

KC PET PROJECT

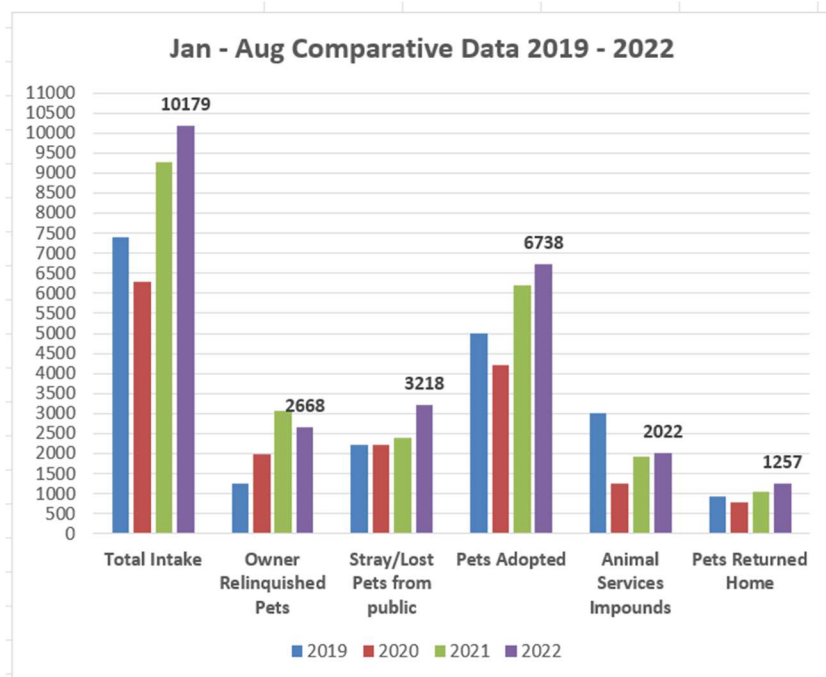
Impact Report for August 2022 Activities

Sheltering Statistics Year-to-Date:

Dogs & Cats as of Jan – Aug 2022	2022	2021	Difference
Adoptions	6,738	6,208	530 more
Total Intake	10,179	9,278	901 more
Returned to Owners	1,257	1,062	195 more
Live Release Rate	96.5%	96.7%	0.2% lower
Owner Surrendered Pets	2,668	3,058	390 fewer
Stray animals brought in by public	3,218	2,408	810 more
Animals transferred IN	1,395	1,116	279 more
Spay/Neuter Surgeries Performed	5,458	4,981	477 more
Average Length of Stay for Dogs	17.4 days	15.5 days	1.9 days longer
Average Length of Stay for Cats	19.3 days	21.8 days	2.5 days fewer

August 2022 - Animals In & Animals Out

- ❖ We received or provided care for **1,412** new dogs and cats that arrived in August (602 dogs, 810 cats). We also received 1 chicken, 10 guinea pigs, 1 lizard, 5 bearded dragons, and 4 rats.
*So far in 2022, we've provided care for **10,179** dogs and cats.*
- ❖ Our veterinary team performed **997** spay/neuter and specialty surgeries in August. We provided emergency medical care to 80 seriously injured animals that arrived (poisoning, emaciated, fractured limbs, hit by vehicles, foreign body removals, tumor removals, heat stroke, etc.). Doctors performed 950 examinations on pets in/arriving at our shelter. We've already done nearly 500 more surgeries than last year at this time!
- ❖ We sent 215 dogs/puppies and 350 cats/kittens to foster homes in August. At the end of the month, 40% of our dogs and 62% of our cats were in foster homes.
*In August, **1,018** pets were adopted (362 dogs, 641 cats, and 15 other pets).*
- ❖ Due to the sustained demand for cats/kittens to adopt, our feline lifesaving transfer program has been able to save 1,334 cats and kittens at risk of euthanasia from other overcrowded shelters in and around our region – a **40%** increase in the number of cats/kittens we helped save in 2021.
- ❖ We provided spay/neuter and veterinary services for 97 community cats in August. A total of 597 owned pets and community cats have received low-cost veterinary services from KCPP in 2022.
- ❖ We achieved an incredible **95.8%** save rate in August (95.7% dogs, 95.8% cats) and our Year-to-Date save rate for 2022 is still an impressive **96.5%**, despite taking in the highest number of animals in our city's history.

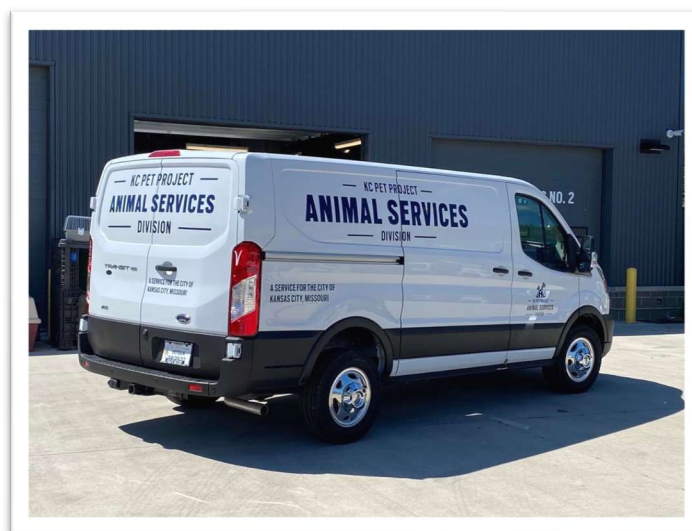


Data at-a-glance January - August:

- ✚ Total intake of dogs and cats continues at the highest levels ever recorded in our 10-year history.
- ✚ Numbers of pets being adopted is at the highest level in our 10-year history.
- ✚ Stray/lost pets are arriving at the highest level ever recorded.
- ✚ Numbers of lost pets being returned to their homes is at highest level ever recorded.
- ✚ Our veterinary team are performing the largest numbers of spay/neuter and specialty surgeries in our organization's history.
- ✚ Veterinary surgery/wellness services provided for community cats have increased by 76%.

Animal Services Division Update

- ❖ Officers responded to **1,255** calls for service in August 2022. Our Animal Services dispatch team received 2,753 phone calls from residents and made 1,201 additional calls to residents.
- ❖ Officers issued 21 verbal warnings for violations and issued 9 official Notice to Correct Violation warning tickets to residents. Eight (8) citations were entered into the Thin Blue Line (TBL) system for review and approval by the City Prosecutor.
- ❖ There are 9 open Potentially Dangerous and Dangerous Dog cases in various stages from evidence collection to awaiting a hearing from the municipal court judge.
- ❖ The Cruelty Investigations Team had 57 open animal cruelty cases under investigation at month-end and closed 154 animal cruelty case activities in August.



Total Calls by Type Responded to in August 2022

Calls related to stray/roaming animals continue to comprise nearly half of our monthly call volume from residents.

Call Type	August '22	July '22
Enforcement	62	99
Cruelty Investigations/Neglect	242	269
Other Services (PD/Fire/MAST)	114	108
Stray Animals/Animals at Large	597	672
Wildlife	64	75
Bite – Non-Domestic Animals (bats, etc.)	87	39
Bite – Domestic (dogs/cats)	89	115

Stories From the Field

On August 25th, Officer Macan was dispatched to assist KCPD at a home where the homeowner had fallen ill and was taken to a hospital where he was not expected to survive. The gentleman had no next-of-kin and KCPD was preparing to secure the home. Officer Macan entered the home and found ten indoor/outdoor adult cats, four tiny kittens, and a large terrarium with five extra-large bearded dragons! Knowing the kittens and reptiles could not survive without food and warmth, Officer Macan grabbed several pet carriers and transported them to the shelter. The kittens were immediately taken to the feline team to secure a foster home while staff from multiple departments worked to help find housing and heat lamps for the reptiles. They were examined by our medical team and our Rescue/Small Animal Placement Coordinator was able to secure knowledgeable foster homes for all five of the bearded dragons, including Officer Macan himself, to care for them until they are made available for adoption.



Animal Services Call Results for August 2022

Results for Calls with Animals	August '22	July '22	% Change
Animals Impounded by Officers	249	294	15% decrease
Wildlife Relocated/Transferred Out	41	26	37% increase
Animals Returned Home by Officers	9	26	65% decrease

Community Support & Community Partnerships

- ❖ Kim-Shaw Ellis, Synergy Services, provided in-person training for our new officers on how to recognize domestic violence as a part of our ICU (Identify, Connect, Unite) training. Our ICU program is in partnership with domestic violence emergency shelters Synergy Services and Rose Brooks. Our officers utilize this innovative program for cross reporting concerns of domestic violence while working animal-related cruelty cases.
- ❖ Animal Services Division management has been analyzing data from previous year's cold weather calls to proactively plan for providing underserved areas in our community with the necessary animal-related resources like insulated dog houses, high calorie pet food, fleece or wool blankets, dog coats, cold weather dog booties, heated water bowls, etc. By identifying areas where resources are inaccessible for pet owners, we can focus our efforts in those areas prior to the winter months and prioritize those pet owning families with the greatest need. Looking at trends from the last two years, the data reveals that zip code **64127** has a greater number of neglect calls, so we will prioritize resources in the area of greatest need, primarily in the southern portion of that zip code.

Retail Sales & Roasterie Café

Manager of Retail Operations and Roasterie Cafe, Bria Sweany, reported 23% growth in coffee sales so far in 2022.

- ❖ We had a booth at the "Dogs Days of Summer" event at Old Shawnee Town and had a fun day filled with potential adopters and shoppers.
- ❖ In August, we launched our own KCCAC Cafe Signature drinks at the coffee shop. We have seen a big jump in coffee sales and positive feedback from shelter staff and customers.
- ❖ We began selling our new **Love People, Love Pets** shirts (right) in the retail store and at offsite events.



Marketing/PR/Communications/Community Events

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

- ❖ Due to a shortage of canine care staff and the high number of dogs in the building at our KC Campus for Animal Care, we made the decision to reduce our hours in August to give staff additional time to provide care for the animals. We began opening one hour later for adoptions at the Campus, as well as in our Pet Support Center lobby. This required a large communications plan that featured a lot of media in the beginning of the month. Our goal is to return to opening at noon for adoptions starting October 1.
- ❖ KC Pet Project was featured in a CNBC story on the Shepherd Smith Show on how housing challenges are impacting pet owners in our community. The story featured KCPP, as well as the municipal shelters for New York City and Tucson, Arizona.
- ❖ In honor of Missouri's tax-free weekend in early August, we offered ½ price adoptions at our Zona Rosa location only.
- ❖ Tori hosted an online presentation for our fosters on how to market their pets effectively to get them adopted.
- ❖ We hosted a Back-to-School Adoption Special from August 12th -14th and 134 pets were adopted.
- ❖ We participated in the nationwide **Clear the Shelters** adoption event, sponsored by NBC and Hills, and 143 pets were adopted over the 3-day event. We also were live on KSHB 41 for this special and were featured on all the other local television stations.
- ❖ Tori gave a presentation to the Volunteer Management Institute at Nonprofit Connect on *How to Communicate Effectively with Volunteers*.
- ❖ Kansas City, MO's social media channels featured information about KC Pet Project for National Dog Day in August.
- ❖ We had 108 media stories and news mentions during the month of August. The estimated media reach for the month for animal services and sheltering stories was **103,607,729** million people.



Website Statistics	Social Statistics
Users – 82,676	We passed 89,000 followers on Instagram.
New Users- 75,939	We are at 142,000 likes on Facebook.
Sessions – 142,667	We have 1.2 million TikTok followers
Page Views – 719,499	

Community Education/Partnerships/School Visits

- ❖ Alex Ayala visited a group of senior residents at the Shepherd Center to discuss KCPP and the work we do for pets and people in the community. Many people were interested in volunteering with us.
- ❖ We hosted a meeting of the Children of the American Revolution, and one of the young members is holding a year-long fundraiser to benefit our Keep Em Together KC Program. The young man designed a lapel pin that he sells for \$10 each to raise funds for the program, visiting local groups to speak about our program and the great things we do for people and pets in our city. His fundraiser will continue through the spring of 2023 and his efforts have already raised \$2,500.



- ❖ Barb Hoover and her organization Pro Groom held their day-long annual pet grooming conference in our Campus Education Pavilion (right). Attendees received a tour following the conference.
- ❖ We held three VIP Children's Birthday Parties for August. These "parties with a purpose" are educational as well as fun for kids and a way to engage families to volunteer, foster, adopt, and donate.
- ❖ We gave two VIP Campus Tours last month, bringing more people to the campus for an in-depth educational tour about our building, programs, and services.

SCHOOL AND SCOUT GROUPS

- ❖ A total of 77 scouts and home school students visited the campus last month for the Youth Enrichment Program. Scout groups donate and bring all the items to make enrichment treats for our pets in the shelter. Students are taught about the daily life of a shelter animal and how enrichment is a critical part of a pet's mental health and well-being. One of the scout troops brought pallets of hand sanitizer, wipes, and other cleaning supplies to donate, as well as towels, blankets, and food from a donation drive they did as part of their Bronze award.
- ❖ In August, Alex worked with several Eagle Scout Candidates for items to be made and donated to us. We received 4 beautiful dog houses (right) that will be used by our Animal Services Division or Keep Em Together Program.



PARTNERS IN EDUCATION:

- ❖ We are finalizing our MOU with the Kansas City, MO Public Schools for educational programs across the district.
- ❖ Alex met with the leaders of Southland CAPS to start the planning process for this year's high school interns.
- ❖ Alex hosted executives of the Park Meadows Senior Center to discuss the plan for residents to become kitten/cat fosters. Park Meadows staff are excited to see the benefits of a social/emotional connection with their senior residents and young animals.

Volunteer Program Updates

In August, **477** volunteers gave **4,020.93** hours of services, the equivalent of **23** full-time employees!

- ✓ Total value of volunteer hours in July: \$114,757.55
- ✓ New Volunteer Shelter Tours Conducted: 10
- ✓ Number of Individuals who Attended a Shelter Tour: 106

Businesses and Groups that volunteered in August gave 164:45 hours of service with 88 people, *KnowFully Learning Group, Crittenton Center, Law Office of Young, Kuhl & Frick, Easterseals Midwest, True Media Services, Lowe's Hotel, First Christian Youth Group, New Frontiers, EPC Real Estate, IIDA Leading the Way, and US Bank employees (right).*



"Kudos to Natalie & the rest of your team! Your employees were all extremely friendly and it was visible the love for the animals & the purpose of your organization & made us as volunteers feel extremely appreciated & valued! It was hard work but a truly enjoyable experience that I will remember for many years to come."

"Cheryl was so patient and helpful. She gave me as much independence as I was comfortable with so that I could gain confidence from working with orange-level dogs. She would jump in and give me tips, so I felt supported and learned while I was doing it, not just watching someone else do it or listening to them talk. And she was super encouraging and constructive with her feedback."

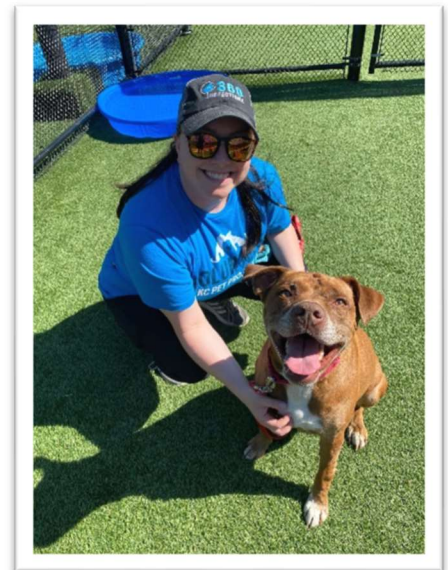
"Dan was great, and I learned a lot of information about what sort of things I can volunteer for and how impactful the role of working with the cats will be."

Volunteer Recruitment and Retention

- ✓ Total active volunteers: **2,150** including 149 newly active volunteers
- ✓ We received 303 new volunteer signups in August with 13 people wanting to volunteer specifically for Petco Cat Habitats.

News from the Volunteer Department

- ❖ In August, Volunteer Program Manager Heather Sandor and Volunteer Engagement Specialist, Natalie Nepper, welcomed visiting Volunteer Manager, Aviana Arias-Goines, from Operation Kindness in Carrollton, Texas, and met with Kansas City Zoo's Volunteer and Recruiting Coordinator, Kelli Cefalu, to collaborate and discuss how KC Pet Project facilitates group volunteer opportunities.
- ❖ Our **Volunteer Facebook Group** page is a main form of communication we use to help volunteers stay up to date of shelter operations, upcoming events, and volunteer program information. We've recently implemented the use of hashtags such as #GreatestNeeds, #DailyOutcomes, #Adopted, #Events, #HowToHelp, etc., to keep volunteers informed. We've encouraged staff and volunteers to use these hashtags so Facebook Group members can easily find information or specific content about upcoming events, recent adoptions, and the shelter's greatest needs.
- ❖ **Volunteer Opportunities Roadmap:** There's so many ways to get involved as a volunteer at KCPP! To make it easier for volunteers to see how to meet their goal of supporting a particular area/department of the shelter, the Volunteer Department created a visual volunteer opportunities roadmap to guide them on how to get started.
- ❖ **New Volunteer Guidebook:** To ensure volunteers have a strong foundation to understand shelter operations, we created a new guidebook as a resource that covers the basic information to help prepare volunteers for their journey with KC Pet Project. The guidebook has information including animal sheltering basics, euthanasia and at-risk populations, safety procedures, customer service, training/continuing education, and program communications!



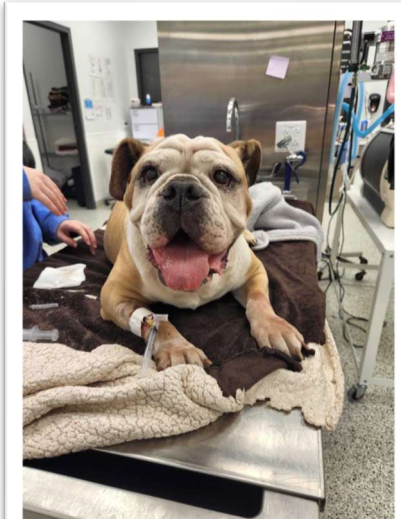
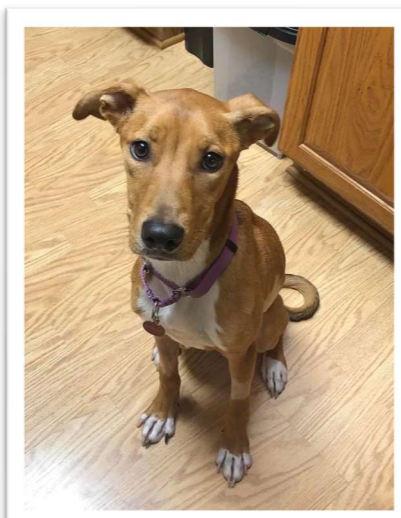
Surgeries & Medical Procedures Performed in August 2022

Spay/Neuter Surgeries		AC Injured/Emergencies		Public Injured/Emergencies	
CC RTF - Cat Neuter	52	Cats brought by AC	22	Cats brought by Public	10
CC RTF - Cat Spay	48	Dogs brought by AC	27	Dogs brought by Public	27
RTO - Cat Neuter	0	Total	49	Total	21
RTO - Cat Spay	0	Emaciated	4	Emaciated	12
RTO - Dog Neuter	16	Dog Fight	4	Laceration	1
RTO - Dog Spay	3	Wounds	2	Abdominal Bruising	1
Shelter - Cat Neuter	163	HBC	2	Dermatitis	1
Shelter - Cat Spay	193	Laceration	1	Eye Infection	1
Shelter - Dog Neuter	214	Broken Pelvis	1	Congenital Defect	1
Shelter - Dog Spay	261	Ruptured Bladder	1	Injured Limb	2
Rabbit Neuter	0	URI	8	Injured Eye	1
Rabbit Spay	0	Mange	2	Died After Arrival	5
Total Spays/Neuters	950	Poisoned	1	Head Tilt	1
		Overheated	1	Geriatric	2
Specialty Surgeries		Fistula	1	HBC	1
Amputation	2	Hematoma	1	Injured Pelvis	1
Dental	15	Paralyzed	1	Calici Virus	1
Entropion	2	Dermatitis	4	Total Emergencies	31
Enucleation	3	Foreign Body	1		
Hernia Repair	3	Diarrhea	1	Wellness Exams	
Cherry Eye	1	Abscess	1	Cats	208
Intussusception	1	Diaphragmatic Hernia	1	Dogs	335
Exploratory	4	Died After Arrival	2	Guinea Pig	1
Foreign Body Removal	1	Injure Limb	2	Rodent	0
Prolapse Repair	1	Prolapsed Rectum	1	Total Wellness Exams	544
Pyometra	1	Down in Hind	1		
Feeding Tube Placement	0	Injured Eye	2	Vet Clinic Appointments	
Mass Removal	3	Stomatitis	1	Drop-off	18
Third Eyelid	1	Pneumonia	1	Foster Pets	57
Wound Repair	9	Geriatric	1	HAFH	2
Total Specialities	47	Total Emergencies	49	HW Injections	89
				KCPP 300	20
Heartworm Exams		Parvo Virus		ORE	12
HW Consults	27	Canines treated in Parvo Ward	21	Other	12
HW Injections given	70	Canines treated in Foster	0	Post Adoption	10
Total Heartworm Dogs	97	Canines treated Outpatient	0	Recehcks	7
		Total canines treated	21	Staff Pets	3
		Deceased	7	Total Appointments	230
		Save rate for parvo	67%		

News from our Veterinary Clinic

- ❖ Our veterinary team performed **997** spay/neuter and specialty surgeries in August. We provided emergency medical care to 80 seriously injured animals that arrived (poisoning, emaciated, fractured limbs, hit by vehicles, foreign body removals, mass removals, overheated, etc.). Doctors performed 950 examinations on pets in/arriving at our shelter. We've already done nearly 500 more surgeries than last year at this time.
- ❖ We did heartworm injections on 70 dogs in August – the largest number of dogs treated in a month in 2022.

- ❖ **Lizzie** the puppy (right) was survived parvovirus in August, but when she graduated from our parvo ward, she began to decline rapidly, no longer eating and with constant diarrhea. Our doctors diagnosed her with intestinal intussusception - a deadly disorder that causes the intestines to twist and turn. We removed a large portion of her bowel in an effort to save her life, and she is currently in a foster home doing well and gaining weight.
- ❖ **Yuki** the cat was a friendly community cat that had been living happily outside, loved and cared for by her caregiver in the neighborhood. Unfortunately, Yuki was seriously injured (probably hit by a car) and was rushed to KCPP by her caregiver where we noted Yuki was unable to use her back legs due to a fractured and displaced pelvis. We weren't sure she would ever walk, urinate, and defecate on her own, but we immediately started her on pain medications and monitored her closely. At first, her bladder had to be expressed by our technicians twice a day. However, slowly but surely, she regained function in her pelvis and started walking, standing, and urinating on her own! Our little miracle kitty was on her way to a full recovery. We were thrilled when we were able to return her to her grateful caregiver for continued care.
- ❖ **Spot** the Bulldog (right) came to us suffering from heat stroke with a life-threatening internal temperature of 107 degrees. Our medical team jumped into action to cool him down as quickly as possible, setting an IV catheter to get cold fluids in his veins and placing him in an ice pack bath. Once his temp came down, we monitored him for signs of GI upset which typically follows heat stroke. He recovered well and, through it all, was the sweetest boy that loved all the attention he received in our clinic. As so many bulldogs do, Spot also had entropion conditions due to an eye infection and he is currently recovering in a foster home.



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** (1,405 Google reviews)
- ✓ KC Pet Project - Zona Rosa Adoption Center: **4.4/5.00** (576 Google reviews)
- ✓ KC Pet Project - Petco Adoption Center: **4.4/5.00** (181 Google reviews)

"I have adopted 4+ dogs from KC Pet Project. They are wonderful people - all lovers of animals and welcome people like us who do as well. They are friendly, helpful, and so willing to help! Our newest adoption was Lady, a 6 month old. We love her so much! The KCCAC location is all brand new and sparkling! The animals are blessed to have this beautiful facility. Thank you, KC Pet Project!! We love Lady and Major (we adopted him 2 1/2 years ago!)"

Colin Sutter, Customer Engagement Coordinator, reported 1,105 emails were received in August inquiring about fostering a pet or pets in foster homes. An additional 942 emails were received through our Contact email address, mostly regarding pets available to adopt or the adoption process.

Adoption Updates: In August we received 147 adoption updates through our Constant Contact email campaigns. Here's what one adopter had to say this month:

"I recently had the pleasure of adopting Maguire (Mac). He is without a doubt the love of my life. Even though it is still early, he has been all I've ever wanted from a dog. We love going on daily walks and trips to the dog park, playing with new and familiar friends, adventuring to our favorite dog friendly places around the city (he is amazingly chill in public,

everyone loves him) and snuggling on the couch to watch Love Island. This boy has my whole heart, and I could not thank you enough for bringing us together!! Thank you endlessly!"

Pet Support Center - Customer Satisfaction Survey

- ✓ **2022 Rating: 4.531/5.0 stars**
- ✓ Historical rating: 4.66/5.0 stars: 17 surveys submitted in August, 234 submitted since launch in September 2020

"The whole team is beyond amazing & always very helpful. Thank you"

"It was my first time there and I was so impressed with the whole place. Thank you to everyone there for what you do for these animals in need."

Pet Support Center Performance

August 2022	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Helpline - Main Queue	3720	1224	4944	25%
IN > Helpline - Spanish	24	109	133	82%
IN > Helpline - Lost and Found	950	228	1178	19%
Helpline INBOUND Performance	4694	1561	6255	25%
OUT < Helpline - Main	1093	153	1246	12%
OUT < Helpline - Lost and Found	163	33	196	17%
Helpline OUTBOUND Performance	1256	186	1442	13%
Total Performance for August 2022	5950	1747	7697	23%

- ❖ Our Pet Support Center team answered 4,694 live phone calls, completed 1,442 outbound calls, resolved 501 voicemails, and completed a total of 7,413 interactions with pet families in August.
- ❖ In August, we assisted approximately **776** 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 **90** animals whose owners originally contacted KCPP to surrender their pet(s); 109 animals were diverted through return-to-field, trap-neuter-return, and safety net programs, and 5 additional animals were returned to grateful owners through subsidized programs after being surrendered to the shelter. *A total of 204 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:
 - 1) Lack of resources and the inability to afford pet-related care (855 pets),
 - 2) Health of the animal or health of the owner/family (733 pets);
 - 3) Personal reasons including changes in lifestyle, or the pet was incompatible with the living arrangements of other people or other animals (451 pets).

Housing-related owner surrender currently sits as the fourth largest cause for relinquishment (380 pets). *Reasons include cost of housing, loss of home, moving/relocating, and pet-restrictions.*

In August, our Pet Support Center received **512** stray animals brought in by the public. This shatters the previous record from May 2022.



Pet Support Center Department Updates:

- ❖ Community Programs Administrator, Alyssa Willett, led the effort to redesign the KC Pet Project Pet Relinquishment webpage. The new design makes it easier for owners to review resources available to them that may help them keep their pet and gives them a glimpse into what a day in the life of a shelter pet looks like. Many owners don't know shelter pets spend much of their time in a kennel, despite staff and volunteer best efforts, and owners may not be aware of the mental toll a shelter environment can take on pets. Providing transparent information about a pet's experience in the shelter gives owners a better understanding of what surrendering a pet means and helps them decide if it is the best option for them. The webpage also shares information on the process for scheduling a surrender appointment.

Return-to-Home Team

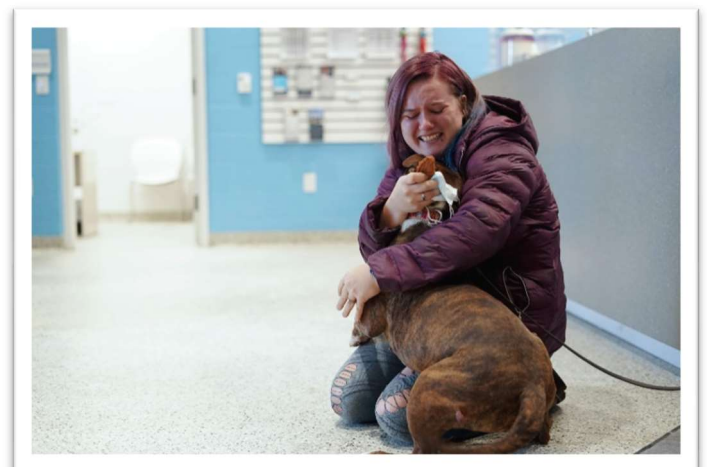
- ❖ The Return-to-Home team received 125 Lost Pet Reports and 59 Found Pet Reports filed online or over the phone by residents last month. They conducted 125 in-depth microchip investigations for stray animals in our care. We cross-posted 1 animals on public Lost and Found websites such as Pawboost, and Petco Love Lost, to reach a wider audience and increase chances of reunification.
- ❖ Return to Home Support Volunteers gave 97.21 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.
- ❖ **Lost and Found Pet Reunification Survey Results:** Lost pets reclaimed in August had been missing for an average of **2.6 days**. 58% of the pets were wearing a collar, and 54% of collars had an ID tag. 38% of the pets reclaimed were microchipped, 94% of microchips were registered with up-to-date contact information, but only 6% of those families created Lost Pet Reports with their microchip company.
 - ✓ 26% of the pets' families found their pet thanks to shelter staff, 21% found their pet listed on KCPP's website, 12% found a post in a Facebook Group, 19% located their pet on KCPP's Lost and Found Facebook Page, and 12% located their pet in other ways not related to NextDoor, Animal Services Door Hangers, or other websites.

Nearly 31% of lost dogs that arrived were reunited with families, while only 2% of lost cats were reclaimed by their owners.

Return-To-Home: Sedona

Sedona was adopted from KC Pet Project in 2018 by the McDermott family. Sedona quickly became a beloved family member. She spent her days going on car rides and basking in the sunlight in the backyard. One morning, the McDermott family let Sedona outside into their yard, but when they went to let Sedona back in, she was gone. The family began to panic. They were so worried about her, searching the neighborhood and even filing police reports. *Two years later*, there were still no leads as to what had happened to Sedona.

In February 2022, a KCPP Animal Services Officer responded to a stray dog call. Thanks to her microchip, our Pet Support Center staff located a match in our system. Incredibly - it was Sedona! The McDermott family couldn't believe the news! They were ecstatic to be together again but were unable to afford the full cost of the fees to reclaim Sedona from the shelter. Our Keep 'Em Together program helped them with financial assistance, so they only had to worry about getting Sedona back home where she belongs.



Rehoming Support Services

In August, our team received 158 requests for private rehoming. Eligible pet owners posted 75 owned pets for adoption through our ReHome website for rehoming support services. ***Our team has received 1,550 requests for ReHome since September 22, 2021.***

Keep 'Em Together, KC Program Updates

Amanda Gatten, Director of Community Programs, reported **132** families benefitted from our 4 KETKC Subsidiary Program in August:

Pet Care Assistance Program

Pet owner financial assistance totaling \$4,926.75 for 22 families (327pets) was awarded in August:

- ✓ 19 Pet Care Assistance Applications were received
- ✓ Home Away from Home Reunification fees subsidized: \$261.00
- ✓ Pet medical assistance granted: \$1,182.46

Our Pet Care Assistance Program has provided \$45,729.04 in financial assistance to 175 families with 207 pets in 2022.

Home Away from Home (HAFH) – Crisis Boarding Program

- ✓ 12 families with 19 pets applied for crisis boarding assistance in August. Due to the loss of our program coordinator, only one new family was enrolled in the HAFH program with one pet.
- ✓ 3 families with a total of 4 pets were reunited in August.
- ✓ 15 new safety net foster applications were received in August.
- ✓ There were currently no families/animals enrolled in the Home Away from Home program at month-end.

Reclaim Fee Forgiveness Program

- ✓ Total Reclaim Fee Forgiveness Program awards to pet families in August: \$5,310.00
- ✓ 60 families with 78 pets benefitted from the Reclaim Fee Forgiveness Program last month.

We have subsidized \$108,742.00 in reclaim fees for 1,064 families with 1,285 pets since June 2021!

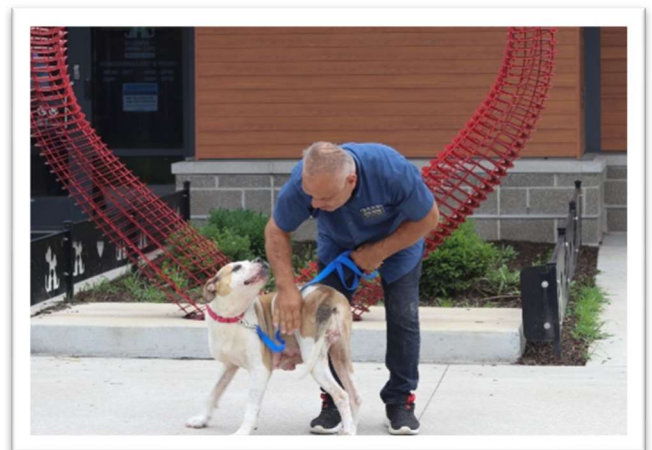
Pet Resource Assistance Program

Pet foods were shared with 5 community pantry partners in the metro, including *the Don Bosco Center, Amethyst Place, Unity Southeast Kansas City Community, and local community cat caregivers*. **52 families with 95 pets** benefitted directly from these resources provided in August. Total resources distributed to our community included:

1,990 lbs. of cat food and 3,391 lbs. of dog food
926 lbs. of dog treats and 40 lbs. cat treats
200 lbs. of kitty litter
82 collars and 35 leashes
14 individual doses of flea/heartworm medicine
5 kennels/crates, 4 dog houses
427 miscellaneous pet care items

Keeping 'Em Together: Beka

Over the past 8 years, Beka (right) had 2 happy and healthy litters of pups that all went to new homes. With her second litter, Beka began to develop two mammary tumors. When the masses appeared, they didn't seem to bother her, but throughout the



next 6 months, her mammary tumors became larger and owner, Jorge, became concerned about Beka's health. Jorge took her to a private vet clinic and was provided with an estimate for surgery. Jorge realized the vet bill was much higher than he could afford. Because of his own recent health concerns, Jorge had been struggling to keep up with expenses and knew he could not afford to get Beka the care she needed.

Devastated, but feeling he had no other option, Jorge brought Beka to KC Pet Project to give her up to ensure she could get the medical care she needed and have the masses removed. Beka had her first surgery on July 29th and required a second procedure in August to remove the remaining mass. Beka spent four weeks in our veterinary hospital. As time passed, it was clear that she missed her family. Our team rallied the support of our community and raised more than \$2,000.00 to cover Beka's medical care with the hope of reuniting Beka with Jorge. When it was finally time to go home, Beka walked slowly through our vet clinic, but when she saw her best friend, Jorge, Beka immediately perked up and ran into his arms. Beka went home and continues to heal with the family she loves dearly.

Canine Behavior & Enrichment Department

- ❖ Number of dogs behaviorally assessed in August: 68
- ❖ Pre-adoption behavior consultations conducted: 75
- ❖ Number of dogs introduced to adopters by Behavior Team: 12

An average of 167 shelter dogs participated in canine playgroups every day in August!

Behavior follow-up support for adopters: 75 post-adoption follow up emails were sent, 17 phone consultations performed, 64 behavior support email correspondences, 1 free behavior lessons given to adopters, and free behavior consultations with families were conducted in August that prevented 1 dog from being surrendered.

In the month of August, the Behavior and Enrichment team hit a new record of **189 dogs** participating in playgroups in one single morning! This record surpasses the previous record by 24 dogs! This is an incredible achievement for this team as they have successfully adapted to the significant increase of dogs in our care while continuing to prioritize enrichment and physical activity for all dogs every day.

Canine Foster Care Program

Giana Galeno, Canine Foster Program Coordinator, reported at the end of August, 174 dogs (40% of the dogs in our care) were in foster homes. During the month, **215** dogs were sent to foster homes – including 57 puppies under 8 weeks old. Volunteers took 87 dogs on a Dog's Day Out last month. We welcomed 16 new dog foster families in August, and we had 36 dogs adopted directly from foster homes.

Jaunty Russell (right) has been a well-known dog to our staff and volunteers since August 2021. He was originally surrendered by his family and showed severe anxiety in our shelter. He presented as an extremely high energy dog without an off button in the shelter. The foster department made it their goal to understand him and his needs better, because we knew there was more to this dog than he was exhibiting in our shelter environment. We spent from May to June of 2022 prioritizing him for a Dogs Day Out to burn off energy and we could learn more about him. He was reported to be an amazing dog when he left the shelter, and he absolutely loved going on hikes and snuggling. His behavior in the shelter was better with the increased time away from the shelter. In July, Heather Surber came in for a foster appointment and wanted to help him. She committed to helping him get through his terrible separation anxiety with a routine and consistency. During her travels, Jaunty Russell was our office foster dog at the shelter and Giselle Sanchez-Guerrero would take him for long weekends to make sure he was in a better state of mind to meet his new foster-to-adopt family at the end of August. He is already doing very well in his new home and can even be left alone for 3 hours! Jaunty Russell's life was saved through fostering and by the village of people that have helped him throughout his journey.



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

Chelsae Rohrback, Rescue and Transport Coordinator, reported 76 dogs were transferred out to other organizations in August, including 5 dogs with specific medical needs, 1 dog with behavioral needs, 2 neonatal puppies, and 2 dogs with other special needs.

Organizations we transferred animals to in August: Great Plains SPCA, Lucky 13 Rescue, Maple Woods Community Vet Tech Program, Mid America Bully Breed Rescue, Missouri Pit Bull Rescue, Mo Kan Border Collie Rescue, Pawsitive Tails, Paws-N-Claws Iowa, Unleashed, Wayside Waifs, and Whispering Willows Senior Dog Sanctuary.

Rescue/Transport – Jennifer and Jared’s Story

Jennifer and Jared (right) were two very bonded 14-year-old pups surrendered to KC Pet Project in mid-August after their elderly owner was having housing issues. We knew the shelter was not the best place for these two sweet souls, so we reached out to our rescue partners at Whispering Willows Senior Dog Sanctuary who were more than happy to take them. Jennifer and Jared got fresh haircuts after they arrived at their rescue and are doing well in their new community of senior dogs!



Our **small animal program** processed **15** adoptions in August –10 guinea pigs, 1 rabbit, and 4 rats. We sent 11 animals to foster homes, including 7 reptiles (including 5 bearded dragons from one home).

On August 25th, an Animal Services Officer brought in five bearded dragons after responding to a Police Assist call at a home where the owner had suffered a medical emergency. Taking in five all at once and at the end of the day had our team scrambling to ensure these bearded dragons had proper habitats setup, warming lamps, food, etc. We put out a call for help to our staff and within an hour, all five bearded dragons had new foster homes to go to and be cared for until they were available for adoption.

Canine Operations

- ❖ Our Canine Care team cared for an average of **237** dogs every day in August at our Campus location.
- ❖ We welcomed 11 new Canine Care team members in August.
- ❖ Our Behavior Team is training our new staff and we have begun incorporating volunteers into our canine matchmaking process. We took in **602** dogs last month – 34 more dogs than August 2021 and we processed 362 dog adoptions. Due to the number of dogs arriving every day, we’ve continued to utilize our Indoor Playroom for overflow housing for dogs. On average, we received 25 new dogs every day in August.

Feline Foster Care Program

Feline Foster Program Coordinator, Leslie Bauer, reported another spike in cats/kittens needing foster homes. We sent **350** cats and kittens to foster homes in August (330 were underage kittens)!

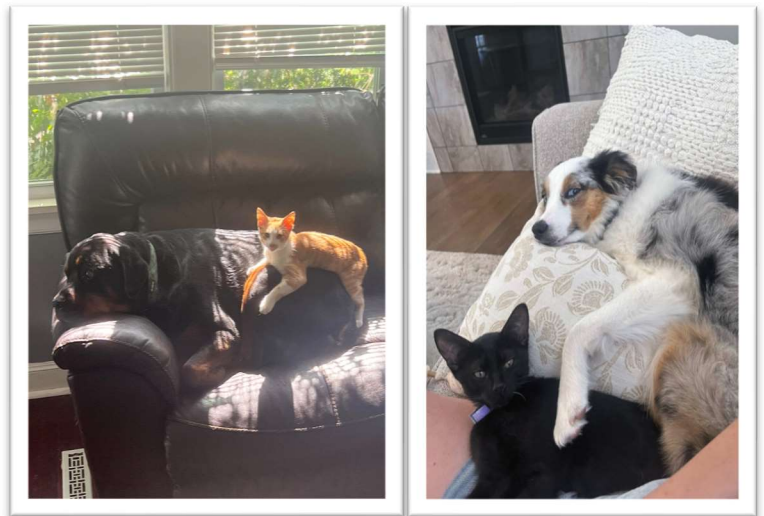
- ❖ At the end of the month, we had 110 active foster homes and 16 new foster homes were onboarded in August.
- ❖ 100 cats and kittens were adopted directly from foster homes in July. At the end of the month, 311 felines (**62%** of all cats/kittens) were in foster homes.
- ❖ Early in August, we received a large number of cats from a hoarding case. The cats were thin and not well socialized to people. They were initially put in a large colony room at the shelter, but they were frightened and not acclimating, and we knew the best solution was to get these cats into a less stressful foster home setting. The foster commitment was unknown since the cats would likely need to be adopted directly from foster homes, and we wanted them to go to foster homes in pairs, so it was asking a lot from our foster homes. But our amazing fosters began offering up their homes for these kitties right away and by the end of the month all 12 cats were in foster homes! We are so grateful for our foster families who open their homes to so many cats and kittens in need.

*So far this year, 319 foster homes have cared for **1,822** cats and kittens!*



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

- ❖ Danielle Jones, Feline Lifesaving Program Coordinator, reported we transferred in **159** cats in need from other area shelters/agencies, including our established regional partners like Joplin Humane Society and Best Friends of NW Arkansas, as well as local partners like Liberty Animal Shelter, Independence Animal Services, Gardner Animal Control, and Midwest Animal Res-Q. Included in these were several medical cases like ringworm and Feline Leukemia (FeLV), all of whom have now found homes.
- ❖ We've increased the number of cats being transferred in from other shelters by **40%** in 2022!
- ❖ We trained 3 new Petco Cat Habitat volunteers last month. We have 252 active volunteers in this program currently, and these incredible community volunteers gave 496 hours of time in August at 10 Petco store locations.
- ❖ In August, we processed **264** cat adoptions from Petco Cat Habitats and 42 cat adoptions from Whiskers Cat Café. Petco Cat Habitat adoptions accounted for 48% of all feline adoptions processed last month. The Blue Springs store had 35 adoptions in August – the highest number in the metro.
- ❖ **Gone To the Dogs** - We received so many great adoption photos in August of cats/kittens adopted from our Petco cat habitats at home with their new dog friends (above).



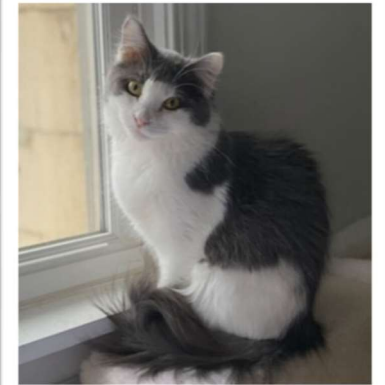
Feline Operations

Jennifer Dreisewerd, Director of Feline Operations, reported an 105% increase in stray cats being brought to the shelter in August.

Quigley Down Under the Bed, (aka Quigley Wiggly), came to KCPP last September and was finally adopted August 6th. He spent half of his 11-month journey with us in a foster home being monitored for medical conditions, including fluid buildup in his abdomen. Once medically cleared, he returned to the shelter where we helped him overcome his fear of hands and people coming towards him. By the time he was adopted (right), he was approaching the front of the kennel, soliciting pets, and having a great time hunting his toys.

Meow Meow originally came to KCPP in December 2014, again in 2017, and arrived for the third time in June 2022. During her wellness exam in June, our vets noted suspicious spots in her mouth, and she underwent surgery to have a mass removed from her mouth and we were thrilled to get the pathology report that she did NOT have cancer. Before her adoption on August 2nd, Meow Meow spent considerable time watching the hallway and “managing” the employees in the North end of the building. Meow Meow found herself purr-fectly suited for her position as a member of management writing board reports and keeping a visitor entertained busy during her visit (photos below).

810 cats arrived in Aug, including 97 cats brought in for TNR services (an 83% increase)!



Celeste the cat came to KCPP June 24th from Joplin Humane Society and needed some dental work done so she could eat pain free again. **Bart** the cat was transferred to KCPP from Oklahoma, and he also needed dental work done. He became very shut down and struggled with trust issues due to pain. Our Dr. Spangler performed their dental work and both kitties went home with new families in August!

Handsome boy **Cyclops** (right) was transferred to KC Pet Project on July 8th from Joplin Humane Society. His eye enucleation was performed by the veterinarians in Joplin, but this boy struggled with an infection and itchiness for a while. He finally graduated from our hospital and once cleared, found a new loving home in August!

Cat Data for August

At the beginning of August, we had 527 cats in our care, but at the end of the month we had only 488 cats



in our care. This data indicates that, despite **810 cats** arriving last month (a **105%** increase in stray cats) our overall length of stay for cats is significantly shorter than last year, which means we are continuing to provide medical care more efficiently and evaluate behavior needs more quickly. The number of cats in foster care is down 128 cats from last year, a direct result of managing the flow of foster kittens more efficiently to adoption venues post-surgery, as well as managing the population in foster care. *Petco cat habitat locations have consistently been housing almost twice the number of cats as last year nearly* thanks to robust adoptions and keeping kennels filled. By moving cats more efficiently to adoption venues, we are better able to keep the feline population at the main shelter within our capacity for care while being able to help more cats each month and save more lives.

Our Zona Rosa Adoption Center has done more cat adoptions than any other KCPP location in both July and August!



**LABOR DAY
ADOPTION EVENT**
September 2nd – 5th

**\$25
ADOPTIONS***

*Puppies, kittens, and specialty breeds excluded. Special pricing for pets at the Kansas City Campus for Animal Care, Zona Rosa adoption center, Petco adoption center in Overland Park, and pets in foster homes.

KC PET PROJECT ♥




KC PET PROJECT ♥

\$30 ADOPTIONS
for adult dogs 30 pounds or more and adult cats
August 26th – 28th

CLEAR THE SHELTERS
CLEARTHESHelters.COM

at the Kansas City Campus for Animal Care, Zona Rosa Adoption Center, Petco Adoption Center in Overland Park, and pets in Foster homes.

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