

# KC PET PROJECT

## Impact Report for May 2023 Activities

### Sheltering Statistics:

| Dog & Cat Totals Jan - May         | 2023      | 2022      | Difference      |
|------------------------------------|-----------|-----------|-----------------|
| Adoptions                          | 3,730     | 3,616     | 114 more        |
| Total Intake                       | 6,072     | 5,619     | 453 more        |
| Returned to Owners                 | 883       | 793       | 90 more         |
| Live Release Rate                  | 93.9%     | 96.8%     | 2.9% lower      |
| Owner Surrendered Pets             | 1,177     | 1,309     | 132 fewer       |
| Stray animals brought in by public | 2,427     | 1,756     | 671 more        |
| Cats/kittens transferred IN        | 727       | 899       | 172 fewer       |
| Spay/Neuter Surgeries Performed    | 2,905     | 2,640     | 265 more        |
| Average Length of Stay for Dogs    | 21.1 days | 17.3 days | 3.8 days longer |
| Average Length of Stay for Cats    | 13.5 days | 17.5 days | 4.0 days fewer  |

### May 2023 - Animals In & Animals Out

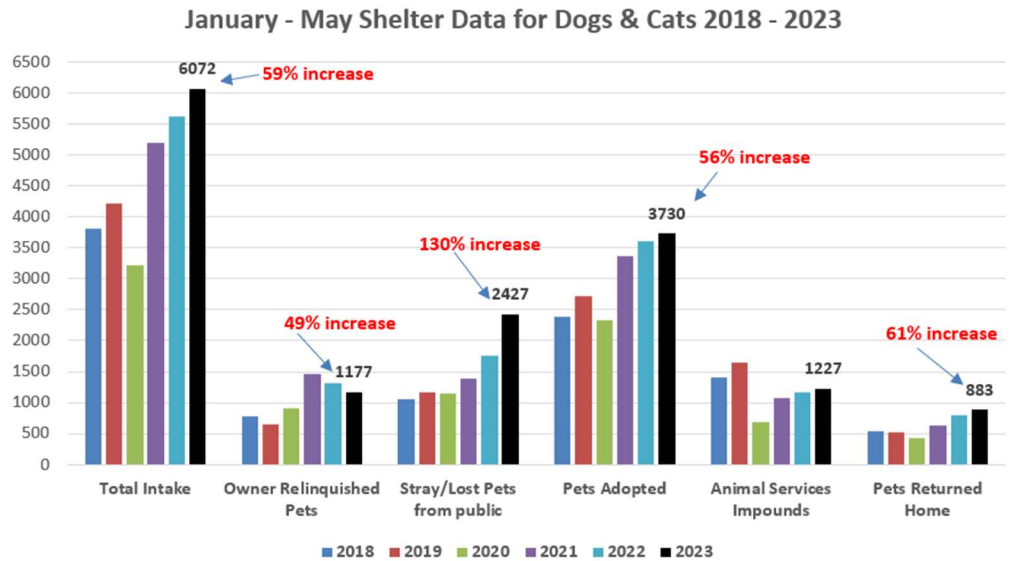
- ❖ We received or provided care for **1,445** new dogs and cats that arrived in May (697 dogs, 748 cats). We also received 1 guinea pig, 4 rabbits, 1 lizard, 3 turtles, 1 rat, 1 chicken, and 1 pig.
- ❖ Our veterinary team performed **736** spay/neuter and specialty surgeries in May (117 more spay/neuter surgeries than last May). Doctors performed **1,105** examinations on pets in/arriving at our shelter in May and treated 41 puppies in our shelter’s parvovirus ward (with a 93% survival rate).
- ❖ We provided spay/neuter and veterinary services for 87 community cats in May (for a total of 277 low-cost surgeries for community cats to date).
- ❖ **732** pets were adopted in May (430 dogs, 302 cats, and 27 other pets). Adoptions overall were up slightly over last May due, in part, to implementing **Waived Fee Wednesdays** for all dogs over 20 lbs.
- ❖ Returned adoptions for dogs in May were the lowest number they have been in more than a year – with only 3% percent (14 dogs out of 430 adopted) being returned due to incompatible circumstances.
- ❖ Despite the enormous increase in homeless animals arriving and length of stay increasing for dogs, we achieved a **93.8%** Save Rate in May (94.6% dogs, 92.5% cats).
- ❖ Our Feline Foster Department broke the previous record for the largest number of kittens/cats ever sent to foster homes in the month of May. We sent **436** kittens/cats to foster homes -- a 17% increase over last May! At the end of the month, 75% of all kittens/cats in our care were in foster homes.

*Stray pets being brought in by the public are already up **38%** over last year’s record setting numbers (with a **68%** increase in stray cats) and have increased **130%** over 5 years.*



**Data Trends for Jan – May 2023:**

- Total intake of dogs and cats is the highest ever recorded in our 11-year history – increasing steadily every year for a **59% increase** since 2018.
- The number of pets being adopted has slowed significantly but is still at the highest level in our 11-year history – **up 56% over the past 5 years.**
- Stray/lost pets brought in by the public are arriving at the highest level ever recorded in Kansas City – **up 130% from 2018 totals.** Numbers of stray animals arriving are already **38%** higher than last year’s record setting numbers.
- Lost/impounded pets being returned to their families through our Return-to-Home Team is up **61%** over 2018 totals.
- Our Live Release Rate (save rate) has unfortunately decreased due to the unprecedented numbers of dogs arriving, with the level of dog euthanasia 101% higher than in 2022. Our Live Release Rate for dogs so far in 2023 is **93.3%.**



**Animal Services Division Update**

- Officers responded to **1,887** case activities in May, travelling a total of **13,938** miles throughout the city, impounding **313** animals, and returning an additional 29 pets back to their homes without having to impound them.

| Calls from Residents Resulting in Cases* | Online Reports Received by ASD | Case Follow Up Activities Required | Total Case Activities for the Month |
|--|--------------------------------|------------------------------------|-------------------------------------|
| 1,213                                    | 181                            | 493                                | <b>1,887</b>                        |

*In May, Animal Services Officers issued **76** criminal citations through the municipal court for violations of Kansas City’s Code of Ordinances – with **354** Municipal Court citations having been issued year-to-date.*

- Our Dangerous Dog Case Administrator issued eight (**8**) dangerous or potentially dangerous dog declarations and issued four (**4**) Municipal court citations to residents in May 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 72 open animal cruelty cases under investigation at month end (animal abandonment, animal neglect, and animal abuse/cruelty) and resolved 174 cruelty cases throughout the month.
- On May 31<sup>st</sup>, all Animal Services Officers reviewed training procedures for dogs left unattended in vehicles without proper ventilation (dogs in hot cars).

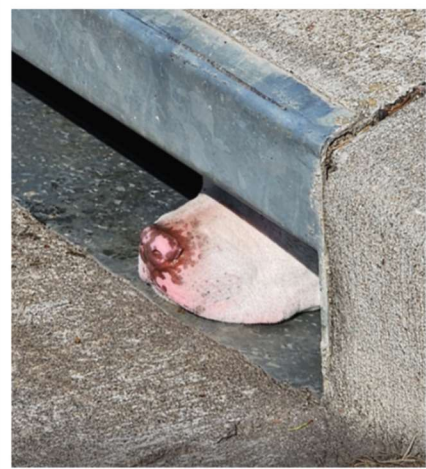


## Stories From the Field

On May 23<sup>rd</sup>, Animal Services Officers responded to investigate a report of a dog stuck inside a storm drain on Raytown Road. A neighborhood resident had been hearing unusual barking late at night for two days and began searching in the direction of the barking but was unable to determine the source of the sound. The next morning the barking continued, and the resident began looking again when a small white nose was seen sticking out of a nearby storm drain. Upon closer examination, a large, friendly brown and white dog had somehow become trapped inside a street storm drain.

When Animal Services Officers arrived on scene, they could see the dog was very fatigued from spending a long time trying to summon help. Animal Services immediately enlisted the help of the Kansas City Fire Department in removing the storm drain cover to access the area below the street. Once the heavy cover was removed, Chief Ryan Johnson lowered himself into the drain and was able to lift the 75 lb. dog out through the narrow opening.

The dog, the shelter named Georgie, was transported to the shelter to be checked out by our veterinary team. The dog was hungry and tired, but was not injured, and officers were unable to determine how this very large dog found himself in this very small space. Despite being featured on several TV station news stories and in social media, no one came forward to claim Georgie, but he was quickly adopted by a new family on June 3<sup>rd</sup>.



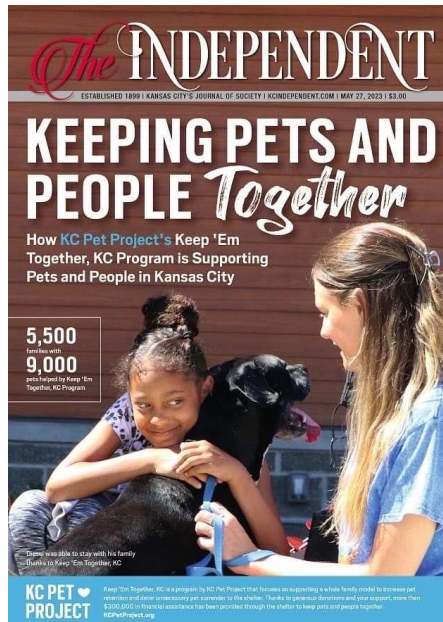
## Marketing/PR/Communications/Community Events

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

- ❖ Tori was invited to the National Animal Control Association (NACA) Marketing Committee. She is the first non-NACA Board member to receive an assignment as a committee member.
- ❖ Tori was invited by Best Friends Animal Society's Learning Advancement Team to speak to their Executive Leadership Certification (ELC) students on effecting marketing and communications for shelters - how to navigate negativity and other tough situations that animal welfare agencies face today. The Best Friends Executive Leadership Certification (ELC) program strengthens leadership skills and provides support for existing top-level animal welfare leaders across the country.
- ❖ We held our annual Memorial Day Weekend Adoption Special from May 26<sup>th</sup> – 29<sup>th</sup> and 151 pets were adopted. We saw an increase in media promotions throughout the weekend due to our crisis for kennel space.



- ❖ KC Pet Project was selected to participate in the **National Playgroup Rockstars Adoption Event**. We had a lot of great media attention during the event, dogs were named after rock celebrities, and 13 dogs were adopted that afternoon.
- ❖ Tori was featured on the Northeast News podcast talking about our Animal Services team and shelter programs for families and pets.
- ❖ Tori and Teresa gave tours and met with several candidates for city council in May: Ronda Smith (1<sup>st</sup> At Large), Nathan Willett (1<sup>st</sup> District), Jenay Manley (2<sup>nd</sup> District), Johnathan Duncan (6<sup>th</sup> District), Darrel Curls (5<sup>th</sup> At Large), and Lindsay French (2<sup>nd</sup> At Large).
- ❖ Tori was interviewed by staff from Wisconsin Humane Society on our adoption process at KC Pet Project to help them identify changes they could make in their processes and paperwork.
- ❖ May 5<sup>th</sup> was the 3<sup>rd</sup> anniversary of our **Keep 'Em Together KC** program and we featured the impact this program has had on our community and highlighted our program on the cover of The Independent on May 27<sup>th</sup>.
- ❖ We had 153 news stories and broadcast mentions during the month of May, reaching an estimated **40,168,195** million people.



| Website Statistics   | Social Statistics               |
|----------------------|---------------------------------|
| Users – 77,137       | 102,000+ followers on Instagram |
| New Users- 71,075    | 161,000+ likes on Facebook      |
| Sessions – 134,979   | 1.3 million TikTok followers    |
| Page Views – 649,550 |                                 |

Most of our website statistics were up 6% in May due to our crisis communications shared regarding our capacity situation at the shelter.

### Community Education/Partnerships/School Visits

- ❖ We had 20 events that were held at our Campus facility in May, including five (5) scout groups and three (3) birthday parties.
- ❖ On May 19<sup>th</sup>, Animal Services Officer Malissa Pennington gave a presentation about safety around animals to 3<sup>rd</sup> grade students at Dogwood Elementary School (right).

### Volunteer Program Updates

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



- ✓ In May, **853** volunteers gave **4,608.12** hours of services, the equivalent of 26.58 full-time employees.
- ✓ Total value of volunteer hours in May: \$131,515.74
- ✓ Ten (10) New Volunteer Orientations were conducted for 81 attendees.
- ✓ 78 new volunteers gave 358.69 hours in May and 244 volunteers participated in training sessions, including in-person mentoring sessions for 161 volunteers.

**Businesses and Groups that volunteered in May** gave 511.73 hours of service (composed of 249 people): *Trozzolo, Lockton, AVID-8 Turner Middle School, Forerunner Christian Academy, St. Paul’s Episcopal Day School, Rock of KC Connect Group, University of Missouri: Pre Employment Transition Services, Summit Future Foundation, BRR Architecture, World Wide Technology, Sheraton Overland Park Hotel, RBC Wealth Management, The Lead Group, New Frontiers at University Health, and Ameristar*

Business/Service Group Volunteer Satisfaction Rating: **4.93/5.00**

*“Amazing experience! I look forward to returning soon.”*

*“Everyone in the group enjoyed volunteering at KCPP and we look forward to doing more in the future!”*



**Volunteer Recruitment and Retention**

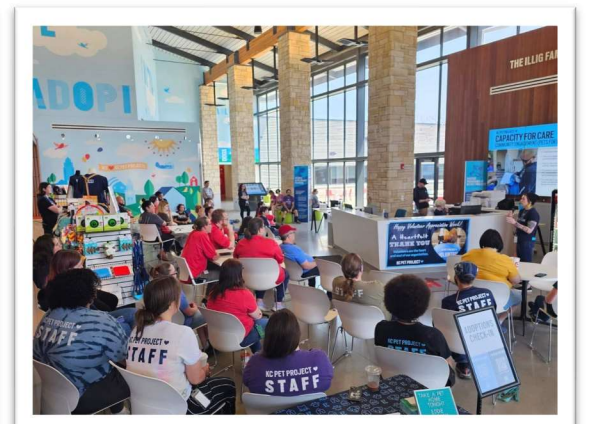
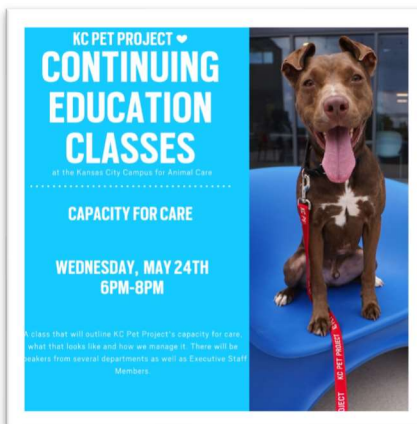
- ✓ Total active volunteers: **1,624** individuals, including 78 *newly active* volunteers.
- ✓ We received 326 new volunteer signups in May.

*“Teddy was a wonderful mentor!” “Linda was great and so helpful!”*



**News From the Volunteer Department**

- ❖ Our *Caturday in the Crossroads* fundraising event in May was a huge success, thanks to so many volunteers who helped with event check-in, retail sales, kitten ambassadors, and gathering donations during the event.
- ❖ KCPP’s Executive Leadership Team hosted the first Continuing Education Session for volunteers and staff on the topic of **Capacity for Care** on the evening of May 24<sup>th</sup> and at the All Staff Meeting the following day. We heard great feedback from the volunteers who attended and said it was very informative and well done. We will host additional continuing education classes monthly, with the next session in June scheduled on the topic of Animal Services. Future topics include Keep ‘Em Together KC, Animal Body Language, Low-Barrier Adoptions, Preventative Pet Health, and Community Cats.





## Community Education – Student Internship Program

Ten (10) student interns joined us from **Pro X**. Each student is paid through Pro X, working three days a week at our Campus from 10am – 5pm and must complete 125 hours of work on site -- including working on a project to “solve a problem.” We have two interns working in our feline department, two in customer service/retail store, two in Canine Adoptions, two in the Marketing Department writing dog bios, one in the Call Center, and one in our Pet Support Center. The interns will identify a problem to help solve, create a full presentation for a solution, and present their proposals to KCPP management at the end of June.

In addition, we have three (3) interns from **The Whole Person**. They are at KCPP working on life/job skills. They help with cleaning kennels, dishes, laundry, feline and canine enrichment, donations, and other duties. They will be with us 4 days a week from 10am – 3pm until July 28<sup>th</sup>.

## Surgeries & Medical Procedures Performed in May 2023

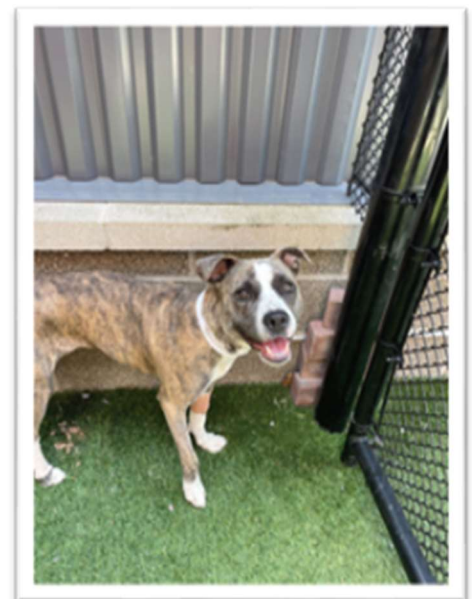
| Surgeries                |            | Exams                        |             | Parvo Ward                       |            |
|--------------------------|------------|------------------------------|-------------|----------------------------------|------------|
| Community Cats Neutered  | 47         | Wellness exams               | 743         | Parvo pups treated               | 41         |
| Community Cats spayed    | 34         | Emergency exams              | 105         | Parvo ward deaths                | 3          |
| Reclaimed dogs neutered  | 15         | Foster pet exams             | 28          | <b>Survival rate</b>             | <b>93%</b> |
| Reclaimed dogs spayed    | 10         | Recheck exams                | 227         |                                  |            |
| Shelter Animals Neutered | 308        | Injured community cats       | 2           | <b>Vet Clinic Communications</b> |            |
| Shelter Animals Spayed   | 282        |                              |             | Post Adoption Concerns           | 138        |
| Speciality Surgeries     | 40         |                              |             | Foster Medical Concerns          | 271        |
|                          |            |                              |             |                                  |            |
| <b>Total Surgeries</b>   | <b>736</b> | <b>Total Exams Performed</b> | <b>1105</b> | <b>Total communications</b>      | <b>409</b> |

## News from our Veterinary Clinic

- ❖ Our shelter veterinarians have already performed **2,905** spay/neuter surgeries so far this year – 10% more surgeries ahead of last year at this time. In addition, doctors have performed 206 specialty surgeries so far in 2023, including amputations, tumor removals, gunshot wounds and laceration repairs, dental surgeries, and more. In addition, we’ve seen a significant increase in the number of deadly parvovirus cases early in 2023 – with **41** puppies/young adult dogs sick with parvo arriving last month alone.
- ❖ KCPP’s veterinary clinic passed a rigorous approval process to host clinical externships in the AVMA-CVTEA Registered Veterinary Technician degree training program through Penn Foster College. Penn Foster is one of few online vet tech degree programs with full accreditation from the American Veterinary Medical Association. One of KC Pet Project’s veterinary assistants, Leanne Foley, is enrolled in the program and is already doing her externships through our clinic.

## The Story of Sweetie

On May 6<sup>th</sup>, **Sweetie** (right) and her owner were out for a walk late at night when a person approached them with a firearm and shot Sweetie in the neck. Shocked and terrified, her owner immediately called KCPP’s Animal Services team for help. Animal Services Officer Pennington arrived on scene and rushed the dog to Blue Pearl Emergency Hospital in Lee’s Summit for stabilization until Sweetie could be transferred to our veterinary clinic the next morning. Dr. Reinhardt noted that the gunshot had injured Sweetie’s neck, tongue, and, most dangerously, the back of her throat. Sweetie also had a fractured jaw with bullet fragments still present. Closing these wounds to stop the bleeding was essential, and Sweetie was taken immediately into surgery. After she awakened from anesthesia, she still wasn’t out of the woods. Sweetie had swallowed a large amount of blood, which caused



nausea and vomiting, plus it seemed Sweetie was too frightened to eat. We asked her owners to come visit to see if being with them would entice her to eat. They got her to eat a little, but not enough to sustain her. Dogs require more calories to help the body recover from injury, and Sweetie wasn't willing to eat enough to help her body recover. After three days, our doctors moved Sweetie back into surgery to put a feeding tube in place. We often place feeding tubes in cats with conditions that temporarily prevent them from eating, but rarely placed them in dogs.

Once doctors placed her feeding tube, it only took a few days for Sweetie to finally begin to show her playful and loveable personality. During this time, we realized Sweetie liked to eat with an audience! She loved eating when people were around, so staff would take turns sitting with her, feeding her, walking her, and keeping her comfortable enough to eat on her own. Sweetie only needed one week of assisted feeding through the feeding tube for her to heal enough to eat on her own for all her meals. After removing her feeding tube, she was cleared for her spay surgery and was returned to her owner, who had been calling and checking in consistently and was absolutely ecstatic to have Sweetie back home. We're grateful to our amazing medical team and to our donors that allow us to help critically injured pets like Sweetie receive the care they need so they can return to the families that love them.

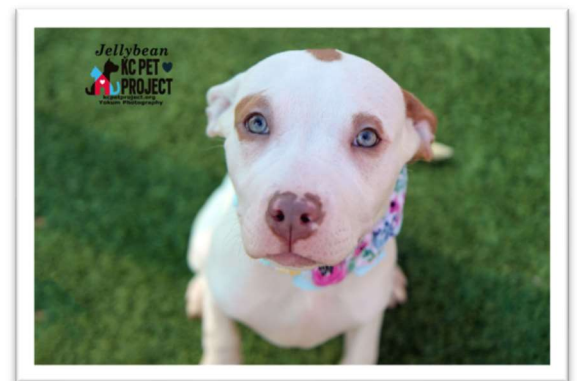
## **Pet Support Center – Pet Support Desk, Pet Helpline, and Return-to-Home**

### **Customer Engagement Performance**

#### **Google Ratings:**

- ✓ KC Pet Project at KCCAC: **4.3/5.00** (1,474 Google reviews)
- ✓ KC Pet Project - Zona Rosa Adoption Center: **4.4/5.00** (635 Google reviews)
- ✓ KC Pet Project - Petco Adoption Center: **4.4/5.00** (200 Google reviews)

Colin Sutter, Customer Engagement Coordinator, reported **671** emails were received in May inquiring about fostering a pet or pets in foster homes. An additional **725** emails were received through our Contact email address, mostly regarding pets available for adoption or the adoption process. We received 26 adoption updates through our Constant Contact email campaigns. Here's what two adopters had to say this month:



*“Tyson (formally known as “Trolley”) is settling into his new furever home! I won't lie, it's been challenging as he's still learning the ways of being an indoor doggie, but he's come such a long way and is such a happy boy! He's learned basic commands, is now potty trained, crate trained, and is working on his house manners. He loves his human siblings and adores his furry siblings as well. He'll be undergoing some more aggressive heartworm treatment later this summer to help heal him faster. We're excited to continue to watch him blossom!”*

*“Casper is doing wonderful. She has surprised me from day one. She is not the shy, scared cat that she was when I first met her. She definitely found a home here. And such a sweet cat but super funny. Casper loves looking out the window and has a favorite toy that we play with. She literally drags it around the house when she wants to play. This cat is also super cuddly. Thank you for showing me her.”*

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

- ✓ **2023 Rating: 4.74/5.0 stars**
- ✓ Historical rating: 4.68/5.0 stars: 86 surveys submitted in May; 667 submitted since launch in September 2020

*“Derek S. helped me as soon as I came in and gave me additional information for lower cost vets. Fast, polite, and professional.”*

---

***“We will always be forever grateful for all the staff for saving our big guy -- he's not just a dog to us he is one of us, he is part of our family and to have lost him would have been horrible. Thank u so much and I could never thank u enough.”***

---

In May, the Pet Support Center assisted approximately **1,051** 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 **147** animals whose owners originally contacted KCPP to surrender their pet(s); 71 animals were diverted through return-to-field, trap-neuter-return, and safety net programs, and 15 additional animals were returned to grateful owners through subsidized programs after being surrendered to the shelter. **A total of 249 animals stayed with their families last month instead of coming into the shelter (a 13% increase from last month).**
- ❖ The Pet Support Center staff took in **629** stray/lost animals from members of the public (a 22% increase from May 2022).



**The top 4 reasons pets have been surrendered** so far in 2023 were:

1. Lack of financial resources or inability to access resources for their pets, including costs for veterinary care and unplanned litters (281 pets),
2. Health of the owner or health of pet (257 pets),
3. Personal reasons including changes in lifestyle, or the pet was incompatible with the living arrangements of other people or other animals (256 pets),
4. Housing Issues including cost, loss of home, moving/relocating, eviction, and housing restrictions (225 pets).

**Pet Support Call Center Performance**

| May 2023                                  | Answered     | Unanswered   | Total Calls  | Abandoned Rate % |
|---|--------------|--------------|--------------|------------------|
| <b>IN &gt; Helpline - Main Queue</b>      | 3,800        | 778          | 4,578        | 17%              |
| <b>IN &gt; Helpline - Spanish</b>         | 75           | 56           | 131          | 43%              |
| <b>IN &gt; Helpline - Lost and Found</b>  | 707          | 142          | 849          | 17%              |
| <b>Helpline INBOUND Performance</b>       | <b>4,582</b> | <b>976</b>   | <b>5,558</b> | <b>18%</b>       |
| <b>OUT &lt; Helpline - Main</b>           | 1,324        | 236          | 1,560        | n/a              |
| <b>OUT &lt; Helpline – Lost and Found</b> | 366          | 127          | 493          | n/a              |
| <b>Helpline OUTBOUND Performance</b>      | <b>1,690</b> | <b>363</b>   | <b>2,053</b> | n/a              |
| <b>Total Calls for May 2023</b>           | <b>6,272</b> | <b>1,339</b> | <b>7,611</b> | n/a              |

Our Pet Support Center team received **5,558** phone calls, completed **2,053** outbound calls, and resolved **528** voicemails in May.

**Return-to-Home Team**

- ❖ The Return-to-Home team received 146 Lost Pet Reports and 50 Found Pet Reports filed online or over the phone by residents last month. They conducted 90 in-depth microchip investigations for stray animals in our care.
- ❖ 165 (25%) of the 658 stray animals (not including 235 kittens) brought to the shelter in May were returned to owners. **32% of lost dogs were reunited with their families, while only 2% of lost cats were reclaimed by their owners.**
- ❖ Animal Services Officers have reunited 133 lost pets in the field so far in 2023, keeping those pets with their families and out of the shelter.
- ❖ *The number of lost/impounded pets being returned to their families through our Return-to-Home Team and our Animal Services Officers is up **86% over 2018** totals!*

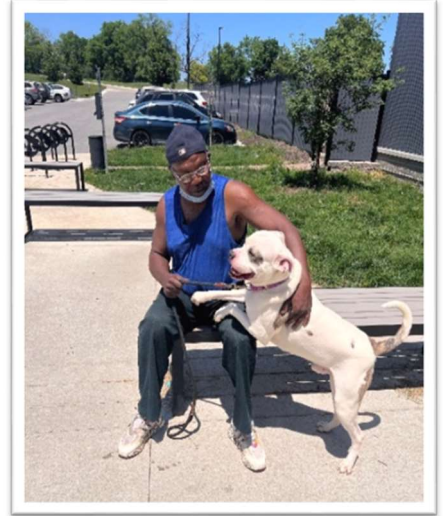
***Our Pet Support Team broke a record in May by reuniting fifty-five (55) lost pets with their families in just one week!***



## Return-to-Home – Pluto’s Homecoming

On May 26<sup>th</sup>, a gentleman rushed frantically into the lobby announcing, “you found my dog!” Eight days earlier, his car had been stolen from the gas station - inside the vehicle was his wallet, his ID, and his beloved pit bull Pluto. The gentleman shared that he had a prosthetic leg and could hardly stand now because he had spent every minute walking the streets and waiting at bus stops trying to locate anyone who might know something about his dog’s disappearance. He said he had not slept since Pluto was taken.

As the owner began to lose hope, he received a call from his sister who told him that she saw Pluto on our shelter’s website! He immediately caught a bus and made his way to the shelter. The owner told our staff, “I was so busy running all over town searching for Pluto when all I needed to do was sit down at home and turn on my computer.” His search was over – his buddy Pluto was safely back in his care and headed home.



## Rehoming Support Services

In May, our team received 115 requests for our private rehoming services. Eligible pet owners posted **67** owned pets for adoption through our ReHome website. ***Our team has received 2,625 requests for ReHome services since October 2021.***

## Keep ‘Em Together, KC Program Updates

Atlas Gatten, Director of Community Programs, reported **277** families benefitted from our five (5) KETKC Subsidiary Programs in May (a .7% increase from last month):

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

- ✓ 20 families with 26 pets applied for temporary care assistance in May.
- ✓ 9 new safety net foster applications were received.
- ✓ 1 new family with 3 pets was enrolled in the program (for a total of 3 families with 5 pets).

544 applications have been received since the program launched in February 2021. Since inception, Home Away from Home has provided 4,709 days of enrollment and 7,350 days of temporary care for a total of 87 families with 132 pets. Home Away from Home currently has an exceptional **92% reunification rate**.

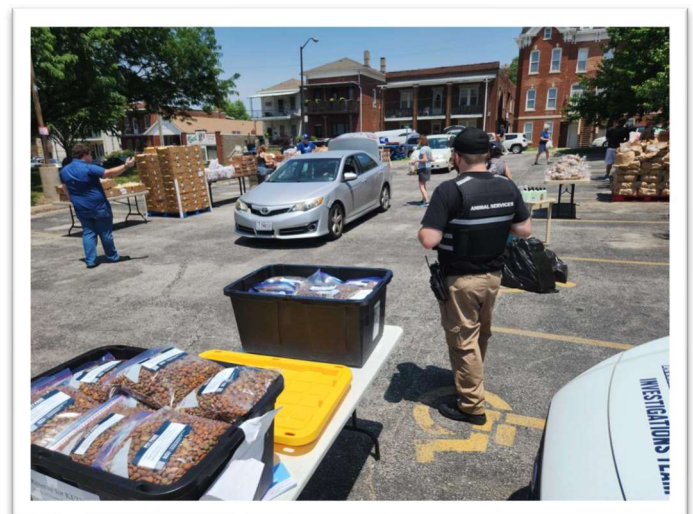
### Pet Care Assistance Program

Pet owner financial assistance totaling **\$3,623.84** for 17 families (19 pets) was provided by KCPP in May.

- ✓ 17 Pet Care Assistance Applications were received.
- ✓ Healthy Pets KC medical assistance: \$1,590.84
- ✓ Home Away From Home Reunification Fees: \$0.00
- ✓ Shelter Reunification assistance granted: \$2,033.00

### Pet Resource Assistance Program

Pet foods were shared with three (3) community pantry partners in the metro, including *the Don Bosco Center*, *Chestnut Avenue Resource Center*, *Pets For Life*, and two local community cat caregivers.



**262 families with 381 pets** benefited directly from these resources provided in May:

- 828 lbs. of cat food and 8 lbs. of cat treats
- 2,201 lbs. of dog food and 13 lbs. of dog treats
- 263 lbs. of kitty litter
- 50 collars and 38 leashes
- 23 individual doses of flea/heartworm medicine
- 7 kennels/crates, 7 outdoor pet houses
- 134 miscellaneous pet care items

### **Pets For Life Program**

Jaime Gomez, Pets for Life Coordinator, reported representatives from The Humane Society of the United States (HSUS) spent three days in Kansas City with our Pets For Life team to ensure the success of our newly launched program. During their stay, the HSUS team joined us for community outreach in the 64127 zip code, where the group went door-to-door to meet pet families in our community.



Our PFL team has established new partnerships that will provide critically needed services for pet families in our community, including one (1) veterinary clinic partner and one (1) supportive services partner in BestyBnB.

Our Pets for Life (PFL) program had the following impact for the month of May:

- New clients met through active PFL outreach: 17
- Number of new pets met: 25
- Total touchpoints/conversations with PFL clients: 29
- Supplies given (leashes, food, shelters, etc.): 86 items
- Medications or services given (dewormer, nail trim, microchip, vaccines, etc.): 14

Our team saw a 180% increase in new client relationships in the month of May. There are currently **28** clients (42 pets) receiving ongoing support from Pets for Life in the Kansas City, Missouri, community of 64127 since the program was launched in March 2023.

### **3-Day Reclaim Fee Forgiveness Program**

- ✓ **77%** of the animals reclaimed from the shelter in May were reclaimed by owners who were eligible for the Reclaim Fee Forgiveness program.
- ✓ **Since June 2021, we have subsidized \$195,954.00 in reclaim fees for 1,885 families with 2,229 pets.**

---

***\$11,182.00 was subsidized by KCPP in Reclaim Fee Forgiveness for 113 families with 127 pets in May.***

---

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

We celebrated the three-year anniversary of our Keep 'Em Together, KC program in May. Since the launch of the program:

- ✓ **5,673** local pet families (9,272 pets) have been supported since the launch of Keep 'Em Together, KC,
- ✓ More than **\$304,000.00** in financial assistance has been provided to pet owners, and
- ✓ More than **298,000** lbs. of food have been distributed.



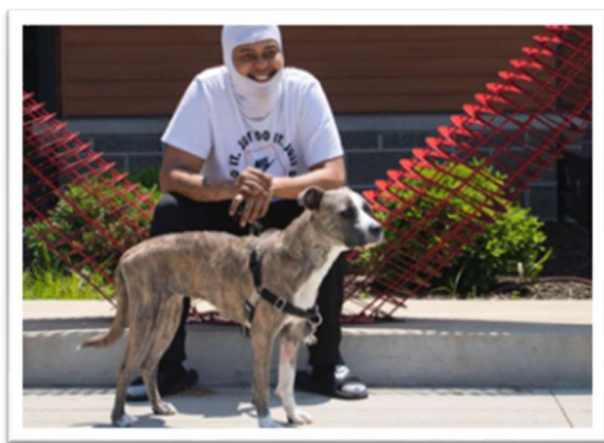
Our Keep 'Em Together, KC, program hit two major milestones in the month of May:

- ✓ The team received a record-high 76 pet resource request applications.
- ✓ Keep 'Em Together, KC's pet resource program, with the help of generous community donations, provided Kansas City residents with approximately **\$6,633.51** worth of pet food in the month of May.

Atlas Gatten, Director of Community Programs, was invited to do a webinar as a guest speaker at a Human-Animal Support Services training session in May. Atlas gave a presentation to a national audience on how shelters can utilize community analysis, ecosystem mapping and community partnerships to leverage success and maximize impact in community programs and pet support services.



### Keeping 'Em Together: Sweetie and Kenton



We shared Sweetie's story earlier in this report from our Vet Clinic's perspective, and after saving Sweetie's life, nothing made our Keep 'Em Together team happier than seeing Sweetie go home with her person, Kenton (left).

Kenton saved Sweetie when she was a young pup. He told us he intervened when someone was threatening to throw her into the street for being "a runt". Since then, this pair has been inseparable. "My dog is not just a pet. Sweetie Pea Valentine is like my daughter. After Sweetie got shot, I couldn't eat or sleep. She is my Emotional Support dog." Kenton called to check on Sweetie daily and came to visit her while she was in our hospital.

Sweetie lived up to her name while she was here. This shy dog took some time to warm up to our clinic staff, but she soon began soliciting attention and wanting to play while on walks. They even learned that she was a social eater and needed companionship during mealtimes. But it was nothing compared to when she saw her family again. The bond between the pair was evident when Kenton came to take her home. Sweetie caught sight of Kenton and she couldn't contain her wiggles. Sweetie Pea Valentine truly embodied her name, showering her owner with all the love. Even the Animal Services Officer that rescued her the night she had been shot came by to see the family's reunion.

### Canine Behavior & Enrichment Department

- ❖ Dogs assigned to Behavior Team for assessment: 58
- ❖ Pre-adoption behavior consultations conducted: 81
- ❖ Number of dogs introduced to adopters by Behavior Team: 10

On Saturday, May 13<sup>th</sup>, we were one of only 30 shelters chosen from across the country to participate in the first ever "Canine Playgroup Rockstar" adoption event in partnership with Dogs Playing For Life (DPFL). Several television stations promoted and/or came to cover the event, including live interviews from Fox 4 that morning.

During that afternoon, we held canine playgroups and invited the public to come watch and pick out a social dog to adopt. During the event, we had 13 dogs adopted by new families.

**An average of 160 shelter dogs participated daily in canine playgroups in May.**

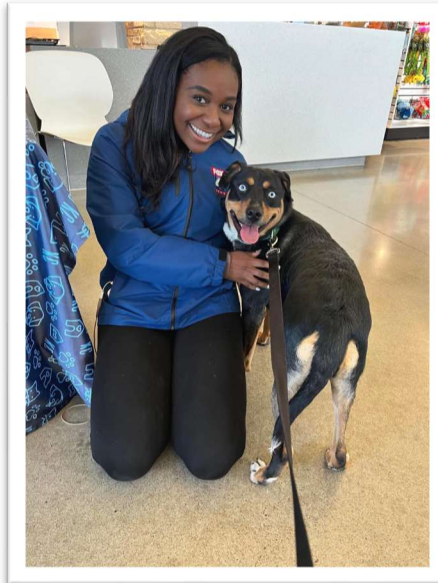


In May, we had **185** dogs – a new record - come out to our morning playgroups on a single day.

With the high number of dogs in our care, we are proud to say we continue to safely provide physical, mental, and social enrichment to the dogs in our shelter every day.

### Behavior follow-up support for adopters in May:

81 post-adoption follow up emails were sent, 19 phone consultations performed, 47 behavior support email correspondences, and we're currently assisting 2 people with behavior help for their foster dogs.



## Canine Operations & Adoptions

Our Canine Care team cared for an average of **254** dogs every day at the KC Campus for Animal Care in May. The Canine Care team continued monthly team meetings to increase communications and education across the department. Training topics in May included Airtable customer management, food safety, canine medical history, heartworm treatment, and dress code.

KCCAC Customer Service Survey rating: **4.83/5.0** stars (15 surveys submitted in May, 217 responses to date)

*"Everyone was super nice and helpful. The dog I adopted is perfect for my family." "Everyone was lovely and so helpful with our adoption process. Thank you for helping us give Pacer (now Shadow) his forever home."*

*"The young lady at the front desk stayed late just to make sure we went home with our "Owen", that evening (I believe her name is Kaylee) and Jason was a wealth of knowledge and followed all protocols to ensure our safety and wellbeing while introducing us to Owen (10-month Australian Cattle, male) These two made our visit successful."*



*"Was able to talk with an employee about my needs and found Picasso. I was helped with setting up a dog meeting with my roommate's dog that went perfectly. The employees were happy to answer my dozen or so questions. A very satisfying experience, they made sure to attend to me as well as also ensuring I would be a good fit for the wellbeing of the dog."*

### Canine Foster Care Program

Tabitha Urban, Director of Canine Operations, reported 113 dogs (28% of the dogs in our care) were in foster homes at the end of May. During the month, **228** dogs/puppies were sent to foster homes.

- ✓ Volunteers took **129** dogs on a Dog's Day Out last month.
- ✓ We welcomed 5 new dog foster families in May.
- ✓ We had 55 dogs/puppies adopted directly from foster homes.



In May, our Dog Day Out program continued to grow, and our Saturday volunteers even played a hand in matchmaking dogs with their forever home! We had several dogs that were adopted by the individuals that took them out for the day.

**Justin** was an at-risk dog that recently received a significant amount of attention on social media and captured hearts with his goofy overbite. He was placed in a foster home in May and his foster mom reports he is transitioning nicely in her home and is looking forward to meeting his forever family.

**Esperanza** (right), a dog that has been with us since early March, was also moved into a foster home this month. Esperanza was an at-risk dog that was really struggling in the stressful shelter environment. She's currently living happily in her foster home with another dog.



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

Chelsae Rohrback, Rescue and Transport Coordinator reported 38 dogs, 1 pig and 1 turkey were transferred to other rescue organizations in May (including 4 dogs that went back to their original shelters).

Organizations we transferred animals to: Before the Bridge Senior K9 Rescue, Chain of Hope, Farm to Able Animal Sanctuary & Rescue, Illinois St. Bernard Rescue, Kansas City Pig Rescue Network, Koda's Kastle, Mac's Mission, Missouri Pit Bull Rescue, Moberly Animal Shelter, Nebraska Boston Terrier Rescue, Pawportunities, Pawsitive Tails, Wayside Waifs, and Whispering Willows Senior Dog Sanctuary. New rescue partnerships were formed with Farm to Able Animal Sanctuary and Koda's Kastle. We also re-established our partnership with Before the Bridge Senior K9 Rescue and Nebraska Boston Terrier Rescue.

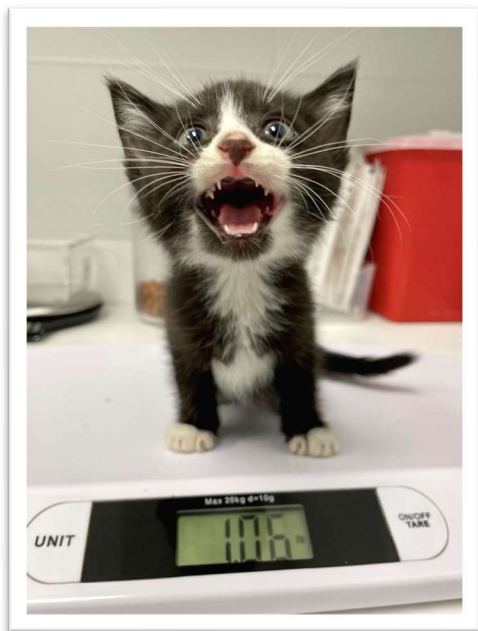
#### Small Animals & Transportation Program:

- ❖ We processed **8** small animal adoptions – 6 rabbits and 2 rats. We sent 7 small animals to foster homes in May for socialization and/or special needs.
- ❖ We moved 41 large dogs and 77 puppies to our Zona Rosa Adoption Center, and we moved 19 large dogs, 14 puppies, and 4 small animals to our Petco Adoption Center in Overland Park, KS.
- ❖ On April 26<sup>th</sup>, our Animal Services Division received a call from the public about a domestic turkey that had built a nest in their yard and the turkey didn't belong to them. Officers responded and discovered she had approximately 9-12 eggs that she had been laying on. Our officers transported the hen and her eggs with care to KC Pet Project. When an owner failed to claim her, this Royal Palm turkey was transferred to a local animal sanctuary. We received a happy update in May from the animal sanctuary that just after Mother's Day, ten of her eggs had hatched! Our Animal Services Division is to be commended for their safe handling of the eggs and this dedicated momma turkey. We are so grateful for **Farm to Able Animal Sanctuary & Rescue** for opening their doors to our turkey they named "Mercy" and her new family.
- ❖ On May 17<sup>th</sup>, a dog named Balthazar was picked up as a stray by Animal Services Officers and brought to the shelter. A few days later, he was sedated for radiographs, and it was discovered he had a broken pelvis that would require orthopedic specialty care that exceeded our abilities. The **Illinois St. Bernard Rescue** answered our call for help and was able to take him into their program within days. One of our volunteers drove him four hours to be picked up for the second leg of his journey to central Illinois. We are happy to report that he is on the mend and will live a happy and healthy life!



## Feline Foster Care Program

Feline Foster Program Coordinator, Leslie Bauer, reported May was a record month for the Feline Foster department. At the end of May, **415** cats/kittens (75% of the cats at KCPP) were in foster homes.



- ✓ We had 122 active feline foster homes last month and onboarded 22 new foster homes.
- ✓ Thirty-two (32) cats were adopted directly from foster homes – accounting for 10% of the cat adoptions last month.
- ✓ The hardest part of fostering kittens is that not every kitten makes it. Congenital defects and contagious diseases can have a devastating impact on litters of stray kittens. Our average mortality rate for kittens in foster had previously been 16%-17% (veterinary literature reports average mortality rates for kittens is between 15% - 40%), which was not unusual given the number of underweight and sick kittens coming into the shelter.
- ✓ This year, **our mortality rate for underage foster kittens is a low 6.6%**. We have seen far more underweight 4–6-week-old kittens this year compared to last year, and we are so thankful to our amazing foster homes who give all these fragile lives that come in their best chance of survival!

---

***We sent 421 underage kittens and 15 adult cats to foster homes in May – the largest number ever sent to foster homes in the month of May or in ANY month before 2022!***

---

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

We transferred in 44 cats from other regional shelters/agencies including Joplin Humane Society, East Newton Animal Coalition, Permian Basin Animal Advocates, Midwest Animal Res-Q, and the Humane Society of Southwest Missouri.

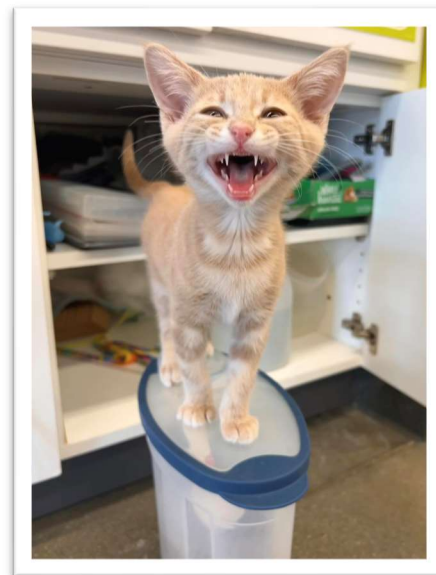
In May, we sent 196 cats to one of our 13 offsite adoption locations. We processed **95** cat adoptions from Petco Cat Habitats and **27** cat adoptions from Whiskers Cat Café. Our Olathe Petco store had the highest number of adoptions last month with 16 cat adoptions in May, with the Independence and Lamar Petco stores close behind.

Twelve (12) new volunteers were onboarded for our Petco Cat Habitats. Volunteers gave 312.20 hours of time at the Petco stores in May.

## Feline Operations

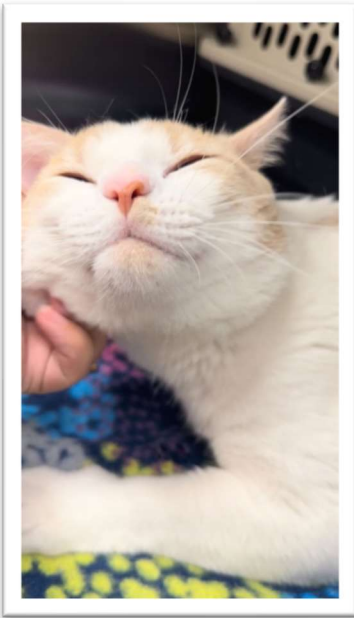
Jennifer Dreisewerd, Director of Feline Operations, reported we took in **748** cats/kittens in May, with a 54% increase in the number of stray cats/kittens being brought in by the public compared to last year at this time. We found new homes for **302** cats/kittens, with adoption numbers down from last year due to fewer cats being transferred in and the large numbers of underage kittens that arrived in May that were still too young for adoption. However, our Length of Stay for cats at our KCCAC location has decreased from 25 days to 15 days – meaning our adult cats and harder-to-place cats are being adopted at a faster rate than last year.

**Frank** (next page) arrived from another shelter on April 6, 2023. During his exam, it was discovered his teeth were in poor condition and he would need to have a full mouth extraction. Frank experienced transitional stress and needed several weeks to adapt to the shelter before undergoing the extensive work needed on his mouth. We were concerned that if done too quickly, the team would not be able to properly care for him post-dental. In the end, two dental





surgeries were needed due to the severity of his dental disease. He was stressed in the shelter during his recovery, but when he was finally medically cleared for adoption, he found a new home just five days later!



**Peep** (left) was surrendered by his owner on May 5<sup>th</sup> and was VERY shut down with fear. We decided to assign a specific caregiver to Peep to work with him as much as possible every day. This individual did an amazing job earning his trust and coaxing him to eat. Just 20 days after arriving, Peep found a new home!



**Rupert** and **Ninja** were both community cats that bonded while in our hospital and loved to play together. Rupert had an amputation and Ninja had some lesions on her toes we were treating. They were both very sweet and loved each other despite having just met. They've both recovered now and are back with their caretakers that love them very much.

her a new home after she was having trouble getting along with other outdoor cats in her area. Her purring and drooling won us all over and she now has a lap to sit on all day.



**Gracie** (left) was a sweet mama cat who had a rough start in life. She had a small litter of kittens, but none survived. After being transferred to Whiskers Cat Café and waiting a month for a new family, she finally found a loving home where we're confident she'll receive all the love and attention she deserves.



Congratulations to all these sweet kitties and their new families!

Submitted by,

*T Johnson*

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