

# KC PET PROJECT

## Impact Report for December 2021 Activities

### Sheltering Statistics Year-to-Date:

Dogs & Cats Jan – Dec 2021	2021	2020	Difference
Adoptions	9,887	7,384	2,503 more
Total Intake	<b>14,082</b>	10,081	4,001 more
Returned to Owners	1,648	1,223	425 more
Live Release Rate	96.4%	95.7%	0.7% higher
Owner Relinquished Pets	4,428	3,165	1,263 more
Stray animals brought in by public	3,767	3,484	283 more
Animals transferred IN	1,789	1,042	747 more
Average Length of Stay for Dogs	16.6 days	19.0 days	2.4 days fewer
Average Length of Stay for Cats	24.4 days	32.4 days	8 days fewer

### December 2021 - Animals In & Animals Out

- ❖ Our Live Release Rate of **96.4%** for 2021 continues to reflect incredible lifesaving work coming from all departments. We achieved a **97.0%** Live Release Rate for the month of December (97% dogs, 97% cats).
- ❖ We received or provided care for **1,012** dogs and cats in December (499 dogs, 513 cats).
- ❖ Our veterinary team performed **614** surgeries in December, provided emergency medical care to 60 seriously injured animals that arrived (hit by cars, animal attacks, skin infections, eye injuries, emaciated, fractured limbs, antifreeze poisoning, etc.), and treated 8 puppies in our in-house parvo ward.
- ❖ Our lifesaving work extended well beyond the Kansas City metro through our feline transfer program. We saved **1,618** cats and kittens in 2021 at risk of euthanasia from other overcrowded shelters and rescues in and around our region, including taking a large number of cats/kittens from 3 overcrowded shelters in Louisiana right before Christmas. We transferred in 221 cats and kittens in December alone. Our feline transfer program grew by **82%** in 2021 and our actions have significantly increased the lifesaving capacity for these other organizations as well.

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*In 2021, we provided medical care and housing to a record-setting 14,581 animals - 6,567 dogs, 7,515 cats, plus another 499 small animals, livestock, and wildlife. This is the largest number of animals to have ever entered our shelter system in Kansas City's recorded history!*

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*In 2021, an incredible 10,042 pet adoptions (3,939 dogs, 5,948 cats) were processed - with adoptions 34% higher than both 2020 and 2019. This is the largest number of dogs and cats adopted in one year in our organization's history!*

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- ❖ The number of owner-surrendered pets **was up 40% in 2021 and was 129% higher than 2019 levels.**
- ❖ We provided services for **774** owned animals from our community in 2021 through drive thru vaccination clinics, community cat spay/neuter clinics, and our crisis boarding program.

- ❖ At the end of December, 114 of our dogs/puppies (34%) and 128 of the cats/kittens (49%) were in foster homes.

Kansas City Animal Shelter Historical Data for Dogs and Cats ONLY							KC Pet Project									
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Intake	10,441	10,949	8,273	7,202	7,251	6,087	6,846	8,179	9,476	8,928	9,264	9,553	9,710	10,164	10,081	14,061
Adoptions	1,216	1,670	1,216	2,653	3,115	2,434	3,013	4,516	5,986	5,863	5,939	6,406	6,708	7,396	7,384	9,882
Euthanized	6,958	6,769	4,912	3,101	2,722	1,826	821	565	650	554	469	394	487	469	420	477
Transferred Out	928	599	966	416	349	901	1,583	1,148	1,024	929	980	820	690	477	500	527
Returned to Owners	1,040	1,397	939	879	931	895	955	1,062	1,244	1,217	1,455	1,341	1,310	1,205	1,220	1,648
Total Positive Outcomes	3,184	3,666	3,121	3,948	4,395	4,230	5,551	6,911	8,450	8,726	9,032	9,295	9,419	9,878	9,838	13,456
<b>Live Release Rate</b>	<b>31.4%</b>	<b>35.1%</b>	<b>38.9%</b>	<b>56.0%</b>	<b>61.8%</b>	<b>69.8%</b>	<b>85.7%</b>	<b>92.4%</b>	<b>92.9%</b>	<b>93.6%</b>	<b>94.8%</b>	<b>95.7%</b>	<b>94.8%</b>	<b>95.2%</b>	<b>95.7%</b>	<b>96.4%</b>

Note: In 2009, 2010 and 1/2 of 2011 all transfers to rescue groups were being logged by the previous shelter operator incorrectly as "adoptions"

## Animal Services Division Update

- ❖ Officers responded to **1,106** calls for service in December 2021. Officers have responded to nearly **15,000 unique calls** for animal services from residents since we took over the City's Animal Services Division exactly one year ago.
- ❖ Our Animal Services dispatch team received **2,577** phone calls from residents in December. Division Manager Taylor implemented a new Call Parking & Recovery process aimed at decreasing the number of abandoned calls, reducing the call abandonment rate to an all-time low of 14%.
- ❖ In December, officers issued 86 verbal warnings for violations and issued 13 official Notice to Correct Violation warning tickets to residents. Three (3) citations were entered into the Thin Blue Line (TBL) system for review and approval by the City Prosecutor.
- ❖ Currently there are 75 open Potentially Dangerous or Dangerous Dog cases in various stages of investigation.

## Total Calls by Type Responded to in December 2021

Call Type:	December '21	November '21
Enforcement	63	44
Cruelty Investigations/Neglect	227	207
Other Services (PD/Fire/MAST)	97	120
Stray Animals/Animals at Large	581	555
Wildlife	88	84
Bite – Non-Domestic Animals (bats, etc.)	14	14
Bite – Domestic (dogs/cats)	36	90

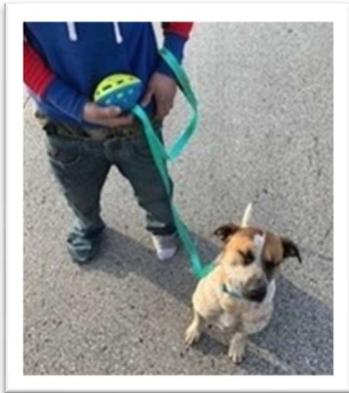
## Stories From the Field

On December 12<sup>th</sup> Cruelty Investigator Aulgur was returning to our Campus when he was flagged down by a KCMO city employee who said he had found an injured dog just up the road near the entrance to the Kansas City Zoo. Investigator Aulgur went to the location and could not believe what he found. Laying curled up in a ball was an emaciated 4-year-old pit bull type dog weighing less than 25lbs. She was so weak and could no longer stand or walk and appeared to be near death.

Investigator Aulgur scooped up the fragile dog (we named **Mistletoe**) and transported her to our shelter's veterinary clinic where she received emergency medical care. Officers conducted an investigation, looked for any witnesses, and searched the area for security cameras



that might reveal how Mistletoe came to be in that location, but officers were unable to find any evidence regarding the case. Mistletoe, under the care of our incredible veterinary team, is gaining weight and is expected to make a full recovery.



Officer McGehee responded to a call in December regarding a stray dog in the roadway near 40 Highway. When she arrived, she located the dog and noticed what appeared to be the dog’s owner throwing a toy for the dog to play with. Officer McGehee spoke to the owner about his dog being loose and learned this gentleman was houseless. He said that Missy was his best friend and usually stayed near him, but he didn’t have a collar or a leash for her.

Officer McGehee provided the owner a collar and leash for Missy, as well as some dog food. Officer McGehee also provided Missy’s owner with hand warmers and even purchased a couple of cheeseburgers for him. Our officers take every opportunity to lend compassion and help to pets and their people in need.

*“The best part of my job is keeping animals safe and together with their families. It is rewarding for me to see the joy that offering services brings to people who thought they were out of options.” - Cruelty Investigator Aulgur*

Recently, a concerned KCMO resident reported an emaciated dog roaming near 36<sup>th</sup> Street and Agnes. When Animal Services Officer Rader arrived on scene, he found a very skinny, cold, and hungry dog eating garbage. The dog was fearful, but Officer Rader was able to lure the dog inside the truck with wet dog food, and the dog relaxed and enjoyed his warm ride to the shelter. **Herbert** (right) is doing well at the shelter and will be neutered and available for adoption soon.



Animal Services Supervisor Jones responded to a report of an aggressive dog near 36<sup>th</sup> Street and Highland. When Supervisor Jones arrived, the reporting party was standing in the driveway, pointing to the dog. The young dog (left) was soaking wet and shaking from the cold and when Supervisor Jones called to the dog she jumped right into his arms. Although Supervisor Jones was unable to locate the dog's owner while he was in the neighborhood, he was able to provide her a safe ride to the shelter until her family could be located.

### Call Results for December 2021

Results for Calls with Animals:	December '21	November '21	% Change
Animals Impounded by Officers	202	237	15% decrease
Wildlife Relocated/Transferred Out	45	41	10% increase
Animals Returned Home by Officers	40	36	11% increase
Percentage Returned Home w/o Impound	22%	24%	8% decrease

## Animal Cruelty/Neglect/Abuse Cases Under Investigation

In December, the Cruelty Investigations team closed 262 animal cruelty case activities for our community. With the colder weather coming in at the end of the month, the team prioritized resource deliveries, which provides support to families who need help caring for their pets during winter months, including cold-weather doghouses, high calorie dog food, heated water bowls, straw, and fleece blankets.

## Other Animal Services Division Activities in December

- ❖ In December, Animal Services Supervisor Steele partnered with the Missouri Department of Conservation to coordinate native wildlife training for our Animal Services Division staff.
- ❖ Chief of Animal Services April Moore continued to work alongside top industry leaders on the development of the Maddie's University course focusing on the future of animal services. The expected completion date for this course work is February 2022.
- ❖ The Animal Services Division leadership team implemented a monthly training program for officers focused on understanding bias, diversity, and promoting inclusion.
- ❖ In December, Animal Services Division representatives attended the Scarritt Renaissance Neighborhood Association and the Indian Mound Neighborhood Association meetings.

## Outreach and Community Partnerships

Our Animal Services officers deliver critical resources to residents in our community, including doghouses, pet food, collars, leashes, and harnesses, pet beds, and flea/tick medications. They also connect the community with organizations that provide resources for houselessness, domestic violence, disabilities, and financial assistance.

- ❖ On December 7, 2021, Ryan Johnson, Cruelty Investigations Manager, collaborated with Great Plains SPCA's HERO outreach team to deliver supplies to a significant number of families in Kansas City ahead of several cold weather days (photo right).
- ❖ KC Pet Project and Animal Services met with Great Plains SPCA, Pet Resource Center, and the Humane Society of Greater Kansas City's Ray of Hope program to plan a large-scale free winter pet supply give-away event, called **Project Pet Warmth**, to be held on Sunday, January 16, 2022, at the Linwood YMCA.
- ❖ In December, April Moore attended the Kansas City Coalition Against the Co-occurrence of Domestic Violence and Pet Abuse meeting. She also met with representatives from Synergy Services and Rose Brooks Center to continue plans to expand our partnership in January to help more victims of domestic violence that need to escape safely with their pets.



## Animal Services Media Coverage/ Community Education

- ❖ We put out a press release on New Year's Eve highlighting pet safety tips for the night and how to keep your pets warm during the incoming winter storm.
- ❖ In December, we hosted a tour with the new KCMO Parks and Recreation Director, Chris Cotton, as well as the newest KCMO Parks and Recreation Commissioners, Jackie Nguyen and Alex Perez.
- ❖ Mayor Quinton Lucas came to the Campus for an in-depth tour of the shelter in December and met Chief Moore and several of our Animal Services Division staff.
- ❖ Estimated media reach in December for animal services and sheltering stories was **35,021,137** people.

## Marketing/PR/Communications/Community Engagement

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

- ❖ We held our Home for the Holidays Adoption Special December 13th - 24th and 438 pets were adopted during this special!
- ❖ We held the Kittens for Christmas adoption event (right) at the Campus on Christmas Eve from 11 AM -3 PM and there were 74 pets adopted that day – 60 cats/kittens and 14 dogs.
- ❖ KC Pet Project’s holiday staff party was held on December 8<sup>th</sup> at the Campus. More than 100 staff members attended the party.
- ❖ The Derrick Nnadi Foundation fundraiser was held at Bar K on December 6<sup>th</sup>, raising funds to support his foundation, which in turn, supports KC Pet Project.
- ❖ Katie Grissum designed a special 10-Year Anniversary logo for KC Pet Project, and we introduced new products in our online store ahead of our January 1<sup>st</sup> anniversary date.
- ❖ Our Marketing Team put together a Holiday Gift Guide with retail products as well as Kennel Sponsorships and Love Tags.
- ❖ We created a Holiday Support Guide for our website that listed end-of-year giving opportunities.
- ❖ Tori was featured in Drury University’s Magazine as their featured alumni member in their “Alumni Spotlight.”



## Website Statistics

Users – 106,514  
New Users- 100,599  
Sessions – 162,039  
Page Views – 775,338

## Social Media Channel Statistics

We passed 79,000 followers on Instagram  
We passed 137,000 followers on Facebook  
We have **1.1 Million** TikTok followers



## Community Education/Partnerships/School Visits

- ❖ KC Pet Project hosted 3 Girl Scout Troops with a total of 40 students for our Youth Enrichment Program. Students bring all supplies to make enrichment treats, plus bring donations and other items. We hosted 438 Girl Scouts in 2021 and students learned about animal care and the role animal shelters play in our community.
- ❖ Twenty-five (25) Pembroke and Wyandotte High School students also participated in our Youth Enrichment Program, and we talked about sustainability of our buildings and operations, and how Animal Services impacts the community.
- ❖ Alex Ayala gave a presentation to Nashua Elementary’s 4<sup>th</sup> and 5<sup>th</sup> grade students about working for KC Pet Project.
- ❖ We attended an event with the Greater Kansas City Coalition to End Homelessness at BarK to speak to people about our Home Away from Home crisis boarding and our Keep Em Together KC Programs.

- ❖ An Eagle Scout built and delivered 10 community cat houses, and donated cleaning supplies and pet food. Five (5) additional winter cat shelters were built and delivered by a youth gymnast completing a service requirement for her gym. Another Eagle Scout candidate designed and built 6 large dog houses and donated 8 bales of straw to be distributed to KCMO residents as needed.
- ❖ Five (5) high school interns will be working at KCPP January - May through the Southland CAPS program.
- ❖ We kicked off our public shelter tours program, inviting the public to sign up for an hour-long guided tour of our Campus facility, covering our history and our programs and services. Tours are led by our Tour Ambassador Morrie Carlson.

### Retail Sales & Roasterie Café

- ❖ Manager of Retail Operations, Bria Sweany, created new holiday-themed drinks for purchases including a Puppermint Mocha, Gingerbread Cookie Latte, and hot chocolate bombs in December. New anniversary themed drinks are being created for our 10-year anniversary.

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***Retail sales increased 73% and coffee shop sales increased 114% in 2021***

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### Pet Support Center – Pet Support Desk, Pet Helpline, and Return-to-Home (Lost and Found)

#### Pet Support Center - Customer Satisfaction Survey - 2021 Rating: 4.55/5.0 stars

(Historical rating: 4.73/5.0 stars: 4 surveys submitted in December, 141 submitted since launch in September 2020)



*"Great people"*

*"Amazing staff"*

*"Super Professional, Super Friendly, Super Informative"*

*"Very neat & professional upon finding our dog, tracking and calling us to come get Teddy!"*

#### Pet Support Center Performance

December 2021	Answered	Unanswered	Total Calls	Abandoned Rate %
<b>IN &gt; Helpline - Main Queue</b>	3,307	702	4,009	18%
<b>IN &gt; Helpline - Spanish</b>	56	46	102	45%
<b>IN &gt; Helpline - Lost and Found</b>	828	317	1,145	28%
<b>Helpline INBOUND Performance</b>	<b>4,191</b>	<b>1,065</b>	<b>5,256</b>	<b>20%</b>
<b>OUT &lt; Helpline - Main</b>	1,109	139	1,248	11%
<b>OUT &lt; Helpline – Lost and Found</b>	234	49	283	17%
<b>Helpline OUTBOUND Performance</b>	<b>1,338</b>	<b>206</b>	<b>1,544</b>	<b>13%</b>
<b>Total Performance for December 2021</b>	<b>5,529</b>	<b>1,271</b>	<b>6,800</b>	<b>19%</b>

- ❖ In December, our Pet Support Center team answered **4,191** live phone calls, completed **1,544** outbound calls, resolved **409** voicemails, and maintained an inbound abandonment rate of 20%.
- ❖ The Pet Support Team assisted **520** 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.

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***In 2021, our Pet Support Helpline handled 88,760 calls.***

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- ❖ In the month of December, the Pet Support Center team provided resources/information/support that diverted intake for **142** animals whose owners originally contacted KCPP to surrender their pet(s), **81** animals were diverted

through return-to-field, trap-neuter-return, and safety net programs, and **12** additional animals were returned to grateful owners through subsidized return-to-home programs after initially being surrendered to the shelter.

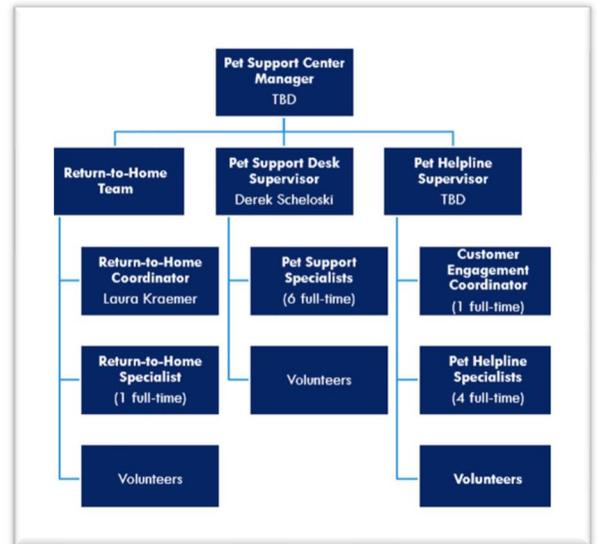
**2,301 pets were kept out of the shelter system in 2021 through safety net programs, trap-neuter-return initiatives, and helping pet owners overcome obstacles to keep their pets in their homes.**

- ❖ The Return-to-Home team reported **213** Lost Pet Reports and **56** Found Pet Reports filed online or over the phone by residents in December and conducted a total of **47** in-depth microchip investigations for stray animals in our care.

**1,648 animals were returned to their homes in 2021 resulting in a return-to-home rate of 32% for the year.**

**Pet Support Center Department Updates:**

- ❖ We consolidated the list of reasons pet owners give for returned adoptions and owner surrendered pets, allowing our team to collect consistent and more impactful data on the reasons contributing to pet relinquishment including costs of living, housing restrictions, and loss of housing. The intake reasons were designed to support objective and nonjudgmental determination why pet owners give up their pets.
- ❖ With the increasing need for pet support services, we restructured the Pet Support Center to support department sustainability, increase customer service and satisfaction, and prevent compassion fatigue and burnout among staff. This new restructure splits the Pet Support Center into two sub-departments: **Pet Support Desk** (shelter admissions) and **Pet Helpline** (call center). Both areas will now have their own dedicated staff members. Pet Helpline Specialists will begin taking ownership of scheduling owner surrender appointments and the Pet Support Desk Specialists will focus on in-person services.



**Keep ‘Em Together, KC Program Updates**

Amanda Gatten, Director of Community Programs, reported a total of 110 families benefited from our Keep ‘Em Together, KC subsidiary programs (Pet Care Assistance, Pet Resource Assistance, and Home Away from Home) as well as our safety net crisis boarding and Reclaim Fee Forgiveness program.

**In 2021, 1,215 families with 1,552 pets benefitted from Keep ‘Em Together, KC programs for a total of \$96,418.45 granted in subsidies.**

**Pet Care Assistance Program**

Pet owner financial assistance totaling \$2,458.66 for 13 families (22 pets) was awarded in December.

- ✓ Seventeen (17) Pet Care Assistance Applications were received
- ✓ Home Away from Home Reunification fees subsidized: \$220.00
- ✓ Pet Deposit/Pet Rent assistance provided: \$350.00
- ✓ Pet medical assistance granted: \$483.77
- ✓ Return-to-Home fees forgiven: \$1,404.89

**In 2021, our Pet Care Assistance Program helped 224 families (with 302 pets) with \$48,711.45 in financial assistance.**

## Home Away from Home (HAFH) – Crisis Boarding Program

- ✓ Seventeen (17) families with 26 pets applied for crisis boarding assistance in December. One (1) family was enrolled in the Home Away from Home program with 2 pets.
- ✓ Five (5) families were reunited with their eight (8) pets in December.
- ✓ Five (5) families with six (6) pets are currently enrolled in our Home Away from Home program.
- ✓ Our focus in 2022 is to increase foster participation by intentionally recruiting potential fosters and connecting them to our mission and the growing need for support. Our team created an informational presentation for the Home Away from Home program including a flyer that allows attendees to scan a QR code to sign up to foster during the session.

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***In 2021, 60 families (with 83 pets) were helped by our Home Away from Home crisis boarding program and our 66 foster families provided a total of 4,327 days of care for those pets. In 2021, 64 families were reunited with their pets after receiving emergency boarding services - a 94% program reunification rate.***

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## Reclaim Fee Forgiveness Program

- ✓ Total Reclaim Fee Forgiveness Program awards in December: \$6,940.00
- ✓ Sixty-seven (67) families with 76 pets benefited by the Reclaim Fee Forgiveness Program in December.

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***Launched in June of 2021, our Reclaim Fee Forgiveness Program provided \$47,707.00 in reclaim subsidies for the year, benefiting a total of 416 KCMO families and 581 pets for the year.***

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## Pet Resource Assistance Program

Pet foods were shared in December with our three (3) community partners in the metro: the Don Bosco Center, Amethyst Place, and a local community cat caregiver. Twenty-eight (28) families with sixty-four (64) pets benefited from these resources provided in December.

- ✓ 705 lbs. of cat food, 12 lbs. cat treats, and 25 lbs. of kitty litter
- ✓ 1,851 lbs. of dog food and 25 lbs. dog treats
- ✓ 29 collars and 19 leashes
- ✓ 21 doses of flea/heartworm medicine
- ✓ 7 kennels/crates & 6 doghouses/cat shelters
- ✓ 110 miscellaneous pet care items

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***In 2021, our Pet Support Center provided KCMO residents with more than 29.7 TONS of pet food and treats and more than 3,961 pet care items including dog houses, flea/tick medications, and collars/leashes. We shared resources with 12 community partners and provided services to 179 owned pets at our Community Clinics for vaccinations/microchips/pet ID tags.***

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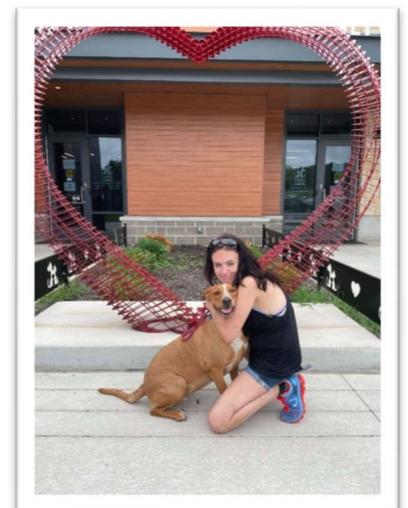
## Rehoming Support Services

In December, KCMO residents posted **42** owned pets for adoption through our ReHome website for private pet rehoming services.

### **Keeping 'Em Together: Samantha and Izzabella**

**Izzabella the dog** (lovingly referred to as Izzy) found herself at KC Pet Project after she was picked up as a stray by a Good Samaritan. Sporting a new blue collar, we knew she was owned and loved by someone, and that someone was Samantha! Samantha was anxious to get her best friend back home but explained she couldn't afford the full reclaim fees.

Luckily, that is one of the reasons we have our Pet Care Assistance Program. KCPP subsidized her fees and Izzabella was able to go home that day. Samantha, said "Izzabella is our best friend, our everything, our world." It is clear from the photo (right) that Izzabella feels the same way about Samantha.



## Volunteer Program Updates

In December, **451** volunteers gave 3,401.55 hours of services, the equivalent of 19.62 full-time employees.

- ❖ Total value of volunteer hours in December: **\$97,080.237**
- ❖ 58 new volunteers attended shelter tours in December
- ❖ 72 volunteers attended trainings in December

Groups that volunteered in December gave 91.50 hours of service with (45 people), including Park Hill South Students, UMKC Women's Soccer Team, NHS Students from Lee's Summit North, and Loews Hotel.

Fifty-five (55) businesses/groups volunteered in 2021, bringing 443 individuals and giving a total of 1,179.20 hours of service to KCPP.



### News from the Volunteer Department:

- ❖ In December, we hosted *Jingle and Mingle*, an in-person event for volunteers to get to know one another and enjoy some fun before the Christmas Holiday. The volunteer department provided drinks, light snacks, a photo wall, and raffle items for the event.

- ❖ **Volunteer Mentor Program Assessment:**

Heather Sandor and Amanda Gatten launched an engagement survey for all current volunteer mentors to better understand how we can grow our mentor program and provide better support and incentives for mentorship opportunities.

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***In 2021, 1,909 volunteers gave 42,110 hours of service to KCPP (a 59% increase over last year). This is the equivalent to more than 20 FTEs, with a value of \$1,201,804.27 to the organization.***

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- ❖ **Diversity/Equity/Inclusion:** In 2022 we will focus more on creating a diverse and equitable volunteer culture. We launched a new initiative in December to measure diversity and inclusion within our volunteer program. Volunteers are self-identifying ethnicity, gender, and age groups in our demographic data to help us measure the level of diversity in our volunteer corp.
- ❖ Heather Sandor has been promoted to Volunteer Program Manager. Alyssa Willett will be moving into a new role as our Community Programs Administrator. We are hiring for a Volunteer Engagement Specialist to join Heather and Amanda Gatten, Director of Community Services, in the future development of our volunteer program.



## Canine Behavior & Enrichment Department

- ❖ Number of dogs behaviorally assessed in December: 59
- ❖ Pre-adoption behavior consultations conducted: 80
- ❖ Average daily number of dogs in playgroups: **106** dogs
- ❖ Number of behavior modification training sessions with fosters: 1
- ❖ Number of dogs introduced to adopters by Behavior Team: 6

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***In 2021, a record 151 dogs participated in canine playgroups in a single day!***

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**Behavior follow-up support for adopters:** 159 post-adoption follow up emails were sent, 68 phone consultations performed, 56 behavior support email correspondences, and 6 free consultations with families were conducted in December to prevent dogs from being surrendered.

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***In 2021, 795 dogs were behaviorally assessed and 1,230 Behavior Follow Up emails were sent to adopters.***

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## Canine Foster Care Program

- ❖ We sent 132 dogs and puppies to foster homes in December, and at the end of the month, 114 dogs (34% of the dogs in our care) were in foster homes. We welcomed 19 new dog foster families in December.
- ❖ We had 32 dogs adopted directly from foster homes last month. Forty-eight (48) puppies under 8 weeks old went into foster homes last month and volunteers took 57 dogs on a Dog's Day Out!
- ❖ **Moscato** (right) arrived at KC Pet Project in June after being abandoned behind a vacant home. He was chained and living in awful conditions, his ears chewed up by flies, and a concerned neighbor had been feeding him. Since no one came to claim him, Moscato was made available for adoption. As the weeks went by, Moscato became increasingly stressed. He lost weight and became more prone to displaying reactive behavior, as well as compulsive behavior in his kennel. In November, he was moved into the canine foster office where he very quickly began to relax. We knew it wasn't a permanent solution, but it improved his quality of life significantly until a foster or adopter could be found.

Then he met Diane, a volunteer who always asks which dog needs a break the most, and Moscato was at the top of the list. Diane took Moscato out to spend the day with her as often as she could. Soon, another volunteer, Katelyn, saw Diane's posts about Moscato on social media and signed up to take him out as well. Katelyn and her partner Thomas had lost their beloved dog earlier this year, and though they weren't ready to adopt, they felt drawn to Moscato and knew they wanted to help him. Katelyn and Thomas decided to officially foster him. Moscato is thriving in their care, and they describe him as the "cuddliest bed hog ever." He's still looking for a permanent home, but we are so grateful for the love and support of so many people that made his move to a foster home possible.

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***In 2021, we sent 1,521 dogs to foster homes and welcomed 351 new canine foster families.***

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

Tabitha Urban, Director of Canine Operations, reported 28 animals (27 dogs, 1 cat) were transferred out to other organizations in December, including 4 dogs with behavioral needs.

- ❖ Four (4) dogs with extensive medical needs were transferred to other organizations, including Kaori, a dog that struggled to regain full use of her back legs after being hit by a car. Kaori really needed physical therapy and other rehabilitative services. Our rescue partner, Paws-N-Claws Iowa, took her into their program where Kaori is receiving all the care she needs to recover, including weekly swim therapy.
- ❖ Organizations we transferred animals to in December: Columbia Second Chance, Lucky 13, Missouri Pit Bull Rescue, Missouri German Shepherds (MOGS), Paws-N-Claws Iowa, Saving Death Row Dogs, and Unleashed Pet Rescue.
- ❖ Our small animal program processed 19 adoptions – 2 birds, 10 rabbits, 6 guinea pigs, 1 bearded dragon

## Canine Operations/Adoption Centers/Adopter Satisfaction Survey Results

KCCAC Survey total overall rating: **4.87/5.0 stars** (7 surveys submitted in December, 72 responses to date)



*"Beautiful facility with awesome attentive and caring staff. Had a great experience adopting our King. Canine Specialist Ronan did a tremendous job helping us find the right dog and making sure he acclimated to our household. We are already in love with our dog and would recommend KC Pet Project to everyone."*

*“As a new pet-owner, it was amazing to me how much information KC Pet Project so freely and enthusiastically gives. It’s so encouraging to have post-adoption support for both full heartworm treatment to prevent prohibitive cost, and to have behavior resources available to us as we work to ease our dog into our home and our family. Thank you for all you do!!*

*“I had such a pleasant experience adopting a dog for the first time! The staff was very helpful when it came to what I was looking for and what was a good fit for me and my lifestyle. They offered lots of resources from training materials to food suggestions to advice to transition home. I’m very thankful for their patience, guidance and love during the process!”*

- ❖ Our Canine Care team cared for an average of **191 dogs every day** in December at our Campus location.
- ❖ We are working on a match-making training manual to further our staff knowledge, decrease length-of-stay for dogs, and enable more volunteers to work alongside us in assisting customers. We are launching portable technology (tablets) in January and streamlining our match-making process.

### Feline Foster Care Program

- ❖ We had 128 cats (out of 261) in foster homes at the end of December (49%). We had 22 new foster families volunteer to foster cats/kittens in December.
- ❖ At the end of the month, we had 92 active foster homes for cats/kittens.
- ❖ In 2021, 947 cats/kittens were adopted directly from foster homes, a 49% increase over 2020.
- ❖ Our feline foster team expanded our Bottle Baby program and trained more fosters how to care for neonatal kittens. We sent **1,525 kittens** under 8 weeks old into foster homes in 2021.

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***In 2021, 2,956 cats/kittens went to foster homes – a 15% increase over 2020***

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

- ❖ 161 cats and kittens were adopted from Petco stores and 90 were adopted from Whiskers Cat Café in December - which accounts for nearly 44% of our organization’s cat adoptions last month. The Petco store in Liberty processed the largest number of adoptions for the month - with 31 adoptions!
- ❖ We were able to transfer in **221** cats at risk of euthanasia from other area shelters/agencies, including Joplin Humane Society, Raymore Animal Control, Midwest Animal Res-Q, Lees Summit Animal Control, and Grain Valley Animal Hospital. We also transferred cats in through the Best Friends Network from Northwest Arkansas and we transferred in 35 kittens in from 3 different organizations in Louisiana for our Kittens for Christmas event. These transfers accounted for **43%** of our organization’s total feline intakes in December. Fifteen (15) of the cats transferred in had special medical needs and would have been euthanized at their original organization.
- ❖ We trained 12 new Petco Cat Habitat volunteers this month, bringing our total number of active volunteers for Feline Lifesaving Programs to **278 volunteers** -- who volunteered a total of 871 hours to the program last month. These incredible community volunteers covered 486 shifts in December at 10 Petco locations.
- ❖ Our Feline Transfer Program grew significantly in 2021, thanks to our community volunteers that not only transported and cared for all cats and kittens at our 10 Petco locations but stepped into leadership positions. We launched our Volunteer Recruitment and Retention Team, with 4 volunteer team captains who hosted in-store events and trained new volunteers.

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***In 2021, 2,283 cats/kittens were adopted from Petco stores -- a 128% increase from last year!***

***Cats/kittens were in Petco stores an average of only 3 days before being adopted – and many were adopted the same day.***

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***In 2021, 577 cats/kittens were adopted from Whiskers Cat Café – a 38% increase from last year.***

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- ❖ In 2021, we transferred in **1,618** cats/kittens from **20** different organizations and animal control facilities – an 82% increase over 2020. These cats were brought in from both local organizations, and from shelters as far as Texas, Arkansas, and Louisiana. We also transferred in large groups of cats/kittens displaced by natural disasters like Hurricane Ida and the destructive Texas ice storms.
- ❖ In 2021, 308 volunteers gave 8,784:13 hours of service to our Feline Lifesaving/Petco Habitat program – nearly doubling the number of volunteer hours given in 2020.

## Feline Operations

In December, 513 cats came in and our feline team processed 652 adoptions – a 17% increase from last year.

- ❖ Our **Kittens for Christmas** event on Christmas Eve was a huge success. We were able to help three shelters in Louisiana - St. Tammany Parish, Terrebonne Parish, and Big Sky Ranch by taking 32 kittens from their overcrowded facilities and finding homes for all of them, including a little blind kitten, during the 4-hour event.
- ❖ KC Pet Project has been selected for the **2022 Cat Pawsitive Program**. Cat Pawsitive is The Jackson Galaxy Project/Greater Good Charities’ feline behavior training program. It brings the benefits of behavior training to cats in a shelter. Cat Pawsitive will help improve the quality of life for the cats in our care, help shorten their length of stay, and help increase adoptions! Ten (10) staff members will be participating in this program.



## News from the KCPP Veterinary Clinic

- ❖ Our veterinary team performed **614 surgeries** in December, provided emergency medical care to 60 seriously injured animals that arrived (hit by cars, animal attacks, antifreeze poisoning, head traumas, eye injuries, emaciated, fractured limbs, etc.), treated 8 puppies in our in-house parvo ward, and performed 646 veterinary examinations on animals in shelter and from foster.
- ❖ Our clinic provided \$912.13 of subsidized veterinary services to 2 owned pets that arrived seriously injured or ill, including a dog that had been hit by a car and a dog with a large mass growing on his side.
- ❖ Our clinic staff successfully placed 4 esophagostomy tubes, or “feeding tubes” in cats that weren’t eating (right). The use of feeding tubes is something you would normally see in veterinary emergency hospitals, but we have some incredibly talented doctors and technicians on our shelter medical team. Three of those patients successfully recovered and had their tubes taken out, while one patient still has her tube and is fed daily through it in a foster home- which was also a new accomplishment for our medical foster program.



## Surgeries & Medical Procedures Performed in December 2021

Spay/Neuter Surgeries	
CC RTF - Cat Neuter	33
CC RTF - Cat Spay	24
RTO - Cat Neuter	1
RTO - Cat Spay	0
RTO - Dog Neuter	15
RTO - Dog Spay	7
Shelter - Cat Neuter	138
Shelter - Cat Spay	141
Shelter - Dog Neuter	114
Shelter - Dog Spay	119
<b>Total Spays/Neuters</b>	<b>592</b>

Specialty Surgeries	
Amputation	3
Enucleation	2
Dental	4
Foreign Body	2
Feeding Tube Placement	3
Mass Removal	2
Cystotomy	1
FHO	2
Exploratory	1
Surgical Wound Repair	2
<b>Total Specialties</b>	<b>22</b>

Cruelty/Necropsy	
Cats	0
Dogs	1
<b>Total</b>	<b>1</b>

Heartworm Exams	
HW Consults	18
HW Injections (animals treated)	53
<b>Total Heartworm Dogs Seen:</b>	<b>71</b>

Wellness Exams	
Cats	239
Dogs	138
Rabbit	4
Guinea Pig	2
<b>Total Wellness Exams</b>	<b>383</b>

Vet Clinic Scheduled Appointments	
Drop-off	3
Foster Pets	58
HW Injections	75
KCPP 300	9
ORE	7
Other	4
Post Adoption	16
Rechecks	11
X-Rays	1
Sick Pet	1
Staff Pet	1
HAFH	6
<b>Total</b>	<b>192</b>

Blue Pearl Patients	
Injured Dogs	3
Injured Cats	0
<b>Total</b>	<b>3</b>

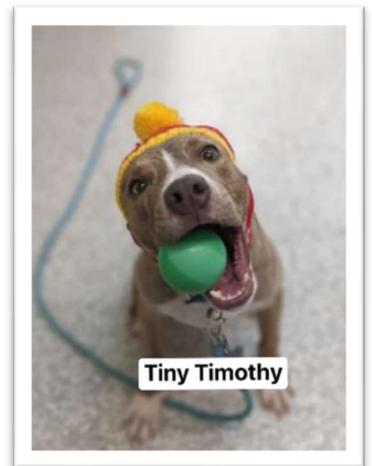
AC Injured/Emergencies	
Cats brought by AC	7
Dogs brought by AC	36
<b>Total</b>	<b>43</b>
Antifreeze Toxicity	1
Died After Arrival	4
Injured Limb	4
Emaciated	9
Dog Fight Wounds	3
Head Trauma	2
Parasites	2
HBC	4
Happy Tail	1
Lacerations	1
Matted	2
Dermatitis	5
Oral Pain	2
HBT	1
Limb Deformities	1
Parvo	1

Public Injured/Emergencies	
Cats brought by Public	4
Dogs brought by Public	13
<b>Total</b>	<b>17</b>
Died After Arrival	1
Prolapsed Eye	1
URI	1
Matted	2
Sinus Arrhythmia	1
Prolapsed Rectum	2
Heart Failure	1
Mass	1
Parvo	4
Emaciated	3

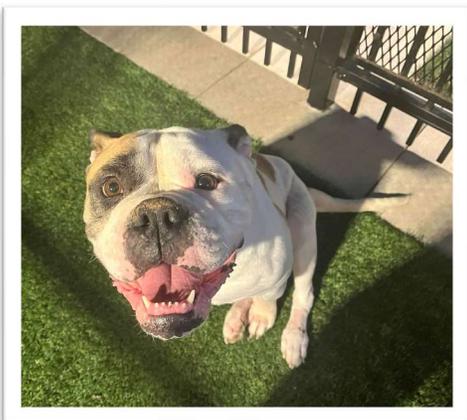
Parvo Virus	
Canines treated in Parvo Ward	8
Canines treated in Foster	0
Canines treated Outpatient	0
Total canines treated	8
Deceased	1
<b>Save rate for parvo</b>	<b>88%</b>
Intake	
Owner Surrender/Outpatient	7
Animal Services/Seized	1
Public Stray	0
Positive while at shelter >10 days	0
Transfer	0

## Notable Medical Cases in December

**Tiny Timothy** (right) came in as a normal 9-month-old puppy in November. He suddenly developed acute hind limb paralysis and was unable to use his back legs. Our veterinary team began treating him for several ailments, including tick-borne illnesses, and slowly he regained use of his back legs and was adopted in December.



**Tiny Timothy**



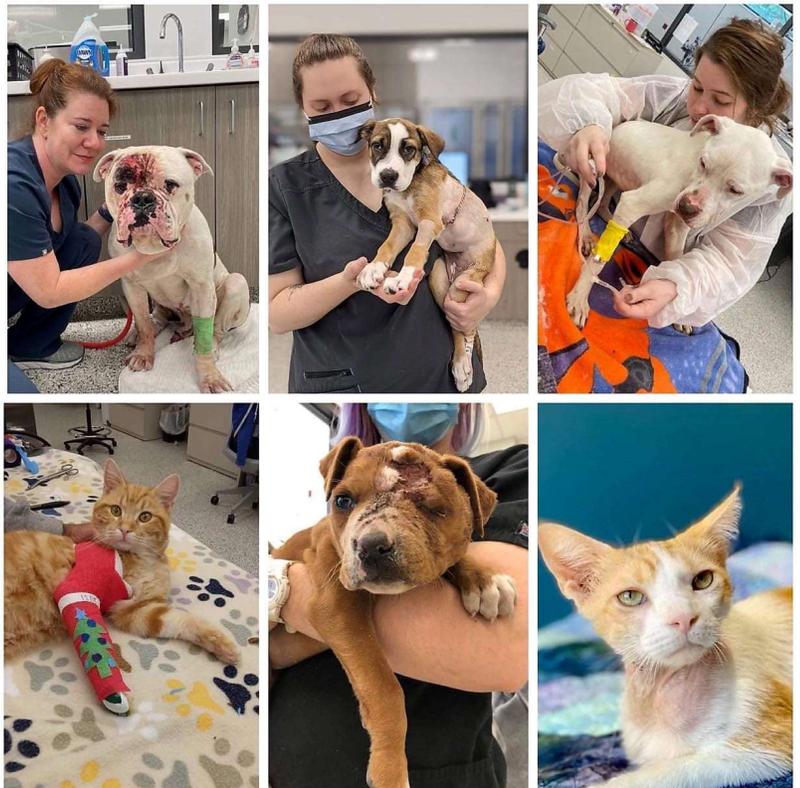
**Cantaloupe** (left) arrived via Animal Services and was assumed to have been hit by a car. We could find no fractures or lacerations to indicate any injuries, but she was unable to stand or walk. Our hospital staff began getting her up using a sling, or carried her to the yards for potty breaks and volunteers have been working with her daily to encourage progress. Recently, we were thrilled when Cantaloupe began standing and walking on her own! She's still unsteady on her feet, but she is a total lovebug and just can't wait to get out of her kennel and be around people.

## Veterinary Clinic Overview for 2021

	2021	2020	% Change
Spay/neuter surgeries performed	7,915	5,528	43% increase
Specialty surgeries performed	559	407	37% increase
Wellness exams performed	8,129	5,603	45% increase
Number of dogs treated for heartworms	594	234	154% increase
Cruelty exams and necropsies performed	86	60	43% increase
Puppies treated for parvo virus	189	71	166% increase
Emergencies brought in by Animal Services	457	472	-3% decrease
Emergencies brought in by the public	309	504	-39% decrease

Our vet clinic wrapped up a very busy 2021, having served more animals and provided more medical services than ever before. Not only did we perform a total of **8,474 surgeries** in 2021, but we also had an impressive year of surgical and medical innovation:

- ❖ Our staff provided intensive medical care for 189 puppies with deadly parvovirus in 2021, with an impressive 90% survival rate!
- ❖ Our kennel care staff and volunteers provided compassionate and intensive care for hundreds of animals during their stay in our hospital, and helped many animals learn to walk again.
- ❖ We created two separate teams within our vet clinic (the Medicine & Triage Team and the Surgery Team) to better leverage the skills of our veterinary assistants while also allowing them additional opportunities for training and development.
- ❖ Our Medicine and Triage Assistants rose to every challenge presented. They placed intraosseous catheters (catheters in the center of a long bone) so they can save lives during emergencies when a vein can't be accessed, they placed nasogastric tubes to get nutrition into parvo animals that aren't eating, they help splint fractured limbs, and spent thousands of hours providing excellent nursing care to hundreds of critically ill patients.
- ❖ Our Surgery Assistants increased our surgical capacity by **43%**, while improving the level of care that hospitalized patients receive. Our Surgery Leads trained assistants on safe anesthesia recovery, placement of endotracheal tubes, and care of surgical instruments.
- ❖ **Our veterinarians expanded their skills and successfully performed delicate, complex surgeries that are often not performed in shelters, or even in most private veterinary practices.** This included repairing a liver shunt on a kitten, correcting a congenital abnormality of the vessels near a kitten's heart, repairing a Persistent Right Aortic Arch (a heart defect) causing the esophagus of a puppy (below) to be constricted near her heart, performing full mouth extractions to cure a debilitating condition in cats called stomatitis, as well as using cutting edge techniques to save limbs, repair damaged flesh, and remove cancerous tumors. We hosted several 3<sup>rd</sup> year veterinary students throughout the year to learn from our talented group of doctors.



On January 1, 2021, KC Pet Project turned 10 years old! Over the past 10 years, we have saved the lives of 89,535 homeless pets who passed through our organization – including nearly 65,000 pets that were adopted from KCPP!



Submitted by,

*T. Johnson*

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