

# KC PET PROJECT

## Impact Report for September 2022 Activities

### Sheltering Statistics Year-to-Date:

Dogs & Cats as of Jan – Sept 2022	2022	2021	Difference
Adoptions	7,706	7,065	641 more
Total Intake	11,654	10,615	1,039 more
Returned to Owners	1,383	1,210	173 more
Live Release Rate	96.3%	96.6%	-0.3% lower
Owner Surrendered Pets	3,057	3,527	470 fewer
Stray animals brought in by public	3,707	2,754	953 more
Animals transferred IN	1,595	1,273	322 more
Spay/Neuter Surgeries Performed	6,310	5,792	518 more
Average Length of Stay for Dogs	17.6 days	15.7 days	1.9 days longer
Average Length of Stay for Cats	19.4 days	22.3 days	2.9 days fewer

### September 2022 - Animals In & Animals Out

- ❖ We received or provided care for **1,475** new dogs and cats that arrived in September (667 dogs, 808 cats). We also received 1 ferret, 2 guinea pigs, 7 rabbits, 1 rat, and 1 turtle.
- ❖ Our veterinary team performed **879** spay/neuter and specialty surgeries in September. We provided emergency medical care to 20 seriously injured animals that arrived (hit by vehicles, gunshot wounds, paralysis, traumatic brain injury, pelvic fractures, etc.). Doctors performed 940 examinations on pets in/arriving at our shelter.
- ❖ We sent 158 dogs/puppies and 316 cats/kittens to foster homes in September. At the end of the month, 37% of our dogs and 55% of our cats were in foster homes.
- ❖ Cat/kitten adoption rates remain high, so our feline lifesaving transfer program was able to transfer in 185 cats/kittens in September – helping a total of 1,519 cats and kittens at risk of euthanasia at other overcrowded shelters in 2022. This is a 37% increase over last year at this time.
- ❖ We provided spay/neuter and veterinary services for 81 community cats in September. A total of 672 owned pets and community cats have received low-cost spay/neuter services from KCPP in the first 9 months of 2022.
- ❖ We achieved an incredible **95.3%** save rate in September (94.6% dogs, 95.9% cats) and our Year-to-Date save rate for the first nine months of 2022 is an impressive **96.3%**, despite taking in the highest number of animals in our city's history.

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*So far in 2022, we've provided care for **11,666** dogs, cats, and other pets.*

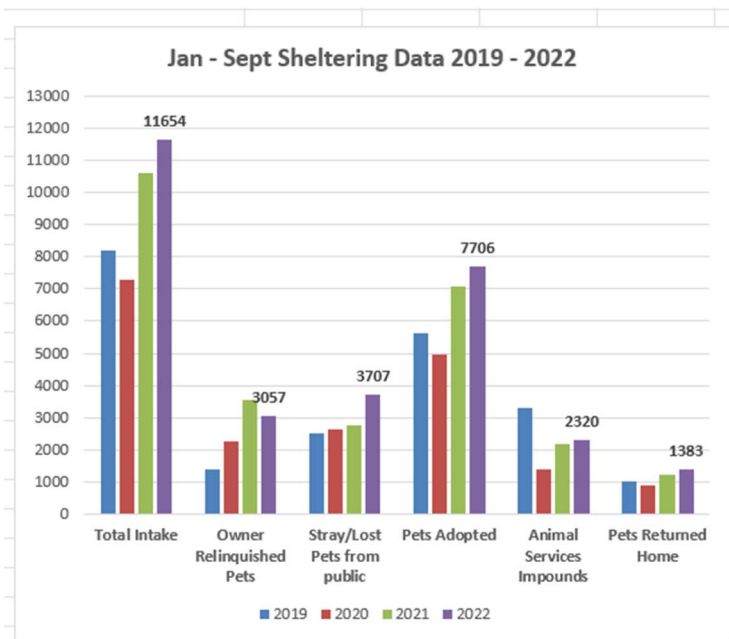
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*In September, **982** pets were adopted (405 dogs, 563 cats, and 14 other pets).*

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### Data at-a-glance January - September:

- Total intake of dogs and cats continues at the highest levels ever recorded in our 10-year history.
- Numbers of pets being adopted is at the highest level in our 10-year history – *up nearly 10% over last year.*
- Stray/lost pets are arriving at the highest level ever recorded – *up 35% over last year's record numbers.*
- Numbers of lost pets being returned to their homes is at highest level ever recorded.
- Our veterinary team are performing the largest numbers of spay/neuter and specialty surgeries in our organization's history – *up 9% in 2022.*
- Veterinary surgery/wellness services provided for community cats are *up 58% in 2022.*

### Animal Services Division Update

- Officers were dispatched to **1,125** calls for service in September, with the most frequent calls being stray/roaming dogs, reports of cruelty and neglect, and providing assistance to the KC Police Department/MAST/KCFD on cases involving animals.
- Officers issued 31 verbal warnings for violations and issued 21 official Notice to Correct Violation warning tickets to residents. Eight (8) citations were entered into the Thin Blue Line (TBL) system for review and approval by the City Prosecutor. **Two (2) cases of animal abuse were submitted to the State Prosecutor's office for felony prosecution.**
- There are 13 open Potentially Dangerous and Dangerous Dog cases in various stages from evidence collection to awaiting a hearing from the municipal court judge. Our Dangerous Dog Case Administrator, Officer Steele, has completed inspections for all dogs previously declared dangerous in past years to ensure these dog owners remain in compliance with KCMO dangerous dog ordinance and judgement requirements.



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

Calls related to stray/roaming animals continue to comprise nearly half of our monthly call volume from residents.

Call Type	September '22	August '22
Enforcement	54	62
Cruelty Investigations/Neglect	207	242
Other Services (PD/Fire/MAST)	110	114
Stray Animals/Animals at Large	565	597
Wildlife	45	64
Bite – Non-Domestic Animals (bats, etc.)	51	87
Bite – Domestic (dogs/cats)	93	89

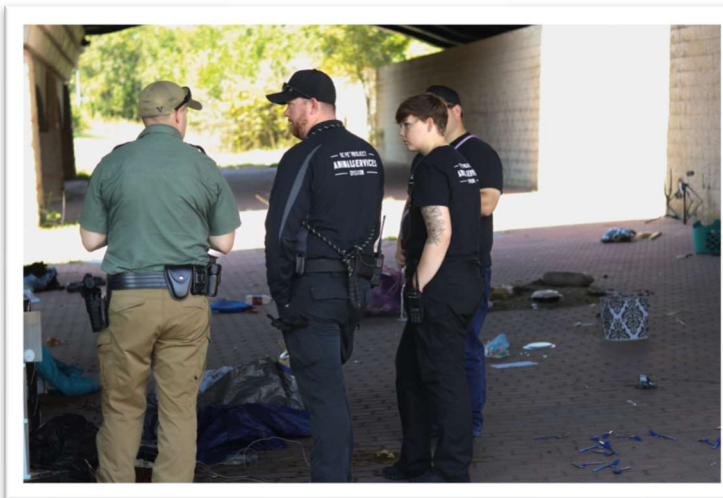
## Stories From the Field

On September 21, 2022, the Animal Cruelty Investigations Team assisted a KCMO apartment complex with the removal of multiple cats that had been abandoned within a townhouse following an eviction. Officer's Collins, LaDue and Redford, along with Cruelty Investigations Manager Rohrback, responded on the case and donned full face respirators and other protective equipment to enter the three-story unit after apartment complex employees cleared belongings from the main level. The townhome was left in deplorable conditions, but through their work and humane animal capture training, the team was able to rescue 13 cats safely from the unsanitary home. All 13 cats were transported back to KCPP where they were medically assessed and cared for before being made available for adoption.



## Community Support & Community Partnerships

- ❖ Chief Ryan Johnson and Tori Fugate gave a presentation to residents at the Blue Hills Neighborhood Association meeting, answering resident's questions and offering solutions to community concerns.
- ❖ Cruelty Investigations Officer Evan LaDue attended a week-long **Crisis Intervention Training** hosted by the KC Police Department to learn best practices for assisting residents suffering from a mental health crisis.
- ❖ Animal Services Officers assisted KCMO Park Rangers in cleaning up a houseless camp near US Hwy 71 and 27th Street. Officers provided food and resources to the pets of the people living there, as well as identifying and offering human services in a potential domestic violence situation that may have been present.



- ❖ Officers attended several community events in September to share information about our services and hand out free engraved pet ID tags and coupons for free microchips, including events at Kauffman Stadium, the Nelson-Atkins Museum, and the Kansas City Zoo.

## Animal Services Call Results for September 2022

Results for Calls with Animals	September '22	August '22	% Change
Animals Impounded by Officers	300	249	21% increase
Wildlife Relocated/Transferred Out	20	41	51% decrease
Animals Returned Home by Officers	33	9	266% increase

## Retail Sales & Roasterie Café

Manager of Retail Operations and Roasterie Cafe, Bria Sweany, reported 50% growth in coffee sales so far in 2022.

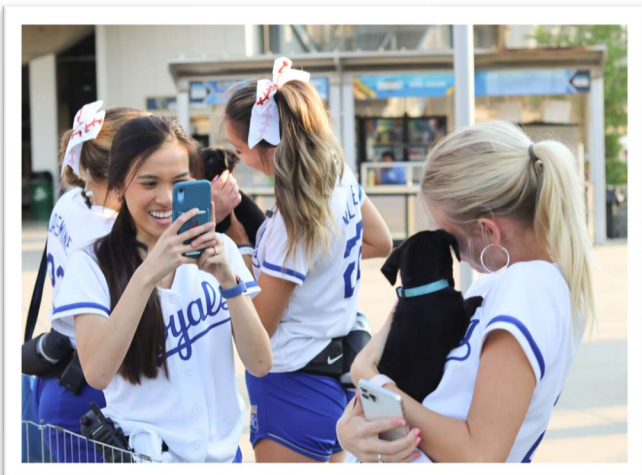
- ❖ We launched a new Chiefs themed shirt on our online retail store.
- ❖ For National Coffee Day on September 29th, we offered ½ off on all products in our coffee shop for the day, including our featured drink for September which was a Dulce de leche drink created by one of our baristas.
- ❖ We are partnering once again with **Charlie Hustle** and will carry their newest Communi-TEES KC Pet Project shirts in our retail store as early as the end of October (right).
- ❖ Plans for the Fall Makers Fair event have begun, and we are expecting 50 local vendors to set up booths at our KCCAC Campus on October 15th.



## Marketing/PR/Communications/Community Events

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

- ❖ Planning continued for our **Love Finds a Way** gala on September 29<sup>th</sup>. We assisted in the fundraising video for the event, identified dogs, cats, and stories to be featured, and assisted the Development team in creating graphic design elements, and securing auction items and volunteers.
- ❖ We launched our partnership with Chiefs Defensive Tackle Derrick Nnadi again in 2022. He is sponsoring a shelter dog's adoption fee after every Chiefs victory. Laurel, our first Nnadi dog, was adopted in September.
- ❖ We held a Labor Day adoption special over the four-day weekend and 179 pets were adopted.



- ❖ The annual *Bark at the Park* event at the Kansas City Royals game was held on September 6<sup>th</sup>. Our CFO, Michelle Erickson, threw out the first pitch, and Dr. Heather Kennedy was honored in the Buck O'Neil Legacy Seat. *Bark at the Sculpture Park* at the Nelson Atkins Museum of Art was on September 17<sup>th</sup>. At both events, we featured puppies and our Animal Services team handed out free pet ID tags and vouchers for free microchips, sponsored by Royal's pitcher Josh Staumont and his wife Angelina.
- ❖ The Pitch *Best of Kansas City* voting opened in September and KC Pet Project is up for *Best Place to Adopt a Pet* and *Best Place to Work (over 50 employees)*.
- ❖ We started a new TV partnership with Great Day KC on Fox 4, with in-studio interviews 1 – 2 times a month featuring dogs available for adoption. Fox 4 also featured KC Pet Project for National Dog Week on their 9:00 AM news segment.

- ❖ We held a fee-waived adoption special in partnership with Best Friends Animal Society's *Bring Home Happiness* event September 13 -18 and we found homes for 261 pets. We continued the special the following week for dogs in foster homes and 13 more dogs found homes.
- ❖ We started planning for a huge community-wide KC Mega Match adoption event to be held October 21-23. KC Pet Project invited Great Plains SPCA, Lawrence Humane Society, Melissa's Second Chance, and the Humane Society of Greater Kansas City to participate. Petco Love and Bobs with Sketchers are sponsoring this event.
- ❖ We had 97 media stories and news mentions during the month of September. The estimated media reach for the month for animal services and sheltering stories was **42,662,034** million people.



Website Statistics	Social Statistics
Users – 75,364	We passed 89,000 followers on Instagram.
New Users- 68,642	We are at 142,000 likes on Facebook.
Sessions – 132,891	We have 1.2 million TikTok followers
Page Views – 720,510	

## Community Education/Partnerships/School Visits

### SCHOOL AND SCOUT GROUPS

- ❖ Alex Ayala visited a group of high school students in the Ray Pec School District who are working on a shelter adoptions marketing campaign. The students are in an English class at their Innovation Center interviewing different shelters around our area to come up with ideas for a campaign to help lower the numbers of animals in shelters.
- ❖ Three groups of Scouts, a home school co-op, and two groups of students from Southland Caps (totaling **80** students) visited our Campus in September. Each group brought all the ingredients to make enrichment treats for our shelter dogs. One group of Scouts made fleece blankets to donate.
- ❖ We hosted two VIP Children's Birthday Parties in September. These "parties with a purpose" are not only fun but educational for the guests visiting the shelter. Along with having



fun, the children and their parents learn about what shelter life is like daily, the importance of keeping animals in a shelter physically and mentally healthy, and how to be advocates for us in their communities.

- ❖ In September, we received 15 community cat houses built as part of a Girl Scout Bronze Award project. Alex has been working with several Eagle Scout Candidates who are working on building dog houses. We expect to receive 20 more dog houses within the next few months for use by our Animal Services team and Keep Em Together program.

## EDUCATIONAL PARTNERSHIPS

- ❖ We have submitted our MOU with the Kansas City Public School District and are awaiting final approval to begin partnering to offer educational opportunities for students.

## Volunteer Program Updates

- ✓ Total value of volunteer hours in July: \$101,537.68
- ✓ New Volunteer Shelter Tours Conducted: 10
- ✓ Number of Individuals who Attended a Shelter Tour: 99

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In September, **463** volunteers gave **3,557.73** hours of services, the equivalent of **21** full-time employees.

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**Businesses and Groups that volunteered in September** gave 114 hours of service with 57 people, including Chicken N Pickle, BLDG Controls, St. James Middle School Students, Liberty Academy Students, IIDA Leading the Way, Lockton, Easterseals Midwest, and New Frontiers.

*"I loved doing the enrichment treats. Highly recommend for future volunteers. Simple task, positive impact for both the dogs and the "treat givers". It felt like more fun than work and I'm totally okay with that."*

*"We could not stop talking about our experience once we left. Everyone is eager to come back, and we would love to invite others to join us! Thank you again, we can't say enough great things about your facility and the difference you all are making. Thank you!"*

## Volunteer Recruitment and Retention

- ✓ Total active volunteers: **2,237** including 109 newly active volunteers.
- ✓ We received 367 new volunteer signups in September with 8 people wanting to volunteer specifically for Petco Cat Habitats.



## News from the Volunteer Department

- ❖ In September, the Volunteer Department hosted its largest shelter tour at our Campus since the pandemic – with 20 new volunteers in one session. This is double the size of tours we were hosting at the start of the year and look forward to hosting larger tours in the future.
- ❖ The Volunteer Department welcomed **Megan Harris** as our first fall intern. Megan is a student at Northwest Missouri State University earning a double major in Marketing and Management. We are thrilled to add her skillset to our program and be a part of her professional development. Megan will learn about managing a robust volunteer program and will assist volunteer onboarding, training, data management and hosting shelter tours and corporate group visits.
- ❖ YouTube Video Channel: We've been focusing on empowering volunteers and giving them the necessary tools to jump into a role. Our "How-to" series of training videos have been a huge success and we created more how-to videos that include deep cleaning kennels, prepping and passing out canine enrichment, and clicker training.

## Surgeries & Medical Procedures Performed in September 2022

Spay/Neuter Surgeries	
CC RTF - Cat Neuter	33
CC RTF - Cat Spay	48
RTO - Cat Neuter	2
RTO - Cat Spay	0
RTO - Dog Neuter	12
RTO - Dog Spay	11
Shelter - Cat Neuter	176
Shelter - Cat Spay	186
Shelter - Dog Neuter	193
Shelter - Dog Spay	189
Rabbit Neuter	2
Rabbit Spay	0
<b>Total Spays/Neuters</b>	<b>852</b>

Specialty Surgeries	
Amputation - Limb	4
Amputation - Tail	0
Mass Removal	1
Dental	5
Wound Repair	3
Enucleation	0
Foreign Body	2
Feeding Tube Placement	0
Third Eyelid Repair	1
Exploratory Surgery	2
Entropion repair	5
Pyometra	1
Nephrectomy	1
Cryptorchid Neuter	1
Neuter repair	1
<b>Total Specialty Surgeries</b>	<b>27</b>

Injured from ASD/Emergencies	
Cats brought in by AS	1
Dogs brought by AS	4
<b>Total</b>	<b>5</b>

Public Injured/Emergencies	
Cats brought by Public	6
Dogs brought by Public	9
<b>Total</b>	<b>15</b>

Emergency Types	
Dog Fight Wounds	1
Hit by Car	8
Respiratory Distress	1
Hypothermia	1
Neurological	1
Paralysis	1
Gunshot Wound	1
Traumatic Brain Injury	1
Laterally Recumbent	1
Down in Hind	1
Vomiting	1
Pelvic Fracture	1
Lacerations	1

Parvo Virus	
Canines in Parvo Ward	31
Canines treated in Foster	0
Canines as outpatients	0
Total canines treated	31
Deceased	7
<b>Save rate for parvo</b>	<b>77%</b>

Wellness Exams	
Cats	406
Dogs	184
Guinea Pig	1
<b>Total Wellness Exams</b>	<b>594</b>

Heartworm Exams	
HW Consults	27
HW Injections given	59
<b>Total Heartworm Exams</b>	<b>86</b>

Vet Clinic Appointments	
Drop-off	16
Foster Pets	18
HW Injections	59
Euthanasia	10
Owner request euthanasia	7
Post Adoption	7
Rechecks	142
Staff Pet	1
<b>Total Appointments</b>	<b>260</b>

Vet Clinic Communications	
Emails answered	312
Foster Medical Concerns	217
Calls answered	398
<b>Total Communications</b>	<b>927</b>

### News from our Veterinary Clinic

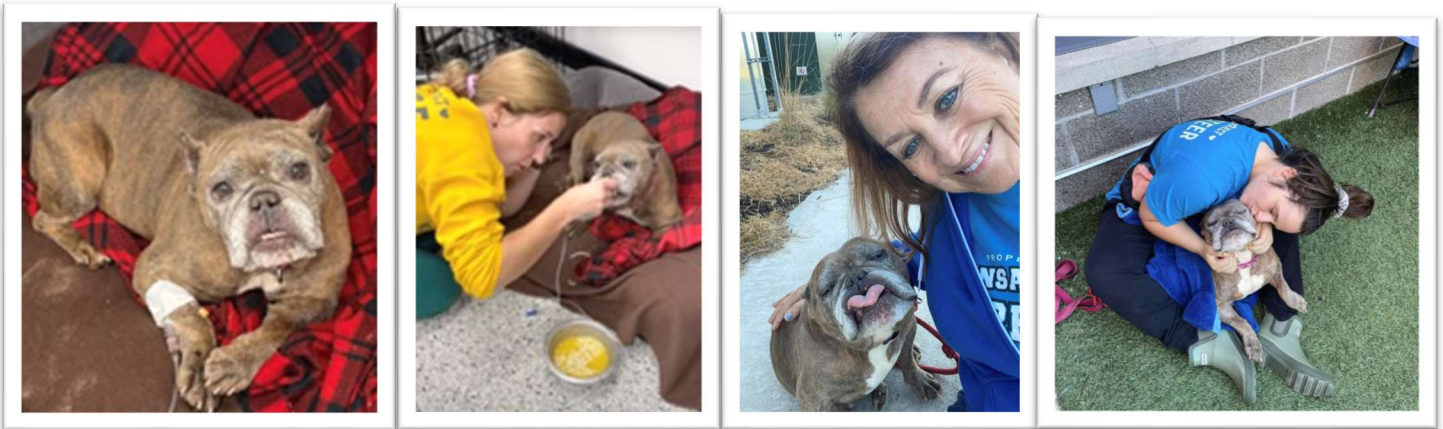
- ❖ Our veterinary team performed **879** spay/neuter and specialty surgeries in September. We provided emergency medical care to 20 seriously injured animals that arrived (hit by vehicles, gunshot wounds, paralysis, traumatic brain injury, pelvic fractures, etc.). Doctors performed **940** examinations on pets in/arriving at our shelter.
- ❖ In September, Dr. Heather Kennedy, our Chief of Veterinary Medicine, presented two continuing education sessions to veterinarians and shelter staff at the Midwest Animal Sheltering Conference. She shared information about the

*“The way we treat ringworm makes KCPP one of the most progressive animal shelters in the country.”*

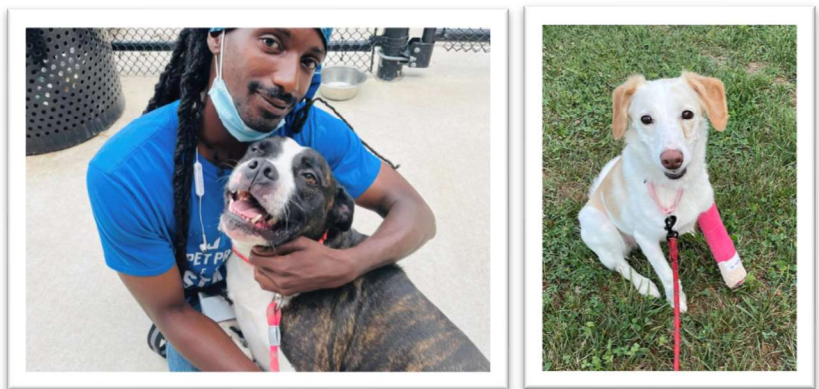
things we do medically to help cats move through our shelter quickly. Dr. Kennedy and our Licensed Veterinary Technician, Leah Ivey, also attended sessions presented by a veterinary behaviorist on canine aggression and they will use what they learned to implement new protocols to rule out pain as a source of aggression in some shelter dogs.



- ❖ Dr. Kennedy rolled out a new fear-reduction initiative— *Coffee with Cats*. Dog surgeries typically were first in the daily surgery line up, which is common at high-volume spay/neuter clinics. Unfortunately, it results in cats sitting in surgery kennels as they wait for hours for surgery while listening to dogs bark in the rooms around them. We periodically checked sound level in the cat surgery room and found that with no dogs around, the ambient sound level is about 45 decibels. When dogs are in nearby rooms, the sound level rises to 75 decibels. Cats have a higher fear, anxiety, and stress score (FAS score) and higher levels of the stress hormone cortisol when loud dogs are nearby. Stress delays wound-healing and increases the perception of pain - suboptimal for animals that are about to have surgery. We have now made it possible to do surgeries on cats first thing in the morning while the clinic is still quiet—hence the “coffee with cats” approach. Dogs are not brought back and placed in surgery kennels until all cats have awakened from anesthesia and are moved out of the clinic and into another quiet space. This change is better for our staff and better for our feline patients.
- ❖ The compassionate nursing care our staff provide to sick and injured animals can be the greatest gift we can give to those in need. Our frosted-face friend **Blanche** (below) came to us as a stray dog. She had scars on her abdomen from multiple previous C-section surgeries but had never been spayed. This little old lady had a difficult spay surgery and recovery, and she worried us when she stopped eating after surgery. Luckily, she found herself in an animal shelter where veterinary technicians understand the importance of providing excellent patient care, even if that means taking time out of a busy day to hand-feed patients chicken noodle soup. Blanche did regain her appetite, and our friends at Whispering Willows Senior Dog Sanctuary took her into their rescue so she will be well-loved for the rest of her life.



Dr. Kennedy notes, *“This has been a very difficult year and we’ve had to continually find new ways to adapt so we can provide humane care for the large numbers of animals coming into the shelter. I am incredibly grateful and humbled to have a team that just keeps giving their best every day to care for the animals no matter how many tears are shed or what chaos is happening around 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** (1,412 Google reviews)
- ✓ KC Pet Project - Zona Rosa Adoption Center: **4.4/5.00** (584 Google reviews)
- ✓ KC Pet Project - Petco Adoption Center: **4.4/5.00** (181 Google reviews)

*“The staff were very friendly and knowledgeable about the dogs. We found a great fit for our family, Dexter (now Chinook). To our surprise this sweet boy is already kennel and housetrained. He is wonderful with my kids and is coming out of his shell more every day. He is becoming an adventure dog and has explored a lot of our 360 acres with us. He is overall just a sweet and happy boy. He snorts like a pig when content and loves his treats. We are showering him with love and care. Thank you for helping us find a great fit for our family.”*

Colin Sutter, Customer Engagement Coordinator, reported **1,424** emails were received in September inquiring about fostering a pet or pets in foster homes. An additional **815** emails were received through our Contact email address.

**Adoption Updates:** In September, we received 49 adoption updates through our Constant Contact email campaigns. Here’s what one adopter had to say this month:

*“Porkchop (right) has been renamed to Orville since my resident dog was named Wilbur, and two brothers couldn't be more (W)right for each other. The two have to be separated at bedtime or else neither would ever sleep. Everyone is getting along great, and we are transitioning to having a puppy full time again. Thanks for getting him through Parvo – he’s a typical spunky little 3-month-old puppy. Thanks for letting us foster this great guy before we decided to make him a permanent part of our pack. We weren't looking to add a full-time resident, but seeing how he fit in, we couldn't imagine life without him.”*



### Pet Support Center - Customer Satisfaction Survey

- ✓ **2022 Rating: 4.628/5.0 stars**
- ✓ Historical rating: 4.68/5.0 stars: 24 surveys submitted in September, 262 submitted since launch in September 2020

*“ This was a very emotional day. I have many health issues, and many surgeries coming up. Everyone one there were so sweet and kind. I miss my Piccolo. But pray he gets a wonderful new family. Thank you.”*

### Pet Support Center Performance

September 2022	Answered	Unanswered	Total Calls	Abandoned Rate %
IN > Helpline - Main Queue	3,799	1,138	4,937	23%
IN > Helpline - Spanish	40	41	81	51%
IN > Helpline - Lost and Found	1,067	286	1,353	21%
Helpline INBOUND Performance	4,906	1,465	6,371	23%
OUT < Helpline - Main	1,057	184	1,241	15%
OUT < Helpline – Lost and Found	261	47	308	15%
Helpline OUTBOUND Performance	1,318	231	1,549	15%
<b>Total Performance for September 2022</b>	<b>6,224</b>	<b>1,696</b>	<b>7,920</b>	<b>21%</b>

- ❖ In September, the Pet Support Center took in 494 stray/found pets from the public (a 41% increase from September 2021).
- ❖ We assisted approximately **749** 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 top 3 reasons for surrendering a pet** currently in 2022 are:
  - 1) Lack of resources and the inability to afford pet-related care (880 pets),
  - 2) Health of the animal or health of the owner/family (859 pets),
  - 3) Personal reasons including changes in lifestyle, or the pet was incompatible with the living arrangements of other people or other animals (499 pets).

Housing-related owner surrender currently sits as the fourth largest cause for relinquishment (443pets). *Reasons include cost of housing, loss of home, moving/relocating, and pet-restrictions.*

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***In September, our Pet Support Center team answered 4,906 phone calls, completed 1,549 outbound calls, and resolved 511 voicemails.***

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***A total of 180 pets were able to stay with their families last month instead of coming into the shelter – an 11% increase from 2021.***

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**Pet Support Center Department Updates:**

- ❖ Amanda Gatten, Director of Community Programs, gave a presentation during the Maddie’s Fund Return-to-Home Challenge Huddle #3 on how KC Pet Project works collaboratively within the community to facilitate the reunification of lost pets including the work our Animal Services Division is doing to return pets home in the field.
- ❖ The Pet Support Center celebrated several promotions from within the department in September. Jorge Lara, previous Bilingual Pet Support Specialist, was promoted to our Pet Helpline Supervisor. Tara McNamara, previous Pet Support Specialist, was promoted to our new Keep 'Em Together Case Manager.
- ❖ Eric Daniels joined the Pet Support Center team as our Pet Support Center Operations Manager.
- ❖ Alyssa Willett, Community Programs Administrator created a Lost and Found rack card that will be added to the go-home folder of all adoptions. This flyer educates their owner on steps they can take to prevent their animal going missing, and what steps they should take if their animal does go missing.

**Return-to-Home Team**

- ❖ The Return-to-Home team received 106 Lost Pet Reports and 42 Found Pet Reports filed online or over the phone by residents last month. They conducted 78 in-depth microchip investigations for stray animals in our care. We cross-posted 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 30 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 Reunification Survey Results:** Lost pets reclaimed in September had been missing for an average of **2 days**.
  - ✓ 26% of the pets’ families found their pet thanks to shelter staff, 22% found their pet listed on KCPP’s website, 12% found a post in a Facebook Group, 19% located their pet on KCPP’s Lost and Found Facebook Page, and 12% located their pet in other ways not related to NextDoor, Animal Services Door Hangers, or other websites.

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***Only 24% of lost dogs that arrived were reunited with families, and only 5% of lost cats were reclaimed by their owners.***

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## Rehoming Support Services

In September, our team received 160 requests for private rehoming. Eligible pet owners posted 74 owned pets for adoption through our ReHome website for rehoming support services. ***Our team has received 1,710 requests to use ReHome services since September 2021.***

## Keep 'Em Together, KC Program Updates

Amanda Gatten, Director of Community Programs, reported **84** families benefitted from our 4 KETKC Subsidiary Program in September:

### Pet Care Assistance Program

Pet owner financial assistance totaling \$3,686.79 for 20 families (23 pets) was awarded in September:

- ✓ 28 Pet Care Assistance Applications were received
- ✓ Pet medical assistance granted: \$436.42
- ✓ Reclaim Fee Assistance granted: \$3,250.37

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***In the first 9 months of 2022, our Pet Care Assistance Program provided \$44,489.08 in financial assistance to 194 families with 230 pets.***

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

- ✓ 1 family with 1 pet applied for crisis boarding assistance in September.
- ✓ 11 new safety net foster applications were received in September.
- ✓ There were currently no families/animals enrolled in the Home Away from Home program at month-end.

So far in 2022, KC Pet Project has received **162** applications for Home Away from Home. (29% of applications were denied due to living outside KCMO.) **410** applications have been received since the program was launched in January of 2021. Since inception, Home Away from Home has provided 6,859 days of temporary care for a total of 83 families with 124 pets. Home Away from Home currently has a successful **92%** reunification rate.

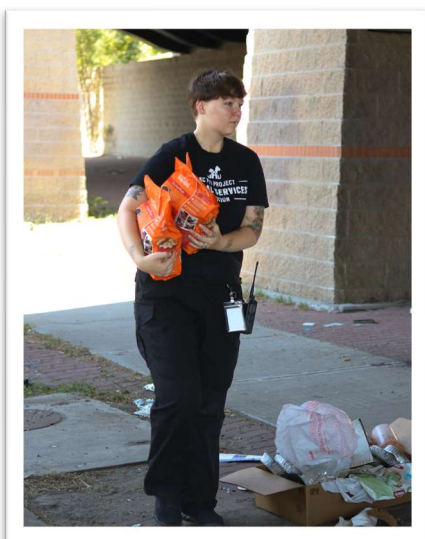
### Reclaim Fee Forgiveness Program

- ✓ Total Reclaim Fee Forgiveness Program awards to pet families in September: \$6,140.00
- ✓ 65 families with 68 pets benefitted from the Reclaim Fee Forgiveness Program last month.

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***We have subsidized \$114,882 in reclaim fees for 1,129 families with 1,353 pets since June 2021!***

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### Pet Resource Assistance Program

Pet foods were shared with 5 community pantry partners in the metro, including *the Don Bosco Center, Amethyst Place, Unity Southeast Kansas City Community, and local community cat caregivers.* **66 families with 152 pets** benefitted directly from these resources provided in September. Total resources distributed to our community included:

- ✓ 1,340 lbs. of cat food
- ✓ 4,179 lbs. of dog food
- ✓ 50 lbs. of dog treats and 15 lbs. cat treats
- ✓ 200 lbs. of kitty litter
- ✓ 44 collars and 20 leashes
- ✓ 502 individual doses of flea/heartworm medicine
- ✓ 7 kennels/crates, 5 outdoor cat houses
- ✓ 365 miscellaneous pet care items

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

- ❖ Amanda Gatten, Director of Community Programs, met with FindHelp.Org to discuss how KC Pet Project and FindHelp.Org can work together to increase visibility of supportive programs offered by the organization.
- ❖ Alyssa Willet, Community Programs Administrator, has been collaborating with a Data Embed from Human-Animal Support Services (HASS) to help develop more effective data sets for measuring program outcomes. They have been working on re-imagining internal programs using the shelter's data management system, PetPoint, to streamline data tracking for Keep 'Em Together, KC subsidiary programs and better case management.

## Keeping 'Em Together: Bella

When Bella's owner came to us for support, we knew we couldn't let her down. She was planning for surgery, but no matter how hard she tried, she couldn't find the funds to board Bella and had no family members willing to take on such a large and energetic dog. She only needed 2-3 weeks of assistance and unless she found help, Bella would have to be surrendered to our shelter. The owner was directed to our Home Away from Home crisis boarding program for help.

After learning more about Bella, we acted quickly to find a foster that would fit Bella's personality to ensure she was safe and well cared for while her owner focused on her own healing. One of our amazing foster families volunteered to care for Bella, and after 3 weeks, Bella's owner was well enough to care for Bella herself. With teary eyes, she came to pick up her baby girl and said, "Thank you for everything you have done for me, my dog and my family. I am so grateful to you and this organization."



## Canine Behavior & Enrichment Department

- ❖ Pre-adoption behavior consultations conducted: 85
- ❖ Number of dogs introduced to adopters by Behavior Team: 14

**Behavior follow-up support for adopters:** 83 post-adoption follow up emails were sent, 7 phone consultations performed, 25 behavior support email correspondences, 1 free behavior lessons given to adopters, and free behavior consultations with families were conducted in September.

The Behavior Team has been working closely with our Canine Care Team to streamline our dog walking program. All new staff members are provided multiple days of training and each member of the Behavior Team teach and mentor classes.

## Canine Operations/Customer Experience/Adoptions

- ❖ Our Canine Care team cared for an average of **231** dogs every day in September at our Campus location.
- ❖ We continue to expand training for staff in adoption matchmaking and dog-to-dog introductions. The team meets monthly to increase communications.
- ❖ We hired 4 new Customer Experience Associates, including a bi-lingual staff member, and trained 7 new volunteers to assist with front of house & adoption duties. Our Campus team processed 245 adoptions in September.
- ❖ We are beginning to translate all adoptions documents from English to Spanish to better serve our Spanish-speaking customers.
- ❖ Our Zona Rosa Adoption Center is busier than ever, processing 111 dog adoptions and 112 cat adoptions last month.

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***An average of 144 shelter dogs participated daily in canine playgroups in September!***

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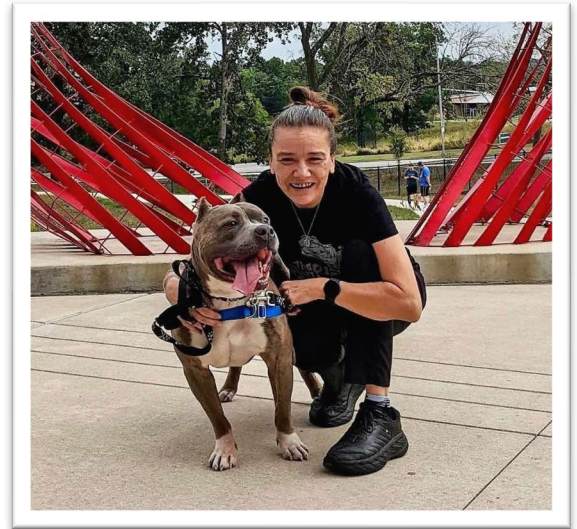


## Canine Foster Care Program

Giana Galeno, Canine Foster Program Coordinator, reported at the end of September, 166 dogs (37% of the dogs in our care) were in foster homes. During the month, **158** dogs were sent to foster homes – including 47 puppies under 8 weeks old.

- ✓ Volunteers took 65 dogs on a Dog's Day Out last month
- ✓ We welcomed 22 new dog foster families in September
- ✓ We had 48 dogs/puppies adopted directly from foster homes

**King Tut** (right) was finally adopted in September! Tut was one of our longest stay dogs, and he had come a very long way in foster care. His first foster, Christ Wengert, had him for 6 months and got him through many behavioral issues and through transitional stresses – and helped him to be the calm, confident, lovable dog that he is today. When Chris announced that he was moving out of state, we rallied to get King Tut a new foster. McKenna Duffy stepped up and made it her mission to find his forever home. McKenna also had a timeline for how long she could keep him. The clock was ticking, but the right person showed up JUST in time. Tut has been in his new home since September 16<sup>th</sup> and is doing great thanks to the two fosters that set him up for his forever success. We all love this dog and wish him the best – he is a true foster success story.



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

Chelsae Rohrback, Rescue and Transport Coordinator, reported 67 animals were transferred out to other organizations in September, including

- ✓ Six dogs with special needs
- ✓ One nursing mother and her six puppies under 8 weeks old
- ✓ Five dogs with specific medical needs
- ✓ One dog with a bite history
- ✓ Four dogs with behavioral concerns
- ✓ Eight dogs and two cats were returned to their originating shelters

Organizations we transferred animals to in September:

Columbia Second Chance, Great Plains SPCA, KC PAWS (a new rescue partner), Lakeside Nature Center, Mid-America Bully Breed Rescue, Missouri Pit Bull Rescue, Pawsitive Tails, Paws-N-Claws Iowa, Unleashed, Wayside Waifs, and Whispering Willows Senior Dog Sanctuary.

Our **small animal program** processed **12** adoptions in September – 4 guinea pigs, 2 rabbits, 1 chicken, and 5 bearded dragons.

## Feline Foster Care Program

Feline Foster Program Coordinator, Leslie Bauer, reported another spike in cats/kittens needing foster homes. We sent **316** cats and kittens to foster homes in September (306 were underage kittens)!

- ❖ At the end of the month, we had 119 active foster homes, including 11 new foster homes that were onboarded in September.
- ❖ 51 cats and kittens were adopted directly from foster homes last month. At the end of the month, 315 felines (**55%** of all cats/kittens) were in foster homes.



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***In the 3<sup>rd</sup> Quarter 2022, we sent 945 cats/kittens into foster homes!***

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- ❖ One special foster kitten that found a home last month is **George** (right). George was brought into the shelter in early July by an Animal Services Officer at only one week old, but he already weighed over half a pound (the size of a kitten twice his age). George went to a bottle baby foster home immediately; when kittens don't have their mom, they tend to grow slower than kittens who are able to nurse, but not George! When he came back in for his 4-week vaccine (when kittens typically weigh around 1 pound) he already weighed a whopping 1.6 pounds! By the time he was 2 and a half months and ready to get his booster vaccine and get scheduled for his neuter surgery, George was up to 4.1 pounds! George's foster home fell in love with this big boy and ended up adopting him, and we're excited to see how big he gets when he's done growing.



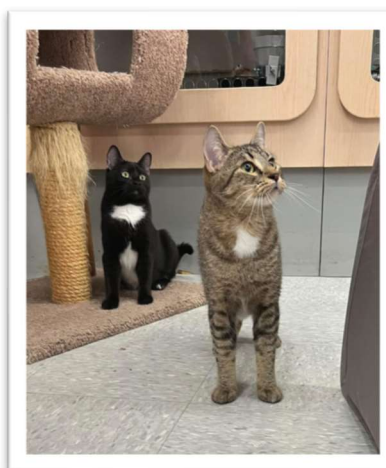
### Petco Cat Habitats | Whiskers Cat Café | Feline Lifesaving Transfer Program

- ❖ Danielle Jones, Feline Lifesaving Program Coordinator, reported we transferred in **185** cats in need from other area shelters/agencies, including our established regional partners like Joplin Humane Society and Best Friends of NW Arkansas, as well as local partners like Liberty Animal Shelter, Gardner Animal Control, and Oak Grove Animal Control. This included 21 kitties with medical cases like ringworm and Feline Leukemia (FeLV), all of whom have now found homes!
- ❖ We've increased the number of cats being transferred in from other shelters by 37% in 2022!
- ❖ We trained 9 new Petco Cat Habitat volunteers last month. We have 261 active volunteers in this program currently, and these incredible community volunteers gave 748 hours of time in September at 10 Petco store locations.
- ❖ In September, we processed 226 cat adoptions from Petco Cat Habitats and 45 cat adoptions from Whiskers Cat Café. Petco Cat Habitat adoptions accounted for 48% of all feline adoptions processed last month. The Olathe, KS store had 35 adoptions in September – the highest number in the metro.

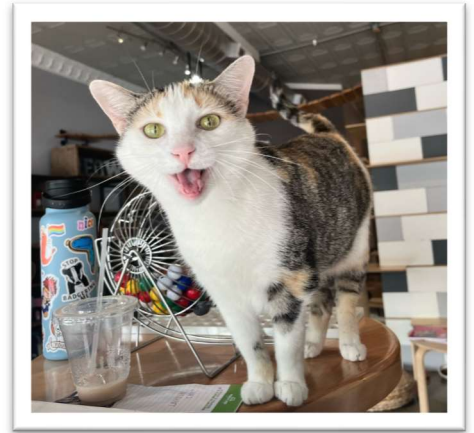


### Feline Operations

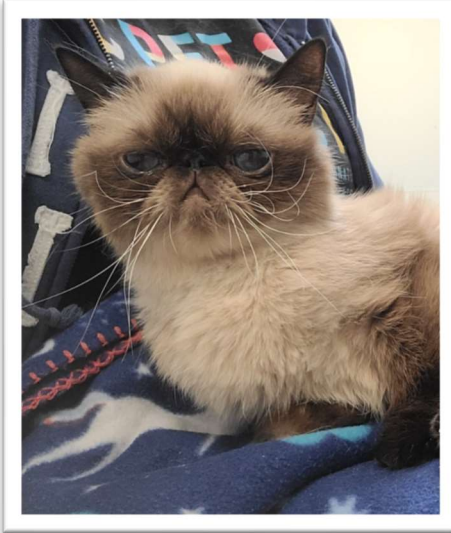
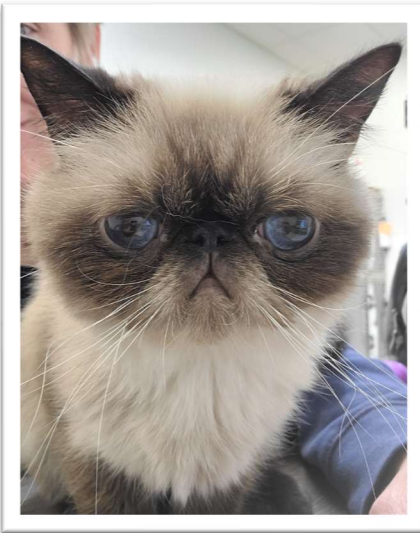
**School Bus** and **Straw** (right) were part of a 28 cat "over the limit" case arriving in June. Most of this group were underweight, under-socialized, and had various medical concerns. These two were healthy upon arrival and were sent out together to the Olathe Petco store. They were very shy when they first arrived, but our wonderful volunteers spent a lot of time helping them be brave. They were given play time, treats, live crickets, and of course all the love they needed. These girls were loved by habitat volunteers all over the metro, so much so that volunteers sponsored their adoption fees and gave their adopters new beds, assorted toys and a tunnel for the family taking home these two best friends!



**Calorie** (right) was transferred into KC Pet Project in March from a smaller rescue in Oklahoma (Paws for a Cause). Calorie needed a full mouth extraction because her teeth were so painful she couldn't eat. Once healed, she was sent to Whiskers Cat Cafe where she spent five long months napping on soft pillows and running BINGO nights. Now she is "retired" in her own home and finally being spoiled to the level she deserves.



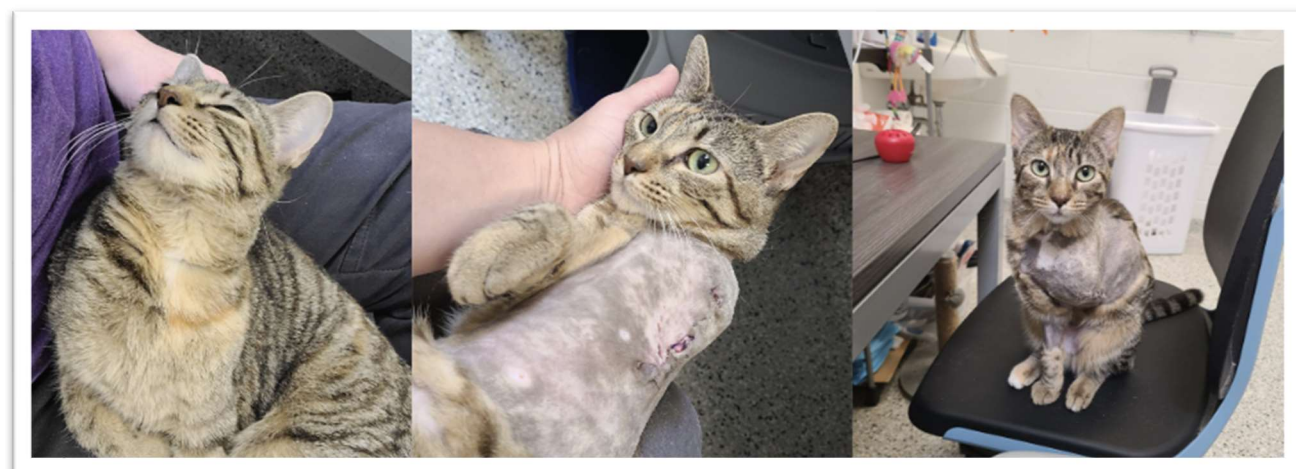
**CoCo** (below) is one of many ringworm positive cats we transfer in from other shelters to save them from being euthanized. Now her magical grumpy face (and perfectly charming personality) made someone's dream come true. Her adopter had been on a waiting list for FIVE YEARS to adopt a Himalayan from a rescue!



**Kirk** (below) was brought in as a stray who had lost his vision. He was diagnosed with Feline Leukemia and once under the care of our medical team, his vision slowly began to return. Kirk has become a playful, adventurous cat and is now available for adoption!



**Iris** (below) originally came in as a stray at the end of June. She was quickly reclaimed by her owner and at the time, we noted an old wound on her front left leg. One month later, her owner no longer wanted to keep her and brought her back to the shelter. When she hopped out of her carrier, we were shocked the owner had made no mention that her leg was now badly infected! After a month of trying to get her leg to heal, doctors determined her leg needed to be amputated. She was the perfect patient and was adopted September 2<sup>nd</sup>, just one day after being medically cleared.



## September Cat Facts

- ❖ Our Petco Cat Habitat locations are now resulting in more than **40%** of our cat adoptions – including our 95th Street Petco Adoption Center that has doubled their cat adoption numbers since 2021!
- ❖ Our Zona Rosa Adoption Center did 320 cat adoptions in the 3<sup>rd</sup> quarter 2022 – a **55%** increase over last year.
- ❖ The shift in more cat adoptions occurring at offsite locations has allowed staff at the main Campus to provide additional support and behavioral enrichment for the high numbers of stray cats that have arrived this year. Numbers of stray cats are up nearly 30% this year.

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***Nearly 72% of all cat adoptions happen at one of our thirteen (13) offsite locations!***

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