

KC PET PROJECT

Impact Report for July 2022 Activities

Sheltering Statistics Year-to-Date:

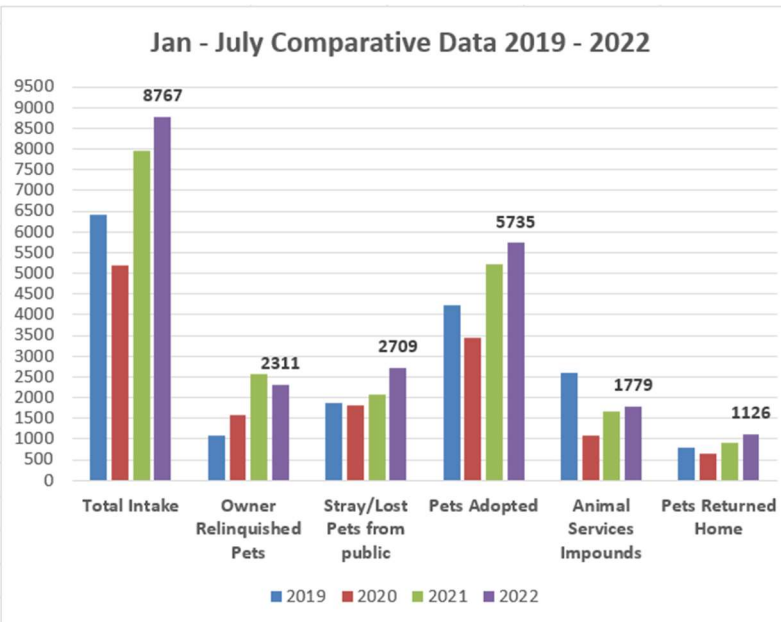
Dogs & Cats as of Jan – July 2022	2022	2021	Difference
Adoptions	5,735	5,223	512 more
Total Intake	8,767	7,948	819 more
Returned to Owners	1,126	925	201 more
Live Release Rate	96.6%	96.9%	0.3% lower
Owner Relinquished Pets	2,311	2,585	274 fewer
Stray animals brought in by public	2,709	2,069	640 more
Animals transferred IN	1,223	970	253 more
Spay/Neuter Surgeries Performed	4,508	4,256	252 more
Average Length of Stay for Dogs	17.1 days	15.3 days	1.8 days longer
Average Length of Stay for Cats	18.5 days	21.3 days	2.8 days fewer

July 2022 - Animals In & Animals Out

- ❖ We received or provided care for **1,538** new dogs and cats that arrived in July (756 dogs, 782 cats). We also received 3 chickens, 9 guinea pigs, 1 lizard, 1 pig, and 5 rabbits.
- ❖ Our veterinary team performed a record-setting **1,062** spay/neuter and specialty surgeries in July! We provided emergency medical care to 94 seriously injured animals that arrived (abscessed wounds, emaciated, fractured limbs, hit by vehicles, neurologic, degloving injuries, eye injuries, mange, etc.). Doctors performed 816 examinations on pets in/arriving at our shelter.
- ❖ At the end of July, 152 of our dogs/puppies (34%) and 296 of the cats/kittens (56%) were in foster homes.
- ❖ Due to the sustained demand for cats/kittens to adopt, our feline transfer program has been able to save 1,175 cats and kittens at risk of euthanasia from other overcrowded shelters in and around our region – including an **82%** increase in cats in July.
- ❖ We provided services for 130 owned pets from our community in July through community cat spay/neuter clinics and our crisis boarding program, for a total of 500 owned pets that have received low-cost veterinary services in 2022.
- ❖ Pets being reunited with their families through our Return-To-Home team have increased 22% so far in 2022.
- ❖ We achieved an incredible **96.0%** save rate in July (94.9% dogs, 96.9% cats) and our Year-to-Date save rate for 2022 is still an impressive **96.6%**, despite taking in the highest number of animals in our city's history.

So far in 2022, we've provided care for 8,767 dogs and cats – fueled by a 31% increase in stray/loose animals brought in by the public.

In July, a record-setting 1,163 pets were adopted (464 dogs, 687 cats, and 12 other pets)!



Data at-a-glance January - July:

- ✚ Total intake of dogs and cats is at the highest level ever recorded in our 10-year history.
- ✚ Numbers of pets being adopted is at the highest level in our 10-year history.
- ✚ Stray/lost pets are arriving at the highest level ever recorded.
- ✚ Numbers of lost pets being returned to their homes is at highest level ever recorded.
- ✚ Our veterinary team are performing the largest numbers of spay/neuter and specialty surgeries in our organization's history.
- ✚ Veterinary surgery/wellness services provided for community cats have increased by 74%.

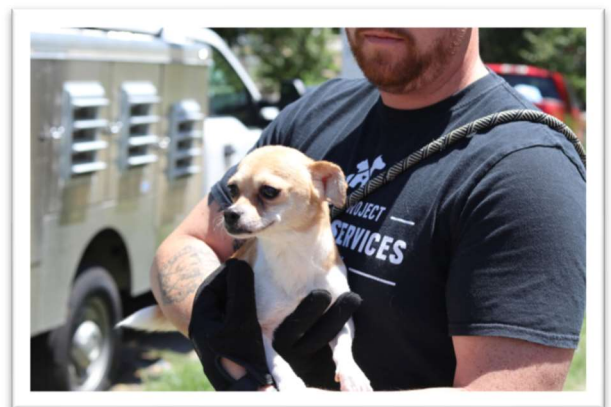
Animal Services Division Update

- ❖ Officers responded to **1,377** calls for service in July 2022. Our Animal Services dispatch team received 2,486 phone calls from residents and made 925 additional calls to residents.
- ❖ Officers issued 35 verbal warnings for violations and issued 11 official Notice to Correct Violation warning tickets to residents. Twelve (12) citations were entered into the Thin Blue Line (TBL) system for review and approval by the City Prosecutor.
- ❖ There are 10 open Potentially Dangerous and Dangerous Dog cases in various stages from evidence collection to awaiting a hearing from the municipal court judge.
- ❖ The Cruelty Investigations Team had 240 open animal cruelty cases under investigation in July (a 32% increase).

Total Calls by Type Responded to in July 2022

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

Call Type	July '22	June '22
Enforcement	99	77
Cruelty Investigations/Neglect	269	258
Other Services (PD/Fire/MAST)	108	144
Stray Animals/Animals at Large	672	613
Wildlife	75	88
Bite – Non-Domestic Animals (bats, etc.)	39	46
Bite – Domestic (dogs/cats)	115	134



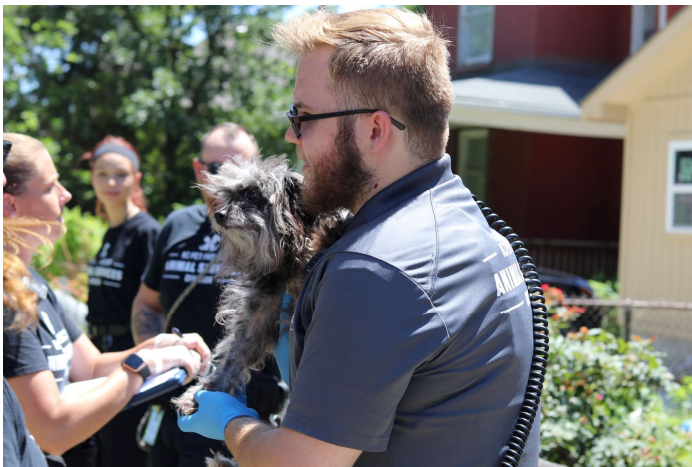
Call Results for July 2022

Results for Calls with Animals	July '22	June '22	% Change
Animals Impounded by Officers	294	219	34% increase
Wildlife Relocated/Transferred Out	26	43	39% decrease
Animals Returned Home by Officers	26	34	23% decrease

Stories From the Field

On July 17th, Animal Services Officers were called to a home in the historic Northeast area on a report of a large number of dogs being kept in very unsanitary conditions inside a home with no electricity. Once inside the home, officers found 13 dogs, many of whom were underweight and needed medical attention. The animal owner was overwhelmed trying to care for these dogs after having taken them in from a family member who had recently passed away. The current owner of the home asked to surrender all 13 dogs to the shelter so they could receive food, veterinary care, and find new homes. Our officers brought each dog out one at a time from the hot, dark, and unhealthy environment they had been living in and transported them back to our shelter.

The animal owner also had an outdoor cat she had been caring for. Our officers offered to provide food and free vaccinations and neuter surgery for the cat through KC Pet Project. Officer Collins went back to the home on August 3rd to pick up the cat and transported him to our shelter for surgery. He recovered in our vet clinic and Officer Collins transported the cat back home to the grateful owner a few days later.



Animal Services Media Coverage/ Public Education

- ❖ Tori Fugate, Chief Communications Officer reported we had a lot of great media coverage sharing Fourth of July pet safety tips for pet owners. The City of Kansas City, MO shared a Tweet on July 4th encouraging resident's support.
- ❖ We assisted Animal Services in July with a call regarding the seizure of 13 dogs from one home. Our Marketing team was on scene to document the activities as they occurred that day.
- ❖ We had a total of 174 media stories and mentions during the month of July. Estimated media reach for the month for animal services and sheltering stories was **143,272,872** million people.

Community Engagement

On July 27th, our Animal Services Officers went to the Swope Park Dog Park and Penn Valley Dog Park to visit with dog owners about the importance of pet ID tags in reunited lost pets with their families. Officers gave out 26 free, engraved pet ID tags to dogs at the park that day.

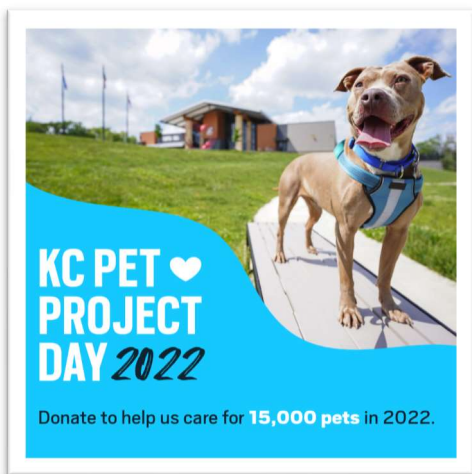
The month of July was National Lost Pet Prevention Month, and KC Pet Project's offered free microchips and engraved pet identification tags to community members. This campaign resulted in 133 pets receiving microchips and 96 pets receiving pet ID tags.



Marketing/PR/Communications/Community Events

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

- ❖ We held our annual Red, White, and Woof pet adoption event offering fee-waived adoptions from Friday, July 1 through Monday, July 4th. We found new homes for 243 pets over the 4-day event. We had a lot of media coverage around the adoption special and Fourth of July pet safety tips for pet owners.
- ❖ We shared a story on social media about an outdoor kitty named Hunter that was injured. We helped Hunter and his owner stay together through our Keep 'Em Together KC program and the story was shared by Human Animal Support Services on their social channels.
- ❖ We had an event at the Boulevard Beer Hall on July 20th to promote our KC Pils partnership with them. We had puppies on site to greet visitors at the beer hall and raised some funds for our pets.
- ❖ We announced our new KC Pet Project Radio (right) which is a streaming radio station that is accessible through the KC Pet Project website. KC Pet Project supporter, Brad Miller, created and is hosting the station for us.
- ❖ We partnered with Best Friends Animal Society for their national adoption weekend where we receive funds for each adoption. A total of 135 pets were adopted during the event.
- ❖ We wrapped up our partnership with ProX and said goodbye to our 5 summer interns that helped in our Pet Support Center, Marketing/Communications, Finance, and Human Resources.

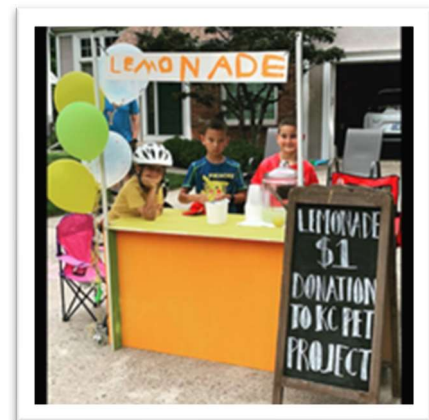
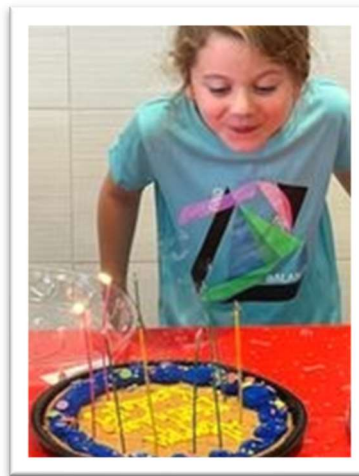


- ❖ Our annual KC Pet Project Day celebration in Kansas City was July 21st, and throughout the day we shared ways people could support KC Pet Project.
- ❖ We were featured in a KSHB news story on the veterinary shortage that is impacting the nation.
- ❖ North KC Police Officer Daniel Vasquez was tragically killed in the line of duty and his family requested donations to be made to KC Pet Project, as Officer Vasquez had adopted his beloved dog from us.
- ❖ Our team created marketing plans for dogs that have been in our shelter a long time or are considered "at risk" to help them find homes.
- ❖ The Dodo Kids channel put together an adorable video featuring Simon, the severely matted dog we helped that became a TikTok star last year.

Website Statistics	Social Statistics
Users – 77,904	We passed 89,000 followers on Instagram.
New Users- 70,987	We are at 141,622 likes on Facebook.
Sessions – 144,850	We have 1.2 million TikTok followers
Page Views – 761,260	

Community Education/Partnerships/School Visits

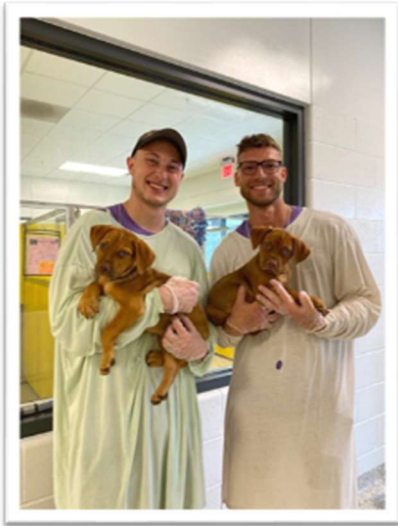
- ❖ Natalie Howard, Keep ‘Em Together Case Manager, and Derek Melies, Keep ‘Em Together Coordinator, attended the Kansas City Public School’s Enrollment Fair held at the Manual Career Tech Center. Natalie and Derek spoke with teachers and families about supportive pet services currently available at KC Pet Project as well as career and volunteer opportunities within our organization. Natalie and Derek also distributed basic pet care supplies including leashes, collars, harnesses, and treats.
- ❖ Alex Ayala attended a senior event hosted by the Shepherd Center. We took foster kittens to socialize with residents and gave a presentation about fostering and volunteering for the shelter.
- ❖ Alex Ayala and Tami McMillan met with the directors of Park Meadows Senior Living regarding a partnership for kitten fostering at their facility. Interactions and social/emotional connections caring for young animals have been shown to have positive impacts on seniors.
- ❖ In July, we hosted five (5) VIP birthday parties! These parties are led mostly by our Volunteer Ambassadors. The kids have a great time learning about KC Pet Project, making enrichment treats and getting the chance to interact with one of our shelter pets. The birthday girl in the photos above held a donation drive for us instead of receiving gifts!
- ❖ This group of awesome elementary school children put together a lemonade stand (right) with all the proceeds going to help the animals at KC Pet Project. The kids came to the shelter to bring their donations and were given a tour to show them how their donations help the animals we care for.
- ❖ We are working on a Memorandum of Understanding (MOU) with the Kansas City MO Public School system and will begin offering educational programs for kids in the district during the 2022-23 school year.



Volunteer Program Updates

In July, **505** volunteers gave **4,428.05** hours of services, the equivalent of **25.55** full-time employees!

- ✓ Total value of volunteer hours in July: \$126,376.93
- ✓ New Volunteer Shelter Tours Conducted: 16
- ✓ Number of Individuals who Attended a Shelter Tour: 123 (a 16% decrease from last month’s total of 146)



Businesses and Groups that volunteered in July gave 137 hours of service with 76 people, including Children’s Mercy Nurses, New Frontiers, KCU Medical Students, Easterseals Midwest, Lee’s Summit Target, Heartland Coca-Cola, and Hyland Software.

Volunteer Satisfaction Rating 2022: 4.81/5.0 stars

“Natalie was an excellent tour leader that was very willing to answer all questions and help us through the introductory process. She made the tour fun, enjoyable, and was very knowledgeable about the entire process.”

“Awesome tour and experience, very excited to contribute.”

“I had a very good mentor, she was clear about what you needed to do and in what manner, which made sense when she explained why. I felt very comfortable working with Susan and the dogs. I would recommend this and look forward to future volunteering. Thank you.”



“I wanted to send a note of thanks to the KC Pet Project team for making our volunteer group feel so welcome on July 15th. KCU has been organizing our annual WE CARE Community Service Day for 25 years, and we were so grateful to join forces with KC Pet Project this summer to provide an opportunity for our students to give back to the community. Thank you for letting us be a part of KC Pet Project's mission - we feel unbelievably grateful for the partnership.” (photo left)

“Teddy was a great trainer! She went above and beyond to make sure that I and the other volunteer felt comfortable enough to walk green level dogs and went through all the procedures multiple times, so we had a good amount of practice.”

Volunteer Recruitment and Retention

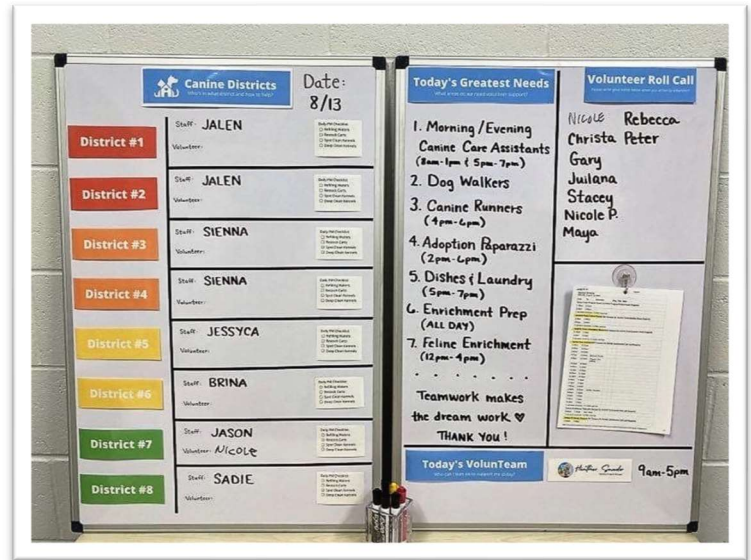
- ✓ Total active volunteers: 2,031 including 136 newly active volunteers
- ✓ We received a total of 175 new volunteer signups in July with 39 people wanting to volunteer specifically for Petco Cat Habitats.

News from the Volunteer Department

- ❖ Amanda Gatten, Director of Community Programs, and Heather Sandor, Volunteer Program Manager, implemented a new, streamlined volunteer onboarding process that aims to decrease barriers to becoming a volunteer, reduce the time it takes to become a volunteer, increase the number of volunteers onboarded, and limit the administrative load on the volunteer department team. This new onboarding process includes a new volunteer orientation presentation, and the process includes basic training on the organization’s philosophies and impact, lifesaving programs, various ways volunteers can get involved, and training on dog and cat body language.
- ❖ **Volunteer program on the worldwide web:** Amanda and Heather overhauled the volunteer information available online and launched a completely new volunteer program website: www.kcpetproject.org/volunteer. The new website is designed to put more information in front of potential volunteers, including frequently asked questions, benefits of volunteering, volunteer opportunities and roles, and more, and to streamline volunteer sign ups with an easy application process for adult and junior volunteers, Petco Cat Habitats volunteers, community service volunteers, one-time episodic volunteers, and group service volunteer opportunities.
- ❖ **Volunteer database becomes centralized resource:** Volgistics, our volunteer database and program management platform, received a much-needed update in July. The volunteer department team launched a new beta version of

the program including updated applications and volunteer opportunity directory, and a new home page for volunteers when they login to the program. The new Volgistics home page provides volunteers with direct access to training videos, Facebook group pages, helpful documents, volunteer program newsletters, a virtual suggestion box, animal behavior and enrichment tools, and more!

- ❖ We added **whiteboards** (right) in the volunteer room to communicate each day's greatest needs around the shelter (such as canine care assistants and dog walkers), a volunteer roll call for everyone to see who is here at a glance, a printed copy of today's Volgistics schedule, information about which staff members on the volunteer team are here that day and which canine staff members are in each district, as well as a checklist of afternoon and evening tasks to be completed in canine care.



- ❖ The Volunteer Department mobilized **group volunteering on the weekends** to assist canine staff in cleaning kennels. These large groups are led by Heather, Natalie, and experienced volunteers who teach participants how to sanitize kennels, provide fresh bedding and water, and assist in the morning cleaning process so staff can focus on dog walking and play groups.
- ❖ The Volunteer Department expanded opportunities for group volunteers and **episodic volunteers** to grow our reach and eliminate barriers preventing people from volunteering. The program now encourages volunteers to bring along friends and family members for one-time volunteer opportunities and has expanded to allow larger numbers of volunteer opportunities five days a week.
- ❖ Natalie Nepper, Volunteer Engagement Specialist, relaunched an expanded **Court Ordered Community Service** program and welcomed 7 new Community Service volunteers in the month of July.
- ❖ We created a **YouTube channel** for a new mini-series of “how-to” training videos to streamline the training process on basic needs around the shelter including washing dishes, laundry, restocking sanitation carts, spot cleaning, and refreshing dogs’ waters. A QR code posted in the Volunteer Room helps volunteers learn how to help in non-animal handling roles when staff is temporarily unavailable to teach them firsthand.
- ❖ The Volunteer Department is receiving requests from other animal sheltering volunteer programs across the nation to collaborate and discuss the success of KC Pet Project’s volunteer engagement programs. In July, we spoke with Operation Kindness in Texas to discuss group volunteer opportunities, community service programming, onboarding processes, and how to support each other in facilitating a successful volunteer program. Our department is excited to have fostered this new relationship and looks forward to additional meetings scheduled with other shelters nationwide in August.

Retail Sales & Roasterie Café

Manager of Retail Operations and Roasterie Cafe, Bria Sweany, reported 8% growth in coffee sales and a 145% increase in online retail sales for the year. We have begun working with new locally based companies. We developed new t-shirt designs for our retail store and our online shop, including a 90’s themed collection of items in the online store.

We featured new beverages in July including the MangoLoco, a mango smoothie comes surrounded by Chamoy sauce and sprinkled with Tajin seasoning. We launched the new 32 oz. Jumbo Lemonade Trio (right) - the Energy Lemonade with caffeine and sweet mango flavor, the Hydrate



Lemonade is watermelon lemonade packed with electrolytes, and the Summer Time Lemonade is blue raspberry lemonade.

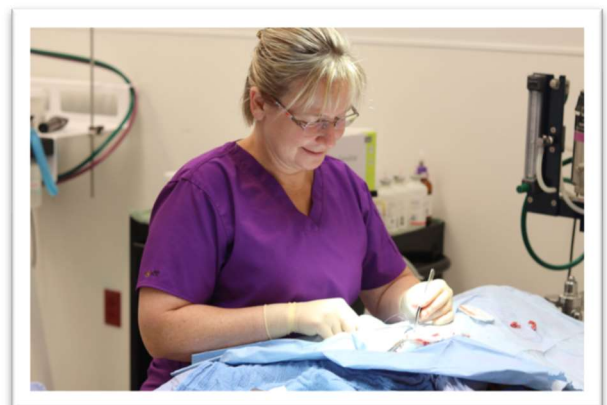
Surgeries & Medical Procedures Performed in July 2022

Spay/Neuter Surgeries		Wellness Exams		AC Injured/Emergencies		Public Injured/Emergencies	
CC RTF - Cat Neuter	68	Cats	279	Cats brought by AC	19	Cats brought by Public	17
CC RTF - Cat Spay	67	Dogs	185	Dogs brought by AC	36	Dogs brought by Public	22
RTO - Cat Neuter	1	Rabbit	1	Total	55	Total	39
RTO - Cat Spay	1	Scheduled Appointments		Botfly	1	Emaciated	6
RTO - Dog Neuter	11	Drop-off	21	Died After Arrival	3	Cancer	1
RTO - Dog Spay	13	Foster Pets	74	Injured Limb	7	Injured Limb	4
Shelter - Cat Neuter	226	HW Injections	93	HBC	3	Geriatric	1
Shelter - Cat Spay	246	KCPP 300	22	Wounds	5	Mass	2
Shelter - Dog Neuter	196	ORE	14	URI	13	Pregnant	1
Shelter - Dog Spay	183	Other	7	Neurologic	1	HBC	2
Rabbit Neuter	0	Post Adoption	13	Down in Hind	1	Injured Eye	1
Rabbit Spay	0	Rechecks	8	Laterally Recumbent	2	Wounds	3
Total Spays/Neuters	1012	Sick Pet	1	Pregnant	1	Matted	2
		Staff Pet	2	Emaciated	6	Laterally Recumbent	3
		Total	255	Eye Injury	1	Skin	2
Specialty Surgeries		Heartworm Exams		Mass	1	Urinary Blockage	1
Amputation	8	HW Consults	31	Matted	1	Degloved Jaw	1
Cystotomy	1	HW Injections (animals treated)	65	Mange	1	Necrotic Limbs	1
Dental	7	Total Heartworm Dogs Seen:	96	Geriatric	2	Mouth Trauma	1
Entropion	1	Parvo Virus		Head Injury	1	Died After Arrival	1
Eucleation	5	Canines treated in Parvo Ward	27	Skin	4	FIP	1
Exploratory	4	Canines treated in Foster	0	Entropion	1	URI	2
Foreign Body Removal	1	Canines treated Outpatient	0	Administrative Services Provided		Periodontal Disease	1
Diaphragmatic Hernia	1	Total canines treated	27	Phone Calls	470	Botfly	1
Hernia Repair - Umbilical	4	Deceased	5	Foster Concerns	218	Lethargic	1
Urinary Catheter Placement	2	Save rate for parvo	81%	Emails	313		
Mass/Polyp Removal	4			Total	1001		
Scrotal Ablation	1						
Eucleation Repair	1						
Jaw Repair	2						
Surgical Wound Repair	8						
Total Specialties	50						

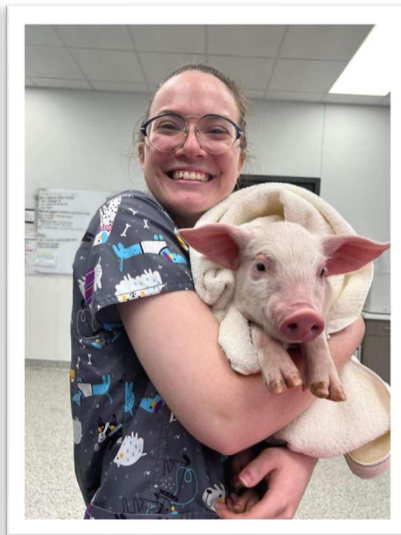
News from our Veterinary Clinic

- ❖ Our veterinary team performed a record-setting **1,062** spay/neuter and specialty surgeries in July! We provided emergency medical care to 94 seriously injured animals that arrived (abscessed wounds, emaciated, fractured limbs, hit by vehicles, neurologic, degloving injuries, eye injuries, mange, etc.). Doctors performed 816 examinations on pets in/arriving at our shelter.
- ❖ Dr. Clark performed TWO diaphragmatic hernia repair surgeries on kittens in July. This condition occurs when a hole is torn in the cat's diaphragm (due to trauma), allowing their internal organs to shift up into their thoracic cavity causing extreme difficulty in breathing.

This is a very difficult surgery to perform and often not successful, but one of the two kitties has recovered and was recently adopted.



❖ **Charlotte** the piglet (right) jumped from a moving semi carrying her to slaughter. She was injured and was brought directly to our vet clinic for emergency care. Doctors did radiographs and made her comfortable until she was transferred later that day to our friends at Kansas City Pig Rescue where she will live out her days as a beloved farm pig.

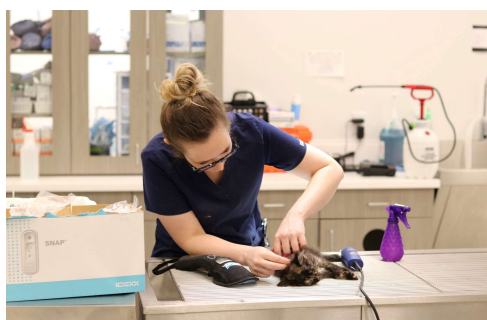


❖ **Orion** the puppy was reportedly hit by a car and brought to us with all four paw pads ripped open. She was unable to walk and had to be carried and placed in soft grass for her potty breaks. She's receiving treatment for her feet and pain management and is slowly starting to walk again.



❖ **Coconut** the kitten came to us with a degloved jaw. Her injuries required multiple repairs to her jaw, so we spent plenty of time loving on her while she was in the hospital. She won over our hearts and went into foster with one of our feline care members to continue healing.

❖ **Baloo** the kitten (right) came to us with both a necrotic tail and front leg. We weren't sure he could defecate if we amputated his tail, but surgery was his only option. Following his tail surgery, he was doing well we were able to amputate his bad front leg as well. Now he's the most perfect little tripod, stubbed tail kitten you'd ever meet, and he remains in foster with one of our veterinary technicians while he heals.



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

Customer Engagement Performance

Google Ratings:

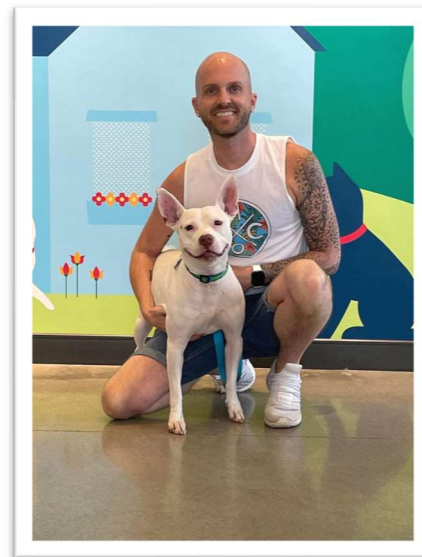
- ✓ KC Pet Project at KCCAC: **4.4/5.00** (1,399 Google reviews)
- ✓ KC Pet Project - Zona Rosa Adoption Center: **4.4/5.00** (573 Google reviews)
- ✓ KC Pet Project - Petco Adoption Center: **4.4/5.00** (178 Google review)

Colin Sutter, Customer Engagement Coordinator, reported 1,417 emails were received in July inquiring about fostering a pet or pets in foster homes. An additional 1,001 emails were received through our Contact email address, mostly regarding pets available to adopt or the adoption process.

Adoption Updates:

In July, we received 42 adoption updates through our Constant Contact email campaigns. Here’s what some of our adopters had to say this month:

“We couldn’t have asked for a better dog. There was really no adjustment period. It’s like he’s been our dog since the day he was born. He sleeps with us, follows us around wherever we go and loves hugs/pets. He and our Yorkie get along great. They even eat at the same time, and he leaves her dish alone until she is completely finished. He is so polite. It is like we have had him forever and love him so much. He is perfect and beautiful and full of silliness.”



Pet Support Center - Customer Satisfaction Survey

- ✓ **2022 Rating: 4.575/5.0 stars**
- ✓ Historical rating: 4.66/5.0 stars: 32 surveys submitted in July, 217 submitted since launch in September 2020

“I really appreciate that I wasn’t shamed for having to surrender my dog, Pepper. He understood and I felt better after our interaction...I felt so much guilt and sadness for having to let her go, but I very much appreciate all you do for our precious pets. Thank you.”

“We dropped off a TNR feral kitty. When we picked her up on Thursday she had been spayed as well as other services provided for TNR. What delighted us was that someone had taken the time to clean her up. She had been brushed and it looked like the mats had been removed from her fur. She looks great! We are unable to touch her, and we are truly grateful to whoever cared enough to take the time for grooming. Thanks so much! This was our 8th feral brought in for TNR. The staff has always been helpful, professional, and caring. Thanks again!”

“KCPP is such a high class, organized, and compassionate organization it makes me proud to have it in KC.”

Pet Support Center Performance

July 2022	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Helpline - Main Queue	4037	1625	5662	29%
IN > Helpline - Spanish	15	133	148	90%
IN > Helpline - Lost and Found	1052	385	1437	27%
Helpline INBOUND Performance	5104	2143	7247	30%
OUT < Helpline - Main	983	155	1138	13%
OUT < Helpline – Lost and Found	176	52	228	22%
Helpline OUTBOUND Performance	1159	207	1366	15%
Total Performance for July 2022	6263	2350	8613	27%

❖ In July, the Pet Support Center assisted approximately 901 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 122 animals whose owners originally contacted KCPP to surrender their pet(s); 136 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 programs after being surrendered to the shelter. **A record 264 animals stayed with their families last month instead of coming into the shelter - a 75% increase from June.**

Our Pet Support Center team answered 5,104 live phone calls, completed 1,366 outbound calls, resolved 484 voicemails, and completed 7,855 interactions with pet families in July.

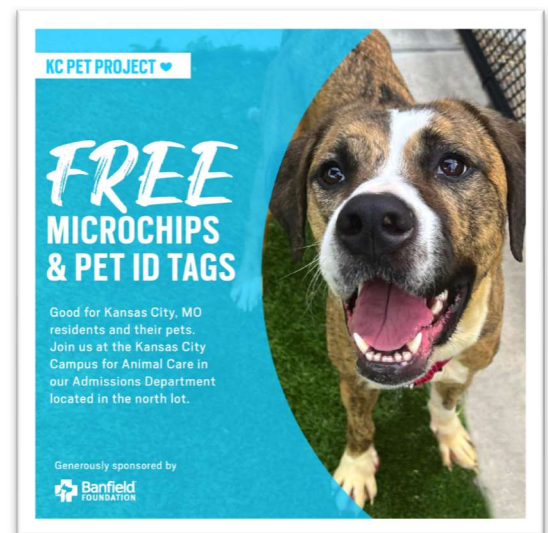
❖ **The top 3 reasons pets are being surrendered** so far in 2022 are:

- 1) Lack of resources and the inability to afford pet-related care (684 pets)
- 2) Health of the animal or health of the owner/family (598 pets)
- 3) Personal reasons including changes in lifestyle, or the pet was incompatible with the living arrangements of other people or other animals in the home (435 pets).

Housing-related issues are the fourth largest cause for pet relinquishment (330 pets). *Reasons include cost of housing, loss of home, moving/relocating, and pet restrictions.*

Pet Support Center Department Updates:

- ❖ Community Programs Administrator, Alyssa Willett, attended the *48HR Pet Assistant: Lost and Found Reunification Training Apprenticeship* sponsored by Maddie's Fund. This Apprenticeship focused on how shelters can implement a program where finders of lost pets are encouraged to hold pets they find for up to 48 hours and support the shelter by working to reunite the pet with their owner.
- ❖ Alyssa Willett updated the Impounded Pets landing page on the KC Pet Project website. This page now details the steps the shelter takes when an animal arrives at KC Pet Project as a stray, how owners can go about reclaiming their pets, resources to help pets stay with their families, and what owners should do if they're unable to reclaim their pet.
- ❖ Alyssa worked with KC Pet Project's Canine Foster Coordinator, Sara Gillette, to update some of the questions on the Owner Surrender Questionnaires. The update included questions pertaining to what brand of pet food pets have been eating in the home (*to decrease intestinal stress*) and additional information about other animals in the home that the pet may have lived with to help with placement options for both foster and adoptive homes.
- ❖ July was National Lost Pet Prevention Month and we offered free microchips and engraved pet identification tags to community members. This month-long campaign resulted in 133 pets receiving microchips and 96 pets receiving free pet ID tags.



Return-to-Home Team

- ❖ The Return-to-Home team received 101 Lost Pet Reports and 51 Found Pet Reports filed online or over the phone by residents last month. They conducted 85 in-depth microchip investigations for stray animals in our care. We cross-posted 244 animals on public Lost and Found websites such as Pawboost, and Petco Love Lost, to reach a wider audience and increase chances of reunification.
- ❖ Return to Home Support Volunteers gave 97.21 hours to reunification efforts, including posting animals to KCPP's webpage and social media sites, continuing investigations on microchips with outdated or missing information, and contacting owners to assist them in reclaiming their pets.

- ❖ 121 (18.3%) of the 658 animals brought to the shelter in July were returned to owners. Nearly 26% of lost dogs that arrived were reunited with their families, while only 3.59% of lost cats were reclaimed by their owners.

Brownie's Rescue and Return Home

One of our Animal Services officers responded to an after-hours emergency call and when he arrived he found a small Yorkie suffering from a gunshot wound to his front shoulder. Due to the severity of the injury, the small dog was quickly transported to an overnight emergency veterinary hospital and then to KC Pet Project's veterinary clinic the following morning where he underwent emergency surgery.

Our Return-to-Home team sprang into action to locate the little dog's owners. The following day, we were contacted by a family who believed the small dog was their beloved pet named **Brownie**. The family, including all six grandchildren, came to the shelter as soon as they could to see the this was indeed little Brownie. They brought photos of their missing dog and their address was on the same street where the little dog was found. Despite his injuries, Brownie (right) immediately perked up when he saw his family and began happily licking the children and then sat contently on his owner's lap as if he were at home.

Thanks to KC Pet Project's Pet Care Assistance Program, our team was able to subsidize much of the veterinary expenses and cover the emergency overnight vet hospital bill so Brownie's family could get him back home where he belonged.



Rehoming Support Services

In July, our team received 162 requests for private rehoming. Eligible pet owners posted 95 owned pets for adoption through our ReHome website for rehoming support services. **Our team has received 1,266 requests for ReHome since September 22, 2021.**

Keep 'Em Together, KC Program Updates

Amanda Gatten, Director of Community Programs, reported **131** families benefitted from our 4 KETKC Subsidiary Program in July:

Pet Care Assistance Program

Pet owner financial assistance totaling \$5,749.21 for 27 families (33 pets) was awarded in July:

- ✓ 34 Pet Care Assistance Applications were received
- ✓ Home Away from Home Reunification fees subsidized: \$294.00
- ✓ Pet medical assistance granted: \$1,244.45

Since January 2022, our Pet Care Assistance Program has provided \$35,875.54 in financial assistance for 153 families with 180 pets.

Home Away from Home (HAFH) – Crisis Boarding Program

- ✓ Twenty-two (22) families with 31 pets applied for crisis boarding assistance in July. Due to program limitations, only one (1) new family with one pet was enrolled in the HAFH program.
- ✓ Two (2) families with a total of 3 pets were reunited in July.
- ✓ Eleven (11) new safety net foster applications were received in July.
- ✓ Current number of families and animals enrolled in the Home Away from Home program is 3 families with 3 pets.

Reclaim Fee Forgiveness Program

- ✓ Total Reclaim Fee Forgiveness Program awards to pet families in July: \$6,840.00
- ✓ 60 families with 78 pets benefitted from the Reclaim Fee Forgiveness Program last month.

Since June 2021, we have subsidized \$103,432.00 in reclaim fees for 1,009 families with 1,221 pets!

Pet Resource Assistance Program



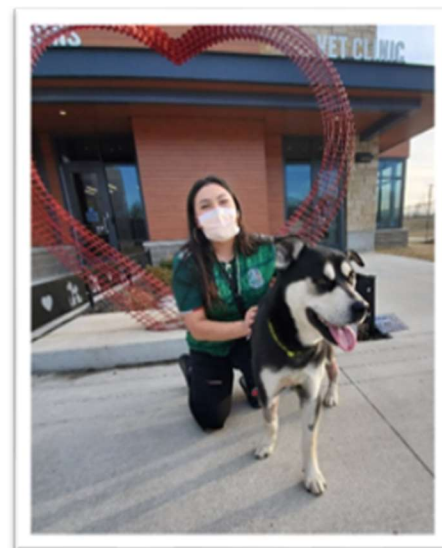
Pet foods were shared with 5 community pantry partners in the metro: *the Don Bosco Center, Amethyst Place, Unity Southeast Kansas City Community, and two local community cat caregivers*. **42 families with 89 pets** benefitted directly from these resources provided in July. Total resources distributed to our community included:

- 3,135 lbs. of cat food
- 3,940 lbs. of dog food
- 105 lbs. of dog treats and 25 lbs. cat treats
- 425 lbs. of kitty litter
- 84 collars and 28 leashes
- 12 individual doses of flea/heartworm medicine
- 4 kennels/crates and 438 miscellaneous pet care items

Keeping 'Em Together: Oso's Adventure

If anyone knows the importance of microchipping their pets, it's Oso's family. Oso is a self-proclaimed adventurer and likes to escape from his yard. Since he is a known escape artist, Oso is normally watched when let outside, but one morning, Oso decided he wanted to explore and started jumping fences. One of the yards he chose to hop into had a dog that was very protective of their home. Oso was being attacked by several dogs when a neighbor saw what was happening and saved him from further injury. They didn't know who Oso belonged to, so they took him to an emergency vet where he was bandaged and cleaned up before being transferred to KC Pet Project. When we scanned Oso for a microchip, we found he had a registered microchip with current owner information!

Oso's family was relieved to hear that Oso was found and was so grateful to both Blue Pearl Emergency Hospital and KC Pet Project for helping their beloved pet after such a tragic incident. We gave Oso's family a sturdy tie-out to keep Oso confined to his own yard to ensure he never goes on a solo adventure again.



Canine Behavior & Enrichment Department

- ❖ Number of dogs behaviorally assessed in July: 101
- ❖ Pre-adoption behavior consultations conducted: 126
- ❖ Number of dogs introduced to adopters by Behavior Team: 31

An average of 123 shelter dogs participated in canine playgroups every day in July!

Behavior follow-up support for adopters: 243 post-adoption follow up emails were sent, 45 phone consultations performed, 159 behavior support email correspondences, 6 free behavior lessons given to adopters, and free behavior consultations with families were conducted in June that prevented 6 dogs from being surrendered.

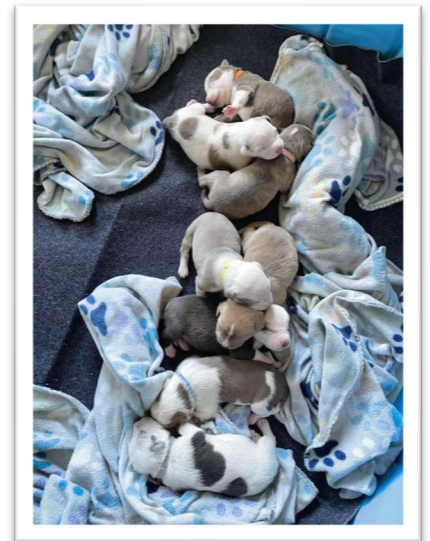
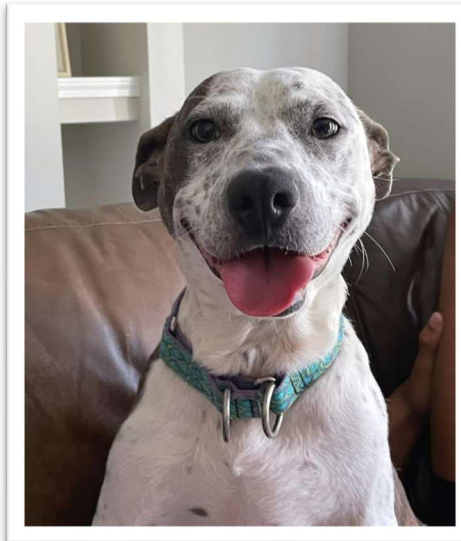
In July, the Behavior Team brought a record-setting 165 dogs to playgroup in one day. We sent Marissa Cox, Behavior and Enrichment Team Manager, to Longmont Humane Society in Colorado to attend the week-long *Dogs Playing For Life* mentorship. Marissa had the opportunity to expand her canine playgroup skills and received valuable hands-on experience to further support our dog walking and behavior program.

Canine Foster Care Program

Giana Galeno, Canine Foster Program Coordinator, reported at the end of July, **152** dogs (34% of the dogs in our care) were in foster homes. During the month, 134 dogs were sent to foster homes. Volunteers took 107 dogs on a Dog's Day Out last month. We welcomed 24 new dog foster families in July, and we had 59 dogs adopted directly from foster homes.

We had 11 new mama dogs that went to foster in July, some with puppies already and some that gave birth in their foster homes. One of those mama dogs was **Tink** (right). She was extremely pregnant when she came to us. She had a tough life previously, but her mellow and sweet personality made her a wonderful mom to her 8 adorable pups and a joy to have in her foster home.

Not only is Tink special, but her story highlights KCPP's special foster and volunteer community. Foster Amy Hurlburt took Tink in as her first pregnant foster dog and was going to need some support in this endeavor. Billie Jo Wirick, a



KCPP volunteer, jumped in immediately to help Amy – neither of whom had cared for pregnant dogs before. Billie Jo was on call and drove to help Amy and Tink late one night when Tink went into labor. Billie Jo even resuscitated one of the puppies after they were born. Billie Jo continues to help Amy and Tink by visiting and picking up supplies for the pups. We are grateful for the people that come together for the dogs and for the human relationships that are forged from saving lives.

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

In July, we welcomed Chelsae Rohrback as our new Rescue and Transport Coordinator. She reported 72 animals were transferred out to other organizations in July, including 5 dogs with behavioral needs, 5 dogs with specific medical needs, two nursing moms with puppies and 8 additional neonatal puppies.

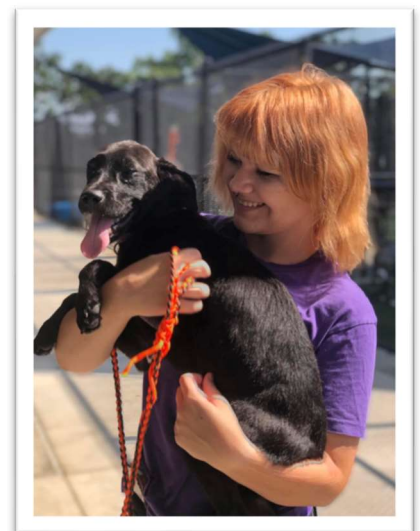
Organizations we transferred animals to in July: Great Plains SPCA, Independence Animal Services, Joplin Humane Society, Kansas City Pig Rescue Network, Mac's Mission (a new rescue partner), Missouri Pit Bull Rescue, Needy Paws, Pawsitive Tails, Paws-N-Claws Iowa, Unleashed, Wayside Waifs, and Whispering Willows.

Our **small animal program** processed **12** adoptions – 3 chickens, 1 ferret, 5 guinea pigs, and 3 rabbits. We sent 3 guinea pigs to foster homes.

Canine Operations/Adoption Centers/Adopter Satisfaction Survey Results

KCCAC Survey total overall rating: 4.90/5.0 stars (9 surveys submitted in July, 128 responses to date).

- ❖ Our Canine Care team cared for an average of **207** dogs every day in July at our Campus location.
- ❖ We welcome two new Supervisors to our Canine Care team and several new Canine Care team members. Hiring new staff has been difficult in this current labor market and we are grateful to have had the support of so many volunteers and community groups that help us care for record numbers of dogs every day.



- ❖ We helped **1,013 visitors** looking to adopt dogs at our KC Campus for Animal Care, up from 968 visitors in June.
- ❖ We took in 756 dogs last month – 162 more dogs than July 2021. We processed 464 dog adoptions last month – a 13% increase.
- ❖ Our Zona Rosa staff processed 110 dog adoptions and 110 cat adoptions in July – 55 more adoptions than July 2021. They also processed more cat adoptions than any other location!

Feline Foster Care Program

Feline Foster Manager, Leslie Bauer, reported kitten season is still far from over. We sent out another 297 cats and kittens to foster in July (281 were underage kittens)!

- ❖ At the end of the month, we had 132 active foster homes and 21 new foster homes were onboarded in July.
- ❖ 103 cats and kittens were adopted directly from foster homes in July. At the end of the month, 360 felines (**67%** of all cats/kittens) were in foster homes.
- ❖ One of the best parts of feline foster orientations is being able to send home kittens with new fosters right away. Of the 21 people who attended foster orientations in July, 11 have already taken home their first fosters and 6 people took home kittens at the end of orientation! One of the new foster homes, Kyra, took home a kitten the day after she attended orientation and gave us this update: *“She is doing great and is such a beautiful kitten - I had to share her progress! Slowly but surely, she is getting more comfortable with humans, still skittish but very sweet. I am just so amazed with how much better her eye is doing from medications sent us home with us. I am so excited to get her ready to be adopted because I know she is going to be a wonderful addition to any loving family’s home. This experience has been great so far!”*



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

- ❖ Danielle Jones, Manager of Feline Lifesaving, reported we transferred in **138** cats in need from other area shelters/agencies, including our partners at Joplin Humane Society, Best Friends of NW Arkansas, Grain Valley Animal Hospital, Gladstone Animal Control, and Midwest Animal Res-Q. Included in these transfers were several kitties with medical issues, like ringworm and Feline Leukemia – all of whom have been adopted! This was an **82% increase** in cats being transferred in compared to last July.
- ❖ We trained 7 new Petco Cat Habitat volunteers last month. We have 249 active volunteers in this program currently, and these incredible community volunteers gave 641.38 hours of time in July at 10 Petco store locations.
- ❖ In July, we processed **300** cat adoptions from Petco Cat Habitats and 52 cat adoptions from Whiskers Cat Café. **Petco Cat Habitat adoptions accounted for 51% of all feline adoptions processed last month.** The Independence store had 44 adoptions in July – the highest number in the metro.

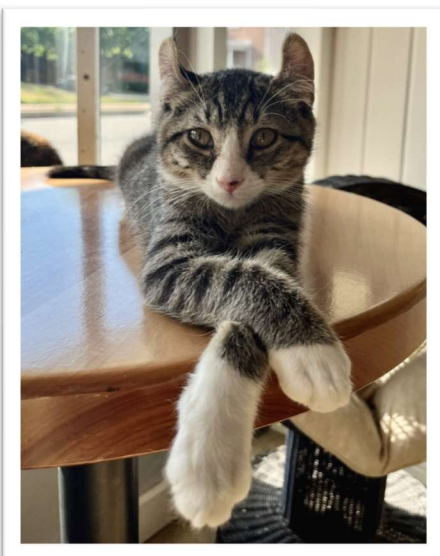
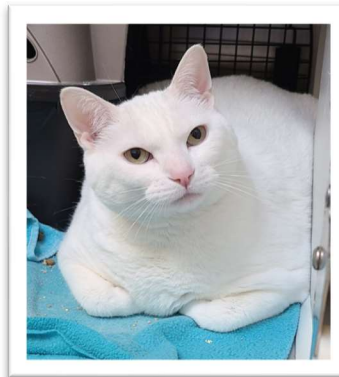


Feline Operations

Jennifer Dreisewerd, Director of Feline Operations, reported 686 cats were adopted in July – including 15 cats over the age of 10 yrs. old! Our Trap/Neuter/Return (TNR) services for community cats exploded with a 140% increase over last July. This program is desperately needed in our community, but the number of cats being dropped off per day is increasing and significantly impacts our vet clinic staff’s ability to perform in house surgeries, as well as our cat team’s capacity for care on those large intake days. We’re working to schedule these surgeries more evenly throughout the week to help with operational flow.

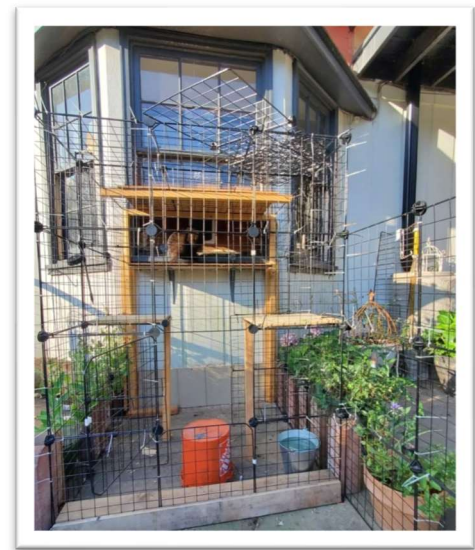
782 cats arrived in July, including 129 cats brought in for TNR services!

Baby Powder (right) was brought to KC Pet Project as an owner requested euthanasia for behavior reasons. Fortunately, a member of our Admission Team asked the right questions, and he was, instead, surrendered by his owner. He was very reactive due to fear when he arrived. Our Feline Team worked with him for several weeks and within a month, he was comfortable enough to be made available for adoption! So happy we were able to give this big, beautiful kitty a chance to live a long, happy life!



A unique pair of cats arrived as part of a transfer in July. **Polly Sue** (left) and **Sweet as Pie** were a mother-son pair of **American Curls!** This special feline breed’s characteristic ears are shaped in a curled back manner resulting from a genetic mutation.

Owl was a kitty that was sent to a home in Joplin to live in this incredible indoor/outdoor enclosure (right). This kitty is living his best life!



A tabby cat named **Rachel** was almost stolen from a Petco store in July! The abductor attempted to escape with her several times and pushed and yelled at Petco store employees. She was saved, and she and her buddy Max were quickly relocated to our Zona Rosa location and entered “witness protection” with our staff there.



And Feline Foster/Volunteer **Kara Standley** (left) finally turned 18 years old and was able to be hired as an official employee for our Feline Care Team! Kara has been volunteering at KCPP for years and has fostered hundreds of kittens – even winning a grant from Orphan Kitten Club to fund a kitten incubator for her home to care for tiny neonatal kittens! She is working in feline hospital and feline isolation to advance her medical knowledge and we are thrilled to finally have her on our staff!

Submitted by,

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