

# KC PET PROJECT

## Impact Report for October 2022 Activities

### Sheltering Statistics Year-to-Date:

Dogs & Cats as of Jan – Oct 2022	2022	2021	Difference
Adoptions	8,736	8,050	686 more
Total Intake	13,094	11,971	1,123 more
Returned to Owners	1,542	1,365	177 more
Live Release Rate	96.1%	96.5%	0.4% lower
Owner Surrendered Pets	3,386	3,957	571 fewer
Stray animals brought in by public	4,264	3,097	1,167 more
Animals transferred IN	1,726	1,404	322 more
Spay/Neuter Surgeries Performed	7,560	6,662	898 more
Average Length of Stay for Dogs	18.2 days	15.9 days	2.3 days longer
Average Length of Stay for Cats	19.4 days	22.8 days	3.4 days fewer

### October 2022 - Animals In & Animals Out

- ❖ We received or provided care for **1,482** new dogs and cats that arrived in October (696 dogs, 744 cats). We also received 2 chickens, 4 guinea pigs, 1 bearded dragon, 15 rabbits, 8 rats, 1 hermit crab, and 1 ball python!
- ❖ Our veterinary team performed a **record breaking 1,289** spay/neuter and specialty surgeries in October. *This is the largest number of surgeries ever performed in our shelter's vet clinic in a month!* We provided emergency care to seriously injured animals and specialty surgeries, including amputations, entropion repairs, mass removals, and a gastropexy procedure to correct "bloat." Doctors performed 1,976 examinations on pets in/arriving at our shelter and treated 25 puppies in our shelter's parvovirus ward.

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*So far in 2022, we've provided care for **13,484** dogs, cats, and other pets.*

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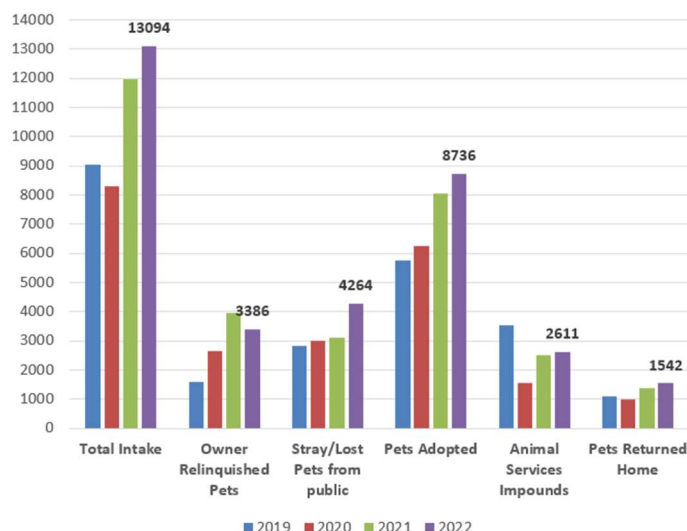
- ❖ At the end of the month, 189 dogs/puppies (43%) and 321 cats/kittens (58%) were in foster homes.
- ❖ We provided spay/neuter and veterinary services for 74 community cats in October. A total of 754 owned pets and community cats have received low-cost spay/neuter services this year from KCPP.
- ❖ We achieved an incredible **94.6%** save rate in October (95.2% dogs, 94.1% cats) and our Year-to-Date save rate for 2022 is an impressive **96.1%**, despite taking in the highest number of animals in our city's history.

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*In October, **1,041** pets were adopted (**447** dogs, **583** cats, and **11** other pets).*

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Jan - Oct Sheltering Data 2019 - 2022



**Data at-a-glance January - October:**

- Total intake of dogs and cats continues at the highest levels ever recorded in our 10-year history – **up 45%** since 2019.
- Numbers of pets being adopted is at the highest level in our 10-year history – **up 52% over the last 4 years.**
- Stray/lost pets are arriving at the highest level ever recorded – **up 51% over the last 4 years.**
- Numbers of lost pets being returned to their homes is at highest level ever recorded – a **40% increase** since 2019!
- Our doctors are performing the largest numbers of spay/neuter and specialty surgeries in our organization’s history – **up 12% in 2022.** Veterinary surgery/wellness services provided for community cats are **up 46% in 2022.**

**Animal Services Division Update**

- Officers were dispatched to **1,053** calls for service in October, 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 33 verbal warnings for violations and issued 10 official Notice to Correct Violation warning tickets to residents. Twenty-six (26) citations were entered into the Thin Blue Line (TBL) system for review and approval by the City Prosecutor. **One (1) case of animal abuse was submitted to the State Prosecutor’s office for felony prosecution.**
- There are 9 open Potentially Dangerous and Dangerous Dog cases in various stages - from evidence collection to awaiting a hearing from the municipal court judge.
- Animal Services Officers responded to a cat hoarding case on October 28<sup>th</sup> (right). Officers worked in partnership with our Feline Intake team to remove **40** cats and kittens, including a litter of 5 newborns, from a home in Kansas City at the request of an owner who was incarcerated and unable to return home to care for them.



**Total Calls by Type Responded to in October 2022**

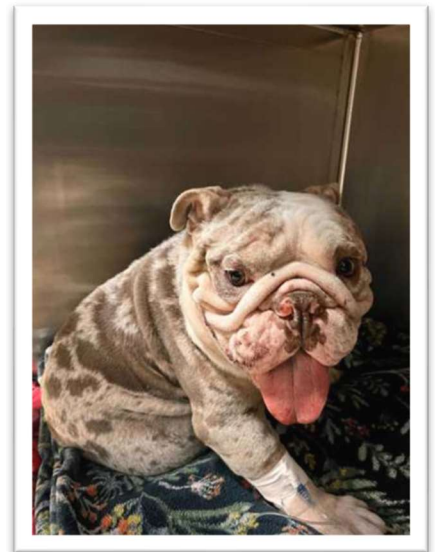
Calls related to stray/roaming animals continue to comprise nearly half of our monthly call volume from residents.

Call Type	October '22	September '22
Enforcement	40	54
Cruelty Investigations/Neglect	165	207
Other Services (PD/Fire/MAST)	105	110
Stray Animals/Animals at Large	597	565
Wildlife	43	45
Bite – Non-Domestic Animals (bats, etc.)	11	51
Bite – Domestic (dogs/cats)	110	93

## Stories From the Field

At 3:00 AM on October 21<sup>st</sup>, Cruelty Investigations Officer Redford was called in to assist the Kansas City Police Department (KCPD) with a dog who had suffered severe injuries after being beaten. Once on scene, a KCPD Detective explained that two roommates at the residence had gotten into an altercation over some stolen money. In many situations involving domestic violence, it is unfortunately common for one party involved to harm the pet(s) of the other party to gain power and control over the person. That appears to be what happened in this case.

The dog was a two-year-old fawn and merle English Bulldog puppy named “Rom”. When Cruelty Investigator Redford arrived on scene, Rom was laying injured in the middle of the street in front of the residence, unable to move. Redford quickly rushed the dog to Blue Pearl for overnight emergency care, where doctors diagnosed the pup with several broken limbs and other life-threatening injuries. Rom was transported to KCPP the following morning. When he arrived in our vet clinic, his condition was critical, and in a lifesaving effort, Rom was transferred to Iowa State University for emergency surgery. Sadly, Rom’s condition deteriorated to the point where no treatment options were available.



A full forensic necropsy was preformed, and we are working closely with KCPD Detectives and the State Prosecutor to bring to justice the person responsible for performing these cruel acts against this innocent dog. Our dedicated Animal Services Officers are working tirelessly to ensure those who commit animal cruelty are held accountable to the full extent of the law.

## Community Support & Community Partnerships

- ❖ On October 14<sup>th</sup>, Chief Johnson, Manager Nelson, Officer Brookshire, and Officer Macan partnered with KCPP’s Pet Support Center and Director of Community Programs, Amanda Gatten, to give away dog food, cat food and free ID tags at a large food pantry event hosted by the Don Bosco Senior Center.
- ❖ On October 16<sup>th</sup>, Manager Nelson and Officer Steele decorated an animal services patrol vehicle and handed out candy and information about our services at the annual Trunk-or-Treat Community Halloween event at Lakeside Nature Center.
- ❖ On October 28<sup>th</sup>, Dispatch Supervisor Kelly Wilson, Officer Mariana Vasquez, Dispatcher Kayla Jackson, and Dispatcher Charles Copeland handed out candy and information about Animal Services at the 26<sup>th</sup> Annual Night of the Harvest Moon Children’s Festival hosted by The Negro Leagues Baseball Museum.
- ❖ KC Pet Project’s Keep ‘Em Together, KC team and Animal Services Division leadership met with BestyBnb to discuss a potential partnership to help expand temporary care resources for pets of domestic violence victims (in addition to our in-shelter crisis boarding program, Home Away from Home).

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**National statistics report 50% of callers seeking help on 24-hour abuse hotlines DO NOT LEAVE their abusers when they learn they cannot bring their pets with them.**

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## Animal Services Call Results for October 2022

Results for Calls with Animals	October '22	September '22	% Change
Animals Impounded by Officers	230	300	23% decrease
Wildlife Relocated/Transferred Out	2	20	90% decrease
Animals Returned Home by Officers	43	33	30% increase

## Retail Sales & Roasterie Café

Manager of Retail Operations and Roasterie Cafe, Bria Sweany, hosted our first Maker's Fair at the Campus on October 15<sup>th</sup>. Fifty-five (55) vendors had booths at our event and visitors were entertained by performances from musical groups and artists. Photos from overhead drone footage (right) show how well attended this first-time event was for KCPP. We also saw a 43% increase in coffee shop sales over last October.



## Marketing/PR/Communications/Community Events

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

- ❖ We held our community-wide KC Mega Match adoption event the weekend of October 21-23 for the first time since 2019. KC Pet Project, Great Plains SPCA, Lawrence Humane Society, the Humane Society of Greater KC, and Melissa's Second Chances. The event was sponsored by Petco Love and Bobs from Skechers. Radio ads and billboards promoted the event, and all television news stations covered it. KC Pet Project did **226** adoptions over the 3 days, with a total 489 pets finding homes during the event.
- ❖ Tori was interviewed on the morning show of Fox 4 to talk about Halloween safety tips for pets.
- ❖ We created a TikTok video featuring puppies and our need for canned food to care for them. We had dozens of cases of food donated through Amazon and Chewy as a result.
- ❖ KC Pet Project was one of three charities chosen for the new Kansas City version Monopoly game (right).
- ❖ We held our Fall in Love Adoption Special on October 6<sup>th</sup> -9<sup>th</sup> and we found homes for 158 pets during the special.
- ❖ 24Pet Watch featured KC Pet Project on social media posts and email campaigns featuring "tips for people to think about when visiting shelters to adopt a pet." The post featured members of our Customer Experience Team.
- ❖ We were guests at the KC Current's stadium groundbreaking ceremony and brought puppies for everyone to enjoy at the event.
- ❖ We hosted a party for our staff and volunteers after hours at the Campus on October 19<sup>th</sup> to celebrate KCPP's 10-year anniversary.
- ❖ Tori and Teresa were interviewed by leaders from the UC Davis Koret Shelter Medicine Program on how language matters when talking about community programs and the work we're doing sharing stories related to our Keep Em Together KC Program.
- ❖ We worked with the HSUS and Chewy to arrange a semi-truck full of food and donations to be distributed to KCMO residents in early November.
- ❖ Tori has been selected to speak at Humane Society of the United States Animal Care Expo in New Orleans in April 2023. She will be presenting with Caitlin Quinn from HeARTs Speak on "Big Dog Marketing: Using the Right Imagery and Language."
- ❖ We had 88 media stories and mentions during the month of October. Estimated media reach for the month for animal services and sheltering stories was **94,121,347** million people.



Website Statistics	Social Statistics
Users – 68,540	We passed 89,000 followers on Instagram.
New Users- 63,141	We are at 143,000 likes on Facebook.
Sessions – 125,865	We have 1.2 million TikTok followers
Page Views – 656,725	

## Community Education/Partnerships/School Visits

### SCHOOL AND SCOUT GROUPS

- ❖ Alex Ayala spoke to 60 students at Saint Paul's Episcopal day school about KCP and how they can get involved in volunteering fostering and doing off-site projects.
- ❖ Four groups of Scouts and two groups totaling 102 students from area high schools visited KCPP to perform shelter sanitation duties and make enrichment treats.
- ❖ We hosted 2 VIP Children’s birthday parties in October, providing fun for guests and education about pets in shelters.
- ❖ Three groups of Girl Scouts held donation drives for us and were given tours to show how their donations are used.



- ❖ In October we received 11 dog houses constructed by hand from Eagle Scout candidates. Scouts are currently making and delivering dog houses to us, as well as cat houses, leashes, and kennel scratching posts that Girl Scouts make from cookie boxes.

### EDUCATIONAL PARTNERSHIPS

- ❖ A student with Blue Valley Southwest High School is creating a story through her school's broadcast media program, to show how social media has expanded our outreach and helped us as a shelter. She has interviewed our staff and will share her results upon completion. A Northland CAPS student is working on a project creating graphics for our long-term shelter dogs. KC Pet Project was also featured in a video from the Pro-X internship program highlighting our summer interns and what they learned while working for us.

### Volunteer Program Updates

- ✓ Total value of volunteer hours in October: \$90,666.46
- ✓ New Volunteer Shelter Tours Conducted: 8
- ✓ Number of Individuals who Attended a Shelter Tour: 78

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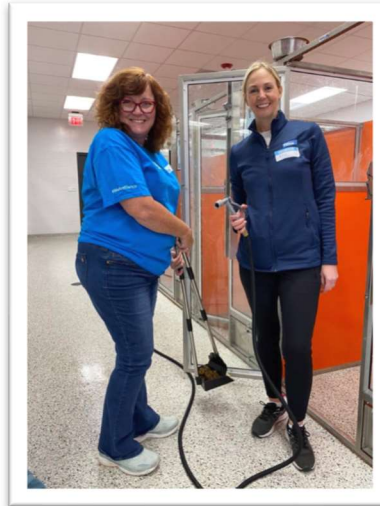
*In October, **409** volunteers gave **3,176.82** hours of services, the equivalent of **18** full-time employees.*

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**Businesses and Groups that volunteered in October** gave 117 hours of service with 58 people, including AB May, Commerce Bank of Kansas City, Elanco, Liberty Academy Students, Country Club Methodist Church, and New Frontiers.

*“Had a big task and crushed it – great organization and love the new facility. Keep up the great work!”*

We were thrilled to welcome the team from Elanco for an official workday, including KCPP board member, Dr. Elise Kelly, DVM! It takes many hands every morning to provide clean kennels for nearly 250 dogs!



### Volunteer Recruitment and Retention

- ✓ Total active volunteers: **2,487** including 264 newly active volunteers.
- ✓ We received 269 new volunteer signups in October with 7 people wanting to volunteer specifically for Petco Cat Habitats.

### News from the Volunteer Department

- ❖ In October, the Volunteer Department hosted its largest Orange Level mentor session, training five new volunteers to handle our shy and fearful dogs.
- ❖ The Volunteer Department has been working on ways to help streamline communications, to help ensure information shared is relevant and given to the appropriate people. Some of the ways we communicate with volunteers include:

Centralized Communications: The main volunteer Facebook group has been identified as a centralized platform for KC Pet Project volunteers to communicate important organization updates, upcoming events, greatest daily needs, daily outcomes and adoptions from all *adoption centers*, adoption updates from KC Pet Project alumni, requests for transport, and it serves as the central hub for all volunteer information. Our fosters are also strongly encouraged to join the KC Pet Project Volunteers group.

Volunteer Guidebook: We recently created a Volunteer Guidebook that includes helpful resources and reference tools to help volunteers navigate the various needs around the shelter and includes a link to the handbook.

Facebook Group Chat Channels: We created two new chat channels within the main volunteer Facebook group to help provide additional opportunities for discussions: 1.) General Questions & Discussion: General questions and discussions about the volunteer program, shelter processes, and organization practices, and 2.) Transport Needs: All Locations: This chat is for KC Pet Project staff to communicate and request transport assistance from volunteers.

- ❖ Amanda Gatten received a grant for a Volunteer Program Assessment (VPA) through the University of North Carolina at Charlotte. The VPA's vision is to help nonprofit leaders understand the strengths and weaknesses of their volunteer program, from the perspective of their volunteers, and provide insights into the strategic management of their volunteer resources. The assessment process includes a consult to discuss the organization's volunteer program and an online survey to administer to active volunteers, with recommendations for the improvement and growth of our organization's volunteer services.



## Surgeries & Medical Procedures Performed in October 2022

Surgeries		Exams		Parvo Ward	
Community Cats Neutered	25	Wellness exams	618	Parvo pups treated	25
Community Cats spayed	49	Emergency exams	39	Parvo pups graduated	19
Reclaimed dogs neutered	5	Foster pet exams	15	<b>Save rate for parvo</b>	<b>76%</b>
Reclaimed dogs spayed	19	Recheck exams	213	<b>Vet Clinic Communications</b>	
Shelter Animals Neutered	602	Heartworm exams	82	Emails answered	296
Shelter Animals Spayed	550	Other exams	1009	Foster Medical Concerns	246
Speciality Surgeries	39			Calls answered	330
<b>Total Surgeries</b>	<b>1289</b>	<b>Animals examined</b>	<b>1976</b>	<b>Total communications</b>	<b>872</b>

### News from our Veterinary Clinic

**October was our busiest month ever in our vet clinic!** The surgery team performed **1,289** surgeries while the medicine and triage team examined **1,976** animals. Our surgery schedule included 39 specialty surgeries, including entropion repair, mass removals and amputations. There was one unusual surgery that we've only performed once before--an emergency surgery to correct "bloat." **Max** (right) was not participating in playgroups as he usually did, and staff brought him to the clinic for an emergency exam. Our medical team quickly determined Max (right) had a bloated, twisted stomach (a Gastric Dilatation and Volvulus—GDV) and he needed immediate surgery. Drs. Spangler and Michael worked together to correct the GDV and they sutured a portion of the stomach to the body wall, a procedure called a gastropexy, to minimize the risk of reoccurrence.

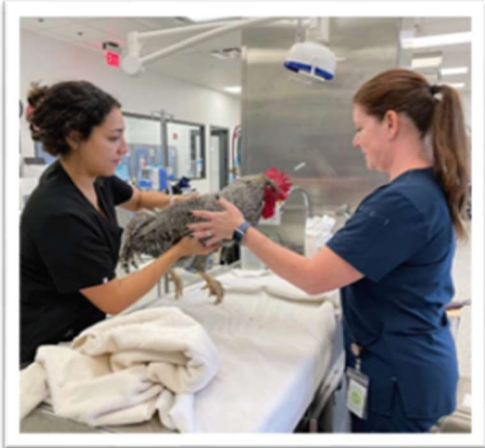


**Baby Boy** (left) came to us after he was hit by a car. Lungs are supposed to be full of the air that you breathe, and the air stays in the lung tissue, vessels, and airways. When there is too much air between the lung tissue and the wall of the chest cavity, which can happen with trauma, the excess air presses on the lungs and keeps them from expanding when you breathe. This is a medical emergency. Dr. Stone discovered Baby Boy had this life-threatening problem during his exam, and for two days in our clinic she used a syringe and needle to remove excess air from Baby Boy's chest so he could breathe. This procedure is a **thoracocentesis** and the photo shows Dr. Stone training Vet Tech Leah Ivey on the technique. Baby Boy lost the use his right front limb in the accident, so after he was stable, Dr. Clark amputated the limb. Baby Boy is healing well and will be ready for adoption soon.

**Sabrina** the cat arrived at our shelter on October 17<sup>th</sup> laterally recumbent and too weak to even lift her head. Sabrina's owner had died several months earlier, and no one knew that this kitty had been left behind in the home until a friend **found her in the empty house more than two months later!** He immediately rushed her to the shelter and explained what had happened. Sabrina's body was in shock - emaciated and dehydrated and near death when she arrived. Her prognosis was grave, but we started her on IV fluids, placed her in an incubator, and hoped she would survive. Sabrina has been in our hospital for several weeks and despite her odds for survival, this little miracle kitty is doing great! She will be ready to find a new home soon.

In October, we were able to put many more fluid pumps to use thanks to a generous donation from **Heart to Heart International** in Lenexa. Part of Heart to Heart's charitable mission is to redistribute medical equipment--both human and veterinary--to other non-profit organizations. We were fortunate to have received **25 veterinary fluid pumps**, so we will always have one for every patient. This generous donation had a value of \$22,000! There are many reasons an animal in our care may need intravenous fluids, and we use fluid pumps like the one in the photo (right) to make it

easier to give those fluids. The patients in our Parvovirus Ward are on intravenous fluids to prevent shock from fluid losses. Cats with severe renal disease receive intravenous fluid therapy for at least several days while we determine whether their kidney function might improve. Any animal that isn't eating is placed on intravenous fluids to prevent dehydration while we monitor for an improvement in appetite, and most emergency patients need fluids since they are usually either in shock or bleeding.



The month of October ended with some unusual cases. On Halloween, we received a **bearded dragon, a ball python, and a rooster!** The rooster (left) was suffering from a condition called bumblefoot, and Vet Technician Leah Ivey and Vet Assistant Allison Hughes made a supportive padded donut to be worn over the rooster's foot so the painful part of his foot doesn't touch the ground! He's still wearing his special bandage and doing well.

Vet Assistant Leanne Foley successfully completed her first **blood draw from a bearded dragon** (below) after watching an instructional video on the Internet. The bearded dragon and the ball python were both cold and their prognosis was grave when they came in. Despite our best efforts, they did not survive, but we're so proud of our incredible team and the work we do in an effort to save every life.



Lastly, we said goodbye to Dr. Bonnie Dechant in October. Dr. Bonnie (above) has been a veterinarian at KCPP for eight years. She is going back to the less chaotic pace of a feline-only private practice. She will certainly be missed by every staff, volunteer and foster that knew her and we thank her for being an incredibly talented doctor for the thousands of cats (and dogs) who have passed through the doors of KCPP over the past eight years.

## **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** (1,423 Google reviews)
- ✓ KC Pet Project - Zona Rosa Adoption Center: **4.4/5.00** (592 Google reviews)
- ✓ KC Pet Project - Petco Adoption Center: **4.4/5.00** (185 Google reviews)

*"I called to inquire about a few dogs, and I spoke to Will. I had him on the phone for nearly an hour while he went through details for each dog....I appreciate him so much! Super nice guy who clearly loves the animals!"*



Colin Sutter, Customer Engagement Coordinator, reported **1,440** emails were received in October inquiring about fostering a pet or pets in foster homes. An additional **785** emails were received through our Contact email address.

**Adoption Updates:** In October, we received 60 adoption updates through our Constant Contact email campaigns. Here’s what one adopter had to say this month:

*“Here is a Chinook update. He has absolutely blossomed in our home and is an important member of our family. My daughters 5 and 1 absolutely adore him. Our cat Pizza Sam is finally warming up to him. Sometimes they even play together, and she is starting to consider snuggling with him. Chinook loves to go for walks around the property and play fetch. We also take lots of adventures to Treats Unleashed, Petco, PetSmart, Lowes, and to the local coffee shops for pup cups. Chinook is a very smart boy and has been learning new tricks.”*

*“My husband and I adopted Devito the cat from Petco in August and I wanted to share an update about him. Many of the employees emphasized how timid and sassy he was before we went through with our adoption. Once he came home with us, he ended up being the sweetest and most cuddly boy ever! He is still extremely talkative with us and is always by one of our sides (or on our laps). We changed his name to Sebastian, and he seems to be loving his new home. Thank you all for doing what you do!”*

**Pet Support Center - Customer Satisfaction Survey**

- ✓ **2022 Rating: 4.56/5.0 stars**
  - ✓ Historical rating: 4.64/5.0 stars: 27 surveys submitted in October, 291 submitted since launch in September 2020
- “ [Laura] is the best. Nice and understanding - all of the staff are understanding and nice. Thank you again!”*

**Pet Support Call Center Performance**

October 2022	Answered	Unanswered	Total Calls	Abandoned Rate %
<b>IN &gt; Helpline - Main Queue</b>	3,728	1,317	5,045	26%
<b>IN &gt; Helpline - Spanish</b>	36	76	112	68%
<b>IN &gt; Helpline - Lost and Found</b>	1,008	296	1,304	23%
<b>Helpline INBOUND Performance</b>	<b>4,772</b>	<b>1,689</b>	<b>6,461</b>	<b>26%</b>
<b>OUT &lt; Helpline - Main</b>	889	119	1,008	12%
<b>OUT &lt; Helpline – Lost and Found</b>	379	94	473	20%
<b>Helpline OUTBOUND Performance</b>	<b>1,268</b>	<b>213</b>	<b>1,481</b>	<b>14%</b>
<b>Total Performance for October 2022</b>	<b>6,040</b>	<b>1,902</b>	<b>7,942</b>	<b>24%</b>

- ❖ In October, the Pet Support Center took in 556 stray/found pets from the public (a 20% increase over October 2021).
- ❖ **The top 3 reasons pets are being surrendered** currently in 2022 are:
  - 1) Health of the animal or health of the owner/family (1,127 pets),
  - 2) Lack of resources and the inability to afford pet-related care (972 pets),
  - 3) Personal reasons including changes in lifestyle, or the pet was incompatible with the living arrangements of other people or other animals (539 pets).

Housing-related owner surrender currently remains the fourth largest cause for relinquishment (501pets). *Reasons include cost of housing, loss of home, moving/relocating, and pet-restrictions.*

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***In October, our Pet Support Center team answered **4,772** phone calls, completed **1,481** outbound calls, and resolved **518** voicemails.***

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***A total of **181** pets were able to stay with their families last month instead of coming into the shelter.***

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- ❖ We assisted **824** 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.

### **Pet Support Center Department Updates:**

- ❖ Community Programs Administrator, Alyssa Willett, developed a **partnership with Pawboost** to cross-post lost pets that enter the shelter daily on their website. Pawboost has over 3 million followers on Facebook, and over a million email subscribers. Developing this partnership increases visibility to the lost pets at KC Pet Project and increases their chances of reunification with an owner.
- ❖ Alyssa provided **one-on-one training** to individual Pet Support staff members on how to process owner surrender requests, and address requests containing at-risk concerns (a pet who has a history of aggression or recorded bites). Giving staff one-on-one training on some topics allows for a more personalized approach to training.
- ❖ Eric Daniels, Pet Support Center Operations Manager, worked to improve the animal intake process for residents. The team implemented a **check-in desk** where community members are welcomed and assisted by a team member as soon as they enter the shelter. This process allows for our team to proactively gather information, look up the client in our database system, and immediately give them all required paperwork related to the services they are requesting.
- ❖ The Pet Support Center leadership team conducted a **customer service assessment** for Pet Helpline operations. As a result, the team developed and implemented several new call scripts for the call center to ensure consistency and clarity in the information delivered by the Helpline team to callers and provides clear standards of communication expectations to ensure we continue to serve as a trusted resource for pet families who contact the organization.
- ❖ The Pet Support Center team worked to increase communications between pet support staff and adoptions team members. The team launched a **new Slack channel** to increase communication between the two departments to help disseminate important information and customer service needs quickly and effectively. The Pet Support Center team spent the month of October cross-training in other areas of the shelter to help better understand how the different areas impact each other and how to better work together to support the needs of the organization.
- ❖ A new **leadership development initiative** was launched for the Pet Support Center team focused on understanding the varying styles of leadership and how they all work together, strengthening necessary skills for successfully leading a team, assessing program and department progress and performance, including tools like SWOT analysis, identifying metrics, and measuring and understanding employee satisfaction and engagement. The team is committed to strengthening the leadership capabilities of the department and will meet monthly in support of this initiative.

### **Return-to-Home Team**

- ❖ The Return-to-Home team received 135 Lost Pet Reports and 54 Found Pet Reports filed online or over the phone by residents last month. They conducted 133 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 pets reclaimed in October had been missing for an average of 1.5 days.

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***27% of lost dogs that arrived were reunited with families, but only 4% of lost cats were reclaimed by their owners/caregivers.***

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## Return-to-Home – the Story of Luna

When Luna was brought in as a stray, our team just knew her family had to be looking for her. Thanks to our team’s diligence and investigative skills, they were able to locate Cheyenne, Luna’s owner.

Unfortunately, Cheyenne was in the hospital when she received a call from a member of our Return-to-Home team letting her know Luna had found her way to our shelter. Cheyenne was relieved to hear that Luna was safe and in good hands, saying “Luna is like family and means everything to us.”

When Cheyenne was discharged from the hospital, she came as quickly as she could to KC Pet Project to get Luna. When staff walked Luna through the door into the lobby where her family was waiting, Luna immediately yelped with excitement. Cheyenne and her two young children gave Luna a big hug and were met in return with lots of kisses.



## Rehoming Support Services

In October, our team received 189 requests for private rehoming. Eligible pet owners posted 94 owned pets for adoption through our ReHome website for rehoming support services. ***Our team has received 1,899 requests to use ReHome services since September 2021.***

## Keep ‘Em Together, KC Program Updates

Amanda Gatten, Director of Community Programs, reported **245** families benefitted from our 4 KETKC Subsidiary Program in October:

### Pet Care Assistance Program

Pet owner financial assistance totaling \$2,403.00 for 10 families (11 pets) was awarded in October:

- ✓ 16 Pet Care Assistance Applications were received
- ✓ Pet medical assistance granted: \$0.00
- ✓ Reclaim Fee Assistance granted: \$2,403.00

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***Since January, our Pet Care Assistance Program has provided \$46,892.08 in financial assistance to 204 families with 241 pets.***

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

- ✓ 3 families with 3 pets applied for crisis boarding assistance in October. All families were referred to outside agencies for support.
- ✓ 1 new safety net foster application was received in October.
- ✓ 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 **165** applications for Home Away from Home. *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 October: \$8,950.00
- ✓ 96 families with 103 pets benefitted from the Reclaim Fee Forgiveness Program last month.

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***We have subsidized \$123,832.00 in reclaim fees for 1,225 families with 1,456 pets since June 2021!***

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## Pet Resource Assistance Program

Pet foods were shared with 6 community pantry partners in the metro, including *the Don Bosco Center, Amethyst Place, Pet Resource Center of KC, Unity Southeast Kansas City Community, and two local community cat caregivers*. **139 families with 265 pets** benefited directly from these resources provided in October. Total resources distributed to our community included:

- ✓ 6,300 lbs. of dog food valued at \$14,175.00
- ✓ 2,071 lbs. of cat food valued at \$4,659.75
- ✓ 20 lbs. of dog treats and 15 lbs. cat treats
- ✓ 180 lbs. of kitty litter valued at \$90.00
- ✓ 52 collars and 22 leashes
- ✓ 10 individual doses of flea/heartworm medicine
- ✓ 11 kennels/crates, 5 outdoor cat houses, 4 dog houses and 2 bales of straw
- ✓ 86 Pet ID tags valued at \$602.00
- ✓ 390 miscellaneous pet care items

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**Resources provided by KCPP to residents in October equated to more than *\$20,000* in investment in our community!**

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

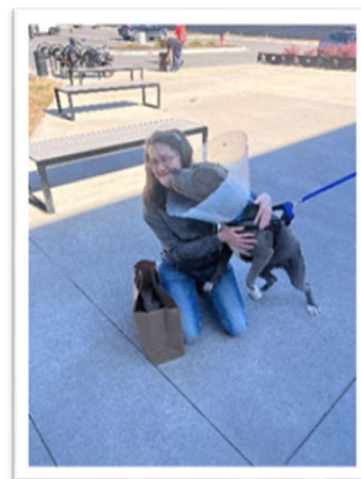
- ❖ Director of Community Programs, Amanda Gatten, and Tara McNamara, Keep 'Em Together Case Manager, are further developing and assessing the logistics of the *Home Away from Home* program in preparation of relaunching the safety net program. The team is working on foundational needs including a *Home Away from Home* Foster Suggestion box, satisfaction surveys for *Home Away from Home* Fosters and pet families, an application process for requests for extensions to program enrollment, new web content, and foster return forms for animals exiting the program being returned to the shelter. Tara is developing a new *Home Away from Home* foster on-boarding process, as well as a manual for *Home Away from Home* fosters that outlines important information and resources to help set foster homes up for success.
- ❖ With the ongoing surge of animals entering the shelter, we extended the Reclaim Fee Forgiveness program to the first three (3) days of impoundment to help get more pets back home without the financial barrier of reclaim fees.
- ❖ The Keep 'Em Together, KC teamed up with Animal Services to provide pet food and supplies at our monthly community pantry partner event at the **Don Bosco Community Center** (right). The Don Bosco Community Center hosts a drive-thru Harvester's human food drive each month. This event supported more than 150 households and we distributed more than 600 pounds of pet food (valued at \$1,350.00) and provided 43 engraved pet ID tags to pet families in the community.
- ❖ Amanda Gatten met with Fort Wayne Animal Care and Control (Fort Wayne, IN) and One Tail at a Time - Pet Mutual Aid (Chicago, IL) to discuss the success of KC Pet Project's community-centric programming including our progressive approach to Return-to-Home and our Keep 'Em Together, KC initiative and subsidiary programs.
- ❖ Jaime Gomez joined the Keep 'Em Together, KC, team in October as KC Pet Project's **Pets for Life Coordinator**. Jaime will be working with Amanda to help launch our new Pets for Life program in collaboration with the Humane Society of the United States. The goal is to implement the program in early 2023.



## Keeping 'Em Together: Athena

Athena's owner came to the shelter looking for help after her dog had been injured in an altercation with another animal. They had taken Athena to the emergency pet hospital but were unable to afford the surgery that was needed to fix Athena's ear. Devastated and worried, the family turned to KC Pet Project as a last resort. Our Pet Support Center team quickly jumped into action to help Athena and her family. Surgery for Athena's injuries resulted in a two-week stay in our shelter's vet clinic. Throughout Athena's stay, her family called frequently for updates. They were so concerned for Athena, and told our team that, "[Athena] means everything to us."

Once Athena was healthy enough to return home, the anticipation to reunite Athena with her family was felt by everyone. When the heartwarming moment finally arrived, it was clear just how much the pair missed each other. Athena was so excited to go home, we almost missed capturing the heartwarming reunion!



## Canine Behavior & Enrichment Department

- ❖ Pre-adoption behavior consultations conducted: 68
- ❖ Number of dogs introduced to adopters by Behavior Team: 27

**Behavior follow-up support for adopters:** 96 post-adoption follow up emails were sent, 23 phone consultations performed, 28 behavior support email correspondences, 4 free behavior lessons given to adopters, and free behavior consultations with families were conducted in October. The Behavior Team taught numerous dog walking program classes to new staff in October. All members of the Behavior and Enrichment team are continuing to expand their skills by helping facilitate canine playgroups and will be completing the Dog's Playing for Life webinar series in November.

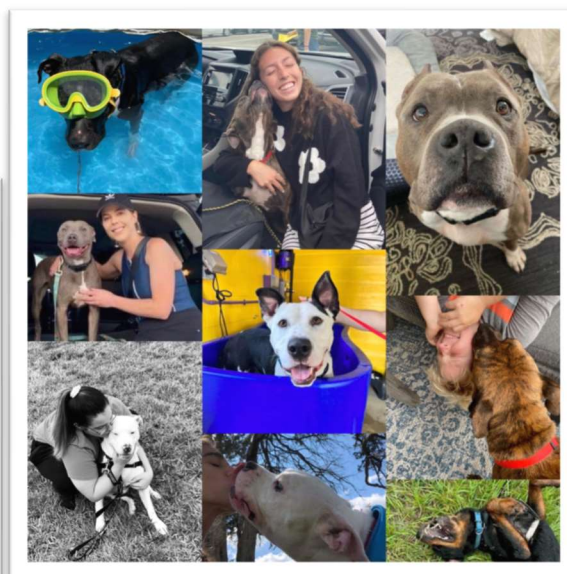
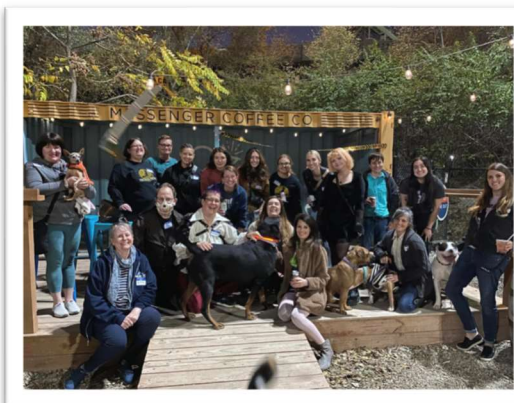
**An average of 136 shelter dogs participated daily in canine playgroups in October!**

## Canine Foster Care Program

Giana Galeno, Canine Foster Program Coordinator, reported 189 dogs (43% of the dogs in our care) were in foster homes at the end of October. During the month, **168** dogs were sent to foster homes – including 69 puppies under 8 weeks old.

- ✓ Volunteers took 77 dogs on a Dog's Day Out last month
- ✓ We welcomed 27 new dog foster families in October
- ✓ We had 62 dogs/puppies adopted directly from foster homes

Having 43% of our dogs in foster care is an impressive accomplishment for a shelter as large as KCPP and our foster community celebrated this milestone in October. We had a great time getting together for a casual in-person Foster Friday event at Bar K (photo right), with 30 of our amazing canine foster families in attendance! Our fosters love getting together as we work together to help dogs AND support one another. We love our foster crew!



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

Chelsae Rohrback, Rescue and Transport Coordinator, reported 56 animals were transferred out to other organizations in October, including two dogs with special needs, one nursing mother with eight puppies, one dog with special medical needs, five dogs with behavioral challenges, and six dogs returned to their originating shelters.

Organizations we transferred animals to in October: Chain of Hope, Critter House KC, Great Plains SPCA, Lakeside Nature Center, Melissa's Second Chances, Missouri Pit Bull Rescue, Pawsitive Tails, Paws-N-Claws Iowa, Unleashed, Wayside Waifs, and Whispering Willows Senior Dog Sanctuary.

Our **small animal program** processed **11** adoptions in October –3 rabbits, 1 rooster, 6 guinea pigs, and 1 Hermit crab. 🦀



On October 27<sup>th</sup>, we were contacted by Gladstone Animal Services asking if we could provide any help to them with 180 rats seized in a hoarding case. Our small animal fosters stepped up to help and took seven rats into foster care, with more scheduled to go into foster homes in November. We're so grateful for our foster homes who are always willing to provide help to animals in need.

## Feline Foster Care Program

Feline Foster Program Coordinator, Leslie Bauer, reported an unusually high influx in bottle baby kittens (less than 4 weeks old) arriving in October. In fact, October saw the 2<sup>nd</sup> highest number bottle baby kittens arriving all year!

- ❖ We sent an impressive 296 cats/kittens to foster homes in October.
- ❖ At the end of the month, we had 112 active foster homes, including 15 new foster homes that were onboarded in October.
- ❖ 60 cats and kittens were adopted directly from foster homes last month. At the end of the month, 321 felines (**58%** of all cats/kittens) were in foster homes.
- ❖ One special foster kitten story is **Eye of the Tiger** (right). He arrived at KCPP on August 3<sup>rd</sup> with 8 other emaciated kittens. They had severe upper respiratory infections and weighed less than half the weight of a healthy kitten of their age. All of the kittens he came in with passed away within a week of their arrival despite our best efforts to nurse them back to health. Eye of the Tiger was given his name as the last little survivor among his friends. He fought hard to live and, after a few weeks he began to gain weight steadily. By month-end (almost 2 months after his arrival) he was finally healthy and big enough to be neutered and placed up for adoption. Within 2 days of being at the 75th St Petco store, little Eye of the Tiger found his forever home.

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**81 tiny bottle baby kittens arrived in October – a 376% increase over last month and the 2<sup>nd</sup> highest number received since May 2022!**

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

- ❖ Danielle Jones, Feline Lifesaving Program Coordinator, reported we transferred in **134** 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, Gladstone Animal Control, Unleashed Animal Rescue, Gardner Animal Control, and Cats Pawjamas Rescue. This included kitties with medical cases like ringworm and Feline Leukemia (FeLV), all of whom have now found homes!
- ❖ We trained 3 new Petco Cat Habitat volunteers last month. We have 264 active volunteers in this program currently, and these incredible community volunteers gave 650 hours of time in October at 10 Petco store locations.

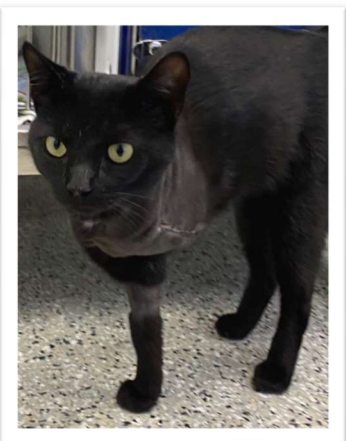
❖ In October, we processed 274 cat adoptions from Petco Cat Habitats and 30 cat adoptions from Whiskers Cat Café. Petco Cat Habitat adoptions accounted for 52% of all feline adoptions processed last month. The Olathe, KS store had the highest number of adoptions in the metro for the month.

### Feline Operations

**CUCUMBER** was brought to the shelter June 21<sup>st</sup>, 2022. He was living in a community and had several adoring caregivers who noticed a large wound on his cheek that wasn't healing, so they called KCPP Animal Services for help. He spent more than three months in our care being spoiled rotten. In addition to his cheek wound, he also had an old injury to his front paw that made him hobble around adorably. Within an hour of being on the adoption floor, he had climbed into the lap of a little boy and the parents were signing adoption papers. His new name, according to his new boy, is "Cucumber Marshmallow Mr. Fluffy".

**PRESCOTT** (right) was one of two blind cats transferred to KCPP from Best Friends Animal Society in Northwest Arkansas. Prescott was adopted in just 2.5 weeks and the other blind kitty, Leland, was adopted a few days after his enucleation was repaired by our veterinarians.

**SAM AND EMILY** came to KCPP on September 29<sup>th</sup>, 2022 after their previous owner passed away. These two kitties had 27 years "experience" being companions. Sam had to have his signature "vampire look" canine teeth extracted, however, it was worth the wait. A young woman met them both and decided they were the perfect emotional support cats for her.

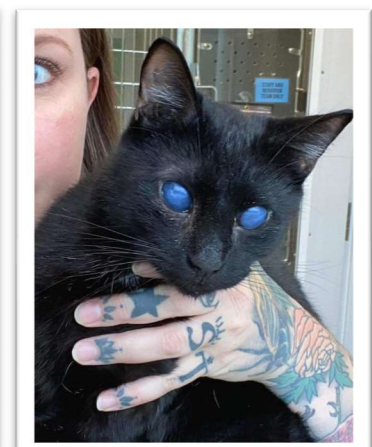
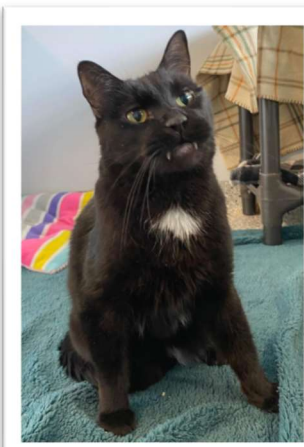
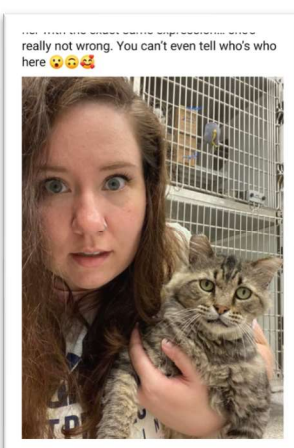
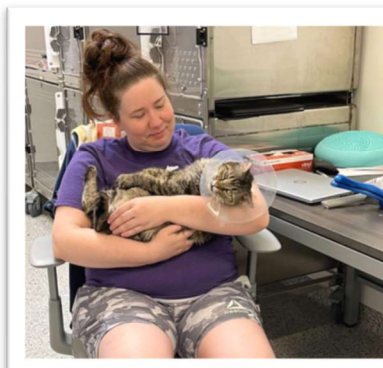
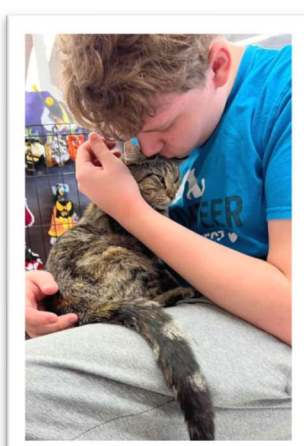


**QUE** came to KCPP on

September 15<sup>th</sup> and was displaying signs of having a significant amount of pain in his front left leg. Pain medication didn't resolve his pain completely, so x-rays were taken to determine the next course of action. On October 3<sup>rd</sup>, his leg was amputated and he was ready for adoption in just over a week. He was adopted on October 14<sup>th</sup> - just one day after being discharged from our hospital!

### October Cat Facts

Adoptions were down significantly from October of last year. This year we adopted 583 cats in October, but we did find homes for **thirteen cats over the age of 10 years old**, as well as 104 cats that were adopted during our KC Mega Match weekend.





Submitted by,

*T Johnson*

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