

# KC PET PROJECT

## Impact Report for January 2023 Activities

### Sheltering Statistics:

Dog & Cat Totals for January	2023	2022	Difference
Adoptions	770	748	22 more
Total Intake	1,176	991	185 more
Returned to Owners	148	152	4 fewer
Live Release Rate	95.2%	96.7%	1.5% lower
Owner Surrendered Pets	171	194	23 fewer
Stray animals brought in by public	456	324	132 more
Cats/kittens transferred IN	269	167	102 more
Spay/Neuter Surgeries Performed	597	542	55 more
Average Length of Stay for Dogs	20.8 days	18.5 days	2.3 days longer
Average Length of Stay for Cats	14.1 days	32.2 days	18.1 days fewer

### January 2023 - Animals In & Animals Out

- ❖ We received or provided care for **1,176** new dogs and cats that arrived in January (660 dogs, 516 cats). We also received 1 chicken, 1 ferret, 5 guinea pigs, 1 bearded dragon, 1 pig, 9 rabbits, and 6 pet rats.
- ❖ Our veterinary team performed 647 spay/neuter and specialty surgeries in January. Doctors performed 2,029 examinations on pets in/arriving at our shelter in January and treated 8 puppies in our shelter’s parvovirus ward.
- ❖ We sent 292 dogs/puppies to foster homes last month and volunteers took a record 102 dogs out of the shelter on a Dog’s Day Out.
- ❖ We provided spay/neuter and veterinary services for 57 community cats in January.
- ❖ More stray dogs and cats than ever before entered our shelter in the month of January. Stray animals being brought in by the public are up **146%** over what was being brought to KCPP in January 2019.
- ❖ We achieved an impressive **95.2%** save rate in January (94.0% dogs, 96.6% cats).
- ❖ 148 lost/impounded pets were returned to their homes and an additional 20 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 owners in January has increased by **92%** since 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 269 cats/kittens in January – a **61%** increase over last year at this time!

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**We provided care for 1,204 dogs, cats, and other pets in January 2023 – the largest number of pets ever received in the month of January in our shelter’s history.**

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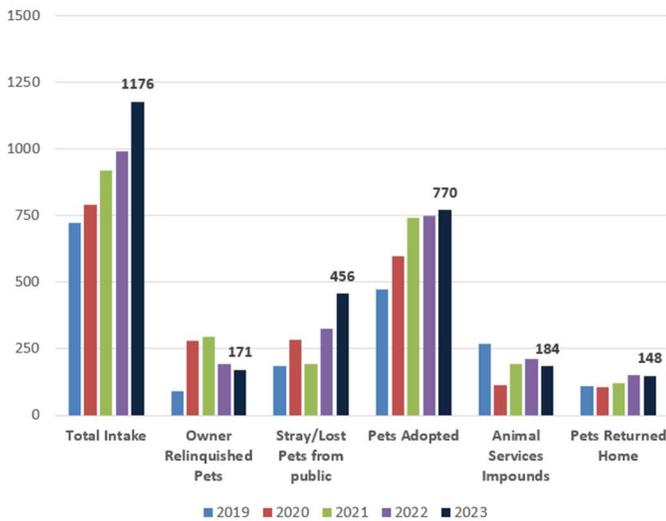


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**783 pets were adopted in January (357 dogs, 413 cats, and 13 other pets).**

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January Shelter Data for Dogs & Cats 2019 - 2023



**Data at-a-glance for January 2023:**

- Total intake of dogs and cats in the month of January was the highest ever recorded in our 11-year history – **up 62% since 2019**.
- Numbers of pets adopted in January is at the highest level in our 11-year history – **up 63% from 2019 totals**.
- Stray/lost pets brought in by the public are arriving at the highest level ever recorded in Kansas City – **up 146% from 2019 totals**.
- Our doctors continue to perform the largest numbers of spay/neuter and specialty surgeries in our organization’s history. Spay/neuter services being provided for community cats are **up 12% over last January**.

**Animal Services Division Update**

- Officers were dispatched to **1,202** calls for service in January and closed 1,167 unique cases (a 1% increase in calls from last month). Our Animal Services Dispatch team answered **4,016** live phone calls from residents.
- Officers issued 8 verbal warnings for violations and issued 10 official Notice to Correct Violation warning tickets to residents. Forty-one (41) municipal court citations were entered into the Thin Blue Line (TBL) system for issuance by the City Prosecutor. **One case was submitted to the State Prosecutor’s office for felony animal abuse/cruelty prosecution.**
- There were 3 Dangerous or Potentially Dangerous Dog Declarations issued in January and 12 open Potentially Dangerous and Dangerous Dog cases in various stages of investigation.
- In January, our Cruelty Investigation Team closed **223** animal cruelty case activities for our community, including 31 reports of animal abandonment, 173 reports of animal neglect, and 19 reports of animal cruelty (abuse). Several pending cases are currently under review for state felony animal cruelty charges.

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*In January, Animal Services Officers issued **41** criminal citations through the municipal court for violations of Kansas City’s Code of Ordinances.*

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On January 10<sup>th</sup>, Cruelty Investigations Officers LaDue and Collins testified before the Kansas City, Municipal Court for an animal cruelty case cited by our officers in August 2022. The owner of the dog was convicted of animal abuse due to extreme neglect and starvation. He was **sentenced to two years of probation, under which one of the terms was that he could not own any animals and was required to surrender the two other pets they had in their home.** Animal Services Officers will follow up to ensure the owner remains compliant with the order of the court until the end of his probationary period.

**Total Calls by Case Type Responded to in January 2023**

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

Case Type	January '23	December '22
Enforcement	43	50
Cruelty Investigations/Neglect	257	347
Other Services (PD/Fire/MAST)	93	104
Stray Animals/Animals at Large	671	648
Wildlife	40	37
Bite – Non-Domestic Animals (bats, etc.)	11	25
Bite – Domestic (dogs/cats)	87	93

## Stories From the Field

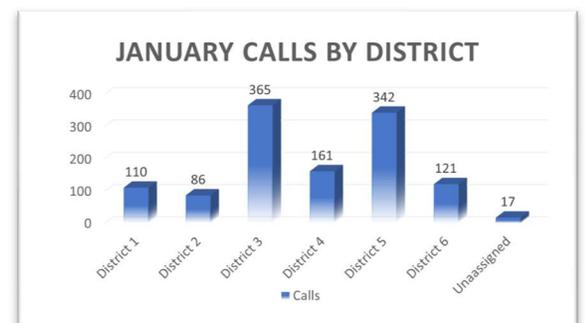
In January, Animal Services Officers concluded an investigation of a “large pig” living within the city limits on Holmes Rd. The pig was initially reported by the KC Fire Department after a structure fire in the area allowed them to see into the backyard of a residence. Animal Services Officers made several welfare visits to the home to ensure the pig was being cared for. But on January 9<sup>th</sup>, our Animal Services Dispatch team received a call stating the residents of the home had been evicted and had left the pig behind. After confirming the eviction with authorities, Cruelty Investigations Officers Redford, LaDue, and Manager Rohrback responded to the home to rescue the abandoned pig from the backyard.

“Large Marge” (right) was a very overweight Vietnamese Potbellied Pig that had been living at the home. Manager Rohrback, having experience with potbellied pigs, got her to follow him using treats. Marge was social and very sweet and was able to be safely secured in a travel crate where she was transported to KC Pet Project and later transferred to the Kansas City Pig Rescue Network.



## Outreach and Community Support Activities

- ❖ On January 11<sup>th</sup>, Cruelty Investigations Manager, Rohrback represented the Division at the KC Child Abuse and Animal Cruelty Coalition meeting.
- ❖ On January 20<sup>th</sup>, Chief Johnson, along with Manager Rohrback, Supervisor LaDue, and Director of Community Programs Amanda Gatten, met with representatives from local domestic violence shelter’s Synergy Services and the Rose Brooks Center to discuss the re-launch of our ICU Program. I.C.U. stands for **Identify-Connect-Unite** and is a program partnership with Synergy Services and the Rose Brooks Center to train Animal Services Officers to recognize the signs of domestic violence and abuse in relationships when responding to calls.



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**71% of domestic violence victims reported their abusers also hurt or threatened their pets.**

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## Marketing/PR/Communications/Community Events

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

- ❖ The Dodo listed our Simon video from TikTok (the matted Shih Tzu) as one of their Top 5 videos of 2022!
- ❖ We were a featured news story on Fox4 and KMBC 9 highlighting the record-breaking number of pets we took in throughout 2022.
- ❖ Our *Sweatin’ Off the Shelter Pounds* adoption special from January 13-15 helped 143 pets find new homes.
- ❖ We moved dogs/puppies for adoption back into our Petco Adoption Center for the first time since March 2020.



- ❖ January was busy with tours from other shelter leadership teams in our region. We hosted the CEO and Board Chair of the *Animal Rescue League of Iowa*, the leadership team from *Center for Animal Rescue and Enrichment (CARE) STL* – the municipal shelter in St. Louis, and volunteers and staff from *Creekside Animal Rescue*.



- ❖ We announced our upcoming 5K Race being held on Saturday, June 10<sup>th</sup> to raise funds for more than 15,000 dogs and cats that will enter our shelter this year. All registrants will receive a custom finisher’s medal and commemorative race shirt, as well as drinks, snacks, and fun post-race events!

- ❖ We had 63 media stories and mentions during the month of January. The estimated media reach for the month for animal services and sheltering stories was **267,793,574 million** people.

Website Statistics	Social Statistics
Users – 77,886	90,000+ followers on Instagram
New Users- 71,417	144,000+ likes on Facebook
Sessions – 137,926	1.2 million TikTok followers
Page Views – 719,687	

KC PET PROJECT ♥

## 2022 YEAR IN REVIEW

### 96% SAVE RATE

#### 15,703 ANIMAL INTAKE

This is the highest animal intake in our organization's history.

- 🐕 7,686 DOGS  
119 more dogs than 2021
- 🐈 7,554 CATS
- 🐾 463 OTHER PETS

#### 10,725 ADOPTIONS

This is the largest number of pets adopted in Kansas City's history.

- 🐕 4,661 DOGS
- 🐈 5,904 CATS
- 🐾 160 OTHER PETS

### KEEP 'EM TOGETHER, KC

Provided \$144,493 in financial assistance to 3,054 KCMO families with 5,616 pets (a 382% increase over 2021)

### RECLAIM FEE FORGIVENESS PROGRAM

902 families with 1,052 pets were reunited thanks to this program.

### IN THE COMMUNITY

95.2 tons of pet food distributed to our community and 7,713 pet care items distributed to 12 community partners and 1,364 households.

### PET HELPLINE

Our team handled 91,505 calls.

### COMMUNITY CATS

We provided low cost spay/neuter services for 851 community cats - a 35% increase in 2022.

### ANIMAL SERVICES DIVISION

Dispatched to 13,823 cases and handled 23,636 case activities. Our Dispatch team handled 43,985 live calls from residents.

### FOSTERING

2,452 dogs were sent to foster (with 910 Dog Day Outs) 2,606 cats sent to foster

### VOLUNTEERING

2,736 volunteers gave 48,383 hours of service - with a value of \$1,152,078 to the organization!

### VETERINARY CARE

#### 9,808 SURGERIES PERFORMED

highest number of surgeries performed in our organization's history.

#### 14,656 EXAMS PERFORMED

#### 204 PUPPIES TREATED FOR PARVOVIRUS

#### 17% INCREASE IN SPAY/NEUTER SURGERIES

## Community Education/Partnerships/School Visits

### SCHOOL AND SCOUT GROUPS

- ❖ **45** students from local schools, home school groups and Scouts came to our Campus in 2022 for our Youth Education programs. They make enrichment treats, read to animals, learn about our lifesaving work and how they can become young animal advocates in their communities.

- ❖ In January, we hosted **3** children’s birthday parties. These “parties with a purpose” are fun and educational for the guests – teaching children about the importance of keeping pets physically and mentally healthy, and how they can help more pets in shelters.

- ❖ We are hosting 7 high school interns working at KC Pet Project for their second semester. Students are from Southland CAPS, Park Hill Professional Studies, and the Northland Career Center.

### EDUCATIONAL PARTNERSHIPS

- ❖ In January, the local Pets for Life KC organization began using our Educational Pavilion space to evaluate owned pets in their program once a month to become certified for nursing home visits (left).

- ❖ The Youth Symphony of Kansas City visited the shelter twice in January for Orchestra Sectionals and will be back again once in March and once in April. This uses our community space in new ways and brings families to the shelter who may not otherwise visit.



- ❖ We scheduled two *Stop the Bleed* first aid trainings for our staff taught by University Health nurses. The Kansas City Fire Department will conduct free CPR training for our staff at the Campus in March.



## Volunteer Program Updates

- ✓ In January, 689 volunteers gave 3,785.65 hours of services, the equivalent of 22 full-time employees.
- ✓ Total value of volunteer hours in January: \$108,042.45
- ✓ New Volunteer Shelter Tours Conducted: 6 (with 120 attendees – a 21% increase from December)
- ✓ 55 new volunteers gave hours in January, and 211 volunteers completed additional training.

**Businesses and Groups that volunteered in January** gave 222 hours of service (with 102 people) from New Frontiers at University Health, Burns & McDonnell, Netsmart-Consumer Solutions Delivery, Liberty North High School HOSA, Guadalupe Centers High School, Heartland Coca Cola, Children’s Mercy Hospital, Turner Middle School Leadership Class, L.I.F.E. University, Café Ca Phe.

*We had a wonderful time at KC Pet Project and are eager to return. Every person and pet we met was engaged and made us feel welcome!*

*“Amazing staff ensured we had an amazing time.”*

## Volunteer Recruitment and Retention

Total active volunteers: **2,570** individuals, including 87 newly active volunteers. We received 429 new volunteer signups with 25 people wanting to volunteer specifically for Petco Cat Habitats.



## News from the Volunteer Department

Mandy Irey, Volunteer Engagement Manager, reported the following activities for January:

- ❖ The Volgistics software now allows volunteers to input their hours via a QR code on their phone at all locations.
- ❖ The Volunteer Department team focused on increasing support from corporate groups in the month of January. By streamlining the scheduling system and opening up more opportunities for corporate groups to volunteer with KC Pet Project, we have already seen a huge increase in group volunteer services.
- ❖ In January, Mandy Irey worked with Jen Dreisewerd, Director of Feline Operations, to find ways to connect more volunteers with Petco Cat Habitat opportunities. They identified ways to increase efficiencies in onboarding, decrease confusion in critical next steps and streamline communication of the program’s needs. This change resulted in 275 pending volunteers getting connected to volunteer services.

## Surgeries & Medical Procedures Performed in January 2023

Surgeries		Exams		Parvo Ward	
Community Cats Neutered	20	Wellness exams	690	Parvo pups treated	8
Community Cats spayed	26	Emergency exams	25	Parvo pups graduated	5
Reclaimed dogs neutered	8	Foster pet exams	11	<b>Save rate for parvo</b>	<b>63%</b>
Reclaimed dogs spayed	5	Recheck exams	178		
Shelter Animals Neutered	249	Heartworm exams	37	<b>Vet Clinic Communications</b>	
Shelter Animals Spayed	289	Other exams	1088	Emails answered	301
Speciality Surgeries	50			Foster Medical Concerns	129
				Calls answered	254
<b>Total Surgeries</b>	<b>647</b>	<b>Total Exams</b>	<b>2029</b>	<b>Total communications</b>	<b>684</b>

### News from our Veterinary Clinic

**Nectarine** (right) is a senior dog who had been in and out of our shelter several times since 2019, and during her numerous visits she became a clinic favorite. In July 2022, she was adopted, but sadly in November she was found as a stray in Independence and Independence Animal Services returned Nectarine to us. Nectarine was moved into the clinic soon after arrival for evaluation of noisy breathing, and we determined in addition to being a heartworm survivor, Nectarine's breathing was even more difficult now due to laryngeal paralysis. How were we going to find a new home for this adorable dog with a growing list of medical problems? One night in January, as Nectarine was being walked through the lobby, a potential adopter called out her name. It was a member of the family that had adopted Nectarine in July! They had lost her and never knew what had happened to her until that moment. Nectarine's family missed her terribly and wanted her back home with them, so off she went!



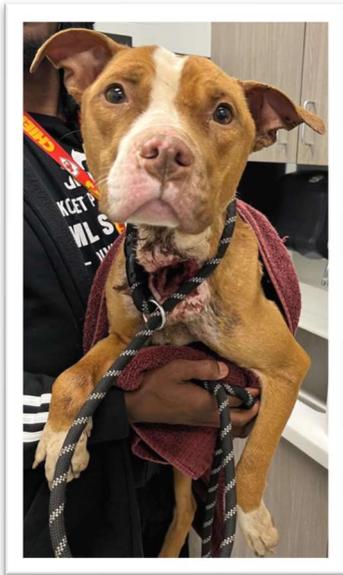
**Princess Meatball** (right) came to us in January with an infected uterus. Dr. Reinhardt performed emergency surgery on her, and by the end of the month, she was getting one last belly rub in the clinic before leaving with her new family.



This **brother and sister pair** (below) arrived in January and were admitted to our Parvovirus Ward for intensive care. Parvo is a virus that can't be cured. The key to supportive care that helps parvo pups overcome the virus is nutrition. More specifically, parvo virus damages the lining of the gastrointestinal tract, and the GI tract will not heal unless food flows



through it. Unfortunately, very sick parvo puppies don't want to eat, and that was the case with this pair. Registered Veterinary Technician Leah Ivey placed **nasogastric tubes (NG tubes)** in the puppies that allowed her and our team of veterinary assistants to give liquid nutrition through the tube—like the Ensure liquid diet that some people use—while bypassing the need for them to eat on their own. This lifesaving therapy worked and both puppies are now eating on their own. Great work, Leah!!



**Einstein** (left) arrived in January with numerous wounds, including a terrible, deep, non-healing wound on his neck. We have surgically debrided the wound twice and are hopeful that this sweet boy will continue to heal on his own now. Einstein's wounds were cared for by the most recent addition to our team—**Dr. Kady Lake, DVM**. Dr. Lake joined us on January 2<sup>nd</sup> and has been a shelter veterinarian at other shelters in Texas and in the Kansas City area. We are so lucky to have this experienced, compassionate veterinarian on our team!

## **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** (1,430 Google reviews)
- ✓ KC Pet Project - Zona Rosa Adoption Center: **4.4/5.00** (607 Google reviews)
- ✓ KC Pet Project - Petco Adoption Center: **4.4/5.00** (190 Google reviews)

Colin Sutter, Customer Engagement Coordinator, reported **1,116** emails were received in January inquiring about fostering a pet or pets in foster homes. An additional **815** emails were received through our Contact email address.

In January we received 70 adoption updates through our Constant Contact email campaigns. Here's what one adopter had to say this month:

*"KC Pet Project does great work for the pets in our community. The first pet I adopted was my cat, Coraline, from one of the Petco stores. Most recently, I adopted a dog out of a foster home, and they were quick to reply to my inquiries and worked with me and the foster to ensure a smooth transition into my home. Adaine (formerly Jade) is doing so well and I am so grateful to KCPP for helping me find two of my best friends."*

*"Babushka has been an angel sent to me from the universe. She is the sweetest, snuggliest, most gentle girl I could have ever hoped for. She has definitely changed my life and my love for her grows every day."*

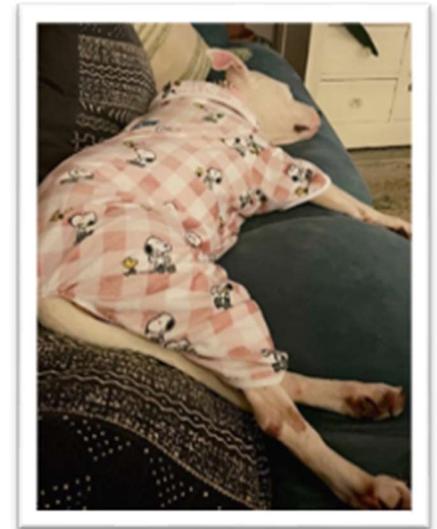
### **Pet Support Center - Customer Satisfaction Survey**

- ✓ **2022 Rating: 4.56/5.0 stars**
- ✓ Historical rating: 4.63/5.0 stars: 24 surveys submitted in January; 354 submitted since launch in September 2020

*"KC Pet Project is amazing – being reunited with my cat was literally life changing. I can never express enough appreciation."*

*"Everyone was so kind, I felt very comfortable receiving attention in my own language and that way I was able to ask all the questions I had and they gave me all the information I required."*

- ❖ In January, the Pet Support Center assisted approximately **647** 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 **118** animals whose owners originally contacted KCPP to surrender their pet(s); 52 animals were diverted through return-to-field, trap-neuter-return, and safety net programs, and 12 additional animals were returned to grateful owners through subsidized programs after being surrendered to the shelter. **A total of 182 animals stayed with their families last month instead of coming into the shelter (a 1.6% decrease from December’s total of 185, and a 15% decrease from January 2022).**
- ❖ In January, Pet Support Center staff took in **461** stray/lost animals from members of the public (a 45% increase from January 2022).

**Pet Support Center Performance**

January 2023	Answered	Unanswered	Total Calls	Abandoned Rate %
<b>IN &gt; Helpline - Main Queue</b>	3,369	640	4,009	13%
<b>IN &gt; Helpline - Spanish</b>	29	87	116	75%
<b>IN &gt; Helpline - Lost and Found</b>	618	113	731	15%
<b>Helpline INBOUND Performance</b>	<b>4,016</b>	<b>840</b>	<b>4,856</b>	<b>17%</b>
<b>OUT &lt; Helpline - Main</b>	1,230	271	1,501	18%
<b>OUT &lt; Helpline – Lost and Found</b>	200	39	239	16%
<b>Helpline OUTBOUND Performance</b>	<b>1,430</b>	<b>310</b>	<b>1,740</b>	<b>18%</b>
<b>Total Performance for December 2022</b>	<b>5,446</b>	<b>1,150</b>	<b>6,596</b>	<b>17%</b>

**The top 3 reasons pets were surrendered** in January 2023 were:

- 1) Health of the animal or health of the owner/family (48 pets),
- 2) Lack of resources and the inability to afford pet-related care (36 pets),
- 3) Personal reasons including changes in lifestyle, or the pet was incompatible with the living arrangements of other people or other animals (33 pets).

***Our Pet Support Center Helpline team answered 4,016 phone calls, completed 1,740 outbound calls, and resolved 386 voicemail messages in January.***

*Behavior-related issues with a pet is now the 4<sup>th</sup> most cited cause for relinquishment (29 pets in January).*

**Pet Support Center Department Updates:**

- ❖ Amanda Gatten, Director of Community Programs, hosted ‘Critical Conversations’ training sessions for our Pet Support Center team. The team attended the **“Supporting Both Ends of the Leash”** in-person training where they learned about the importance of pet support services, potential impacts of poverty on shelter intake, systemic impacts of poverty, areas of institutional discrimination for pet families, and how the Pet Support Center and KC Pet Project’s Keep ‘Em Together, KC, initiative is the organization’s agent of change in keeping more pets and people together.
- ❖ Community Programs Administrator, Alyssa Willett, worked with Pixel Lunch Design to redesign the Rehoming Support webpage, and update the Rehoming Playbook (including a Spanish version). These changes make it easier

[ Pets for Life ]

**THE IMPACT OF SYSTEMIC POVERTY AND INSTITUTIONAL DISCRIMINATION ON PEOPLE AND PETS**

RESOURCE INEQUITY AND LACK OF ACCESS TO PET SERVICES IS A SOCIAL JUSTICE ISSUE.	THE IMPACTS OF INSTITUTIONAL RACISM ARE SEVERE AND ENDURING FOR PEOPLE AND PETS.	SYSTEMIC POVERTY ELIMINATES OPTIONS FOR PET OWNERS IN UNDERSERVED COMMUNITIES.	PEOPLE WITH PRIVILEGE HAVE THE RESPONSIBILITY TO MAKE THEMSELVES AWARE AND ACT.
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for community members to see the information they need to privately rehome their pets, and more easily access KC Pet Project resources.

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**Since the launch in June 2021, \$140,977.00 in reclaim fees have been subsidized by KCPP for 1,375 families and 1,633 pets!**

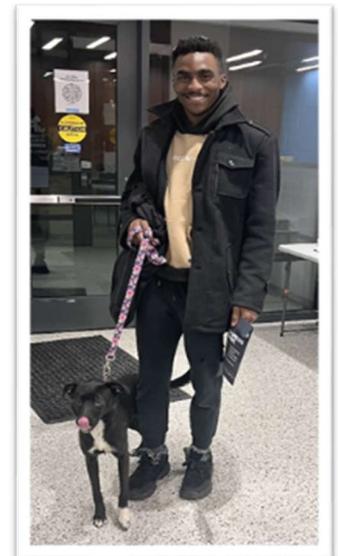
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### Return-to-Home Team

- ❖ The Return-to-Home team received 118 Lost Pet Reports and 60 Found Pet Reports filed online or over the phone by residents last month. They conducted 106 in-depth microchip investigations for stray animals in our care.
- ❖ 127 (23.3%) of the 543 stray animals brought to the shelter in January were returned to owners, which is .7% less than the rate in January 2022 (24%) and a 2.3% increase from last month's (21%). **26.7% of lost dogs were reunited with their families, while only 7.6% of lost cats were reclaimed by their owners.**
- ❖ Lost pets reclaimed in January had been missing for an average of only 1 day! 33% of those pets reclaimed in January were wearing collars with ID tags, and 43% of those reclaimed pets were microchipped.

### Return-to-Home – Cricket Goes Home

We received an email from an individual who stated he had seen a photo of an adoptable dog currently living in a KCPP foster home and he believed it was his missing dog. After exchanging photos, the Return-to-Home team reached out to the foster who then spoke directly with the potential owner. The dog had a few key physical characteristics that the owner identified over the phone to the foster - which confirmed this was his missing dog! The foster brought Cricket to the shelter where she met up with her owners and she was happily reunited with her family (right).



### Rehoming Support Services

In January, our team received **88** requests for our private rehoming services. Eligible pet owners posted **54** owned pets for adoption through our ReHome website. **Our team has received 2,351 requests for ReHome services since October 2021.**

### Keep 'Em Together, KC Program Updates

Amanda Gatten, Director of Community Programs, reported **277** families benefitted from our four (4) KETKC Subsidiary Programs in January:

#### Pet Care Assistance Program

- ✓ 22 Pet Care Assistance Applications were received
- ✓ Healthy Pets KC veterinary assistance: \$0.00
- ✓ Pet medical assistance granted: \$0.00
- ✓ Reclaim Fee (Shelter Reunification) assistance granted: \$1,715.00

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**In January, \$1,715.00 in financial assistance was provided to 13 families for shelter reunification assistance.**

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

- ✓ 17 families with 24 pets applied for temporary care assistance in January.
- ✓ 8 new safety net foster application was received in January.
- ✓ One new family with 3 pets were enrolled in the Home Away from Home program at month-end.

*442 applications have been received since the program launched in January of 2021. Since inception, Home Away from Home has provided 4,453 days of enrollment and 6,880 days of temporary care for a total of 83 families with 127 pets. Home Away from Home currently has an exceptional **92% reunification rate.***

### 3-Day Reclaim Fee Forgiveness Program

- ✓ Total Reclaim Fee Forgiveness Program awards to pet families in January: \$8,845.00
- ✓ 77 families with 93 pets benefitted from the Reclaim Fee Forgiveness Program last month.
- ✓ 71% of the animals reclaimed from the shelter in January were reclaimed by owners who were eligible for the Reclaim Fee Forgiveness program.

### 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*. **170 families with 251 pets** benefitted directly from these resources provided in January:

- 1,020 lbs. of cat food and treats
- 3,394 lbs. of dog food and treats
- 375 lbs. of kitty litter
- 28 collars and 20 leashes
- 3 individual doses of flea/heartworm medicine
- 6 kennels/crates, 3 outdoor pet houses, and 2 bales of straw
- 225 miscellaneous pet care items



### News from the Keep 'Em Together, KC Program

- ❖ Amanda Gatten Director of Community Programs, and Teresa Johnson, President/CEO and Chief Lifesaving Officer, met with Janeene Johnson, Executive Director of The Spay Neuter Project from Columbia, Missouri, to share KC Pet Project's success in measuring impact of supportive services through community programs. The groups also discussed KC Pet Project's processes and protocols for equitable determination and decision-making in providing support to community members.
- ❖ Amanda Gatten and member of the Animal Services Division met with the Rose Brooks Center and Synergy Services staff to continue KC Pet Project's partnership with both organizations through the Identify-Connect-Unite (ICU) initiative which aims to connect survivors who are fleeing domestic violence with lifesaving resources through human support services.
- ❖ In January, Amanda Gatten was a featured guest speaker for 175 live attendees at the FindHelp's webinar "**Pet Support as a Crisis Point of Entry: The Role of Pet Assistance in Social Care**". KC Pet Project joined Human-Animal Support Services, American Pets Alive!, and FindHelp to host and facilitate the discussion. The conversation highlighted that for many individuals and families, pets are lifelong companions. However, when a person begins to search for crisis resources like temporary shelter, domestic violence resources, or substance abuse treatment, continuing to care for a pet might seem impossible.



### Keeping 'Em Together: Big Blue

When Ashley came to KC Pet Project on January 12<sup>th</sup>, she was convinced she would be saying goodbye to her best friend of 10 years, Big Blue. A series of life altering events led her to move from her home in Jacksonville, FL and relocate to Kansas City, MO. She had done all she could do but felt she had no alternative but to schedule an appointment to bring Big Blue to KC Pet Project so he could find a new home that could love him and take care of him.



What Ashley didn't expect was the help we could give to keep she and Big Blue together. We discovered that she and Big Blue needed a kennel and bedding, some dog food, toys, and most importantly, some low-cost veterinary services for Big Blue. The stress from all the changes in his life had caused Big Blue to begin chewing on his skin and he needed some medical care.

But thanks to our Keep 'Em Together, KC program, we were able to provide all the things Ashley and Big Blue needed. With some referrals for lost cost vet services, a box full of food, toys, bedding, and a kennel, we were able to make sure that these best friends didn't have to say goodbye.

## Canine Behavior & Enrichment Department

- ❖ Dogs assigned to Behavior Team for assessment: 81
- ❖ Pre-adoption behavior consultations conducted: 86
- ❖ Number of dogs introduced to adopters by Behavior Team: 16

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*An average of **149** shelter dogs participated daily in canine playgroups in January.*

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**Behavior follow-up support for adopters:** 86 post-adoption follow up emails were sent, 16 phone consultations performed, 34 behavior support email correspondences, and 2 free behavior lessons were given to adopters in January.

Our team of 5 staff members has done such an amazing job prioritizing dogs with quality of life concerns and continuing to provide the best care and pathway planning for the dogs in our care. In 2023 the Behavior and Enrichment Team will be prioritizing relationship building with the Canine Care department, continued growth in our canine enrichment program, and expanding our pathway planning for dogs in our care. Marissa Cox, Manager of Canine Behavior & Enrichment, is enrolled in a Maddie's Fund training program where she will be creating a pilot program for pathway planning at KC Pet Project.

## Canine Foster Care Program

Tabitha Urban, Director of Canine Operations, reported 205 dogs (42% of the dogs in our care) were in foster homes at the end of January. During the month, **292** dogs/puppies were sent to foster homes – including a whopping 50 puppies under 8 weeks old and nursing moms with **70** puppies!

- ✓ Volunteers took **102** dogs on a Dog's Day Out last month.
- ✓ We welcomed 34 new dog foster families in January.
- ✓ We had 44 dogs/puppies adopted directly from foster homes.

In the month of January, the Canine Foster department achieved a new milestone. **Not only did we send a record 102 dogs on Dog Day Outs** - but all Saturday Dog Day Out appointments were run by volunteers in the Canine Foster department!

### KC Pet Project's Dog Day Out Program

allows a foster or volunteer to take a dog out of the shelter for the day, a few hours, or for the entire weekend. This program offers shelter dogs an opportunity to relieve stress by being outside the shelter environment, and volunteers gain behavior information about the dogs, collect photos and information that can be used for marketing purposes. Thank you to these Incredible volunteers providing more dogs than ever before the love and support they need – truly lifesaving work!



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

Chelsae Rohrback, Rescue and Transport Coordinator reported 59 animals were transferred out to other organizations in January (53 dogs, 5 cats, 1 pig).

### Organizations we transferred animals to in January:

Critter House KC, Great Plains SPCA, Independence Animal Services, Kansas City Pig Rescue Network, Lawrence Humane Society, Maple Woods Community College Vet Tech Program, Melissa's Second Chances, Missouri Pit Bull Rescue, Paws for a Cause, Pawsitive Tails, The Pet Connection, Unleashed Pet Rescue, and Wayside Waifs

### Small animal program:

We processed **13** small animal adoptions in January – 1 rooster, 4 guinea pigs, and 8 rabbits.

KCPP Animal Services Officers responded to a call with the KC Police Department on January 19<sup>th</sup> where the occupant in the home was found deceased. Our officers removed **five (5) large, very sweet pet rabbits** from inside the home. They are now spayed/neutered, and currently available for adoption at our Adoption Center in Petco 96<sup>th</sup> Street in Overland Park.



## Canine Operations

Canine Care team cared for an average of **234** dogs every day at the KC Campus for Animal Care in January. New staff members continued to train in dog walking, adoption matchmaking, and dog-to-dog introductions. Team education in January focused on Petpoint software training, and daily schedules for distribution of in-kennel enrichment items.

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

❖ Danielle Jones, Feline Lifesaving Program Coordinator, reported we transferred in **269** cats in need from other regional shelters/agencies including Joplin Humane Society, Best Friends of NW Arkansas, Big Sky Ranch in Louisiana, Permian Basin Animal Advocates in West Texas, Kansas Humane Society, and Paws for a Cause in Oklahoma, as well as local partners like Liberty Animal Shelter, Gladstone Animal Shelter, Midwest Animal Res-Q, Cats Pawjamas Rescue, and Lee's Summit Animal Control.

We **established new partnerships** with the Wellington Humane Society in Kansas, the Livingston County Humane Society in Chillicothe, MO, the Humane Society of Greater Kansas City, and East Newton Animal Coalition in Iowa.

- ❖ We trained 17 new Petco Cat Habitat volunteers last month.
- ❖ In January, we processed **186** cat adoptions from Petco Cat Habitats and **40** cat adoptions from Whiskers Cat Café.

## Feline Foster Care Program

Feline Foster Program Coordinator, Leslie Bauer, reported we sent 28 kittens and 1 adult cat to foster homes in January.

In January we saw a large drop in kittens coming into the shelter with the continued cold weather. We onboarded 6 new foster homes in January, and we had 17 active foster homes at the end of the month.

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*We set a new record in January for the number of cats we transferred in from other shelters or rescues **(269)** – including cats with ringworm and Feline Leukemia (FeLV), all of whom have found new homes!*

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Twenty-nine (29) cats and kittens were adopted from foster homes in January, which accounted for 7% of total cat adoptions for the month.

We sent a satisfaction survey to our feline foster homes in January and found 94% of respondents had an overall positive experience in 2022, with 90% answering that obtaining supplies and submitting medical concerns were not too difficult. 100% of fosters who responded said that their General Concerns were answered promptly, and 84% felt they were given all the necessary information and supplies needed when they first picked up their fosters. We will use this feedback to help make our program even better in 2023! More than 50% of respondents expressed interest in training classes, so we are developing classes on Kitten Socialization, Weaning/Supportive Care, and will be holding another Bottle Baby training class in the spring.



## Feline Operations

Jennifer Dreisewerd, Director of Feline Operations, reported we took in **528** cats/kittens in January and found new homes for **412** cats/kittens, which was nearly the same number as last year at this time. With lower numbers of cats arriving now, the feline operations team has been updating policies and creating new staff and volunteer training classes, including kitten socialization and customer service training. We piloted a new New Hire Orientation session for staff who joined our team at the end of the month.



**Homie** (left) was brought to our shelter by an Animal Services Officer in November 2022 with incredibly high levels of fear, anxiety, and stress. He was 14 years old, weighed 18.7 pounds, and was completely frozen in fear in his carrier. Homie was so shut down in the shelter that he wouldn't eat, and the feline care team became very concerned for his health. At another shelter, Homie might have been deemed "unadoptable." But, after weeks of our staff working with Homie daily, we saw his behavior change dramatically in January; he began soliciting pets and became much more outgoing. He was made available for adoption on January 11<sup>th</sup> and was adopted within 4 days by a family who fell in love with him.

**King Stefan** (right) was brought in by Animal Services on October 11, 2022, with multiple open wounds and abscesses on his back end. He was friendly but was in a lot of pain due to

multiple cat bites. After being treated by our clinic staff with pain medication and antibiotics, his wounds began to heal and he was able to be neutered. But unfortunately, King Stefan began having ear discharge and inflammation which required sedation, which then led to diarrhea. After receiving 3 weeks of treatment for his diarrhea, a painful polyp was



discovered inside his ear. He required surgery and it was a long recovery, but on January 5<sup>th</sup> he was finally healthy and available for adoption. After spending nearly 3 months in our shelter receiving medical treatment, King Stefan was adopted just 3 days later by this family (above) who was smitten with him!



**Pampa** (left) first came into our shelter in 2019 but was brought in again by Animal Services on November 28, 2022, after being signed over by his owners. He was so frightened, and his stress levels were so high he would not allow anyone to touch him and required a sedated exam by our vet clinic just to vaccinate him. Our feline care team worked with him

every day to help him adjust to the shelter and make him more comfortable. It took weeks for him to allow people to get near him without hissing or swatting at them. Slowly but surely, by early January Pampa was able to be handled by our feline care team without any reactivity and we placed him in the Cat Adoptions area to see how he would do. By January 22<sup>nd</sup>, he was made available for adoption and just 3 days later he found a new, loving home!



**Blaine** (left) was brought to our shelter on December 14, 2022, by an Animal Services Officer after he bit someone who had brought him indoors to live. He was experiencing incredibly high levels of fear, anxiety, and stress (FAS) in the shelter, and was hissing, growling, lunging, and yowling at feline care team members when they tried caring for him daily. Team member Aubry Eilenstine was able to find small ways to help him feel more comfortable, but after a month in our shelter, Aubry took Blaine to live as a member of her outdoor community cat colony. The change in Blaine personality was immediate! By the next morning he was soliciting attention, chirping at the other cats, and allowed Aubry to clean his kennel without any reactivity. This was clearly the life he wanted, and we are so happy to see Blaine comfortable and happy now!

### Retail Operations/Roasterie Café/Customer Experience

Bria Sweeney, Manager of Retail Operations/Roasterie Café/Adoptions reported new seasonal items, pet-themed apparel and DNA test kits in our retail store.

In January, we re-introduced dogs and puppies into our Petco Adoption Center in Overland Park. Pet adoptions have increased at both our Zona Rosa and our Petco Adoption Center locations.



Submitted by,

*T. Johnson*

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