



Impact Report for September 2024

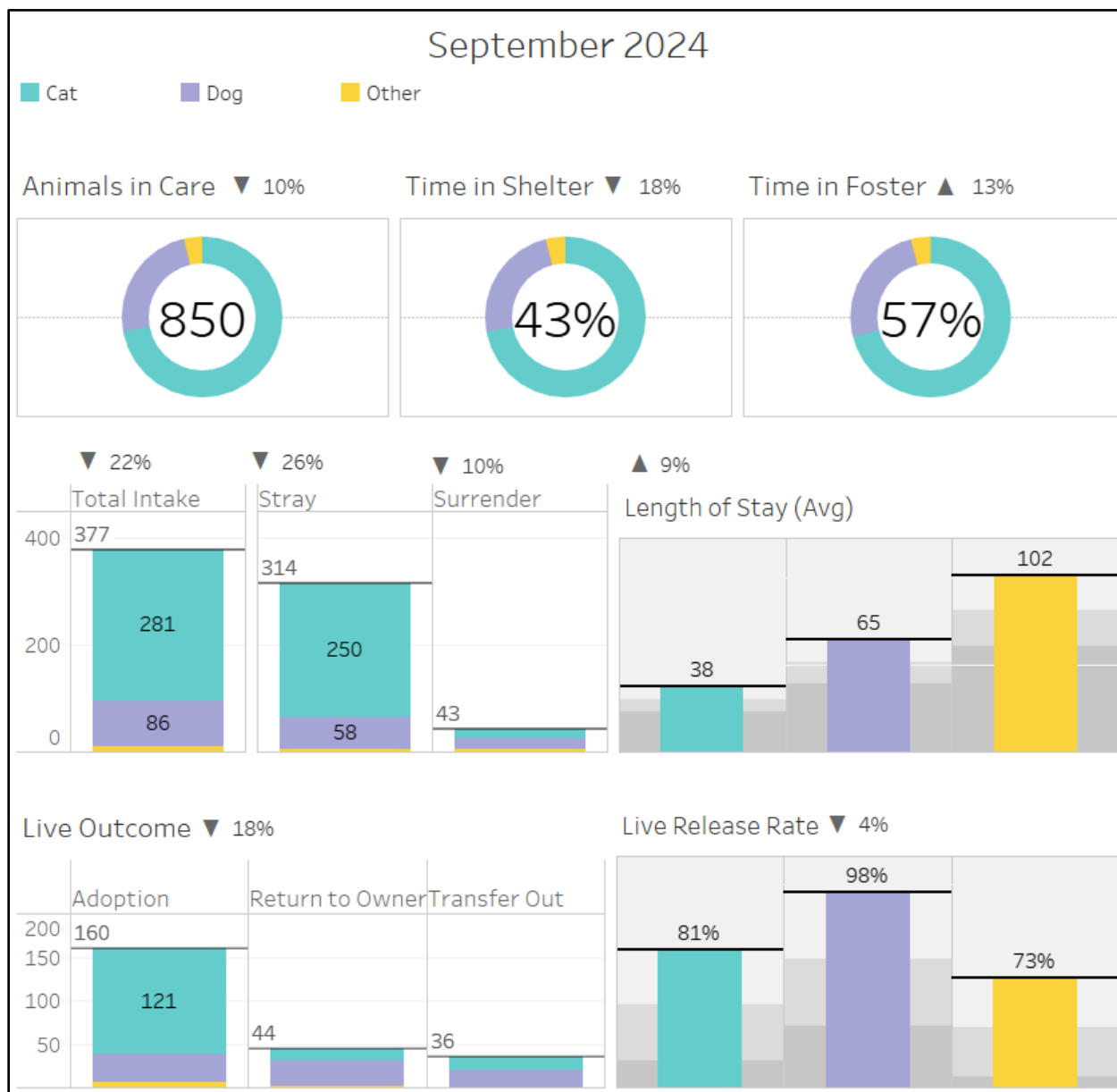
Sheltering Statistics

		Cat	Dog	Other	Total
	Total Animals in Care	613	206	31	850
Intake	Stray/Lost	250	58	6	314
	Surrender	19	20	4	43
	Seized / Custody	5	8	0	13
	Transfer In	7	0	0	7
	Born in Care	0	0	0	0
	Total	281	86	10	377
Live Outcome	Adoption	121	33	6	160
	Return to Owner	13	29	2	44
	Return to Field	92	0	0	92
	Transfer Out	16	20	0	36
	Total	242	82	8	332
Non-Live Outcome	Euthanasia	47	0	3	50
	Died	10	2	0	12
	Admin Missing	0	0	0	0
	Total	57	2	3	62
Key Process Indicator (KPI)	Adoption Rate	43%	38%	60%	42%
	Transfer Out Rate	6%	23%	0%	10%
	Return to Home Rate	42%	50%	33%	43%
	Outcome Rate	106%	98%	110%	105%
	Live Release Rate	81%	98%	73%	84%
	Euthanasia Rate	16%	0%	27%	13%
	Length of Stay (Avg)	38	65	102	46

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).

Monthly Summary

In the month of September, the MHS team cared for a total of **850** animals, of which **43%** of total days were spent in the shelter and **57%** in foster homes. ▲% ▼% are percentage comparisons with the prior period (August) for total animals (all species).



Field Services

Humane Enforcement Officers responded to **301** calls for service in September and completed **915** preventative patrols, traveling a total of **8,388** miles around the island, impounding **171** animals, and returning an additional **6** lost pets back to their homes without bringing them to the shelter.

- Officers investigated **43** cruelty cases and **18** bite investigations in September.
- Dispatch answered **526** live phone calls, made **809** calls to residents, and resolved **187** voicemail messages. Dispatchers spent **60** hours and **25** minutes on the phones with an average of **2** minutes and **50** seconds per call.
- In September, HEOs issued **12** citations for violations of the Maui County Municipal Code. The top three types of citations were: 1) Leash Law, 2) Deemed Dangerous Dog, Non-Compliance, 3) Dog Attack. 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

Officer Mason responded to a call about a cat with its head stuck in a wall in Pukalani. The cat was reported to be a community cat, so the Officer Mason communicated with MHS' Veterinary Team and brought sedatives in case they were needed. Fortunately, they were not. Upon arrival, Officer Mason



worked with the finder to maneuver the cat. Not wanting to pull too hard on the cat's neck and with very limited space inside the hole, Officer Mason and the Good Samaritan began carefully chiseling away at the wall. It wasn't long after that the kitty was free.



The finder and his wife care for many community cats in the neighborhood and were more than willing to take the kitty back. Officer Mason brought the kitty to MHS to be looked over to ensure she had no injuries. She was examined, spayed, and returned to the property the following day. The finders decided to name her "Kaity" after Officer Mason.

Officer Jahns picked up a sweet, small lost dog and kept him at the Hana Kennel while she searched for his family (sadly, his former owner did not come forward to claim him). He was named Duke and quickly became part of the pack. In her patrols, Officer Jahns met a man and his dad who were looking for a special dog to add to their family. Officer Jahns invited them to meet Duke and they instantly fell in love with him. After completing heartworm treatment, he was adopted by the man and his father, who love him so much.



Outreach Events

Montessori School of Maui

This group of students came for a tour of the MHS campus. They will return monthly to volunteer for two hours each visit, and they plan to complete a classroom project about animal welfare and raise money to donate to MHS.



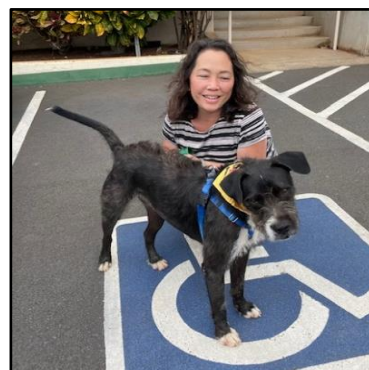
Kihei Charter School Sophomore Class Visit

A group of sophomores from Kihei Charter School visited the MHS campus for a tour.



Maui County Council Office Dogs

Kahaku visited Maui County Council offices three times in September. The hosts reported that he did very well with them, and everyone loved him. Kahaku is especially stressed at the shelter, often rebounding off the walls of his kennel, so this time in the County offices is very beneficial for him. Two County staffers have expressed interest in him, so our fingers are crossed he might find a home soon.



Kitten Lady Event at the Andaz

Maui Humane Society hosted the Kitten Lady for a day of events at the Andaz Maui At Wailea Resort. We welcomed nearly 100 attendees for two information-packed sessions. Volunteers provided



demonstrations for fostering, feeding, and caring for neo-natal kittens. Kittens of all age ranges were there, from newborns in incubators, to bottle babies (1-3 weeks), weaned kittens (4-6 weeks), and kittens old enough for adoption (8 weeks and older). The MHS team sold merchandise, signed up new foster parents, and shared information about our programs and services.



Volunteer

In September, **252** volunteers gave **2,593** hours of services, the equivalent of **16.2** full-time employees.

- **252** volunteers gave hours onsite at MHS and **13** gave hours at offsite events
- Walk-in volunteers gave **114** hours of service
- **45** new volunteers were onboarded, with **68** hours spent training and onboarding
- **61** walk-in volunteers were welcomed

Businesses and groups that volunteered in September brought **38** people to the campus and gave **91** hours of service.

Volunteer Recruitment and Retention

- Total active volunteers: **99** – including **25** newly active volunteers
- We received **55** new volunteer signups in September
- **13** new volunteer orientations were conducted for **45** attendees
- **35** new volunteers gave **275** volunteer hours last month, and **45** volunteers participated in **21** hours of training sessions, including in-person mentoring for volunteers
- **2** court-ordered community service volunteers enrolled in September



Community Partnerships

In September, our Humane Enforcement Resource Officer (HERO) Moani Makaiwi assisted eight families with services from MHS, including supply delivery, scheduling of appointments, and transportation of animals to and from appointments. She attended the Lahaina Rotary Club meeting, where she shared information about MHS' ongoing efforts to support families and programs available to the community.

September saw an increase in the number of visitors to the Lahaina Pet Resource Center as well as the amount of food distributed to the community. Our hours of operation were officially changed in September to align with the operating hours of the Maui Food Bank, which recently moved in next door. This change in hours is likely a factor in the increases in traffic and services.

September Stats for Lahaina Pet Resource Center:

- 1,577 pounds of food distributed – a 25% increase over August
- 106 visitors – a 14% increase over August

Wildfire Community Liaison Johnny Lingao attended two September Lahaina Disaster meetings, and participated in the Disaster Case Management Program event at UHMC, which was filled with insightful interactions and extended support by/to the community. He also represented MHS at a VOAD webinar with 15 attendees throughout the State, as well as Tzu Chi Foundation members from California. This webinar deciphered the differences in FEMA Phases in Emergency Management and Tzu Chi HH5 Phases of Emergency Management. The goal of the webinar was to strengthen relationships with foundations such as Tzu Chi, who are experienced in wildfire disaster relief and recovery on the holistic level where

the roots of their services come from “gratitude, respect, and love”. Finally, Johnny attended the Long-Term Recovery Group Disaster Case Management Recovery Workshop. The focus of this workshop was to provide a high-level overview of DCM to local community members in order to assist community leaders in developing a functional long-term recovery structure. Attendees learned how DCM fits into the long-term recovery process, context for “Disaster 101” in Federal, State, and local systems, impacts of disaster, sequence of delivery, principles of DCM, continuity, and casework management.

4EverPets – Keeping Animals with their Families

In September we received 49 inquiries from the public to surrender their pets. 22 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: 185
- Number of animals served: 960
- Pounds of pet food distributed: 12,093

Veterinary Department

September Veterinary Stats

Spay/Neuter Surgeries		Shelter Medicine	
Public Animals	116	Intake Exams - Cats	132
Community Cats	347	Intake Exams - Dogs	60
Shelter Animals	126	Intake Exams - Exotics	7
Total S/N Surgeries	589	Total Intake Exams	199
Hope Fund Cases		Medical/Other Exams	
Hope Fund Surgeries	60	Hospitalized Patients	33
Hope Fund Diagnostics	206	Vet Exams*	643

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

Spay/Neuter Clinic

A community cat was brought in by a community member for Trap-Neuter-Return (TNR). Once sedated, the surgery team noticed the cat was breathing abnormally, and her abdomen appeared quite small while her chest was very extended.

A diaphragmatic hernia was suspected. This type of hernia can occur due to trauma or it can be congenital. The tear in the diaphragm allows abdominal contents, like the stomach, liver, and intestines, to enter into the thoracic cavity, compressing the lungs and inhibiting them from inflating fully. This can cause an animal to go into respiratory distress.

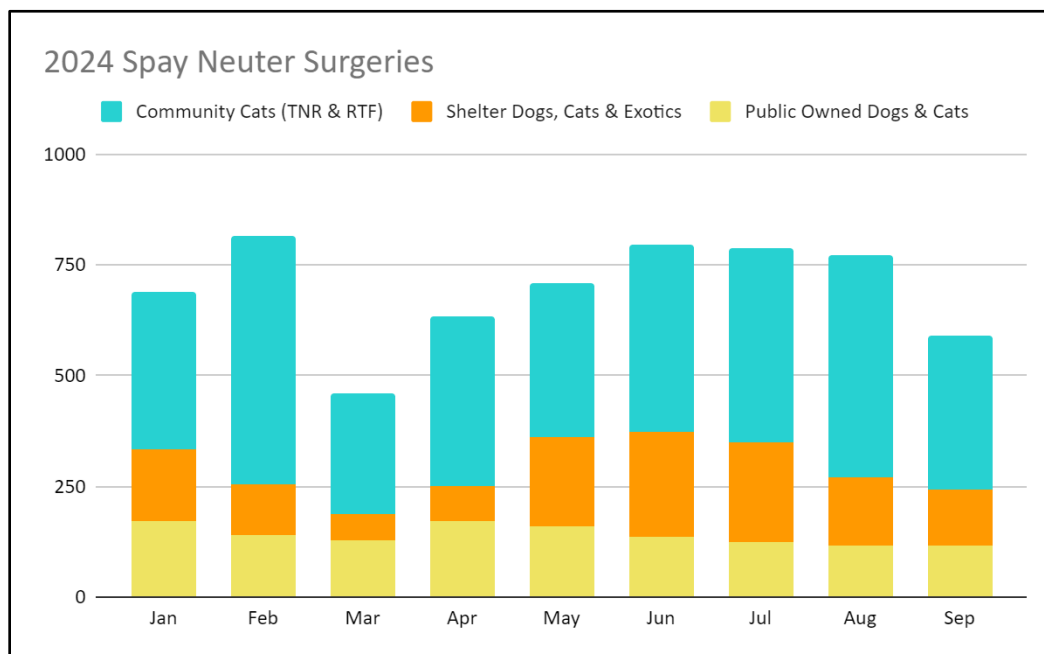


The hernia was confirmed by ultrasound, and surgery was performed to repair the hernia, which likely saved her life.



Another community cat who was brought to MHS for TNR was found to have crusty, ulcerated lesions on the tips of both ears. With light-haired cats, skin cancer is very common at this location on the body. A larger-than-normal ear tip was performed on the less affected left ear, and a pinnectomy (surgical removal of the pinna, or outer ear) was done on the more severe right ear where the lesions extended further down. The surgery was successful in removing all visible signs of cancer.

2024 Spay/Neuter by Month



Shelter Cases

This lost puppy was brought in to MHS by Officer Skidmore after hours one evening. The owner was contacted, who informed the officer that the puppy had been hit by a car two weeks earlier and had not received any veterinary care. The puppy was given pain medication and x-rays were taken, which revealed a fractured neck of the right femur (upper leg), and a possible distal femur fracture. The puppy underwent FHO surgery (removal of the femoral head) and was discharged to a foster home for follow-up care.



Whiskers was part of a 10-dog surrender and after arriving at MHS, she tested positive for heartworm disease. She received a series of injections to kill the worms. After one month of confinement and exercise restriction, she will be ready to be a normal dog and should be completely cleared of the heartworms.

Honey was referred to MHS through our 4EverPets program. Another veterinarian had recommended a double mastectomy for suspected cancer, but the good news was that she was a young cat experiencing mammary gland hyperplasia. The cure was a spay surgery. She was spayed and the large ulcerated masses were surgically removed. She was prescribed cabergoline, a drug used to treat high levels of the hormone prolactin. We are happy to report that her condition has resolved!



Queen Daisy had surgery to address chronic multidrug resistant bacterial ear infections. Her ears were very painful and were not responding to standard medical treatments, and most of her hearing had been lost, so the decision was made to surgically remove her ear canals with a procedure called TECABO (or Total Ear Canal Ablation and Bulla Osteotomy). She has healed well and is ready for adoption now that she is cured of her chronic ear problems!



Community Medicine Program

Community Medicine Assistance		
	September 2024	August 2024
Animals examined at Mobile Clinics	112	72
Community animals examined at MHS	22	15
Totals	134	87

Mobile Clinics

In September, a total of seven mobile clinics were held – three in Lahaina, three MMEU clinics, and one MHS microchip/vaccine clinic onsite at MHS campus.



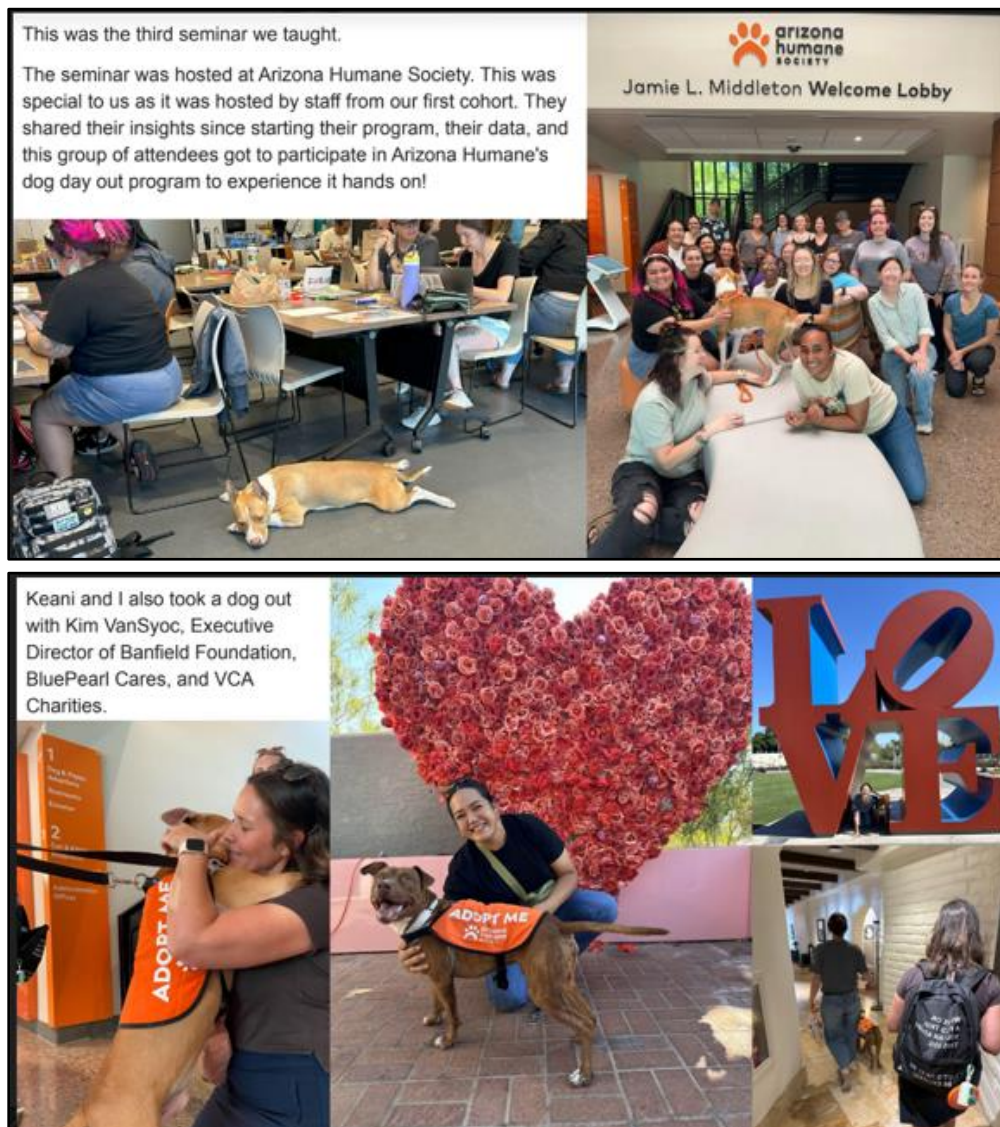
September Vaccine and Microchip Clinic Team

Animal Care and Enrichment

In a world where shelters are striving to make a real impact on animal welfare, our Dog Day Out program is a shining example of how simple, community-driven actions can transform the lives of shelter dogs — and the shelters themselves. MHS managers Lexi and Keani have been leading seminars for other shelters, and traveled to Arizona in September to teach another session.

For many shelters, these outings are more than dogs getting time away from the shelter; they are about community trust. The Hawaiian concept of *laulima* — meaning “many hands working together” — captures this perfectly. These seminars highlight how shelters can lean into their communities to create sustainable programs even within existing constraints. The success of this program is clear: 74% of the seminar participants so far have established or updated their programs.

Dog Day Out is about more than just giving dogs a break from shelter life. It’s about building bridges between shelters and communities and creating a sustainable, life-saving program that can be tailored to fit the unique needs of each shelter. Through this initiative, shelters are not only changing the lives of their dogs but also shifting the way they operate, ultimately creating a brighter future for everyone involved.



Enrichment Activities and Outings

From August to September 2024, enrichment activities for dogs declined slightly with a 4.17% decrease. The number of dog playgroup sessions saw a significant decrease of 38.46%. On the other hand, cat activities increased by 27.27%, while activities for guinea pigs and rabbits remained stable for both months. Overall, the total number of enrichment activities decreased from 100 in August to 91 in September, a 9% decline.

In the dog outings category, Dog on Demand pre-registered outings decreased by 9.43%, Conversely, Dog on Demand walk-ins and Kama'aina Beach Buddies outings increased by 32.61%. Outreach events with the Maui County saw a small increase. Total dog outings increased in September by 3.92%.

Enrichment Activities September 2024		Enrichment Activities August 2024	
Dog activities	46	Dog activities	48
Dog playgroup sessions	16	Dog playgroup sessions	26
Cat activities	14	Cat activities	11
Guinea Pigs & Rabbits	15	Guinea Pigs & Rabbits	15
Total Enrichment Activities	91	Total Enrichment Activities	100
Dog Outings September 2024		Dog Outings August 2024	
Dog on Demand Pre-Registered	96	Dog on Demand Pre-Registered	106
Dog on Demand Walk-Ins & Kama'aina Beach Buddies	61	Dog on Demand Walk-Ins & Kama'aina Beach Buddies	46
Outreach Events	2	Outreach Events	1
Total Dog Outings	159	Total Dog Outings	153

Adoptions

- NBC Universal teamed up with hundreds of shelters across the country, including MHS, to host Clear the Shelters August 10 to September 10, an awareness campaign to promote pet adoptions. They provided poop bag dispensers, litter scoops, and money off vouchers for all adopters. The event resulted in an impressive 207 adoptions.
- The Adoptions Team is effectively maintaining a mobile presence on the adoption floor during opening hours, engaging with visitors and building connections. They are also reviewing every aspect of the adoption process – paperwork is being updated and comprehensive training sessions and role-playing exercises are being provided for the team.

September Adoptions				
	Cat/Kitten	Dog/Puppy	Other	Total
Cat Cafe Maui	22	0	0	22
Foster Home	17	20	2	39
Petco	13	0	2	15
MHS Campus	66	12	2	80
Totals	118	32	6	156



Foster

The Foster Team's resources were stretched thin in September due to an increase in Panleukopenia-positive kittens. They worked tirelessly to find medically trained fosters to handle these cases. The team is currently on the lookout for a new Foster Coordinator to join their efforts.

Foster Stats for September

- **15** new foster families were onboarded in September.
- Total onboarded YTD for 2024 - **150** - compared to: 2023 YTD - **219** & 2022 YTD - **116**.
- **172** cats/kittens went into foster with 17 adopted from foster homes.
- **62** dogs went to foster with 20 adopted from foster homes.
- **6** small animals went into foster homes with 2 adopted from foster homes.
- **14** kittens went into foster care for weight gain and **10** for Panleukopenia.
- A total of **487** animals were cared for in foster homes in September.

Foster Kitten Placements			
	Sept 2024	Sept 2023	Difference
Medical Fosters	35	33	+6%
Bottle Babies or Nursing	65	26	+150%

Transfer

- Showcasing another wonderful collaboration between MHS and local cat rescues, the Transfer Team successfully transported six kittens to Denver Cat Rescue as part of a larger effort.
- The MHS team celebrated the transfer of Ziggy Boy to New Life Asher House in Oregon after **320** days in our care. Ziggy was initially adopted in March 2023 by an experienced dog owner on Lanai. However, due to medical issues and limited support on the island, his owner made the difficult decision to surrender him back to MHS in October 2023.



In the overcrowded and stressful shelter environment, Ziggy's behavior quickly deteriorated, showing high levels of FAS, barrier reactivity, and inappropriate behaviors. The Foster Team worked tirelessly to find foster homes for Ziggy, with the last home fostering him for seven months while the Outcomes Team searched for positive pathways. Once a transfer pathway was secured. The team collaborated with the veterinarians to complete Ziggy's health certificate exam offsite, as the shelter environment was too stressful for him. Our Transfer

Coordinator and a volunteer accompanied Ziggy to the airport, staying with him until the last possible moment to keep him calm and relaxed. Ziggy's friend and MHS volunteer Bob met him when he landed in Seattle, kept him overnight and personally delivered him to Portland the next day. This huge team effort ensured as stress-free a journey as possible

September Transfer Data				
	Cats	Dogs	Other	Total
Maui County transfers	1	0	0	1
Transfers to the Continent	15	20	0	35
Totals	16	20	0	36
Health Certificates				
Off Island Adoptions	11	2	0	13
Community Assistance	2	3	0	5
Totals	13	5	0	18

Happy Ending

Sweetie was lost back in April and ended up at MHS. Her microchip traced back to her owner, who was contacted but sadly, decided to surrender Sweetie because she was unable to keep her contained in the yard. Sweetie suffered from high FAS (fear, anxiety, and stress) and was an escape artist, and her owner was overwhelmed with her behavior. While in MHS' care, everything possible was done to keep Sweetie happy and healthy while waiting for her forever family.

Five long months later, a family visiting Maui on vacation came in for Dog on Demand and were paired up with Sweetie. It was love at first sight and they knew they would not be leaving Maui without her. The Adoptions, Transfer, Veterinary, and Pet Resources Teams worked together to make it happen. Every day after that the adopters came to take Sweetie for a day out. Their entire vacation was planned around Sweetie's day out.

It was a happy ending for all!



Until next month,

Lisa Labrecque, DVM

Chief Executive Officer, Maui Humane Society