

KC PET PROJECT

Impact Report for January 2022 Activities

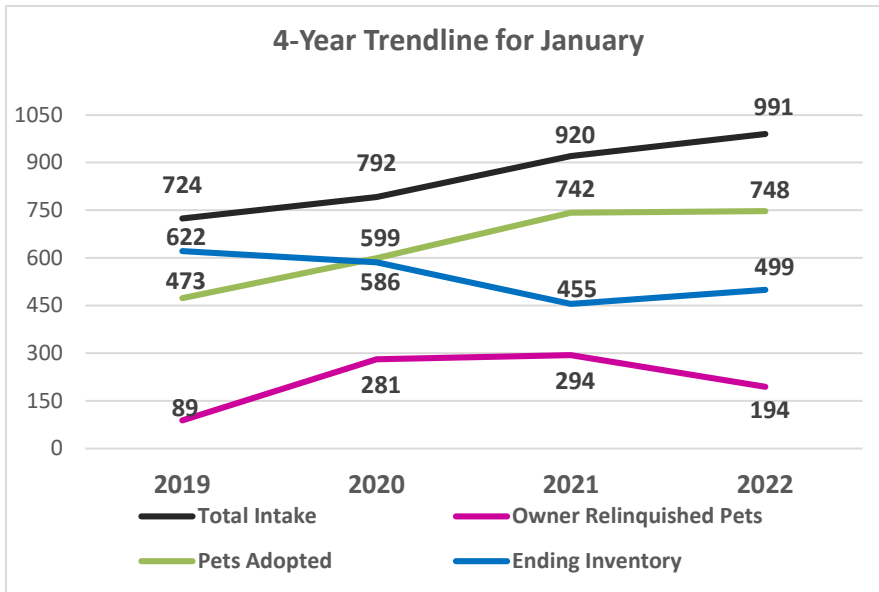
Sheltering Statistics Year-to-Date:

Dogs & Cats - January 2022	2022	2021	Difference
Adoptions	748	742	6 more
Total Intake	991	920	71 more
Returned to Owners	152	121	31 more
Live Release Rate	96.7%	96.9%	0.2% lower
Owner Relinquished Pets	194	294	100 fewer
Stray animals brought in by public	324	192	132 more
Animals transferred IN	169	196	27 fewer
Spay/Neuter Surgeries Performed	542	507	35 more
Average Length of Stay for Dogs	18.5 days	15.4 days	3.1 days longer
Average Length of Stay for Cats	32.4 days	20.1 days	12.3 days longer

January 2022 - Animals In & Animals Out

- ❖ We received or provided care for **991** dogs and cats in January (581 dogs, 410 cats). We also received 2 chickens, 2 ducks, a ferret, 2 guinea pigs, 6 rabbits, and a snake.
- ❖ The number of owner relinquished pets declined by 34% in January, but the number of stray/lost pets brought in by the public saw a **69%** increase – mostly due to a significant increase in stray dogs being brought in.
- ❖ Our veterinary team performed **601** spay/neuter and specialty surgeries in January and provided emergency medical care to 61 seriously injured animals that arrived (head trauma, animal attacks, emaciated, fractured limbs, gunshot to face, embedded collar, etc.). Doctors performed **819** examinations on pets in/arriving at our shelter and we treated 10 puppies in our in-house parvo ward.
- ❖ Despite increasing numbers of animal arriving each month, our Save Rate of **96.7%** in January continues to reflect incredible lifesaving work coming from all departments.
- ❖ Due to the sustained demand for cats/kittens to adopt, our feline transfer program was able to save 162 cats and kittens in January at risk of euthanasia from other overcrowded shelters and rescues in and around our region, including taking in a large number of cats/kittens from overcrowded shelters in Louisiana, Arkansas and Iowa.
- ❖ We provided services for **57** owned animals from our community in January through community cat spay/neuter clinics and our crisis boarding program.
- ❖ At the end of January, 133 of our dogs/puppies (39%) and 62 of the cats/kittens (39%) were in foster homes.

We saw the largest number of animals to enter our shelter system in the month of January.



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. The good news is that pet adoptions have been increasing at about the same rate.

Although the past two years have seen extremely high numbers of pets being surrendered in January by their families, we're seeing a downward trend in the number of pets in our shelter system at month-end – which indicates we're still moving large numbers of pets through our system efficiently (with shortened lengths of stay) while continuing to achieve high levels of lifesaving.

Animal Services Division Update

- ❖ Officers responded to **1,248** calls for service in January 2022, a 13% increase in calls from December.
- ❖ Our Animal Services dispatch team received **2,624** phone calls from residents and made 1,315 additional calls to residents in January. Our call abandonment rate has been reduced to an all-time low of 13%.
- ❖ In January, officers issued 40 verbal warnings for violations and issued 1 official Notice to Correct Violation warning ticket to residents. Six (6) citations were entered into the Thin Blue Line (TBL) system for review and approval by the City Prosecutor.
- ❖ Currently there are 20 open Potentially Dangerous or Dangerous Dog cases in various stages of investigation.

Total Calls by Type Responded to in January 2022

Call Type:	January '22	December '21
Enforcement	67	63
Cruelty Investigations/Neglect	332	227
Other Services (PD/Fire/MAST)	131	97
Stray Animals/Animals at Large	565	581
Wildlife	62	88
Bite – Non-Domestic Animals (bats, etc.)	16	14
Bite – Domestic (dogs/cats)	75	36

Calls related to stray/roaming animals continue to comprise half of our monthly call volume from residents. Approximately 33% of all stray related calls were related to public safety concerns such as reports of aggression or animals in the roadway.

Call Results for January 2022

Results for Calls with Animals:	January '22	December '21	% Change
Animals Impounded by Officers	186	202	8% decrease
Wildlife Relocated/Transferred Out	25	45	44% decrease
Animals Returned Home by Officers	37	40	8% decrease
Percentage Returned Home w/o Impound	22%	22%	No change

Animal Cruelty/Neglect/Abuse Cases Under Investigation

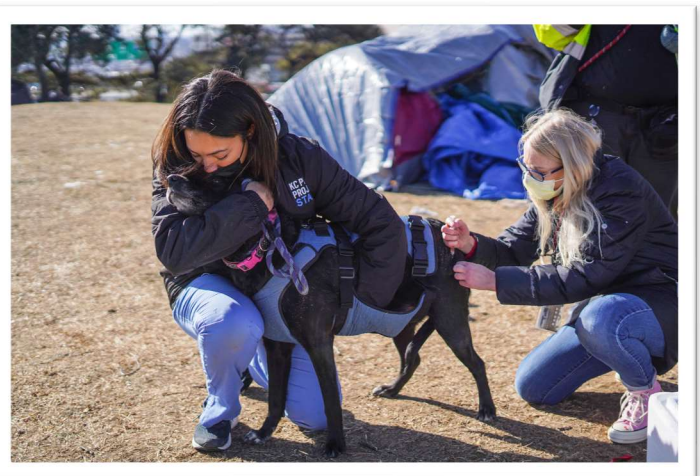
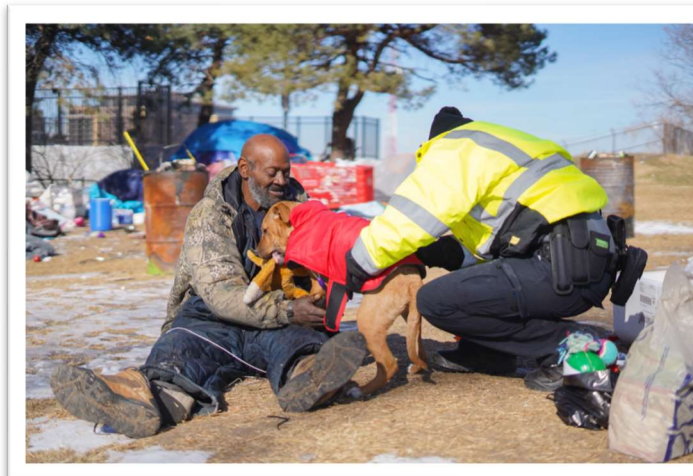
In December, the Cruelty Investigation Team closed 147 animal cruelty case activities for our community. Throughout the month of January, the team prioritized their work around ensuring families had what they needed to keep pets safe and healthy during cold weather.

We launched our Inclement Weather Response Plan – including a dedicated team for just-in-time resource deliveries across the city. As officers respond to calls and identify an immediate resource need, our Critical Response Team is ready with resources (dog houses, straw, food, etc.) to deliver.



Stories From the Field

At the beginning of January, our Animal Services Division team was notified of a planned homeless camp clean up ordered by the City of Kansas City. This initiative took place at two park locations that are overseen by the Parks Department. Our Park Ranger partners reached out to our division to see if we'd be able to provide any assistance ahead of the clean-up date to the families living with pets at the camps. Because simple things like vaccination status can be a barrier to securing housing, our team worked with KCPP veterinary team to bring vaccinations to the camps. On January 7, 2022 our Animal Services Team, along with Dr. Heather Kennedy and her veterinary team accompanied the Park Rangers to the camps to provide vaccinations, microchips, and cold-weather supplies to pets and their owners at the camp. We even provided a free spay to one of the resident's cats that lived with them at the camp. As a result of this initiative, two individuals were able to secure permanent housing for themselves and their pets.



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.

- ❖ Our Animal Services Division participated in a collaborative event between KC Pet Project, The Humane Society of Greater Kansas City, Great Plains SPCA's HERO team, and Pet Resource Center of Kansas City. The event, **Project Pet Warmth**, was held on a cold, snowy January 16th in the parking lot of the Linwood YMCA from 11 AM – 1 PM. More than 4,500 lbs. of dog food, 830 lbs. of cat food, 16 large dog igloos, straw for 60 outdoor dog houses, 114 winter dog coats, 108 engraved dog ID tags, 15 community cat shelters, and many other items were given out during the two-hour drive-thru event.
- ❖ On January 19, 2022, Alex Ayala, Community Education Coordinator, attended the *Greater Kansas City Coalition to End Homelessness* monthly meeting. This group is Kansas City's lead agency in a network of government agencies, nonprofit organizations, and other groups around the metro-area working to help people who face homelessness.
- ❖ On January 20, 2022, April Moore, Chief of Animal Services, Teresa Johnson, CEO, and Tori Fugate, Chief Communications Officer, gave a presentation at City Hall at the City Council Business Session on 2021 Program Accomplishments.
- ❖ During January, representatives from Synergy Services, Rose Brooks Center and KCPP Animal Services Division met to develop the LINC (Listen. Identify. Need. Connect.) training our Animal Services Officers will receive ahead of the launch of a pilot domestic violence assessment program. Training is scheduled for March 2022.

Animal Services Media Coverage/ Community Education

- ❖ We increased social media promotion of our Animal Services Division during the month of January with great response from our community. The post that we shared of the visit to the camps to support houseless people and their pets was shared more than 2,100 times on Facebook and reached more than 400,000 people.
- ❖ We shared a heartwarming story on social media about a stray dog that was picked up by an Animal Services Officer after a two-day attempt to rescue her, and how our team was able to locate the owner and return the dog to her family.
- ❖ Teresa Johnson, Tori Fugate, and Chief April Moore gave a presentation at Kansas City's City Council business session on January 20th to share KC Pet Project's sheltering operations and Animal Services Division accomplishments for 2021.
- ❖ Tori was featured as a host of KCMO City Communication's Channel 2 for The Weekly Report. She shared city updates and information about how residents can keep pets safe during the cold weather.
- ❖ We provided update and interviews to several media outlets on the topic of caring for pets in cold weather.
- ❖ Estimated media reach for the month of January for Animal Services and sheltering stories was **19,587,837** people.

Marketing/PR/Communications/Community Engagement

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

- ❖ We kicked off 2022 by hosting our 10-Year Anniversary adoption event on January 1st and 40 pets were adopted during the special.



- ❖ We held our *Sweatin' Off the Shelter Pounds* adoption special over a four-day holiday weekend and found homes for 111 pets.
- ❖ We held our *Winter Frenzy Adoption Special* from January 28th-30th and 112 pets were adopted.
- ❖ Tori will be a guest speaker, along with Kelly Duer from Maddie's Fund, on Inclusive Foster Recruitment Strategies at the Best Friends National Conference in July.
- ❖ Tori will be a guest speaker on the topic of inclusive strategies to recruit for new fosters as part of the Maddie's Fund "We Foster" Challenge, and she will also speak on the topic of media relations for their new Marketing Apprenticeship Course.
- ❖ The KC Current women's professional soccer team visited the shelter again in January to promote their new line of dog collars/leashes. All sales within the first week benefitted KCPP.
- ❖ We are partnering with Mammoth Productions for their Mardi Gras Masquerade Ball at Uptown Theater on February 11th. Proceeds from all ticket sales will benefit our shelter.
- ❖ KMBC did a story on Derrick Nnadi and his support of KC Pet Project in helping shelter dogs find homes during the season. The story had a large reach and was picked up by several television stations outside Kansas City.
- ❖ Tori, Chad Ackerman, and Teresa Johnson met with Cincinnati Animal Care & Humane Society and their architects to share information about lessons learned in building our campus.
- ❖ In January, Tori, Teresa, and Chad hosted Campus tours for several city councilmembers and city officials including Councilwoman Robinson (3rd District), Councilman Fowler (2nd District), Councilman O'Neill (1st District), Forest Decker (Director of Neighborhoods), and Jean Ann Lawson (City Manager's Office), as well as a representative from Councilwoman Bough's office (6th District).



Website Statistics:

Users – 106,423
 New Users- 99,752
 Sessions – 168,047
 Page Views – 827,942

Social Statistics:

We passed 80,000 followers on Instagram
 We are at 138,000 likes on Facebook
 We are at **1.1 million** TikTok followers

Community Education/Partnerships/School Visits

- ❖ Alex Ayala spoke to the kindergarten classes at Compass Elementary in Platte City. They competed in a donation drive to benefit KC Pet Project and collected hundreds of items that were delivered to our Zona Rosa location. Alex spoke about the impact their donations will make for the pets in the community. The students are going to incorporate mathematics into making pet enrichment treats and deliver them when ready.
- ❖ In the month of January, we hosted 40 Girls Scouts in our Youth Enrichment Program. The girls made peanut butter bones and filled Kongs and Nyla Bones for our shelter dogs. Each troop makes a \$35 donation for this program.
- ❖ We have five (5) Southland CAPS Interns working in Canine Care and Adoptions, Feline Care, and Marketing. These students are seniors in southland area high schools who are developing skills for college and workplace readiness. The CAPS interns will be working in our shelter 2 ½ hours a day, 4 days a week until early May. Alex is speaking with Northland CAPS and with HIRE KC to bring more student interns into our organization.



Retail Sales & Roasterie Café

- ❖ Manager of Retail Operations, Bria Sweany, reported an 89% increase in online sales, due in part to moving many volunteer and employee specialty items to that platform. We continue to focus on growing sales in retail and our coffee shop, making the store more user friendly with educational signage, seasonal products, and local makers.

Surgeries & Medical Procedures Performed in January 2022

AC Injured/Emergencies	
Cats brought by AS	7
Dogs brought by AS	27
Total	34
Non- Responsive	2
Head Trauma	1
URI	1
Animal Attack	1
Abscess	1
Down in Hind	1
Scrotal Hematoma	1
Emaciated	6
Geriatric	1
Entropion	1
Wounds	3
Died After Arrival	1
Embedded Collar	1
Injured Limb	3
Gunshot	2
Skin	4
Mass	2
Prolapse	1
Cruelty/Necropsy	
Cats	0
Dogs	4
Total	4

Public Drop Off Injured/Emergencies	
Cat brought by Public	7
Dogs brought by Public	20
Total	27
Injured Limb	2
Eye Trauma	3
Renal Failure	1
Freezing	1
Wounds	6
Emaciated	3
HBC	1
Injured Mouth	1
Ear Hematoma	1
Diarrhea	1
Died After Arrival	2
Dental Disease	1
Dermatitis	1
URI	1
Matted	1
Geriatric	1
Sedated exams	
Surgical	0
Non-Surgical	174
Total	174

Spay/Neuter Surgeries	
CC RTF - Cat Neuter	31
CC RTF - Cat Spay	22
RTO - Cat Neuter	2
RTO - Cat Spay	2
RTO - Dog Neuter	17
RTO - Dog Spay	13
Shelter - Cat Neuter	89
Shelter - Cat Spay	91
Shelter - Dog Neuter	150
Shelter - Dog Spay	125
Total Spays/Neuters	542
Specialty Surgeries	
Amputation	5
Enucleation	5
Feeding Tube	2
Urethral Blockage	1
Dental	17
Entropion	3
Spay Repair	1
Polyp Removal	2
Mass Removal	6
Hernia Repair	3
Foreign Body	1
Wound Repair	6
Third Eyelid Removal	6
Ear Hematoma Repair	1
Total Specialties	59

Heartworm Exams	
HW Consults	25
HW Injections (animals treated)	44
Total Heartworm Dogs:	69
Wellness Exams	
Cats	188
Dogs	218
Ferret	1
Rabbit	1
Total Wellness Exams	408
Vet Clinic Scheduled Appointments	
Drop-off	12
Foster Pets	45
HW Injections	89
KCPP 300	11
ORE	9
Other	1
Staff Pets	6
Post Adoption	24
HAFH	5
Sick Pet	1
Rechecks	30
Total	233
Parvo Ward	
Canines treated	10
Deceased	1
Save rate for parvo	90%

News from the KCPP Veterinary Clinic

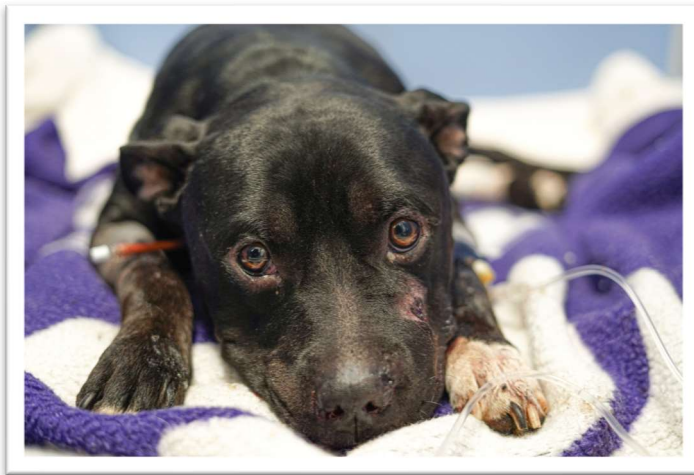
- ❖ Our veterinary team performed **601** spay/neuter and specialty surgeries in January and provided emergency medical care to 61 seriously injured animals that arrived (head trauma, animal attacks, emaciated, fractured limbs, gunshot to face, embedded collar, etc.). Doctors performed **819** examinations on pets in/arriving at our shelter and we treated 10 puppies in our in-house parvo ward.
- ❖ We have been training new staff to assist in surgery and recovery duties so we can increase our capacity for more surgical patients, and our Medicine & Triage Team continues to learn and refine techniques to help them save more lives. We intend to become an **American Association of Feline Practitioners (AAFP)** Gold Level Cat Friendly Practice in 2022, and to have our veterinary assistants become certified as Cat Friendly Veterinary Professionals. We will also work to maintain and improve our Fear Free practice status. We want the care we provide in our shelter clinic to be the highest level of service we can provide our patients.

Special Medical Cases

Roger the cat (right) came in with the most severe case of Feline Calicivirus our vets had ever seen. Feline calicivirus is a highly contagious respiratory illness and includes the development of painful ulcers inside the mouth, on the tongue, and the nose of cats. Roger had an ulcer that covered his entire tongue, and he was unable to eat. He also had an upper respiratory virus and a bacterial infection that caused constant nasal discharge and severe pain and inflammation of his eyes. Doctors placed a feeding tube in Roger's esophagus to allow us to give him both food and medication without oral pain. With aggressive treatment, Roger began feeling much better and began eating again. This beautiful kitty is almost healthy enough to be made available for adoption.

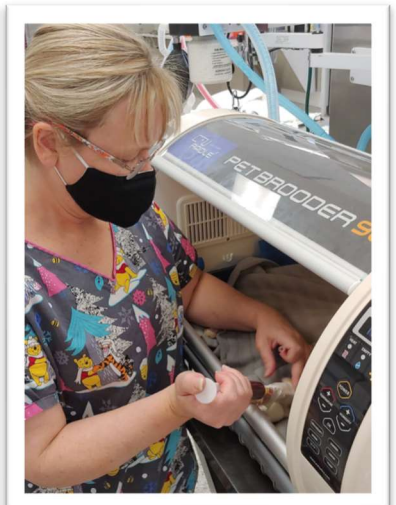
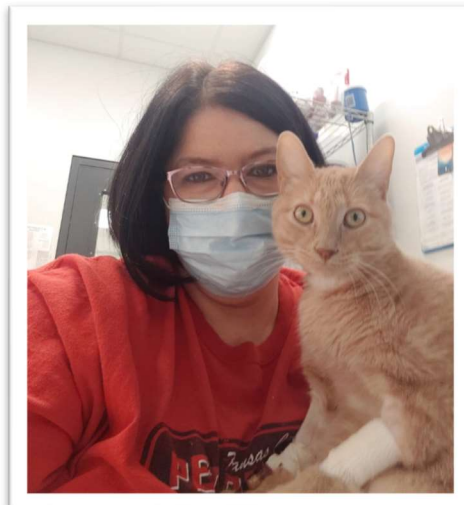


Ike the dog (below) was brought in by his family for care after someone in the neighborhood shot him in the face at close range. He was bleeding profusely upon arrival and Dr. Kennedy worked for hours to stop the bleeding and performed a temporary repair of his soft palate and jaw. Dr. Dechant placed a feeding tube in Ike so we could medicate and feed him while his mouth was healing. A few days later, we asked our community for help on Facebook to raise the funds needed to send Ike to the experts at Companion Animal Dentistry to permanently repair his injuries. Ike has started eating on his own and may soon be able to return to his family, thanks to our Keep 'Em Together KC program.



Harry (above right) a little white senior pup, was brought in by a member of the public who reportedly found him with labored breathing. Upon further examination, doctors realized Harry had signs consistent with congestive heart failure. We started Harry on medication and monitored him closely. Harry is doing well on his medication and is now in a loving foster home being spoiled and awaiting an appointment to get some dental surgery done so he can be cleared for adoption.

Alfred the orange kitty (right) arrived at KC Pet Project as a stray on January 18th after a Good Samaritan saw him collapse in distress outside their house. Upon arrival at KC Pet Project, his body temperature was low, he was very weak and blood work revealed he was critically anemic. He needed some red blood cells in his body and our doctors quickly recommended an **emergency blood transfusion** to save his life.



In our “solutions, not excuses” mode, doctors found a handsome tuxedo kitty, Oliver, for our in-house blood donor and began transfusing lifesaving blood into Alfred! One hour later following his transfusionAlfred was up walking, eating, purring, and greeting everyone. Doctors are still working to determine the underlying cause of Alfred’s anemia and our blood donor, Oliver, is still awaiting his new family.

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 (1,335 Google reviews)
- ✓ KC Pet Project - Zona Rosa Adoption Center: 4.4/5.00 (518 Google reviews)
- ✓ KC Pet Project - Petco Adoption Center: 4.4/5.00 (166 Google reviews)

“Friendly, responsive, and helpful staff members. The facility is clean and well kept. Very quick and fun adoption experience. Our little one enjoyed playing with the coloring books and crayons while we waited. Overall, very pleased with this adoption experience and will be back!”

Colin Sutter, Customer Engagement Coordinator, reported 741 emails were received in January inquiring about fostering and 836 additional emails were received through our Contact email address. Inquiries were for general information about the adoption process (355), pets listed on Petfinder (85), surrendering a pet to the shelter (73), information for pets listed on adopt-a-pet (63), and information on volunteering (43).

Pet Support Center - Customer Satisfaction Survey

2022 Rating: 4.71/5.0 stars

(Historical rating: 4.73/5.0 stars: 1 survey submitted in January, 142 submitted since launch in September 2020)

Pet Support Center Performance

January 2022	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Helpline - Main Queue	3,403	521	3,924	13%
IN > Helpline - Spanish	71	29	100	29%
IN > Helpline - Lost and Found	900	299	1,199	25%
Helpline INBOUND Performance	4,374	849	5,223	19%
OUT < Helpline - Main	987	116	1,103	10.5%
OUT < Helpline – Lost and Found	182	40	222	18%
Helpline OUTBOUND Performance	1,169	156	1,325	12%
Total Performance for January 2022	5,543	1,005	6,548	15%

❖ In January, the Pet Support Center team assisted approximately **454** 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.

❖ In the month of January, the Pet Support Center team kept families together for 140 animals whose owners originally contacted KCPP to surrender their pet(s); 67 animals were diverted through return-to-field, trap-neuter-return, and safety net programs, and 6 additional animals were returned to grateful owners through subsidized return-to-home programs after being surrendered to the shelter. A total of **213** animals were stayed with their families instead of coming into the shelter in January through program resources.

Our Pet Support Center team answered 4,374 live phone calls, completed 1,169 outbound calls, resolved 369 voicemails, and maintained an inbound abandonment rate of 16%.

- ❖ The Return-to-Home team received **164** Lost Pet Reports and **39** Found Pet Reports filed online or over the phone by residents in January. The Pet Support Center team conducted a total of **106** in-depth microchip investigations for stray animals in our care.

Pet Support Center Department Updates:

In January, the Pet Support Team launched a new **Lost and Found Pet Information Survey** to gather more information about how a pet became lost and how the pet owner located their pet at KC Pet Project. This survey will give us crucial information that will help us better understand how pets become lost and how we can help our community be reunited with their pets quickly.

Only 129 (28%) of the 459 stray/lost animals brought to the shelter by the public or our Animal Services Division in January were reclaimed by their owners.

Lost and Found Pet Information Survey Results (7 surveys submitted since launch in January 2022)

- ✓ Pets that were reclaimed had been missing between 1-14 days.
- ✓ 14% of the pets escaped their home, 43% broke out of a fence or outdoor kennel, and 43% were listed as becoming lost in some other manner not related to loss of control, unexpected event or medical emergency/hospitalization.
- ✓ 43% of the pets were microchipped at the time they became lost. Out of those pets, 100% of those microchipped were registered and reported to have up-to-date contact information. None of the pet owners of microchipped animals created Lost Pet Reports with their microchip company.
- ✓ **45% of the pet owners found out their pet was at KC Pet Project by being contacted directly by a KCPP team member**, 18% found their pet listed on KCPP's website, 9% found a post in a Facebook Group, 18% located their pet using the KC Pet Project – Lost and Found Facebook Page, and 9% located their pet in other ways not related to NextDoor, Animal Services Door Hangers, other websites or through notifications from their microchip company.

86% of the pets who went missing were wearing a collar or harness at the time they became lost, but 44% were not wearing any kind of identification tag (city license, rabies tag, or pet ID tag).

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 \$7,758.00 for 26 families (29 pets) was awarded in January.

- ✓ Thirty (30) Pet Care Assistance Applications were received
- ✓ Healthy Pets KC vet care assistance provided: \$155.00
- ✓ Pet Deposit/Pet Rent assistance provided: \$175.00
- ✓ Pet medical assistance granted: \$4,068.00
- ✓ Return-to-Home fees forgiven: \$3,360.00

In January, 135 families benefited from our Keep 'Em Together, KC subsidiary programs (Pet Care Assistance, Pet Resource Assistance, and Home Away from Home safety net crisis boarding, and Reclaim Fee Forgiveness program).

Home Away from Home (HAFH) – Crisis Boarding Program

- ✓ Twenty-three (23) families with 34 pets applied for crisis boarding assistance in January. Two families were enrolled in the Home Away from Home program with 4 pets.
- ✓ One family was reunited with their pet in January.
- ✓ Two (2) families with four (4) pets are currently enrolled in our Home Away from Home program.
- ✓ Eleven (11) new HAFH applications to become safety net fosters were received in January.

Reclaim Fee Forgiveness Program

- ✓ Total Reclaim Fee Forgiveness Program awards in January: \$7,270.00
- ✓ 71 families with 83 pets benefited by the Reclaim Fee Forgiveness Program in January.

Pet Resource Assistance Program

Pet foods were shared in January with our three (3) community partners in the metro: the Don Bosco Center, Amethyst Place, and a local community cat caregiver. Thirty-six (36) families with sixty-four (64) pets benefited from these resources provided in January.

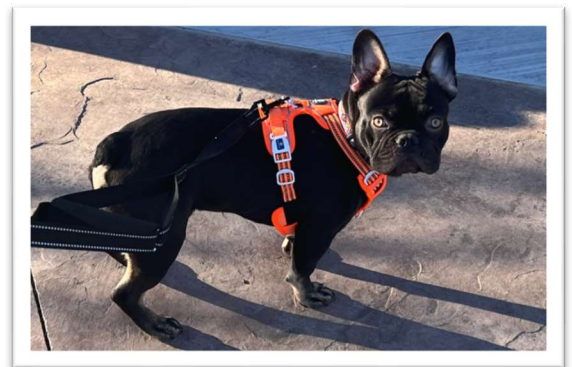
- ✓ 498 lbs. of cat food, 5 lbs. cat treats
 - ✓ 1,391.5 lbs. of dog food and 16.5 lbs. dog treats
 - ✓ 23 collars and 12 leashes
 - ✓ 6 individual doses of flea/heartworm medicine
 - ✓ 4 kennels/crates
 - ✓ 9 dog houses/community cat shelters, and 1 bale of straw
 - ✓ 262 miscellaneous pet care items
- ❖ **Home Away from Home Program Assessment:** The Keep 'Em Together, KC team did a program review for pet families who did not reunite with their pets while in the Home Away from Home program. The purpose of this review was to identify challenges, access to resources, and support needed for families to successfully reclaim their pets. We identified that families not actively working on a plan to seek long-term resolution to their challenge, whether it be houselessness, eviction/foreclosure, hospitalization/rehabilitation and/or fleeing domestic violence, needed human support services greater than HAFH's capacity.
- ❖ **Community Partnerships:** Natalie Howard recently connected with the *Greater Kansas City Coalition to End Homelessness* to begin developing ways to fast track crisis intervention for owners and pets in need of immediate support due to houselessness. By better understanding the needs of the community we serve and preparing for potential crisis, our team can better support the families and pets that are turning to KC Pet Project for help. We are hoping this partnership will take us one step closer in bridging the gap between animal and human welfare.

Rehoming Support Services

In January, our team received **94** requests for private rehoming services for owned pets. Eligible pet owners posted **49** owned pets for adoption through our ReHome website. *Our team has received 430 requests to post pets on ReHome since September 22, 2021.*

Keeping 'Em Together: Valentino's Tri-State Adventure

Valentino the French Bulldog (right) went missing on October 23rd after he apparently rolled down the window himself in the family's car and jumped out while they ran inside to grab some food. Valentino's family was devastated, and dad created a post on a local Facebook group for lost and found pets and attached photos accompanied with pleas for information related to his dog's whereabouts. Valentino had been a birthday present for the family's 6-year-old daughter and the family did not want to give up on finding him. However, the family was in the process of relocating from Kansas City, Missouri, to their winter home in Fort Worth, Texas.



Laura Kraemer, KCPP's Return-to-Home Coordinator, had been following the social media posts searching for Valentino. Months passed without any sighting of Valentino. The family continued to monitor the posts from their home in Texas. Then one day in January, a stray dog was brought to KC Pet Project and Laura recognized the dog from the posts she had seen on Facebook—could it be Valentino? After doing a side-by-side comparison with the pictures of Valentino, Laura

was positive it was the same dog! He had one very distinguishing mark (and the reason he was named Valentino) - a perfectly shaped heart on his little rear-end. Laura contacted Valentino's family to tell them the great news – but getting Valentino to Texas would be a challenge.

Valentino's family reached out to friends and family still in Kansas City, but no one was able to pick him up from the shelter and keep him until they could be reunited. Laura decided there was only one thing to do - head out on a road trip herself to deliver Valentino to his family. She drove the 12 hours straight through Missouri, Oklahoma and Texas with little Valentino enjoying every second of his long ride home. At last, he was finally reunited with his six human siblings and back at home where he belonged. The family (right) was incredibly grateful for Laura's compassion and dedication to their missing pet and we're grateful for Laura's "solutions, not excuses" approach to helping lost pets get home.



Keeping 'Em Together: Missy



Missy (left) was found shaking and terrified. As soon as we met Missy, we realized that this dog was clearly owned and deeply loved by someone. Her demeanor was sweet and all she wanted to do was love and be loved. Inside the shelter, her sweet personality was hidden by her fear and anxiety. After her stray hold was over, she was sent to a foster home in hopes we could relieve her stress, but it was still evident that something was missing.

Across town, Missy's family was heartbroken. She had been missing for months and they were losing hope each time they checked our website. Missy's owner decided to check our website one more time and was elated to see her missing pup on our Lost and Found page!

Thanks to our Pet Care Assistance program, we were able to subsidize a large portion of their reclaim and medical fees. As soon as Missy saw her family, we saw the loving personality that had been suppressed since her arrival. Her dad stated that *"Missy is part of our family. Growing up, I never had the chance to have a dog. Circumstances were rough. Now that I have children, Missy has been there to create memories with. We love her."* Thanks to our Pet Care Assistance program, Missy was able to go back home to a family of 6 children that were desperate to find her. We were honored to have played a role in reuniting such a

sweet family and wish Missy and her family many happy memories to come.

Volunteer Program Updates

In January, **382** volunteers gave 2,722:82 hours of services, the equivalent of 15.71 full-time employees.

- ✓ Total value of volunteer hours given in January: \$77,079.35
- ✓ 79 new volunteers attended shelter tours in January
- ✓ 111 volunteers attended trainings for mentoring, dog walking, and cat socializing
- ✓ Total number of active volunteers for KCPP: 1,855

Groups that volunteered in January gave 39:15 hours of service with 25 people participating, including New Frontiers, Garmin, Easter Seals Midwest, and Liberty Academy Students.



News from the Volunteer Department:

- ❖ In January, we held our first Mentor Roundtable of the year to discuss the results from the mentor engagement survey, the department's plans, and solicit feedback on developments the volunteer department has been working on to improve support and communication.
- ❖ **Mentor Program Advancements:** Amanda Gatten and Heather Sandor developed a Volunteer Mentor Code of Conduct, Training Session Success Rubric, and Mentor Assessment Survey. With these new tools, the volunteer department can support current mentors as well as developing new mentors to continue building the program. These advancements provide the framework and focus of the volunteer mentor program and equip mentors to provide efficient and effective training sessions. The new Mentor Assessment Survey allows mentors to receive feedback from trainees on how their session went to help gauge the skillset and engagement capabilities of our incredible mentor team.
- ❖ **2021 Volunteer Engagement Survey Results** are in, and we had 173 volunteers participate! The volunteer department shared the 2021 Volunteer Program Survey Report with staff and volunteers. We received an incredible amount of feedback and were able to create program goals for 2022 in direct response to the needs articulated by our volunteers.

Volunteer Program Goals for 2022

- ✓ Communication – More effective, streamlined, and organized communication within the volunteer program including Facebook, Volgistics, in-person, and email.
 - ✓ Working with Staff & Others – Increased peer-to-peer and staff-to-volunteer engagement across all adoption centers and Petco cat habitats.
 - ✓ Recognition – More celebration and recognition within the volunteer program.
 - ✓ Empowerment & Connection – Effective and streamlined processes to get volunteers connected and onboarded.
 - ✓ Training – Provide resources and training for volunteers to grow with the organization, hone and develop new skills, and find the information needed to be successful.
 - ✓ Opportunities – Increase volunteer access to, and understanding of, all the volunteer assignments and opportunities offered at KC Pet Project.
- ❖ **One team, one dream!** Building and maintaining a robust volunteer program is a group effort only made possible by the ongoing support and attention given to volunteers by all KC Pet Project staff members. The volunteer department launched two new staff tools to support successful team engagement efforts: 1) Staff Expectations for Working with Volunteers, and 2) Employee Code of Conduct for Engaging and Training Volunteers. Moving into the new year, we are working with and training all staff to empower, develop, coach, and train volunteers.
 - ❖ Other developments include updated online volunteer application forms for individuals and groups, a re-designed monthly volunteer newsletter to celebrate the impact given by all volunteers past and present, new volunteer mentor perks, new service awards and recognition initiatives, a database facelift to improve recordkeeping and reporting, streamlined requests for specialized volunteer projects through an online Volunteer Project Request form, and the launch of an online anonymous feedback system for volunteers that can be accessed remotely 24/7.

Canine Behavior & Enrichment Department

- ❖ Number of dogs behaviorally assessed in January: 45
- ❖ Pre-adoption behavior consultations conducted: 46
- ❖ Number of dogs introduced to adopters by Behavior Team: 9
- ❖ Clicker training has been rolled out to the entire Canine Care team.

In January, an average of 108 shelter dogs participated in canine playgroups every day.

Behavior follow-up support for adopters: 192 post-adoption follow up emails were sent, 54 phone consultations performed, 32 behavior support email correspondences, 4 free behavior lessons given to adopters, and 5 free behavior consultations with families were conducted in January that prevented dogs from being surrendered.

Canine Foster Care Program

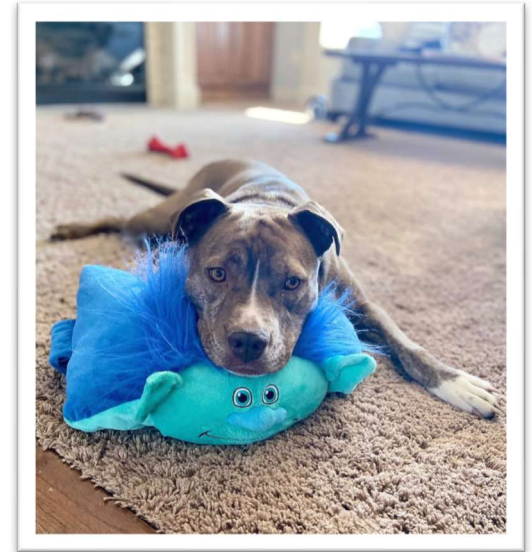
- ❖ At the end of January, 133 dogs (39% of the dogs in our care) were in foster homes.
- ❖ We welcomed 36 new dog foster families in January, and we had 37 dogs adopted directly from foster homes last month.
- ❖ Fifty-five (55) puppies under 8 weeks old went into foster homes last month and volunteers took 37 dogs on a Dog's Day Out!

In January we sent 161 dogs/puppies into foster homes.

Foster Spotlight - Tyg

Tyg (right) arrived at KC Pet Project as a stray in late November. As an adult, bully breed mix with dog selectivity, he struggled to gain adoption interest in the shelter. That was until Jennifer and her family took him into foster in mid-January. Jennifer previously specialized in dog sitting foster dogs whose caregivers were traveling out of town. Her knack for photo taking, bio writing, and social media marketing helped many of her previous short-term fosters gain adoption interest.

Jennifer was determined to find Tyg the perfect home in the short amount of time she would have him. Jennifer posted about Tyg multiple times on her social media platforms and even appeared with him in the KCCAC adoption lobby on a Friday evening. *After 53 days in shelter, Tyg was adopted after just 9 days in foster care.* The canine foster team is now using Jennifer's advocacy, social media posts, and communication with potential adopters as an example of short-term fostering success. We hope to model her enthusiasm for finding adoptive homes to new foster caregivers.



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

Tabitha Urban, Director of Canine Operations, reported 60 animals (57 dogs, 1 cat, 1 chicken, 1 duck) were transferred out to other organizations in January, including 1 dog with behavioral needs, 2 dogs with specific medical needs, and two nursing moms and their puppies.

- ❖ Organizations we transferred animals to in January: Dogs by Debin, Great Plains SPCA, Kitty Cat Connection, Lawrence Humane Society, Maple Woods Community College-Vet Tech Program, Melissa's Menagerie, Missouri Pit Bull Rescue, MOGS Missouri German Shepherds, Paws-N-Claws Iowa, Unleashed, and Wayside Waifs.
- ❖ Our small animal program processed 17 adoptions – 4 chickens, 1 ferret, 2 gerbils, 1 goat, 7 guinea pigs, 2 rabbits

Canine Operations/Adoption Centers/Adopter Satisfaction Survey Results

KCCAC Survey total overall rating: 4.87/5.0 stars (6 surveys submitted in January, 78 responses to date).

- ✓ *"This was a great experience. The cleanliness and professionalism is amazing."*
- ✓ *"Randall did a great job of matching us with Wendal! We came in not really knowing which dogs we were interested in, and he carefully considered our needs and made a great match."*
- ✓ *"Thank you so much to KCPP and Dayce. Louie is settling in very nicely!"*
- ✓ *"So happy! Thank you!!"*
- ✓ *"Great job by Jacob - we love our dog she's part of the family."*

Our Canine Care team cared for an average of 200 dogs every day in January at our Campus location.

In January, we processed 329 dog adoptions, launched our portable technology (tablets) for adoptions, provided training to our staff about heartworm and flea prevention medications, and pet insurance for adopters.

Feline Foster Care Program

- ❖ Feline Foster Manager, Leslie Bauer, reported we had we had 62 cats (out of 158 in our care) in foster homes at the end of January (39%).
- ❖ 13 new foster families volunteered to foster cats/kittens in January. At the end of the month, we had 53 active foster homes for cats/kittens.
- ❖ 43 cats/kittens were adopted directly from foster homes in January, accounting for 10% of the cat adoptions for the month.
- ❖ We transferred in 12 kittens under 8 weeks of age from other overcrowded shelters and sent them to foster homes.
- ❖ We created a Feline Foster Survey to obtain feedback on how we can better support our foster families. Many people expressed interest in further learning opportunities for cat/kitten care and behavior.



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

- ❖ We were able to transfer in **163** cats at risk of euthanasia from other area shelters/agencies, including Joplin Humane Society, Raymore Animal Control, Animal Rescue League of Iowa, and Grain Valley Animal Hospital. We also transferred cats in through the Best Friends Network from Northwest Arkansas and from 3 different organizations in Louisiana. These transfers accounted for **41%** of our organization's total feline intakes in January.
- ❖ We trained 5 new Petco Cat Habitat volunteers this month, bringing our total number of active volunteers for Feline Lifesaving Programs to **289 volunteers**. These incredible community volunteers covered 471 shifts in January at 10 Petco store locations.
- ❖ In January, we processed 141 cat adoptions from Petco stores and 51 cat adoptions from Whiskers Cat Café. These adoptions account for 46% of all our feline adoptions processed last month. The 75th Street Petco store processed 23 adoptions in January – more than any other store.

In January, we transferred in 163 cats from other local and out of state shelters to awaiting adopters.

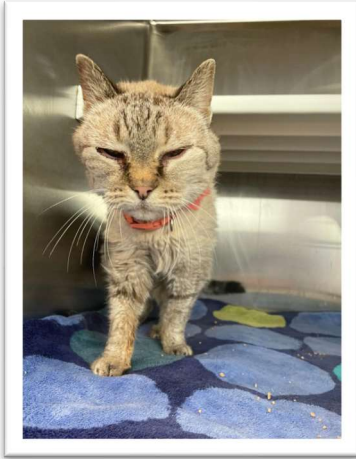
Snowy Mountains (right) was a kitty that waited for a new family at the Olathe Petco store much longer than usual. Although he was a volunteer favorite, he was a kitty that wanted to pick his own family. So, he waited for just the right one. And in January, he was visited multiple times by a family that seemed to understand him and decided to make him an official part of their family. They recently emailed us to say *"Snowy Mountains is loving his forever home and we are loving him! He has already claimed his spot on my daughter's bed and has made himself right at home. Demanding cuddles the minute we opened the carrier, and he has not hidden once. I've never had a cat own us so quickly."*



Feline Operations

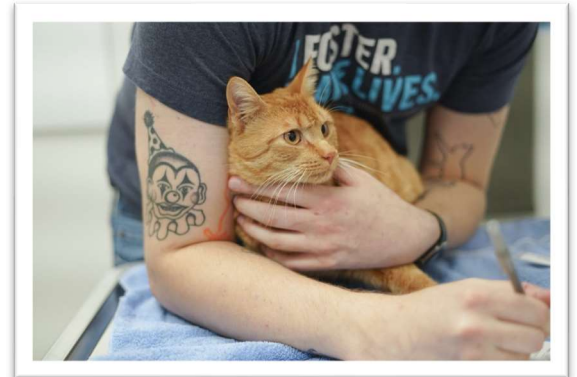
Manager of Feline Care, Adam Whisman, reported 410 cats came in and our feline team processed 419 adoptions – a slight decrease from last January.

Eight of our longest-term feline residents finally got adopted in January – including **Pumpkin Seeds** (right) who was surrendered to us in May 2021. Thanks to our dedicated volunteers and staff, these deserving kitties found new families.



KC Pet Project Cat Team began offering **Cat Squad** training to volunteers. Cat Squad volunteers will help us care for and enrich the lives of our Vet Clinic Hospital patients. These volunteers are responsible for providing our patients a low-stress, fear-free stay in our hospital wards by providing daily kennel care and daily enrichment to our feline friends. (Pictured left is Sister Clarice, hospital patient).

2021 was a year with more cats that ever before entering our shelter system and we are expecting this year to be equally busy. Our Feline Teams are prepared to make sure our felines are on the right path to a positive outcome and our Foster Program



Manager, Manager of Feline Care, and Manager of Feline Lifesaving Programs are ready to join forces to make 2022 another record-setting year of lifesaving for felines at KC Pet Project!

Miscellaneous

Several members of KC Pet Project's management team have been asked to speak at upcoming national animal welfare conferences. *KC Pet Project is the only organization in Missouri or Kansas with staff that are routinely asked to provide presentations to thousands of animal shelter or animal services professionals across the country.* We have some incredibly talented staff and are honored to share our expertise with others in 2022.

- ❖ Dr. Heather Kennedy, Chief of Veterinary Services, is a featured speaker at the national Humane Society of the United States (HSUS) Animal Care Expo in Orlando, FL on the topic of "What To Do With All The Cats."
- ❖ April Moore, Chief of Animal Services, is a featured speaker at the 2022 Best Friends National Conference in Raleigh, North Carolina on the topic of "Solving for Long Term Solutions in Animal Services."
- ❖ Stephanie Sullens, Chief Development Officer, is a featured speaker at the HSUS Animal Care Expo in Orlando, FL on the topic of "Fundraising for Families – A Human/Animal Bond Approach to Increase Giving."
- ❖ Tori Fugate, Chief Communications Officer, is a featured speaker at the 2022 Best Friends National Conference in Raleigh, North Carolina on the topic of "Inclusive Foster Recruitment Strategies." Tori is also teaching several sessions for Maddie's Fund, including "Building Media Relationships" for their Marketing Apprenticeship course.
- ❖ Dr. Heather Kennedy will also be a featured speaker at the online Feline Leukemia Conference in July.

Submitted by,

T. Johnson

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