

KC PET PROJECT

Impact Report for February 2023 Activities

Sheltering Statistics:

Dog & Cat Totals Jan - Feb	2023	2022	Difference
Adoptions	1,603	1,460	143 more
Total Intake	2,243	1,966	277 more
Returned to Owners	300	282	18 more
Live Release Rate	95.5%	97.4%	1.9% lower
Owner Surrendered Pets	375	401	26 fewer
Stray animals brought in by public	811	642	169 more
Cats/kittens transferred IN	460	335	125 more
Spay/Neuter Surgeries Performed	1,098	1,002	96 more
Average Length of Stay for Dogs	22.6 days	18.8 days	3.8 days longer
Average Length of Stay for Cats	13.2 days	24.2 days	11 days fewer

February 2023 - Animals In & Animals Out

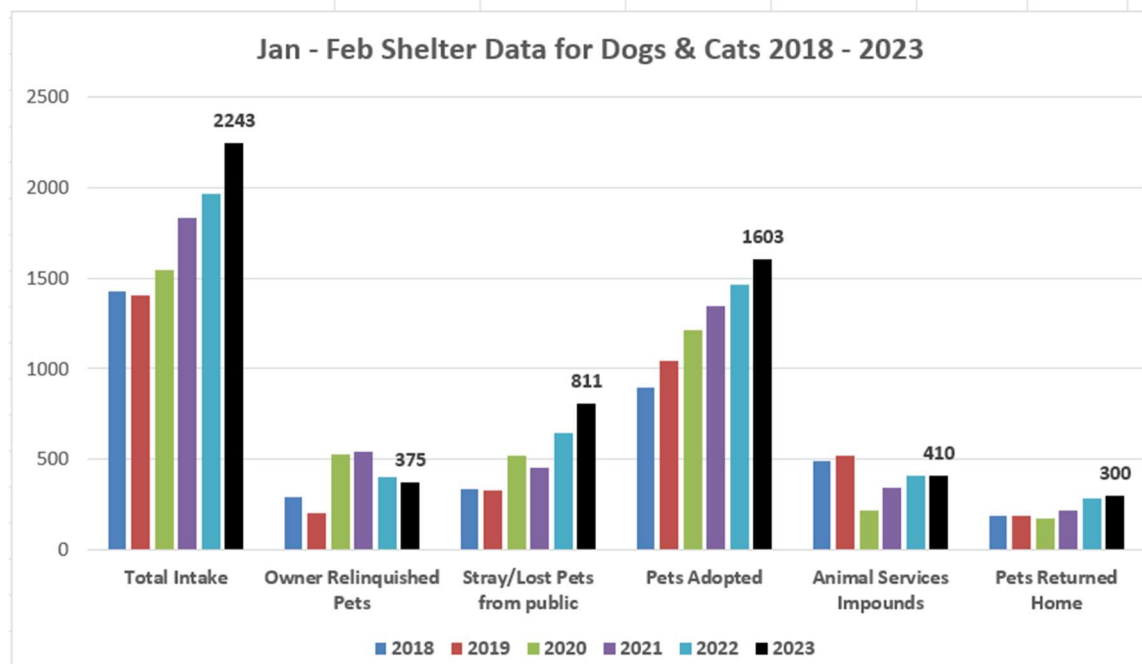
- ❖ We received or provided care for **1,067** new dogs and cats that arrived in January (640 dogs, 427 cats). We also received 1 goose, 2 guinea pigs, 1 pig, and 4 rabbits.
- ❖ Our veterinary team performed 544 spay/neuter and specialty surgeries in February. Doctors performed 919 examinations on pets in/arriving at our shelter in February and treated 13 puppies in our shelter’s parvovirus ward.
- ❖ We provided spay/neuter and veterinary services for 41 community cats in February.
- ❖ We sent 223 dogs/puppies to foster homes last month and volunteers took a record **125** dogs out of the shelter on a Dog’s Day Out.
- ❖ Stray dogs and cats continued to flood our shelter in the month of February. Stray animals being brought in by the public were up **134%** over what was being brought to KCPP in February 2019.
- ❖ We achieved an impressive **95.8%** save rate in February (95.2% dogs, 97.0% cats).
- ❖ 152 lost/impounded pets were returned to their homes in February and an additional 22 lost pets were rescued and returned home by Animal Services Officers in the field without having to bring them to the shelter.
- ❖ The number of pets being surrendered by their families in February has risen **73%** since February 2019.
- ❖ Our cat adoption program has been so successful we were able to help other shelters in our region save lives too by transferring in 191 cats/kittens in February – a **14%** increase over last year at this time.

We provided care for 1,081 dogs, cats, and other pets in February 2023 – including the largest number of dogs ever received in the month of February in our shelter’s history.

A record 845 pets were adopted in February (494 dogs, 337 cats, and 14 other pets). This is the largest number of dogs ever adopted in the month of February!

Data Trends for Jan – Feb 2023:

- ✦ Total intake of dogs and cats was the highest ever recorded in our 11-year history – **up 58%** since 2018.
- ✦ Numbers of pets adopted is at the highest level in our 11-year history – **up 78%** from 2018 totals.
- ✦ Stray/lost pets brought in by the public are arriving at the highest level ever recorded in Kansas City – **up 142%** from 2018 totals.
- ✦ Numbers of lost/impounded pets being returned to their families through our Return-to-Home Team and our Animal Services Officers is up **83%** over 2018 totals.



Animal Services Division Update

- ❖ Officers were dispatched to **1,124** unique calls for service in February. Our Animal Services Dispatch team answered **3,627** live phone calls from residents.
- ❖ Officers issued twenty-one (21) municipal court citations in February – a 200% increase over last February – as well as nine (9) official Notice to Correct Violation warning tickets and nine (9) verbal warnings for code violations.
- ❖ Our Dangerous Dog Case Administrator issued seven (7) dangerous or potentially dangerous dog declarations and attended four (4) court appeal hearings in February. Three (3) municipal court citations were issued for non-compliance for failing to meet the requirements for ownership of a dangerous or potentially dangerous dog as outlined in the city code.
- ❖ There were 100 open animal cruelty cases currently under investigation at the end of February.
- ❖ *The Jackson County Prosecuting Attorney's office reported a record number of felony-level animal cruelty cases are now being referred to their office and being charged since KC Pet Project took over Animal Services in Kansas City.*
- ❖ Officers traveled 10,824 miles throughout Kansas City in February responding to calls for services for the community.

In February, Animal Services Officers issued 21 criminal citations through the municipal court for violations of Kansas City's Code of Ordinances.

The number of dog bites occurring off property, i.e., stray dogs at large, is down 6% so far in 2023.

Total Calls by Case Type Responded to in February 2023

Calls related to stray/roaming animals comprise nearly half of our monthly call volume from residents, with 112 calls (19%) related to public safety concerns (aggressive dogs, animals in the roadway, etc.).

Case Type	February '23	January '23
Enforcement	36	43
Cruelty Investigations/Neglect	208	257
Other Services (PD/Fire/MAST)	132	93
Stray Animals/Animals at Large	604	671
Wildlife	51	40
Bite – Non-Domestic Animals (bats, etc.)	4	11
Bite – Domestic (dogs/cats)	88	87

Stories From the Field

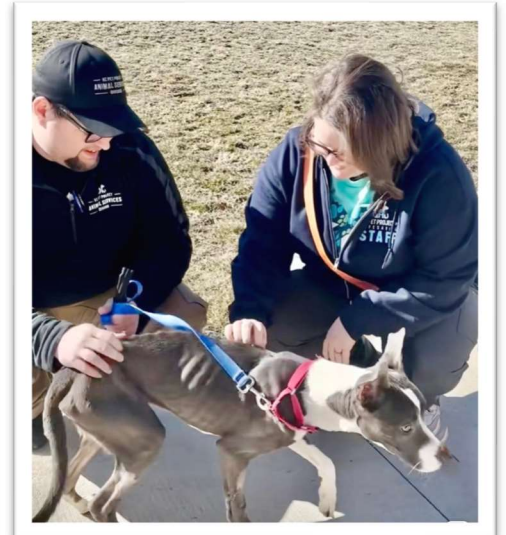
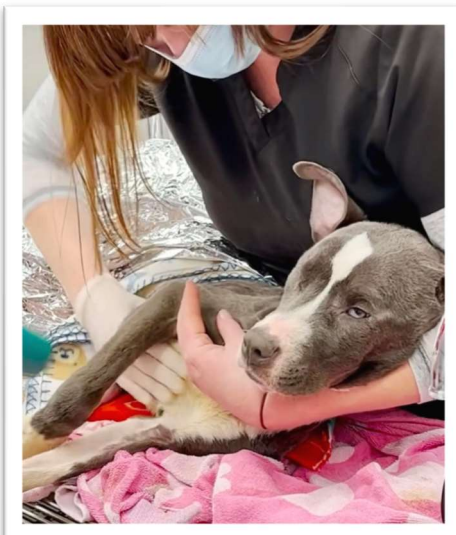
Sometimes there are cases that will stick with Animal Services officers for a lifetime. The story of **Jolene** is one of those cases. The discovery and investigation of this animal cruelty and abuse case took many hours of hard work but resulted in a miracle rescue and recovery for this amazing girl – and felony level animal cruelty citations for the dog owner.

On February 16th, Animal Services Dispatch received a call reporting an abandoned dog at an address on Wayne Ave. The caller said the dog was locked inside a wire kennel and they thought the dog was sick. Animal Services Officer Macan and Cruelty Investigations Manager Rohrback responded to the address. Upon arrival, no one was home and there was no evidence of a dog on the property. Macan and Rohrback began calling the reporting party, who finally answered and agreed to meet them at the residence.

Macan and Rohrback were led to a dark basement garage at the back of the home. In the garage, they found a wire dog crate against a wall and locked inside was an emaciated, gray and white dog lying its own frozen excrement. The dog was unresponsive and appeared dead - her stiff, lifeless body already frozen solid to the plastic kennel tray. Then they saw the dog take a breath. They jumped into action, carrying the crate to Macan's



“The dog was unresponsive and appeared dead - her stiff, lifeless body already frozen solid to the plastic kennel tray.”



transport vehicle, and Officer Macan transported the dog to KC Pet Project’s vet clinic as quickly as he could. Rohrback stayed behind to continue the investigation.

At KC Pet Project’s vet clinic, the staff began emergency measures to save her life. For hours, doctors and technicians did everything they could to raise her body temperature. By 10:00 PM, vet clinic staff had done all they could do to save her, yet the dog they named **Jolene**, was still unconscious and cold. They placed Jolene in a warm kennel in our hospital ward overnight, and hoped she would make it through the night.

The morning of February 17th, vet clinic staff arrived to find Jolene not only alive but awake and standing! Although weak and emaciated, she was walking, able to eat, and barking. Jolene had persevered. Jolene spent a week recovering in our shelter’s veterinary hospital, then doctors recommended she should finish recovering in a foster home. Cruelty Investigation’s Manager Rohrback jumped at the chance to take Jolene home as her foster to give her the love and care she so deserved. Jolene is well on her way to a full recovery and is gaining weight and growing stronger every day.

Manager Rohrback is working with the Jackson County Prosecutor’s Office on this case, and we are pursuing felony level animal cruelty charges against the dog’s owner.

Marketing/PR/Communications/Community Events

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

- ❖ On February 13th, Chief Executive Officer Teresa Johnson, Chief Communications Officer Tori Fugate, Chief of Animal Services Ryan Johnson, Cruelty Investigations Manager Richard Rohrback and Field Services Supervisor Anna Redford met with the new KCMO Chief of Police, Stacey Graves, along with our new KCPD liaison Captain Lionel Colon at our Campus for a tour of the facility and a discussion about how to better partner on Animal Services cases.
- ❖ We had a total of 185 media stories and mentions during the month of February. We had 4 stories featured on MSN.com and did an interview with the CBS affiliate in Philadelphia.



Website Statistics	Social Statistics
Users – 97,406	95,000+ followers on Instagram
New Users- 89,843	153,000+ likes on Facebook
Sessions – 157,695	1.3 million TikTok followers
Page Views – 792,768 - with 7,000 visitors to our website the day after the Super Bowl!	

*Estimated media reach for February for all animal services and sheltering stories was an incredible **1,038,464,585 billion people!***

- ❖ We launched an adoption special in partnership with ACCT Philly, the open intake shelter in Philadelphia, and we offered \$57 dollar adoption fees in honor of Super Bowl 57. We adopted out 158 dogs during the special at KC Pet Project. The shelters also had a friendly competition to see who could raise the most money for their community programs. KC Pet Project raised the most money, so ACCT Philly had to name 10 pets after Kansas City Chiefs players.
- ❖ **KC Wins!!** In honor of the Chief’s Super Bowl victory, #81 Defensive Tackle Derrick Nnadi and ZIWI co-sponsored every adoption fee for ALL available dogs at KC Pet Project! That equated to 264 dogs at the time, and the generous Derrick Nnadi/ZIWI special brought



tremendous crowds to the shelter. In just last week of February, we adopted out 304 pets!

- ❖ Tori gave a presentation to the Volunteer Management Institute (VMI) at Nonprofit Connect on how to engage and communicate with volunteers. This is her 9th presentation at the VMI for new volunteer managers in Kansas City.
- ❖ We filmed a segment for the American Dream TV show for their Selling KC segment which airs on local TV and streaming platforms in March.
- ❖ Tori contributed to an article for the national Best Friends Magazine on writing creative pet bios.
- ❖ Our Mars Petcare shelter feeding program will allow us to begin distributing free 3 pound bags of dog or cat food with every adoption from our adoption center locations beginning in March.
- ❖ Teresa and Tori worked with the Riverside Animal Services group in Riverside, CA on how they can help advance their lifesaving programs at their shelter.
- ❖ Tori is assisting on a UMKC Masters Conservatory project on our Keep 'Em Together program and what gaps in services exist for pet owners in Kansas City.
- ❖ We featured a story on social media of a pet owner named Ashley and her dog, Big Blue, and how our Keep 'Em Together, KC program helped Ashley keep Big Blue. The story was viewed 74,000 times on Facebook and was featured across social media by several national animal welfare groups.
- ❖ Our **Jolene** dog rescue video on TikTok had **839,400 views** with 7,500 comments (with another 136,100 views on the follow up video) and the Quincy adoption video on Instagram had **1.6 million views** with 8,500 comments!



Community Education/Partnerships/School Visits

- ❖ Two corporate events, Pets For Life KC and Jet Dental, held events at the Campus in February.
- ❖ 4 Scout Groups came to create enrichment treats and bring donations.
- ❖ 2 VIP Birthday Parties were held, giving the young attendees a chance to “adopt” a stuffed pet, go through the adoption process, and learn about the services an animal shelter provides in our community.
- ❖ 97 people participated in campus events in February and 28 requests were received for upcoming events.

Volunteer Program Updates

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

- ✓ In February, 627 volunteers gave 3,502.71 hours of services, the equivalent of 20 full-time employees.
- ✓ Total value of volunteer hours in February: \$99,967.34
- ✓ Six (6) New Volunteer Orientations were conducted for 101 attendees.
- ✓ 56 new volunteers gave hours in February, and 230 volunteers participated in training sessions, including in-person mentoring sessions for 195 volunteers.

Businesses and Groups that volunteered in February gave 238 hours of service (with 119 people) from New Frontiers at University Health, Grain Valley National Honors Society, Easter



Seals, USD 202, Spradling Group, Missouri Academy of Anesthesiologist Assistants, Friends of Lauren Pascale, and Park Hill South HS Career Class.

"Your staff was very good to us and very sincere about what they are doing."

"Such a great experience! Everyone was so kind. We love what y'all do."

"Teddy was great at letting me know if there was a better way to do something. She also gave me positive feedback. I had a great day. It was very rewarding. I really appreciate her taking time with me. Thanks!"



Volunteer Recruitment and Retention

Total active volunteers: **2,616** individuals, including 106 newly active volunteers. We received 327 new volunteer signups in February.

News from the Volunteer Department

- ❖ The Volunteer Department Team welcomed two new team members: Megan Harris, Volunteer Engagement Specialist, and Bird Prado, Volunteer Engagement Coordinator. With a fully staffed team, the department is actively working towards creating efficiencies in operations, engagement, and communications, as well as being able to grow the impact of volunteers involved with the organization and expand the level of support available to current volunteers.
- ❖ The Volunteer Department Team recently acquired KC Pet Project's Community Education Program. This includes campus events at KCCAC's Education Pavilion, birthday parties, scout projects and tours, internship opportunities, and speaking engagements. As part of the transition, the team began re-imagining and redesigning the program to create more streamlined processes, effective and clear messaging, and gather a variety of data points to measure the program's success.
- ❖ Amanda Gatten, Director of Community Programs, took lead over the Community Education program transition, including consolidating community education information available on the website, launching a new At-Home Service Projects initiative, creating a new centralized organization calendar for campus events, integrating community education requests into Volgistics, the shelter's volunteer management database, and working with the volunteer department team to create and implement new systems.
- ❖ The Volunteer Department team launched an end of year Volunteer Engagement Survey to help gather data on the progress and performance of volunteer services at KC Pet Project. Survey highlights include:
 - ✓ 85% of volunteers give service hours either weekly or monthly
 - ✓ 92% of volunteers feel satisfied or very satisfied after volunteering with KCPP
 - ✓ 83% of volunteers rated their overall volunteer experience a 4.0 (or higher) out of 5.0.
- ❖ The Volunteer Department hosted their first Town Hall event for the year. This town hall focused on updates to processes and procedures, the program's goals for 2023, and the results of the department's recent volunteer engagement survey. The event was a huge success with lots of volunteers in attendance. Town Halls are important to ongoing communication and engagement efforts made in volunteer services.



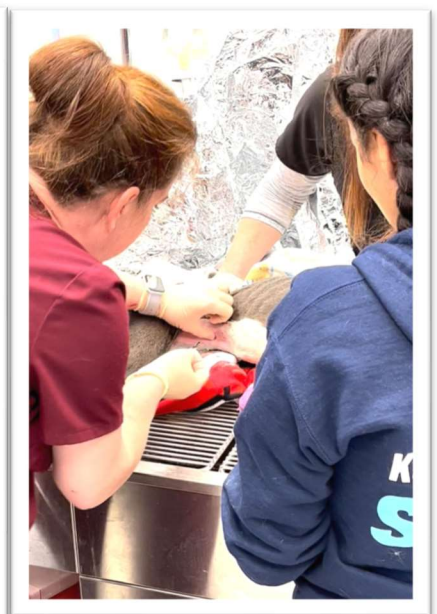
Surgeries & Medical Procedures Performed in February 2023

Surgeries		Exams		Parvo Ward	
Community Cats Neutered	21	Wellness exams	628	Parvo pups treated	13
Community Cats spayed	20	Emergency exams	31	Parvo ward deaths	3
Reclaimed dogs neutered	17	Foster pet exams	3	Survival rate	77%
Reclaimed dogs spayed	8	Recheck exams	228	Vet Clinic Communications	
Shelter Animals Neutered	204	Heartworm exams	29	Emails answered	158
Shelter Animals Spayed	231			Foster Medical Concerns	60
Speciality Surgeries	43			Calls answered	199
				Total communications	417
Total Surgeries	544	Total Exams Performed	919		

News from our Veterinary Clinic

Earlier in this report we shared the story of **Jolene**, the dog that arrived frozen and comatose, but survived and is doing well in foster care. Jolene was the first animal we've seen in that condition – and she taught us many new things.

There is a saying in medicine: *“You're not dead until you're warm and dead.”* The brain, the heart, and internal organs of an animal suffering from **severe hypothermia** slows down so that signs of life are almost imperceptible, and we can't determine a prognosis until we warm up the body. When Jolene arrived with a body temperature too low to register on a thermometer, we quickly reviewed human medical literature for information on what is referred to as “accidental hypothermia.” For humans, this is often the result of falling into frigid water. After bathing Jolene in warm water to remove frozen debris, we warmed her with blow-dryers, then we performed **peritoneal lavage**, with Veterinary Technician Leah Ivey placing a catheter into Jolene's abdomen and flushing it with warm water to warm up the organs.

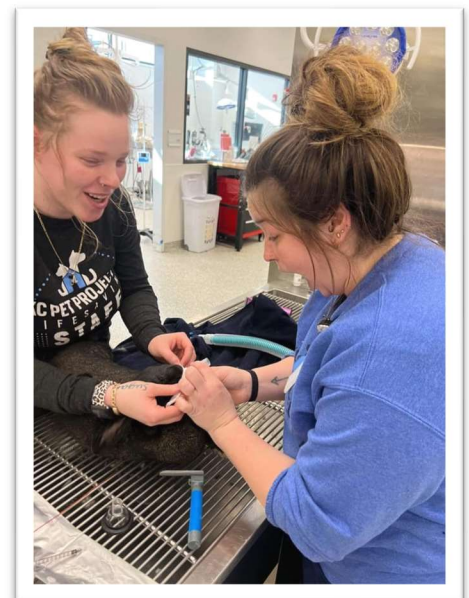


This was a technique we had never performed, and our medical team learned how to do it by watching a veterinary video on the Internet. Leah then placed an NG tube (**nasogastric intubation**) through Jolene's nose into her stomach to bathe the GI tract in warm water. This is a technique previously used to get nutrients into our very sick parvo puppies.

After eight hours, we left for the night with Jolene's body temperature still too low to register. So, we did what the literature recommended -- we left warmed intravenous fluids running overnight to continue slowly warming her. The following morning, we found Jolene standing, barking, and ready to eat breakfast. Our incredible medical team had done it – we had saved Jolene's life!

Our first rabbit intubation!

Rabbits are notoriously difficult anesthesia patients; they have a much higher risk of death under anesthesia than dogs or cats. It is also difficult to place



breathing tubes (**endotracheal tubes**) in them to make sure they get plenty of oxygen during surgery, a process called “intubation.” Our talented surgery lead, Madison Olson, placed her first rabbit endotracheal tube with Veterinary Assistant Alyx Gietzen cheering her on (photo above). This rabbit had a safe surgery and is already hopping around her new home.

Missy the dog (below) was surrendered on February 11th by an owner who could no longer care for her. The next morning, Veterinary Technicians Danielle Henry and Dawn Baker began the process of removing two pounds of matted hair from this tiny 12-year-old princess, who was then immediately adopted by a new family!



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

Customer Engagement Performance

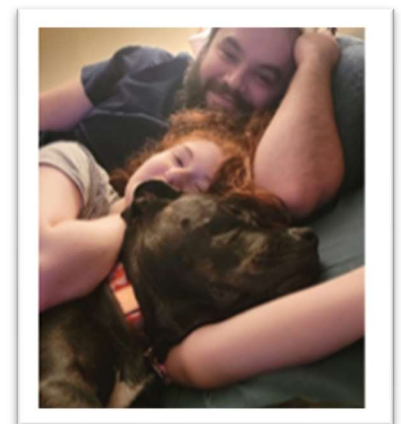
Google Ratings:

- ✓ KC Pet Project at KCCAC: **4.3/5.00** (1,442 Google reviews)
- ✓ KC Pet Project - Zona Rosa Adoption Center: **4.4/5.00** (619 Google reviews)
- ✓ KC Pet Project - Petco Adoption Center: **4.4/5.00** (194 Google reviews)

Colin Sutter, Customer Engagement Coordinator, reported **780** emails were received in February inquiring about fostering a pet or pets in foster homes. An additional **812** emails were received through our Contact email address.

In February we received 65 adoption updates through our Constant Contact email campaigns. Here’s what one adopter had to say this month:

“We originally adopted Beyli (now Dolly Parton) to be a companion for our hospice dog, Duke, so he would have a friend while fighting cancer. I searched for a long time and met a lot of amazing dogs before we met Dolly and their energy matched. Two days after we brought her home from Zona Rosa, we lost Duke. He was my heart dog, so the grief has been pretty big, but having our girl with us has been such an unexpected comfort. My partner believes Duke was hanging on until he had someone to pass the torch to and make sure we were taken care of....She has been such a treasure to us and we're so glad to have had the opportunity to invite her into our family. Thanks for all you do to rescue animals in need in our community, forever grateful to have this girl during such a tender time.”



Pet Support Center - Customer Satisfaction Survey

- ✓ **2023 Rating: 4.8/5.0 stars**
- ✓ Historical rating: 4.66/5.0 stars: 48 surveys submitted in February; 417 submitted since launch in September 2020

- ❖ In February, the Pet Support Center assisted approximately **799** 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 **112** animals whose owners originally contacted KCPP to surrender their pet(s); 41 animals were diverted through return-to-field, trap-neuter-return, and safety net programs, and 8 additional animals were returned to grateful owners through subsidized programs after being surrendered to the shelter. **A total of 161 animals stayed with their families last month instead of coming into the shelter.**
- ❖ The Pet Support Center staff took in **324** stray/lost animals from members of the public (*a 17% increase from February 2022*).

Pet Support Call Center Performance

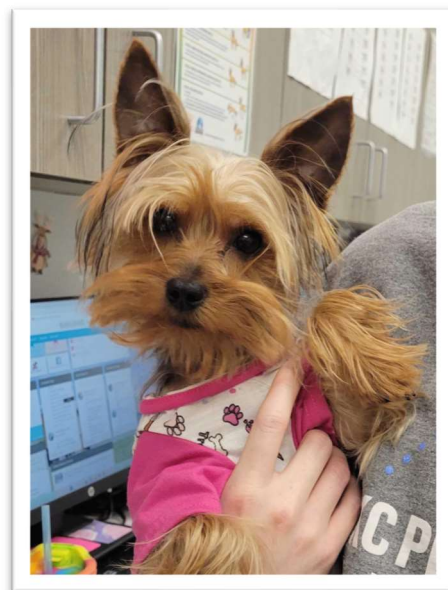
February 2023	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Helpline - Main Queue	3,066	803	3,869	21%
IN > Helpline - Spanish	27	26	53	49%
IN > Helpline - Lost and Found	534	144	678	21%
Helpline INBOUND Performance	3,627	973	4,600	21%
OUT < Helpline - Main	1,124	167	1,291	13%
OUT < Helpline – Lost and Found	341	83	424	20%
Helpline OUTBOUND Performance	1,465	250	1,715	15%
Total Performance for February 2023	5,092	1,223	6,315	19%

The top 4 reasons pets were surrendered in February 2023 were:

1. Housing Issues including cost, loss of home, moving/relocating, eviction, and housing restrictions (136 pets);
2. Health of the owner or health of pet (118 pets);
3. Personal reasons including changes in lifestyle, or the pet was incompatible with the living arrangements of other people or other animals (128 pets).
4. Behavior-related challenges (101 pets)

“The opportunity to be afforded a second chance is a miracle that is rare. Dakota and the KC Pet Project team have given me a miracle. I am forever grateful.”

“Jorge was very patient and kind with both me and my dog.”



Pet Support Center Department Updates:

- ❖ Amanda Gatten, Director of Community Programs, lead the development of the Pet Support Center’s newest community partnership with Fix’em KC, a localized nonprofit organization dedicated to providing financial assistance to pet owners and community cat caretakers needing support to cover the costs associated with spay/neuter. This partnership allows KC Pet Project to collaborate with Fix’em KC to support community cat caretakers in Kansas City, Missouri.

- ❖ Amanda Gatten, in collaboration with Chad Ackerman, began developing the most recent expansion of the shelter’s call center system to onboard 3 additional shelter departments to the 3CX system. This change will help streamline the transferring of calls internally, create a more robust system for callers, and will allow KC Pet Project to expand functionality through the integration of SMS messaging.
- ❖ Eric Daniels, Pet Support Center Operations Manager, attended Nonprofit Connect’s Nonprofit Management Institute, where he learned important 1-on-1 coaching skills and how it fosters employee engagement.
- ❖ The Pet Support Center leadership team began a new department engagement initiative to help increase department communication and performance through weekly team huddles. These huddles allow the opportunity to meet with all team members in the Pet Support Center to discuss operations, celebrate wins, and ensure all updates are communicated appropriately.

Return-to-Home Team

- ❖ The Return-to-Home team received 115 Lost Pet Reports and 43 Found Pet Reports filed online or over the phone by residents last month. They conducted 139 in-depth microchip investigations for stray animals in our care.
- ❖ 133 (27.7%) of the 480 stray animals brought to the shelter in February were returned to owners, which is 2% less than the rate in February 2022, but a 4.4% increase from last month). **31.2% of lost dogs were reunited with their families, while only 11.6% of lost cats were reclaimed by their owners.**
- ❖ Lost pets reclaimed in February had been missing for an average of 5 days.

Numbers of lost/impounded pets being returned to their families through our Return-to-Home Team and our Animal Services Officers is up 83% over 2018 totals.

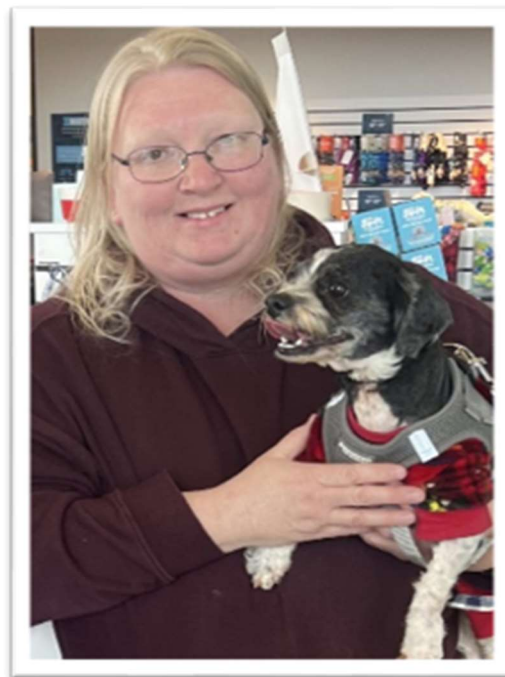
Return-to-Home – Diesel Goes Home

One Saturday evening, just before closing, a woman came running to the shelter’s Admissions door carrying a tiny and matted dog that was injured and in need of immediate medical care. The woman said she found the dog and tried to bathe him when she discovered there was a partially embedded rope tied around his neck underneath all the matted fur. She quickly cut the rope off and rushed the dog to KC Pet Project.

Our veterinary staff quickly assessed the little dog and formulated a treatment plan. During his examination, our team discovered the dog was microchipped, and his name was **Diesel**. We quickly contacted the phone number listed on the microchip registration.

The Return-to-Home team discovered Diesel once belonged to this family who had been forced to rehome Diesel 3 years ago when they had to move. The family was relieved to hear Diesel was safe, and it was clear they missed and loved their little dog.

Once he was healthy enough to be released after serving his 5-day stray hold, Diesel’s previous family made the trip from Gardner, Kansas, to KC Pet Project and waited outside the lobby door for the shelter to open. They were so excited to reunite with Diesel after 3 years and we could see how happy he was to be with them again.



Rehoming Support Services

In February, our team received **51** requests for our private rehoming services. Eligible pet owners posted **33** owned pets for adoption through our ReHome website. ***Our team has received 2,402 requests for ReHome services since October 2021.***

Keep 'Em Together, KC Program Updates

Amanda Gatten, Director of Community Programs, reported **303** families benefitted from our four (4) KETKC Subsidiary Programs in February (a 9.4% increase from last month):

Pet Care Assistance Program

- ✓ 13 Pet Care Assistance Applications were received
- ✓ Pet Medical Assistance granted: \$669.05
- ✓ Shelter Reunification assistance granted: \$1,262.00

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

- ✓ 21 families with 29 pets applied for temporary care assistance in February.
- ✓ 11 new safety net foster applications were received.
- ✓ One family with 3 pets is currently enrolled in the Home Away from Home program.
- ✓ 480 applications have been received since the program launched in January of 2021. Since inception, Home Away from Home has provided 4,481 days of enrollment and 6,964 days of temporary care for a total of 83 families with 127 pets. Home Away from Home currently has an exceptional **92% reunification rate**.

"I was in an awful situation. I was in a predicament and could not have my 2 emotional support animals. Bree came to the rescue, the same day I reached out desperately needing a temporary home for them. She came and picked up my babies so I could find us a forever home much easier. All of the folks at BestyBnb and KC Pet Project saved us – Matt, Bree, Z... all of you.... Thank you for all you do to help families out here with no other options!"

3-Day Reclaim Fee Forgiveness Program

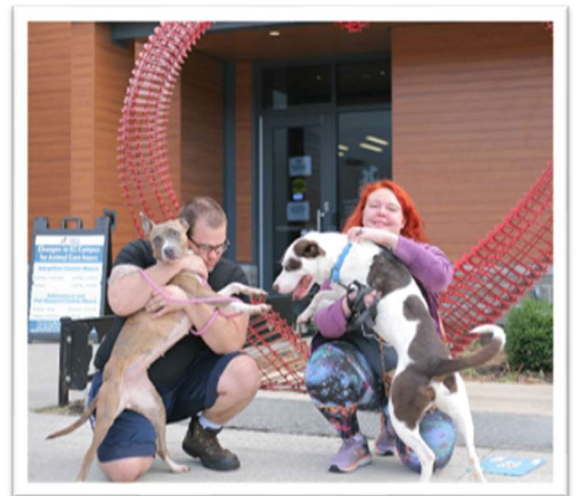
- ✓ Total Reclaim Fee Forgiveness Program awards to pet families in February: **\$9,590.00**
- ✓ 97 families with 114 pets benefitted from the Reclaim Fee Forgiveness Program last month.
- ✓ **83%** of the animals reclaimed from the shelter in February were reclaimed by owners who were eligible for the Reclaim Fee Forgiveness program. This is a 12% increase – indicating more people than ever before are coming to the shelter sooner to reclaim their lost pets without financial barriers of expensive fees and fines.

Since June 2021, we have subsidized \$159,412.00 in reclaim fees for 1,549 families with 1,840 pets.

Pet Resource Assistance Program

Pet foods were shared with five (5) community pantry partners in the metro, including *the Don Bosco Center, Amethyst Place, Chestnut Avenue Resource Center, and two local community cat caregivers*. **196 families with 354 pets** benefitted directly from these resources provided in February:

- 1,204 lbs. of cat food and treats
- 4,180 lbs. of dog food and treats
- 250 lbs. of kitty litter
- 35 collars and 26 leashes
- 17 individual doses of flea/heartworm medicine
- 4 kennels/crates, 2 outdoor pet houses, and 2 bales of straw
- 195 miscellaneous pet care items



Pets For Life Program

Jaime Gomez, Pets for Life Coordinator, reported the following program updates for the month of February:

- ❖ As the launch date for Pets for Life grows closer, the team spent the month preparing. Jaime Gomez, Pets for Life Coordinator, worked with Amanda Gatten, Director of Community Programs, to develop operational processes and protocols for this critical new program. The team create an outreach schedule, program client forms, and secured printed marketing materials to help leverage engagement in the community.
- ❖ Jaime spent the month of February focusing on increasing available support and resources for Pets for Life through community partnerships and soliciting support through pet supplies and pet food.

News from the Keep 'Em Together, KC Program

Amanda Gatten, Director of Community Programs, and Alyssa Willett, Community Programs Administrator, spent the month of February exploring new ways to measure and track the effectiveness, as well as the impact, of the Keep 'Em Together, KC initiative. The team did a deep dive into program data to better understand the current needs of the community, and the current gaps in supportive services offered for pet families.

Keeping 'Em Together: The Story of Gipsy

Gipsy was brought to the shelter by a Good Samaritan that found her severely injured. Her owner called us after seeing Gipsy's photo on our Lost and Found Facebook page. The owner said Gipsy had gotten out over the weekend, and they had been frantically looking for her. Staff explained that Gipsy came in injured and was receiving medical care in our shelter's veterinary clinic. The owner asked our clinic to continue with her treatment plan. After two surgeries and several weeks at the shelter, Gipsy was finally cleared to go home. During their separation, the owner called and came to our shelter multiple times to visit her. She said, ***"My pet is my family. We love Gipsy."*** Gipsy was a staff favorite during her stay and was calm and happy, but once she saw her family, she was nothing but a ball of energy. She zoomed around the lobby and showered her family with kisses! This is why KC Pet Project's Keep 'Em Together, KC initiative is so important for keeping families together.



Canine Behavior & Enrichment Department

- ❖ Dogs assigned to Behavior Team for assessment: 73
- ❖ Pre-adoption behavior consultations conducted: 143
- ❖ Number of dogs introduced to adopters by Behavior Team: 33

An average of 128 shelter dogs participated daily in canine playgroups in February.

Behavior follow-up support for adopters: 143 post-adoption follow up emails were sent, 35 phone consultations performed, 20 behavior support email correspondences, and the team is currently assisting 6 individuals with behavior help for their foster dogs.

Canine Operations

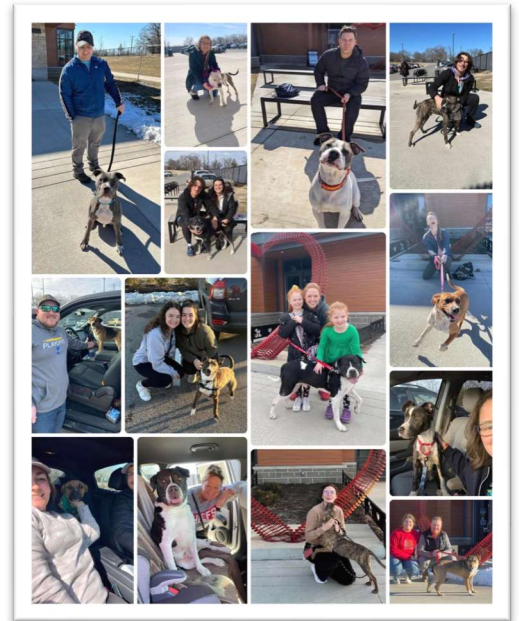
Canine Care team cared for an average of **208** dogs every day at the KC Campus for Animal Care in February. New staff members continued to train in dog walking, adoption matchmaking, and dog-to-dog introductions. Team education in February focused on techniques to match dogs with adopters. Three new staff members were hired, and only 4 open positions remain currently.

Canine Foster Care Program

Tabitha Urban, Director of Canine Operations, reported 156 dogs (38% of the dogs in our care) were in foster homes at the end of February. During the month, **223** dogs/puppies were sent to foster homes – including 24 puppies under 8 weeks old and nursing moms with 35 puppies!

- ✓ Volunteers took a record 125 dogs on a Dog's Day Out last month!
- ✓ We welcomed 17 new dog foster families in February.
- ✓ We had 50 dogs/puppies adopted directly from foster homes.

We welcomed a new Canine Foster Coordinator, **Karl Akers**, to our team. Karl is a Kansas City native and discovered his passion for working with dogs while completing his B.A. in Psychology at Saint Louis University. Karl worked as a dog trainer for three years before deciding to move back home to Kansas City. We are extremely excited to have Karl onboard and we can't wait to see how he grows the program.



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

Chelsae Rohrbach, Rescue and Transport Coordinator reported 11 dogs were transferred out to other organizations in February.

Organizations we transferred animals to:

Boxer Paws Rescue, KC Paws, Missouri Pit Bull Rescue, MOGS Missouri German Shepherds, Pawsitive Tails, Paws-N-Claws Iowa, and Wayside Waifs.

Small animal program:

We processed **14** small animal adoptions – 10 rabbits and 4 guinea pigs. Two (2) guinea pigs, 4 rabbits, and one baby pig (left) that fell onto the highway from a livestock transport truck arrived in February.

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

Danielle Jones, Feline Lifesaving Program Coordinator, reported we **transferred in 191 cats in need** from other regional shelters/agencies including Joplin Humane Society, Best Friends of NW Arkansas, Big Sky Ranch in Louisiana, Kansas Humane Society, Leavenworth Animal Shelter, Austin Pets Alive!, Sand Sprints Animal Welfare, and East Newton Animal Coalition, as well as local partners like Liberty Animal Shelter, Cats Pawjamas Rescue, and Livingston County Humane Society, and Humane Society of Greater Kansas City.

- ✓ We trained **16 new Petco Cat Habitat volunteers** last month, with 334 volunteers now in our program.
- ✓ In February, we processed **167** cat adoptions from Petco Cat Habitats and **21** cat adoptions from Whiskers Cat Café. Our Liberty Petco store had the highest number of adoptions last month with 27 cat adoptions in February.
- ✓ Petco opened a **new store at 135th and Lamar** in Overland Park, KS and we moved cats into the new Cat Habitats.

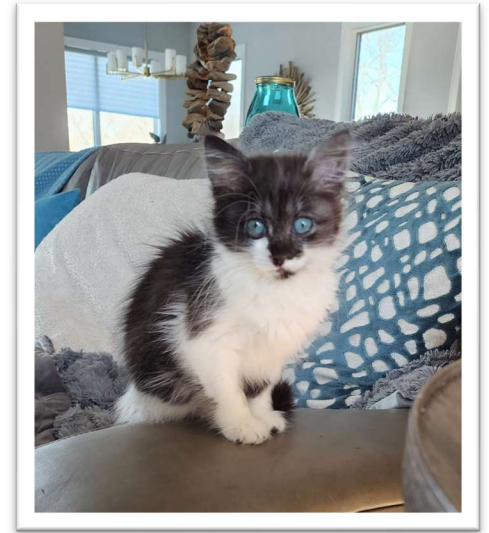


Feline Foster Care Program

Feline Foster Program Coordinator, Leslie Bauer, reported we sent 22 kittens and 5 adult cats to foster homes throughout the month. At the end of February, only 25 cats/kittens (15%) were still in foster homes.

Despite the low numbers of cats/kittens in foster homes, we still saw 13 felines adopted from foster homes last month. We onboarded 11 new foster homes in February, and we had 11 active foster homes at the end of the month.

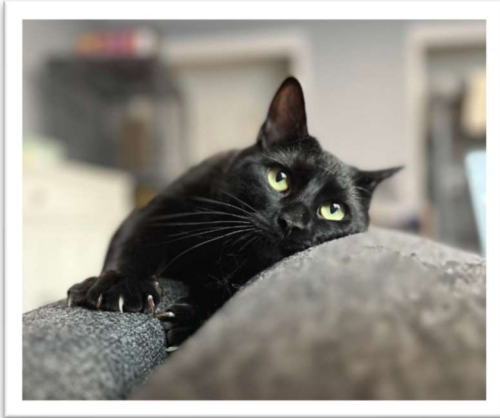
Late in the day on February 17th, an Animal Services Officer responded to a call about a cat who had given birth to kittens inside a person's car. The cat was friendly and allowed the Animal Services Officer to put her and her babies into a kennel to be transported to the shelter. Mom and babies immediately went into a foster home and her babies weighed in at over half a pound before they were even 1 week old!! We are so happy this mom and her chunky babies are thriving in foster care.



Feline Operations

Jennifer Dreisewerd, Director of Feline Operations, reported we took in **427** cats/kittens in February and found new homes for **337** cats/kittens, which is a slight decrease from last year at this time. With lower numbers of cats arriving now, the feline team created a new training checklist, new customer service training, and a new onboarding process for two new feline care team members.

In February we finalized the **Kitten Socialization Class**. Our feline foster parents will benefit from this class, and it will also be made available as a training module for staff and volunteers. The purpose of the class is to improve the resiliency of the kittens being raised in our foster homes so they adjust more easily to their adoptive homes. Proper socialization helps kittens have fewer stress reactions to stimuli in the environment throughout their lives.



Moonbeam (left) was finally adopted in February after being with us for 11 months! He was originally an outdoor kitty that was already nearly 4 months old when he was trapped and brought inside a home. At that age, he was past the critical socialization period for a young cat and, due to his improper socialization, he struggled to get along with other pets in the home and was surrendered in March 2022 to our shelter. Moonbeam didn't allow anyone to even pet him until August! In November, a dedicated staff member took him home to foster him, and discovered Moonbeam LOVED being the only cat in his human's life! He chirped when his human friends would enter the room and began to thrive in a calm, quiet home. His new family reports he's made himself right at home and even jumps up on the bed now to snuggle.

Retail Operations/Roasterie Café/Customer Experience

Bria Sweeney, Manager of Retail Operations/Roasterie Café/Adoptions reported new seasonal items and drinks in our coffee shop. The Chief's themed *KCPP Saving Lives in the Kingdom* t-shirts were a best-seller in February, along with new coffee drinks like the Tiramisu for Two Frappuccino and the Cozy Cookie Butter Latte. Coffee sales were up 35% over last February.

Submitted by,

TJohnson

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