



Impact Report for May 2024 Activities

Sheltering Statistics:

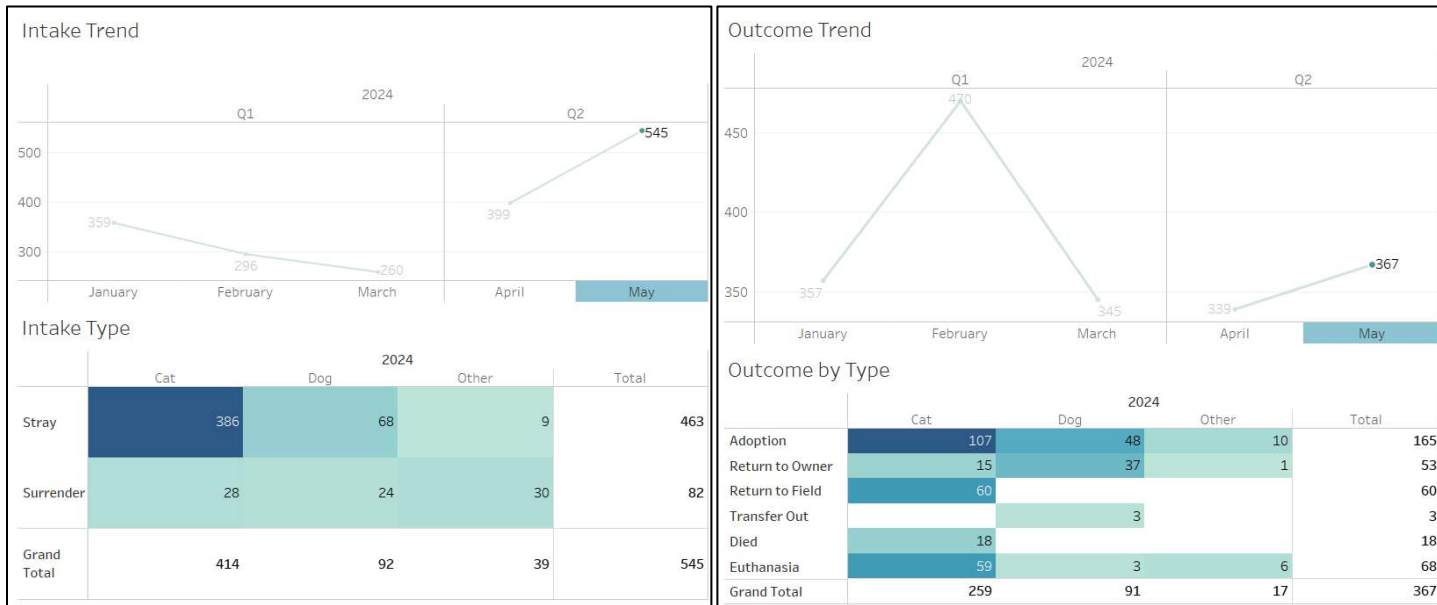
Totals for Jan - May	2024	2023	Difference
Total Intake	1859	1960	101 fewer
Adoptions	809	639	170 more
Returned to Owners	306	319	13 fewer
Owner Surrendered Pets	266	296	30 fewer
Strays Brought In	11	26	15 fewer
Returned to Field	242	188	54 more
Spay/Neuter Surgeries Performed	3307	2956	351 more
Live Release Rate - Dogs	96%	96%	No change
Live Release Rate - Cats	82%	77%	5% higher
Average Length of Stay (days) - Dogs	33	25	8 days longer
Average Length of Stay (days) - Cats	37	22	15 days longer

May 2024 – Animals In & Out

- MHS provided care for **921** animals during the month of May – 651 dogs, 202 cats, and 68 other animals. 376 of these were in care on May 1 and 545 arrived during the month of May. This was a significant increase in both the number of animals cared for and overall intake. The overall animal population went up by **47%**.
- **165** animals were adopted in May (107 cats, 48 dogs, and 10 other animals) and 53 were returned to their owners. 60 cats were returned to the field and 3 dogs were transferred out, for a total of **281** live outcomes.
- Animals in Care (May 1): 376 animals (237 Cats, 110 Dogs, 29 Other), up 18% compared to April.
- Animals in Care (May 31): 554 animals (392 Cats, 111 Dogs, 51 Other), up 47% compared to April 31.
- An outcome rate of **68%** indicates that the number of animal outcomes was significantly lower than the number of intakes, leading to an increased animal population.
- The overall live release rate was **76%**, down **10%** from April. Severe and untreatable intake conditions of neonatal kittens contributed significantly to this decline.



- **82** animals (28 cats, 24 dogs, and 30 other animals) were surrendered to MHS by their owners in May, an increase of **41%** over the previous month.
- Our veterinary team performed **709** spay/neuter surgeries in May, an increase of **12%** over April.
- The Average Length of Stay for animals in our care was **38 days** in May, down **35%** compared to April.



Field Services Updates

Our Humane Enforcement Officers responded to **325** calls for service in May and completed **824** preventative patrols, traveling a total of **7,297** miles around the island, impounding **64** animals, and returning an additional **12** lost pets back to their homes without having to bring them to the shelter.

- Officers investigated 38 cruelty cases and 16 bite investigations in May.
- Dispatch answered 645 live phone calls, made 706 outbound calls to residents, and resolved 330 voicemail messages. Dispatchers spent more than 53 hours on the phones with an average of 2 minutes and 35 seconds per call and a call abandonment rate of only 0.07%.
- In May, Officers issued five criminal citations for violations of the Maui County Municipal Code. These included leash law violations and dog attacks. Citations are one of the compliance-based tools that each HEO is trained to use to ensure that humane care and compliance standards are upheld.

Humane Enforcement Team Trainings

The HEO team, along with team members from other departments, completed a four-day training on Animal Search and Rescue, led by Eric Thompson of Animal Incident Management (AIM) and funded through an ASPCA grant. Topics included:

- Operational Coordination Disaster Planning
- Introduction to Wildland Fire Response/First-Aid, CPR, AED
- Introduction to Wide Area Searches
- Introduction to Floodwater response



HEOs also went through Search and Seizure Training in May with the County Prosecutor's office. Topics covered included:

- Search and seizure
- Miranda Rights
- Probable cause/reasonable suspicion
- Search warrants

Community Events

Hawaii Technology Academy Napili Field Service Day

17 kids and 5 parent/teacher chaperones visited MHS on May 10. They toured the shelter and then broke up into three teams to work on the volunteer projects – raking monkey pods from the exercise yards, making enrichment toys, and helping in the Cat Ohana to assemble cat kennels and socialize cats.

Air Force 728th Airlift Squadron Volunteer Team Work Days

On May 17, a team of 16 Air Force volunteers spent several hours at MHS helping the Facilities Team with a number of projects around



the campus including moving two gazebos, forming concrete pads, painting, dismantling cat hales, and disassembling the bodega area that have been used to store fire donations and supplies for the past nine months.

Pet Wash at Maui Seaside Hotel

MHS volunteers have hosted pet wash events at the Maui Seaside Hotel for pets of Lahaina Fire survivors who are staying at the hotel. It was a beautiful sunny day



and as usual there was a good turnout, resulting in many wet and sudsy dogs and people!

Lunchtime Dogs on the Mayor's Lawn

MHS Volunteers brought two sibling puppies, Eliza and Donnie, to this Wailuku event. The County Staff have been busy working on the budget, so many of them took a well-deserved break to come enjoy some puppy love, which put smiles on their faces.



Volunteer Program Updates

In May, 188 volunteers gave 2,127 hours of services, the equivalent of 13.3 full-time employees.

- 18 new volunteers were onboarded
- 108 walk-in volunteers were welcomed
- Total value of volunteer hours in May: \$74,445

Businesses and groups that volunteered in May brought 57 people to the campus and gave 154 hours of service – a value of \$5,390: US Airforce, Hawaii Technology Academy.



Freddie Volunteers – a new group of volunteers has been formed to focus on improving the quality of life for our 20-year-old resident Sulcata tortoise, Freddie. This includes the completion of his soaking pond and fountain, proper enrichment, and a consistent feeding schedule.

Volunteer Recruitment and Retention

- Total active volunteers: 80 – including 18 newly active volunteers
- We received 31 new volunteer signups in May
- 12 new volunteer orientations were conducted for 18 attendees
- The new volunteers participated in 28 hours of training sessions, including in-person mentoring.

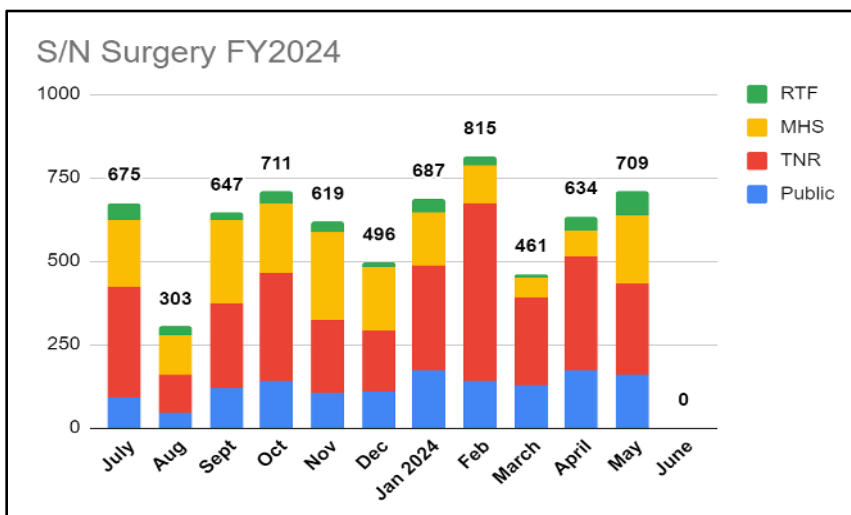
Veterinary Department Updates

Surgeries & Medical Procedures Performed in May

Spay/Neuter Surgeries		Medicine	
Public animals	161	Intake Exams – Cats	251
Community Cats	346	Intake Exams – Dogs	42
Shelter animals	202	Intake Exams – Exotics	35
Total Spay/Neuter Surgeries	709	Total Intake Exams	328
Hope Fund Cases		Medical/Other Exams	
Hope Fund Animals Treated	111	Hospitalized Patients	46
Hope Fund Procedures	150	Other Medical Exams	131

Spay/Neuter Surgery – FY2024 Monthly Comparison

Kitten season is in full swing. Of the 709 animals that were spayed/neutered in May, 584 (82.4%) of them were cats. May also saw the highest Return-to-Field (RTF) numbers of the fiscal year so far. Trap-Neuter-Return (TNR) and RTF combined to make up nearly half (49%) of all spay/neuter surgeries for the month.



Lifesaving Stories from the Veterinary Clinic

Starlight is a sweet English Bulldog who was displaced from last year's wildfires. Her owners surrendered her and their other English Bulldog because they had to move off island and were unable to take them. On initial exam, Starlight was found to have a severely ingrown and abscessed tail, which is not uncommon for this breed. X-rays showed that she had a severely malformed tail, creating a deep skin fold abscess and infection that extended into the spinal bones. This condition was complicated by how close the abnormality was to her rectum.



A caudectomy (removal of the tip of the tail) was performed. This particular caudectomy was very challenging as her tail/ spinal malformation was extremely deep and chronic. The potential complications included fecal incontinence and colon perforation. Starlight's surgery went well. She is a sweetheart and is highly adoptable now that her painful chronic condition has been resolved.

Bellona was found on the side of the road, hurt and alone, and was brought to Maui Humane Society for medical attention. X-rays revealed numerous injuries consistent with being hit by a car, including a fractured jaw. A feeding tube was placed into her esophagus so she could receive nutrition while it healed.



Bellona was quite fearful so she was monitored closely by our Veterinary Team, who was very patient with her. After a few weeks of TLC, she began to ask for pets and started eating all of her yummy foods, so we knew she was starting to feel better. Our Enrichment Team made sure Bellona was happy by providing her with fun activities during her time in our hospital. She was especially fond of her "busy bag" filled with treats and toys, so much so that she started sleeping inside it. After a couple of surgeries including an

enucleation (eye removal) due to damage caused by the trauma, she was ready for a foster home. She spent a couple of weeks there while continuing to heal. We learned a lot about Bellona from her foster family, who recommended a few tips to help gain her trust: not approaching her from her blind side, speaking to her softly before approaching, and sitting quietly with her while eating. Once she gains your trust, she loves to be touched and stroked. She even likes being held but not for too long. Bellona is back at the shelter now and feeling better than ever. This sweet survivor is looking for a patient and quiet home that will keep her safe for the rest of her days.



Community Medicine & Support Services

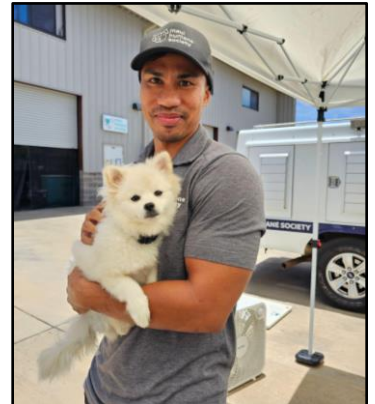
Community Medicine Clinics

Free veterinary wellness clinics continue to be held weekly in Lahaina at the Lahaina Pet Resource Center. During the month of May, 66 animals were seen and treated at these mobile clinics and 18 more animals were seen onsite at MHS for care that could not be provided on the mobile unit. We hope to increase the frequency of these clinics to twice weekly in the coming months, depending on staff availability



At right, Wildfire Community Liaison Johnny helps out at the Lahaina mobile clinic. Johnny runs our Lahaina Pet Resource Center and assists with our mobile clinic clients that are waiting for their exam.

Momma cat Mimi and her baby Wednesday receive medical services. Mimi received a microchip, FVRCP vaccine, Nexgard combo (for fleas and ticks, heartworm disease, roundworms, hookworms, and tapeworms) and she tested negative for FeLV/FIV. Baby Wednesday is just 8 weeks old age and also received a microchip, FVRCP vaccine, and Nexgard combo. She will return in three weeks for her 2nd vaccination.



Licensing

Total licenses issued in May - 274

- In shelter - 149
- On-Line - 36
- Replacement tags - 19
- YTD Total issued - 1,873 (goal is 3,000)

4EverPets – Keeping Animals with their Families

In May, we received **78** inquires from the public to surrender their pets. **39** of these were deferred thanks to the 4EverPets Program, which provides pet food, supplies, veterinary care, rental support, transportation, and other services to keep animals with their families rather than be surrendered to the shelter.

- Number of families served – 191
- Number of animals served – 1,016
- 13,397 lbs of pet food distributed
- Three catios and two outdoor kennels were provided to families, allowing them to keep their pets in their homes.
- Behavioral training resources were provided to one family.

Supplies provided:

- | | |
|--------------------|-----------------------------|
| • 54 collars | • 15 bottles shampoo |
| • 6 crate/carriers | • 180 flea meds |
| • 19 harnesses | • 35 bowls |
| • 32 leashes | • 2 food storage containers |
| • 19 beds | • 4 litter boxes |
| • 30 blankets | • 4 litter scoops |
| • 5 scratchers | • 56 rolls of poop bags |
| • 13 towels | • 280 potty pads |

Pet Reunifications

In late May a kitty was trapped in Wailuku and brought in for TNR. While under anesthesia the surgery team found a microchip that matched a kitty named Mossad Kiai. The owners who live in Haiku, had an active lost report and Mossad Kiai had been missing since January! Owner Leilani was beyond excited to hear her baby was safe and she rushed right down to reclaim him! Yet another example of why microchips are essential!



Sassy was brought in by a family who said that someone in the neighborhood was shooting BBs and one of the pellets went through their window. As they were outside inspecting the damage, they saw a cat run from under their house. They were able to bring the kitty safely inside and brought her to MHS. She was scanned for a microchip and she was matched to a kitty who had been missing for several weeks. She had traveled over two miles during this time. Thanks to a microchip Sassy is now safe and sound in her own bed!



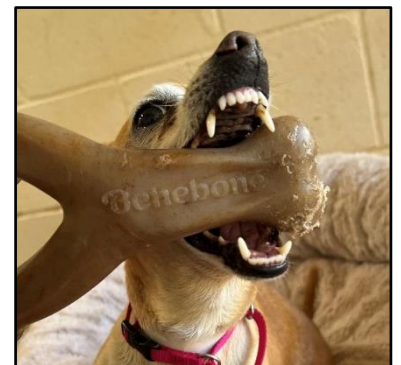
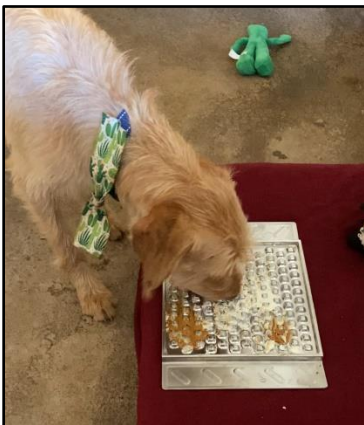
Canine Care and Enrichment

In May we focused on catering to the needs of our animals while managing a surge in the numbers of animals in our care. By the end of the month, the cumulative count of animals in care rose to 554, marking a 47% rise since the end of April. Addressing the negative behaviors that dogs and cats develop during prolonged shelter stays requires a multifaceted approach aimed at reducing stress, providing mental and physical stimulation, and enhancing socialization. Here are some strategies we use to help prevent negative behaviors.

Enrichment Activities:

- **Toys and Puzzles:** We provide interactive toys and puzzle feeders to stimulate their minds. With 111 dogs in our care in May, this takes staff resources to not only give them daily enrichment but also to collect data.
- **Exercise:** We ensure regular exercise through walks, playtime, and agility activities to release pent-up energy. By providing every

opportunity for exercise, we are meeting higher demands for our increase of dogs. Interestingly, our ACE team will log approximately 4-5 miles a day walking dogs to and from kennels, yards, visits, Dog Playgroup and offices.



Training and Socialization:

- **Behavioral Training:** While we wait for the new Behavior Trainer Program Manager to be hired, we offer all adopted dogs a GoodPup Scholarship. This allows behavior support in a more relaxed home environment, setting both dog and adopter/foster up for success.

- **Socialization:** Our Dog on Demand program continues to be very popular, though in May we saw a slight decrease. We are hoping for a rise once school is out and visitors are on vacation.

Comfort and Security:

- **Calming Aids:** We assist our pets reduce stress by offering calming pheromone diffusers such as Adaptil, or anxiety wraps, which are bandanas sprayed with Adaptil to help reduce stress. Fear Free plays a large role in addressing comfort for dogs, and by using these techniques we are able to take “pet” out of “petrified.”
- **Comfortable Environment:** Creating a more homelike environment with bedding, blankets, and toys is essential and we love giving our dogs a hotel experience!

Enrichment Activities		Dog Outings	
Dog activities	22	Dog on Demand Pre-Registered	103
Dog playgroup sessions	18	Dog on Demand Walk-Ins	25
Cat activities	8	Outreach Events	6
Guinea Pigs & Rabbits	20	Maui County Office Dog Program	1
Total Enrichment Activities	68	Total Dog Outings	135

Cat Care and Enrichment

Environmental Enrichment:

- **Vertical Space:** We are replenishing our Kuranda climbing structures and perches to allow cats to explore and feel secure. While we address more vertical space we offer cat trees and shelving.
- **Interactive Toys:** A favorite among visitors are feather wands and puzzle feeders to keep cats engaged. When you walk into the Cat Ohana you’ll notice feather wand holders, these are fun interactive toys that our public loves to use.

Behavioral Support:

- **Scratching Posts:** We offer multiple scratchers to allow natural behaviors and reduce stress; we even make our own.
- **Positive:** Use treats and affection to encourage desired behaviors and build trust. This has greatly helped now that we have “Structured Feeding” as recommended by Jackson Galaxy.

Social Interaction:

- **Gentle Handling:** Regular, gentle handling by staff and volunteers to help cats become more comfortable with human interaction.
- **Hiding Spots:** Provide hiding spots within their enclosures to give them a sense of security and reduce anxiety.



Rabbits and Guinea Pigs

Environmental Enrichment:

- **Toys and Chew Items:** We provide a variety of toys, tunnels, and safe chew items to keep them engaged and allow natural chewing behaviors. Our guinea pig population has increased significantly, and we are having to purchase more items to meet the needs of this ever-increasing population.
- **Space to Move:** Because we house our rabbits and guinea pigs in pop up kennels, we are unable to meet their exercise needs. Our future shelter needs to address housing to ensure these species have enough space to hop and explore, both inside their enclosures and during supervised playtime outside.

Comfort and Security:

- **Hiding Spots:** We provide hiding boxes and tunnels to allow them to retreat and feel safe. We love using appropriately sized boxes when they are available.
- **Calming Environment:** We keep their environment quiet and stress-free, minimizing loud noises and sudden movements.

By implementing these strategies, we strive to reduce negative behaviors that develop during extended stays and enhance the animals' overall well-being. In May we increased our total enrichment activities by 87%.



Adoptions Program

- MHS participated in the national BISSELL Pet Foundation's Empty the Shelters event from May 1 to 15, during which time there were 78 adoptions.
- With all cat and kitten adoptions, we are providing a hard carrier (while stocks last). These carriers were donated following the last year's wildfires.
- All dog adoptions received a Good Pup scholarship and a pop crate. We are excited to support adopters and their new family members with these valuable training resources.
- The Cat Café Maui continues to adopt out kittens from habitats provided by MHS.



Partnership with Maui Cat Café



We are working closely with Cat Café Maui in order to make sure our cats who are housed there have ongoing medical care if needed, and to improve communication between the staff at the Café and MHS team members.

MHS team members from the Veterinary Department visit every Thursday to perform physical exams, update vaccinations, and apply flea preventatives as needed. At these visits, all

cats are examined by a veterinary assistant or veterinary technician without having to be transferred back to the shelter, which can be stressful. We are so thankful for this partnership with Cat Café Maui.





May Adoptions				
	Cat/Kitten	Dog/Puppy	Other	Total
Cat Cafe Maui	12	-	-	12
Foster Home	14	17	1	35
Operation Fire Cat (Catio program)	21	-	-	21
Petco	4	-	-	4
MHS Campus	56	28	9	93
TOTAL	107	48	10	165

Foster Program Updates

This year's **kitten season** continues to see high numbers – in May, there was a 53% increase in the number of kittens in foster compared to the previous month.

- There were 108 dogs/puppies and 451 cats/kittens in foster care in May.
- Total animals in Foster Care: 588, an increase of 40%
- Active Foster Families: 199, up 25%

The table below shows the significant increase in the number of unweaned kittens we have taken in this year compared to last year. This age group requires the longest period in fostering, often with multiple different stages of foster home movement.

Foster Kitten Placements			
	May 2024	May 2023	Increase
Medical Fosters	85	33	258%
Bottle Babies or Nursing	53	14	379%
Totals	138	47	294%

Also of note is the large increase in medical fosters. This number includes a high number of Panleukopenia positive kittens. They require fosters who are trained to provide a higher level of medical supportive. The length of stay for these kittens is longer than most because they include a 2-week period after full recovery before they can return to the shelter.

Transfer Program

Approximately 20 community health certificates and resources were provided to the community in May. This included a health certificate for a dog, Sasha, who was reunited with her family on the Continent after they had to relocate due to the wildfires. Friends of Sasha's family on Maui had been caring for her until her own 'Ohana was settled. These amazing friends then flew with Sasha and delivered her to her family in Costa Mesa, California!

The Transfer Team assisted the Adoptions Team with three off-island adoptions in May. Off-island assistance requires a lot of coordination including booking flights, completing paperwork, gather pet travel supplies, transporting pets to the airport, and sometimes organizing transportation with a rescue partner upon arrival.

Archie

A few weeks ago, our beach buddy Rockstar Archie hopped on a plane to meet his new 'Ohana in Washington. We recently got an update on how he is doing:

"Archie is settling into his new home very well. We've already taken him on three hikes and to the dog park twice. He is starting to come out of his shell already. I have some photos I'd like to share with you guys. I really think Archie is loving it here. He saw his first squirrel today and had no clue what to think about that. He's adorable".

We are so happy to see Archie living his new life and experiencing all the things that a loving 'Ohana has to offer! Archie was found in January running around lost, scared and not safe. Today he is cuddling with his new parents, playing with all the toys and learning about squirrels. Archie's new life would not have been possible with our incredible community of adopters.



Archie seeing his first squirrel. He hiked the rest of the way looking up in the trees and tripping on all the roots. It was adorable.



He loves to cuddle!

Submitted by,

Lisa Labrecque

Lisa M. Labrecque, DVM
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