



## Impact Report for July 2024

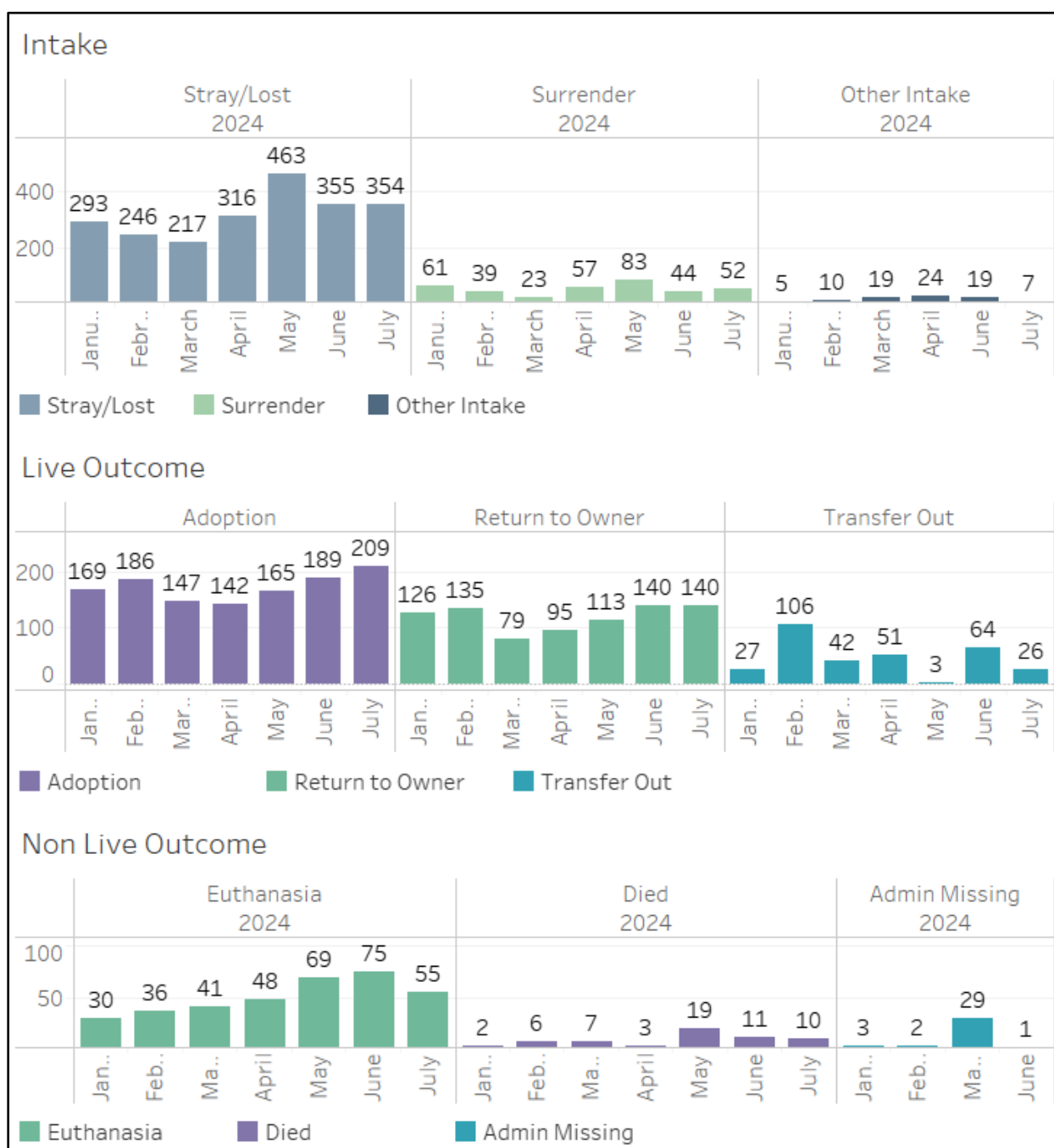
### Sheltering Statistics

Category	Type	Cat	Dog	Other	Total
	<b>Total Animals in Care</b>	<b>647</b>	<b>188</b>	<b>68</b>	<b>903</b>
<b>Intake</b>	Stray/Lost	262	76	16	<b>354</b>
	Surrender	40	8	4	<b>52</b>
	Other Intake	2	5	0	<b>7</b>
	<b>Total</b>	<b>304</b>	<b>89</b>	<b>20</b>	<b>413</b>
<b>Live Outcome</b>	Adoption	147	38	24	<b>209</b>
	Return to Owner	111	39	2	<b>152</b>
	Transfer Out	25	1	0	<b>26</b>
	<b>Total</b>	<b>283</b>	<b>78</b>	<b>26</b>	<b>387</b>
<b>Non-live Outcome</b>	Euthanasia	43	3	10	<b>56</b>
	Other Outcome	10	0	0	<b>10</b>
	<b>Total</b>	<b>53</b>	<b>3</b>	<b>10</b>	<b>66</b>
<b>Key Process Indicator</b>	Live Release Rate	84.2%	96.3%	72.2%	<b>85.4%</b>
	Outcome Rate	111%	91%	180%	<b>110%</b>
	Return to Home Rate	42%	51%	13%	<b>43%</b>
	Avg LOS by Outcome	29	29	58	<b>32</b>

**Other Intake** = Transfer In, Seized, Born in Care || **Other Outcome** = Died in Care, Admin Missing || **Total Animals in Care** = Beginning Inventory + Live Intakes || **Live Release Rate** = Live Outcome / Total Outcome (Live Outcome + Other Outcome) || **Outcome Rate** = Total Outcome / Live Intake || **Return to Home Rate** = Return to Owner + Return to Field / Total Stray or Lost || **Avg. Length of Stay** = Outcome Date - Intake Date

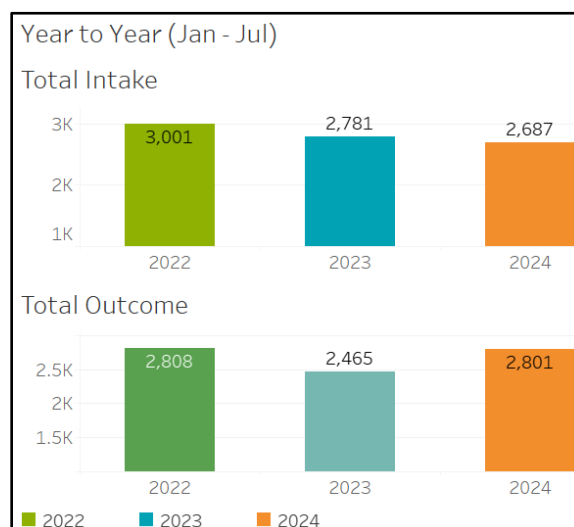
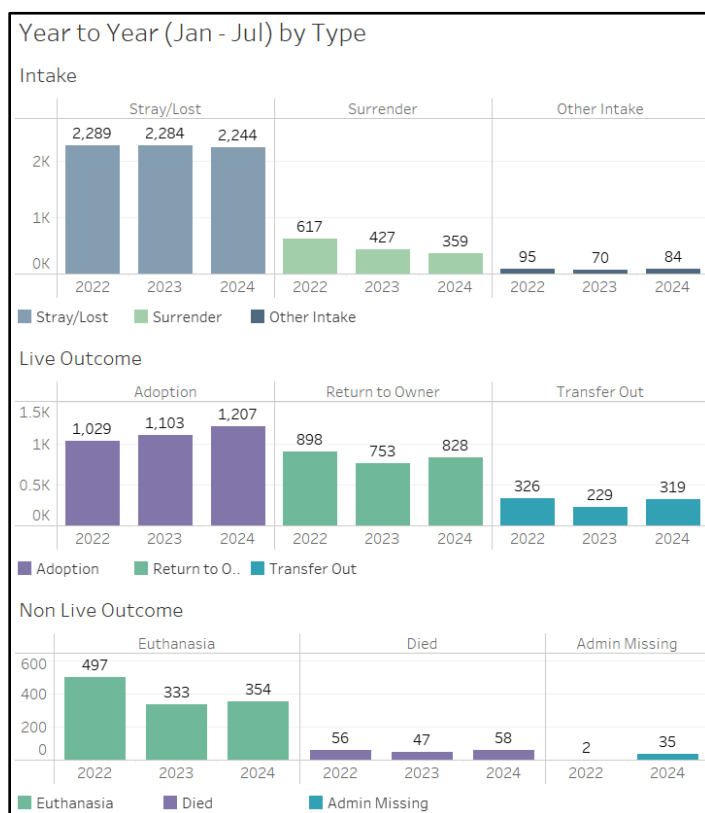
### Month-to-Month Comparison

Comparing July with the prior month, the shelter saw a 12% decrease in beginning inventory and a 5% decrease in ending inventory. Total animals in care dropped by 7%, while live intakes remained relatively the same with a slight 1% decrease. Surrenders rose by 18%. Live outcomes saw mixed results, with adoptions up by 11% and returns to owner up by 40%, but transfers decreased by 59%. Euthanasia rates improved, dropping by 24%. Overall, the Live Release Rate (LRR) improved by 4%, Return to Home Rate increased by 9%, while Outcome Rate decreased by 4% and Length of Stay (LOS) increased by 23%.



### Year-to-Year Comparison

Comparing data from January through July over the last three years, there has been a gradual decline in the total intake of animals, including a reduction in the number of strays and surrenders. Adoptions have increased by 17.3% since 2022 and Returns to Owner have improved over last year, getting closer to 2022 numbers. The euthanasia rate has seen a significant improvement, with a 29% reduction since 2022. Despite this progress, animals are staying at the shelter longer, creating a capacity crisis.



## Field Services

Our Humane Enforcement Officers responded to **303** calls for service in July and completed **884** preventative patrols, traveling a total of **7,553** miles around the island, impounding **81** animals, and returning an additional **8** lost pets back to their homes without bringing them to the shelter.

- Officers investigated 38 cruelty cases and 22 bite investigations in July.
- Dispatch answered 445 live phone calls, made 698 calls to residents, and resolved 270 voicemail messages. Dispatchers spent 49 hours on the phones with an average of 2 minutes and 46 seconds per call and a call abandonment rate of less than 0.01%.
- In July, HEOs issued 43 criminal citations for violations of the Maui County Municipal Code. The top five types of citations were Deemed Dangerous Dog Non-Compliance, Leash Law, Dog Attack, Unlicensed, and Interference. Citations are one of the compliance-based tools that HEOs are trained to use to ensure that humane care and compliance standards are upheld.

## HEO Updates and Cases

On July 18, dispatch received a call about a cat with its paw stuck in the crevice of a rock wall fronting a family home in Pukalani. Officer Riggs arrived at the location and found a black community cat in with its left front paw stuck in the crevice, clearly in distress. Officer Riggs prepared a carrier to transport in case the cat was injured upon extrication. The neighbor used a screwdriver to loosen a rock inside the hole where the paw was wedged, while Officer Riggs lubricated the paw with olive oil and held the cat in place. Thankfully, the cat was not injured and was able to run free. The complainant may try to trap the cat if it comes around

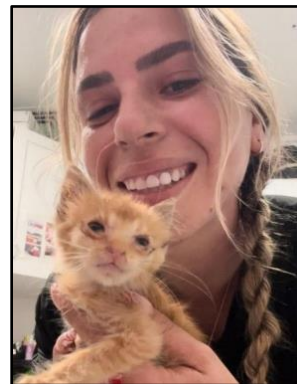


again to be sure it is spayed or neutered. This was a great team effort. The complainant sent Officer Riggs a thank you card after the rescue in appreciation of her service.



On July 20, a kitten was reported crying from inside a storm drain. The callers had attempted to catch the kitten using a dog leash with no success. A trap was set but the kitten would not go into the trap for two days. Finally, on July 22 when Officer Shapiro went to recheck the trap, she could see the kitten in the drain and attempted to capture it once again. Roto Rooter happened to drive by as she was

trying to catch the kitten, and the technician stopped and offered to help. With Roto Rooter's assistance, the kitten was finally successfully captured. The kitten is now in a foster home receiving the loving care he needs.



## Outreach Events

### Doga Yoga with Dogs

July 27 was a beautiful, sunny day for our "Doga" fundraiser and adoption event with Wahi Ho'ōla Yoga + Wellness, held on the MHS campus in the Canine Corral. There were 16 attendees who interacted with eight of our dogs, most of whom were in foster and were brought in for the class – Boom Boom, Blossom, Diego, Mayo, Kerbox, Kyler, Dolly, and Jennie. All class fees were donated to MHS.



### Edward Jones Corporate Volunteer Teams

Edward Jones sent several teams of volunteers to MHS who were visiting Maui for corporate vacations. Twice weekly for six weeks (July and August), these wonderful volunteers rolled up their sleeves and got to work. In July, 115 volunteers worked a total of



150 volunteer hours helping move office furniture, organize foster supplies, load incoming bags of pet food into storage, and move kitty litter into the Cat Ohana shed. They also



also painted, cleaned, organized, and reassembled, and moved three of the sheds. On each of the days while the parents were working, the younger family members spent time socializing kittens.



## Summer PALS Program

For the second year in a row, MHS is partnering with Maui County's Summer PALS program to teach Maui Keiki about animal welfare. This year, there are 10 sites participating around the county, and MHS staff and volunteers visited each site. The kids were split into two groups – kindergarten through 2<sup>nd</sup> grade, and 3<sup>rd</sup> through 5<sup>th</sup> grades. Half worked outside with a shelter dog to learn how to safely approach, touch, and give treats, while the other half learned about basic animal care. A high point was when the kids learn how to “walk” a dog, using stuffies to learn how to hold the leash and pay attention to the dog as they are walking together.



## Volunteer

In July, **282** volunteers gave **2,896** hours of services, the equivalent of **18.1** full-time employees.

- **47** hours from volunteers trained through our onboarding
- **404** hours from walk-in volunteers
- **20** volunteers gave hours at offsite events
- **32** new volunteers were onboarded
- **201** walk-in volunteers were welcomed

Businesses and groups brought **115** people to the campus and gave **345** hours of service, a value of **\$10,350**.

### Volunteer Recruitment and Retention

- **80** active volunteers, including **23** newly active volunteers
- We received **43** new volunteer signups in July
- **16** new volunteer orientations were conducted for **32** attendees
- **23** new volunteers gave **290** volunteer hours last month, and **32** volunteers participated in **47** hours of training sessions, including in-person mentoring for volunteers
- Two court-ordered community service volunteers enrolled in July. Our agreement with Maui County was renewed to host court-ordered volunteers.



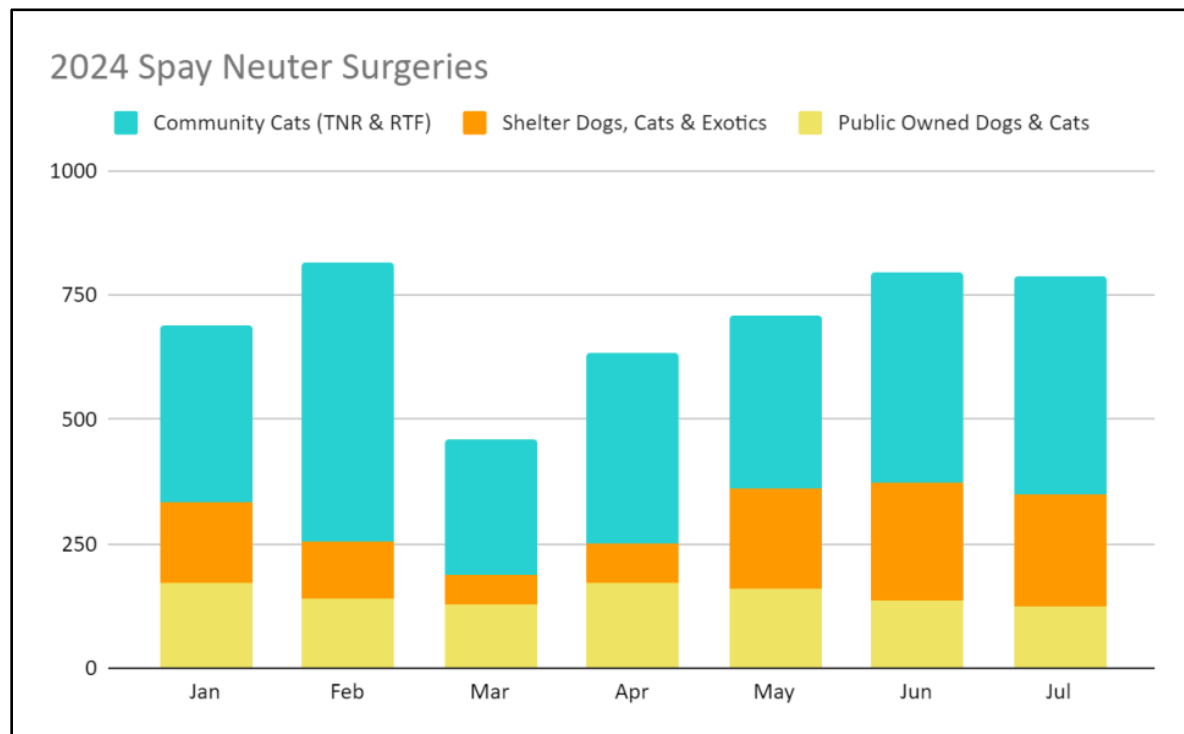
## Veterinary Department

### July Veterinary Stats

Spay/Neuter Surgeries		Medicine	
Public Animals	126	Intake Exams - Cats	140
Community Cats	438	Intake Exams - Dogs	67
Shelter Animals	214	Intake Exams - Exotics	18
<b>Total S/N Surgeries</b>	<b>787</b>	<b>Total Intake Exams</b>	<b>225</b>
Hope Fund Cases		Medical/Other Exams	
Hope Fund Animals Treated	99	Hospitalized Patients	32
Hope Fund Procedures	142	Initial Vet Exams	149

### Spay/Neuter Surgery

Kitten season remains in full swing, with our Cat Ohana filled with adoptable cats and kittens, foster homes full with underage kittens, and kittens continue to arrive at the shelter every day. Of the 787 animals who were spayed/neutered in July, 85% of them were cats. Trap-Neuter-Return (TNR) and Return-to-Field (RTF) combined to make up more than half of all spay/neuter surgeries for the month.



## Lifesaving Stories from the Veterinary Clinic

**Cookie** was seized by our Humane Enforcement Department. He was severely matted, had severe dental disease, and was diagnosed with a condition called Keratoconjunctivitis Sicca (commonly known as dry eye), which makes the eyes very painful and leads to blindness. Bloodwork did not reveal any significant findings. He had an extensive dental procedure requiring all of his teeth be extracted. Given all of his medical conditions and his previous living environment, it was understandable that found it difficult to trust people. However, Cookie found his furever home and is living out his best life, thanks to our Hope Fund!



**Toast** came to MHS favoring his right hind leg. X-rays revealed severe soft tissue swelling around his knee joint, bowing of distal right femur, and joint effusion of the right stifle. The best course of action was to amputate the leg. It was also discovered that Toast is deaf and nearly blind, so he was fostered by one of our veterinarians while recovering. He has adjusted well to tri-pawed life and loves both humans and animals. He has fully healed and has been selected to fly on Wings of Aloha!



**Roy** arrived at MHS dehydrated, cold, and with diarrhea. He tested positive for feline panleukopenia, and was placed in a staff medical



foster home to receive treatment and supportive care. Once Roy was cleared of panleukopenia, he was admitted to our hospital clinic for more aggressive for weight loss. Finally, on July 25 he was discharged from the hospital and now looks like an entirely different, healthy kitten!

**Jack** the 6-week-old kitten was found limping in the middle of the road. On exam, he was found to have a large swelling on the left of his body and massive bruising on his belly. Abdominal ultrasound confirmed this to be a very large abdominal wall hernia, likely sustained by being hit by a car. Despite his obvious discomfort, Jack was eating and doing his best to survive. He had surgery to repair his large abdominal wall and was neutered. His recovery went well and



he is currently in a foster home. His foster reports that he is a sweet kitty with a lot of opinions and is almost ready to find his forever home.



**Chipotle** the bunny arrived at MHS with a fractured right hind leg. X-rays showed a comminuted (multiple bone fragments), mid-shaft right femoral fracture. His leg was amputated and he was neutered on July 17. He remains in our hospital while recovering from surgery.



Tiny kitten **Wubby** arrived at MHS with a ruptured eye, emaciated, and dehydrated. He was admitted to our hospital for supportive care and pain medication. After a few days in our care, some hair loss was noticed, and Wubby was diagnosed with dermatophytosis (ringworm). After several weeks of treatment with oral medications, fluids, and twice weekly lime sulfur dips, Wubby went to a foster home where he will remain until he is completely clear of ringworm and ready for surgery. During his time at MHS, he became a staff favorite due to his sweet, outgoing personality.



## Community Medicine & Support Services

### Community Medicine Clinics

Five full-day clinics were held at the Lahaina Pet Resource Center in and two community clinics were held at Ho'aloa Park in partnership with MMEU in July.



At right, fire survivors Odis (with Shoyu) and Jonathan (with Kruz), who we have been seeing regularly at our Lahaina clinics, received their last booster vaccines and are now ready to explore the world.

Samurai, a 12-year-old dog, received a full exam with vaccines, a heartworm test, and flea/tick/heartworm preventatives at the MMEU clinic.



### 4EverPets – Keeping Animals with their Families

In July, we received 109 inquiries from the public to surrender their pets. 64 of these were deferred thanks to support provided by the 4EverPets Program. 4EverPets provides free or discounted pet food, supplies, veterinary care, rental support, transportation, and other services to keep animals with their families and out of the shelter.

- Families served: **204**
- Animals served: **1,140**
- Pounds of pet food distributed: **14,849**

### Happy Tails

In late June, the Jones family had to make the difficult decision to surrender their beloved senior cat, Skippy. They were moving off island, and they were worried that his health and age would not allow him to travel safely. MHS veterinarians determined he would be safe for travel, and MHS could even cover the transportation costs. Upon arrival, the family had a lei for the transport provider. Skippy's journey home was a surprise to the children of the family who woke up to find their furry friend home at last!





Our Pet Retention team was able to defer surrender of three pets by assisting a family of displaced Lahaina residents with pet transportation to Minnesota. Luckily, they were able to find temporary care for their two dogs and one cat while they secured pet-inclusive housing. 4EverPets covered the costs to get the three pets to Minnesota. A very happy ending for all!



## Animal Care and Enrichment

New cat kennels have been installed in the Cat Ohana, equipped with comfortable bedding, engaging toys, and readily available food, all of which reflect our commitment to maintaining the highest standards of care for the animals. These provisions are essential in creating a stress-free environment that promotes the well-being of the cats and supports their physical and emotional needs while they await adoption.

Enrichment provided to our shelter animals is not just beneficial, but vital to their well-being and overall outcomes. The commitment to these high standards of care deserves recognition and commendation, as it directly contributes to the success and happiness of the animals in our care. Their dedication to MHS is deeply valued and instrumental in making a lasting difference.



## Enrichment

There was a notable increase in dog and cat enrichment activities in July, while activities for guinea pigs and rabbits experienced a slight decrease. Our enrichment program is being modified to allow more seasoned Animal Care & Enrichment team members to lead enrichment activities. Additionally, an increased focus is being placed on enrichment for smaller animals to ensure a balanced approach across all species.

## Enrichment Activities and Outings

Enrichment Activities July 2024		Enrichment Activities June 2024	
Dog activities	41	Dog activities	26
Dog playgroup sessions	22	Dog playgroup sessions	26
Cat activities	21	Cat activities	8
Guinea Pigs & Rabbits	16	Guinea Pigs & Rabbits	20
<b>Total Enrichment Activities</b>	<b>100</b>	<b>Total Enrichment Activities</b>	<b>80</b>

Dog Outings July 2024		Dog Outings June 2024	
Dog on Demand Pre-Registered	96	Dog on Demand Pre-Registered	96
Dog on Demand Walk-Ins & Kama'ina Beach Buddies	69	Dog on Demand Walk-Ins & Kama'ina Beach Buddies	78
Outreach Events	7	Outreach Events	2
<b>Total Dog Outings</b>	<b>176</b>	<b>Total Dog Outings</b>	<b>196</b>

## Adoptions

MHS participated in BISSELL Pet Foundation's Empty the Shelters adoption special for three weeks in July, which was a huge success. A total of **107** cats and **27** dogs were adopted with either waived or reduced adoption fees.

July Adoptions				
	Cat/Kitten	Dog/Puppy	Other	Total
Cat Cafe Maui	20	0	0	20
Foster Home	15	14	0	29
Petco	23	0	5	28
MHS Campus	89	23	19	131
<b>Totals</b>	<b>147</b>	<b>37</b>	<b>24</b>	<b>208</b>

After months of planning, a dedicated space for the Adoption Center was created in the former Humane Enforcement Department building. This was the final step in separating the Pet Resources Department from the Animal Outcomes Department.



## Foster

Kitten intakes have been high each month since April, leading to a bottleneck for surgery as they all become old enough for adoption. To address this, a spay/neuter day exclusively for kittens was scheduled in July. On this one day, 48 kittens were spayed and neutered, helping to move kittens out of foster homes and onto the adoption. This also freed up much-needed space for placements of incoming kittens needing foster homes.

- **20** new foster families were onboarded in July
- **147** cats/kittens went into foster with **15** adopted from foster homes
- **61** dogs went to foster with **14** adopted from foster homes
- **9** small animals went into foster homes
- **19** kittens went into foster care for weight gain and 3 for Panleukopenia
- A total of **518** animals were cared for in foster homes in July

Foster Kittens Placements			
	July 2024	July 2023	Difference
Medical Fosters	46	29	+59%
Bottle Babies or Nursing	21	46	-54%

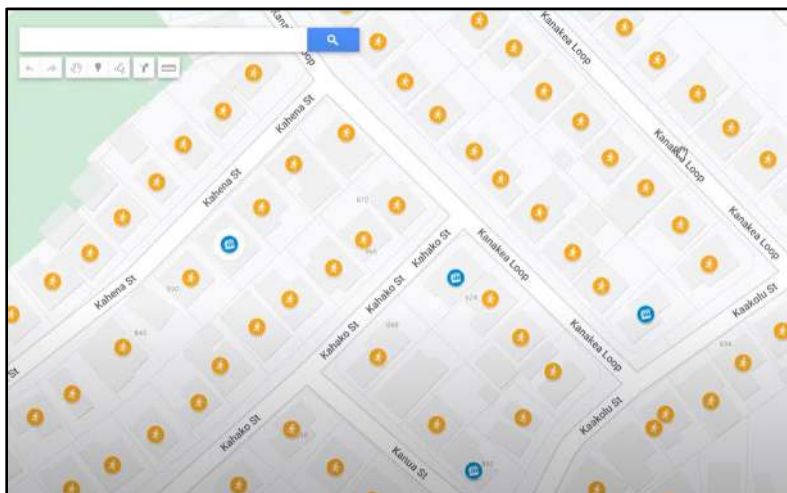
## Transfer

In July, there were six flights of kitten transfers utilizing three Hawaiian Cargo and three Wings of Aloha: Alaska Angel flights over three separate days to a transfer partner in Oregon. Each flight was met by one of our transporters who housed the kittens overnight and delivered them to the transfer partner the next day.

July Transfer Data				
	Cats	Dogs	Other	Total
Maui County transfers	0	0	0	0
Transfers to the Continent	25	1	0	26
<b>Totals</b>	<b>25</b>	<b>1</b>	<b>0</b>	<b>26</b>
Health Certificates				
Off-Island Adoptions	8	2	0	10
Community Assistance	7	8	0	15
<b>Totals</b>	<b>15</b>	<b>10</b>	<b>0</b>	<b>25</b>

## Wildfire Response Updates

Since the completion of Phase I of our wildfire response in March, our Outreach team has shifted their focus to Phase II, consisting of outreach to pet owners and community members in and around Lahaina. Our Wildfire Community Liaison and Humane Enforcement Resource Officer have been conducting door-to-door outreach, talking with community members, and offering assistance for pets and community cats. A Google mapping system is being used to identify each address visited.



The team tracks locations where they were able to talk with community members (blue pins) as well as those where no one was home and outreach flyers were left (yellow pins). Whether they were able to connect in person or leave a flyer for later contact, all community members are being offered services at the Lahaina Pet Resource Center and the weekly mobile veterinary clinics, and are invited to take advantage of our free Trap Neuter Return (TNR) services.



A TNR project was conducted in July at Lahainaluna High School with a local feeder in the area. A pregnant mom, an intact male, and five kittens were trapped. MHS Outreach team members assisted with pick up, transfer to MHS, and return the day following surgery.

Another successful trapping project was conducted in a cat-heavy neighborhood along the perimeter of Lahaina. Over the course of two nights, 14 cats were trapped. MHS

staff picked up the cats, brought them to MHS for surgery, and returned them the following day. Trapping will continue in this neighborhood to ensure as many cats have been caught and spayed/neutered, vaccinated, and returned as possible. Those in West Maui in need of assistance with community cats are encouraged to contact our Community Cat team at [CCC@mauihumaneociety.org](mailto:CCC@mauihumaneociety.org).



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Until next month,

*Lisa Labrecque, DVM*

Chief Executive Officer, Maui Humane Society