

# KC PET PROJECT

## Impact Report for March 2022 Activities

### Sheltering Statistics Year-to-Date:

Dogs & Cats as of Jan – Mar 2022	2022	2021	Difference
Adoptions	2,156	1,984	172 more
Total Intake	3,122	2,904	218 more
Returned to Owners	421	360	61 more
Live Release Rate	96.8%	96.9%	0.1% lower
Owner Relinquished Pets	648	804	156 fewer
Stray animals brought in by public	950	769	181 more
Animals transferred IN	589	545	44 more
Spay/Neuter Surgeries Performed	1,538	1,496	42 more
Average Length of Stay for Dogs	17.7 days	15.1 days	2.7 days fewer
Average Length of Stay for Cats	19.7 days	19.9 days	0.2 days fewer

### March 2022 - Animals In & Animals Out

- ❖ We received or provided care for **1,156** dogs and cats in March (618 dogs, 538 cats). We also received 7 guinea pigs, 1 rabbit, and 4 pet rats.
- ❖ The number of owner relinquished pets declined slightly in March, but 40% of all dogs being surrendered so far in 2022 are due to lack of affordable housing, inability to find housing that allows their dogs, and financial barriers for access to care.
- ❖ Our veterinary team performed **581** spay/neuter and specialty surgeries in March and provided emergency medical care to **82** seriously injured animals that arrived (gunshot wounds, emaciated, fractured limbs, hit by vehicles, thrown from bridges, seizures, tumors, etc.). Doctors performed **743** examinations on pets in/arriving at our shelter.
- ❖ The number of stray/lost pets brought in by the public in March increased **45%**, mostly due to a significant increase in stray dogs being brought in.
- ❖ Due to the sustained demand for cats/kittens to adopt, our feline transfer program was able to save a record-setting **239** cats and kittens in March at risk of euthanasia from other overcrowded shelters in and around our region, including overcrowded shelters in Joplin, Raymore, Raytown, Liberty, Oak Grove, Independence, Gladstone, as well as the Best Friends Network from Northwest Arkansas and a rescue in Central Oklahoma.
- ❖ We provided services for 53 owned pets from our community in March through community cat spay/neuter clinics and our crisis boarding program.
- ❖ At the end of March, 165 of our dogs/puppies (41%) and 74 of the cats/kittens (31%) were in foster homes.
- ❖ **702** pets were adopted from KCPP in March, an 8% increase over last year at this time.

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*We took in the largest number of pets in Q1 in our organization's history, including a record number of lost or loose pets brought in by the public.*

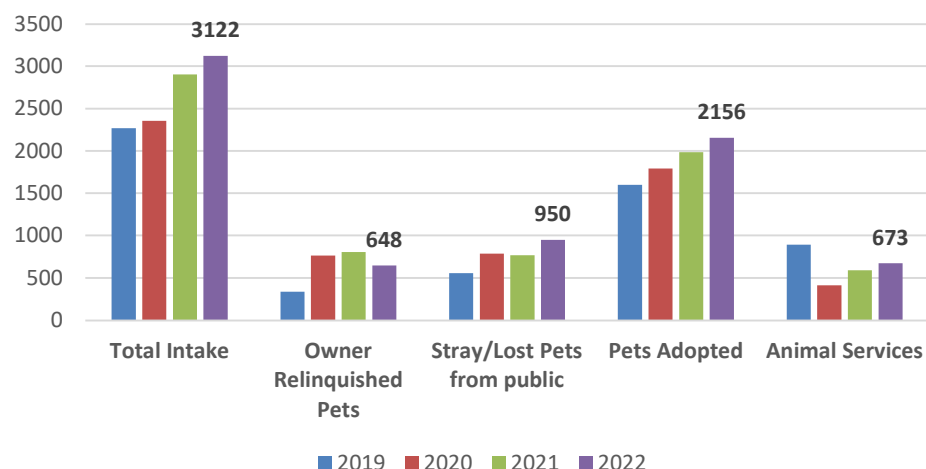
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*Nearly 40% of all dogs surrendered by owners in Q1 were due to housing issues or financial barriers.*

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## 1st Quarter Comparative Data 2019 - 2022



A review of 4-year trendlines of key data reveals KCPP is continuing to take in and care for more animals in need than ever before. Cumulative data for the 1<sup>st</sup> Quarter 2022 shows intake continues to rise, including high numbers of stray animals being brought in from the public.

***Pet adoptions continue to increase as well. We saw the largest number of pets adopted in Q1 in our organization's history!***

## Animal Services Division Update

- ❖ Officers responded to **1,308** calls for service in March 2022, a 15% increase in calls from last month.
- ❖ Our Animal Services dispatch team received **2,579** phone calls from residents and made 1,400 additional calls to residents in March. Our call abandonment rate for March was 12%. We have two positions open on our Dispatch Team.
- ❖ In March, officers issued 63 verbal warnings for violations and issued 15 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 40 open Potentially Dangerous or Dangerous Dog cases in various stages of investigation.

## Total Calls by Type Responded to in March 2022

Call Type:	March '22	February '22
Enforcement	60	81
Cruelty Investigations/Neglect	199	239
Other Services (PD/Fire/MAST)	152	114
Stray Animals/Animals at Large	673	542
Wildlife	107	61
Bite – Non-Domestic Animals (bats, etc.)	12	16
Bite – Domestic (dogs/cats)	105	84

**Approximately 25% of all stray related calls were related to public safety concerns such as reports of aggression or animals in the roadway.**

## Call Results for March 2022

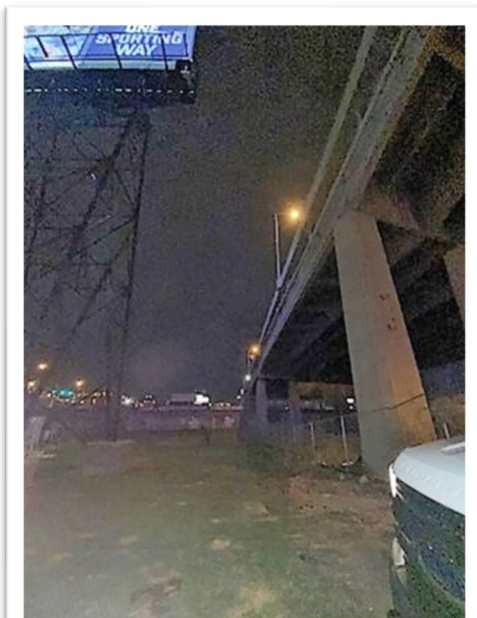
Results for Calls with Animals:	March '22	February '22	% Change
Animals Impounded by Officers	267	212	26% increase
Wildlife Relocated/Transferred Out	41	35	17% increase
<b>Animals Returned Home by Officers</b>	<b>76</b>	54	<b>41% increase</b>
Percentage Returned Home w/o Impound	30%	26%	4% increase

In March, our Animal Services Division saw an all-time high in the percentage of lost pets picked up by officers that were able to be returned to their owners instead of being impounded at the shelter. **Nearly one in every three (3) animals found were reunited with their families by officers.** This practice allows our officers to build trust-based relationships

with our community, keeps pets safe at home, and allows for connection to resources, if needed. Additionally, it preserves limited shelter resources for those animals truly in need of sheltering.

### Stories From the Field

On March 21, 2022 Field Services Supervisor Gogian received a call for assistance from the Kansas City Police Department; reporting that a dog may have been thrown from a bridge and was still alive. As Supervisor Gogian arrived, she looked up at the bridge deck and it seemed nearly impossible that any animal could survive a fall from that height. She saw three people hovering over the small, recently groomed, injured poodle. They had found him and had stayed with the little dog to keep him calm until help arrived. Supervisor Gogian rushed the injured dog to our partners at BluePearl Emergency Hospital until he could be transported to



our shelter's vet clinic the next morning. Doctors determined the dog had two broken legs. Fortunately, the dog's owner had already submitted a lost pet report to us, so staff in our Pet Support Center were able to quickly reunite him with his owner who rushed him to their veterinarian's office for ongoing care. The family had no idea how their little dog went missing from their yard and ended up at the bottom of the Cesar E. Chavez bridge deck in the middle of the night, but we're so glad this pup is expected to make a full recovery.

### Animal Cruelty/Neglect/Abuse Cases Under Investigation

In March, the Cruelty Investigation Team closed 166 animal cruelty case activities for our community, including 29 reports of animal abandonment, 29 reports of animal abuse, 103 reports of neglect, and 5 reports of dogfighting.

### Animal Services Media Coverage/Community Engagement

- ❖ KC Pet Project was featured in a Flatland's article from PBS on resources available for people who are unhoused that have pets. We discussed our Keep 'Em Together KC program and the work that our Animal Services Division is doing to help pet owners that live in camps or are unhoused.
- ❖ We were featured in a KMBZ radio segment to discuss the reasons increasing numbers of people are having to surrender their pets to the shelter, many of which involve housing issues.
- ❖ We shared several stories throughout the month of March about our Animal Services Division, including the story of Chance (right) who officers brought to our shelter after being found lying critically injured in a ravine. Doctors suspect he had been hit by a car. Our community helped us raise the funds for Chance's specialty dental surgery to reconnect his broken jaw and he's recovering well in our veterinary clinic.





## Animal Services - Community Partnerships

During the month of March, staff from KC Pet Project's Animal Services Division, Rose Brooks, and Synergy Services joined together to launch a pilot domestic violence assessment program. This program is designed to create more resources for victims of domestic violence when our animal services officers are dispatched on an animal abuse, neglect, or bite case.

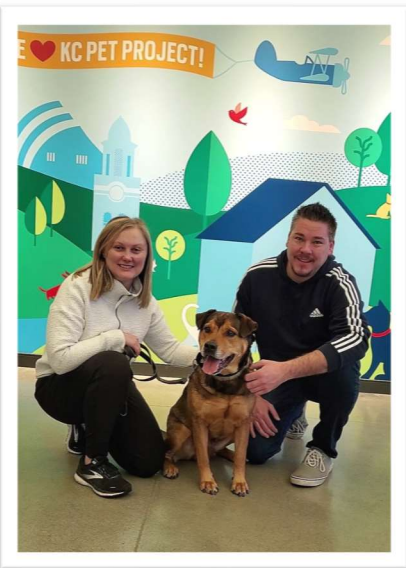
It is hard to imagine, but 71% of abusers injure, kill, or threaten family pets to control the relationship in domestic violence situations. KC Pet Project's Animal Services Officers were trained to privately ask three screening questions that are designed to assess the level of danger in a home for both a pet and the pet owner. Pet owners can be immediately connected to our shelter and to one of these domestic violence agencies for help for themselves and their pets. Two Animal Services Officers who received this training were already able to connect two individuals from two separate animal services cases to domestic violence services to help them get safe.



## Marketing/PR/Communications/Community Engagement

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

- ❖ We gave shelter tours to Cabot, Arkansas Executive Director, Mike Wheeler, and his team of architects for their new shelter, as well as the Oklahoma Humane Society's architects that are building their new shelter (right).
- ❖ On March 5, 2022, Animal Services Supervisor Steele and Tori Fugate, spoke at "Donuts with Dan" – City Councilman Dan Fowler's 2<sup>nd</sup> District quarterly meeting with residents at the Kansas City Police Department's North Patrol location.
- ❖ We held an impromptu \$30 adoption special the weekend of March 18-20 and 121 pets were adopted. **Reuben**, who had been in our shelter for months, was adopted during this special by a couple who drove to Kansas City from Las Vegas thanks to Reuben's TikTok video by Katie Grissum (adoption photo below).
- ❖ KC Pet Project is the charity that will benefit from all sales of Boulevard Brewing Company's KC Pils from March through August. We had two mornings with live shots on Fox 4 during the month of March to promote our KC Pils promotion and our Whiskey for Whiskers promotion running in April.
- ❖ Whiskey for Whiskers is a month-long promotion where proceeds of whiskey cocktails featuring Nelson's Green Brier Tennessee Whiskey will benefit our pets when purchased at any of the 50 participating bar/restaurant locations.



- ❖ Tori Fugate, Stephanie Sullens, and Dr. Heather Kennedy will be three of the featured speakers at the Humane Society of the United States Animal Care Expo national conference in Orlando. Tori's presentation is on "Resiliency in Social Media." Tori is also teaching the new Media Relations course in the national Maddie's Fund Marketing Apprenticeship.
- ❖ Tori has been nominated for the KC Business Journal's Next Gen Award for 2022.

#### Website Statistics:

Users – 78,904

New Users- 71,976

Sessions – 659,719

Page Views – 659,719

The *Pets Being Rehomed* page on our website continues to be a top page - with more than 25,000 page views in March (the 3<sup>rd</sup> most viewed page on our website).

#### Social Statistics:

We are at 85,000 followers on Instagram

We passed 139,000 likes on Facebook

We are at 1.1 million TikTok followers



#### Community Education/Partnerships/School Visits

- ❖ In March, Alex Ayala completed the Humane Education Apprenticeship course through Maddie's University. This program taught tools and techniques to expand community and educational outreach. Alex is working on two new Youth Education Programs for at-home pet care and learning about cat behavior.
- ❖ Alex visited Mill Creek High School to discuss careers in animal sheltering. She also attended the Day of Community Learning at Pembroke Hill Middle School and spoke to several classes about KC Pet Project's mission. Alex gave a presentation to the students at Raytown Middle School at their career fair and many students were interested in doing community service hours for us.
- ❖ In March, **65** Girl Scouts visited our Campus. Each group donated to the shelter and brought all the supplies needed to make enrichment treats for dogs and cats. One of the groups used the funds from their cookie sales to purchase a puppy **Snuggle Service** during their visit, and our Development Team arranged for a family with foster puppies to be there with puppies for the girls to snuggle with while they made dog treats (adorable photos below).
- ❖ We have five (5) interns from Southland CAPS. We report their progress monthly and are grateful to have their help this spring.
- ❖ We held four (4) VIP Campus Tours in March. Morrie Carlson, our campus tour guide, shares our shelter's history, information about our programs and services, and informative fun facts about KCPP.





- ❖ We hosted a VIP Birthday Party in March (right), and many other families are interested in holding parties at our Campus. Two families even adopted pets while here for their child's party!
- ❖ Alex works with many Eagle Scouts working on bronze, silver, and gold level scouting awards. Scouts choose items that are needed by our staff or used in our community programs, build these items offsite, and deliver them to our shelter. We gave tours to four (4) Girl Scout troops who researched why cats need claws and then made scratching posts for our cat kennels from empty Girl Scout cookie boxes!
- ❖ Dustin Lloyd and the Sharp Homes Group will be making a video of pets in our shelter once a month and sharing it on their businesses' social media channels. Dustin is a disabled veteran himself and works to help other disabled veterans acquire homes and home loans.



## Volunteer Program Updates

In March, 428 volunteers gave 2,840.82 hours of services, the equivalent of 16.39 full-time employees.

- ✓ Total value of volunteer hours in March: \$81,077.02
- ✓ New volunteer shelter tours conducted: 15
- ✓ Number of individuals who attended a shelter tour: 120 (a 55% increase from March 2021, and a 6% increase from last month's total of 114)
- ✓ Total new volunteer hours given: 225.78 hours (55 volunteers)

Number of Volunteers Who Completed Trainings in March: 178 (a **60% increase** from last month's total of 111)

- ✓ In-person mentoring sessions: 171.53 hours; 74 volunteers
- ✓ Green Level Dog Walking online training: 49 volunteers
- ✓ Orange Level Dog Walking online training: 5 volunteers
- ✓ Introduction to Shelter Cats online training: 50 volunteers

**Groups that volunteered in March** brought 59 people that gave 112 hours of service to KCPP. Businesses and groups included: New Frontiers, Children's Mercy, Liberty North Students with Female Empowerment Club, Liberty Academy Students, UMKC Students with Asian Students of America (ASIA) Club, and Lockton (photo right).

## Volunteer Recruitment and Retention

Total volunteers in database at KCPP: 5,521 people

Total active volunteers: **1,820** - including 145 newly active volunteers

We received a total of 153 new volunteer signups in March, a 17% increase from February's total of 136.

## News from the Volunteer Department

In March, we welcomed Natalie Nepper to the team as our new Volunteer Engagement Specialist. The department hosted a Welcome Party to introduce Natalie to volunteers and staff members. There were snacks, refreshments, and a cake to welcome her in new role as Volunteer Engagement Specialist.



**Volunteer Team Overview:** With a new addition to the team, we created a Volunteer Department Organizational Chart that was shared with staff and volunteers outlining each of unique roles and responsibilities.

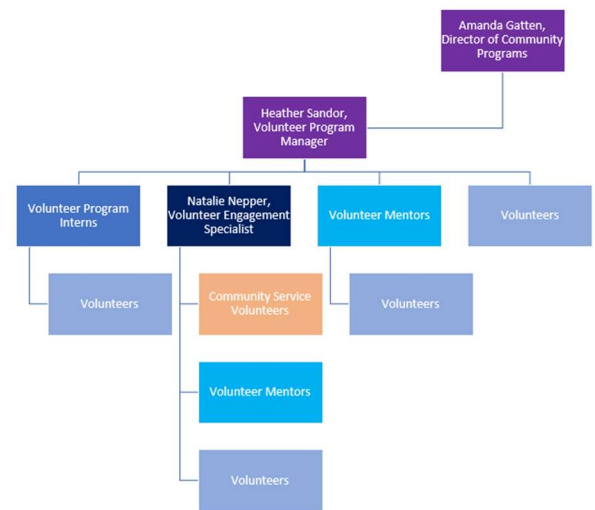
Amanda Gatten, **Director of Community Programs**, oversees all the shelter's community programs including Pet Support, Keep 'Em Together, KC, Pet Helpline, and the Volunteer Program. Amanda is responsible for the strategic vision and development of these areas to help increase community engagement, volunteer support, and community impact.

Heather Sandor, **Volunteer Program Manager**, is responsible for the leadership and development of the volunteer department and volunteer program. Heather's role focuses on the overall success of volunteer services including growth, recognition, retention, engagement, and recruitment. Heather supports and leads the Volunteer Engagement Specialist, Volunteer Program Interns, mentors, and volunteers.

Natalie Nepper, **Volunteer Engagement Specialist**, provides direct support to the program by cultivating, sustaining, and growing volunteer relationships, and aiding in hands-on mentoring on-site volunteers. Natalie is responsible for overseeing day-to-day operations and developing and empowering mentors, volunteers, and community service team members.

**Volunteer Mentors** are an extension of the volunteer program, helping to empower volunteers and assist with fostering a program that encourages and supports the needs of the organization and the volunteer team.

**Volunteers** are the lifeline of the program, and the success of KC Pet Project, providing critical support to the animals and people we serve. Volunteers are valuable team members of the KCPP family and are considered the driving force behind the organization's success, impact, and implementation of progressive lifesaving.



## Other Volunteer News

**Compassion Fatigue Training:** The Humane Society of the United States (HSUS) hosted an online webinar *"In it for the long haul: Combating Compassion Fatigue & Building Resilience."* Natalie Nepper, Volunteer Engagement Specialist, attended and shared information about the webinar with our volunteers.

**Volunteer Engagement from the Start:** We've launched a new survey for our shelter tours to begin gathering information on how we are engaging with individuals from the start of their KC Pet Project volunteer journey. The purpose of the survey is to understand how effective shelter tours are at delivering important information and identifying areas of improvement. We've received a total of 38 responses from the 12-question survey.

- *"I'm recommending volunteering at the KC Pet Project to my friends and family."*
- *"The tour was great, and Marie's energy was contagious. We are excited to get started volunteering."*
- *"The staff and volunteers at Kansas City Pet Project Zona Rosa are all very friendly, helpful, and informative. The moment you walk in the door you can tell the staff and volunteers love what they do at the Zona Rosa location!"*





## Surgeries & Medical Procedures Performed in March 2022

Spay/Neuter Surgeries	
CC RTF - Cat Neuter	26
CC RTF - Cat Spay	22
RTO - Dog Neuter	25
RTO - Dog Spay	10
Shelter - Cat Neuter	64
Shelter - Cat Spay	59
Shelter - Dog Neuter	157
Shelter - Dog Spay	173
<b>Total Spays/Neuters</b>	<b>536</b>
Specialty Surgeries	
Amputation	3
Dental	17
Entropion	2
Enucleation	1
Exploratory	1
Feeding Tube	3
FHO	2
Hernia Repair	1
Mass Removal	3
Wound Repair	8
Eyelid Transposition	2
Vertical Canal Resection	1
Neuter Repair	1
<b>Total Specialties</b>	<b>45</b>

Heartworm Exams	
HW Consults	27
HW Injections (animals treated)	56
<b>Total Heartworm Dogs Seen:</b>	<b>83</b>
Wellness Exams	
Cats	279
Dogs	180
Rabbit	2
Rat	2
<b>Total Wellness Exams</b>	<b>463</b>
Vet Clinic Scheduled Appointments	
Drop-off	11
Foster Pets	43
HW Injections	73
KCPP 300	8
ORE	8
Other	5
HAFH Pet	5
Post Adoption	16
Rechecks	20
Staff Pet	6
<b>Total</b>	<b>195</b>

Parvo Virus	
Canines treated in Parvo Ward	21
Total canines treated	21
Deceased	6
Save rate for parvo	71%

Cruelty/Necropsy	
Cats	0
Dogs	2
<b>Total</b>	<b>2</b>

AC Injured/Emergencies	
Cats brought by AC	8
Dogs brought by AC	37
<b>Total</b>	<b>45</b>
Dermatitis	4
HBC	5
Died After Arrival	5
Anemia	1
URI	1
Emaciated	5
Wounds	4
Injured Limb	1
Prolapse	1
Thrown From Bridge	1
Gunshot	1
Matted	1
Paw Pad Injury	1
Geriatric	1
Seizing	2
Parvo	11

Public Injured/Emergencies	
Cats brought by Public	12
Dogs brought by Public	25
<b>Total</b>	<b>37</b>
Emaciated	7
Laterally Recumbent	1
Wounds	8
Injured Limb	2
Geriatric	3
Seizing	2
Burns	1
Died After Arrival	4
Hematoma	1
Gingival Hyperplasia	1
Matted	1
Dermatitis	1
Parvo	3
Puppy Strangles	1
Fractured Jaw	1

## News from the KCPP Veterinary Clinic

Our veterinary team performed **581** spay/neuter and specialty surgeries in March and provided emergency medical care to **82** seriously injured animals that arrived (gunshot wounds, emaciated, fractured limbs, hit by vehicles, thrown from bridges, seizures, tumors, etc.). Doctors performed **743** examinations on pets in/arriving at our shelter.

***We treated a record 21 puppies in our shelter's parvo ward in March.***



We treated a young dog named **Midnight** (right) who had been shot during an armed robbery at her owner's home. The bullet shattered her leg, resulting in amputation. Through her recovery, Midnight was gentle and loved all the affection. She was recently adopted by a new family.

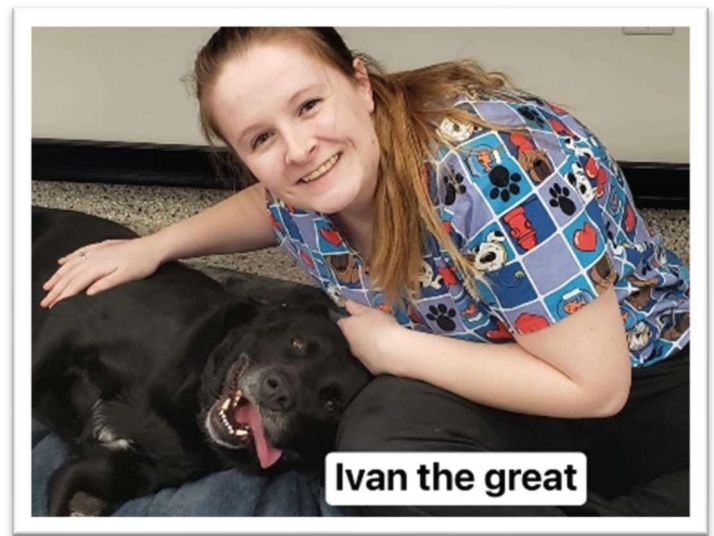
**Jeanie** (left) was a small Lynx-point kitten who was brought in by Animal Services with two broken back legs. Despite having little use of her back legs, Jeannie learned to scoot around her kennel and later walk as her legs healed. She was recently adopted.





**Ivan the Great** (right) was another dog brought in by Animal Services after apparently being thrown or having fallen from the Cesar E. Chavez bridge deck (the second dog to have fallen from the bridge in March). Ivan sustained three broken legs from his fall and has slowly been relearning to walk, and recently a rescue group in Iowa took him into their program to continue his surgeries and rehabilitation.

**Irving** is a very petite adult cat that came to us in March with neurological deficits. He would walk in circles and was completely blind. One of our veterinary technicians took him home, syringe fed him and helped him regain his balance. He is slowly regaining some vision and is a happy, social kitty. He is often heard loudly meowing for affection.



In March, we saw a **26% increase** in the number of seriously injured pets and emergent cases arriving compared to last year at this time. Gunshot wounds, broken limbs, dog fight wounds, trauma from vehicular injuries, and emaciated body conditions continue to be frequently seen in our shelter's vet clinic.

## **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 (1,353 Google reviews)
- ✓ KC Pet Project - Zona Rosa Adoption Center: 4.4/5.00 (523 Google reviews)
- ✓ KC Pet Project - Petco Adoption Center: 4.4/5.00 (166 Google reviews)

Colin Sutter, Customer Engagement Coordinator, reported 667 emails were received in March inquiring about fostering a pet or pets in foster homes.

An additional 754 emails were received through our Contact email address, mostly regarding pets available to adopt or the adoption process.

In March we launched a new adoptions follow-up campaign through Constant Contact to provide an opportunity for adopters to ask questions and seek guidance for successfully making their newest addition a long-term companion. The follow-up email provides helpful links to resources, solicits feedback about the adopter's experience, and opens the dialogue for future updates from the family.

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*"I am a resident of KCMO and have adopted a gorgeous pebble-red hound mix named Luna. Staff really care about these pups. Luna completes our family, and KCPP did everything to make a beautiful transition with her into our home..."*

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*"The staff is knowledgeable and kind. The condition of the large breed dog holding area was probably as good as can be expected for a shelter that is handling a high volume of homeless dogs. I was especially impressed with the information sheets located on the kennel for each pup. The price to adopt a new fella into your home is very reasonable..."*

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

#### **2022 Rating: 4.28/5.0 stars**

(Historical rating: 4.52/5.0 stars: 4 surveys submitted in February, 147 submitted since launch in September 2020)

*"Came in last minute and staff was still super helpful and very kind. Worked with me and even helped me with Found posters to put up!"*



## Pet Support Center Performance

March 2022	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Helpline - Main Queue	3,864	557	4,421	13%
IN > Helpline - Spanish	25	69	94	73%
IN > Helpline - Lost and Found	963	221	1184	19%
Helpline INBOUND Performance	4,852	847	5,699	15%
OUT < Helpline - Main	1078	137	1215	11%
OUT < Helpline – Lost and Found	261	37	298	12%
Helpline OUTBOUND Performance	1,339	174	1,513	12%
Total Performance for March 2022	6,191	1,021	7,212	14%

❖ In March, the Pet Support Center team assisted approximately **600** 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.

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***Our Pet Support Center team answered 4,852 live phone calls, completed 1,513 outbound calls, resolved 292 voicemails, and maintained an inbound abandonment rate of 15%.***

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- ❖ The Pet Support Center team kept families together for 171 animals whose owners originally contacted KCPD to surrender their pet(s); 71 animals were diverted through return-to-field, trap-neuter-return, and safety net programs, and 9 additional animals were returned to grateful owners through subsidized return-to-home programs after being surrendered to the shelter. A total of **251** animals stayed with their families instead of coming into the shelter in February through program resources.
- ❖ The Return-to-Home team received 165 Lost Pet Reports and 45 Found Pet Reports filed online or over the phone by residents last month. They conducted a total of 48 in-depth microchip investigations for stray animals in our care.
- ❖ Our Pet Support Center team scheduled appointments for 173 pets to be surrendered by their owners in March with a 7% no show rate.

## Pet Support Center Department Updates:

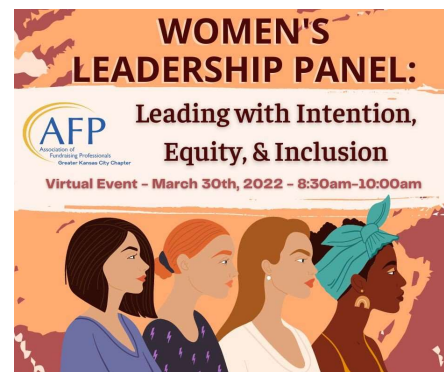
- ❖ Community Programs Administrator, Alyssa Willett, was invited to the KU Career Center Panel for their **Beyond KU: Careers with Canines** event. The panel consisted of questions to the panelists about their position, how they work within the industry, suggestions to current students, etc. After the event, the Event Manager reached out to Alyssa to say, “we’ve done a lot of those, and I can honestly say that was one of the best ones we’ve ever done.”
- ❖ The Pet Support Center department spent some time honing their customer service skills in the monthly department meeting. The team explored various customer service fundamentals and the department expectations for customer service excellence.
- ❖ **Getting more pets back home:** Alyssa Willett, Community Programs Administrator, and Amanda Gatten, Director of Community Programs, have been exploring ways to increase our return-to-home efforts and have been partnering with Angela Gates, a data embed from Human Animal Support Services (HASS) to do a deep dive into KC Pet Project’s data to learn more about where stray animals are coming from, and which zip codes have the lowest numbers for reclaim and reunification. Alyssa has implemented new strategies to raise awareness for the lost pets in our care by posting every stray animal to Pawboost through a Found Pet Alert. This ensures additional attention and visibility for lost pets and increases their likelihood of being reunited with their family.

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***Only 127 (27%) of the 462 stray/lost animals brought to the shelter by the public or our Animal Services Division in March were reclaimed by their owners.***

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- ❖ **Women's History Month – Women's Leadership Panel:** Amanda Gatten, Director of Community Programs, was one of four panel speakers for the Association of Fundraising Professionals Greater Kansas City Chapter (AFPKC)'s *Women's Leadership Panel: Leading with Intention, Equity, and Inclusion*. Panelists were selected based on their influence and innovation in leadership and the discussion included a broad range of topics including authenticity, inclusivity, professional vulnerability, leading with influence, managing up, and how to lead teams that feel valued and validated.
- ❖ Lost pets reclaimed by their owners in March has been missing for an average of 3 days.



## 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 \$5,431.08 for 29 families (35 pets) was awarded in March.

- ✓ Twenty-one (21) Pet Care Assistance Applications were received
- ✓ Home Away from Home Reunification Fees: \$800.00
- ✓ Pet Deposit/Pet Rent assistance provided: \$0.00
- ✓ Pet medical assistance granted: \$1,619.58
- ✓ Return-to-Home fees forgiven: \$3,011.50

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

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### Home Away from Home (HAFH) – Crisis Boarding Program

- ✓ Twenty-four (24) families with 28 pets applied for crisis boarding assistance in March. Five (5) new families were enrolled in the Home Away from Home program with ten (10) pets.
- ✓ Four (4) families were reunited in March with a total of eight (8) pets.
- ✓ Sixteen (16) new safety net foster applications were received in March.
- ✓ Current total number of families and animals enrolled in the Home Away from Home program is five (5) families with ten (10) pets.

### Reclaim Fee Forgiveness Program

- ✓ Total Reclaim Fee Forgiveness Program awards in March: \$6,680.00
- ✓ 64 families with 78 pets benefited by the Reclaim Fee Forgiveness Program last month.

### Pet Resource Assistance Program

Pet foods were shared with our four (4) community partners in the metro: the Don Bosco Center, Amethyst Place, and two local community cat caregivers. Twenty-nine (29) families with sixty-two (62) pets benefited from these resources provided in March. Other resources distributed to the community included:

- ✓ 1,100 lbs. of cat food
- ✓ 3,161.5 lbs. of dog food
- ✓ 30 collars and 29 leashes
- ✓ 12 individual doses of flea/heartworm medicine
- ✓ 4 kennels/crates
- ✓ 1 doghouse
- ✓ 255 miscellaneous pet care items



## Rehoming Support Services

In March, our team received **151** requests for private rehoming services for owned pets. Eligible pet owners posted **80** owned pets for adoption through our ReHome website. *Our team has received 693 requests to post pets on ReHome since September 22, 2021.*

### Keeping 'Em Together: One Small Step Brought Mia Back Home

It was quickly apparent when Mia came through our Admissions doors that she had a family. Not only was she wildly adorable, but she was incredibly sweet. Mia's family had been looking for her since she went missing two days prior. Luckily, Mia's mom had filled out a **Lost Pet Report** on our website, so our staff can look for any animals that may be a potential match as they arrived at the shelter. By completing this one small step, Mia's family was contacted almost immediately after Mia came through our doors. We are thrilled she is back in her home with a family who loves her (photo right).



### Keeping 'Em Together: LaKyahna and Rome

When Rome was brought into the shelter by a member of the public, he was in rough shape. He had injuries to his mouth that were causing him quite a bit of discomfort and pain. Doctors in our vet clinic examined him and treated his injuries and our staff began looking for his family.

While this was happening, Rome's owner, LaKyahna, was busy looking for him. A week before he was brought in as a stray, she had come to our shelter looking for him. She saw his photo posted on our website and she rushed to the shelter, but LaKyahna let us know that she had limited funds and was worried she wouldn't be able to get Rome back. Rome stayed at the shelter overnight so that he could be neutered the next morning, and LaKyahna planned to pick him up later that evening.

Unfortunately, LaKyahna was involved in a car accident that day and lost her only means of transportation. She worried again that since she did not have a ride to the shelter that she would lose out on her opportunity to get Rome back home. She was able to arrange for transportation and when Rome got to the lobby and saw LaKyahna, he immediately ran to her and couldn't stop licking her face and wiggling with happiness. LaKyahna said that Rome means "everything" to her family, and that he is "the start of our day, our alarm clock, our comfort, our happiness". She said, "we love him with everything in us, and he loves us the same." She wanted to thank the donors who make the Pet Care Assistance Program and Keep 'Em Together, KC program possible that allow families to be reunited with the dogs they love so much.



## Canine Behavior & Enrichment Department

- ❖ Number of dogs behaviorally assessed in March: 78
- ❖ Pre-adoption behavior consultations conducted: 69
- ❖ Number of dogs introduced to adopters by Behavior Team: 6

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***An average of 107 shelter dogs participated in canine playgroups every day in March.***

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**Behavior follow-up support for adopters:** 144 post-adoption follow up emails were sent, 42 phone consultations performed, 104 behavior support email correspondences, 3 free behavior lessons given to adopters, and 3 free behavior consultations with families were conducted in March that prevented 4 dogs from being surrendered.

## Canine Foster Care Program

- ❖ At the end of March, 165 dogs (41% of the dogs in our care) were in foster homes, including **Faline** (photo right).
- ❖ We welcomed 34 new dog foster families in March, and we had 37 dogs adopted directly from foster homes last month.
- ❖ 164 dogs were sent to foster homes in March, including fifty-seven (57) puppies under 8 weeks old. Volunteers took 57 dogs on a Dog's Day Out.

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

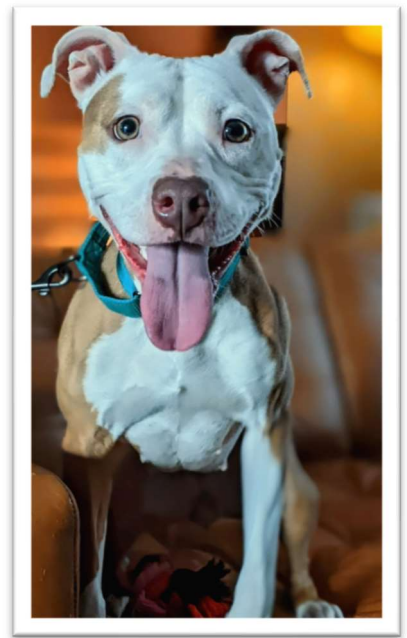
Tabitha Urban, Director of Canine Operations, reported 39 animals were transferred out to other organizations in March, including 4 dogs with behavioral needs, 3 dogs with ongoing medical needs, and 2 cats.

Organizations we transferred animals to in March: Adopt-A-Husky, Boxer Paws Rescue, Columbia Second Chance, Great Plains SPCA, Heart of America Humane Society, Illinois Saint Bernard Rescue, Lawrence Humane Society, Lucky 13 Rescue, Melissa's Menagerie, Missouri Pit Bull Rescue, MOGS Missouri German Shepherds, Pawsitive Tails, Paws-N-Claws Iowa, Unleashed, and Wayside Waifs

Our small animal program processed 8 adoptions – 5 Guinea pigs, 1 rabbit, and 2 rats.

## Canine Operations/Adoption Centers/Adopter Satisfaction Survey Results

KCCAC Survey total overall rating: 4.83/5.0 stars (8 surveys submitted in March, 97 responses to date).



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***Our Canine Care team cared for an average of 191 dogs every day in March at our Campus location.***

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*"The young lady that assisted us was very welcoming, friendly, and knowledgeable about the different dogs that were available. We have adopted from other organizations in the past and I will say our experiences were nowhere near as good as what we had with you all. Thank you for going above and beyond what the others do."*

*"I had such a great experience with Angel!!! Angel did such an awesome job explaining and finding us a great fit for our family. Thank you, Angel!!"*

*"Although I did not adopt a dog today, Tess was extremely kind and spent a lot of time with me while I was visiting with the dog I was considering."*

*"The girl who helped us found us literally the perfect dog. We wanted to say thank you to her for finding our missing piece. She was the first and only dog we met the day we came in and it was a match from the start. Thank you!!!!"*

In March, we hired a new Manager of Canine Care and Adoptions, Penny Jackson. Penny will start the first week of April. She has years of experience in customer service and sales and was previously a volunteer at our old shelter.

## Feline Foster Care Program

- ❖ Feline Foster Manager, Leslie Bauer, reported we had 74 cats in foster homes at the end of March (31%).
- ❖ Twenty-two (22) new foster families volunteered to foster cats/kittens in March. At the end of the month, we had 36 active foster homes for cats/kittens, and 9 cats/kittens were adopted directly from foster homes in March.
- ❖ We began to see our first “bottle baby” kittens arriving in early March, receiving 4 three-day old babies who were immediately sent home with one of our expert bottle baby fosters. Our second pair of babies arrived at only two days old, with their placenta still attached. They went immediately into a foster home and are growing and flourishing. They’ve already started playing! Our **Bottle Baby Squad** take our most fragile and vulnerable kittens and give them a chance at life by dedicating remarkable countless hours to their feeding and care. These dedicated volunteers are essential to our lifesaving efforts for these tiny lives.
- ❖ One of the cats in our shelter, **Tonja** (right), had been with us since October 2021. She had become more and more depressed and developed itchy skin lesions, resulting in being prescribed a special diet and she could no longer have any treats. One of our wonderful foster families opened their home to her in March, and Tonja is doing much better – living her best life and awaiting a permanent home.



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

- ❖ We were able to transfer in **239** cats at risk of euthanasia from other area shelters/agencies, including our partners at Joplin Humane Society, Raymore Animal Control, Midwest Animal Res-Q, Oak Grove Animal Control, Gladstone Animal Control, Independence Animal Services, and Liberty Animal Shelter. We also transferred in cats through the Best Friends Network from Northwest Arkansas and established a new partnership with Paws for a Cause Rescue in Central Oklahoma. This included 6 Feline Leukemia positive cats and three kittens being treated for ringworm – all of whom have already found homes.
- ❖ With help from volunteer program leaders, we were able to transition two of our Petco Cat Habitat locations back to 7-day a week locations for adoptions, rather than weekends only. Both Grandview and Blue Springs were able to overcome barriers resulting from the pandemic that will now make more space for adoptable cats in our program.
- ❖ We trained 18 new Petco Cat Habitat volunteers this month, bringing our total number of active volunteers for Feline Lifesaving Programs to **236 volunteers**. These incredible community volunteers covered 555 shifts in March at 10 Petco store locations – the highest number of shifts ever covered by community volunteers.
- ❖ In March, we processed 174 cat adoptions from Petco stores and 22 cat adoptions from Whiskers Cat Café. These adoptions accounted for **58%** of all feline adoptions processed last month. The Blue Springs Petco store processed 25 adoptions in March – more than any other store.

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***We saved 239 cats from other shelters & agencies in March – the largest number of cats transferred to our shelter in one month!***

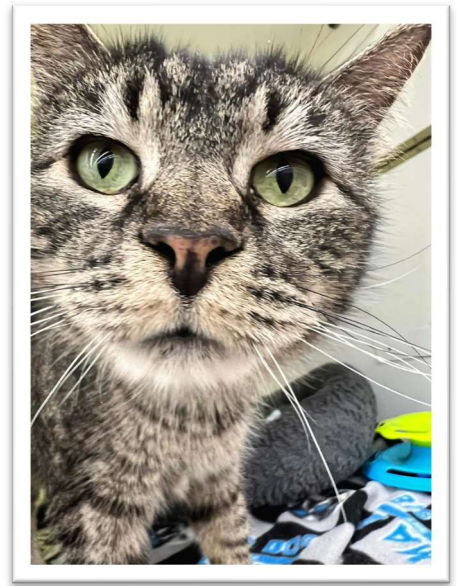
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## Feline Operations

- ❖ In March we welcomed Jennifer Dreisewerd in her return as our Manager of Feline Care & Adoptions. Jennifer left our organization several years ago to lead the staff at Whiskers Cat Café (one of our most successful cat adoption locations). Jennifer is an expert in cat behavior and is a well-respected member of the team.
- ❖ 338 cats were adopted throughout the organization in March, which was an increase of 16 cats over last year and included 6 cats with Feline Leukemia (FeLV).
- ❖ Oscar the Grouch and Zola were our two most noteworthy adoptions in March. Both cats were part of our **Cat Pawsitive Program** through the Jackson Galaxy Foundation – utilizing tools and training techniques to help shy and fearful cats become more adoptable. Cat Pawsitive training helped us get both cats out of the shelter and into new homes.
- ❖ We provided low cost spay/neuter services and vaccinations for 50 outdoor community cats in March.



## Retail Sales & Roasterie Café

- ❖ Manager of Retail Operations, Bria Sweany, reported growth of 18% in our coffee shop in March. Increases in the costs of retail items, pet foods, and supply chain delays have been impacting our retail sales. We have created a “buy by the ounce” treat bar for loose treats so adopters can better control how much they are spending. Sales continue to increase in our coffee shop, and we are working to maximize profits and adding more items to our menu.



Submitted by,

*T. Johnson*

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