

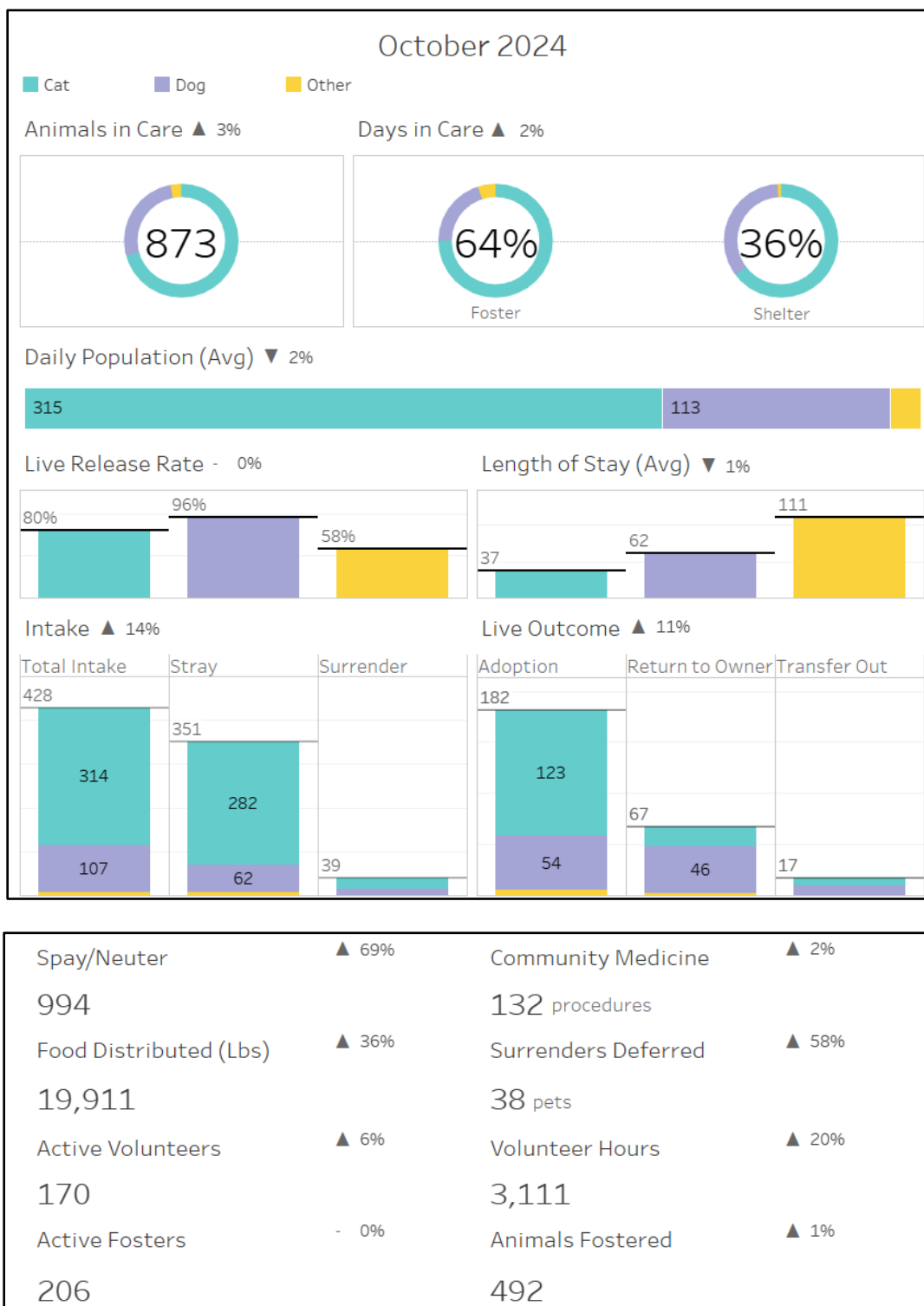


Impact Report for October 2024

Sheltering Statistics

		Cat	Dog	Other	Total	% Change
	Total Animals in Care	617	229	27	879	+3%
Intake	Stray/Lost	282	62	7	351	+12%
	Surrender	25	14	0	39	-9%
	Seized / Custody	1	24	0	25	+92%
	Transfer In	6	7	0	13	+86%
	Born in Care	0	0	0	0	-
	Total	314	107	7	428	+14%
Live Outcome	Adoption	123	54	5	182	+14%
	Return to Owner	19	46	2	67	+52%
	Return to Field	104	0	0	104	+13%
	Transfer Out	7	10	0	17	-53%
	Total	253	110	7	370	+11%
Non-Live Outcome	Euthanasia	51	4	2	57	+14%
	Died	11	0	3	14	+17%
	Admin Missing	1	0	0	1	-
	Total	63	4	5	72	+16%
Key Process Indicator (KPI)	Adoption Rate	39%	50%	71%	43%	+0%
	Transfer Out Rate	2%	9%	0%	4%	-58%
	Return to Home Rate	44%	74%	29%	49%	+12%
	Outcome Rate	101%	107%	171%	103%	-1%
	Live Release Rate	80%	96%	58%	84%	0%
	Euthanasia Rate	16%	4%	17%	13%	+2%
	Length of Stay (Avg)	37	62	111	46	-1%

Total Animals in Care = Beginning Inventory + Live Intakes || **Adoption Rate** = Adoptions / Total Intake || **Transfer Out Rate** = Transfer Out / Total Intake || **Return to Home Rate** = Return to Owner + Return to Field / Total Stray or Lost || **Outcome Rate** = Total Outcome / Live Intake || **Live Release Rate** = Live Outcome / Total Outcome (Live Outcome + Other Outcome) || **Euthanasia Rate** = Euthanasia / Total Outcome || **Length of Stay (Avg)** = Weighted average days of animals who have left our care (Outcome Date - Intake Date) and those still in our care (End Inventory Date - Intake Date).



Field Services

Humane Enforcement Officers responded to **322** calls for service in October and completed **954** preventative patrols, traveling a total of **8,622** miles around the island, impounding **97** animals, and returning an additional **6** lost pets back to their homes without bringing them to the shelter.

- Officers investigated **44** cruelty cases and **20** bite investigations in October.
- Dispatch answered **591** live phone calls, made **891** calls to residents, and resolved **135** voicemail messages. Dispatchers spent **59** hours and **25** minutes on the phones with an average of **2** minutes and **50** seconds per call.
- In October, HEOs issued **14** citations for violations of the Maui County Municipal Code. The top four types of citations were: 1) Leash Law, 2) Deemed Dangerous Dog, Non-Compliance, 3) Dog Attack, 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 department was recently restructured to incorporate growth and educational opportunities for the team. New levels of HEO I, II, and III were implemented to recognize each team member's experience and performance and set guidelines for improvement. The new change has been met with some challenges, which we are slowly working through together. We are hopeful for the future of the Humane Enforcement team and the evolution that is to come.

Cases

Officers responded to a call of a baby chick reported trapped inside a storm drain. Upon arrival, Officer Shapiro and Officer Devlin were unable to lift the



drain due to its size and weight. The baby chick would continuously run back into the drain tunnel that was not within reach. With some civilian assistance, a forklift was used to lift the drain. Officer Shapiro sat next to the drain and played mother hen sounds from her phone. The baby chick responded and came out of the tunnel closer to the mother hen sounds. At this time, a civilian was able to place a cardboard barrier over the tunnel hole, preventing the chick from escaping again.

Officer Shapiro successfully captured the baby chick after this. Officer Shapiro and Officer Devlin then contacted Maui Bird Rescue, and were able to find a new, safe home for this baby chick.

Dispatch has received occasional reports of a very skinny brown dog by the Pulehu landfill area. A trap had been set for this dog in September and Officer Mueller had searched the area extensively for weeks, but was never able to spot the dog. Callers were also unable to take photos as the dog immediately ran when spotted.





Then in October, a woman posted on a Facebook missing pets page stating that she saw a brown dog near the dump. Officer Mueller happened to be in town on her day off and met with the complainant to see the exact location. Officer Mueller searched the area again for two days, but the dog was not found or seen.

The following week, Dispatch received a call about a skinny brown dog on Hansen Road. Officer Mueller rushed out from the shelter but was unable to find him. Later that day, a woman called from the Safeway parking lot stating she had seen the dog,

and Officer Mueller immediately drove to the location. Upon arrival at Safeway, she showed Officer Mueller the field the dog had run into.

Officer Mueller pulled up close and started throwing treats towards him. He was behind a 5-foot fence and Officer Mueller was Finally able to secure the dog and bring him to MHS for care!



Community Cat Updates

The Community Cat team is tracking requests for assistance from the community in an effort to better understand the needs and improve communication. At this time, TNR efforts will focus on large-scale cat populations of 10 or more cats in targeted neighborhoods. Assistance for community members who are elderly and/or incapacitated is prioritized.

Community Cat Coordinator Yvonne helped community members trap in October for an MHS spay/neuter clinic. She trapped 124 cats for TNR in Lahaina, Kula, and Haiku. There were 71 cats alone at one of the locations! Yvonne received a donation for MHS of \$500 for her assistance to the community member.



Community Cat Data October 2024	
Total Calls (Inbound/Outbound)	155
Calls answered	2
Outbound calls	110
Voicemails received/returned	24
Total Handle Time (Hours on calls)	04:35:02
Average Handle Time (minutes)	02:32
Calls abandoned (while on hold)	0

Outreach Events

Montessori School of Maui

A group of five students returned again this month to volunteer. They assembled cat carriers, restocked the foster station, and helped with morning cat care and laundry.

Edward Jones Corporate Volunteers

The Edward Jones volunteers returned for three days in October to help with various projects around the shelter. Over the three days, 22 employees volunteered a total of 128 hours. The volunteers unboxed, tagged, spray painted labels, and stored our new cat traps. They also removed gravel from Cruise's Yard, washed litter pans, and helped with laundry.



South Maui Gardens Halloween

An MHS team of staff and volunteers set up a spooky tent right in the heart of the action, greeting attendees with treats, stickers, and information about



MHS services and programs. Many visitors browsed our photo binder of adoptable pets, and MHS foster dog Amber attended to meet attendees. The emcee made a special mention of MHS during the pet parade and costume contests. QR codes were placed around the venue to encourage donations. Several MHS employees joined the fun, making it a great community event!



Community Partnerships

Volunteers

In October, **280** volunteers gave **3,111** hours of service, the equivalent of **19.4** full-time employees.

- **280** volunteers gave hours onsite at MHS and **48** gave hours at offsite events
- Walk-in volunteers gave **149** hours of service
- **52** new volunteers were onboarded, with **85** hours spent training and onboarding
- **78** walk-in volunteers were welcomed
- Businesses and groups that volunteered in August brought **38** people to the campus and gave **162** hours of service.

Volunteer Recruitment and Retention:

- **21** new volunteers joined our active volunteer base of **92**
- We received **60** new volunteer signups in October
- **16** new volunteer orientations were conducted for **52** attendees
- **47** new volunteers gave **221** volunteer hours last month, and **52** volunteers participated in **90** hours of training sessions, including in-person mentoring for volunteers
- **2** court-ordered community service volunteers enrolled in October

Lahaina Pet Resource Center

- Amount of food distributed: 1,552 lbs.
- Number of visitors: 98

4EverPets Program Updates

In October, 78 pet surrender inquiries were received. 38 of these were deferred or waitlisted thanks to support provided by the 4EverPets Program, 22 inquiries are outstanding, and 17 were surrendered. 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: 278 (231 families via MHS distribution and 47 families in Hana)
- Number of animals served: 1,573 (1,287 animals via MHS distribution and 286 animals in Hana)
- Amount of pet food distributed: 18,404 lbs. (16,136 lbs. at MHS and 2,268 lbs. in Hana)

Veterinary Department

October Veterinary Stats

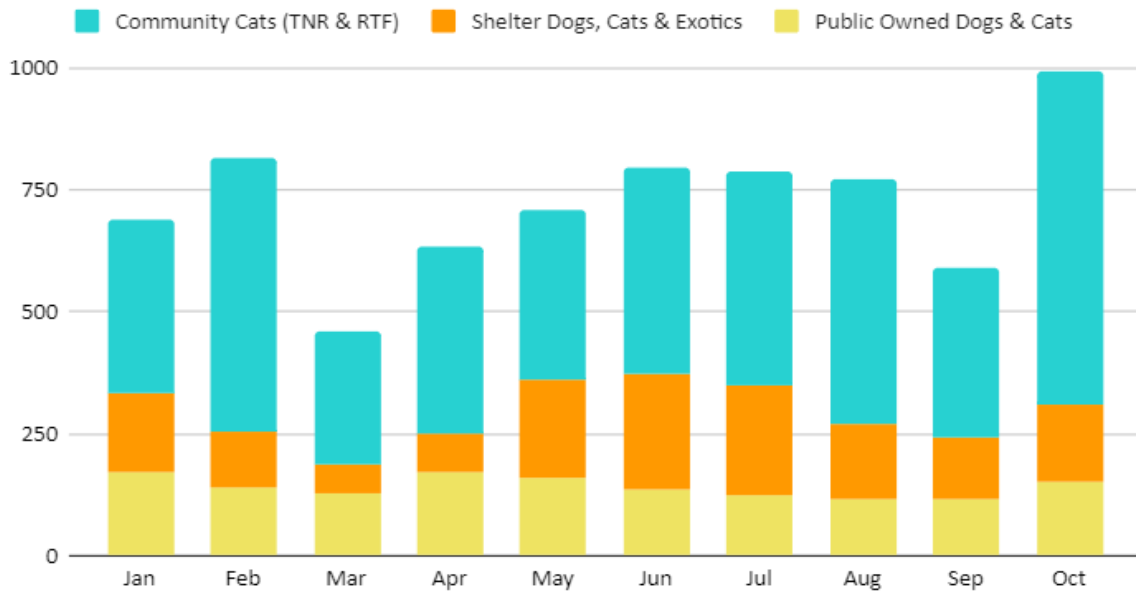
Spay/Neuter Surgeries		Shelter Medicine	
Public Animals	150	Intake Exams - Cats	123
Community Cats	685	Intake Exams - Dogs	79
Shelter Animals	159	Intake Exams - Exotics	1
Total S/N Surgeries	994	Total Intake Exams	203
Hope Fund Cases		Medical/Other Exams	
Hope Fund Surgeries	55	Hospitalized Patients	39
Hope Fund Diagnostics	276	Vet Exams	583

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

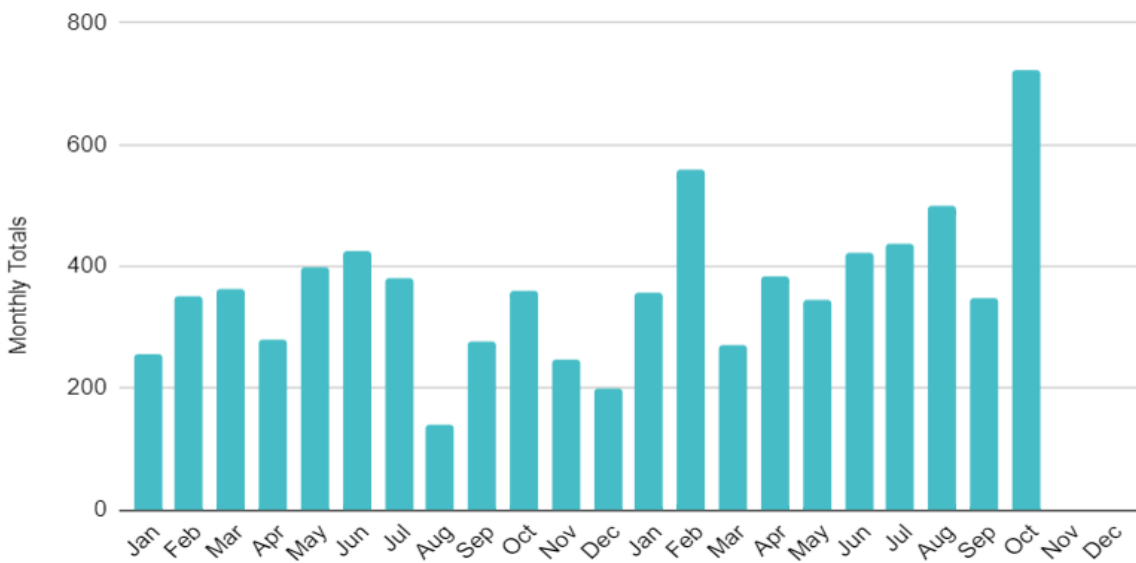
Spay/Neuter

In October, the Veterinary team completed the highest number of spay/neuter surgeries of the year so far, with nearly 1,000 surgeries performed. Of these, 685 were community cats, and the remaining were split nearly evenly between shelter animals and owned pets.

2024 Spay Neuter Surgeries



Community Cat Spay Neuter 2023-2024



Fall Fix S/N Clinic

MHS held a spay/neuter clinic in October specifically for community cats. Over the course of two days, our team completed a total of 358 surgeries. Volunteer veterinarians and veterinary technicians came from Oahu and Moloka'i to assist, making up a team of 55. Volunteers helped with surgery intake, recovery, discharge, and more. It takes a village! This event greatly helped our community members who have been desperate for TNR appointments.



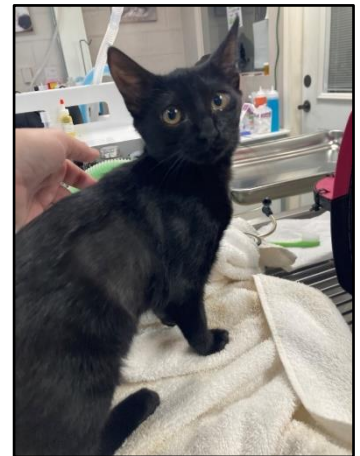
Hope Fund Cases

Harriet came in as a young kitten with a severe and painful upper respiratory infection (URI). Both eyes were compromised and did not respond to medication. She was placed in foster with MHS Chief of Operations, Nikki. Once Harriet's URI had improved, as well as her body condition score, a double enucleation (eye removal surgery) was performed and she was spayed. Although completely blind, she was quickly adopted at MHS adoption partner, Cat Café Maui!



Samantha's recovery was a first for MHS. She and her sister were available for adoption at Cat Café Maui and were adopted to a family in California. Before they left leave Maui, Samantha began having difficulty breathing. She was placed in an incubator modified to be an oxygen chamber and x-rays were taken,

which showed fluid in her chest, restricting her lungs from being able to inflate fully. Fluid was removed from her chest and analyzed, which supported a diagnosis of FIP (Feline Infectious Peritonitis). Until recently, FIP was considered a fatal disease. A drug to treat the condition has been available for a few years but did not receive FDA approved until this year. Thanks to a clinic on Oahu who assisted MHS during the fires, we received a donation of the expensive drug needed to treat Samantha's disease. She was placed in a foster home where she received daily injections, while her adopter checked in for updates and waited patiently for her to recover. After 84 days of injections, Samantha was cured! Her follow-up x-rays were normal and she flew to her new home in California. We are so grateful to the clinic that donated the medication and to our medical foster for saving Samantha's life.



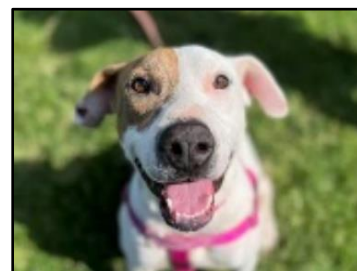
Shelter Cases

A community member surrendered a mother dog and her five puppies, who were dehydrated, lethargic, and covered in vomit and diarrhea. All six tested positive for parvovirus, and MHS veterinarians felt it best to humanely euthanize three of the puppies whose virus had progressed too far. The mother dog Jill and the remaining two puppies were treated with a parvovirus monoclonal antibody injection, IV fluids, and medications for diarrhea and vomiting. Once they were stable enough for home care, they were discharged to the owner with training on how to administer fluids, measure hydration levels, and give medications at home. The mother and puppies are recovering well and their parents will be returning for spay/neuter soon.



Community Medicine Program

MHS hosted seven community clinics in October – five in Lahaina, one in Hana, and one MMEU clinic. At the Hana clinic, 36 patients were seen including a mother dog and her seven puppies who were vaccinated, microchipped, and dewormed. The owner mentioned she really wanted to get mom spayed before she had an accidental pregnancy. With the help of our Hana HEO, Officer Jahns, we were able to get mom, dad, and the puppies fixed.



Community Medicine Assistance		
	October 2024	September 2024
Animals examined at Mobile Clinics	84	112
Community animals examined at MHS	21	22
Totals	105	134

Hana Mobile Vet Clinic

MHS' bi-monthly Mobile Vet Clinic was held at the Hana Bay Park Pavilion this month, a new location for these services. After a lengthy County permit process, we enjoyed this beautiful location and had a successful 4EverPets food distribution and Wellness Clinic.



Animal Care and Enrichment

Enrichment is now being actively incorporated into the ACE team's responsibilities, which is a new step forward in providing holistic care for all animals in the shelter. The newest ACE team members have been undergoing extensive training, while a comprehensive enrichment training program has been specially developed for our seasoned ACEs to deepen their expertise.

Enrichment Activities and Outings

The number of enrichment activities rose from 205 in September to 253 in October. These activities reflect a wide variety of experiences such as "busy bags," "sniffaris" (where objects with interesting scents are provided

for them to explore), reading time, and puzzles to keep them mentally stimulated and curious. These activities, along with dog playgroup sessions, saw an increase from 46 to 61 for individual activities and from 16 to 19 for playgroups, underscoring a dedicated effort to enhance their well-being and adoptability.

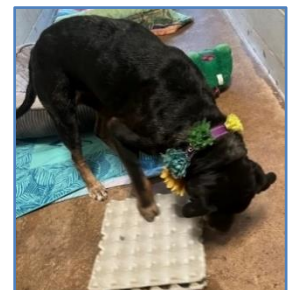
Cats also enjoy unique activities designed to stimulate their natural instincts, such as watching “swimming fish” and eating delicious treats from plastic Easter eggs, which encourage them to engage their curiosity and hunting instincts. These activities, along with cozy reading time sessions and puzzle play, provide both mental stimulation and relaxation, helping cats feel more comfortable and reducing stress during their stay at the shelter. Cat enrichment rose from 14 to 19 activities, highlighting the team’s commitment to keeping cats engaged and supporting their mental health.



A fun detail from October’s outings shows the diversity of our human participants: 30% were from California, 30% were Kama’aina, and we even had groups from the Netherlands and Australia join us, highlighting the broad appeal of our programs.

Enrichment Activities October 2024		Enrichment Activities September 2024	
Dog activities	61	Dog activities	46
Dog playgroup sessions	19	Dog playgroup sessions	16
Cat activities	19	Cat activities	14
Guinea Pigs & Rabbits	13	Guinea Pigs & Rabbits	15
Shelter Office Time	141	Shelter Office Time	114
Total Enrichment Activities	253	Total Enrichment Activities	205
Dog Outings – October		Dog Outings – September	
Dog on Demand Pre-Registered	101	Dog on Demand Pre-Registered	96
Dog on Demand Walk-Ins & Kama’aina Beach Buddies	54	Dog on Demand Walk-Ins & Kama’aina Beach Buddies	61
Outreach Events/Maui County Office Dog	8	Outreach Events/Maui County Office Dog	2
Total Dog Outings	163	Total Dog Outings	159

Enrichment activities go beyond mere fun; they play a vital role in supporting animals' natural instincts and overall well-being, and essential for supporting dogs' natural instincts, offering more than just entertainment. Here you see an example with an egg carton filled with treats, designed to stimulate dogs' curiosity and encourage their foraging behavior. This activity not only provides a rewarding challenge but also helps keep them mentally active and engaged, reducing stress and promoting well-being during their time at the shelter. Such activities are key in making their stay more enjoyable and preparing them for successful adoptions.



Adoptions

MHS participated in the BISSELL Pet Foundation Empty the Shelters event the first two weeks of October, during which time 102 pets were adopted. Having a dedicated adoption team ensured that all parts of the event ran smoothly, with all required data being accurate and shared in a timely manner.

October Adoptions				
	Cat/Kitten	Dog/Puppy	Other	Total
Cat Cafe Maui	25	0	0	25
Foster Home	16	22	2	40
Petco	9	0	1	10
MHS Campus	73	32	2	107
Totals	123	54	5	182

A New Life for Kahaku

Nine months ago, a sweet pup named Kahaku landed at MHS. Over time, he began to decline in the shelter setting and was deemed “at risk” due to his behavior. When a loving family walked through the doors and met him, it was love at first sight and they started a Pre-Adoption Trial. The Adoption team shared details about Kahaku’s behavior and his needs to ensure he could thrive in his new home.

The family had some concerns and wanted to make sure they were the right fit for Kahaku. Throughout the process, the adoption team stayed in close touch, providing ongoing support and providing a free 4-week GoodPup scholarship. The family showed unwavering commitment to Kahaku, dedicating themselves to learning all about doggie behaviors and body language to support his transition. Thanks to this family’s dedication and the supportive efforts of the adoption team, Kahaku is now thriving in a loving forever home, a perfect example of how compassion and perseverance can create happy endings.



Foster

The continued high population places significant demands on our MHS Foster team. By working closely with other departments, they continue to successfully place and support animals into foster homes. In October, there were a total of 873 animals in care, with a whopping 64% of days spent in foster homes.

Foster Stats for October:

- **27** new foster families were onboarded in October
- 177 foster families have been onboarded YTD for 2024, compared to 236 in 2023 and 134 in 2022
- **164** cats/kittens went into foster with **16** adopted from foster homes
- **57** dogs went to foster with **22** adopted from foster homes
- **2** small animals went into foster homes with **2** adopted from foster homes
- **9** kittens went into foster care for weight gain and **0** for Panleukopenia
- A total of **492** animals were cared for in foster homes in October

Foster Kitten Placements			
	October 2024	October 2023	Difference
Medical Fosters	41	38	+8%
Bottle Babies or Nursing	59	30	+97%

Transfer

Sourcing life-saving transports for our homeless animals continues to be a challenge due to the majority of transfer partners on the continent also being at capacity. The Transfer team is taking this time to update and streamline the transfer partner application process, look at new ways to reach new and existing partners, and target social media to reach key areas on the continent and incentivize new partners to join our program.

The owner of fire cats Zena, Ditto and Sleepy Eyes was displaced and spent many months searching unsuccessfully for pet-friendly housing on Maui. She ultimately moved to Denver, and when she was ready to reunite with her cats, the Transfer team planned the logistics for their transport, including all flights as well as a transporter to pick up the cats in Seattle, house them overnight, and bring them back to the airport for their final flight to Denver. All three cats arrived safely and are settling in well, reunited as a family at last.

October Transfer Data				
	Cats	Dogs	Other	Total
Maui County transfers	2	1	0	3
Transfers to the Continent	5	9	0	14
Totals	7	10	0	17
Health Certificates				
Off Island Adoptions	5	6	0	11
Community Assistance	7	4	0	11
Totals	12	10	0	22

Happy Ending

In early October, a couple came in to surrender a stray dog they found a week prior. They posted her picture all over social media and filed a found report, but no one came looking for this sweet girl they named Rumba. They saw that MHS was over capacity and felt terrible leaving her because they loved her so much. A foster “turn around” was discussed with them – she would go home with her finders until her stray time had expired, then she would return to the shelter for spay surgery. Once she was spayed, they moved forward with adoption. By working with her finders, we were able to ensure that this sweet girl didn’t spend a single day in the kennels. Not to mention she hit the jackpot with her new family!



Until next month,

Lisa Labrecque, DVM

Chief Executive Officer, Maui Humane Society