



Impact Report for August 2024

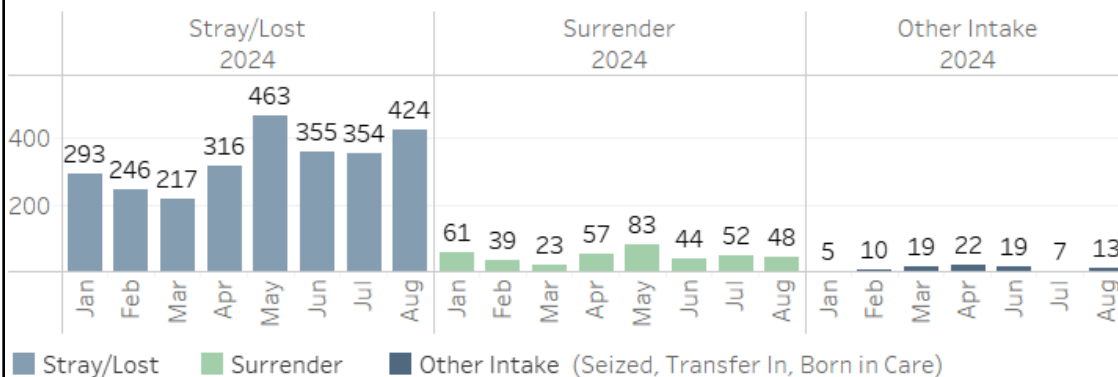
Sheltering Statistics

| | | Cat | Dog | Other | Total |
|------------------------------|------------------------------|------------|------------|-----------|------------|
| | Total Animals in Care | 679 | 208 | 53 | 940 |
| Intake | Stray/Lost | 335 | 75 | 14 | 424 |
| | Surrender | 24 | 22 | 2 | 48 |
| | Seized / Custody | 0 | 2 | 0 | 2 |
| | Transfer In | 8 | 0 | 0 | 8 |
| | Born in Care | 3 | 0 | 0 | 3 |
| | Total | 370 | 99 | 16 | 485 |
| Live Outcome | Adoption | 138 | 33 | 22 | 193 |
| | Return to Owner | 14 | 39 | 1 | 54 |
| | Return to Field | 138 | 0 | 0 | 138 |
| | Transfer Out | 10 | 10 | 0 | 20 |
| | Total | 300 | 82 | 23 | 405 |
| Non-live Outcome | Euthanasia | 37 | 3 | 4 | 44 |
| | Died | 13 | 2 | 0 | 15 |
| | Admin Missing | 0 | 0 | 0 | 0 |
| | Total | 50 | 5 | 4 | 59 |
| Key Process Indicator | Live Release Rate | 85.7% | 94.3% | 85.2% | 87.3% |
| | Outcome Rate | 94.6% | 87.9% | 168.8% | 95.7% |
| | Return to Home Rate | 45.4% | 52.0% | 7.1% | 45.3% |
| | Avg LOS by Outcome | 28 | 29 | 67 | 30 |

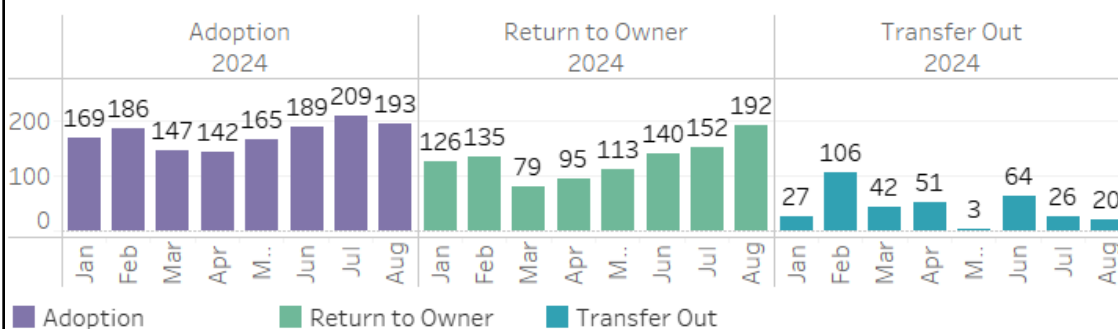
Total Animals in Care = Beginning Inventory + Live Intakes || **Live Release Rate** = Live Outcome / Total Outcome (Live Outcome + Other Outcome) || **Outcome Rate** = Total Outcome / Live Intake || **Return to Home Rate** = Return to Owner + Return to Field / Total Stray or Lost || **Avg. LOS by Outcome** = Outcome Date - Intake Date

Monthly Comparison by Type

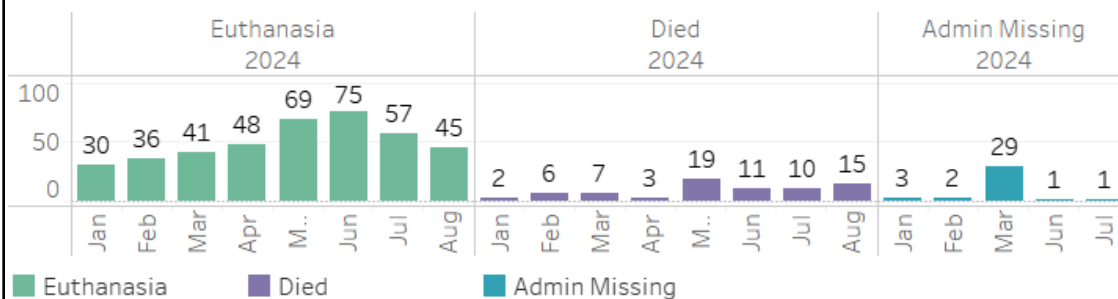
Intake



Live Outcome

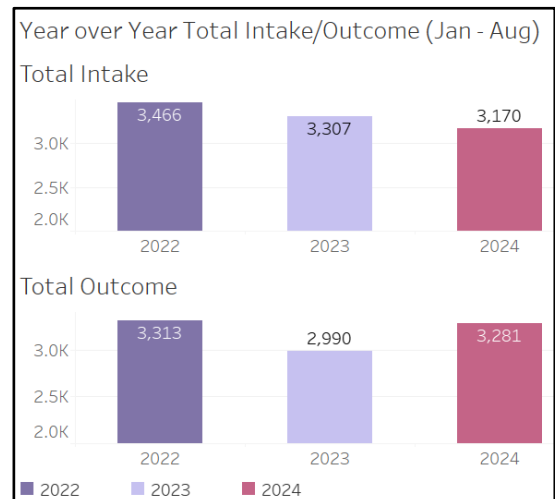
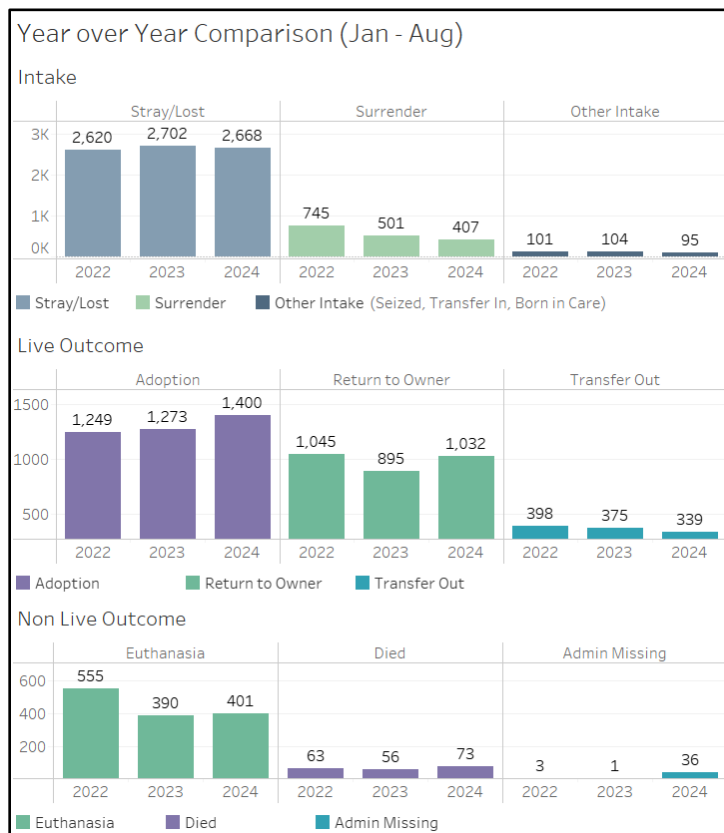


Non Live Outcome



Monthly Summary

The total number of animals cared for in August increased by 4% to 940, up from 903 in July. Total live intakes rose by 17% to 485 animals in August. This was driven by a 20% increase in stray intakes (424 animals). Live outcomes increased by 5% to 405 animals. Adoptions decreased by 8% to 193, while returns to the field saw a significant 48% increase to 138 animals. Non-live outcomes dropped by 13% to 59 animals, with euthanasia down by 23% (44 animals) and deaths in care up by 50% to 15 animals. The overall live release rate improved by 2% to 87.3% overall, with cats at 85.7% and dogs at 94.3%. The return-to-home rate rose by 5% to 45.3%, while the average length of stay decreased by 6% to 30 days.



Field Services

Our Humane Enforcement Officers responded to **294** calls for service in August and completed **745** preventative patrols, traveling a total of **7,287** miles around the island, impounding **61** animals, and returning an additional **11** lost pets back to their homes without bringing them to the shelter.

- Officers investigated **46** cruelty cases and **12** bite investigations in August.
- Dispatch answered **596** live phone calls, made **853** calls to residents, and resolved **129** voicemail messages. Dispatchers spent **59** hours on the phones with an average of **2** minutes and **38** seconds per call and a call abandonment rate of less than 0.01%.
- In August, HEOs issued **27** citations for violations of the Maui County Municipal Code. The top four types of citations were: 1) Leash Law, 2) Dog Attack, 3) Inhumane Manner, 4) Unlicensed. 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

The Humane Enforcement Team, along with team members of various MHS departments, participated in the second phase of Animal Search and Rescue (ASAR) training in August. This course covered an introduction to low angle rope rescue, technical large animal rescue applications, floodwater and surf rescue skills, and steep angle rope rescue skills.

Officer Mason attended Equine Investigation Academy, which is an in-residence program with hands-on instruction for equine cruelty investigations.





Cases

Hula was surrendered by her owner to our Hana-based Humane Enforcement Officer because she had a tri-pronged fishing hook embedded in her mouth. The Veterinary Team was contacted, and Hula was transported to MHS, where the fishing hook was successfully removed. She was returned to her very happy owner a few days later.



Outreach Events

Edward Jones Corporate Volunteer Teams

Edward Jones sent teams of volunteers who were visiting Maui for corporate vacations twice a week for 6 weeks (July and August). These groups were grateful to be allowed to help MHS us and were willing to roll up their sleeves and get to work. In August, **49** volunteers worked a total of **325** volunteer hours, shoveling gravel, assembling sheds, loading incoming bags of pet food into the ACE container and kitty litter into the Cat Ohana shed, organizing pallets of pop-up kennels, mowing and weed whacking, and oiling wooden furniture. The younger family members stayed busy socializing kittens.



Subaru Maui Wags n Wheels

On Saturday, August 10, a team of 14 MHS volunteers, dog fosters, and employees held an event at Servco Subaru in Kahului inviting the public to come and meet adoptable pets and take a Subaru for a spin! For every attendee who test drove a Subaru during the event, Servco Subaru Maui donated \$100 to the pets of MHS. Our take was \$3,500! Our dog fosters brought their pups to the event for a few hours each, with a total of six dogs attending. In addition, six kittens, two guinea pigs and one bunny also attended. One kitten was adopted.



808 Bash at Queen Kaahumanu Center

Boys and Girls Club of Maui invited MHS to attend the first 808 Bash at Queen Kaahumanu Center on Saturday, August 24. 808 Day is Hawai'i's day of celebration, traditionally observed on August 8. However, in recognition of the anniversary of the Maui wildfires, Queen Ka'ahumanu Center hosted the 808 Bash two weeks later. Local vendors, artists, and cultural organizations attended, making this debut event a success. MHS had an Outreach table and greeted over 50 community members, sharing info about spay/neuter, foster, volunteer, and 4EverPets programs. This initial collaboration with Boys and Girls Club of Maui has opened the door for future projects with them.



Volunteer

In August, **201** volunteers gave **2,675** hours of services, the equivalent of **16.7** full-time employees.

- **201** volunteers gave hours onsite at MHS and **34** gave hours at offsite events
- Walk-in volunteers gave **238** hours of service
- **35** new volunteers were onboarded, with **58** hours spent training and onboarding
- **112** walk-in volunteers were welcomed

Businesses and groups that volunteered in August brought **49** people to the campus and gave **171** hours of service



Volunteer Recruitment and Retention

- Total active volunteers: **90** – including **16** newly active volunteers
- We received **46** new volunteer signups in August
- **16** new volunteer orientations were conducted for **35** attendees
- **25** new volunteers gave **240** volunteer hours last month, and **35** volunteers participated in **24** hours of training sessions, including in-person mentoring for volunteers
- **2** court-ordered community service volunteers enrolled in August and we re-signed our agreement with the county court to host these volunteers.



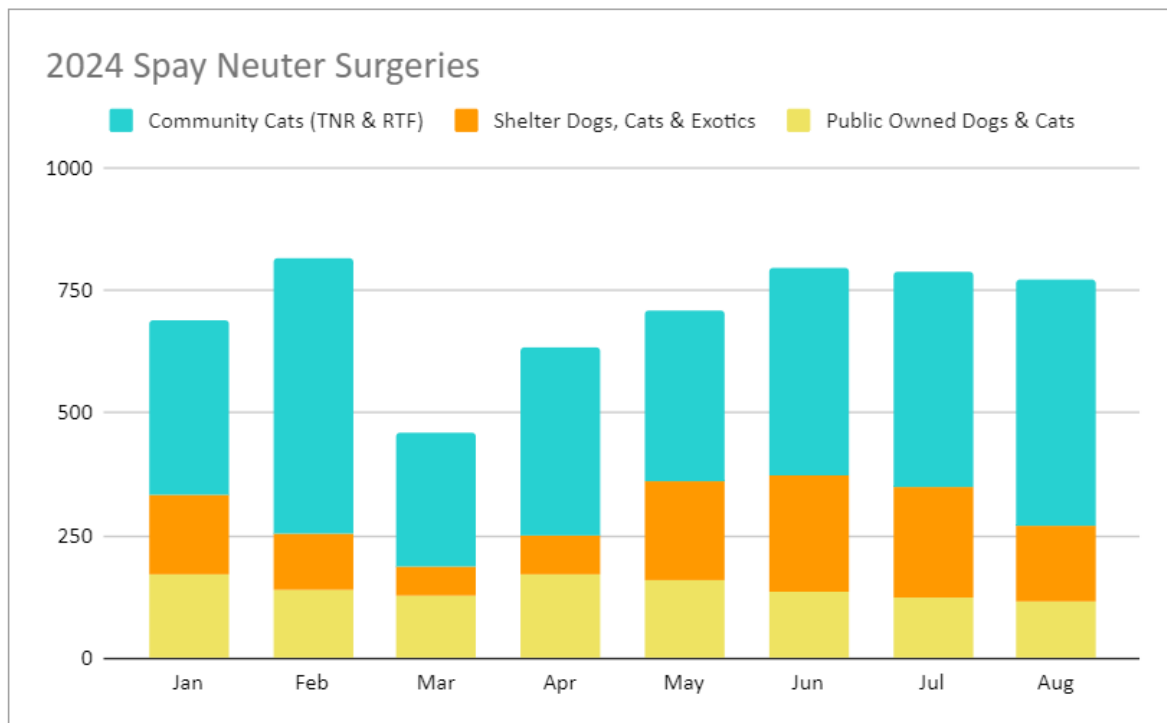
Veterinary Department

August Veterinary Stats August Veterinary Stats

| Spay/Neuter Surgeries | | Shelter Medicine | |
|----------------------------|------------|---------------------------|------------|
| Public Animals | 116 | Intake Exams - Cats | 175 |
| Community Cats | 501 | Intake Exams - Dogs | 70 |
| Shelter Animals | 156 | Intake Exams - Exotics | 13 |
| Total S/N Surgeries | 773 | Total Intake Exams | 258 |
| Hope Fund Cases | | Medical/Other Exams | |
| Hope Fund Surgeries | 55 | Hospitalized Patients | 42 |
| Hope Fund Diagnostics | 208 | Vet Exams* | 668 |

*Includes initial Vet Exams, Health Certificate Exams, Recheck Exams, Post-Surgical Recheck Exams

2024 Spay Neuter by Month



Lifesaving Stories from the Veterinary Clinic

Baby Shark, formerly named Honey, was brought to MHS with pain in her left hind leg. Radiographs revealed she had a tibia fracture. She spent the entire month of August in the hospital receiving pain medications, frequent bandage changes, and care. Her leg is now healed and she has been discharged from the hospital. She is a BIG PUPPY now with a lot of energy. Baby Shark's next step is behavior training.



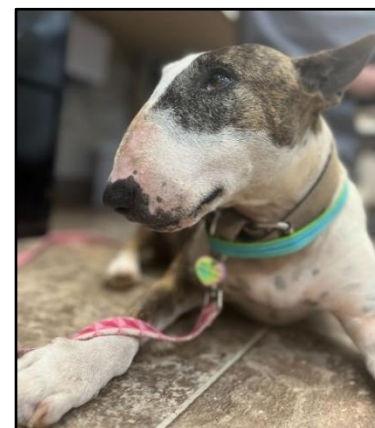
Sourdough arrived at MHS with large open wounds and necrotic tissue on his right rear leg. His right rear leg was also infected and swollen and was causing him pain. He was admitted to our hospital where he received x-rays, pain medications, and supportive care. He had his right rear leg amputated, was neutered, and had a mass removed. Since surgery, he has been thriving in foster with one of our veterinarians.



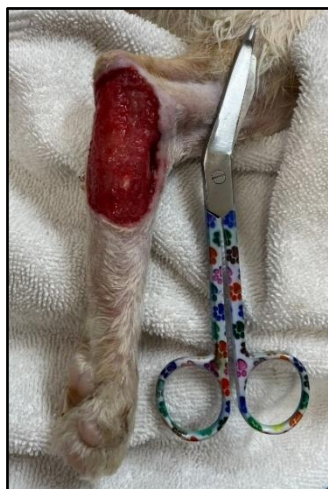
Oli was first seen at one of our mobile clinics back in February. She is a 9-year-old spayed female Bull Terrier who the family rescued four years ago. Her owners noticed a mammary mass and brought her to a private veterinary clinic, but they could not afford the surgery needed to treat her, so they contacted our



4EverPets program. First, x-rays were taken to check for spread of cancer to her lungs. Thankfully her x-rays were clear, so we could proceed with surgery to remove the large tumor. She recovered well from surgery and her family brought her home later that day. A couple weeks later, Oli came in for her recheck. She looked amazing and her family was so happy they gave us the best thank you card ever!



Captain Nelson was taken to Central Maui Animal in July by his colony caretaker, for a large degloving injury on his right hind leg.



Despite his extensive injury, he was stoic and friendly. He was referred to MHS, where our Veterinary Team found that he was also dehydrated and covered in fleas. He had also never been neutered. X-rays revealed that the injury did not involve any of the bones, but his wound was extensive and due to limited skin on the foot, surgical closure was not possible. He would need daily bandage changes, hydrotherapy, and laser therapy in order to save the leg as. Over



the course of his treatment with us, he had 10 bandage changes, five laser treatments, one canine tooth extraction, and was neutered. After 30 days, he was cleared for adoption and is now patiently waiting for his furever family at Cat Café Maui!



Community Medicine & Support Services

| Community Medicine Assistance | | |
|------------------------------------|-----------|------------|
| | August | July |
| Animals examined at Mobile Clinics | 72 | 94 |
| Community animals examined at MHS | 15 | 17 |
| Totals | 87 | 111 |

Community Medicine Clinics

A total of eight mobile wellness clinics were held in August, including three MMEU clinics, one in Hana, and four in Lahaina.

Princess (at right) and her previous owner John were affected by the Lahaina fire and have been regulars at our Lahaina clinic. Princess and John were in a fatal car accident in April, and Princess lost her human. Princess was rehomed to several people before finding the perfect human Roxana, and they are continuing to visit our Lahaina mobile veterinary clinic.





Daisy and Dozy (left) have ongoing skin allergies and visit our Lahaina mobile veterinary clinic for care. The sisters wait patiently for treats with volunteer Cynthia.

Pups Kula and Cali (right), whose owners are fire survivors, received their first vaccines, deworming, and microchips at the Lahaina Veterinary clinic.



Veterinary Department News

On Saturday, August 24th, Dr. Kim gave a tour to Megan Politano of Pahoehoe Animal Hospital, the veterinary clinic who generously donated a digital x-ray machine to MHS. Having an on-site x-ray machine has been a game changer for our staff and patients. The machine has been operational since September 2023 has been used extensively:

- 864 x-ray images
- 259 animals in 303 radiographic studies
- Average of 3.3 images/animal
- In the years prior to having in-house x-ray capabilities, we did an average of 48 x-ray studies per year, using outside clinics



Training

The Veterinary Team conducted training on changes in the RECOVER guidelines (official veterinary guidelines for CPR) in August. The team practiced their CPR skills using inflatable dogs. Our surgery volunteers were included in the day's training so they could learn how best to assist the team during a code blue emergency.



4EverPets – Keeping Animals with their Families

In August 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.

- Number of families served: 269
- Number of animals served: 1,296
- Pounds of pet food distributed: 15,899

Reunification Stories

Chubbs was brought to MHS by the Maui Police Department after his owner was taken to the hospital. We tried for many days to reach his owner but unfortunately were unable to get through to him. Luckily Chubbs and his dad have a great support system and we were able to come up with a few options to get them reunited. Chubbs and his dad are Lahaina fire survivors and are still experiencing some hard times. We were able to update all Chubbs' medical needs and neuter him during his staycation with us, thanks to 4EverPets and generous donations restricted to fire-related needs, which was a great relief for his owner. After seven days, a family member was able to assist and keep Chubbs safe until his owner was released from the hospital.



Kitty Trouble had been missing for one week when he was found by some neighbors. Trouble is an older kitty who has some dental issues. The finders were concerned about the kitty's health and were thrilled to hear he had a microchip! Trouble's owner was contacted and she was overjoyed to hear he was found safe, and she rushed right down. She informed us of the dental concerns she has and was worried about his quality of life. She has been struggling since the fires, was laid off from her job, and could not afford veterinary care. Our team reassured the owner that we all wanted what was best for Trouble and we could help. The Veterinary Team and our Cat and Small Animal Pathway Coordinator, Lisa, examined Trouble, and although he has many missing teeth, he is able to eat just fine and is a very happy kitty! While at MHS, she signed up for 4EverPets and booked a spay appointment for her dog. A happy ending for all!

Animal Care and Enrichment

The Operations Team (Animal Care, Outcomes, and Pet Resources) is working with the Marketing Team to implement the **Petszel** initiative. Petszel is an online platform that connects pet adopters with veterinary practices, pet care providers, and shelters through a browser-based system. It offers personalized resources, education, and services to support the health and well-being of adopted pets. This initiative is important to Maui Humane Society because it promotes responsible pet ownership, reduces the likelihood of pet returns, and enhances post-adoption support. Additionally, once launched, Maui Humane Society will be the first in the state to offer this resource to adopters.

Enrichment

In August 2024, enrichment activities and dog outings showed mixed results compared to July. Dog activities, including Dog Playgroups, increased from July. However, cat activities dropped significantly and



guinea pig and rabbit activities saw a slight reduction, pointing to our inability to meet all species' enrichment needs due to limited personnel resources.

Dog on Demand Walk-Ins and Kama'aina Beach Buddies saw a sharp decline, dropping from July to August. We suspect that this drop may be attributed to the reopening of schools, which likely



impacted participation. Outreach events also saw a notable reduction. With our new addition, Director of Community Partnerships, we are hoping to increase our numbers in Outreach events.

Enrichment Activities and Outings

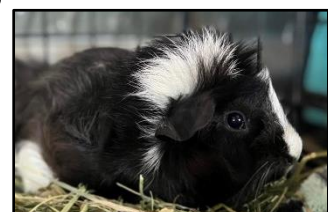
| Enrichment Activities August 2024 | | Enrichment Activities July 2024 | |
|--|------------|--|------------|
| Dog activities | 48 | Dog activities | 41 |
| Dog playgroup sessions | 26 | Dog playgroup sessions | 22 |
| Cat activities | 11 | Cat activities | 21 |
| Guinea Pigs & Rabbits | 15 | Guinea Pigs & Rabbits | 16 |
| Total Enrichment Activities | 74 | Total Enrichment Activities | 100 |
| Dog Outings August 2024 | | Dog Outings July 2024 | |
| Dog on Demand Pre-Registered | 106 | Dog on Demand Pre-Registered | 96 |
| Dog on Demand Walk-Ins & Kama'aina Beach Buddies | 46 | Dog on Demand Walk-Ins & Kama'aina Beach Buddies | 69 |
| Outreach Events | 1 | Outreach Events | 7 |
| Total Dog Outings | 153 | Total Dog Outings | 176 |

Adoptions

The Adoptions Team recently moved into a newly established Adoption Center in the center of campus. This dedicated space is client-focused and will be instrumental in processing adoptions, fostering relationships with adopters, and providing essential support.



NBC Universal teamed up with hundreds of shelters across the country, including MHS, to host Clear the Shelters August 10 to September 10. They provided poop bag dispensers, litter scoops, and money off vouchers for all adopters.



| August Adoptions | | | | |
|------------------|------------|-----------|-----------|------------|
| | Cat/Kitten | Dog/Puppy | Other | Total |
| Cat Cafe Maui | 14 | 0 | 0 | 14 |
| Foster Home | 11 | 22 | 1 | 34 |
| Petco | 19 | 0 | 3 | 22 |
| MHS Campus | 94 | 12 | 19 | 125 |
| Totals | 138 | 34 | 23 | 195 |

Foster

The second wave of Kitten Season has begun with increased intake of orphaned bottle baby kittens and nursing moms.

Foster Stats for August:

- **23** new foster families were onboarded in August
- **177** cats/kittens went into foster with **11** adopted from foster homes
- **80** dogs went to foster with **22** adopted from foster homes
- **2** small animals went into foster homes
- **5** kittens went into foster care for weight gain and **3** for Panleukopenia
- A total of animals **479** were cared for in foster homes in August

| Foster Kittens Placements | | | |
|---------------------------|-------------|-------------|------------|
| | August 2024 | August 2023 | Difference |
| Medical Fosters | 29 | 50 | -42% |
| Bottle Babies or Nursing | 78 | 18 | +333% |

Transfer

Hawaii Animal Rescue Foundation (HARF) put out a call on social media for help with a flight to San Diego. They had six puppies headed to a transfer partner in California and needed an “Angel” to add the puppies to their ticket. A wonderful couple had already signed up for MHS’ Wings of Aloha: Alaska Angels program, so the team connected HARF with them and the puppies flew in early August.

| August Transfer Data | | | | |
|----------------------------|-----------|-----------|----------|-----------|
| | Cats | Dogs | Other | Total |
| Maui County transfers | 0 | 0 | 0 | 0 |
| Transfers to the Continent | 10 | 10 | 0 | 20 |
| Totals | 10 | 10 | 0 | 20 |

| Health Certificates | | | | |
|----------------------|----------|-----------|----------|-----------|
| Off Island Adoptions | 4 | 5 | 0 | 9 |
| Community Assistance | 4 | 7 | 0 | 11 |
| Totals | 8 | 12 | 0 | 20 |

Wildfire Response Updates

The Outreach Team conducted multiple weekly patrols in and along the perimeter of the Lahaina burn zone in August, in search of unaltered and/or sick or injured community cats.

Outreach Activities

- Working with Maui Food Bank on a plan to work together to support pets while they are serving our kupuna and community members without transportation.
- Represented MHS at the Hawaii Department of Health's behavioral health Malala Lahaina fairs at Lahaina Comprehensive Health Center on August 8-9.
- Attended Thursday memorial and Friday concert for Lahaina both evenings after the HDOH fairs.
- Attended ESF-6 virtual meetings on Wednesdays and the Lahaina disaster meetings on Wednesday nights at Lahaina Civic Center.
- Attended the Maui COAD/VOAD meeting at the Pacific Disaster Center in Kihei.
- The Lahaina Pet Resource Center received **91** community members in August with a total of **1,183** pounds of pet food distributed. By comparison, July saw **99** visitors and **1,076** pounds of food was distributed.

Update on Wildfire Response

With the one-year anniversary of the August 2023 wildfires behind us, MHS' Fire Task Force is transitioning from fire response to developing and building community partnerships. I am excited to announce our new Department of Community Partnerships, which will focus on continuing to support wildfire survivors and their pets, community outreach, expanding our 4EverPets program, and improving access to veterinary care. There will be more details in next month's report.

Until next month,

Lisa Labrecque, DVM

Chief Executive Officer, Maui Humane Society