

# KC PET PROJECT

## Impact Report for October 2023 Activities

### Sheltering Statistics:

Dog & Cat Totals Jan - October	2023	2022	Difference
Adoptions	8,442	8,736	294 fewer
Total Intake	12,982	13,094	112 fewer
Returned to Owners	1,681	1,542	139 more
Live Release Rate	93.3%	96.1%	2.8% lower
Owner Surrendered Pets	2,657	3,386	729 fewer
Stray animals brought in by public	5,403	4,264	<b>1,139 more</b>
Cats/kittens transferred IN	994	1,646	652 fewer
Spay/Neuter Surgeries Performed	7,424	7,560	136 fewer
Average Length of Stay for Dogs	20.1 days	18.2 days	1.9 days longer
Average Length of Stay for Cats	19.2 days	19.4 days	0.2 days fewer

### October 2023 - Animals In & Animals Out

- ❖ We received or provided care for **1,370** new dogs and cats that arrived in October (676 dogs, 663 cats), along with 6 chickens, 5 guinea pigs, 1 pig, 7 rabbits, 1 pet rat, 1 sheep, and 1 **alligator**.
- ❖ **981** pets were adopted in October (421 dogs, 547 cats, and 13 other pets). Even with our successful KC Mega Match adoption event in October, the number of dogs adopted was 6% lower than in October 2022.
- ❖ The number of stray pets arriving from the public slowed slightly in October; however, we have still taken in 1,139 more stray dogs and cats from the public than last year at this time (a 27% increase).
- ❖ Despite the continued increase in the number of dogs arriving and the length of stay increasing for dogs, we achieved a **94.8%** Save Rate in October (95.6% dogs, 94.2% cats).
- ❖ Our veterinary team performed **978** spay/neuter and specialty surgeries in October. Doctors performed **1,314** examinations on pets in/arriving at our shelter and treated 23 puppies and young dogs in our shelter's parvovirus ward.
- ❖ We provided spay/neuter surgeries and veterinary services for 126 community cats last month (for a total of **720** low-cost surgeries performed for community cats this year).
- ❖ 268 dogs/puppies and 226 cats/kittens were sent to foster homes in October.

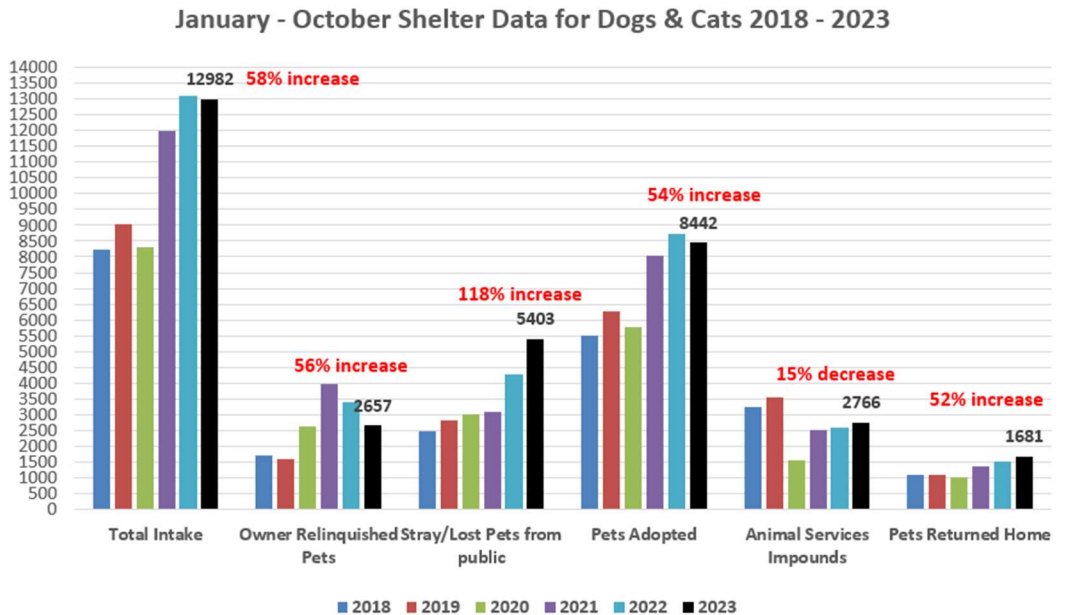


- ❖ We provided free spay/neuter surgeries and veterinary services for 41 owned dogs last month that were reclaimed and reunited with their families.

**299 reclaimed dogs have been spayed/neutered at no charge by KCPD so far this year.**

**Data Trend for January – October 2023:**

- ❖ The total intake of dogs and cats is still running at the highest level recorded in our 11-year history – increasing steadily with an overall **58% increase** in the number of animals arriving over the past 5 years.
- ❖ The number of total pets being adopted has slowed but is still at the highest level in our 11-year history – **up 54% over the past 5 years.**
- ❖ Stray/lost pets brought in by the public are still at the highest level ever recorded in Kansas City – **up 118% from 2018 totals.** The number of stray animals arriving is already **27%** higher than last year’s record setting numbers.
- ❖ Lost/impounded pets being reunited with their families through our dedicated Return-to-Home Team are **52%** higher than 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 currently 96% higher than in 2022. **Our Live Release Rate for dogs in 2023 is 92.9%.**



**Animal Services Division Update**

- ❖ Officers worked **1,876** case activities in October, travelling a total of **14,713** miles throughout the city, impounding **322** animals, and returning an additional 39 pets back to their homes without having to impound them.
- ❖ In October, officers issued **sixty-six (66)** criminal citations, with **714 criminal citations** for ordinance violations having been issued through Municipal Court in the first 10 months of 2023.

				
<b>Calls from Residents Resulting in Cases</b>	<b>Online Reports Received by ASD</b>	<b>Case Follow Up Activities Performed</b>	<b>Total Case Activities for the Month</b>	<b>% of Calls resulting in Case Creation</b>
<b>1,242</b>	<b>197</b>	<b>437</b>	<b>1,876</b>	<b>35.2%</b>

- ❖ The top four reasons criminal court citations were issued for ordinance violations in October were: 1) failure to provide adequate animal care, 2) failure to obtain a city license, 3) public nuisance violations, and 4) failure to spay/neuter pit bull type dogs.

- ❖ Our Animal Cruelty Investigations Team investigated and closed 232 animal cruelty cases, including 47 reports of animal abandonment, 165 reports of neglect, 1 report of dogfighting, and 19 reports of animal cruelty.
- ❖ We continue to see an increasing number of evictions and pets being abandoned and left behind when residents move out.
- ❖ Officers responded to a call from the KC Police Department and the ATF to assist them on a case with a 3 ½ foot alligator being kept inside the home's garage.
- ❖ Officers responded to a Northland home where dozens of cats had become a health concern and nuisance to many surrounding homes. Animal Services Officers and KC Pet Project's Feline Care team trapped more than 40 cats and provided spay/neuter surgeries, medical exams, vaccinations, and microchips for all cats/kittens from this location.
- ❖ Chief Ryan Johnson, Cruelty Investigations Manager Rohrback, and Field Services Manager Redford participated in a "mock" disaster event with 250 other Kansas City first responders and emergency disaster planners to identify city-wide collaboration opportunities if a natural disaster occurred in the Kansas City area.
- ❖ On October 28<sup>th</sup>, Chief Ryan Johnson was elected to serve a 3-year term on the **National Animal Care and Control Association's (NACA) Board of Directors.**

### Stories from the Field – Helping People and Pets in our Unhoused Community

On October 6<sup>th</sup>, Chief of Animal Services Ryan Johnson and Field Services Manager Evan LaDue responded to a call about a dog belonging to an unhoused individual living in a camp that had been hit by a vehicle and needed medical attention. When our officers arrived, they spoke to the dog's owners, who reported they were walking their dog along the shoulder of the road when a car swerved to intentionally strike their dog. Their dog, **Daisy** (right), could not walk and was in pain.

The owners were initially unsure about allowing officers to take Daisy, as they were afraid they would never see her again. We assured them we just wanted to help Daily get the medical care she needed through our shelter's lifesaving veterinary clinic. We were able to offer these services at no charge to these worried pet owners thanks to donations in support of our Healthy Pets KC program.

*Radiographs revealed a serious pneumothorax, possible fractures, a ruptured spleen, and she was bleeding into her abdomen from a ruptured uterus.* Doctors at KC Pet Project immediately performed surgery on Daisy to save her life. For nearly two weeks, Daisy recovered from her injuries in our clinic's hospital ward. Finally, she was healed enough to go back to the two people who loved her and missed her terribly.

Daisy was now spayed, vaccinated, licensed, microchipped, and sent home with medications to help her continue to heal. Our Animal Services Officers happily gave Daisy her reunion ride back to her family (photo above), and her owners were so excited to have their sweet girl back with them where she belonged. This is what community-centric animal services looks like – focusing on providing solutions to help keep people and their pets together.



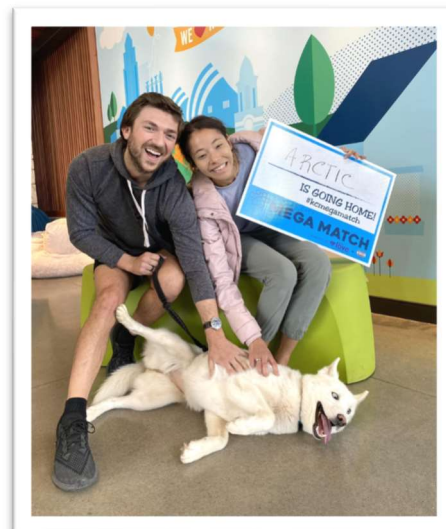
### Marketing/PR/Communications/Community Events

Chief Communications Officer, Tori Fugate, reported the following activities:

- ❖ We participated in the MARS National Adoption Weekend from 9/29-10/1 and adopted out 172 pets!
- ❖ KCPP was one of only 30 shelters selected to participate in the **National Playgroup Rockstar Event** on November 7<sup>th</sup>. Dogs were named after rock stars, local bands, and members of local bands. The dog named Lajon Witherspoon was named after Sevendust's frontman, and his family came out to meet Lajon and sponsored his adoption fee.



- ❖ **KC Mega Match** was held October 20<sup>th</sup> – 22<sup>nd</sup> and 8 shelters participated this year: Great Plains SPCA, KCK Animal Services, Humane Society of Greater KC, KC Pet Project, Melissa’s Second Chance, Midwest Animal ResQ, Lawrence Humane Society, and Wayside Waifs. The event was sponsored by Petco Love and Bobs from Sketchers. Across all eight organizations, we found homes for **705** pets -- with **KC Pet Project finding homes for 225** pets! We ran television ads and had billboards across the metro promoting the event.
- ❖ NAIC (National Association of Insurance Commissioners) raised funds for KC Pet Project during their national meeting. Tori gave a presentation about KCPP to 300 representatives from the company.
- ❖ Tori was a featured speaker at the first-ever **Dog Day Out Seminar** with VCA Charities and Outcomes Consulting, as KCPP’s program is considered a model program for other shelters to learn from.



- ❖ Tori and Tabitha Urban have been selected as featured speakers at the HSUS Animal Care Expo in May 2024 on *“Intake to Placement Strategies for Big Dogs”*.
- ❖ Tori was featured on the Community Bank Podcast discussing KC Pet Project’s growth over the past decade.
- ❖ The KC Mini Cooper Club (with nearly 50 cars) caravanned through the parking lot on October 21<sup>st</sup> and dropped off donated funds and in-kind gifts to the shelter.
- ❖ KCPP was the charity for the Hocus Poke Us sold out event at the Folly Theater on October 30<sup>th</sup>.
- ❖ KC Pet Project was the charity selected for **Creed Humphrey’s Tailgate Gala** (left) at Boulevard Brewing Company (left). Proceeds from the silent auction raised more than \$7,000 for the shelter and several of his Chief’s teammates were in attendance.

- ❖ We shared Halloween Pet Safety tips on social media to keep pets safe during Halloween festivities.
- ❖ We had 428 news stories and broadcast mentions during the month of October with a total reach last month of **345,728,418 million people**.
- ❖ KC Pet Project was included in a national press release about the VCA Charities’ Dog Day Out Pilot Field Trip Seminar and was featured in news stories on stations across the country.



Website Statistics	Social Statistics	Social Impressions
Users – 69,000	109,000+ followers on Instagram	Instagram – 88 posts/Reels with 1,151,840 impressions
New Users- 63,000	169,000+ likes on Facebook	Instagram – 349 stories with 466,371 impressions
Sessions – 132,000	1.2 million TikTok followers	Facebook – 54 posts/Reels with 1,103,406 impressions
Page Views – 1,222,000 (web traffic was up in October)		TikTok – 9 videos @ 25,000+ views, 1 with 867,000 views

## Volunteer Program Updates

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

- ✓ In October, **806** volunteers gave **4,861.29** hours of services, the equivalent of 28 full-time employees.
- ✓ Total value of volunteer hours in October: \$138,741.22; a 5% increase from last month's total.
- ✓ Five (5) new volunteer orientations were conducted for 86 attendees (a 6.2% increase from last month)
- ✓ Forty-five (45) new volunteers gave 337.3 hours in October and 176 volunteers participated in 276 hours of training sessions, including in-person mentoring sessions for 128 volunteers.
- ✓ Sixteen (16) Community Service volunteers gave 125.08 hours in October.

### Businesses and groups that

**volunteered in October** brought 243 people to the campus and gave 738.75 hours of service: Mars Petcare, The Cheesecake Factory, Elanco, Girl Scouts, Westridge Middle School, Rockhurst University Women's Lacrosse Team, Botanic Business Services, Lockton, Enterprise Rent A Car, Element Medical Imaging, Oak Park, Synergy, Whitefield Academy, Eversana, Primelending, Blue KC, BVNW FCCLA, Summit Christian Academy, and Johnson County Community College.

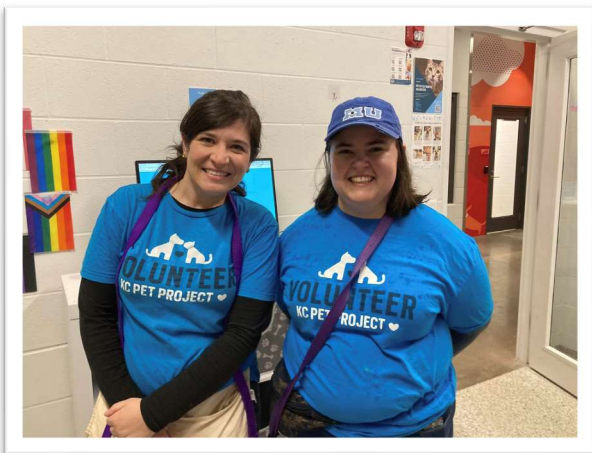


### Volunteer Recruitment and Retention

- ✓ Total active volunteers: **2,160** individuals, including 86 *newly active* volunteers.
- ✓ We received 344 new volunteer signups in October.

*"Linda was attentive, clear, and concise in her instruction and orientation. I felt most relaxed and comfortable asking her questions. Couldn't ask for better!"*

*"Stacy was incredibly helpful and very willing to answer questions! She made sure we were comfortable at each step."*



### News From the Volunteer Department

- ❖ Volunteers participated in collecting donations at the 10th annual Hocus Poke-Ups event at the Folly Theatre.
- ❖ More than 60 volunteers donated their time between October 20<sup>th</sup> – 22<sup>nd</sup> in a variety of roles at our KC Mega Match event.
- ❖ We've taken a very intentional approach in onboarding and tracking new volunteers into the dog walking program. Since we began these efforts in August, we have trained 45 new green-level dog walkers and have onboarded another 115 interested volunteers who are being paired with mentors to begin their dog walking journey.



## Surgeries & Medical Procedures Performed in October 2023

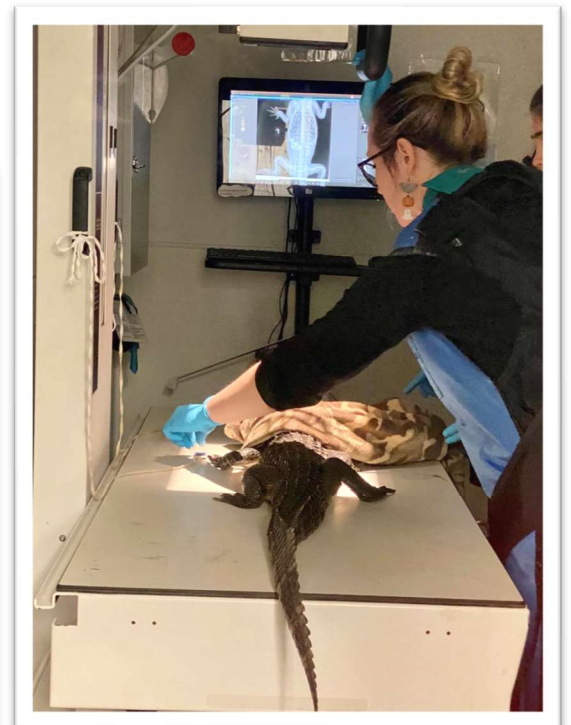
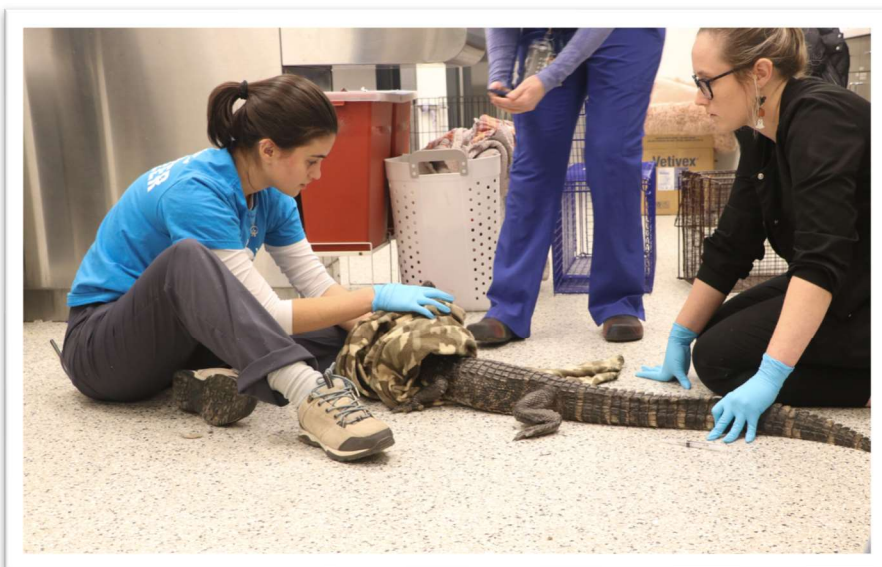
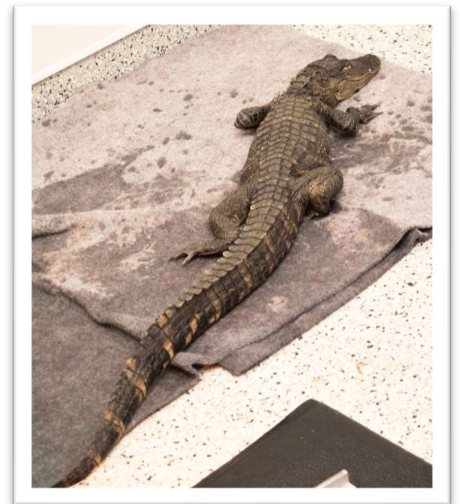
Surgeries		Medicine		Parvo Ward	
Community Cats Neutered	52	Wellness exams	530	Parvo pups treated	23
Community Cats spayed	74	Emergency exams	69	Parvo pups graduated	21
Reclaimed pets neutered	23	Foster pet exams	50	<b>Save rate for parvo</b>	<b>91%</b>
Reclaimed pets spayed	18	Rechecks performed	339		
Shelter Animals Neutered	372	Medical concerns addressed	317	Clinic Administration	
Shelter Animals Spayed	405	Post-adoption exams	9	Foster concerns addressed	198
Speciality Surgeries	34			Adopter concerns addressed	231
				Medications filled	177
<b>Total Surgeries</b>	<b>978</b>	<b>Total Exams</b>	<b>1314</b>		

### Lifesaving Stories from the Veterinary Clinic – Medical Care for an Alligator!

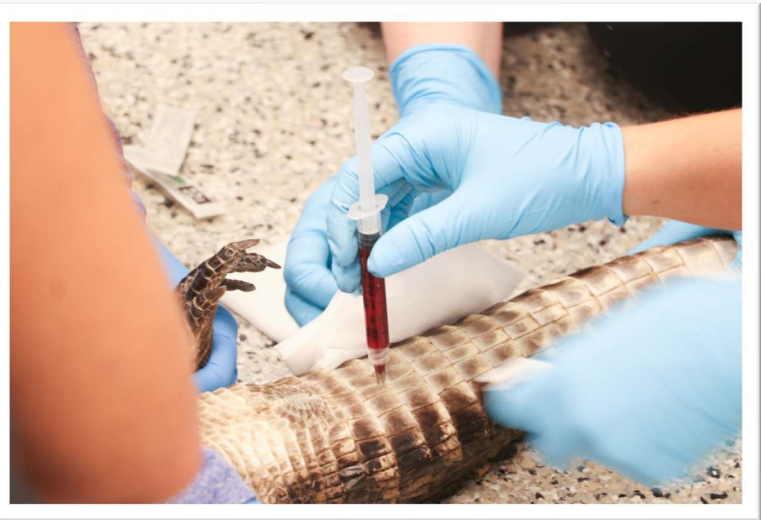
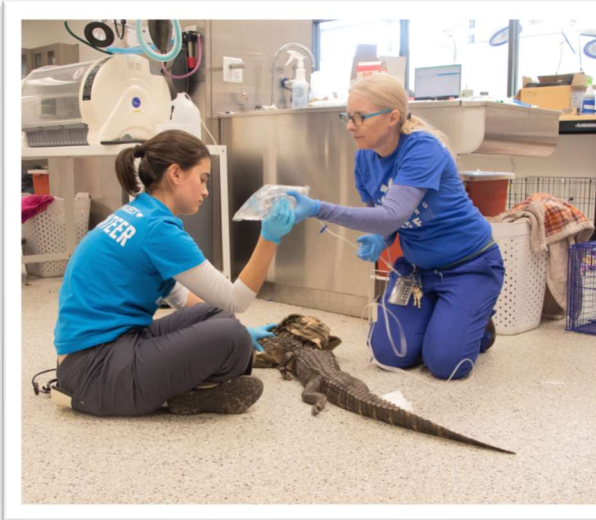
In October, Dr. Amanda Gimenez, a veterinarian from Brazil began volunteering in our vet clinic while she works on obtaining her U.S. veterinary licensure. She has been involved with everything from shadowing our doctors for medical rounds and surgeries, to also working directly with our technicians in surgical prep and wellness exams.

We were incredibly lucky to have Dr. Gimenez onsite when we were faced with a 3 ½ ft. ALLIGATOR that needed a full medical examination for a cruelty case, including having blood drawn. Dr. Gimenez worked with Caimans frequently in Brazil and was very knowledgeable on how to handle them. She helped our veterinary team perform the examination, including **taking radiographs, teaching our team how to draw blood for diagnostic lab work, identifying the sex of the alligator, and administering IV fluids to help with his hydration.** They created a safe, low stress environment for the alligator, and he was a perfect patient!

In addition to providing care for an alligator, we saw an increased number of injured animals coming in and our doctors performed a record number of specialty surgeries in October – including a record



number of leg amputations for animals with traumatic injuries. We are so fortunate to have such a talented group of veterinarians and technicians on our team who are always ready to help save the life of whatever animal that may arrive at our shelter.



## **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** (1,510 Google reviews)
- ✓ KC Pet Project - Zona Rosa Adoption Center: **4.4/5.00** (672 Google reviews)
- ✓ KC Pet Project - Petco Adoption Center: **4.4/5.00** (207 Google reviews)

Colin Sutter, Customer Engagement Coordinator, reported **568** emails were received in October inquiring about fostering a pet or pets in foster homes. An additional **804** emails were received through our Contact email address, mostly regarding pets available for adoption or the adoption process. We received 43 adoption updates through our Constant Contact email campaigns – including this one:

*“Typically, I would not reply to an email like this. But I really wanted to share with you what a great experience we had with the KC Pet Project. The facility is beautiful. The staff was terrifically friendly and helpful. And I don't know who they are -- but whoever fostered our new family members did an outstanding job. They have no anxiety even around strangers. All I can say to all is, thank you for taking care of our girls until they found us.”*

*“I was dropping off a lost puppy I'd found and who I'd grown very fond of during our 36 hours together. I was nervous about dropping him off, but I felt so reassured by staff members and the entire KCPP Admissions experience. I am so impressed with KCPP's innovative and thoughtful welfare programs; I am so proud that KCPP is my local shelter. Thank you for all that you do!”*

### **Pet Support Center – Customer Satisfaction & Services Provided**

- ✓ **2023 Rating: 4.64/5.0 stars**
- ✓ Historical rating: 4.60/5.0 stars: 37 surveys submitted in October, 1,168 submitted since launch in September 2020
- ❖ In October, the Pet Support Center staff assisted approximately 1,314 KCMO residents with in-person services - bringing the total for 2023 to more than **10,302** residents/families who came in for pet relinquishment services, stray animal impounds, microchipping, lost and found/return to home, pet licensing, bringing in sick or injured pets, pets being reclaimed, and for pet resources such as basic pet care supplies as well as supportive programs through Keep 'Em Together, KC.

*“Your services helped us reclaim our little kitty! Your services are a great benefit to our community. We appreciate you!”*

- ❖ The Pet Support Center kept families together for **65** animals whose owners originally contacted KCPP to surrender their pet(s); **137** animals were diverted through return-to-field, trap-neuter-return, and safety net programs, and 18 additional animals were returned to grateful owners through subsidized programs after being surrendered to the shelter. **A total of 220 animals stayed with their families last month instead of coming into the shelter due to supportive services provided by KCPP (a 21.5% increase from last October).**
- ❖ We took in **553** stray/lost animals from members of the public (a 0.5% decrease from last October 2022).
- ❖ Pet Support Center staff diverted 40 animals through walk-in and in-person services for community members who visited the Admissions Department at our Campus in October. *Our total number of owned pets diverted from community members seeking walk-in services is **256** pets for the year.*

## Rehoming Support Services

In October, our team received 143 requests for our private rehoming services. Eligible pet owners posted **85** owned pets for adoption through our ReHome website. *Our team has received 3,268 requests for ReHome services since October 2021.*

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***Our Pet Support Center team received 436 requests in October from residents wanting to surrender pets to the shelter. We have received 4,478 requests so far in 2023 to surrender owned pets.***

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**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 (961 pets),
2. Health of the owner or health of pet (529 pets),
3. Personal reasons including changes in lifestyle, or the pet was incompatible with the living arrangements of other people or other animals (481 pets),
4. Housing Issues including cost, loss of home, moving/relocating, eviction, and housing restrictions (416 pets).

## Pet Support Call Center Performance

October 2023	Answered	Unanswered	Total Calls	Abandoned Rate %
<b>IN &gt; Helpline - Main Queue</b>	3,907	1228	5135	24%
<b>IN &gt; Helpline - Spanish</b>	75	43	118	36%
<b>IN &gt; Helpline - Lost and Found</b>	686	244	930	26%
<b>Helpline INBOUND Performance</b>	<b>4,668</b>	<b>1,515</b>	<b>6,183</b>	<b>25%</b>
<b>OUT &lt; Helpline – Main</b>	1,098	234	1332	N/A
<b>OUT &lt; Helpline – Lost and Found</b>	203	53	256	N/A
<b>Helpline OUTBOUND Performance</b>	<b>1,301</b>	<b>287</b>	<b>1,588</b>	<b>N/A</b>
<b>Total Performance for the Month</b>	<b>5,969</b>	<b>1,802</b>	<b>7,771</b>	<b>23%</b>

*Our Pet Support Center team answered **4,668** live phone calls, completed 1,588 outbound calls, resolved 474 voicemails, and completed a total of 8,044 interactions with pet families in October, a 13.9% increase from last month.*

## Return-to-Home Team

- ❖ The Return-to-Home team received 107 Lost Pet Reports and 57 Found Pet Reports filed online or over the phone by residents last month. They conducted 100 in-depth microchip investigations for stray animals in our care.



- ❖ 155 (20%) of the 772 lost animals brought to the shelter in October were returned to their owners. Twenty-nine percent **(29%) of lost dogs were reunited with their families, while only 5% of lost cats were reclaimed by their owners.**
- ❖ Animal Services Officers have reunited **259** 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 currently up **76% over 2018** totals!*

### Returned-to-Home: Mikey's Reunion

On October 26<sup>th</sup>, one of our Animal Services Officers was called to a home where an eviction was in process. Inside the home was a very geriatric Shiba Inu dog named **Mikey** (right). The officer transported the dog to our shelter and our veterinarians noted the dog was at least 12 years old, had arthritis and was both deaf and blind. The little dog was terrified in a kennel, circling and crying and bumping into walls.

Meanwhile, Mikey's owner had returned to his apartment to find he had been evicted and his best friend Mikey was nowhere to be found. The owner frantically searched the area – then a maintenance staff member saw him looking for his dog and told him he had noticed an Animal Services vehicle at the apartment complex earlier that day. Mikey's owner drove immediately to our shelter hoping that Mikey would be there. As soon as he began describing Mikey, our staff knew which dog he was looking for. There wasn't a dry eye in the house as these two were reunited – confirming the strength of the human/animal bond.



### Keep 'Em Together, KC Program Updates

A total of **385** families benefitted from our five (5) KETKC Subsidiary Programs in October (a 20% increase from last month):

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

- ✓ 18 families with 30 pets applied for temporary care assistance in October.
- ✓ 7 new safety net foster applications were received.
- ✓ No families were reunited in October.
- ✓ One new family was enrolled in the program; currently 3 families with pets are enrolled in HAFH.

673 applications have been received since the program launched in February 2021. Since inception, Home Away from Home has provided 5,090 days of enrollment and 7,942 days of temporary care for a total of 91 families with 141 pets. Home Away from Home currently has a **93% reunification rate**.

#### 2. Pet Care Assistance Program

Pet owner financial assistance totaling **\$4,827.12** for 16 families (23 pets) was provided by KCPP in October.

- ✓ 16 Pet Care Assistance Applications were received.
- ✓ Healthy Pets KC medical assistance granted: \$0.00
- ✓ Home Away from Home Reunification Fees: \$0.00
- ✓ Shelter Reunification assistance granted: \$4,827.12

### 3. Pet Resource Assistance Program

Derek Melies, Keep ‘Em Together Coordinator, reported pet foods were shared with five (5) community pantry partners in the metro, including *the Don Bosco Center, Chestnut Avenue Resource Center, Pets For Life, and two local community cat caregivers.*

**367 families with 730 pets benefited directly from these resources provided in October – this was the largest number of families ever receiving resource assistance in one month through Pet Resource Request applications, walk-in assistance, and external community food pantries.**

- ✓ 1,253 lbs. of cat food and 6 lbs. of cat treats
- ✓ 3,777 lbs. of dog food and 61 lbs. dog treats
- ✓ 201 lbs. of kitty litter
- ✓ 62 collars and 26 leashes
- ✓ 22 individual doses of flea/heartworm medicine
- ✓ 1 outdoor tie-out, 6 kennels/crates and 2 dog houses
- ✓ 141 miscellaneous pet care items and 21 dog toys

### 4. 3-Day Reclaim Fee Forgiveness Program

- ✓ 63% of the animals reclaimed from the shelter in October were reclaimed by owners who were eligible for the Reclaim Fee Forgiveness program.
- ✓ **Since July 2021, we have subsidized \$242,119.00 in reclaim fees for 2,315 families with 2,735 pets.**

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***\$9,190.00 was subsidized by KCPP in Reclaim Fee Forgiveness for 83 families with 97 pets in October.***

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### 5. Pets For Life Program:

There are currently **36 clients (with 58 pets)** receiving ongoing support from Pets for Life in the Kansas City, Missouri community of 64127, since the program was launched in March 2023. Seven (7) pets have been spayed/neutered at no charge.

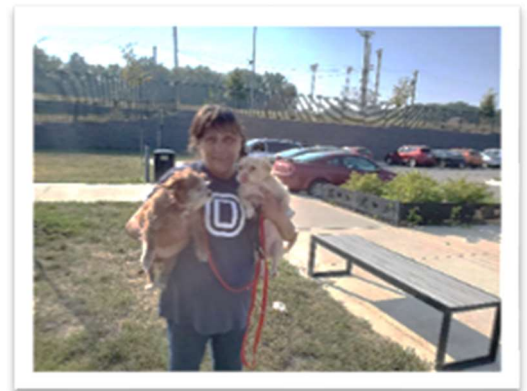
#### **Keeping ‘Em Together: Rosalinda, Nino, and Nina**

Rosalinda found herself in a situation in which she needed to make some changes in her life. Having to focus on herself was hard to do and she was worried about how she was going to provide for her two beloved pups. Nino and Nina are a pair of small dogs that have been with Rosalinda since they were just a few months old. Our **Home Away from Home** program offered Rosalinda the chance she needed.

Nino and Nina were extremely unsure when they arrived at the shelter before going to their foster home. They had never been with anyone outside their family. With a lot of patience, a consistent schedule, and some treats, Nino and Nina opened up in their foster home and their true personalities came through. Nina loved getting bathed and Nino loved car rides.

After 30 days, Rosalinda could not wait to see “her babies” again. When Nino and Nina saw their owner, they could not run fast enough to her. It was so clear how much this family unit loved and missed one another.

Without the support for programs like Home Away from Home, families like this might not have been able to stay together. Our Home Away from Home fosters are invaluable to helping people and pets stay together.



## Canine Behavior & Enrichment Department

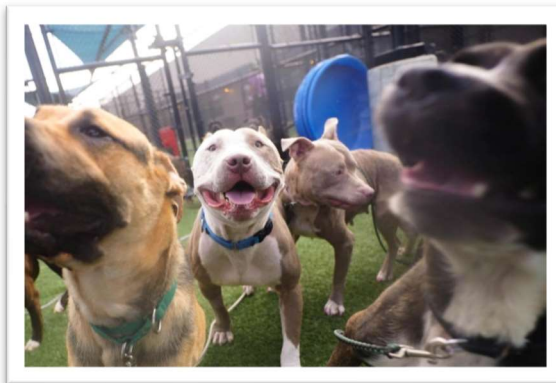
- ❖ Dogs assigned to Behavior Team for assessment: 54
- ❖ Pre-adoption behavior consultations conducted: 109
- ❖ Number of dogs introduced to adopters by Behavior Team: 10
  
- ❖ 109 post-adoption support follow up emails were sent to adopters
- ❖ 23 behavior support phone consultations performed
- ❖ 55 behavior support emails/correspondence sent
- ❖ Assisted 5 people with behavior help lessons for recently adopted or foster dogs

During the KC Mega Match event, the Behavior & Enrichment team worked alongside the Canine Care team and other staff and volunteers to achieve a 10:00 am opening time. Team members ran the Behavior station at Mega Match and provided counseling to each dog adopter before taking their new dog home.

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**An average of 146 shelter dogs participated daily in canine playgroups in October.**

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## Canine Operations & Adoptions



Our Canine Care team cared for an average of **238** dogs every day at the KC Campus for Animal Care in October.

**421** dogs and puppies were adopted in October. Dog adoptions were down slightly compared to last October, but up 10% for the year.

Topics at October's monthly team meeting included safety protocols, and use of radios and new toolbelts.

The number of dogs in our Campus location dropped to 202, thanks to KC Mega Match and Waived Fee Wednesdays, but quickly filled once again to critical capacity.

**KCCAC Adoptions Customer Service Survey** rating: **4.84/5.0** stars (20 surveys submitted in October, 311 responses to date)

*"They really took the time to find the right dog to match my lifestyle and everything - they were all kind and understanding and helped me out so much they have a very great team."*

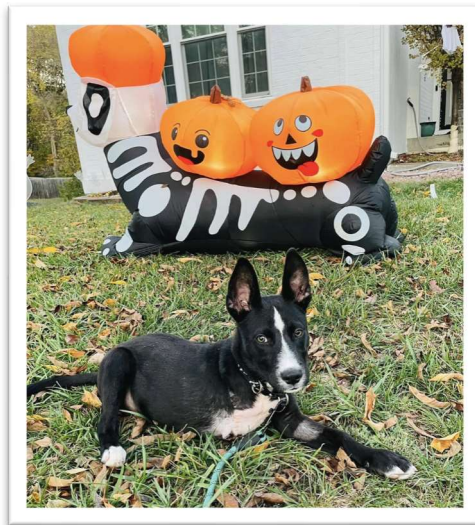
*"I was surprised how fast the adoption process was. Everyone we dealt with was very professional. The facility was beautiful. What a wonderful experience."*

## Canine Foster Care Program

Tabitha Urban, Director of Canine Operations, reported 138 dogs (30% of the dogs in our care) were in foster homes at the end of October.

- ✓ During the month, **268** dogs/puppies were sent to foster homes.
- ✓ Volunteers took **147** dogs on a Dog's Day Out last month.
- ✓ We welcomed 77 new dog foster families in October.
- ✓ We had 46 dogs/puppies adopted directly from foster homes.

We saw an increase in new canine fosters and have started hosting monthly Foster Information Sessions at KCCAC where we can onboard potential new fosters on the spot. We sent several medical case dogs to foster homes last month, including **Spirit** (photo right), a 3-month-old shepherd puppy who





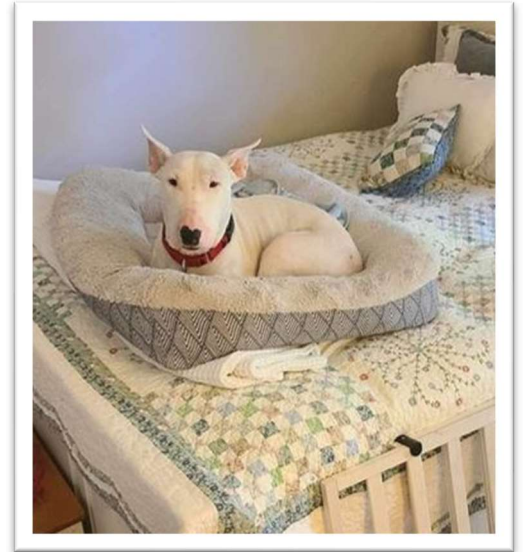
needed a foster home to recover from his front leg amputation. Another success story was Rosie. Rosie was scared in the shelter and not eating, but she was sent to a foster home where she now has an eager appetite and is enjoying life.

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

Chelsae Rohrback, Rescue and Transport Coordinator reported 30 dogs were transferred to other rescue organizations in October.

Organizations we transferred animals to: *Belgian Tervuren Rescue Inc, Boxer Paws Rescue, Bull Terrier Rescue Mission, Doberman Rescue of Nebraska, Independence Animal Services, Midwest Animal ResQ, New England Brittany Rescue, Pawsitive Tails, Warriors' Best Friend Foundation, Wayside Waifs, and Whispering Willows Senior Dog Sanctuary*

In October, we established a relationship with **Bull Terrier Rescue Mission** in New York. This organization agreed to take **Skye** (right), a Bull Terrier that arrived at our shelter and was not doing well mentally in the shelter environment. With their vast knowledge of the breed, they had a foster home and transport plan set up in less than a week. Once she arrived in her foster home after a 6-hour drive, she was belly up in her bed snoring and her foster was giving her Reiki treatments. She has since claimed a spare bedroom in the foster home as her own and has been adapting well.

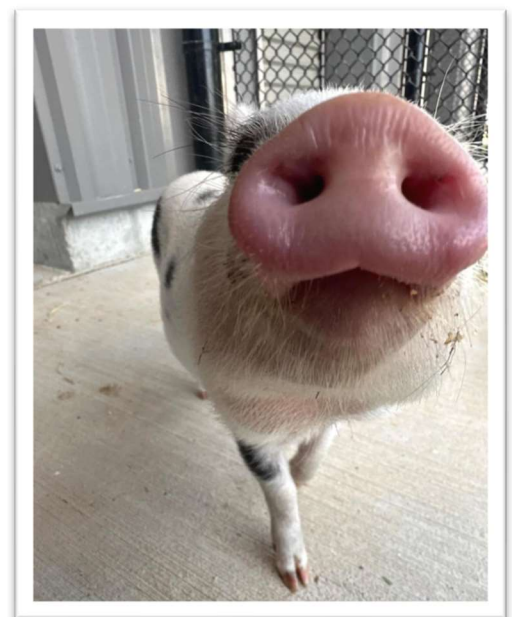
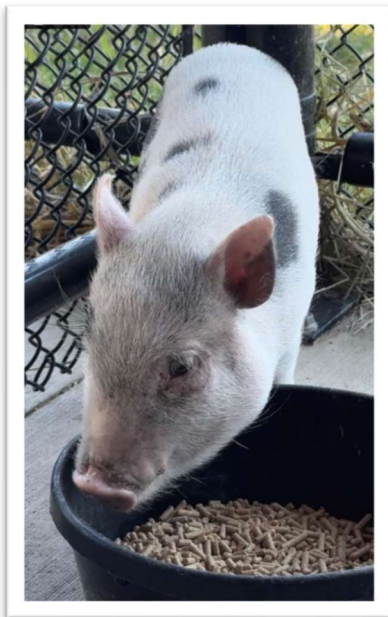


### Small Animals & Transportation Program:

Sixty-two (62) puppies/small dogs and sixty-three (63) large dogs were moved to our Zona Rosa Adoption Center or Petco Adoption Center in October.

We processed **13** small animal adoptions – 2 chickens, 1 guinea pig, 2 iguanas, 1 lizard, 1 pig, 4 rabbits, 1 rooster, and 1 snake!

Besides an alligator, here's a look at a few more unusual arrivals in October:



## Feline Foster Care Program

Feline Foster Program Coordinator, Leslie Bauer, reported sending out **226** (211 kittens and 15 adult cats) to foster homes last month. At the end of the month, **233** cats/kittens (57% of the cats at KCPP) were in foster homes.



Fifty-three (53) kitties were adopted directly from foster homes last month.

In October, we conducted a Feline Foster Home Survey to gather feedback on their experience as a foster in 2023. We received 45 responses from foster homes, 43 of whom had fostered for us this year. An astounding 98% said their overall foster experience this year had been positive.

All foster homes said their General Concerns questions were responded to promptly, that it was not difficult to obtain supplies, and that the descriptions of the kittens posted for foster accurately

portrayed the kittens they picked up. They received the supplies and information they needed when they picked up their fosters, and 93% indicated that submitting medical concerns for their fosters was not difficult. Overall, our fosters rated the Feline Foster Program so far this year at **9.33/10, which is the highest rating achieved since our first feline foster feedback survey in January 2022!**

Feedback on our foster orientation process indicated 100% of respondents felt orientation was helpful, and 95% felt the orientation prepared them for fostering for KCPP. We plan to conduct one more survey at the beginning of 2024 to aid in program development for the next kitten season!

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

Gage Mofield, our Petco Program Coordinator, oversaw the transfer of 64 cats/kittens from Joplin Humane Society, Gladstone Animal Shelter, and Fort Scott Paws and Claws. The number of cats being transferred in is still less than last year at this time due to higher numbers of stray cats/kittens coming in to KCPP.

We processed 194 cat/kitten adoptions from our Petco Cat Habitat stores, as well as 32 adoptions from Whiskers Cat Café. The Petco in Liberty, MO had the highest number of adoptions in October with 44, followed by 23 adoptions at the Vivion Road Petco store in the Northland. Two of the Petco stores have been closed for some time for remodeling.

Our average length of stay for kittens in Petco Cat Habits was just 2.1 days!

**Nestle** (right) arrived at KCPP from the Joplin Humane Society all prepared for his new home with a tote bag filled with wonderful goodies provided by his foster home. He was only at our Belton Petco store for one night before an adopter scooped him up as one of the first adoptions of our KC Mega Match event!



**Sailor** (photo below) was a kitten with a very bad eye infection that was left outside someone's home in Kansas City in October. The people who found him took him to their veterinarian several times, but the vet bills became too much, and they could no longer afford to care for him. Sadly, they brought him to the shelter to relinquish him in the hopes he could get the medical care he needed. But they couldn't stop thinking about him. They began looking for him on our website – and were thrilled to see he had recovered from surgery to remove his infected eye and had just arrived in one of the Petco Cat Habitat stores! The Petco store he was in was a long way from where they lived, but they jumped in the car and drove across town to adopt Sailor and bring him home!



## Feline Operations

Jennifer Dreisewerd, Director of Feline Operations, reported we took in **663** cats/kittens in October, with a 12.6% increase in the number of stray cats/kittens being brought in by the public over last year at this time.

We had **547** cats adopted this month, but adoptions were lower than last October due to several Petco stores being under construction.

Our favorite adoption story this month was about a black cat named **Cyrus** (left). Cyrus arrived at KCPP on July 11<sup>th</sup> and was terrified of other cats. She needed to learn to trust us and to feel

safe in the shelter surrounded by other cats. It took us a week to get her to trust staff enough to touch her, but once she did, we were able to move her to an adoption kennel. In her new space, she would not have to interact with other cats and eventually felt comfortable being loose in one of our adoption rooms. She spent more and more time out of her kennel during business hours and staff members spoiled her – and Cyrus soaked up the extra attention. Her perfect adopter met and fell in love with her the second morning of Mega Match!

Two adorable brothers, **Trooper and Runt** (below) found their perfect home in October from Whiskers Cat Café! These two sweet boys were transferred to KCPP from Joplin Humane Society. Trooper, the brave explorer, was always the first to venture into new surroundings, with Runt closely behind. But what made them special was their unbreakable bond. These two best buddies found their forever home together where they could continue their adventures side by side!



Submitted by,

*T. Johnson*

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

