

# KC PET PROJECT

## Impact Report for May 2022 Activities

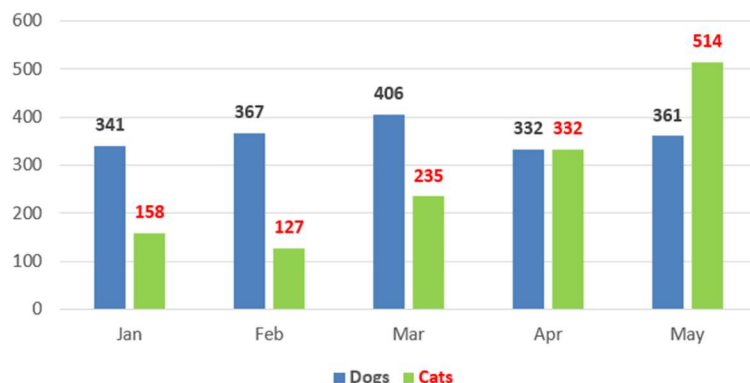
### Sheltering Statistics Year-to-Date:

Dogs & Cats as of Jan – May 2022	2022	2021	Difference
Adoptions	3,616	3,372	244 more
Total Intake	5,619	5,199	420 more
Returned to Owners	793	628	165 more
Live Release Rate	96.8%	96.8%	No change
Owner Relinquished Pets	1,309	1,471	162 fewer
Stray animals brought in by public	1,756	1,399	357 more
Animals transferred IN	927	774	153 more
Spay/Neuter Surgeries Performed	2,640	2,521	119 more
Average Length of Stay for Dogs	17.3 days	15.1 days	2.2 days longer
Average Length of Stay for Cats	17.5 days	19.1 days	1.6 days fewer

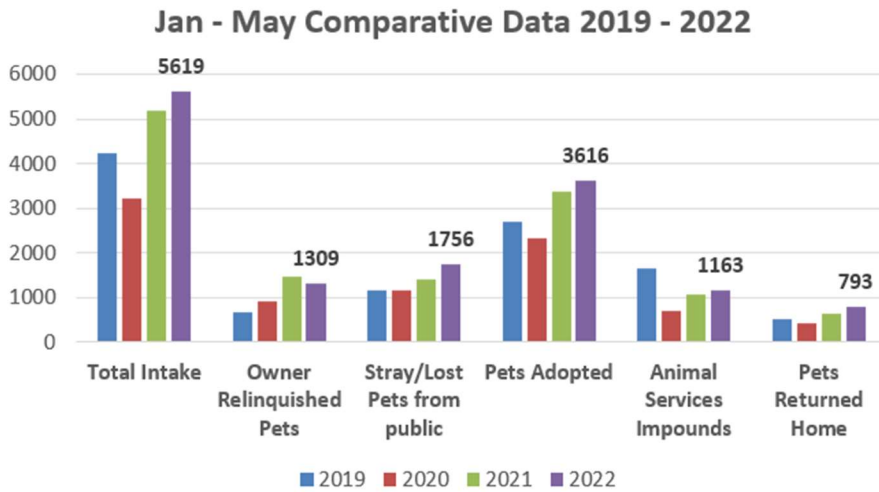
### May 2022 - Animals In & Animals Out

- ❖ We received or provided care for **1,350** new dogs and cats that arrived in May (621 dogs, 729 cats). We also received 1 chicken, 1 cockatiel, 1 duck, 3 guinea pigs, 3 rabbits, and 1 ball python.
- ❖ Our veterinary team performed **636** spay/neuter and specialty surgeries in May and provided emergency medical care to **79** seriously injured animals that arrived (stab wounds, emaciated, fractured limbs, hit by vehicles, embedded collars, chemical burns, overheated, seizures, etc.). Doctors performed **664** examinations on pets in/arriving at our shelter.
- ❖ Due to the sustained demand for cats/kittens to adopt, our feline transfer program was able to save 161 cats and kittens in May at risk of euthanasia from other overcrowded shelters in and around our region. The number of cats/kittens transferred to KCPP has increased **41%** over last year at this time. We provided services for 71 owned pets from our community in May through community cat spay/neuter clinics and our crisis boarding program.
- ❖ At the end of May, 114 of our dogs/puppies (32%) and 372 of the cats/kittens (**73%**) were in foster homes. You can see from the chart (right) that kitten season is in full swing, with a large spike in the number of cats/kittens at month-end.
- ❖ Pet adoptions were down slightly in May for both dogs and cats, with **725** pets being adopted last month (319 dogs, 391 cats, and 15 other pets).

Inventory of Dogs/Cats at Month-End 2022



- ❖ We achieved an incredible **95.8%** save rate in May (95.3% dogs, 96.3% cats) and our Year-to-Date save rate for 2022 is still an impressive **96.8%**, despite taking in the highest number of animals in our city’s history.



*Pet adoptions slowed, but continued to increase. We are seeing the highest number of pets being adopted from KCPP in Kansas City’s history.*

A review of 4-year trendlines of key data reveals KCPP is continuing to take in and care for more animals in need than ever before. The number of pets being surrendered by owners has fallen slightly in 2022, but the number of lost/stray pets being brought to the shelter by the public continues to rise.

### Animal Services Division Update

- ❖ Officers responded to **1,406** calls for service in May 2022, a 10% increase in calls from last month.
- ❖ Our Animal Services dispatch team received **3,232** phone calls from residents (a 11.45% increase from April), and made 1,303 additional calls to residents in April.
- ❖ Officers issued 47 verbal warnings for violations and issued 8 official Notice to Correct Violation warning tickets to residents. Twenty-two (22) citations were entered into the Thin Blue Line (TBL) system for review and approval by the City Prosecutor. There are 33 open Potentially Dangerous or Dangerous Dog cases in various stages of investigation.

### Total Calls by Type Responded to in May 2022

Call Type:	May '22	April '22
Enforcement	49	60
Cruelty Investigations/Neglect	241	226
Other Services (PD/Fire/MAST)	164	149
Stray Animals/Animals at Large	670	634
Wildlife	141	110
Bite – Non-Domestic Animals (bats, etc.)	15	8
Bite – Domestic (dogs/cats)	126	85

**118 stray related calls were for public safety concerns such as reports of aggressive dogs or animals in the roadway.**

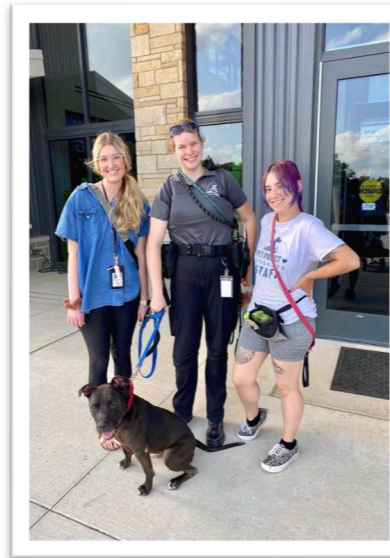
### Call Results for May 2022

Results for Calls with Animals:	May '22	April '22	% Change
Animals Impounded by Officers	254	245	15% decrease
Wildlife Relocated/Transferred Out	52	57	8% decrease
Animals Returned Home by Officers	39	53	26% decrease
Percentage Returned Home w/o Impound	18%	24%	6% decrease

Nearly **one in every four (4) animals** that could be returned in the field were reunited with their owners by officers, rather than impounding them at the shelter.

## Stories From the Field

**Zoran** the dog (right) was abandoned in the backyard of a home for weeks after his family moved away, chained with a very heavy chain and padlock around his neck. He was extremely emaciated, and his paw pads were injured and bleeding. He was very scared and in a lot of pain when Animal Services Officer McGehee rescued him. Although he was in a safe place at our shelter, Zoran had a hard time dealing with the stressful life in a kennel. Anytime Officer McGehee had a chance, she would take Zoran into the Animal Services administrative area for a quiet place to sleep and get some attention from the staff. His personality really began to blossom. Other Canine Care staff members cared for and walked Zoran daily, making sure he got regular breaks from his kennel with Dog Day Outs - day trips away from the shelter for a trail walk or just a nap on a couch. Zoran quickly learned lots of tricks too, which worked his mind and managed his stress.



A woman arrived at our shelter several weeks later stating she “just wanted to help a dog in need.” A Canine Care staff member and our Foster Program Coordinator put their heads together and immediately thought of Zoran. Officer McGehee was there when Zoran hopped in the car with his new foster mom, and our KC Pet Project “village” is proud to have all worked together to help this once abandoned dog get a second chance at a loving home.

## Animal Services Media Coverage/Community Engagement

- ❖ Tori Fugate, Chief Communications Officer, launched our new **Animal Services Division FAQs** section on our website. It can be found under the Services menu and includes a comprehensive list of the most-asked questions our ASD team receives.
- ❖ We created new **Signed Complaint Forms** and **Barking Dog Complaint Forms** that residents can now access online and submit electronically.
- ❖ We did an interview with KSHB 41 on the impact of the housing crisis and how it is affecting families with pets. The story was shared in dozens of other markets across the country.
- ❖ We shared a post on our social media channels in May on how to keep pets safe in warmer weather. It was shared by the City of Kansas City’s social media channels as well as news media outlets.
- ❖ Fox 4 did a feature story on KC Pet Project staff member Katie Grissum and how she’s using her TikTok account to help pets find homes and telling the story of KCPP’s work, including our Animal Services Division.
- ❖ We had a total of 170 media stories and news mentions during the month of May. Estimated media reach for the month for animal services and sheltering stories was an incredible **455,875,175 million** people!

## Other Animal Services Division News

On May 23<sup>rd</sup> we launched our second **Animal Services Officer Academy** class with three new cadets - Beau Nelson, Bethany Collins, and Amy Martinez. They will spend 3 weeks in classroom training at KCPP learning city ordinances, safe animal handling/capture, wildlife mitigation strategies, enforcement and the law, conducting investigations, report writing, de-escalation training, safe driver training, as well as becoming FEMA and NACA certified – all before hitting the road learning from other Animal Services Officers in the field.



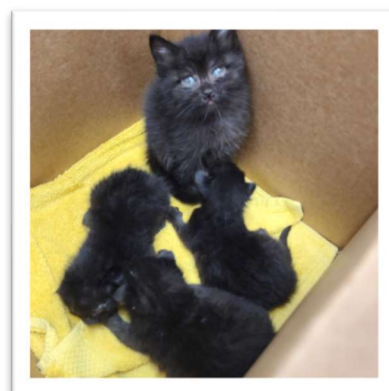
## Animal Cruelty/Neglect/Abuse Cases Under Investigation

In May, the Cruelty Investigation Team closed 186 animal cruelty case activities for our community, including 17 reports of animal abandonment, 51 reports of animal abuse, 116 reports of neglect, and 2 reports of dogfighting.

## Marketing/PR/Communications/Community Engagement

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

- ❖ Our annual **Caturday in the Crossroads** event was a huge success and this year's Disco theme was so much for all the attendees (right). Two morning live shots with TV stations promoted the event, and two news stations came to the event to cover it. We had 417 registered attendees - a 61% increase from 2021.
- ❖ We held a Mother's Day adoption special from May 6<sup>th</sup> – 8<sup>th</sup> and 84 pets were adopted during the event.
- ❖ We partnered with Best Friends Animal Society for their national adoption weekend May 20<sup>th</sup> – 22<sup>nd</sup> and 90 pets were adopted during the 3-day event.
- ❖ The KC Current chose KC Pet Project to be the first shelter to participate in their *Mascot of the Match*, featuring a shelter pet prior to every match. Two dogs were featured in the team's first and second matches and both were adopted.
- ❖ We held our annual Memorial Day Adoption Special and found homes for 179 pets. We had 53 media mentions for the special over the course of the four-day event.
- ❖ Following the Memorial Day special, we sent out a coupon to everyone who visited the campus during the special inviting them to come adopt at a discounted fee until June 16<sup>th</sup>. The email included a coupon for our coffee shop and retail store.
- ❖ We had a story featured in The Huffington Post about "the World's Most Responsible Kitten" who was found reportedly caring for three other tiny baby kittens (right).
- ❖ We hosted staff from Stray Rescue of St. Louis for a tour of the Campus. We discussed design ideas and best practices when building a new shelter.
- ❖ Last month we told the story on Tik Tok of Vivian, a dog who came in with pyometra. She wouldn't have survived without a lifesaving surgery performed by our veterinary team. Her videos on TikTok receive more than 1 million views and she was adopted by a great family in May.
- ❖ Tori was a featured speaker at the Volunteer Management Institute with Nonprofit Connect on the topic of how to communicate with volunteers.
- ❖ Tori was the featured guest on the Best Friends Animal Society national podcast on **Marketing During A Crisis Situation**.
- ❖ We did an interview on the topic of rising housing costs and how it is resulting in more people having to surrender their pets. It was shared in more than 30 markets across the country.



Website Statistics	Social Statistics
Users – 80,112	We passed 88,000 followers on Instagram.
New Users -- 73,235	We are at 140,000 likes on Facebook.
Sessions – 134.324	We have 1.2 million TikTok followers
Page Views – 660,849	

***Estimated media reach for the month for animal services and sheltering stories was 455,875,175 million people!***

Most of our website statistics were down 24% compared to April following the huge influx of media hits in April about our space crisis. We had a total of 170 media stories and mentions during the month of May.

### Community Education/Partnerships/School Visits

- ❖ Alex Ayala visited Linden West Elementary School to speak with several classes of 2nd grade students who were working on writing a letter in the voice of a shelter animal to convince a potential adopter to adopt them. They asked questions about what a day looks like for shelter animals and how they would love to be in a home. Letters were delivered by the teacher when they were completed.
- ❖ Alex and Emily Strayhall, our HR Coordinator, attended a career fair with North Kansas City School District’s Partner School, Nashua Elementary. They spoke about KC Pet Project, told the students about careers you wouldn’t normally think of in a shelter, and what kind of experience or education each position requires (photo right).

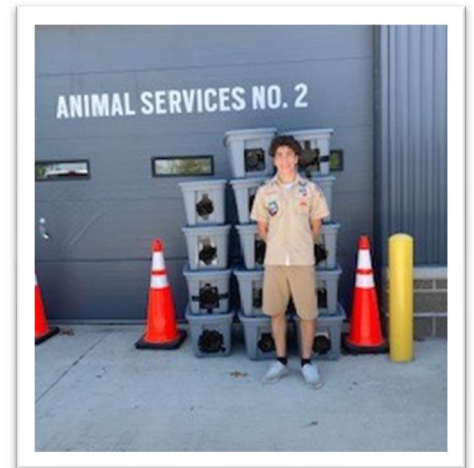


- ❖ During the Month of May, Alex and our intern BreOnna McBride scheduled and hosted **78** students at the Campus for the Youth Enrichment Program. These students came to learn about KC Pet Project, how we help our community, and the importance of enrichment treats for animals in kennels. These groups supply all items needed to make enrichment treats and then make the treats during their visit. Additional groups in May included five (5) VIP birthday parties, a group of 30 moms and daughters for a Mother’s Day volunteering event, and a meeting of the organization *100+ Women Who Care*.
- ❖ Alex visited the assisted living and memory care areas of the Palmer Center in Independence, MO, with two of our volunteer kitten fosters and their litters of kittens. Allowing residents to interact with these kittens helps to decrease anxiety, increase social interactions, and aids in working verbal memory, reducing depression, and improves physical fitness and cardiovascular health. The kittens also benefitted from the socialization time.
- ❖ This month we said goodbye and a huge thank you to our 5 Southland CAPS Interns. These young people were at our campus to not only help with the day to day needs of the shelter, but also to learn important job skills. By hosting



high school interns in our facility, we are making a difference in the lives of young people by supporting social emotional learning through caring about homeless animals and our community.

- ❖ Alex has been working on a new Educational Program we're calling "Tales for Tails". This program is designed to help students learn about how to care for cats and understand their language through different body postures. The students work through hands-on activities and then spend time in the Cat District reading to cats and documenting their behavior before, during, and after the reading session. A Scout Troop piloted this program in May (right) and Alex is planning to start offering this program to other groups this summer.
- ❖ We work with many Eagle Scout candidates during the year. These candidates submit a business plan to their benefactor and then complete their project. A page on the KCPD website has been created for Scouts of all ages to find projects for items that we use at the shelter every day. In May, an Eagle Scout helped us provide shelters for community cats by building 15 community cat houses (right).
- ❖ Alex met with Kansas City School Board member Manny Abarca Jr. Mr. Abarca visited the Campus as a candidate for Jackson County Legislator. He identified ways for us to connect with the KC Public School District, and connected us with the Assistant Superintendent of Equity, Inclusion, and Innovation. Alex is working closely with this team to develop a plan for Interns from the Kansas City MO Public School District starting this fall.
- ❖ Alex is working with the Kansas City Public Schools Foundation to partner and offer services to the parents and students of the district at their "Summer Fest" Back-to-School event later this summer.



## Volunteer Program Updates

In May, 521 volunteers gave 3,621.32 hours of services, the equivalent of 21 full-time employees.

- ✓ Total value of volunteer hours in May \$103,352.32
- ✓ New volunteer shelter tours conducted: 15
- ✓ Number of individuals who attended a shelter tour: 110 (a 20% increase from May 2021).
- ✓ Total new volunteer hours given: 87.17 hrs. (46 volunteers)
- ✓ Number of Volunteers Who Completed Trainings in May: 119 (including in-person mentoring sessions totaling 74.56 hours for 46 volunteers)

**Groups that volunteered in May** gave 138 hours of service with 65 people (a 49% decrease from last month's total of 270 hours). Businesses and groups that gave service in May included: Club Management Association of America, Skyview Target, SAP Corporation, Rockhurst APO Service Fraternity, True Media Services, Easterseals Midwest, Lockton, and New Frontiers.

### Service Group Visit Satisfaction Rating:

- ✓ **2022 Rating: 4.777/5.0 stars**
- ✓ May Rating: 4.6/5.0; 5 surveys submitted in May; 9 surveys submitted since launch in April 2022

*"This was a great experience! Thank you so much for supporting our group!"*



*"We had such a great time! It was so cool to see how the shelter gave the dogs treats like the Nyla bones and Kong's every night!"*

*"Really well done! Natalie was so bubbly and kind and gave a great tour for us. All the people we interacted with were very helpful and welcoming too. Can't wait to come back soon!"*

*"The guides were very friendly from start to end! They made everything easy to understand and made sure our visit was very welcoming!"*

*"I'm recommending volunteering at the KC Pet Project for my friends and family." "I look forward to volunteering."*

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*"All the volunteers and staff at KC Pet Project Zona Rosa are wonderful, knowledgeable, and friendly! Sarah Simmons was an awesome green level mentor. Any questions I had she answered. I have already signed up for my next volunteer shift! I am so excited! I love KC Pet Project! But the - Zona Rosa campus is my favorite! It is close to home and everyone there is so nice, and you can tell loves animals."*

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## Volunteer Recruitment and Retention

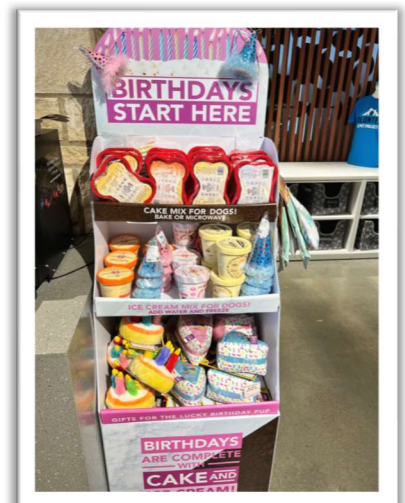
- ✓ Total active volunteers: **1,841** - including 112 newly active volunteers.
- ✓ We received a total of 149 new volunteer signups in May, with 37 people wanting to volunteer specifically for our Petco Cat Habitat program.

## News from the Volunteer Department

- ❖ Amanda Gatten (Director of Community Programs) and Heather Sandor (Volunteer Program Manager) began re-designing the volunteer website with the goal of making the process easier for individuals to get started. The new website will include information on Junior Volunteers, Petco Habitat Program, group/corporate visits, court-ordered community service, volunteer opportunities, and episodic volunteering. We've added the "what" and "why" behind volunteering and have included the impact volunteers have on the organization and the difference they can make by joining our team. The website will also include updated volunteer requirements/qualifications, volunteer benefits/perks, volunteer application, and a FAQ section.
- ❖ **Court-Ordered Community Service:** The Volunteer Department is relaunching our Court Ordered Community Service Program. The program, which has been on hold since last July, has been revamped with a new handbook, uniform, and set of policies and procedures. Volunteers will be able to apply through our website in the coming weeks to join the program and serve their court-ordered hours at our KC Campus for Animal Care. Community Service Volunteers will assist the canine care team in cleaning kennels, canine enrichment, dishes & laundry, as well as other sanitation tasks around the shelter. Volunteer Engagement Specialist Natalie Nepper will lead the program.
- ❖ **Summer Volunteer Program Interns:** We welcomed two interns for the summer - Aisling Catley-Goggin and Sydney Brooks! They will learn daily operations and begin assisting the department with volunteer onboarding and data management, as well as hosting new shelter tours and group visits.

## Retail Sales & Roasterie Café

Manager of Retail Operations, Bria Sweany, reported higher sales in our Roasterie Café in May, especially in the category of sandwiches and our Drink of the Month. Our retail sales are feeling the strain of rising prices and we are working to find good partners that offer affordable prices. We are carrying seasonal items, such as calming treats for the Fourth of July and water bottles for dogs for outdoor enthusiasts. We began carrying pet birthday party items, including cake baking kits which have been very popular, and more locally made items.



## Surgeries & Medical Procedures Performed in May 2022

Spay/Neuter Surgeries		AC Injured/Emergencies		Public Injured/Emergencies	
CC RTF - Cat Neuter	25	Cats brought by AC	15	Cats brought by Public	9
CC RTF - Cat Spay	44	Dogs brought by AC	33	Dogs brought by Public	22
RTO - Cat Neuter	1	<b>Total</b>	<b>48</b>	<b>Total</b>	<b>31</b>
RTO - Cat Spay	0	Emaciated	3	Injured Limbs	3
RTO - Dog Neuter	28	Wounds	4	Eye Injuries	6
RTO - Dog Spay	11	Injured Limb	6	Wounds	3
Shelter - Cat Neuter	89	Pregnant	1	Upper Respiratory Infections	1
Shelter - Cat Spay	100	Hit By Car	4	Emaciated	8
Shelter - Dog Neuter	149	Stab Wounds	1	Died After Arrival	2
Shelter - Dog Spay	132	Embedded collar	1	Dermatitis	3
Rabbit Neuter	0	Chemical Burns	1	Matted Fur	3
Rabbit Spay	0	Overheated	1	Diarrhea	2
<b>Total Spays/Neuters</b>	<b>579</b>	Embedded Harness	1		
		Tremors	1	<b>Wellness Exams</b>	
<b>Specialty Surgeries</b>		Incontinent	1	Cats	132
Amputation - Limb	7	Died After Arrival	4	Dogs	237
Dental	21	Mouth Injuries	1	Other	0
Entropion	2	Bulging Eyes	1	<b>Total Wellness Exams</b>	<b>369</b>
Eye Enucleation	8	Dermatitis	2		
Exploratory Surgery	1	Geriatric	1	<b>Vet Clinic Appointments</b>	
Feeding Tube Placement	1	Entropion	2	Drop-off	21
FHO	2	Prolapse Anus	1	Foster Pets	50
Mass Removal	6	Congestive Heart Failure	1	HW Injections	89
Third Eyelid Removal	1	Matted	1	KCPP 300	23
Wound Repair	6	Seizures	2	ORE	7
Enucleation Repair	1	Laterally Recumbent	1	Other	5
Bilateral Pinnectomy	1	Head Trauma	2	Post Adoption	10
		Stomatitis	3	Rechecks	12
		Hepatic Lipidosis	1	Sick Pet	0
<b>Total Specialities</b>	<b>57</b>	<b>Total Emergencies</b>	<b>48</b>	Home Away From Home	8
				Staff Pet	2
<b>Administrative Services Provided</b>		<b>Parvo Virus</b>		<b>Total Appointments</b>	<b>227</b>
Phone Calls	294	Canines in Parvo Ward	16		
Foster Concerns	163	Canines treated in Foster	0	<b>Heartworm Exams</b>	
Emails	275	Canines treated Outpatient	0	HW Consults	25
<b>Total</b>	<b>732</b>	<b>Total canines treated</b>	<b>16</b>	HW Injections given	43
		Deceased	6	<b>Total Heartworm Dogs</b>	<b>68</b>
		Save rate for parvo	63%		

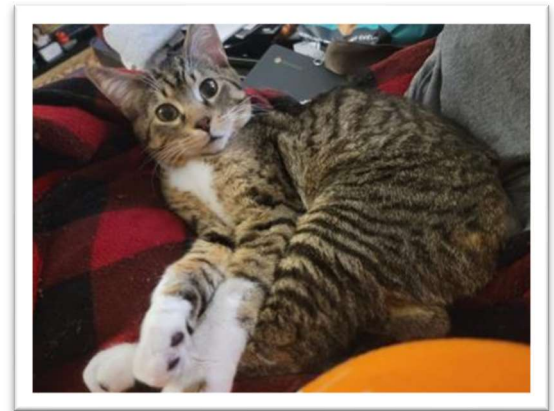
## News from the KCPP Veterinary Clinic

- ❖ Our veterinary team performed **636** spay/neuter and specialty surgeries in May and provided emergency medical care to **79** seriously injured animals that arrived (stab wounds, emaciated, fractured limbs, hit by vehicles, embedded collars, chemical burns, overheated, seizures, etc.). Doctors performed **664** examinations on pets in/arriving at our shelter. Our surgery schedule is picking up and our doctors are routinely doing 35 or more surgeries a day. We are fully staffed in our clinic now and we are well equipped to handle the summer increase.
- ❖ Dr. Spangler performed a **Bilateral Pinnectomy** on a cat named Cauliflower. This is the surgical removal of both triangle shaped parts of the ear—the “ear flaps,” or pinnae due to cancerous or diseased tissue. Cauliflower had a condition called “cauliflower ear” in which the pinnae are damaged from repeated infections or trauma and grow



into a folded position instead of the ears standing upright. This allows yeast and bacteria to remain trapped in the ear canals and that results in persistent infection, inflammation, itchiness, and pain. Now that the pinnae have been removed, Cauliflower will have a more comfortable life. Cauliflower has since been adopted and is doing well in his new home.

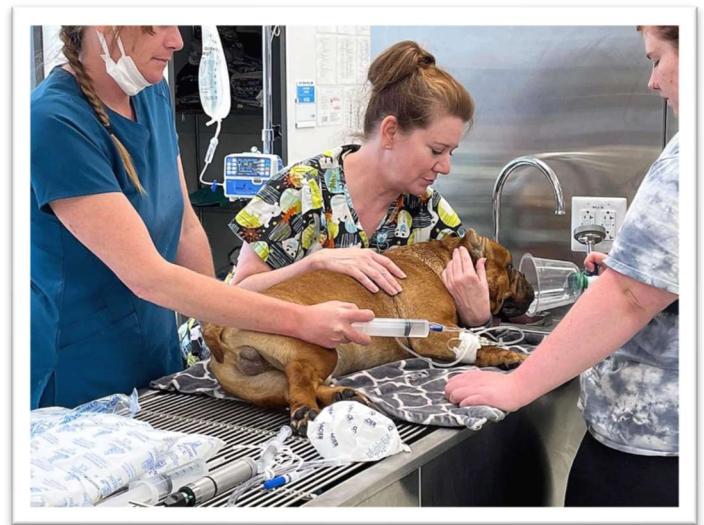
❖ **Gabe** the cat (right) arrived as a stray. He had blood in his urine, and he was incontinent. Doctors diagnosed a fracture of his tail close to his body had caused damage to the nerves that run to his bowel and bladder. Gabe required a lot of daily care, but he was such a sweet kitty and a cooperative patient. The only way to know whether he would recover from his nerve damage was to give him time to heal and to wait and see. Slowly, Gabe regained control of his bodily functions and is now doing well in his adoptive home.



❖ **China** the dog was brought in by Animal Services after she had been hit by a car. She was unable to walk and wouldn't eat. Our clinic staff spent weeks trying different foods for her, using intravenous fluid therapy to keep her hydrated, and using a sling to help her walk. After a variety of choices, we found a food China would eat and she began to regain strength and finally started taking a few wobbly steps on her own! Not only were we able to save her life, but we were able to reunite her with her family who had been missing her for more than 2 years!

❖ **Bear** the dog was brought in by his owner in need of help after Bear jumped out of their moving vehicle, and due to a terrible accident, was dragged 4 blocks. Doctors rushed Bear into our clinic to assess his wounds. He had severe road rash on all his legs and abdomen. Bear required intensive hospital care, including daily wound care and bandage changes. Initially, Bear had to be sedated for every bandage change because he was so painful, but eventually we were able to take it slow and change his bandages while he was awake. Bear's wounds finally healed enough to allow him to go home and, after nearly a month in our clinic hospital, we were able to reunite him with his family who missed him very much.

❖ A gentleman ran through our front lobby doors late one afternoon in May carrying his unconscious, overheated English bulldog that a family member had left outside too long in the heat while he was at work. He was panicked and the dog was in a medical emergency. Our entire medical team jumped into action like they had practiced it hundreds of times. Within a matter of seconds, this dog had all hands available working to save his life (right). **Fatz** the dog slowly began to recover and was able to go home with his very grateful owner. Fatz's owner recently brought him by for a visit to show our staff how well he was doing and to say thank you again for saving his life. We don't all get to see the miracles that occur every day in our vet clinic, but Kansas City is truly fortunate to have these incredible, lifesaving superheroes at KCPP.



## 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 (1,370 Google reviews)
- ✓ KC Pet Project - Zona Rosa Adoption Center: 4.4/5.00 (552 Google reviews)
- ✓ KC Pet Project - Petco Adoption Center: 4.4/5.00 (174 Google reviews)

Colin Sutter, Customer Engagement Coordinator, reported **744** emails were received in May inquiring about fostering a pet or pets in foster homes. An additional **807** emails were received through our Contact email address, mostly regarding pets available to adopt or the adoption process.

*“Adopted two kittens last Sunday! KC Pet Project made the adoption process easy while also showing considerable care that their animals end up at good homes! My one little kitten had an upset stomach but Kim in their vet care center helped make sure I had the tool, medication, and correct diet. Now he’s doing great! 😊 I will always recommend adopting but especially through KCPP!”*

*“I recently adopted a dog, and I had a fabulous experience! The lady that showed me dogs was so patient, answering a million questions and trying to find the best fit for me. Once we saw over 10 dogs, I fell in love with Aoki! Every single staff member from the man who greeted me, to the veterinarian who helped me after the adoption, was SO kind and patient. The animals are happy and clean and you can tell it’s a place with passion!”*

### Pet Support Center - Customer Satisfaction Survey

**2022 Rating: 4.292/5.0 stars**

(Historical rating: 4.73/5.0 stars: 4 surveys submitted in May, 156 submitted since launch in September 2020)

*“Very respectful!”  
“You guys did such a great job. Thank you so much!”*

### Pet Support Center Performance

May 2022	Answered	Unanswered	Total Calls	Abandoned Rate %
<b>IN &gt; Helpline - Main Queue</b>	4078	831	4909	17%
<b>IN &gt; Helpline - Spanish</b>	25	104	129	81%
<b>IN &gt; Helpline - Lost and Found</b>	1215	185	1400	13%
<b>Helpline INBOUND Performance</b>	<b>5318</b>	<b>1120</b>	<b>6438</b>	<b>17%</b>
<b>OUT &lt; Helpline - Main</b>	1259	182	1441	13%
<b>OUT &lt; Helpline – Lost and Found</b>	226	58	284	20%
<b>Helpline OUTBOUND Performance</b>	<b>1485</b>	<b>240</b>	<b>1725</b>	<b>14%</b>
<b>Total Performance for May 2022</b>	<b>6803</b>	<b>1360</b>	<b>8163</b>	<b>17%</b>

❖ In May, the Pet Support Center team assisted approximately **678** 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 team kept families together for 152 animals whose owners originally contacted KCPP to surrender their pet(s); 50 animals were diverted through return-to-field, trap-neuter-return, and safety net programs, and 11 additional animals were returned to grateful owners through subsidized return-to-home programs after being surrendered to the shelter. A total of **213** animals stayed with their families last month instead of coming into the shelter.

***Our Pet Support Center team answered 5,318 live phone calls, completed 1,725 outbound calls, resolved 350 voicemails, and completed a total of 8,119 interactions with residents in our community in May.***

***Our Pet Support Center team received 518 requests in May from residents to surrender pets to the shelter.***

- ❖ The **top 3 reasons for surrendering a pet** currently in 2022 are: 1) Health of the animal or health of the owner/family; 2) Lack of resources and the inability to afford pet-related care; and 3) Personal reasons including changes in lifestyle, or the pet was incompatible with the living arrangements of other people or other animals.

Housing-related issues for owners are currently the fourth largest reason for relinquishments. Reasons include unable to afford housing, *loss of home, moving/relocating, and restrictions on breeds/sizes of pets allowed.*

### **Return To Home Team**

- ❖ The Return-to-Home team received 162 Lost Pet Reports and 43 Found Pet Reports filed online or over the phone by residents last month. They conducted a total of 74 in-depth microchip investigations for stray animals in our care and completed **201** ownership investigations. We cross-posted **219** 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 98.08 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.
- ❖ **Lost and Found Pet Information:** Alyssa Willett, Community Programs Administrator, launched new web pages for lost and found pets on the KC Pet Project website. The goal of this recent revamp is to narrow the scope of information we put in front of the community to empower them with the most important needs to reunite a lost pet with their family or alert the appropriate parties if their own pet goes missing.
- ❖ Lost pets reclaimed in May had been missing for an average of 5 days. Less than half of the pets were wearing a collar or pet ID tags. Thirty-two percent (32%) of the lost pets that were reclaimed were microchipped and none of these families filed a lost pet report with the microchip company.

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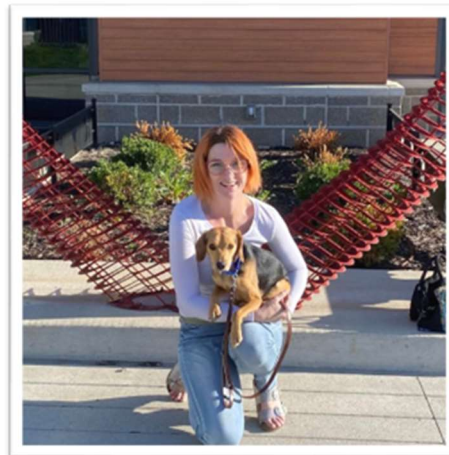
***Carina Resendiz, Bilingual Pet Support Specialist, is representing KC Pet Project in the recently launched Latine Community Collaborative hosted by Best Friends Animal Society. This group is focusing on equitable and accessible services to Latine communities, animal-related service information being available in Spanish, Spanish-speakers on staff, and fair adoption practices for Latine families.***

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### **Return-to-Home Story: Kacey and Mikey**

**Mickey** the dog was brought to the shelter by a Good Samaritan. Our team searched for clues as to Mickey’s owner but was unable to find his family. Mickey became available for adoption and was placed in a foster home. After several weeks, Mickey’s owner found Mickey listed on our website and immediately contacted us to let us know Mickey was her lost dog! The owner, Kacey, said “I love him more than I can even begin to say and it’s a huge relief to know he is safe. A huge part of my life went missing when he did. My son has been up and down with emotions since he’s been gone. He is truly our best friend!”

“Mickey is my support animal. He was prescribed to me, and I didn’t know that doctors knew how to write prescriptions for a best friend. I literally screamed out loud when I saw Mickey’s face listed on KCPP’s website. I am so thankful they worked with me to get him home!”



### **Rehoming Support Services**

in May, our team received 180 requests for private rehoming services. Eligible pet owners posted 85 owned pets for adoption through our ReHome website for rehoming support services. ***Our team has received 1,089 requests for ReHome since September 22, 2021.***



## Keep 'Em Together, KC Program Updates

Amanda Gatten, Director of Community Programs, reported the following updates for our four (4) KETKC Subsidiary Programs in May:

### Pet Care Assistance Program

Pet owner financial assistance totaling \$2,709.00 for 18 families (20 pets) was awarded in May.

- ✓ Twenty-five (25) Pet Care Assistance Applications were received
- ✓ Home Away from Home Reunification Fees: \$181.00
- ✓ Return-to-Home fees forgiven: \$2,528.00

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

- ✓ Fifteen (15) families with 17 pets applied for crisis boarding assistance in May. Six (6) new families were enrolled in the Home Away from Home program with ten (10) pets.
- ✓ Two (2) families were reunited in May with a total of three (3) pets.
- ✓ Thirteen (13) new safety net foster applications were received in May.
- ✓ Current total number of families and animals enrolled in the Home Away from Home program is four (4) families with six (6) pets.

The Keep 'Em Together, KC team hosted a virtual foster training session in May for potential Home Away from Home fosters. This training session outlined the success of the program, the great need for support, and how the community can get involved with one of our most critical shelter intervention programs.

Amanda Gatten, Director of Community Programs, Teresa Johnson, President/CEO, and Stephanie Sullens, Chief Development Officer, met with owners of BestyBnB (BestyBnB.com) to discuss how KC Pet Project and BestyBnB can partner to provide more crisis foster resources to the Kansas City, Missouri, community and develop more resources for pet families outside Kansas City as we continue to see increasing requests for help through our Home Away from Home program.

### Reclaim Fee Forgiveness Program

- ✓ Total Reclaim Fee Forgiveness Program awards to KCMO residents in May: \$8,795.00
- ✓ 87 families with 102 pets benefited by the Reclaim Fee Forgiveness Program last month.

### Pet Resource Assistance Program

Pet foods were shared with our five (5) community partners in the metro: the Don Bosco Center, Amethyst Place, and Unity Southeast Kansas City, as well as two local community cat caregivers. Twenty-nine **(29) families with seventy-seven (77) pets** benefited from these resources provided in May. Other resources distributed to our community included:

- ✓ 3,198 lbs. of cat food
- ✓ 4,103 lbs. of dog food
- ✓ 10 lbs. of dog treats and 10 lbs. cat treats
- ✓ 175 lbs. kitty litter
- ✓ 5 collars and 6 leashes
- ✓ 8 individual doses of flea/heartworm medicine
- ✓ 5 kennels/crates
- ✓ 68 miscellaneous pet care items

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***149 families benefited from our four (4) Keep 'Em Together, KC subsidiary programs in May.***

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***In the past 11 months, we have subsidized a total of \$87,912.00 in Reclaim Fees for 866 families with 937 pets.***

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***KC Pet Project's Resource Pantry received a donation of more than one ton of dry dog food from Cargill Inc. This is being used to support Keep 'Em Together, KC's Pet Resource Requests and its five (5) community food pantries.***

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## Pets for Life is coming to Kansas City, Missouri!

Pets for Life (PFL) is a targeted community outreach and engagement program developed by the Humane Society of the United States that helps bridge the gap between animal services providers and millions of people and pets living in poverty. This program will bring pet care and accessible, affordable veterinary services to several under-resourced neighborhoods in Kansas City. There are Pets for Life programs across the nation and KC Pet Project is excited to announce we have been chosen for a Pets for Life program to help Kansas City, MO residents!

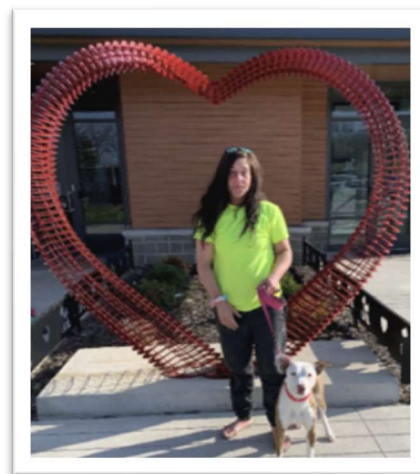
PFL takes a comprehensive, long-term approach to addressing the inequity in and lack of access to pet resources people experience in underserved communities through door-to-door community outreach and pet owner support services. Providing free veterinary care, supplies, services, and information to pet owners, the program builds trust and positive relationships within the communities that are served as opposed to staying on the periphery.

Amanda Gatten, Director of Community Programs, will be leading this program launch in collaboration with a Pets for Life Coordinator and volunteers. Our team will be working closely with members of the HSUS team to ensure a successful program roll out and a sustainable and accessible program for Kansas City, Missouri, residents who reside in zip codes 64127 (Council District 3) and 64132 (Council District 5) for years to come.

## Keeping 'Em Together: Sunny and Dusty

When Sunny was brought in by a member of the public, we felt this sweet girl must have someone looking for her. Sunny's owner, Dusty, filed a lost pet report through our website, and was happy to hear that Sunny was safe in our care. She was even happier to learn that we could get Sunny spayed before sending her back home. When Dusty came to pick up Sunny, they were worried because they had been counting on another individual to assist with funds for the reclaim fees, however they were unable to reach that person, and worried they would not be able to take Sunny home.

Our team offered the support of our Pet Care Assistance Program, and let Dusty know that we could work together to lessen the financial burden for them to ensure Sunny could go home. Dusty was so thankful for our Keep 'Em Together program, and for the donors who make programs like these possible. Dusty said "Sunny is always spunky and full of energy. We found her starving and lost and are so grateful to everyone to have her back home!"



## Canine Behavior & Enrichment Department

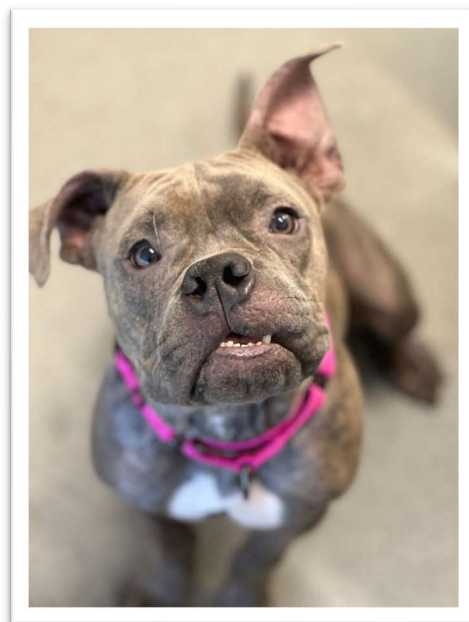
- ❖ Number of dogs behaviorally assessed in May: 64
- ❖ Pre-adoption behavior consultations conducted: 73
- ❖ Number of dogs introduced to adopters by Behavior Team: 10

**Behavior follow-up support for adopters:** 110 post-adoption follow up emails were sent, 62 phone consultations performed, 99 behavior support email correspondences, 16 free behavior lessons given to adopters, and free behavior consultations with families were conducted in May that prevented 9 dogs from being surrendered.

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***An average of 138 shelter dogs participated in canine playgroups every day in May!***

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## Canine Foster Care Program

- ❖ At the end of May, 114 dogs (32% of the dogs in our care) were in foster homes. **168** dogs were sent to foster homes in May and volunteers took 91 dogs on a Dog's Day Out.
- ❖ We welcomed 50 new dog foster families in May, and we had 32 dogs adopted directly from foster homes last month.

**Baby** (right) was brought to the shelter by her family in February after living outside on a chain. She had contracted heartworms and wasn't spayed. Once at the shelter, Baby had a very tough time - she was fearful and was overwhelmed with anxiety. She was so stressed out and shutdown we knew the only way to help her was to get her into a foster home, even for a short time. A desperate plea went out to our foster families, and Amy, a previous foster, reached out asking to meet her.

Within only a couple of hours at Amy's home, she began to see a completely different dog. There were happy dog wiggles, play in the baby pool, occasional kisses, and a very comfortable nap with lots of snoring! The following day, Amy and Baby lounged by the pool, played with toys, and Baby even sat in a chair in the breakfast room waiting for pancakes. Foster living totally agreed with her! We are so grateful for foster homes, like Amy, that literally save the lives of dogs like Baby.

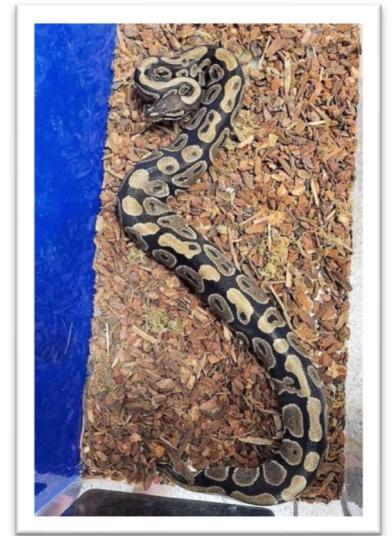


## Canine Transfer & Placement | Transport | Small Animals & Farm Animals

Tabitha Urban, Director of Canine Operations, reported 71 animals were transferred out to other organizations in May, including 4 dogs with behavioral needs, and 13 dogs with specific medical needs.

Organizations we transferred animals to in May: Columbia Second Chance, Critter House KC, Furry Kids Refuge, Great Plains SPCA, Illinois Saint Bernard Rescue, Joplin Humane Society, Lucky 13 Rescue, Missouri Pit Bull Rescue, MOGS Missouri German Shepherds, NorthStar Great Pyrenees Rescue of MN, Paws-N-Claws Iowa, Unleashed, Wayside Waifs, and Whispering Willows Senior Dog Sanctuary

Our **small animal program** processed **15** adoptions – 3 chickens, 1 cockatiel, 4 guinea pigs, 4 rabbits, 1 rat, 1 turtle, and 1 ball python (right) who was brought in by an Animal Services Officer after being found slithering inside someone's vehicle!



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

**KCCAC Survey total overall rating: 4.89/5.0 stars** (11 surveys submitted in May, 115 responses to date).

In May, **506** families came to the Campus looking to adopt a new dog, including 217 families that visited our Campus during the Memorial Day weekend looking to find a new dog to adopt.

*"Penny and Sadie were just as awesome and lovely as when I adopted Brush a few weeks ago! It was super serendipitous that the same two ladies helped me with both dogs! Just like it was meant to be."*

*"A HUGE thank you to Claire in your Call Center for her EXCELLENT customer service. I had been looking for a small dog for my 92-year-old mom and had spoken with Claire numerous times regarding different fur babies. Claire called me to let me know about "Bell" and she said she thought mom and Bell would be a perfect match!!!! We also received EXCELLENT customer service from Penny Jackson & Laura Kraemer during the adoption process with Bell. Mom and Bell are doing GREAT!!! Thank you all so very much for everything each of you did!!!! You are all AMAZING!!!"*

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**Our Canine Care team cared for an average of 223 dogs every day in May at our Campus location.**

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## Feline Foster Care Program

Feline Foster Manager, Leslie Bauer, reported we saw a large increase in the number of kittens in our care. We sent 28 adults and **361** kittens to foster homes in May! After onboarding 33 new foster homes in May, we ended the month with 118 active foster homes. Forty-one (41) cats and kittens were adopted directly from foster homes.



We sent 133 bottle babies to foster this month, and on May 29<sup>th</sup> we held a **Bottle Baby Training Class** for fosters who wanted to learn more about how to care for bottle babies--or those who just wanted a refresher! Three of our expert bottle baby foster volunteers trained new foster families in bottle-feeding, tube-feeding, weaning, proper set ups for kittens of different ages, and common issues found in caring for baby kittens. We plan to hold more classes throughout the summer as more baby kittens arrive.

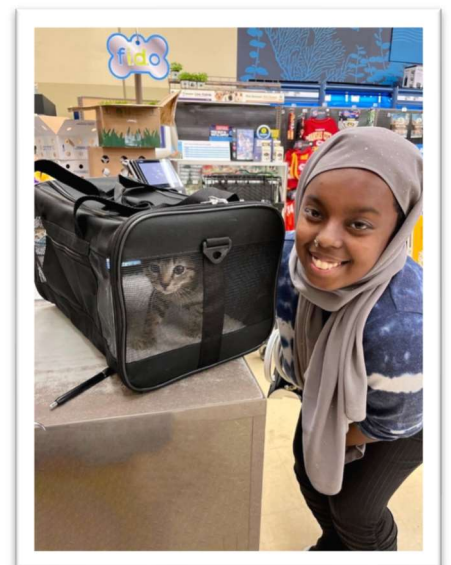


One of our biggest success stories from May was **Tonja** (left). Tonja came to our shelter in October 2021 and was having trouble finding a new home. She developed itchy skin issues and was prescribed a special diet she didn't love. As time passed, she became more and more depressed and sad in her kennel, and we knew she needed to get out of the shelter environment soon.

An experienced foster home finally stepped up for her in May, promising to monitor her skin issues. Tonja immediately began feeling better and her playful personality emerged. And we're happy to report this deserving kitty finally found her perfect home. She was adopted directly from her foster home and is happy and healthy again.

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

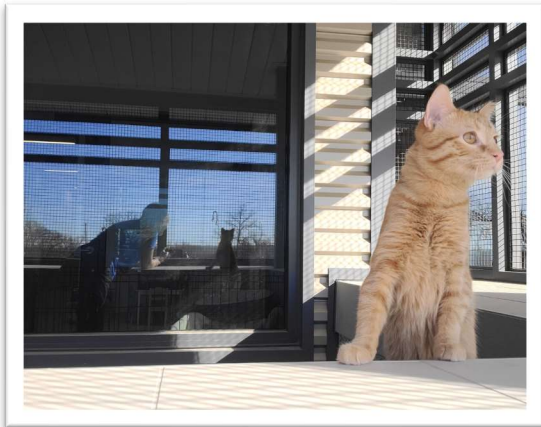
- ❖ Danielle Jones, Manager of Feline Lifesaving, reported we transferred in **161** cats in need from other area shelters/agencies, including our partners at Joplin Humane Society, Raymore Animal Control, Paws for a Cause Rescue in Central Oklahoma, and Best Friends of NW Arkansas. We established a new lifesaving partnership with Permian Basin Animal Advocates in West Texas. These transfers made up 22% of our total felines arriving in May, including 1 Feline Leukemia positive cat and two kittens being treated for ringworm – all of whom have found new homes.
- ❖ We trained 2 new Petco Cat Habitat volunteers this month, bringing our total number of active volunteers for Feline Lifesaving Programs to **242 volunteers**. These incredible community volunteers gave 1,006 hours of time covered 555 shifts in May at 10 Petco store locations. The Grandview store had 26 adoptions in May – the highest number in the metro.
- ❖ In May, we processed 167 cat adoptions from Petco stores and 24 cat adoptions from Whiskers Cat Café. These adoptions accounted for **49%** of all feline adoptions processed last month.



## Feline Operations

Jennifer Dreisewerd, Feline Care and Adoptions Manager reported increases in the numbers of cats arriving in May. We had several large groups of cats abandoned by their owners. One individual arrived with 10 cats that were loose in their car. Another person found 5 cats in a dog crate left at a park, and one of our KCPP staff members found 9 cats crowded inside one tiny carrier sitting on the grass outside our door at Admissions on a hot, 90-degree day. All of these sweet cats received medical care, and many have already found new homes.

- ❖ **Reo** (right) was brought to the shelter by his community caregiver at the end of February because she noticed he was having trouble closing his mouth. He went through extensive medical care in our vet clinic for two months, including a feeding tube when he was unable to eat on his own, and a partial tail amputation. When he was medically cleared, the original caregiver decided to let us find him a new home. One of our Feline Specialists couldn't resist his charm and decided to adopt him!
- ❖ Ollie and Luca didn't know each other before being sent to Whisker's Cat Café, but thankfully these boys struck up a friendship. Both Ollie and Luca have a lot of energy and like to play very roughly with other cats. At the cafe, they became best buddies, but grew bored of cafe life and were moved back to the main campus. They became roommates in the small cat colony room for about a week before finding the perfect family! Their humans were excited to take home these two "rough and tumble" feline friends.



Wild Wilson (left) originally came in as a stray cat from a member of the public. He was extremely stressed upon arrival and some people even thought he was a feral cat! He had a hard time adjusting to indoor living, had lots of anxiety, and over-reacted to all new things. Our feline team worked very hard to get his stress levels down, introduced him to novel items, and increased his tolerance for petting. He LOVED "da bird" toys and watching squirrel videos on YouTube for hours on end! Over the Memorial Day weekend, a family came in looking for a friendly indoor-outdoor cat that would enjoy hunting, and they knew Wild Wilson was a purr-fect fit for their family.

Submitted by,

*T. Johnson*

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