right). They’re a migratory bird native to South America and there have only been 10 confirmed sightings this far north!



Pet Support Center – Pet Support Desk, Pet Helpline, and Return-to-Home

Customer Engagement Performance

Google Ratings:

- ✓ KC Pet Project at KCCAC: 4.4/5.00 (1,365 Google reviews)
- ✓ KC Pet Project - Zona Rosa Adoption Center: 4.4/5.00 (541 Google reviews)
- ✓ KC Pet Project - Petco Adoption Center: 4.4/5.00 (170 Google reviews)

Colin Sutter, Customer Engagement Coordinator, reported **778** emails were received in April inquiring about fostering a pet or pets in foster homes. An additional **840** emails were received through our Contact email address, mostly regarding pets available to adopt or the adoption process.

In April, we received numerous updates from previous adopters through our Constant Contact email campaigns. These help us stay in touch with our adopters. They can let us know how well their new family member is doing, send pictures for adoption updates, or ask questions about their new pet.

Pet Support Center - Customer Satisfaction Survey

2022 Rating: 4.33/5.0 stars

(Historical rating: 4.73/5.0 stars: 6 surveys submitted in April, 152 submitted since launch in September 2020)

"I will always take advice from KC Pet Project. Friendly staff and caring towards all animals. Very understanding and will work towards helping with getting the care needed for my pet."

"I wanted to send a heartfelt 'Thank You' to everyone for our newest addition to the family. My daughter has named her Ella and she fits right in! She loves running up and down the hallways at night, playing with our feet under the covers, and snuggling literally ANY TIME we sit down. She is the missing puzzle piece we didn't know we needed 🐾 She is so loved and treasured! Thank you, thank you, thank you!"

Pet Support Center Performance

April 2022	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Helpline - Main Queue	3825	894	4719	19%
IN > Helpline - Spanish	23	78	101	77%
IN > Helpline - Lost and Found	1065	236	1301	18%
Helpline INBOUND Performance	4913	1208	6121	19%
OUT < Helpline - Main	1005	167	1172	14%
OUT < Helpline – Lost and Found	262	61	323	19%
Helpline OUTBOUND Performance	1267	228	1495	15%
Total Performance for April 2022	5543	1005	6548	15%

- ❖ In April, the Pet Support Center team assisted approximately **632** KCMO residents with in-person services including pet relinquishment, microchipping, stray animal impounds, lost and found/return to home, pet licensing, records requests, taking in sick or injured pets, pets being reclaimed, and providing pet resources such as basic pet care supplies as well as supportive programs through Keep 'Em Together, KC.
- ❖ The Pet Support Center team kept families together for 120 animals whose owners originally contacted KCPP to surrender their pet(s); 66 animals were diverted through return-to-field, trap-neuter-return, and safety net programs, and 7 additional animals were returned to grateful owners through subsidized return-to-home programs after being surrendered to the shelter. A total of **193** animals stayed with their families last month instead of coming into the shelter.
- ❖ The top 3 reasons for surrendering a pet currently in 2022 are: unable to afford pet-related care, health of the animal or health of the owner/family, and changes in the home (pet incompatible with people/other pets). Housing-related issues for owner surrender currently is the fourth largest cause for relinquishments. Reasons include unable to afford housing, *loss of home, moving/relocating, and restrictions on breeds/sizes of pets allowed.*

Our Pet Support Center team answered 4,913 live phone calls, completed 1,495 outbound calls, resolved 330 voicemails, and completed a total of 7,380 interactions with our community in April.

Our Pet Support Center team received 500 requests in April from residents to surrender pets to the shelter.

Return To Home Team

- ❖ The Return-to-Home team received 199 Lost Pet Reports and 71 Found Pet Reports filed online or over the phone by residents last month. They conducted a total of 85 in-depth microchip investigations for stray animals in our care and completed **230** ownership investigations. We cross-posted **231** animals on public Lost and Found websites such as Pawboost, and Petco Love Lost, to reach a wider audience and increase chances of reunification.

- ❖ Return to Home Support Volunteers gave 32 hours to reunification efforts, including posting animals to KCPP’s webpage and social media sites, continuing investigations on microchips with outdated or missing information, and contacting owners to assist them in reclaiming their pets.

Return-to-Home Story: Sammie aka “Porch Cat”

Sammie, also known as “Porch Cat”, was reunited with her owner after she had been missing for nearly **6 years!** Sammie’s owner traveled all the way from Texas (where he currently lives) to pick her up in Kansas City to take her back home to be with him.

Sammie was brought in by a Good Samaritan as an elderly stray cat in early April. Thanks to her microchip and some detective work by our team, we were able to reach her owner, who had moved after several years from Kansas City to Texas. Sammie, who is now 12 years old, had some medical issues that our doctors wanted to address before she made the journey to Texas and there wasn’t a dry eye in the house when these two were finally reunited (right).

Keep ‘Em Together, KC Program Updates

Amanda Gatten, Director of Community Programs, reported the following updates for our four (4) KETKC Subsidiary Programs in April:

Pet Care Assistance Program

Pet owner financial assistance totaling \$3,733.86 for 18 families (22 pets) was awarded in April.

- ✓ Twenty-two (22) Pet Care Assistance Applications were received
- ✓ Home Away from Home Reunification Fees: \$585.00
- ✓ Pet medical assistance granted: \$472.86
- ✓ Return-to-Home fees forgiven: \$2,676.00

Home Away from Home (HAFH) – Crisis Boarding Program

- ✓ Thirty-two (32) families with 49 pets applied for crisis boarding assistance in April. Seven (7) new families were enrolled in the Home Away from Home program with nine (9) pets.
- ✓ Three (3) families were reunited in April with a total of seven (7) pets.
- ✓ Fourteen (14) new safety net foster applications were received in April.
- ✓ Current total number of families and animals enrolled in the Home Away from Home program is seven (7) families with nine (9) pets.

Reclaim Fee Forgiveness Program

- ✓ Total Reclaim Fee Forgiveness Program awards to KCMO residents in April: **\$10,540.00**
- ✓ 100 families with 114 pets benefited by the Reclaim Fee Forgiveness Program last month.

Pet Resource Assistance Program

Pet foods were shared with our community partners in the metro: the Don Bosco Center, Amethyst Place, and Unity Southeast Kansas City, as well as two local community cat caregivers. **Thirty-eight (38) families with ninety (90) pets** benefited from these resources provided in April. Other resources distributed to our community included:

171 (34%) of the 509 stray/lost animals brought to the shelter by the public or our Animal Services Division were reclaimed by their owners.

42% of the stray/lost dogs were returned-to-owners, while only 3% of stray/lost cats were reunited with their families.



167 families benefited from our four (4) Keep ‘Em Together, KC subsidiary programs – a 27% increase over last month.

- ✓ 1,582 lbs. of cat food and 10 lbs. of cat treats
- ✓ 2,943 lbs. of dog food and 27 lbs. of dog treats
- ✓ 375 lbs. of cat litter
- ✓ 8 collars and 12 leashes
- ✓ 11 individual doses of flea/heartworm medicine
- ✓ 4 kennels/crates
- ✓ 119 miscellaneous pet care items

Our new partnership with Unity Southeast Kansas City for our Community Pantry Program is focused on getting pet food into more established human food pantries around the Kansas City area and is our largest food pantry partnership to date.

In April, Derek Melies, Keep 'Em Together Coordinator, launched a new partnership with Unity Southeast Kansas City as part of our Community Pantry Program that focuses on getting pet food into more established human food pantries around the Kansas City area. As transportation is an ongoing barrier for pet families in our community, providing resources in locations where people are already receiving services makes access to basic care items, such as pet food, possible.

Pet Support Center Department Collaboration:

- ❖ **Streamlining Processes:** The Pet Support Center team collaborated with the Animal Service Division to refine and improve the communication processes for families with pets being held at the shelter under Rabies observation. Pet families now have a direct line of contact to receive news and/or updates regarding their pet and our Pet Support Center team works with the families to help facilitate reunification at the end of the quarantine period.
- ❖ **Incoming Kitten Protocols:** The Pet Support Center team collaborated with the Feline Care team and Veterinary Clinic team to create a new Kitten Release Form. This new form serves to gather critical information for kittens aged 16 weeks or younger, including health information, care information, feeding information, and other relevant information, as well as the found location, and other cats or kittens present in the area. This information will help direct and identify humane trapping efforts for unaltered community cats during kitten season and ensure the kittens have the best chance of survival as they enter our care.

Rehoming Support Services

In April, our team received **216** requests for private rehoming services. Eligible pet owners posted **71** owned pets for adoption through our ReHome website for rehoming support services. ***Our team has received 909 requests for ReHome since September 22, 2021.***

Keeping 'Em Together: Brionna and Samson

Brionna came home on her break like any normal day. She walked inside, put down her things and called out to her loving cats, Tales and Samson, to say hello. But Samson was nowhere to be found. Brionna heard crying coming from outside her house and when she went to investigate, she was shocked to find Samson, injured and weak. Brionna scooped him up and rushed Samson to KC Pet Project so he could receive urgently needed medical care.

Unsure of what had happened, Brionna could only assume Samson slipped out the door that morning on her way to work and, once outside, was somehow seriously injured. Our veterinarians discovered Samson's leg was badly broken and would need to be amputated. Samson was able to receive the surgery he needed at KCPP, and after nearly two weeks away from home, Samson was finally able to be reunited with Brionna. *"Samson means everything to my daughter and I," Brionna told staff. "Samson and Tales are like her brothers. They lay next to her every night, and they go everywhere together. Thank you - we really need him around!"*



Canine Behavior & Enrichment Department

- ❖ Number of dogs behaviorally assessed in April: 57
- ❖ Pre-adoption behavior consultations conducted: 87
- ❖ Number of dogs introduced to adopters by Behavior Team: 11

Behavior follow-up support for adopters: 136 post-adoption follow up emails were sent, 56 phone consultations performed, 138 behavior support email correspondences, 4 free behavior lessons given to adopters, and free behavior consultations with families were conducted in April that prevented 9 dogs from being surrendered.

The Behavior and Enrichment team continues to work closely with our Canine Care Team in providing daily Enrichment options for dogs in our care and made it a priority to provide daily out-of-kennel enrichment to dogs on our Quality-of-Life list to provide the dogs most in need with extra mental and physical stimulation in addition to playgroups and inside their kennel.

Canine Foster Care Program

- ❖ At the end of April, 117 dogs (35% of the dogs in our care) were in foster homes. 134 dogs were sent to foster homes in April and volunteers took 65 dogs on a Dog's Day Out
- ❖ We welcomed 41 new dog foster families in April, and we had 39 dogs adopted directly from foster homes last month.
- ❖ We welcomed three volunteers to the Foster Department. These individuals were trained to facilitate Dog Day Outs on Sundays and Mondays. Adding volunteers to this program will allow more dogs to get out of the building 7 days a week and allows us to gather more information about the dogs while Foster Coordinators can focus on sending more dogs into foster homes. One of the volunteers has begun building a database of the participants, including their dog handling experience, and gives the volunteers time to research a good match for a Dog Day Out.

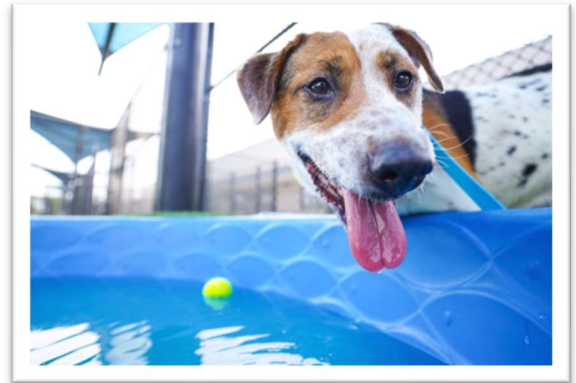
Canine Transfer & Placement | Transport | Small Animals & Farm Animals

Tabitha Urban, Director of Canine Operations, reported 43 animals were transferred out to other organizations in April, including 4 dogs with behavioral needs, 3 dogs with specific medical needs, and a nursing mom and puppies.

Organizations we transferred animals to in April: Animal Rescue League of Iowa, Boxer Paws Rescue, Chain of Hope, Lucky 13 Rescue, Melissa's Menagerie, Missouri Pit Bull Rescue, MOGS Missouri German Shepherds, Paws for a Cause, Paws-N-Claws Iowa, Trampled Rose Rescue & Rehab, Unleashed, and Wayside Waifs

Our **small animal program** processed **17** adoptions – 11 Guinea pigs (including Lil Stormy (right), 4 rabbits, and 2 rats.

An average of 110 shelter dogs participated in canine playgroups every day in April



Canine Operations/Adoption Centers/Adopter Satisfaction Survey Results

KCCAC Survey total overall rating: **4.84/5.0 stars** (7 surveys submitted in April, 104 responses to date).

"Very pleasant experience, everyone we visited with were professional and very helpful."

"Aspen was incredible. After initial dog was not a match, she worked quite a while to go through possibilities until she found mine that I took home. The trainer was great, too!"

"I almost went the route of finding a breeder until my sister reminded me about the KC Pet Project; I was under the impression that there were mainly full-grown dogs at the facility, but I was wrong! So glad to have found my Dexter through you all! I know the staff's days can be crazy and frustrating at times, but thanks for always keeping a smile through it all!"

"Marissa Cox helped us from start to finish find the PERFECT guy (Jack) for our family!! Thank you so much for having such great staff who truly care and take time with families to find the right furry member to add to their families!! 🐾 ❤️"

In April, we began piloting Airtable, a cloud-based spreadsheet/database that we're using with Amazon Fire Tablets to monitor the flow of adopters and track data for the adoption process. Upon arrival, a potential adopter scans a QR code on their phone or one of our tablets that takes them to our Dog Matchmaking Survey. Once completed, the software puts them in a queue, like a wait list, that goes to our Canine Care and Adoptions team. A member of our Canine Care and Adoptions team is immediately assigned to assist the potential adopter. This process will give us important data, such as wait times, which dogs are currently being shown, or have already been adopted. We can track how many people visit the campus daily, what percentage of visitors don't find what they are looking for, which staff members are showing dogs and at what success rate aiding in better accountability across the team, etc. We will begin reporting data from this system next month.

Feline Foster Care Program

- ❖ Feline Foster Manager, Leslie Bauer, reported we had 74 cats in foster homes at the beginning of the month, and by the end of April we had 199 cats/kittens in foster homes – which was 60% of all cats in our care.
- ❖ Seventeen (17) new foster families volunteered to foster cats/kittens in April. At the end of the month, we had 68 active foster homes for cats/kittens, and 11 cats/kittens were adopted directly from foster homes.
- ❖ Of the 199 kitties that went to foster homes last month, 91 of them (nearly 50%) came in under 4 weeks old. Our Bottle Baby foster program is off to another busy season!

Petco Cat Habitats | Whiskers Cat Café | Feline Lifesaving Transfer Program

- ❖ Danielle Jones, Manager of Feline Lifesaving, reported we transferred in **166** cats in need from other area shelters/agencies, including our partners at Joplin Humane Society, Raymore Animal Control, Midwest Animal Res-Q, Oak Grove Animal Control, Gladstone Animal Control, and Paws for a Cause Rescue in Central Oklahoma.
- ❖ We trained 13 new Petco Cat Habitat volunteers this month, bringing our total number of active volunteers for Feline Lifesaving Programs to **249 volunteers**. These incredible community volunteers covered 536 shifts in April at 10 Petco store locations. The Liberty store had 30 adoptions in April – the highest number in the metro.
- ❖ In April, we processed 169 cat adoptions from Petco stores and 27 cat adoptions from Whiskers Cat Café. These adoptions accounted for **57%** of all feline adoptions processed last month.

Our Canine Care team cared for an average of 195 dogs every day in April at our Campus location.

Every underage kitten that arrived in April went into a foster home in less than 24 hours, including kittens with ringworm, diarrhea, and those needing daily medications!



- ❖ **Volunteer Appreciation Week – Petco Stores:** Volunteers are the lifeblood of our feline programs. They provide care for all the cats in each of our ten (10) Petco locations twice a day, and fill other significant roles including scheduling volunteers, training new volunteers, processing adoptions, tracking inventory, transporting cats, assembling paperwork and medical records, and assisting in large scale transports of cats arriving each week.

Feline Operations

- ❖ Jennifer Dreisewerd, Feline Care and Adoptions Manager reported the Feline Team began using Airtable, a cloud-based spreadsheet/database that we’re using with Amazon Fire Tablets to monitor the flow of adopters and track data for the adoption process. Adopters scan a QR code in the lobby to fill out the matchmaking survey, they are assigned a number and timestamped and an automatic notification via Slack alerts the team members when a potential adopter is ready to see cats. This improves response time, limits radio noise, and improved the flow of traffic in the adoption area.
- ❖ **Hannah** (right) was a beautiful tortoiseshell who was transferred to KCPP from the Joplin Humane Society. Upon arrival, our veterinarians noticed she had recently lost weight and after running bloodwork, discovered she was suffering from hyperthyroidism. She had her 17th birthday with us before getting adopted at the end of the month.
- ❖ **Scooter** was a cat we transferred in from Animal Rescue League in Iowa. He has severe hip dysplasia and was not always consistent using the litter box. He was at KCPP a little over two months before getting adopted. During that time, he was a blood donor in our vet clinic and saved the life of another cat, Damien, who has Feline Leukemia (FeLV) and Feline Immunodeficiency Virus (FIV). He is now in foster and feeling wonderful.
- ❖ One of our Feline Care team members cross-trained in the Feline Foster Department to learn more about kittens, bottle feeding, tube feeding, vaccinations, and administering medications. She learned quickly and was able to assist with tube-feeding kittens on her own.

Retail Sales & Roasterie Café

Manager of Retail Operations, Bria Sweany, reported growth of 12% in our coffee shop in April. Increases in the costs of retail items, pet foods, and supply chain delays have been impacting our retail sales. We created a buy-by-the ounce treat bar for loose treats so adopters can better control how much they are spending, and in April, we renamed our treat area “Super Cooper’s Treat Bar” in memory of the passing of our Chief Operating Officer’s dog, Cooper.

Submitted by,

T. Johnson

Teresa Johnson, President/CEO & Chief Lifesaving Officer
KC Pet Project

