

KC PET PROJECT

Impact Report for April 2023 Activities

Sheltering Statistics:

Dog & Cat Totals Jan - April	2023	2022	Difference
Adoptions	2,998	2,906	92 more
Total Intake	4,627	4,269	358 more
Returned to Owners	689	617	72 more
Live Release Rate	94.0%	97.1%	3.1% lower
Owner Surrendered Pets	833	966	133 fewer
Stray animals brought in by public	1,803	1,266	537 more
Cats/kittens transferred IN	683	738	55 fewer
Spay/Neuter Surgeries Performed	2,209	2,061	148 more
Average Length of Stay for Dogs	21.7 days	17.2 days	4.5 days longer
Average Length of Stay for Cats	13.1 days	17.1 days	4 days fewer

April 2023 - Animals In & Animals Out

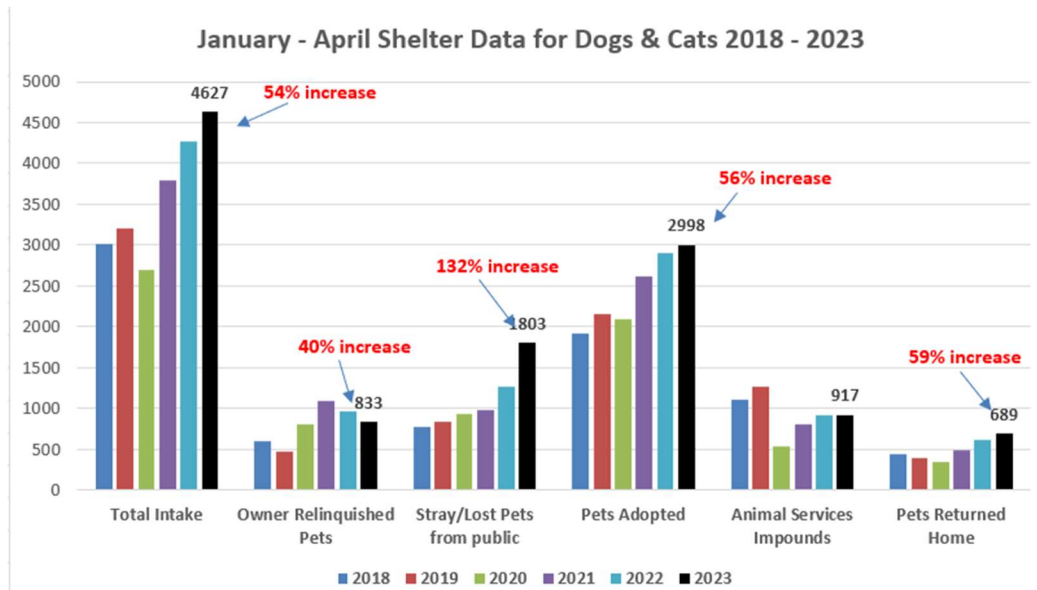
- ❖ We received or provided care for **1,189** new dogs and cats that arrived in April (703 dogs, 464 cats). We also received 1 guinea pig, 3 rabbits, 1 turkey, 2 turtles, 1 rat, 2 hamsters, 10 chickens, and 1 pig.
- ❖ Our veterinary team performed 538 spay/neuter and specialty surgeries in April. Doctors performed 972 examinations on pets in/arriving at our shelter in April and treated 24 puppies in our shelter’s parvovirus ward.
- ❖ We provided spay/neuter and veterinary services for 58 community cats in April.
- ❖ 641 pets were adopted in April (368 dogs, 246 cats, and 27 other pets). Adoptions overall were significantly slower than last year at this time (18% lower than last April).
- ❖ We sent **336** dogs/puppies to foster homes last month and volunteers took a record **190** dogs out of the shelter on a Dog’s Day Out.
- ❖ Stray dogs and cats continued to flood our shelter in the month of April. Stray animals being brought in by the public were up **65%** over last April – with a **185%** increase in stray cats being brought in compared to April 2022.
- ❖ Despite the enormous increase in homeless animals arriving and length of stay increasing for dogs, we achieved a **91.5%** Save Rate in April (90.7% dogs, 93.2% cats).
- ❖ 190 lost/impounded pets were returned to their homes in April and an additional 39 lost pets were rescued and returned home by Animal Services Officers in the field without having to bring them to the shelter. Thanks to the hard work of our Return-to-Home team, lost pet reunions are up 12% over last year at this time.
- ❖ The number of pets being surrendered by their families in April was down 35% from last year, but the number of families needing to surrender their pets is still **40%** higher than 5 years ago.

Stray animals being brought in by the public are already up 42% over last year’s record setting numbers and have increased 132% since 2018.

Data Trends for Jan – April

2023:

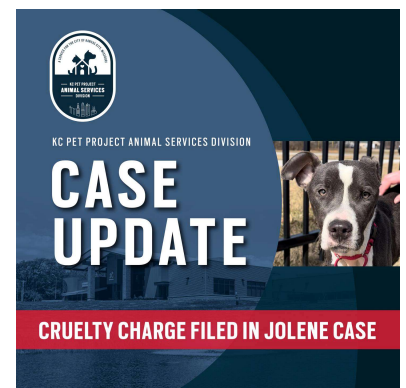
- Total intake of dogs and cats was the highest ever recorded in our 11-year history – **up 54%** since 2018.
- The number of pets being adopted has slowed significantly but is still at the highest level in our 11-year history – **up 56%** from 2018 totals.
- Stray/lost pets brought in by the public are arriving at the highest level ever recorded in Kansas City – **up 132%** from 2018 totals. Stray animals being brought in are already up more than **42%** over last year's record setting numbers.
- Lost/impounded pets being returned to their families through our Return-to-Home Team is up **59%** over 2018 totals.
- Our Live Release Rate (save rate) has unfortunately decreased due to the unprecedented numbers of dogs arriving, with the level of dog euthanasia 174% higher than in 2022. Our Live Release Rate for dogs so far in 2023 is **92.9%**.



Animal Services Division Update

- Officers responded to **1,789** case activities in April, travelling a total of **14,872** miles throughout the city, impounding **275** animals, and returning an additional 39 pets back to their homes without having to impound them.
- In April, our Animal Services Division worked with the Jackson County Prosecutor's Office to file **STATE-level animal cruelty charges** in the case of Jolene, a dog who was discovered by KC Pet Project's Animal Services Cruelty Investigations team left inside a wire crate, frozen, and unresponsive. Our Animal Services Division successfully pursued felony level animal cruelty charges through the Jackson County Prosecutor's Office on several cruelty cases, and in April an arrest warrant was issued in this case. *State-level animal cruelty charges weren't previously being filed in Kansas City*, but our Animal Services Division is working to hold perpetrators of animal abuse in our community accountable for their actions to the highest extent of the law.
- Our Animal Services Dispatch team answered **4,115** live phone calls from residents – with a record low 7.75% call abandonment rate (industry best practices).
- Our Dangerous Dog Case Administrator issued six (6) dangerous or potentially dangerous dog declarations and issued five (5) Municipal court citations to residents in March who failed to meet the compliance requirements for owning a previously declared dangerous or potentially dangerous dog as outlined by the city code.
- The Cruelty Investigations Team had 24 open animal cruelty cases under investigation at month end (animal abandonment, animal neglect, and animal abuse/cruelty) and resolved 178 cruelty cases throughout the month.

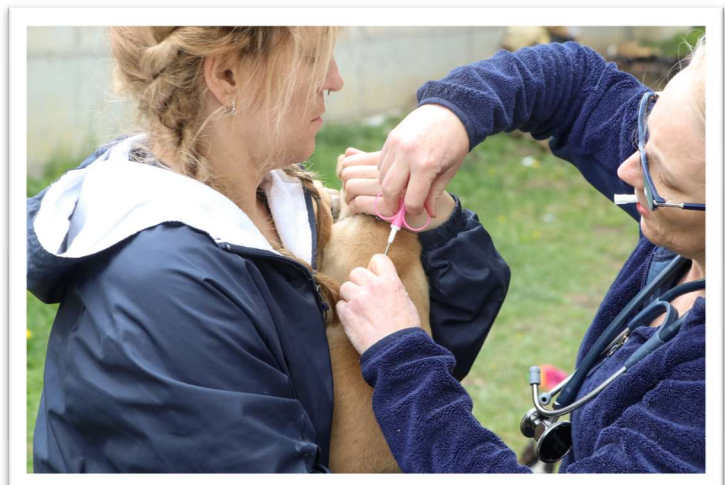
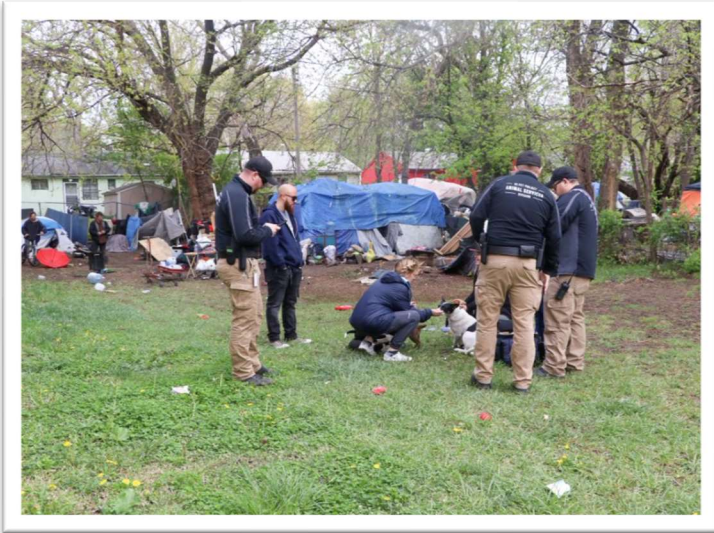
In April, Animal Services Officers issued a record 109 criminal citations through the municipal court for violations of Kansas City's Code of Ordinances.



Eleven (11) criminal citations were issued to owners who failed to provide adequate care for their pets (neglect). Five (5) criminal citations were issued for illegal abandonment of an animal.

Stories From the Field – Supporting Our Houseless Residents

On Thursday, April 20th, staff from our Animal Services Division, KCPD's Veterinary Clinic, and our Pets For Life team visited two locations to assist people facing houselessness in our community with much needed resources for their pets, including vaccinations for 12 puppies and two adult dogs, microchips, dog food and supplies. This collaboration between departments allows us to make deeper connections with people in our community and ensure that pets stay with their families.



Marketing/PR/Communications/Community Events

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

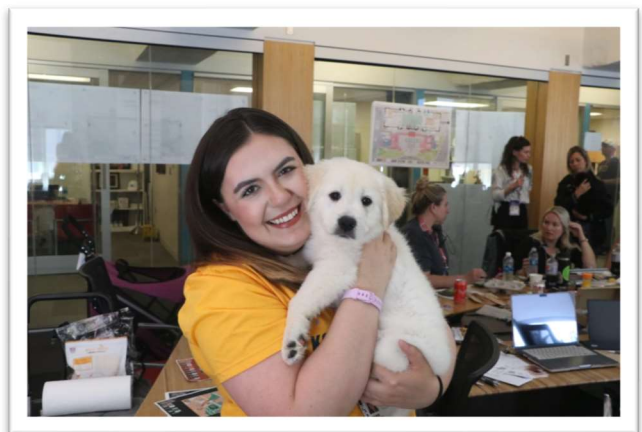
- ❖ Tori was a featured speaker at the Humane Society of the United States' Animal Care Expo in New Orleans. She spoke on "Big Dog Marketing: Using the Right Imagery and Language" and had a packed session with more than 300 attendees. Tori also hosted roundtable discussions on how shelters can successfully use TikTok.
- ❖ We hosted a fee-waived adoption day the Wednesday prior to the NFL Draft and found homes for 31 dogs.
- ❖ We had a great feature in The Beacon and on KCUR on the impact that housing is having in our community. Currently it is the top reason for pet surrender in Kansas City.
- ❖ On TikTok and Reels, we shared the story of Stanley, an emaciated dog who was dumped by someone on our property. He was in very poor health and could barely walk. Our Animal Services team rushed him into our veterinary clinic, where the staff worked tirelessly to save him. We didn't know if he would make it, but he is another dog that had a huge will to live. His story reached more than 510,000 views on TikTok and we raised much needed funds for his care.
- ❖ We shared on social media that Jolene the dog was adopted and her story had a huge reach of more than 65,000 views on TikTok, 253,000 on Facebook, and 289,000 on Instagram.



- ❖ We had an extended adoption special for Easter from April 1st-9th and 227 pets were adopted. 119 pets were adopted during our Spring Fling Adoption Event April 20– 23.
- ❖ Tori met with the Communications Directors of both the Kansas City Municipal Court and the Jackson County, MO Prosecutor’s offices to collaborate on future press releases and stories. Jackson County, MO and KC Pet Project issued a joint press statement announcing the state-level animal abuse charges on the Jolene case.
- ❖ We had 30 news features in the month of April for a total reach of **163,011,205 million people** for news articles. We were featured in articles in AOL, Yahoo News, Sports Illustrated, and NFL.com for the Draft.
- ❖ KC Pet Project was invited to be a part of the once-in-a-lifetime **NFL Draft** event here in Kansas City on Saturday, April 29th! Not only were we LIVE on stage during the draft with 8 adorable puppies, but we were LIVE on the NFL Network set that afternoon with Rich Eisen and the other NFL analysts. One of the puppies peed on one of the analysts and that story and photo went viral!



We appeared on ESPN, NFL Network, Sports Illustrated and many, many media outlets over the weekend. The NFL Network’s Good Morning Football show on Monday named us **#2 of the Top 5 Moments from the NFL Draft!** It was definitely an experience we’ll never forget.



Website Statistics

Users – 75,273
New Users- 68,092
Sessions – 127,253
Page Views – 600,508

Social Statistics

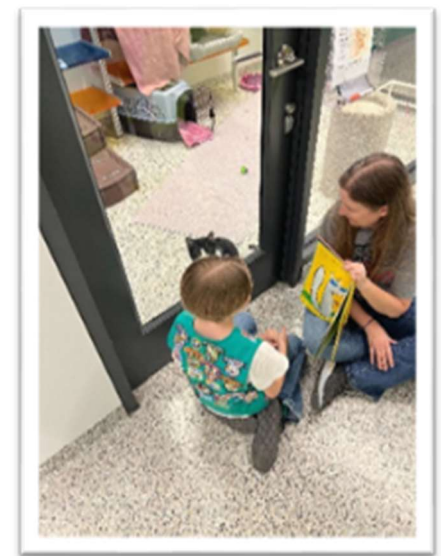
101,000+ followers on Instagram
160,000+ likes on Facebook
1.3 million TikTok followers

We gained **4,000** new followers in Instagram in April and **6,000** new followers on Facebook! The dog adoption pages continue to be the most viewed page on the website. On Saturday during the NFL Draft, we had more than 5,200 unique views on our website. NFL.com and the NFL Network featured us on their social media channels as well.



Community Education/Partnerships/School Visits

We had 24 events that were held at our Campus facility in April, including twelve (12) scout groups that read to our cats (right), came to create enrichment treats and brought donations, and three (3) birthday parties - giving the young attendees a chance to “adopt” a stuffed pet, go through the adoption process, and learn about the services an animal shelter provides in our community. Four Eagle Scouts made dog houses for our community programs as part of their Eagle Scout service project.



Volunteer Program Updates

Mandy Irey, Volunteer Engagement Manager, reported the following updates for KC Pet Project’s volunteer department:

- ✓ In April, **879** volunteers gave **4,579.33** hours of services, the equivalent of 26.42 full-time employees.
- ✓ Total value of volunteer hours in April: \$130,694.34
- ✓ Twelve (12) New Volunteer Orientations were conducted for 121 attendees.
- ✓ 79 new volunteers gave 415.64 hours in April and 251 volunteers participated in training sessions, including in-person mentoring sessions for 184 volunteers.

Businesses and Groups that volunteered in April gave 516.5 hours of service (with 229 people – a 28% increase from last month): *Liberty North High School, LIFE University, Liberty Academy, New Frontiers at University Health, Rockhurst University Volleyball Program, National Honor Society – Lone Jack High School, Greater Kansas City Community Foundation, Lockton Companies, Main Street Renewal, Trammell Financial Group, Kansas City Girls Academy, Females Empowered, Flynn Group of Companies, Agriculture Future of America, Lincoln College Prep, Amazon Inc, Rockhurst University, and Avila University*

Business/Service Group Volunteer Satisfaction Rating: **4.96/5.00**

“It was a blast and our entire group loved it. We will be back again. Thanks so much for all your help!”

“Really enjoyed this new experience! I hope to come out and volunteer sometime again!”

Volunteer Recruitment and Retention

- ✓ Total active volunteers: **1,712** individuals, including 60 *newly active* volunteers.
- ✓ We received 238 new volunteer signups in April.

News From the Volunteer Department

❖ We celebrated **Volunteer Appreciation Week April 16-22**. Across our organization, we recognized and honored our KC Pet Project volunteers at all locations. Each day, the volunteer areas at all KC Pet Project adoption center locations were full of fun thank you's, and tokens of appreciation. The KC Campus for Animal Care was covered in special thanks, banners, and messages of appreciation. Volunteer Appreciation Week closed with an afterhours volunteer recognition party full of food, drinks, games, and a presentation of lifetime service hour recognition awards.

❖ Introducing *Tales for Tails!* During the month of April, a Girl Scout group participated in our first Tales for Tails session for 2023. *Tales for Tails* allows young children and youth groups to provide enrichment to shelter cats by reading them stories at the KC Campus for Animal Care.

❖ Mandy Irey, Volunteer Engagement Manager, and Amanda Gatten, Director of Community Programs, were invited to the first ever **Swope Park Community Programs gathering** hosted by Starlight. This gathering was for organizations in Swope Park to get together to build relationships, connect as individuals, exchange information related to spring/summer programming, create partnership and collaboration opportunities, and meet Starlight's new President & CEO, Lindsey Rood-Clifford. Organizations in attendance included KC Pet Project, Kansas City Community Gardens, Kansas City Parks and Recreation, Kansas City Ethnic Enrichment Commission, Kansas City Greek Picnic, and Lakeside Nature Center. The group plans to meet regularly throughout the year and develop a collective or coalition focused on improving access and engagement for residents and visitors of Swope Park.

❖ Mandy Irey and Amanda Gatten began working on a new **continuing education initiative for volunteer** services. This new initiative focuses on providing ongoing learning opportunities for volunteers and fosters to develop new skills, learn more about the lifesaving operations of KC Pet Project and increase awareness and understanding of various areas and programs within the organization including Keep 'Em Together, KC, the Animal Services Division, low-barrier adoptions and community engagement, animal body language and behavior, and preventive pet health information. The team anticipates launching this continuing education series as soon as May.



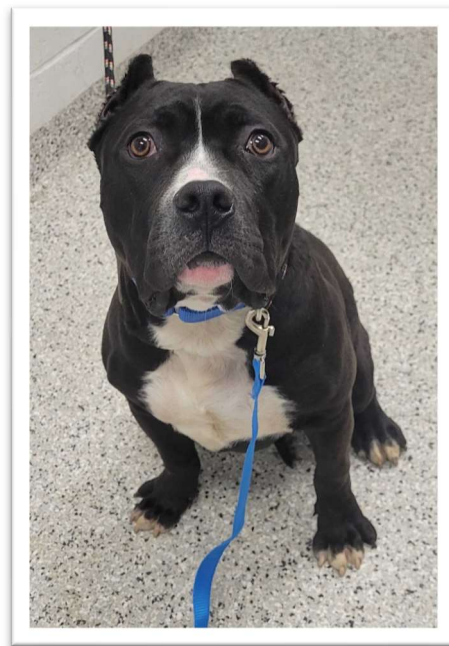
Surgeries & Medical Procedures Performed in April 2023

Surgeries		Exams		Parvo Ward	
Community Cats Neutered	21	Wellness exams	573	Parvo pups treated	24
Community Cats spayed	25	Emergency exams	68	Parvo ward deaths	2
Reclaimed dogs neutered	15	Foster pet exams	3	Survival rate	83%
Reclaimed dogs spayed	11	Recheck exams	280		
Shelter Animals Neutered	208	Heartworm exams	48	Vet Clinic Communications	
Shelter Animals Spayed	222			Post Adoption Concerns	189
Speciality Surgeries	36			Foster Medical Concerns	181
Total Surgeries	538	Total Exams Performed	972	Total communications	370

News from our Veterinary Clinic

Baba Looley (right) was surrendered by his owner because she could no longer afford to provide care for him. He arrived with a rectal prolapse, and it had happened at least three times before. A rectal prolapse occurs when the rectum gets turned inside out and sticks out of the anus, requiring surgery to repair it. Our doctors decided to repair his condition using a different method than had been previously performed. We did abdominal surgery and sutured the colon to the body wall so it can't come back out, a procedure called a colopexy. We hoped that would take care of it, but then Baba Looley developed a hernia at his abdominal incision. Baba Looley underwent emergency surgery in our clinic to

repair his hernia. The next day, we found Baba Looley again developed a hernia, and he had yet another emergency surgery to repair his condition. Despite all of these challenges, Baba Looley was the best patient, and we are hopeful that this sweet boy can finally find a new home soon.



Benjamin Button (left) was an outdoor community cat that came in with a fractured jaw. Our doctors placed him under anesthesia and suture was run through his lower jaw to hold all the pieces in place, and then the suture was secured under his chin with a button! Benjamin Button has healed well – and after several weeks of soft food, and he's ready to go back to his to the people who love and care for him in his neighborhood.

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

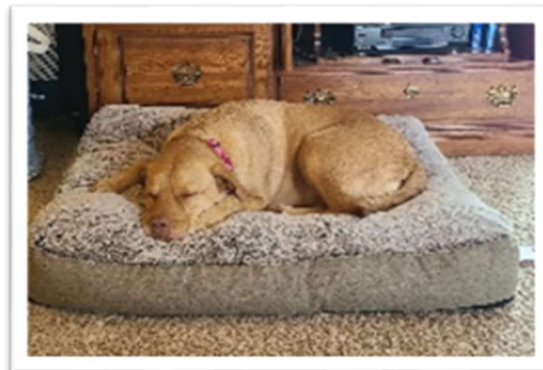
Customer Engagement Performance

Google Ratings:

- ✓ KC Pet Project at KCCAC: **4.3/5.00** (1,467 Google reviews)
- ✓ KC Pet Project - Zona Rosa Adoption Center: **4.4/5.00** (632 Google reviews)
- ✓ KC Pet Project - Petco Adoption Center: **4.4/5.00** (197 Google reviews)

Colin Sutter, Customer Engagement Coordinator, reported **452** emails were received in April inquiring about fostering a pet or pets in foster homes. An additional **699** emails were received through our Contact email address, mostly regarding pets available for adoption or the adoption process. We received 45 adoption updates through our Constant Contact email campaigns. Here's what one adopter had to say this month:

"We adopted Autumn, now named Ellie (right), on Good Friday from KCPP's main campus. We were told it would likely take a minimum of 3 weeks before Ellie began to warm up to us/before she started acting like she felt comfortable here. I'm happy to report that she started warming up the morning after we adopted her 😊 She has become such a cherished member of our family in such a short time that I honestly can't believe that it's only been 3 1/2 weeks that we've had her. She is absolutely amazing with my kids (5 and 1), has met dozens of dogs at parks/on walks and has behaved perfectly with all of them (even with loud/jumpy/pushy dogs. She has shown a love of swimming! 😊 Thank you so much for everything you do for these animals. Our matchmaker, Dana, was absolutely phenomenal to work with and spent so much time making sure we ended up with our perfect match."



Pet Support Center – Customer Satisfaction Survey

- ✓ **2023 Rating: 4.69/5.0 stars**
- ✓ Historical rating: 4.67/5.0 stars: 76 surveys submitted in April; 581 submitted since launch in September 2020

“This place is amazing. The staff is amazing, 5+ from both of us. We love this place & what it does for the community.”

“Forever grateful for the professional & compassionate care. Calls were answered in a timely fashion. Action was taken when necessary. KC Pet Project is an amazing resource.”

“Our experience with a community cat was amazing. The kitty has adopted us now. We are so happy to get her health care and hope to help more community cats in the future.”

In April, the Pet Support Center assisted approximately **844** 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 kept families together for **157** animals whose owners originally contacted KCPP to surrender their pet(s); 61 animals were diverted through return-to-field, trap-neuter-return, and safety net programs, and 6 additional animals were returned to grateful owners through subsidized programs after being surrendered to the shelter. **A total of 221 animals stayed with their families last month instead of coming into the shelter (a 15% increase from last month).**
- ❖ The Pet Support Center staff took in **492** stray/lost animals from members of the public (a 63% increase from April 2022).

The top 4 reasons pets have been surrendered so far in 2023 were:

1. Personal reasons including changes in lifestyle, or the pet was incompatible with the living arrangements of other people or other animals (203 pets)
2. Health of the owner or health of pet (195 pets)
3. Housing Issues including cost, loss of home, moving/relocating, eviction, and housing restrictions (177 pets)
4. Lack of financial resources or inability to access resources for their pets (130 pets)

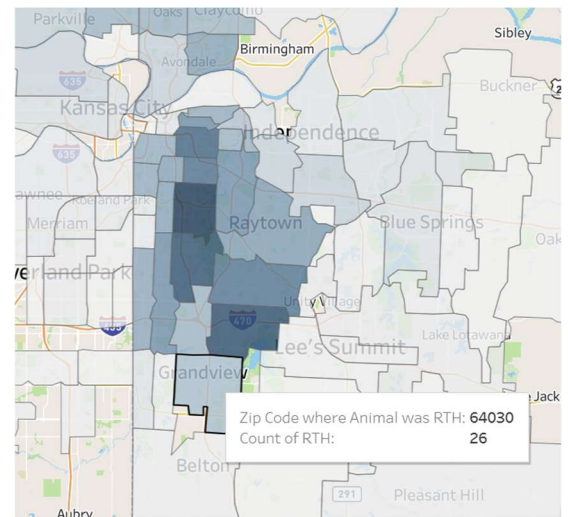
Pet Support Call Center Performance

April 2023	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Helpline - Main Queue	3,651	1,171	4,822	24%
IN > Helpline - Spanish	49	27	76	36%
IN > Helpline - Lost and Found	548	238	786	30%
Helpline INBOUND Performance	4,248	1,436	5,684	25%
OUT < Helpline - Main	1,353	289	1,642	18%
OUT < Helpline – Lost and Found	329	90	419	21%
Helpline OUTBOUND Performance	1,682	379	2,061	18%
Total Performance for March 2023	5,930	1,815	7,745	23%

*Our Pet Support Center team answered **5,930** live phone calls, completed 1,815 outbound calls, resolved 624 voicemails in April (a 41% increase from last month).*

Pet Support Center Department Updates:

- ❖ KC Pet Project was one of only three organizations awarded a national \$10,000 challenge grant from Maddie's Fund's in the month of April for our extraordinary Return-to-Home program - focused on getting lost pets back home where they belong. A total of 140 organizations across the United States participated in this challenge and collectively reunited 10,324 pets with their families.
- ❖ Amanda Gatten, Director of Community Programs, launched several new client handouts for our Pet Support Center team to help provide more direct support to community members seeking referrals and supportive services. The team is working to build out targeted resources to better aide pet families hoping to overcome obstacles in keeping their pets including pet-friendly housing, behavior and training resources, and affordable veterinary care.
- ❖ We implemented several new customer service and community engagement scripts. The Pet Support Center leadership team hosted weekly team huddles to further develop necessary skills for the department and to increase awareness and understanding of critical processes.
- ❖ Amanda Gatten represented the Pet Support Center and Keep 'Em Together, KC, teams at the quarterly Identify-Connect-Unite meeting hosted at the KC Campus for Animal Care, an initiative in collaboration with two local domestic violence agencies: Rose Brooks and Synergy Services.
- ❖ The Pet Support Center team and our Animal Services Division launched new communication channels to support ongoing collaboration and increased communications in the month of April. As both departments work directly with the community, this new process will help ensure Kansas City, Missouri, community members receive the highest level of service at KC Pet Project.
- ❖ Amanda Gatten and Alyssa Willett, Community Programs Administrator, worked with Human-Animal Support Services data analysts to develop an interactive map of shelter intake for KC Pet Project from 2019-2022 and return-to-home data for animals by zip code in correlation with finders and Good Samaritans who brought lost pets to KC Pet Project by zip code. The interactive maps are available to the public and the findings reveal many animals appear to have been brought to KC Pet Project from outside Kansas City, Missouri, over the last four years.



Return-to-Home Team

- ❖ The Return-to-Home team received 150 Lost Pet Reports and 50 Found Pet Reports filed online or over the phone by residents last month. They conducted **115** in-depth microchip investigations for stray animals in our care.
- ❖ 177 (31.2%) of the 567 stray animals (not including 132 kittens) brought to the shelter in April were returned to owners, which is 2.1% more than the rate in April 2022. **38% of lost dogs were reunited with their families, while only 2% of lost cats were reclaimed by their owners.**

Numbers of lost/impounded pets being returned to their families through our Return-to-Home Team and our Animal Services Officers is up **68% over 2018 totals!**

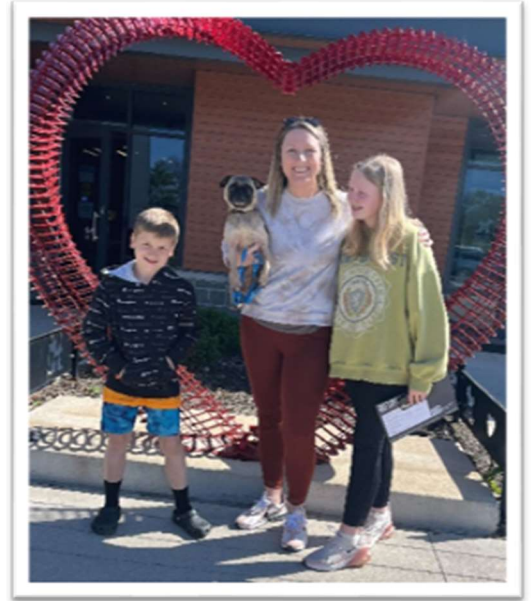


Return-to-Home – Never Gave Up Hope for Nellie

On June 11, 2021, a family came to KC Pet Project after their beloved Pug, Nellie, got out of their yard and was reportedly brought to the shelter by their neighbor. Sadly, Nellie never arrived at KC Pet Project, so the family began frantically searching everywhere for their missing pet. They enlisted the help of our Return-to-Home team, who provided guidance and support in their search. For the next **675 days** our team worked with the family, alerting them of incoming lost Pugs that, unfortunately, were not Nellie. The family was devastated and missed their girl dearly, but they knew that Nellie was out there somewhere, and were determined to find her.

On April 17, 2023, a Pug was found approximately 22 miles away from where Nellie went missing and was brought to the shelter by a Good Samaritan. Again, our Return-to-Home team alerted the family, and again the family returned to the shelter to see if this Pug could be their long-lost friend, Nellie. She was extremely skinny and very scared—but within a few minutes the dog became excited and jumped right into the family’s arms. Could this be Nellie? She had been missing for a long time, but after carefully comparing several photos—it was undeniable, it was, indeed, their missing pug, Nellie!

Nellie’s family never stopped looking for her. They never gave up hope of finding her. *“We just can’t believe that it’s really her. We’ve been looking for so long - thank you all so much!”*



Rehoming Support Services

In April, our team received **60** requests for our private rehoming services. Eligible pet owners posted **35** owned pets for adoption through our ReHome website. ***Our team has received 2,510 requests for ReHome services since October 2021.***

Keep ‘Em Together, KC Program Updates

Amanda Gatten, Director of Community Programs, reported **275** families benefitted from our five (5) KETKC Subsidiary Programs in April (a 30% decrease from last month):

Home Away from Home (HAFH) – Temporary Care Boarding Program

- ✓ 21 families with 31 pets applied for temporary care assistance in April.
- ✓ 9 new safety net foster applications were received.
- ✓ 1 new family with 3 pets was enrolled in the program (for a total of 2 families with 4 pets).
- ✓ One family with 3 pets was reunited in April.

524 applications have been received since the program launched in February 2021. Since inception, Home Away from Home has provided 4,588 days of enrollment and 7,198 days of temporary care for a total of 86 families with 131 pets. Home Away from Home currently has an exceptional **92% reunification rate**.

Pet Care Assistance Program

Pet owner financial assistance totaling **\$3,254.41** for 18 families (20 pets) was provided by KCPP in April.

- ✓ 20 Pet Care Assistance Applications were received.
- ✓ Healthy Pets KC medical assistance: \$910.91
- ✓ Home Away From Home Reunification Fees: \$181.00
- ✓ Shelter Reunification assistance granted: \$2,162.50

3-Day Reclaim Fee Forgiveness Program

- ✓ 112 families with 137 pets benefitted from the Reclaim Fee Forgiveness Program last month.
- ✓ 77% of the animals reclaimed from the shelter in April were reclaimed by owners who were eligible for the Reclaim Fee Forgiveness program – a 3.5% increase from last month.
- ✓ **Since June 2021, we have subsidized \$184,772.00 in reclaim fees for 1,772 families with 2,102 pets.**

\$13,610.00 was subsidized by KCPP in Reclaim Fee Forgiveness for 112 families with 137 pets in April – a new record high for support!

Pet Resource Assistance Program

Pet foods were shared with three (3) community pantry partners in the metro, including *the Don Bosco Center, Chestnut Avenue Resource Center, Pets For Life, and two local community cat caregivers.*

256 families with 428 pets benefitted directly from these resources provided in April:

- 1,251 lbs. of cat food and treats
- 3,946 lbs. of dog food and treats
- 293 lbs. of kitty litter
- 53 collars and 28 leashes
- 21 individual doses of flea/heartworm medicine
- 6 kennels/crates, 8 outdoor pet houses
- 117 miscellaneous pet care items



Pets For Life Program

- ❖ Jaime Gomez, Pets for Life Coordinator, attended The Humane Society of the United States' national Animal Care Expo, hosted in New Orleans in April.
- ❖ Pets for Life assisted and supported a new Pets for Life family in our focus area of 64127 who was interested in adopting a new pet. Our Pets for Life team worked side-by-side with the family from the initial conversation to the finalized adoption and will continue to provide resources to the family and their newest pet (right).
- ❖ Limited access to veterinary care is a critical barrier for many pet families. The goal of the Pets for Life program is to provide access to pet wellness services for residents in the 64127 zip code. Our Pets for Life team is working on building partnerships with local veterinary clinics to begin offering more of these critical services.
- ❖ Our PFL team saw a 50% increase in new client relationships in the month of April. There are currently 10 clients (16 pets) receiving ongoing support from Pets for Life in the Kansas City, Missouri, community of 64127, since our program launched in March 2023. Our Pets for Life program had the following impact in April:
 - New clients met through active PFL outreach: 4
 - Number of new pets met: 6
 - Number of touchpoints/conversations with PFL clients: 4
 - Supplies given (leashes, food, shelters, etc.): 7 items
 - Medications or services given (dewormer, nail trim, microchip, vaccines, etc.): 3



News from the Keep 'Em Together, KC Program

Our Keep 'Em Together, KC program had two major accomplishments in the month of April:

- ✓ Our Home Away from Home Program celebrated the first post-enrollment pet family reunification since relaunching this critically needed program in January.
- ✓ Our Pet Resource Request Program had a record-breaking month in requests for support with 57 new applications received in April.

Amanda Gatten, Director of Community Programs, received a scholarship from The Humane Society of the United States, to attend the 2023 Animal Care Expo in New Orleans. Amanda represented KC Pet Project in many community-centric conversations and was able to learn more about the current state of the animal welfare industry, new innovations to community programs including return-to-home, equity work to diversify community impact, and skills needed to support successful teams in rising intake, including Stress First Aid.

Keeping 'Em Together: Johnnie, Augustine, Hazel and Rocket

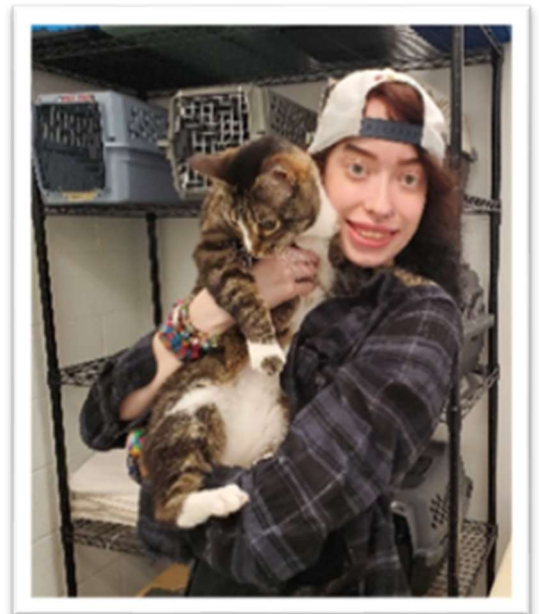
When Johnnie was facing housing issues, like so many others, they were not sure what to do. Johnnie reached out to KC Pet Project for temporary help through our Home Away from Home program. Johnnie did not want to give up their three cats – Rocket Josephine, and Hazel Grace – who've been with Johnnie for 9 years, plus Augustine Finnegan who joined their family 3 years ago.

“My cats mean everything to me. They've been with me through so much and that unconditional love is always there. I don't know what I would do without knowing they're safe, healthy, and happy.”

During the three months the cats were in the program, Johnnie would check in weekly to see how they were doing. The cats split their time between 2 foster homes. Both fosters had amazing things to say about their feline houseguests and were happy to help.

When it came time to reunite with their cats, Johnnie could not contain their excitement. Though it was stressful for the cats to be at the shelter, after hearing their owner's voice all three cats moved to the front of their carrier to get attention from their best friend.

As Johnnie was leaving, they wanted to thank the fosters that took such good care of their babies while they were apart, as well as those who donate to Keep 'Em Together, KC so that families like theirs can stay together.



Canine Behavior & Enrichment Department

- ❖ Dogs assigned to Behavior Team for assessment: 51
- ❖ Pre-adoption behavior consultations conducted: 94
- ❖ Number of dogs introduced to adopters by Behavior Team: 13

An average of 142 shelter dogs participated daily in canine playgroups in April.

Behavior follow-up support for adopters: 94 post-adoption follow up emails were sent, 24 phone consultations performed, 23 behavior support email correspondences, and the team is currently assisting 5 individuals with behavior help for their dogs.

In the month of April, the Behavior Team offered Level One Dog Walking classes to volunteers and had 7 new volunteers complete the course. We will continue to offer volunteer classes to move more volunteers through all the levels of our dog walking program.

Canine Operations

Our Canine Care team cared for an average of **245** dogs every day at the KC Campus for Animal Care in April. The Canine Care team continued monthly team meetings to increase communications and education across the department. Topics at the April meeting included volunteer engagement, dog walking, monitoring dog appetites, and laundry regulations.

Canine Foster Care Program

Tabitha Urban, Director of Canine Operations, reported 141 dogs (32% of the dogs in our care) were in foster homes at the end of April. During the month, **336** dogs/puppies were sent to foster homes.

- ✓ Volunteers took a record **190** dogs on a Dog's Day Out last month!
- ✓ We welcomed 20 new dog foster families in April.
- ✓ We had 46 dogs/puppies adopted directly from foster homes.

In the month of April, the Foster Department continued to grow our Dogs Day Out program with a record number of Dogs Day Outs! The Dogs Day Out program is run completely by volunteers on Saturdays – sending shelter dogs out for a day of fun or relaxation and out of the stressful environment of the shelter. Two of our youngest Dog Day Out volunteers, Hallie and Hensley (along with their mother), took Cooper out in April (right). Cooper is great with kids, loves to be around them and is the definition of a cuddle bug. He loves to go on walks and is a superstar on leash. They learned that he knows sit and lay down, and during his Dog Day Out, Cooper got some yummy treats - including an ice cream cone which he ate like the perfect gentleman that he is. It's easy to see why Cooper has been officially Hallie and Hensley Approved!



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

Chelsae Rohrback, Rescue and Transport Coordinator reported 32 dogs and 2 cats were transferred to other rescue organizations in April (including 8 dogs that went back to their original shelters).

Organizations we transferred animals to: Aces Sanctuary & Cat Rescue, Dogue de Bordeaux Rescue, English Springer Rescue of America, Inc., Great Plains SPCA, Lucky 13 Rescue, Missouri Pit Bull Rescue, PawPortunities, Pawsitive Tails, Paws-N-Claws Iowa, Soul Dog Rescue and Wayside Waifs.

New rescue partnerships were formed with Dogue de Bordeaux Rescue and English Springer Rescue of America, Inc. They are

both nationwide breed-specific rescues with local fosters and we hope to continue working with them.

Small animal program:

We processed **27** small animal adoptions – 6 guinea pigs, 13 rabbits, 6 rats, 1 turtle, and 1 chicken.

Transportation Program:

April was another busy month with moving large dogs, small dogs, puppies, and small animals to our offsite adoption centers. In April, we moved 40 large dogs and 48 puppies to our Zona Rosa Adoption Center. We moved 14 large dogs, 4 puppies, and 7 small animals to our Petco Adoption Center in Overland Park, KS.

Feline Foster Care Program

Feline Foster Program Coordinator, Leslie Bauer, reported that “kitten season” officially arrived in April. We sent 181 underage kittens and 15 adult cats to foster homes during the month. At the end of April, **196** cats/kittens (71% of the cats at KCPP) were in foster homes.

- ✓ We had 54 active feline foster homes last month and onboarded 11 new foster homes.
- ✓ Two (2) cats were adopted directly from foster homes, including a senior cat named Bella Thorne that had been in a foster home for more than a year and had the longest length of stay of any cat at KCPP.
- ✓ On April 28th, we received a large group of 17 underage kittens after 5:00 PM and, although 10 other tiny kittens had arrived prior to that, we were able to place all **27** of them into foster homes before leaving for the evening! We are so grateful to have so many incredible feline fosters ready and waiting to help kittens when they arrive.



***On April 26th we placed a record-breaking 40 kittens in foster homes in one day!
(last year’s record was 31 kittens on our busiest day)***

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

We transferred in 68 cats in need from other regional shelters/agencies including Joplin Humane Society, East Newton Animal Coalition, Liberty Animal Shelter, Raymore Animal Control, and Leavenworth Animal Control.

In April, we processed **93** cat adoptions from Petco Cat Habitats and **24** cat adoptions from Whiskers Cat Café. Our Liberty Petco store once again had the highest number of adoptions last month with 14 cat adoptions in April, with the Belton Petco close behind at 12 adoptions.

We sent training materials to all of our transfer partners to help them evaluate Fear, Anxiety, and Stress (FAS) levels in their cats. This is an important step in our program-wide initiative to monitor FAS in our cat population and helps us intervene more quickly for cats that are suffering in their environment. We provided this same training to our Petco Cat Habitat volunteer captains and will continue to train all volunteers and Petco store personnel.

Feline Operations

Jennifer Dreisewerd, Director of Feline Operations, reported we took in **435** cats/kittens in April and found new homes for **245** cats/kittens. Our adoption numbers are down due, in part, to the reduction in the numbers of cats being transferred in from other shelters as we train a new manager for the program and focus on population management as kitten season arrives. We are focusing heavily on recruiting and retaining volunteers for the Petco Cat Habitat program to increase the number of volunteers trained to care for cats at those locations.

The goal is to add 150 new volunteers to the Cat Habitat program in 2023, as well as maintaining 150 active volunteers already in the program.



KEKO (above) came to us in October after being surrendered by her owner and her level of fear around other cats was so high she was unable to relax for three weeks. Gradually, one of our staff members gained her trust. She moved to the adoption floor a month after arrival and was adopted at the beginning of April!



CHIPS AHOY, MOMMA MEAN, and HOT ROD A wonderful family came in originally to meet Chips Ahoy. Chips had just been medically cleared from having ringworm and was dying to have a cat friend, so we created a little colony of three cat-friendly cats made up of Chip Ahoy, Momma Mean, and Hot Rod. All three cats had been with us for a long time and all three of them had shown a strong interest in meeting other cats while in their kennel. One of the cats, Momma Mean, came to KCPP in October 2022 from an over the limit case of 50 cats living in an attic apartment. Hot Rod was instantly obsessed with Momma, and they bonded immediately. When a family came in to meet Chips Ahoy, they met all three cats and debated over which cat to adopt because they enjoyed them all. They went home to sleep on it and came back saying they wanted to adopt all three cats so they could stay together!

PITA (left) arrived at the end of February. Her owner could no longer care for her and noted in her surrender notes that she would need dental work. While she was recuperating, she spent two months in our care, sharing her opinions with a few younger cats and promoting herself to office manager.

Submitted by,

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