

KC PET PROJECT

Impact Report for March 2023 Activities

Sheltering Statistics:

Dog & Cat Totals Jan - Mar	2023	2022	Difference
Adoptions	2,379	2,156	223 more
Total Intake	3,460	3,122	338 more
Returned to Owners	499	421	78 more
Live Release Rate	94.7%	96.8%	2.1% lower
Owner Surrendered Pets	625	648	23 fewer
Stray animals brought in by public	1,283	950	333 more
Cats/kittens transferred IN	615	574	41 more
Spay/Neuter Surgeries Performed	1,707	1,538	169 more
Average Length of Stay for Dogs	23.0 days	17.7 days	5.3 days longer
Average Length of Stay for Cats	12.8 days	19.7 days	6.9 days fewer

March 2023 - Animals In & Animals Out

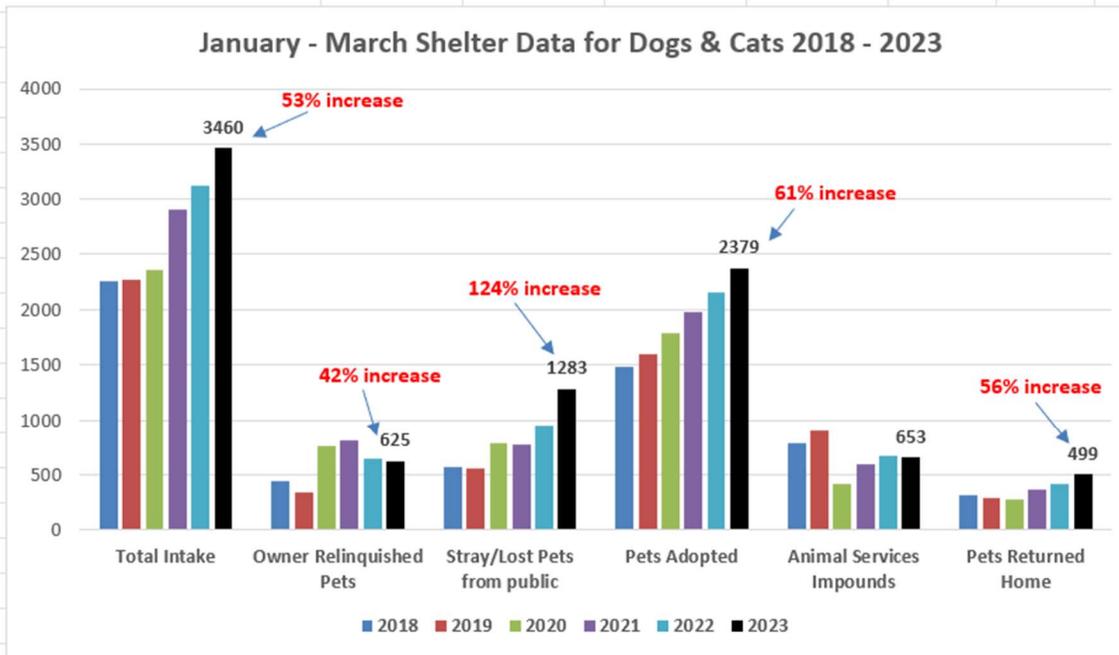
- ❖ We received or provided care for **1,216** new dogs and cats that arrived in March (781 dogs, 435 cats). We also received 7 guinea pigs and 12 rabbits.
- ❖ Our veterinary team performed 646 spay/neuter and specialty surgeries in March. Doctors performed 1,090 examinations on pets in/arriving at our shelter in March and treated 20 puppies in our shelter’s parvovirus ward.
- ❖ We provided spay/neuter and veterinary services for 41 community cats in March.
- ❖ 786 pets were adopted in March (457 dogs, 319 cats, and 10 other pets).
- ❖ We sent 291 dogs/puppies to foster homes last month and volunteers took a record **137** dogs out of the shelter on a Dog’s Day Out.
- ❖ Stray dogs and cats continued to flood our shelter in the month of March. Stray animals being brought in by the public were up **60%** over last March and a **106%** increase in what was being brought to KCPP in March 2019.
- ❖ We achieved a **93.1%** Save Rate in March (92.0% dogs, 95.0% cats).
- ❖ 199 lost/impounded pets were returned to their homes in March and an additional 24 lost pets were rescued and returned home by Animal Services Officers in the field without having to bring them to the shelter.
- ❖ The number of pets being surrendered by their families in March has risen **94%** since March 2019.
- ❖ Our cat adoption program continues to successfully place more cats/kittens than ever before, including helping twelve (12) other shelters in our region save lives too by transferring in 155 cats/kittens in March!

We provided care for 1,240 dogs, cats, and other pets in March 2023 – including 781 dogs, the largest number of dogs ever received in any month in our city’s history!

Data Trends for Jan – March 2023:

- ✦ Total intake of dogs and cats was the highest ever recorded in our 11-year history – **up 53%** since 2018.
- ✦ The number of pets being adopted is at the highest level in our 11-year history – **up 61%** from 2018 totals.
- ✦ Stray/lost pets brought in by the public are arriving at the highest level ever recorded in Kansas City – **up 124%** from 2018 totals. Stray animals being brought in are already up **35%** over last year’s record setting numbers.
- ✦ Numbers of lost/impounded pets being returned to their families through our Return-to-Home Team is up **56%** over 2018 totals.
- ✦ Our Live Release Rate has unfortunately already decreased due to the unprecedented numbers of dogs arriving, with the level of dog euthanasia 142% higher than Q1 of 2022. Our Live Release Rate for dogs in Q1 of 2023 is 93.7%.

	2018	2019	2020	2021	2022	2023	% Increase since 2018
Total Intake	2257	2269	2356	2904	3122	3460	53%
Owner Relinquished Pets	440	336	763	804	648	625	42%
Stray/Lost Pets from public	572	557	785	769	950	1283	124%
Pets Adopted	1477	1598	1792	1984	2156	2379	61%
Animal Services Impounds	789	894	411	589	673	653	-17%
Pets Returned Home	319	283	278	360	421	499	56%



Animal Services Division Update

- ❖ Officers were dispatched to **1,326** unique calls for service in March, travelling a total of 13,360 miles throughout the city, impounding 245 animals, and returning an additional 24 pets back to their homes without having to impound them.
- ❖ Animal Services Officers issued a record **107** criminal citations for ordinance violations through the Municipal Court system in March. In addition, officers issued 43 verbal warnings and 10 official Notice to Correct Violation warning tickets to residents.

*In March, Animal Services Officers issued a record **107** criminal citations through the municipal court for violations of Kansas City’s Code of Ordinances.*

- ❖ Our Animal Services Dispatch team answered **3,195** live phone calls from residents – with an 8% call abandonment rate (within industry best practices).
- ❖ Our Dangerous Dog Case Administrator issued eight (8) dangerous or potentially dangerous dog declarations and issued three (3) Municipal court citations to residents in March who failed to meet the compliance requirements for owning a previously declared dangerous or potentially dangerous dog as outlined by the city code.
- ❖ The Cruelty Investigations Team had 32 open animal cruelty cases under investigation at month end (animal abandonment, animal neglect, and animal abuse/cruelty) and resolved 283 cruelty cases throughout the month.

Stories From the Field

On Thursday, March 30th, KC Pet Project’s Animal Services Officers **seized 14 dogs from a large-scale cruelty case** at 11225 Crystal Avenue in KCMO. Animal Services executed a search warrant for the seizure of all the dogs on the property following an initial report of a sick dog at the home. Officers found a critically ill puppy on the property, and despite our veterinary team’s efforts, the dog died due to the severity of its illness.

When our officers returned to the residence to check for other dogs, they discovered *six (6) additional deceased dogs* at that home. Officers could hear what sounded like many more dogs inside the home, but the homeowners were unwilling to cooperate with our Cruelty Investigations Team and failed to comply with corrective action instructions for ordinance violations. It was imperative that officers gained access to the home to determine the health and safety of the remaining dogs.

Chief Johnson and his team executed the warrant the following day, granted by a Municipal Court judge, for the seizure of an unknown number of dogs inside the residence and the Kansas City Police Department worked cooperatively with our Animal Services team on scene to ensure everyone’s safety by responding to keep the peace.

Once inside the home, Animal Services Officers found 14 dogs living in deplorable conditions. Dogs were being housed in inhumane, unsanitary conditions in a small interior room of the home in wire kennels stacked on top of one another. The room was dark with very little airflow. Dogs were housed in kennels that were too small,



with dirty blankets and fecal matter inside each kennel. A strong ammonia smell was permeating the air outside the home.

To date, **36 criminal citations have been issued on this case through Municipal Court** for a variety of ordinance violations for the two residents in the home.

One of our Animal Services Officers trained in mental health case management was also able to report one of the residents to the Missouri Department of Aging so they can offer assistance to the resident.

The dogs are currently being held at KC Pet Project.

Animal Services Division Impoundment Results for March 2023

Twenty-four (24) loose/lost pets (22 dogs, 1 cat & 1 pig) that could be returned in the field were reunited with their owners by officers, rather than impounding them at the shelter. 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.

Results for Cases with Animals	March '23	February '23	% Change
Animals Impounded by Officers	245	227	8% increase
Wildlife Relocated/Transferred Out	21	22	4% decrease
Animals Returned Home by Officers	24	22	9% increase

Marketing/PR/Communications/Community Events

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

- ❖ We launched a new *Adoptable Pets of KC Pet Project* Facebook Group which features adoptable pets in shelter and in foster homes. This group also encourages the public to join and post when they're looking for a new pet.
- ❖ We held our *Mutt Madness adoption special* March 24th – 26th and 105 pets were adopted.



- ❖ On March 24th, 90.9 The Bridge radio hosted a Day of Giving to KC Pet Project. Thanks to a matching gift from Hometown Heroes Heating & Cooling, all donations made to The Bridge on that day meant a matching donation to KC Pet Project, raising \$5,000 for our organization.



- ❖ We held a St. Patrick's Day Adoption Special from March 10th-12th and found 122 pets new homes.
- ❖ Tori provided marketing advice to the Knoxville, TN animal shelter for the launch of their animal services contract in their jurisdiction.
- ❖ The KC Fire Department provided free CPR training to our shelter and animal services staff on March 22nd.

- ❖ We welcomed lead vocalist Lajon Witherspoon of the rock band **Sevendust**, and his wife Ashley (right), to the Campus for a tour in March.
- ❖ We had 38 media stories and news mentions during the month of March. Estimated media reach for the month for animal services and sheltering stories was **26,753,958 million** people.
- ❖ Fox4 worked with us to do a feature story on the rising costs of veterinary care and how this is impacting pet owners and the numbers of pets arriving at our shelter.



Website Statistics	Social Statistics
Users – 78,294	97,000+ followers on Instagram
New Users- 71,780	154,000+ likes on Facebook
Sessions – 139,231	1.3 million TikTok followers
Page Views – 685,423	

Community Education/Partnerships/School Visits

- ❖ Two corporate events, Pets For Life KC and SE Enterprises, held events at the Campus in March.
- ❖ 4 Scout Groups came to create enrichment treats and bring donations.
- ❖ Several Eagle Scouts built and donated dog houses to us in March for our community outreach and Animal Services programs.
- ❖ 3 VIP Birthday Parties were held, giving the young attendees a chance to “adopt” a stuffed pet, go through the adoption process, and learn about the services an animal shelter provides in our community.

Volunteer Program Updates

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

- ✓ In March, **781** volunteers gave **4,370.45** hours of services, the equivalent of 25.23 full-time employees.
- ✓ Total value of volunteer hours in March: \$124,732.64
- ✓ Eleven (11) New Volunteer Orientations were conducted for 200 attendees (a 98% increase from last month)!
- ✓ 179 new volunteers gave hours in March and 262 volunteers participated in training sessions, including in-person mentoring sessions for 62 volunteers – including new volunteer Emily, an ICU Nurse and now a new dog walker (right).

Businesses and Groups that volunteered in March gave 404 hours of service (with 195 people – a 70% increase from last month)

Lockton, Farmers Insurance (pictured below), RWellness, Element, Martin City Marketing, Honeywell, Best Buy, Netsmart, LSNHS, Guadalupe Centers, Children’s Mercy NICU, Easter Seals, H&R Block, The Goddard School, ARC, Edie Waters Network, Kansas City Oasis, Liberty Academy, Target, Avila University

Volunteer Recruitment and Retention

Total active volunteers: **2,823** individuals, including 200 newly active volunteers.

We received 385 new volunteer signups in March.

Volunteer Satisfaction Rating:

- ✓ **4.94/5.0**



“It was a great experience – appreciated the balance of working tasks and touring the building, visiting pets!”

“Teddy was so helpful! She made me feel comfortable walking dogs, answering questions and correcting in things I may have messed up on!”

“Linda was excellent! Kind and patient. Presenting the information in great detail and the perfect order. She gave constructive guidance as needed and named what I was doing well, getting more comfortable with in our walks with the dogs. I am grateful to have had her guide me! Feeling ready to walk the green level pups!”

Surgeries & Medical Procedures Performed in March 2023

Surgeries		Exams		Parvo Ward	
Community Cats Neutered	25	Wellness exams	741	Parvo pups treated	20
Community Cats spayed	16	Emergency exams	59	Parvo ward deaths	5
Reclaimed dogs neutered	23	Foster pet exams	6	Survival rate	75%
Reclaimed dogs spayed	20	Recheck exams	240		
Shelter Animals Neutered	251	Heartworm exams	44	Vet Clinic Communications	
Shelter Animals Spayed	274			Emails answered	219
Speciality Surgeries	37			Foster Medical Concerns	71
				Calls answered	202
Total Surgeries	646	Total Exams Performed	1090	Total communications	492

News from our Veterinary Clinic



Lucy the dog (left) arrived on March 15th after being brought in by a Good Samaritan. Lucy was severely burned – with third degree burns over her entire body. The houseless camp Lucy was living at had caught fire and Lucy had suffered burns to her face and body before firefighters arrived. Somehow Lucy escaped, and she ran down the street and was spotted by the Good Samaritan who witnessed the event as Lucy took shelter under a parked car.

She was burned from her eyelashes to her pink-painted toenails and was in severe pain. Cases like these are very difficult to manage, especially in a shelter setting, due to the intensive care required, the extreme potential for infection, the risk of swelling

of the windpipe, and near impossibility of being able to manage the pain caused by burns. Nevertheless, Dr. Lake and our team of veterinary assistants were determined to give Lucy a chance. With every painful wound debridement, bandage change, or hydrotherapy treatment, Lucy continued to be the absolute sweetest girl despite her discomfort. If she was willing to fight, then so were we!



Every day, we worried about managing her pain. Were her wounds too severe? This is one of the worst fire injury cases we've treated. Were we crazy to think we could treat this level of emergency in a shelter environment? But every day, Lucy would give our medical team those sweet tail wags and we decided to keep going as long as she continued to allow us to treat her and showed some improvement. With each passing day, Lucy improved. It is truly a miracle she survived and today she has healed enough to no longer require bandage changes or wound debridement. She is a special dog – a survivor - and another incredible example of the lifesaving miracles that happen every day through the work of our talented veterinary team at KCPP.

In March, we hosted a visiting fourth-year veterinary student from Kansas State University who did a two-week externship with us to learn about shelter medicine. We also hosted a pre-Veterinary Student from Kansas State who

shadowed us during her spring break to get more exposure to veterinary medicine. Dr. Kennedy did a presentation for the Kansas State University Shelter Medicine Club on comprehensive care for cats in shelters, and she spoke to the shelter medicine club at Michigan State University about shelter medicine as a career. In addition, our very own veterinary assistant, Leanne Foley, started her internship through Penn Foster to become a licensed veterinary technician and KCPP's veterinary clinic received credentials as an approved facility for her LVT internship program.

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

Customer Engagement Performance

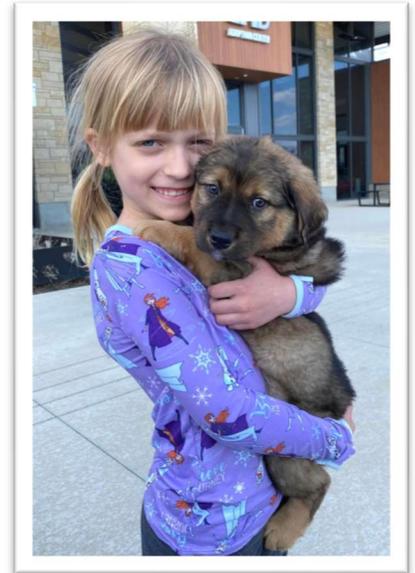
Google Ratings:

- ✓ KC Pet Project at KCCAC: **4.3/5.00** (1,460 Google reviews)
- ✓ KC Pet Project - Zona Rosa Adoption Center: **4.4/5.00** (628 Google reviews)
- ✓ KC Pet Project - Petco Adoption Center: **4.4/5.00** (195 Google reviews)

Colin Sutter, Customer Engagement Coordinator, reported **787** emails were received in March inquiring about fostering a pet or pets in foster homes. An additional **864** emails were received through our Contact email address.

In March we received 74 adoption updates through our Constant Contact email campaigns. Here's what one adopter had to say this month:

"I just recently adopted King Ferdinand and I just wanted to give you guys an update. He is such a good boy, and he is adjusting so well. He is coming out of his shell more and more each day and he has such a goofy personality. For being almost 9 years old he acts just like a puppy. He is the perfect fit for my dad and me. I appreciate all you guys do!"



Pet Support Center – Customer Satisfaction Survey

- ✓ **2023 Rating: 4.72/5.0 stars**
- ✓ Historical rating: 4.67/5.0 stars: *54 surveys submitted in March; 471 submitted since launch in September 2020*

"Absolutely loved the experience here, so friendly and explained everything well above what was expected."

"(Tiger and Derek) These guys were excellent!!! They are an asset to your organization!"

"To surrender my loving dog of over 12 years was one of the most difficult decisions I have ever made. It will take a long time to get over the decision my wife and I made. Angel was caring and understanding and realized how much it hurt me to surrender my dog....I feel you are a very caring organization and strive to meet the needs of pet owners."

- ❖ In March, the Pet Support Center assisted approximately 802 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 **140** animals whose owners originally contacted KCPP to surrender their pet(s); 39 animals were diverted through return-to-field, trap-neuter-return, and safety net programs, and 10 additional animals were returned to grateful owners through subsidized programs after being surrendered to the shelter. **A total of 193 animals stayed with their families last month instead of coming into the shelter (20% increase from last month).**

- ❖ The Pet Support Center staff took in **421** stray/lost animals from members of the public (*a 43% increase from March 2022*).

Pet Support Call Center Performance

March 2023	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Helpline - Main Queue	3,171	1,344	4,515	30%
IN > Helpline - Spanish	43	82	125	66%
IN > Helpline - Lost and Found	950	228	1,178	19%
Helpline INBOUND Performance	4,164	1,654	5,818	28%
OUT < Helpline - Main	1,445	197	1,642	12%
OUT < Helpline – Lost and Found	229	76	305	25%
Helpline OUTBOUND Performance	1,674	273	1,947	14%
Total Performance for March 2023	5,838	1,927	7,765	25%

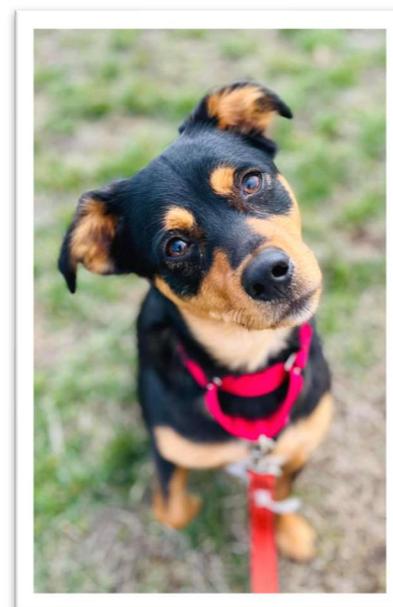
Our Pet Support Center team answered 4,164 live phone calls, completed 1,947 outbound calls, resolved 617 voicemails in March (a 3% increase from last month).

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

1. Housing Issues including cost, loss of home, moving/relocating, eviction, and housing restrictions (163 pets)
2. Personal reasons including changes in lifestyle, or the pet was incompatible with the living arrangements of other people or other animals (162 pets)
3. Health of the owner or health of pet (156 pets)
4. Behavior-related challenges (126 pets)

Pet Support Center Department Updates:

- ❖ Tiger Beauchene, Pet Support Specialist, developed a new customer service approach to increase the feedback received in the Pet Support Center. Tiger’s incredible engagement-focused customer service has resulted in an incredible increase in the feedback received through Community Satisfaction Surveys. ***Thanks to Tiger, the Pet Support Center has seen an incredible 34% increase in community satisfaction surveys submitted each month.*** The surveys are an important tool in gauging the level of support and customer service provided to visitors to the Pet Support Center.
- ❖ Members of the Pet Support Center team participated in an in-person training hosted by Rose Brooks and Synergy Services for KC Pet Project’s newly re-launched ICU (Identify-Connect-Unite) initiative. Team members learned about the co-occurrence of domestic violence and intimate partner abuse and animal abuse. The team was equipped with resources to help them identify people at risk of co-occurrence, how to engage them safely, and how to connect them to resources to help. Amanda Gatten, Director of Community Programs, continues to work with Rose Brooks to develop additional resources for the Pet Support Center team.



Return-to-Home Team

- ❖ The Return-to-Home team received 148 Lost Pet Reports and 59 Found Pet Reports filed online or over the phone by residents last month. They conducted **259** in-depth microchip investigations for stray animals in our care (a 224% increase from last month).
- ❖ 167 (27.6%) of the 606 stray animals brought to the shelter in March were returned to owners, which is 4.2% more than the rate in March 2022. **32.1% of lost dogs were reunited with their families, while only 6.5% of lost cats were reclaimed by their owners.**

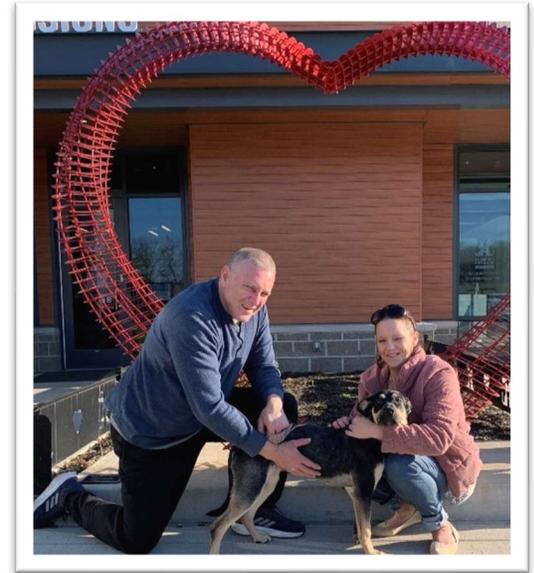
Numbers of lost/impounded pets being returned to their families through our Return-to-Home Team and our Animal Services Officers is up **85% over 2018 totals!**

Return-to-Home – Sadie Mae’s Family Never Gave Up Hope

When Carlos' dog Sadie went missing near the end of 2022, they made it their mission to never stop looking for her. Over the next few months, Carlos frequently came into the shelter any time a dog with a description similar to Sadie's arrived to see if it might be her. There were times when Carlos came in and told our staff that they didn't think the dog they were coming in to see was her, but "they had to be sure."

After many disappointing shelter visits, it would have been easy for Carlos to become discouraged and give up hope. But each time, Carlos would thank our staff for their help, and promise to be back the next time a potential match for Sadie came in. One day near the end of March, the dog they came to check on WAS Sadie Mae! Carlos was so happy; they described the long period without her "like missing a child."

Through our Pet Care Assistance Program, we were able to provide financial assistance to Carlos to make sure Sadie could get back to her loving family. Carlos made sure to tell our staff to make sure our donors know how grateful they are for this program that helped bring their Sadie Mae home.



Rehoming Support Services

In March, our team received **48** requests for our private rehoming services. Eligible pet owners posted **26** owned pets for adoption through our ReHome website. **Our team has received 2,450 requests for ReHome services since October 2021.**

Keep 'Em Together, KC Program Updates

Amanda Gatten, Director of Community Programs, reported **394** families benefitted from our four (4) KETKC Subsidiary Programs in March (a 30% increase from last month):

Pet Care Assistance Program

Pet owner financial assistance totaling **\$2,852.49** for 22 families (23 pets) was awarded in March.

- ✓ 18 Pet Care Assistance Applications were received
- ✓ Healthy Pets KC assistance: \$375.00
- ✓ Pet Medical Assistance granted: \$660.49
- ✓ Shelter Reunification assistance granted: \$1,817.00



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

- ✓ 40 families with 54 pets applied for temporary care assistance in March.
- ✓ 11 new safety net foster applications were received.
- ✓ 1 new family with 1 pet was enrolled in the program.
- ✓ One family with 3 pets is currently enrolled in the Home Away from Home program.
- ✓ 503 applications have been received since the program launched in January of 2021. Since inception, Home Away from Home has provided 4,520 days of enrollment and 7,065 days of temporary care for a total of 85 families with 128 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 March: **\$11,790.00** (a new record high for support)!
- ✓ 111 families with 125 pets benefitted from the Reclaim Fee Forgiveness Program last month.
- ✓ **73.5%** of the animals reclaimed from the shelter in March were reclaimed by owners who were eligible for the Reclaim Fee Forgiveness program – a 50% increase from March 2022.

*Since June 2021, we have subsidized **\$171,202.00** in reclaim fees for **1,660** families with **1,965** pets.*

Pet Resource Assistance Program

Pet foods were shared with eight (8) community pantry partners in the metro, including *the Don Bosco Center, Amethyst Place, Chestnut Avenue Resource Center, City Union Mission, Angel Hearts Rescue, The Rescue Project, KC Food Not Bombs, Pets For Life, and two local community cat caregivers.*

260 families with 600 pets benefitted directly from these resources provided in March:

7,796 lbs. of cat food and treats
17,475 lbs. of dog food and treats
2,775 lbs. of kitty litter
49 collars and 33 leashes
17 individual doses of flea/heartworm medicine
2 kennels/crates, 2 outdoor pet houses, and 4 bales of straw
163 miscellaneous pet care items



Pets For Life Program

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

- ❖ Our Pets for Life team was the recipient of 35,000 pounds of pet care supplies to help us kick-off program launch. Thanks to the generous support of the Humane Society of the United States and Chewy, our team was able to support hundreds of pets with pet food and other necessities.
- ❖ Our Pets for Life and Keep 'Em Together, KC, teams partnered to host a Community Pet Pantry event for Kansas City, Missouri, residents. The event allowed community members to sign-up for curbside pickup of pet care supplies at our Campus. A total of **80** families (260 people) with **308** pets were served at the Pets for Life event. Here's what some of the residents said about the event:

"Shadow is a dog adopted from KC Pet Project. He is my companion and has helped me recover from a kidney transplant. He wakes me up at night when my sugar is very low. Thankful for him."

- ❖ Our Pets for Life team provided more than 1,500 lbs. of dog and cat food, along with cat litter, to our newest (and first) Pets for Life community partner: **City Union Mission**. These supplies allow City Union Mission to directly support pet families in their care network.
- ❖ KC Pet Project officially launched our Pets for Life program at the end of March. Jaime Gomez began grassroots efforts by providing proactive outreach in the Pets for Life focus community, going door-to-door distributing pet care supplies, and talking to community members about their needs and the Pets for Life program.



Our first Pets for Life clients!

News from the Keep 'Em Together, KC Program

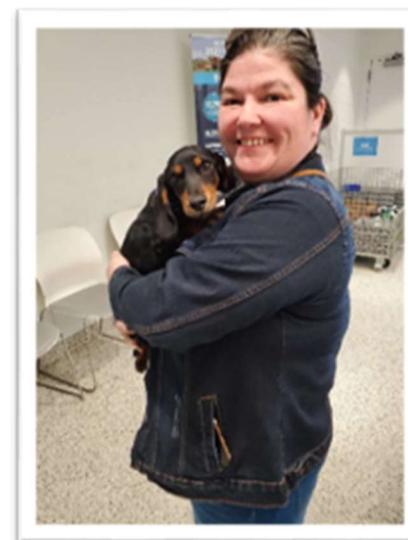
- ❖ Tara McNamara, Keep 'Em Together Case Manager, attended the **My Dog is My Home Co-Sheltering Conference 2023**. Tara was able to learn how other organizations in North America are working to become more trauma informed in providing support and services to pet owners; as well as working to create more opportunities for human service shelters to provide support without a person having to choose between help and their pets. The conference provided opportunities to network with other professionals from different organizations that provide similar safety net programs for their communities.
- ❖ Amanda Gatten, Director of Community Programs, connected with several organizations to discuss **KC Pet Project's Keep 'Em Together, KC, initiative**. The work being done through this initiative to keep pets and people together has gained substantial attention across other U.S. shelters. Amanda met with the SPCA of Erie County (Buffalo, NY) and shared resources and toolkits with many others including Wags & Whiskers (Innsbrook, MO), Homeless Animals Support Network, and Your Humane Society SPCA.
- ❖ Amanda Gatten hosted a live webinar presentation in March, **"Supporting Both Ends of the Leash."** In this national webinar, Amanda shared what a comprehensive, flexible, effective community support program looks like at a HASS pilot shelter, with ideas and tips for other organizations to steal. Amanda was joined by Eliza Torres, Maddie's® Education and Implementation Manager for HASS, and Jamie Case, Director for the ASPCA's Northern Tier Shelter Initiative and former strategist for pets.findhelp.com. Eliza and Jamie discussed how pets.findhelp.com can further an organization's goal of getting more support to the people and pets in their community. More than 470 people registered for this event and more than 170 attended live via Zoom.



Keeping 'Em Together: The Story of Roni

When Roni (right) got sick and his owner did not know where else to turn, they reached out to our Pet Support Center. The owner loved Roni, but simply could not afford veterinary services elsewhere. Our staff was able to work with the owner to provide the much-needed veterinary care to help Roni recover.

During his stay in our vet clinic, Roni quickly became a staff favorite. Roni's owner called daily for updates and told us every day about how much they missed Roni. Roni's owner was eager to get Roni back home and reunited with his older brother Mac. Roni was nothing but wiggles and tail wags when he finally saw his owner and we're so happy we could help reunite them once again.



Canine Behavior & Enrichment Department

- ❖ Dogs assigned to Behavior Team for assessment: 95
- ❖ Pre-adoption behavior consultations conducted: 99
- ❖ Number of dogs introduced to adopters by Behavior Team: 18

An average of 136 shelter dogs participated daily in canine playgroups in March.

Behavior follow-up support for adopters: 99 post-adoption follow up emails were sent, 20 phone consultations performed, 43 behavior support email correspondences, and the team is currently assisting 5 individuals with behavior help for their dogs.

In the month of March, Marissa Cox, Behavior and Enrichment Manager completed the Maddie's Fund course for Canine Pathway Planning. Marissa's knowledge will help us streamline behavior intervention protocols before their length of stay increases.

Canine Operations

Our Canine Care team cared for an average of **231** dogs every day at the KC Campus for Animal Care in March. Topics covered at their monthly team meeting included compassion fatigue, signs of kennel stress in dogs, and the Department of Agriculture inspection results. Our state inspection took place on March 28th and the Canine Care department's hard work training and going through mock inspections paid off. Despite having more dogs in our shelter than ever before during an inspection, the Canine Care team had no violations noted by the State Inspector or the State Veterinarian.

Canine Foster Care Program

Tabitha Urban, Director of Canine Operations, reported 120 dogs (29% of the dogs in our care) were in foster homes at the end of March. During the month, **291** dogs/puppies were sent to foster homes – including 50 puppies under 8 weeks old and nursing moms with 23 puppies!

- ✓ Volunteers took a record 137 dogs on a Dog's Day Out last month (including Oona pictured here)!
- ✓ We welcomed 14 new dog foster families in March.
- ✓ We had 78 dogs/puppies adopted directly from foster homes.

In March, the Canine Foster department launched the new **Canine Foster Handbook**, a comprehensive informational guide for our canine foster families, as well as revisions to our Canine Foster Sign-Up and Canine Foster Care Contract.



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

Chelsae Rohrback, Rescue and Transport Coordinator reported 26 dogs, 3 cats, and 1 pig were transferred out to other organizations in March.

Organizations we transferred animals to:

Critter House KC, Great Plains SPCA, Kansas City Pig Rescue Network, Liberty Animal Shelter, Mid America Boston Terrier Rescue, Missouri Pit Bull Rescue, Pawportunities, Pawsitive Tails, Paws-N-Claws Iowa, Unleashed, Wayside Waifs, and Whispering Willows Senior Dog Sanctuary.

Small animal program:

We processed **10** small animal adoptions – 5 rabbits, 4 guinea pigs, and 1 Bearded Dragon.

Transportation Program:

Our Transportation Program is critical in creating lifesaving space daily at our main campus location by identifying dogs and puppies to move from our main Campus to our offsite adoption centers - as well as gathering the required paperwork and health certificates to accompany them offsite and across state lines. Most of these transports are facilitated by our Transportation Specialist Gavin Reifert and Facilities Assistant Marshall Standley.

In March, Chelsea completed the Maddie's Fund 4-week course *Transport: Forming Equitable Partnerships* led by Claire Callison with American Pets Alive! The course focused on providing tools for both source and destination shelters to help shelters expand their transport programs, identify new rescue partners, and increase lifesaving outcomes with a "local-first" approach.

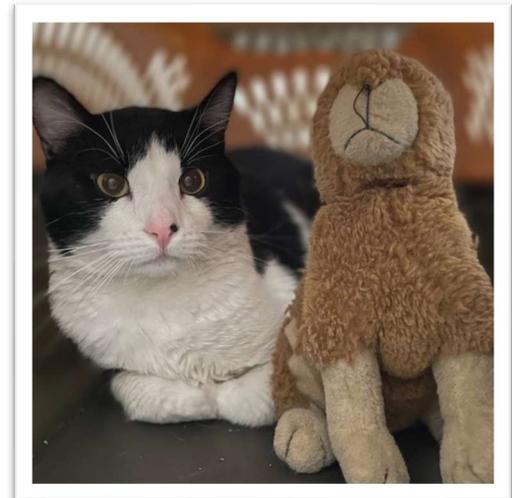


Petco Cat Habitats | Whiskers Cat Café | Feline Lifesaving Transfer Program

Jess Long, our new Feline Lifesaving Transfer Manager, reported we **transferred in 155 cats in need** from other regional shelters/agencies including Joplin Humane Society, Best Friends of NW Arkansas, Big Sky Ranch in Louisiana, Kansas Humane Society, Leavenworth Animal Shelter, Austin Pets Alive!, Sand Sprints Animal Welfare, and East Newton Animal Coalition, as well as local partners like Liberty Animal Shelter, Cats Pawjamas Rescue, and Livingston County Humane Society, and Humane Society of Greater Kansas City.

- ✓ In March, we processed **189** cat adoptions from Petco Cat Habitats and **23** cat adoptions from Whiskers Cat Café. Our Liberty Petco store had the highest number of adoptions last month with 20 cat adoptions in March, and the new Petco store at 135th and Lamar in Overland Park, KS had 18 adoptions.

Baby (right) was surrendered by his family to a shelter in another city and was transferred to KC Pet Project through our Feline Lifesaving Transfer Program. Baby made the long trip to Kansas City with his emotional support bunny by his side and we made sure Baby was able to keep his emotional support bunny when he went to Whiskers Cat Café in hopes of finding a new, patient family that would provide him a calm, quiet home. Whisker's Cat Café shared Baby's story on their social media pages and a new family immediately reached out willing to give both Baby and his bunny the loving home they deserved.



Feline Foster Care Program

Feline Foster Program Coordinator, Leslie Bauer, reported our first "bottle babies" arrived in March. We sent 29 kittens and 4 adult cats to foster homes throughout the month. At the end of March, only 41 cats/kittens (24%) were still in foster homes.

Pictured (left) are our first bottle babies of the year - four tiny kittens that arrived without a mother and went straight into a foster home. As the weather warms, we expect to see many, many more babies coming in

and we have lots of eager foster homes ready and waiting! In March, we shared with our fosters a new training video on Kitten Socialization created by our Director of Feline Operations, Jennifer Dreisewerd. We look forward to creating even more learning opportunities for our foster homes in the coming months.

Feline Operations

Jennifer Dreisewerd, Director of Feline Operations, reported we took in **435** cats/kittens in March and found new homes for **324** cats/kittens, which is a slight decrease from last year at this time. Stray cats being brought in by the public increased 32% over last March, but the total intake for cats last month was down 19% over last year at this time.

TNR for Community Cats: Six (6) members of the cat team completed TNR (trap, neuter, release) certifications, which included safe trapping practices, tips on community engagement, and how to safely house cats for post-surgery recovery before release. Our staff are excited to begin trapping in targeted areas in April to get more outdoor cats neutered, vaccinated, and microchipped. We will be data mapping where stray cats and kittens are found so we can get an accurate picture of which city council districts are the most populated by community cats in need of services. By doing this, we can efficiently focus our resources on those areas with the greatest need to control the overpopulation of cats and increase the overall health of Kansas City's community cats.



AMY (left) was brought in as a stray in December 2022. We immediately noted excessive thirst and excessive urination and discovered Amy was diabetic. Once she was stabilized on insulin, Amy went up for adoption and quickly became our “office manager” of cat adoptions. She roamed free every day and was a favorite among staff, volunteers, and guests! She finally found her perfect new family on March 11, 2023. Pictured here is her new sister! Her new mom is also diabetic and knows exactly how to care for Amy in her home.

BABS: Aunt Babs (right) was a declawed 15-year-old kitty who came to KCPP January 28th as a stray. She was extremely unhappy (and vocal about her displeasure) when confined in a carrier but was quickly placated once she was given more space in a kennel. She quickly began showing signs of oral pain and was scheduled for a dental once her bloodwork showed that she was healthy enough for sedation.

After her dental, she recovered quickly in a foster home and came back to the shelter for adoption. She found her perfect home on March 16th to spend the rest of her senior years in comfort!



MIRA: Mira (left) came in on February 22nd after her previous owner could not afford to take care of her any longer and told us that Mira had chronic breathing issues that had been unresolved with medication. Our veterinarians began evaluating her and on March 7th, Dr. Spangler removed a large *nasopharyngeal polyp* (a benign growth from the inner ear to the back of the throat). After a brief recovery, Mira was medically cleared and was adopted by a new family on March 26th!

Submitted by,

T Johnson

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