

KC PET PROJECT

Impact Report for February 2022 Activities

Sheltering Statistics Year-to-Date:

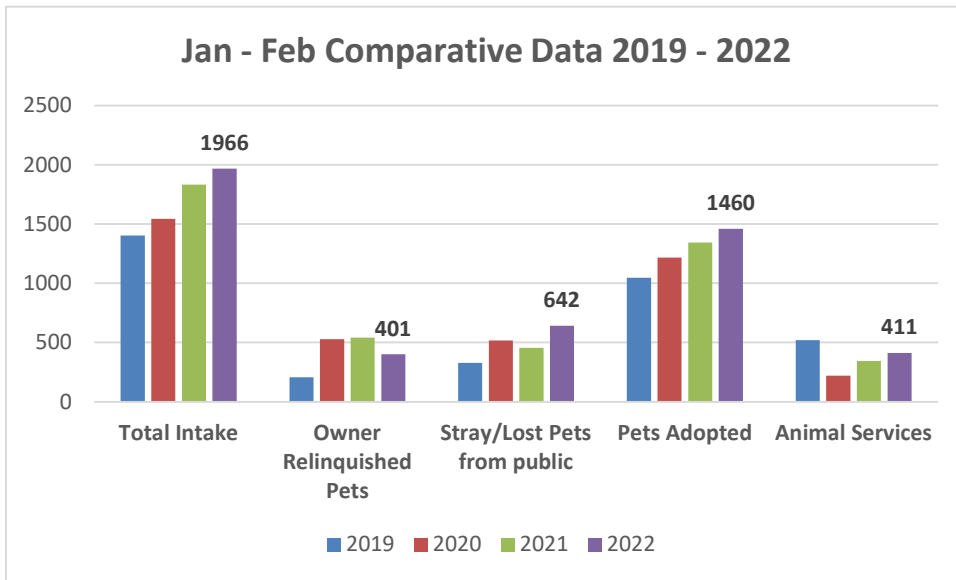
Dogs & Cats as of Jan - Feb 2022	2022	2021	Difference
Adoptions	1,460	1,343	117 more
Total Intake	1,966	1,831	135 more
Returned to Owners	282	219	63 more
Live Release Rate	97.4%	96.5%	0.9% higher
Owner Relinquished Pets	401	540	139 fewer
Stray animals brought in by public	642	456	186 more
Animals transferred IN	342	376	34 fewer
Spay/Neuter Surgeries Performed	1,002	1,016	14 fewer
Average Length of Stay for Dogs	18.8 days	14.2 days	4.6 days longer
Average Length of Stay for Cats	24.3 days	20.3 days	4 days longer

February 2022 - Animals In & Animals Out

- ❖ We received or provided care for **975** dogs and cats in February (570 dogs, 405 cats). We also received 10 guinea pigs, 3 rabbits, 1 rat, and 2 sheep.
- ❖ The number of owner relinquished pets declined in February, but the number of stray/lost pets brought in by the public increased 20% – mostly due to a significant increase in stray dogs being brought in.
- ❖ Our veterinary team performed **511** spay/neuter and specialty surgeries in February and provided emergency medical care to 58 seriously injured animals that arrived (animal attacks, emaciated, fractured limbs, hit by vehicles, skin infections, tumors, etc.). Doctors performed **592** examinations on pets in/arriving at our shelter and we treated 8 puppies in our in-house parvo ward.
- ❖ Due to the sustained demand for cats/kittens to adopt, our feline transfer program was able to save 168 cats and kittens in February at risk of euthanasia from other overcrowded shelters in and around our region, including overcrowded shelters in Joplin, Raymore, Raytown, Lee’s Summit, Oak Grove, Gladstone, and Grain Valley, as well as the Animal Rescue League of Iowa and the Best Friends Network from Northwest Arkansas.
- ❖ We provided services for **51** owned pets from our community in February through community cat spay/neuter clinics and our crisis boarding program.
- ❖ At the end of February, 174 of our dogs/puppies (47%) and 43 of the cats/kittens (34%) were in foster homes.

We saw the largest number of animals to ever enter our shelter system in January - February.

Our Save Rate of 98.2% achieved in February was the highest in our organization’s history (98.9% dogs, 97.4% cats).



A review of 4-year trendlines of key data reveals KCPP is continuing to take in and care for more animals in need than ever before. Cumulative data for January and February show intake continues to rise, including high numbers of stray animals being brought in from the public.

Pet adoptions continue to increase as well. We saw the largest number of pet adoptions ever processed in Jan – Feb in our organization’s history!

Animal Services Division Update

- ❖ Officers responded to **1,137** calls for service in February 2022, a 9% decrease in calls from last month.
- ❖ Our Animal Services dispatch team received **2,418** phone calls from residents and made 1,550 additional calls to residents in February. Our call abandonment rate has been reduced to an all-time low of 9%.
- ❖ In February, officers issued 44 verbal warnings for violations and issued 11 official Notice to Correct Violation warning tickets to residents. Seven (7) citations were entered into the Thin Blue Line (TBL) system for review and approval by the City Prosecutor.
- ❖ There are 25 open Potentially Dangerous or Dangerous Dog cases in various stages of investigation.

Total Calls by Type Responded to in February 2022

Call Type:	February '22	January '22
Enforcement	81	67
Cruelty Investigations/Neglect	239	332
Other Services (PD/Fire/MAST)	114	131
Stray Animals/Animals at Large	542	565
Wildlife	61	62
Bite – Non-Domestic Animals (bats, etc.)	16	16
Bite – Domestic (dogs/cats)	84	75

Approximately 26% of all stray related calls were for public safety concerns such as reports of aggressive dogs or animals in the roadway.

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

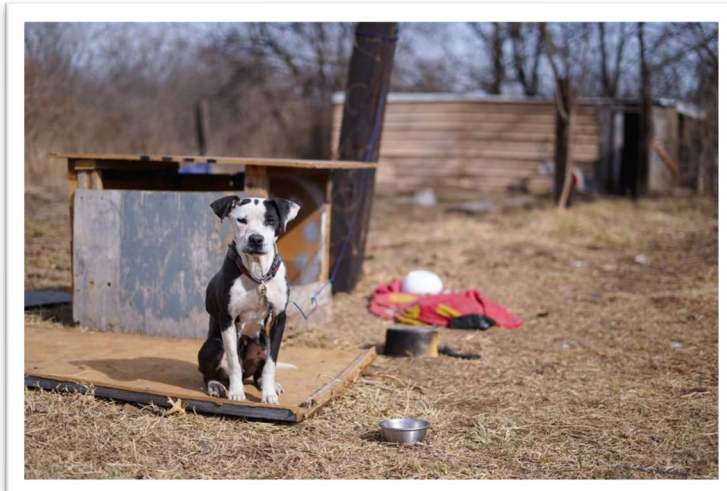
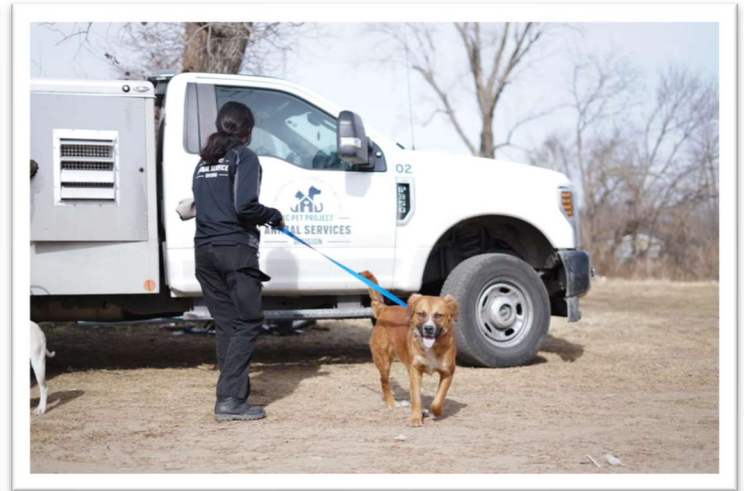
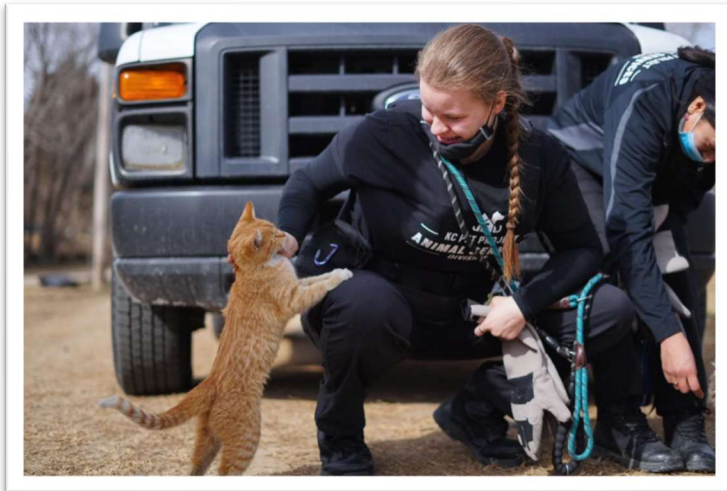
Call Results for February 2022

Results for Calls with Animals:	February '22	January '22	% Change
Animals Impounded by Officers	212	186	14% increase
Wildlife Relocated/Transferred Out	35	25	40% increase
Animals Returned Home by Officers	54	37	46% increase
Percentage Returned Home w/o Impound	26%	22%	4% increase

In February, *one in every five* animals that would be eligible to be returned in the field were reunited with their owners by officers. This practice allows our officers to build trust-based relationships with our community and gets more pets back home quicker.

Stories From the Field

KC Pet Project's Animal Services Division was on site on February 15, 2022 at a property in south Kansas City, MO, where our officers were called to assist several Kansas City, MO agencies and the KCMO Police Department, who were issuing notices for people to vacate a large property due to code violations. A number of people had been living at that location and there were many loose animals on the property. All animals that were unable to leave immediately with people were transported to our shelter. In total, our officers removed 16 pets from this property - 7 adult dogs and 9 adult cats; one female dog, a litter of puppies, and a cat were able to leave the property with their families and our officers made sure they had food and supplies to take with them.



Several of the dogs were underweight, but all the dogs and cats appeared uninjured and were very friendly. The dogs and cats were all living together on a large open lot with a lot of trash, broken glass, and vehicles on the property.

Once at our shelter, each animal received a full examination by our veterinary team and all were given vaccinations, dewormed, tested for heartworms, weighed, photographed, and fed some nutritious food.

All of the dogs and cats from this location have already been adopted.

Animal Cruelty/Neglect/Abuse Cases Under Investigation

In February, the Cruelty Investigation Team closed 131 animal cruelty case activities for our community. They utilized the new Community Outreach Trello Board to communicate and coordinate with other rescue/outreach groups the resource needs and deliveries of those resources to households in KCMO.

Animal Services Media Coverage/ Community Education

Chief Communications Officer, Tori Fugate, reported the following activities occurred in February for the Animal Services Division.

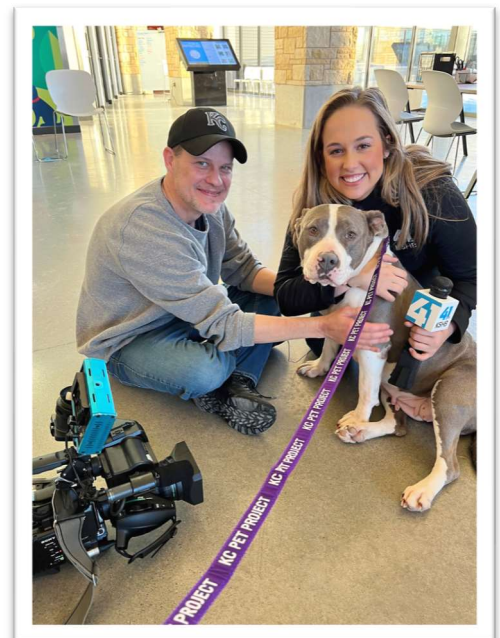
- ❖ We promoted pet safety tips during winter weather and these tips were picked up and shared throughout the country thanks to a Kansas City Star report.
- ❖ We did a large hiring campaign for our animal services division which included a Career Fair on February 8th, ads on KPRS radio and on Facebook, and additional social media promotion. We distributed flyers in community centers advertising available positions. We also partnered with La Mega Spanish Radio, who came to the shelter to do a Facebook Live video to promote our available jobs.
- ❖ We shared a story on social media about a stray dog, Roller, that was found by our Animal Services Officer the day before a big February snowstorm. The dog had a microchip and Officer Aulgur was able to drive Roller the dog straight back to his worried owner where he could be safe and warm (right).
- ❖ The KCMO City Communications team produced a great video about KCPP, inviting the public to come take a tour of our KC Campus for Animal Care and learn more about all the programs and services we offer.
- ❖ Estimated media reach for the month for animal services and sheltering stories was **164,476,548** million people.



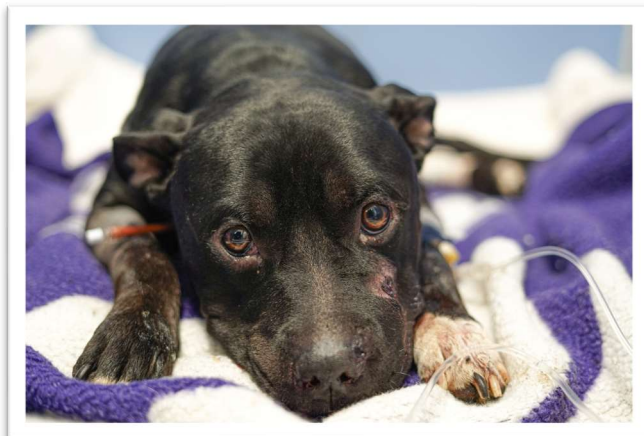
Marketing/PR/Communications/Community Engagement

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

- ❖ We hosted a winter fee-waived adoption special February 18-21. We found new homes for **229** pets during the four-day event and had a lot of great media promotion during the special, including live shots on KSHB TV.
- ❖ For the fee-waived adoption event, our Marketing team put together a video showing every available dog at the campus. This video played on our video wall throughout the special and was shared on social media.
- ❖ We began planning for several big events this spring including Caturday, Whiskey for Whiskers, and a big promotion with Boulevard Brewery.
- ❖ We hosted a virtual informational webinar for our Home Away from Home emergency boarding program. We had 24 registrants for the event which was held on Zoom. It was recorded and the training is available to anyone via our YouTube channel.



- ❖ We met virtually with the shelter design team for Arizona Humane Society. They are in the design phase of building their new shelter and we were happy to share our experience and knowledge with them.
- ❖ We partnered with Mammoth Productions for their Mardi Gras party on February 11th. It was a fun concert and event that raised funds for our shelter.
- ❖ In February, we shared the story of Ike, a sweet dog who was shot in the face by a neighbor (right). Due to the extensive injuries to his mouth and jaw, he needed the expert surgeons from Companion Animal Dentistry to repair his mouth and teeth, but the cost would be several thousand dollars. We asked our community to help us help Ike and we raised all the funds needed for Ike’s surgery. Ike recovered and was able to return home to his grateful family that loved him and had missed him dearly.
- ❖ We continue to see more longer-stay dogs at our shelter being successfully adopted after someone saw them on our TikTok videos. In February, we had several families from other states drive or fly to Kansas City to meet and adopt dogs we featured on Tik Tok.



Website Statistics

Users – 88,736
 New Users- 80,964
 Sessions – 146,735
 Page Views – 744,883

Social Statistics:

We passed 83,000 followers on Instagram
 We are at 138,000 likes on Facebook
 We are at **1.1 million** TikTok followers

Community Education/Partnerships/School Visits

- ❖ In February we welcomed our first in-person children’s birthday party event in our Education Pavilion. For a \$300 donation, up to 10 guests hear about our work at KCPP, get a special tour, make dog or cat enrichment treats for shelter animals, and then get to “adopt” their own stuffed furry friend to take home, along with an adoption certificate.



- ❖ Alex Ayala attended Youth Leadership Northland, speaking to high school juniors about the work we do at KCPP and how young people can get involved.

This program is part of the leadership program with the Northland Regional Chamber of Commerce. Alex has been invited to attend the monthly Northland Chamber’s Education Committee meetings.

- ❖ We hosted seven (7) different groups of Girl Scouts and students last month, totaling 79 students who also brought lots of donations and supplies for our shelter.
- ❖ Our Campus VIP tours have been very successful and we continue to schedule shelter tours for city, county, and state officials, representatives from other local organizations, and animal welfare teams from across the US.

Surgeries & Medical Procedures Performed in February 2022

Spay/Neuter Surgeries	
CC RTF - Cat Neuter	33
CC RTF - Cat Spay	19
RTO - Cat Neuter	3
RTO - Cat Spay	2
RTO - Dog Neuter	11
RTO - Dog Spay	8
Shelter - Cat Neuter	51
Shelter - Cat Spay	71
Shelter - Dog Neuter	131
Shelter - Dog Spay	131
Total Spays/Neuters	460

Specialty Surgeries	
Amputation	8
Enucleation	1
Cyst Removal	1
Punch Biopsy	1
Laceration Repair	1
Feeding Tube	1
Abscess Drainage	1
Dental	16
Enucleation	2
Neuter Repair	1
Spay Repair	1
Polyp Removal	1
Mass Removal	4
FHO	1
Colopexy	1
Wound Repair	6
Third Eyelid	1
Eye Lid Repair	3
Total Specialties	51

Heartworm Exams	
HW Consults	26
HW Injections (animals treated)	56
Total HW Dogs:	82

Wellness Exams	
Cats	169
Dogs	120
Guinea Pigs	9
Total Wellness Exams	298

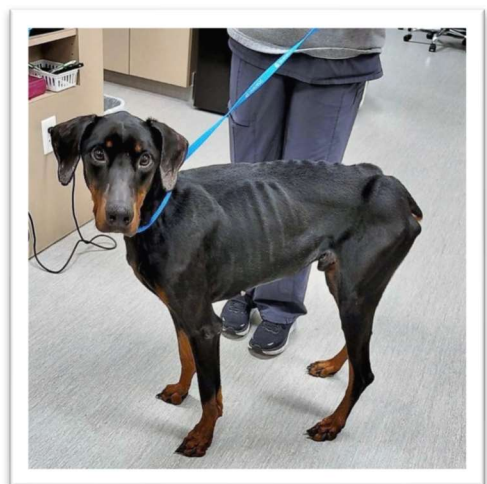
Vet Clinic Scheduled Appointments	
Drop-off	10
Foster Pets	38
HW Injections	91
KCPP 300	2
ORE	15
Other	2
Staff Pets	3
Post Adoption	20
HAFH	1
Sick Pet	3
Rechecks	23
Total	208

Parvo Virus	
Canines treated in Parvo Ward	8
Canines treated in Foster	0
Canines treated Outpatient	0
Total canines treated	8
Deceased	0
Save rate for parvo	100%
Intake	
Owner Surrender/ Outpatient	7
Animal Services/Seized	0
Public Stray	0
Transfer	1

AC Injured/Emergencies	
Cats brought by AS	10
Dogs brought by AS	17
Total	27
Eye Damage	1
Limb Injury	3
Wounds	7
Paralysis	1
Seizing	2
Paw Injury	1
Died After Arrival	2
URI	1
Emaciated	2
HBC	3
Limping	1
Oral Pain	1
Geriatric	2

Public Injured/Emergencies	
Cat brought by Public	6
Dogs brought by Public	25
Total	31
Paw Injury	1
Matted	1
Injured Limb	3
Tumor	1
Renal Injury	1
Wounds	7
Skin	5
Emaciated	8
Geriatric	1
Down in Hind	1
HBC	1
Parasites	1

Cruelty/Necropsy	
Cats	1
Dogs	3
Total	4



News from the KCPP Veterinary Clinic

- ❖ Our veterinary team performed **511** spay/neuter and specialty surgeries in February and provided emergency medical care to **58** seriously injured animals that arrived (animal attacks, emaciated, fractured limbs, hit by vehicles, skin infections, tumors, etc.). Doctors performed **592** examinations on pets in/arriving at our shelter and we treated 8 puppies in our in-house parvo ward.
- ❖ Dr. Spangler successfully performed a new surgery that prevents enucleation (removal) of the eyes when the feline patient has eyelid agenesis (a congenital defect where a patient – most commonly a cat - is born without upper eyelids). The surgery involves removing the skin around the eye and preserving the mucosa. He has successfully performed this surgery twice now, saving the cat's eyesight.
- ❖ Dr. Spangler also performed a new type of surgery for polyp removal, making an incision in the patient's neck to gain access to remove the ear canal polyp.
- ❖ Rollie the cat was transferred to us from the Joplin, MO shelter late last year with blood in her ear canal. Our doctors discovered she had cancer in her ear – specifically in the glands that produce ear wax (ceruminous gland adenocarcinoma). Dr. Spangler performed surgery to remove the cancerous tissue--a surgery called total ear canal ablation and bulla osteotomy. Our hope is that the surgery was curative, and following her recovery, Rollie was adopted by a new family in February.
- ❖ Dr. Spangler performed an FHO surgery to repair a dog's damaged hip by utilized a new cutting-edge technique that gains access to the surgical site using a dog's inguinal area, rather than making an incision in the dog's hip.
- ❖ We utilized a new PCR diagnostic test through IDEXX to screen for cancer in a dog.

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

Customer Engagement Performance

Google Ratings:

- ✓ KC Pet Project at KCCAC: 4.4/5.00 (1,340 Google reviews)
- ✓ KC Pet Project - Zona Rosa Adoption Center: 4.4/5.00 (523 Google reviews)
- ✓ KC Pet Project - Petco Adoption Center: 4.4/5.00 (166 Google reviews)

Colin Sutter, Customer Engagement Coordinator, reported 652 emails were received in February, with most inquiring about fostering or dogs in foster homes, and an additional 749 emails were received through our Contact email address, mostly regarding pets available to adopt or the adoption process. In February we launched a new adoptions follow-up email through Constant Contact to provide an opportunity for adopters to ask questions and seek guidance. The follow-up email provides helpful links to resources, solicits feedback about the adopter’s experience, and opens the dialogue for future updates from the family.

“This place is everything I think a pet organization should be... They have so many programs from a dog’s day out to fostering... They make sure the animals they have are given the best care they can have... I recommend this place to everyone... this place gave me hope for humanity... It is clean, organized, and amazing...”

Pet Support Center - Customer Satisfaction Survey

2022 Rating: 3.11/5.0 stars

(Historical rating: 3.92/5.0 stars: 1 survey submitted in February, 143 submitted since launch in September 2020)

Pet Support Center Performance

February 2022	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Helpline - Main Queue	3330	479	3,809	12.5%
IN > Helpline - Spanish	53	36	89	40%
IN > Helpline - Lost and Found	769	234	1003	23%
Helpline INBOUND Performance	4,152	749	4901	15%
OUT < Helpline - Main	1042	133	1175	11%
OUT < Helpline – Lost and Found	233	47	280	17%
Helpline OUTBOUND Performance	1,275	180	1,455	12%
Total Performance for February 2022	5,427	929	6,356	15%

- ❖ In February, the Pet Support Center team assisted approximately **476** KCMO residents with in-person services including pet relinquishment, microchipping, stray animal impounds, lost and found/return to home, pet licensing, records requests, taking in sick or injured pets, pets being reclaimed, and providing pet resources such as basic pet care supplies as well as supportive programs through Keep ‘Em Together, KC.
- ❖ The Pet Support Center team kept families together for 131 animals whose owners originally contacted KCPP to surrender their pet(s); 47 animals were diverted through return-to-field, trap-neuter-return, and safety net programs, and 4 additional animals were returned to grateful owners through subsidized return-to-home programs after being surrendered to the shelter. A total of **178** animals stayed with their families instead of coming into the shelter in February through program resources.
- ❖ The Return-to-Home team received **140** Lost Pet Reports and **57** Found Pet Reports filed online or over the phone by residents last month. They conducted a total of **95** in-depth microchip investigations for stray animals in our care.

Our Pet Support Center team answered 4,152 live phone calls, completed 1,455 outbound calls, resolved 331 voicemails, and maintained an inbound abandonment rate of 15%.

Pet Support Center Department Updates:

- ❖ Owners seeking to relinquish their pets are now receiving automated reminders about their appointments through Petpoint. Reminders are sent 12 days, 7 days, and 2 days before the scheduled surrender appointment and contain essential information related to the surrender process including fees due, and what to expect at their appointment. This additional step ensures pet owners are given the information they need and encourages them to contact the organization if they need to reschedule, cancel, or need resources to keep their pet.
- ❖ Alyssa Willett, Community Programs Administrator, presented a Pet Care Assistance Program Training to the Pet Support Center Department in February. Alyssa reviewed the qualifications for owners participating in the program, the responsibility of the staff members that work with families in the program, and the overall impact the program has had on the community and our organization. The Pet Care Assistance Program application has been moved online, making it easier for owners to complete and gives KC Pet Project more in-depth information about the specific need requested.

Only 115 (29%) of the 390 stray/lost animals brought to the shelter by the public or our Animal Services Division in February were reclaimed by their owners.

Keep 'Em Together, KC Program Updates

Amanda Gatten, Director of Community Programs, reported the following program updates:

Pet Care Assistance Program

Pet owner financial assistance totaling \$6,780.63 for 16 families (18 pets) was awarded in February.

- ✓ Twenty-one (21) Pet Care Assistance Applications were received
- ✓ Home Away From Home Reunification Fees: \$3,360.00
- ✓ Pet Deposit/Pet Rent assistance provided: \$175.00
- ✓ Pet medical assistance granted: \$4,068.00
- ✓ Return-to-Home fees forgiven: \$3,414.63

In February, 139 families benefited from our Keep 'Em Together, KC subsidiary programs (Pet Care Assistance, Pet Resource Assistance, Home Away from Home safety net crisis boarding, and our Reclaim Fee Forgiveness program).

Home Away from Home (HAFH) – Crisis Boarding Program

- ✓ Twenty-four (24) families with 29 pets applied for crisis boarding assistance in February. Three (3) families were enrolled in the Home Away from Home program with 4 pets.
- ✓ Six (6) families with ten (10) pets are currently enrolled in our Home Away from Home program.
- ✓ Six (6) new HAFH applications to become safety net fosters were received in February.

Reclaim Fee Forgiveness Program

- ✓ Total Reclaim Fee Forgiveness Program awards in February: \$6,935.00
- ✓ 71 families with 81 pets benefited by the Reclaim Fee Forgiveness Program last month.

Pet Resource Assistance Program

Pet foods were shared with our three (3) community partners in the metro: the Don Bosco Center, Amethyst Place, and a local community cat caregiver. Twenty-three (23) families with fifty-six (56) pets benefited from these resources provided in February.

- ✓ 704 lbs. of cat food
- ✓ 2,424.5 lbs. of dog food
- ✓ 11 collars and 3 leashes
- ✓ 6 individual doses of flea/heartworm medicine

- ✓ 3 kennels/crates
- ✓ 2 dog houses/community cat shelters, and 3 bales of straw
- ✓ 173 miscellaneous pet care items

Pet Food Labels: In an effort to keep up with the rising need for pet food assistance in our community, we launched a new food bagging program. This weekly event allows volunteers to assist in the mixing, packaging, and labeling of donated dog food which will be used throughout the week to support those in need.

We created new pet food labels for bags of pet food distributed to the public. The new stickers will help streamline the bagging and preparation process for pet food and make the project much easier to manage with support from volunteers. The labels have dog and cat icons as well as words in English, Spanish and Vietnamese to ensure the information is easily accessible. The labels include a QR code to our Keep ‘Em Together, KC website to allow the public to access the various ways KC Pet Project can help support their pet family.



Rehoming Support Services

In February, our team received **112** requests for private rehoming services for owned pets. Eligible pet owners posted **55** owned pets for adoption through our ReHome website. *Our team has received 542 requests to post pets on ReHome since September 22, 2021.*

Keeping ‘Em Together: Rodney and Amber

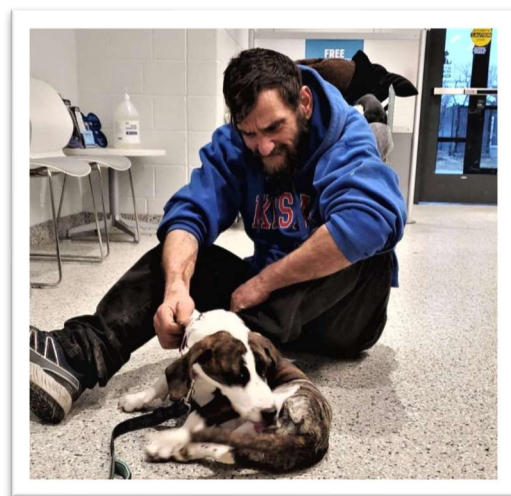
After suffering a terrible automobile accident, both Rodney and his puppy, **Amber**, found themselves in urgent need of medical care. Rodney was taken to the nearest hospital and our Animal Services team rushed Amber to KC Pet Project. Rodney was in the hospital for several days and he had no idea what had happened to his best friend, Amber. Rodney was incredibly worried, and Rodney’s family scoured the area to try to locate Amber. They finally discovered Amber was at KC Pet Project after seeing her listed with other found animals on our website. Finally discharged from the hospital, Rodney rushed to the shelter to find Amber.

The moment Rodney saw that his little girl had also been injured, he broke down in tears. He was devastated. Amber had suffered a badly fractured leg and required an emergency amputation and would need to spend an additional three weeks recovering in the care of KC Pet Project’s veterinary clinic.

Rodney did not have a private veterinarian to utilize for Amber’s care, nor could Rodney afford the expense of her medical needs. Rodney knew the financial resources needed for Amber’s treatment would be more than he could afford, especially considering his own personal medical expenses.

Our Pet Support Center team immediately began working with Rodney to see how we could support him to ensure they could be reunited. Our team was able to approve Rodney for our Pet Care Assistance Program to help cover some of the costs associated with Amber’s lifesaving veterinary care. Thanks to the generous support of donors, we were able to offset Rodney’s expenses, allowing him to find some peace in what could have been a tragedy.

Amber’s amputation was a success and with the assistance of an amazing KCPP foster, we were able to rehabilitate Amber following her surgery and give her some time to get used to her new life on three legs. After what seemed like an eternity, Amber was strong enough to finally go home. Rodney said “She means the world to me. She helps me when I



have a seizure. I'm on disability and have many health issues, and she is my world." Rodney and Amber now have a second chance to make a lifetime of memories together.

Keeping 'Em Together: Tracy and Trek

On a cold, rainy February day, Tracy McKee rode his bike to KC Pet Project in search of his best friend, **Trek**. Trek had been missing for a few days, and Tracy had been desperately searching for him. When it was discovered that Trek was at KC Pet Project, happiness was quickly replaced by anxiety, as Tracy had recently lost his job and knew he wouldn't be able to afford the fees involved with bringing Trek home. Our staff worked with Tracy and told him about our Pet Care Assistance Program to help families and their pets stay together. Tracy said, "Our Trek is a part of our family. We don't know what we would do without him." Tracy and his family will not need to know a life without Trek, thanks to our Pet Care Assistance Program! The reunification of Trek and Tracy (right) was witnessed by everyone in our lobby and there wasn't a dry eye to be found.



Volunteer Program Updates

In February, 391 volunteers gave 2,685.45 hours of services, the equivalent of 15.5 full-time employees.

Total value of volunteer hours in February: \$76,642.72

New Volunteer Shelter Tours Conducted: 13

Number of Individuals who Attended a Shelter Tour: 114

Total New Volunteer Hours Given: 152 hours (47 volunteers)

Number of Volunteers Who Completed Training in February: 111

- ✓ In-person mentoring sessions: 69:36 hours; 48 volunteers
- ✓ Green Level Dog Walking online training: 35 volunteers
- ✓ Orange Level Dog Walking online training: 5 volunteers
- ✓ Introduction to Shelter Cats online training: 23 volunteers

Groups that volunteered in February gave 95 hours of service with 47 people, including Liberty Academy Students, Liberty North HOSA Students, Easter Seals Midwest, Trammell Financial Group, UMKC Students, and North Kansas City FCCLA Students.



Volunteer Recruitment and Retention

Total active volunteers: **2,329** including 118 newly active volunteers

We received a total of 186 new volunteer applications/profiles in February, a 32% increase over last month.

News from the Volunteer Department:

- ❖ In February, Dog Walking Mentors gathered for a Green Level Mentoring Training session to ensure training is both informational and fun for our new volunteers. It is important to ensure training is uniform, offering every new volunteer the same information to equip them to become successful dog walkers.

- ❖ A new zip front volunteer hoodie was added to the Retail Shop at our KC Campus for Animal Care.
- ❖ We partnered with St. Teresa’s Academy to host four (4) students for their annual Senior Service Week. St. Teresa’s Academy students were able to volunteer at the shelter for six (6) hours a day for a week for a total of thirty (30) hours instead of attending their classes. Students volunteered their time to different departments to help support the shelter’s needs including assisting our Canine Care team with morning cleaning duties, dog walking, helping in the vet clinic and our retail shop.
- ❖ Heather Sandor, Volunteer Program Manager, attended VolunteerPro’s *5 Essential Pillars to Finding (& Keeping) Committed Volunteers* workshop. She obtained ideas for improving the volunteer experience, reducing early turnover, and improving volunteer follow-through.



Canine Behavior & Enrichment Department

- ❖ Number of dogs behaviorally assessed in February: 45
- ❖ Pre-adoption behavior consultations conducted: 81
- ❖ Number of dogs introduced to adopters by Behavior Team: 10

In February, an average of 98 shelter dogs participated in canine playgroups every day.

Behavior follow-up support for adopters: 107 post-adoption follow up emails were sent, 73 phone consultations performed, 80 behavior support email correspondences, 2 free behavior lessons given to adopters, and 8 free behavior consultations with families were conducted in February that prevented dogs from being surrendered.

Canine Foster Care Program

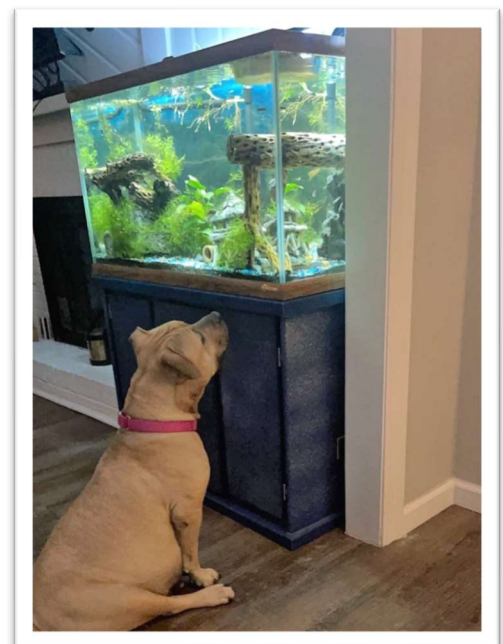
- ❖ At the end of February, 174 dogs (47% of the dogs in our care) were in foster homes.
- ❖ We welcomed 49 new dog foster families in February, and we had 45 dogs adopted directly from foster homes last month.
- ❖ Seventy-four (74) puppies under 8 weeks old went into foster homes last month and volunteers took 51 dogs on a Dog’s Day Out!

In February, we sent 201 dogs/puppies into foster homes.

Foster Spotlight - Keesha

Keesha (right), a very pregnant 3-year-old, arrived at KCPP as stray on February 1st. Keesha was quickly placed in foster care with first time fosters Jordan and Dereck. Keesha’s foster dads were immediately enamored with Keesha’s sensitive and gentle personality. She greeted her foster dads every morning with a stuffed toy in her mouth and full body wiggles. Keesha soon became an Internet sensation with her daily adoration of the household fish tank.

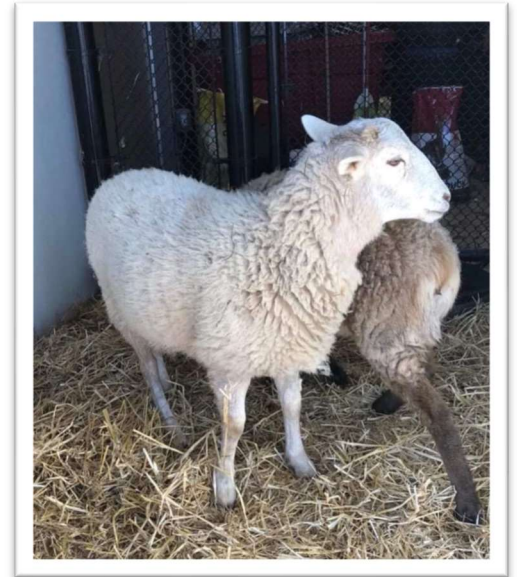
On February 12th, Keesha gave birth to 10 adorable puppies. *Her delivery marked the third litter of 10 puppies to be born in KCPP’s care within a two-week period.* The canine foster department continues to place an increasing number of pregnant moms and nursing moms with puppies and we are collecting donations of canned puppy food to support all these growing families.



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

Tabitha Urban, Director of Canine Operations, reported 43 dogs were transferred out to other organizations in February, including 7 dogs with behavioral needs, 1 dog with ongoing medical needs, and one nursing mom with puppies.

- ❖ Organizations we transferred animals to in February: Basset and Beagle Rescue of the Heartland, Columbia Second Chance, Critter House KC, Doberman Rescue of Nebraska, Great Plains SPCA, Lawrence Humane Society, Melissa's Menagerie, Missouri Pit Bull Rescue, MOGS Missouri German Shepherds, Pawsitive Tails, Paws-N-Claws Iowa, Rejection Collection Boxer Rescue, Sioux Empire Pit Bull Rescue, Inc., Unleashed, and Wayside Waifs.
- ❖ Our small animal program processed 8 adoptions – 2 Guinea pigs, 4 rabbits, and 2 sheep



Canine Operations/Adoption Centers/Adopter Satisfaction Survey Results

KCCAC Survey total overall rating: 4.85/5.0 stars (11 surveys submitted in February, 89 responses to date).

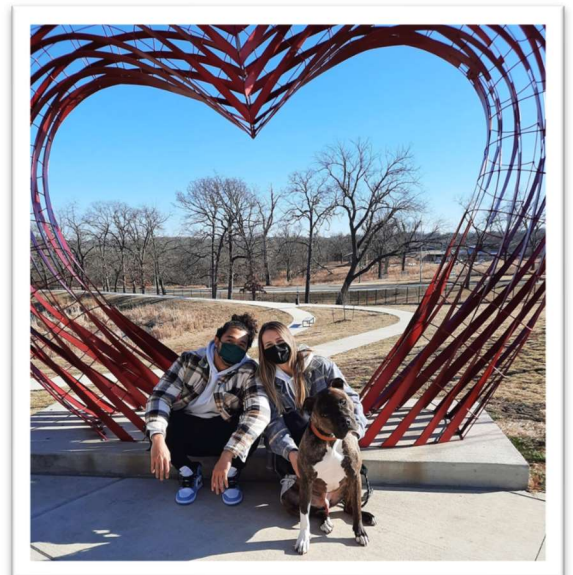
"Randall did a fantastic job matching me and Yuma!! He was patient with the long list of dogs I had been looking at and helped me understand the whole process so I would come home with the perfect friend!"

"The staff was so wonderful from the time we arrived to the moment we left. Specifically, would like to say thank you to Katie, Megan, and Sadie. I first saw Dwayne on TikTok (thanks to Katie) and knew I had to meet him. So thank you Katie for continuously posting videos of the dogs on your social media pages to reach people everywhere. I flew in from Virginia to adopt and made the road trip back the same day. Dwayne is adjusting great and doing so well. Your videos are so touching and bringing awareness to how great the facility is. Thank you, Megan, for all the helpful insight you provided when I called. I chatted with her twice and she was very knowledgeable and had an answer for all my questions. You made the adoption process easy and comfortable! Thank you, Sadie, for providing a wonderful meet and greet with us and Dwayne. She was so friendly and helpful with all our last-minute questions. She gave some personal insight into Dwayne and his time at the shelter and made the last leg of the adoption process very smooth. It was appreciated. Thank you, KC Pet Project - your staff and mission is amazing!"

"The staff of the KC pet project were friendly and professional and knowledgeable and answered all my questions and brought me together with the best friend I will have for the rest of my life - for the rest of the dog's life."

In February, we processed 358 dog adoptions, achieved nearly a **99% save rate** for all dogs (a record achievement), and re-introduced the use of clicker training in all dog handling.

Our Canine Care team cared for an average of 185 dogs every day in February at our Campus location.



Feline Foster Care Program

- ❖ Feline Foster Manager, Leslie Bauer, reported we had we had 43 cats in foster homes at the end of February (34%).
- ❖ 22 new foster families volunteered to foster cats/kittens in February. At the end of the month, we had 30 active foster homes for cats/kittens.
- ❖ 18 cats/kittens were adopted directly from foster homes in February.
- ❖ 11 cats were sent to foster homes to recover from medical conditions/surgeries.
- ❖ Our fosters are gearing up for kitten season – a time in early March when lots of baby kittens begin arriving at the shelter. Of the 15 kittens that went to foster in February, three were “cusp kittens” that were near 7 weeks old, nearing the end of the critical period for kitten socialization to humans and they were very shy/fearful of people. The two braver kittens went to a foster home where they began purring and coming out of their shells within 24 hours. Their more fearful sibling went to another highly experienced foster home who was able to get her to accept pets and even started purring within 2 days. Our foster homes do an amazing job working with our under-socialized kittens to gain “kitten confidence”, and we plan to offer several feline socialization classes to provide more training for these special fosters.



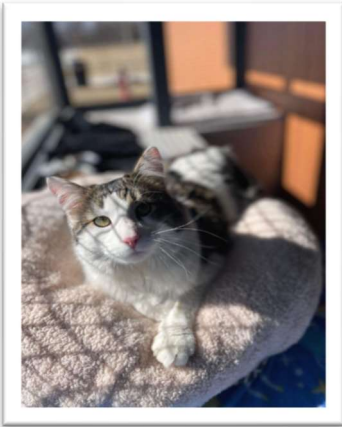
Petco Cat Habitats | Whiskers Cat Café | Feline Lifesaving Transfer Program

- ❖ We were able to transfer in **168** cats at risk of euthanasia from other area shelters/agencies, including our partners at Joplin Humane Society, Raymore Animal Control, Animal Rescue League of Iowa, Lee’s Summit Animal Control, Midwest Animal Res-Q, Oak Grove Animal Control, Gladstone Animal Control, and Grain Valley Animal Hospital. We also transferred in cats through the Best Friends Network from Northwest Arkansas.
- ❖ We trained 19 new Petco Cat Habitat volunteers this month, bringing our total number of active volunteers for Feline Lifesaving Programs to **218 volunteers**. These incredible community volunteers covered 436 shifts in February at 10 Petco store locations.
- ❖ In February, we processed 144 cat adoptions from Petco stores and 25 cat adoptions from Whiskers Cat Café. These adoptions accounted for 48% of all feline adoptions processed last month. The Independence Petco store processed 24 adoptions in February – more than any other store.



Feline Operations

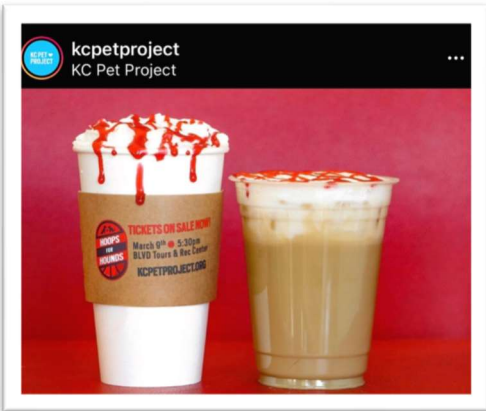
Manager of Feline Care, Adam Whisman, reported 405 cats came into our organization and our feline team processed 354 adoptions – a 33% increase over last February. Our fee-waived adoption event was extremely successful, with 86 felines finding new homes over the four-day event. This included 7 kitties who had been in our care for more the 30 days.



Warmer temps in February allowed us to start utilizing our great outdoor catios. Chirpy (left), a stray cat who loved nothing more than just sitting outside on the catio, would meow and “chirp” at all our campus visitors. Luckily, a loving family noticed him sitting outside on the catio ledge as they arrived and decided to make Chirpy a part of their family.

Last month we had two very special adoptions. Baby Rhine was a kitty who came to us as a stray in August of 2021. She was absolutely terrified at the shelter, but after a while, she finally began to warm up to us. During our fee-waived adoption event, a family became really interested in her and came to visit her twice during the

weekend then deciding to make her a part of their family. Our other special adoption was Amelia (right), who was surrendered by her owner in October 2021. Amelia was also very scared in the shelter but became a staff favorite which allowed us to advocate for her to get adopted. Amelia was finally adopted the last week of February and is doing well settling into her new home!



Retail Sales & Roasterie Café

Manager of Retail Operations, Bria Sweany, reported growth of 13% in retail operations and an impressive 62% in our coffee sales.

Many offsite events are being planned for spring, as well as new specialty coffee drinks and food items in our Roasterie Café. Additional retail items are being added at our Zona Rosa Adoption Center location.

Bria was recently promoted to Sr. Manager of our Offsite Adoption Centers and is working to bring new community engagement opportunities at both locations.

Submitted by,

TJohnson

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