



Impact Report for December 2024

Sheltering Statistics

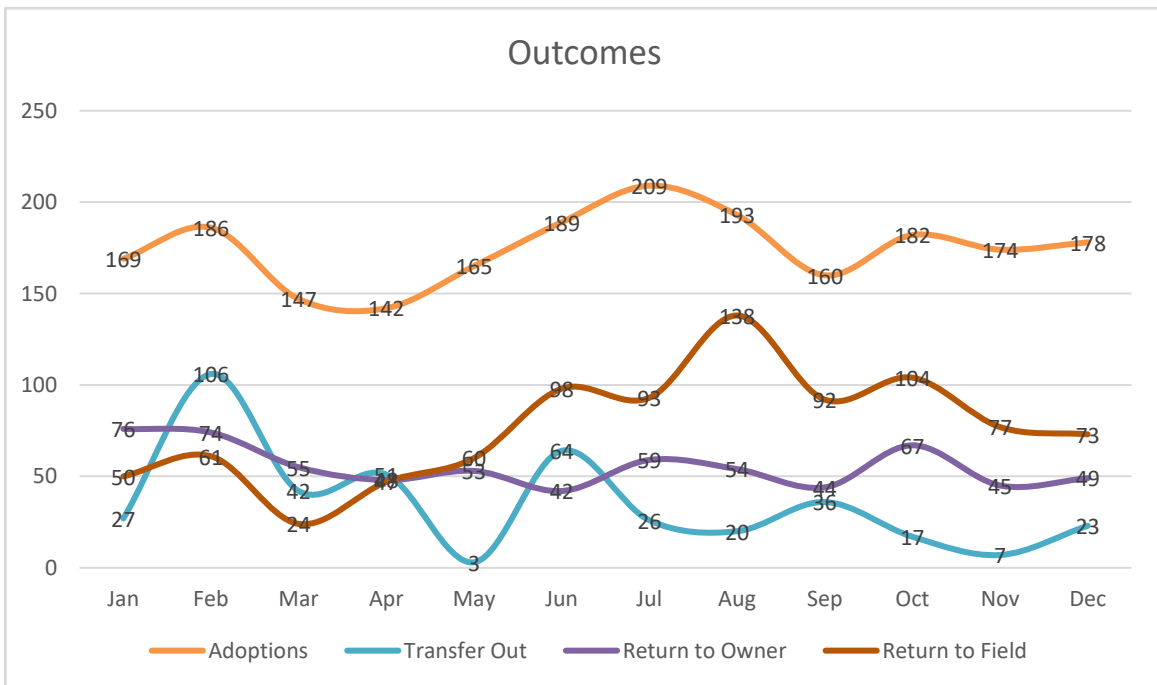
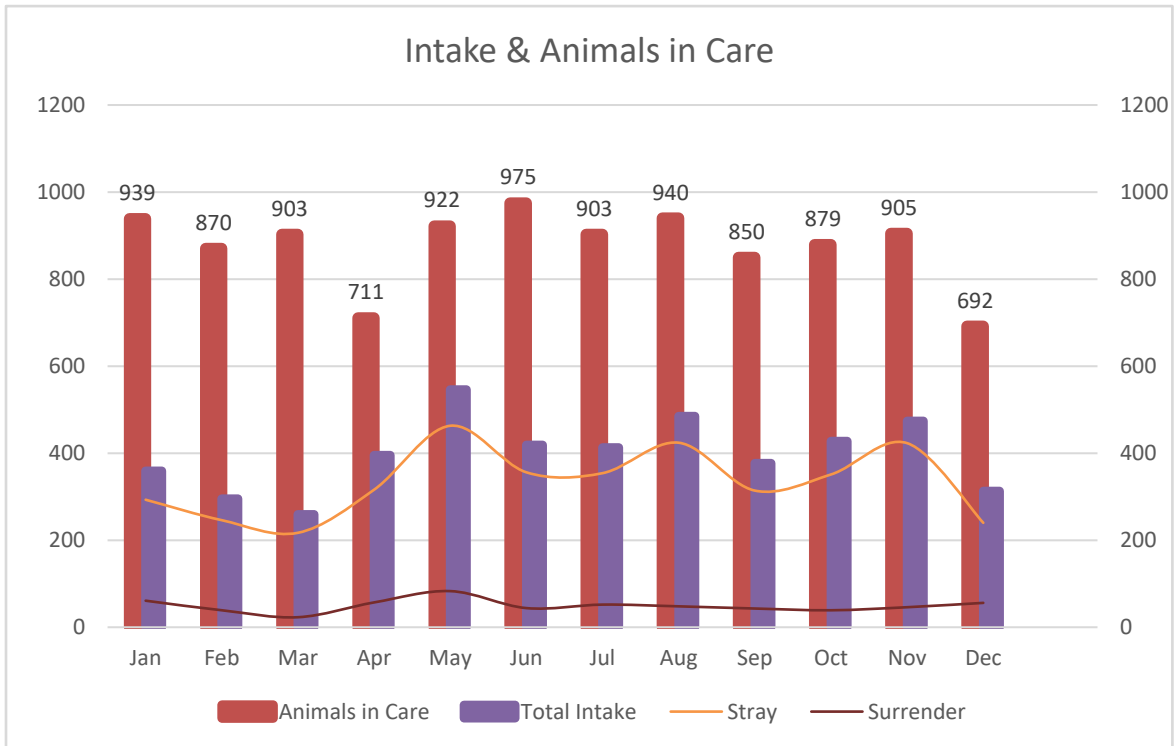
		Cat	Dog	Other	Total	Change from Prior Month
Total Number of Animals in Care		427	211	54	692	-24%
Total Animal Days in Care		6,965	3,499	767	11,231	-8%
Intake	Stray/Lost	158	73	9	240	-43%
	Surrender	11	13	32	56	+22%
	Seized	0	7	0	7	+40%
	Transfer In	5	5	0	10	N/A
	Born in Care	0	0	0	0	N/A
	Totals	174	98	41	313	-34%
Live Outcome	Adoption	133	39	6	178	+2%
	Return to Owner	14	34	1	49	+9%
	Return to Field	73	0	0	73	-5%
	Transfer Out	1	22	0	23	+229%
	Totals	221	95	7	323	+7%
Non-Live Outcome	Euthanasia	27	2	1	30	-27%
	Died in Care	1	0	0	1	-91%
	Lost in Care	0	0	0	0	-100%
	Totals	28	2	1	31	-42%

Key Process Indicator (KPI)	Live Release Rate	89%	98%	88%	91%	+7%
	LOS by Outcome (Avg)	33	37	20	34	-6%
Adoptions	Shelter	72	9	6	87	-17%
	Foster Home	21	0	0	51	+42%
	Off Island	2	0	0	2	0%
	Cat Cafe Maui	24	0	0	24	+60%
	Petco	14	0	0	14	-13%
	Totals	133	39	6	178	+2%
Transfer Out	Maui County	1	0	0	0	0
	Inter-Island	0	0	0	0	0
	Continent	0	22	0	0	+267%
	Totals	1	22	0	23	229%
Foster	Total Animals Fostered	226	136	10	372	-18%
	Active Foster Families	74	111	6	186	-8%
	Foster Days	3,830	1,876	288	5,994	-19%
Veterinary	Total Spay/Neuter	462	55	0	517	-15%
	Community Med	77	151	2	230	+318%
4EverPets	Food Distributed (lbs)	4,550	13,610	30	18,190	+11%
	Households served	160	196	4	255	+10%
	Animals Served	810	773	8	1591	+9%
	Surrenders Deferred	17	46	1	64	-47%
Volunteer	Total Volunteer Hours	n/a	n/a	n/a	2,644	+10%

Total Animals in Care = Beginning Inventory + Live Intakes || **Live Release Rate** = Live Outcome / Total Outcome (Live Outcome + Other Outcome) || **LOS by Outcome** = Outcome Date - Intake Date || **Outcome Rate** = Total Outcome / Live Intake || **LOS by Outcome** = Outcome Date - Intake Date || **LOS Animals in Care** = LOS for animals still in our care

Statistical Summary

In December, Maui Humane Society saw reduced intakes (-34%) with 313 live intakes compared to 474 in November. Total animals in care decreased by 24%, from 905 in November to 692 in December, with a notable 29% reduction in cats, from 616 to 427. The Live Release Rate (LRR) was **89%** for cats and **98%** for dogs. Live outcomes improved with 178 adoptions and 23 transfers. Surrender prevention grew with an **11%** rise in food distribution, providing 18,190 lbs. of food to 255 families and 1,591 pets in need of resources. Volunteer participation increased by **10%**, totaling 2,644 hours. Community Medicine outreach expanded significantly through mobile clinics, performing 230 exams compared to 55 in November.



Field Services

Humane Enforcement Officers responded to **356** calls for service in December and completed **1,063** preventive patrols, traveling a total of **8,344** miles around the island, impounding **49** animals, and returning an additional **13** lost pets back to their homes without bringing them to the shelter.

- Officers investigated **44** reports of suspected cruelty and **16** bite investigations in December.
- Dispatch answered **808** live phone calls, made **813** calls to residents, and resolved **450** voicemail messages. Dispatchers spent **58** hours and **37** minutes on the phones with an average of **2** minutes and **17** seconds per call.
- In December, HEOs issued **34** citations for violations of the Maui County Municipal Code. The top three types of citations were: 1) Leash Law, 2) Unlicensed, 3) Dog Attack.

Humane Enforcement Updates

The number of calls for service were 19% lower in December compared to November, likely due to the holidays. There was a very small increase in the number of stray dogs, however. Dispatch activity was also busier in December than November.

Cases

Officer Shapiro was called out to check on a cat trapped inside a storm drain gutter at the mall. She was unable to be retrieved it from the gutter, and the cat slid all the way down into the storm drain. She lifted the storm drain lid and found the cat in water at the bottom. With assistance over the phone from MHS' Veterinary Team, Officer Shapiro retrieved the cat and immediately rushed to the shelter. Sadly, the cat was found to be dying. The cat was humanely euthanized, offering a compassionate ending to their suffering.

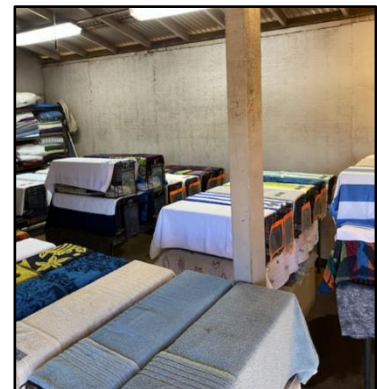
On Christmas Day, Officer Mueller received an afterhours call about a cat stuck in a 6 ft retaining wall. The caller stated the cat's neck was kinked and he or she was having a hard time breathing. Officer Mueller was given permission to drill holes into the tile wall to rescue the cat. When the drill's battery died, Officer Mueller called the Maui Fire Department for help. The crew of five firefighters and Officer Mueller carefully worked together for two hours, and the cat was finally free and unharmed!



Community Cat Updates

Our Community Cat Specialists helped community members trap 83 cats for Trap-Neuter-Return (TNR) in December, with 54 of these cats coming from one property.

The Community Cat Specialists also returned 74 cats back to the Maui community in December, after they had been altered and microchipped – 6 in Haiku, 15 in Kahului, 18 to Kihei, 9 in Kula, 16 to Makawao, 1 to Paia, and 9 to Wailuku.



Outreach Events

Petco Mobile Adoption Event “Home for the Holidays”

MHS was invited to participate in the nationwide “Home for the Holidays” adoption event, a collaboration between Petco and Hill’s Science Diet. In response, a larger-than-usual event was planned, featuring seven dogs and enlisting the help of volunteers and team members from various departments. The event was a success, with many meaningful interactions and conversations with the public about MHS’ programs and resources.



Andaz Holiday Mobile Adoption Event

For the third year in a row, the Andaz Maui at Wailea Resort invited MHS to hold an adoption event at the resort during the holiday season. A team of 11 MHS team members, volunteers, and fosters attended to host adoptions for dogs, kittens, a turtle and a tortoise. While no adoptions were made at the event, it provided our pets a much-needed day out for fun, socializing, and meeting new people. As usual, the Andaz team and the hotel guests were very welcoming!



Hana Preschool Visit to Officer Jahns’ Farm

Maui Humane Society’s Hana Officer, Officer Jahns, welcomed eight children and two chaperones from Hana Preschool to her Hana farm for an educational visit with the animals and to learn about MHS. Sharon taught the children how to interact safely with the animals, including proper ways to touch and feed them. She also explained the importance of microchips and vaccinations for pets. After the visit, the children returned to express their gratitude by singing “Jingle Bells” as a heartfelt thank you!



Community Partnerships

Volunteer Update

In December, **167** volunteers gave **2,604** hours of service, the equivalent of **16** full-time employees.

- **167** volunteers gave hours onsite at MHS and **24** gave hours at offsite events **32** new volunteers were onboarded, with **46** hours spent training and onboarding
- **35** walk-in volunteers were welcomed and gave 63 hours of service
- Businesses and groups that volunteered in December brought **16** people to campus and gave **32** hours of service

Volunteer Recruitment and Retention

- Total active volunteers: **95** – including **9** newly active volunteers
- We received **49** new volunteer signups in December
- **13** new volunteer orientations were conducted for **32** attendees
- **38** new volunteers gave **199** volunteer hours last month, and **32** volunteers participated in **46** hours of training sessions, including in-person mentoring for volunteers
- **3** court-ordered community service volunteers enrolled in December

Lahaina Pet Resource Center Stats:

- Amount of food distributed: 1,260 lbs
- Number of animals served: 118
- Number of visitors: 91

4EverPets Program Stats:

- Amount of food distributed: 18,404 lbs.
 - 16,136 lbs at MHS
 - 1,369 lbs in Hana
- Number of animals served: 1,573
 - 1,287 at MHS
 - 286 animals in Hana
- Number of families served: 278
 - 231 families at MHS
 - 47 families in Hana

Veterinary Department

Medical Cases

Smol Boi arrived at MHS when he was just 4 weeks old. After developing a fever in his foster home, he was diagnosed with mycoplasma, a parasitic infection of red blood cells spread by fleas. Thankfully, this condition is treatable with the right antibiotics. He recovered fully and is now ready for adoption.



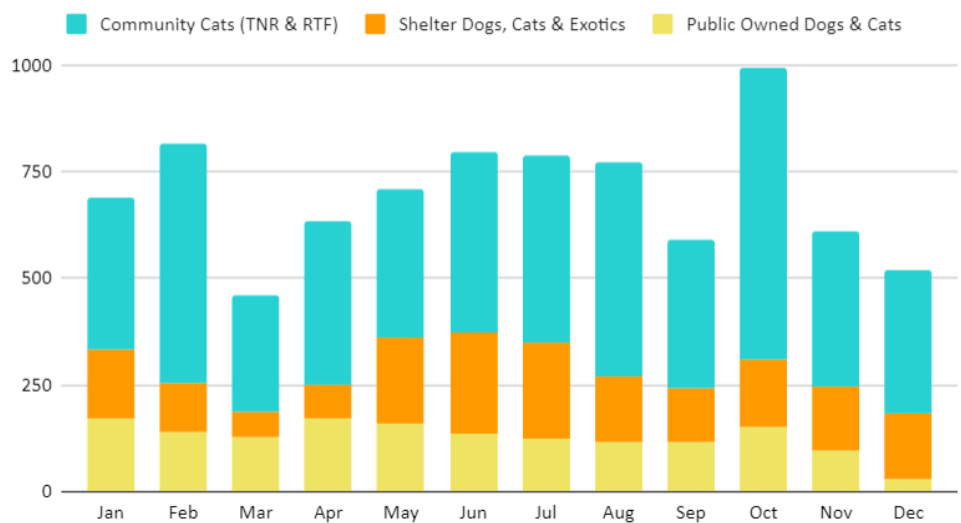
Marlow is a sweet, geriatric, blind dog who was found as a stray, running in traffic. He had chronic, painful ocular issues that had gone untreated for years. He also needed extensive grooming, dental surgery with multiple extractions, a mass removal, bilateral enucleation, a neuter surgery. He is now pain-free and has been adopted!



Spay Neuter

Spay/neuter numbers for 2024 were impressive, despite the need to reduce surgery appointments due to staffing issues. In 2024, a total of 8,373 spay/neuter surgeries were performed – 1,541 for owned pets, 1,824 for shelter animals, and 5,008 for community cats. This represents a 16% increase over 2023!

2024 Spay Neuter Surgeries



Community Veterinary Support

MHS hosted a “Chip and Chill” clinic at the shelter, where 139 animals were seen in just 4 hours vaccines, microchips, and sedation medications for the New Year’s firework. The new community clinic container was used to provide a safe, enclosed space for cats and rabbits. A total of 30 team members and volunteers participated in this successful event.



Lahaina Mobile Vet Clinics

Five veterinary clinics were held at the Lahaina Pet Resource Center in December. Every Wednesday, the MHS Mobile Van heads to Lahaina for a wellness clinic from 10 am to 4 pm. In general, we are able see one animal every 15 minutes, so on a typical day we are able to help 20-25 animals. The entire West Side of Maui has not had a veterinary clinic since the 2023 wildfires, so MHS is providing this vital care.



Gabby the Golden Retriever has chronic skin problems and she is seen almost every week at the mobile clinic in Lahaina. Although this clinic is intended for simple, one-time veterinary needs, there are a number of animals like Gabby who require ongoing medical care.

Hana Mobile Vet Clinic and 4EverPets Distribution

The December Hana clinic was held at the Hana Hub, a new venue created by the Hana Business Council to provide an event center for the Hana community. In December, we were happy to be able to provide veterinary care to 31 animals.

Community Medicine Assistance		
	December 2024	November 2024
Animals seen at mobile outreach clinics	203	48
Animals spayed/neutered	363	458
Animals seen onsite at MHS	10	6
Totals	576	512

Animal Care and Enrichment

The ACE team faced a dog overpopulation crisis in December due to increased intakes and decreased adoptions. This necessitated the use of staff offices and boarding facilities for housing. The average Length of Stay (LOS) for dogs increased from 27 days in November to 37 days in December. However, the Live Release Rate (LRR) improved from 95% in November to 98% in December.

For cats, LOS dropped from 37 to 33 days, reflecting a seasonal lull in kitten intake, which typically brings fewer cats into the shelter during this time of year. The LRR for cats increased from 84% in November to 89% in December, reflecting higher adoption rates and steady return-to-field efforts.

Enrichment Activities

A notable increase in enrichment activities was seen across most categories in December. This increase is largely attributed to the ACE team's participation in the enrichment program, which allowed for more consistent and varied activities.

In contrast, dog outings were down slightly. Both Dog on Demand and Kama'aina Beach Buddies saw declines, likely due to seasonal factors resulting in reduced participation.

Enrichment Activities December 2024		Enrichment Activities November 2024	
Dog activities	50	Dog activities	48
Dog playgroup sessions	19	Dog playgroup sessions	17
Cat activities	18	Cat activities	17
Guinea Pigs & Rabbits	9	Guinea Pigs & Rabbits	11
Shelter Office Time	155	Shelter Office Time	102
Total Enrichment Activities	251	Total Enrichment Activities	195
Dog Outings December 2024		Dog Outings November 2024	
Dog on Demand Pre-Registered	87	Dog on Demand Pre-Registered	93
Dog on Demand Walk-Ins & Kama'aina Beach Buddies	59	Dog on Demand Walk-Ins & Kama'aina Beach Buddies	71
Outreach Events/Maui County Office Dog	2	Outreach Events/Maui County Office Dog	1
Total Dog Outings	148	Total Dog Outings	165

Adoptions

Another successful BISSELL Empty the Shelters event was held from December 1-17, during which time **67** cats and **16** dogs found their forever homes.

Maui Humane Society was selected as one of three organizations to collaborate with HASS (Human Animal Support Services) on their Modern Adoption Process project (MAP). This project is addressing functional challenges within animal shelter adoption programs by implementing sales strategies from for-profit business models to professionalize shelter adoption programs, including the adoption counselor role. MAP is currently being implemented at Maui Humane Society with support from the HASS Team, including an upcoming on-site visit to provide training to shelter staff.

Adoptions Program Data								
	December Adoptions				November Adoptions			
Location	Cat/ Kitten	Dog/ Puppy	Other	Total	Cat/ Kitten	Dog/ Puppy	Other	Total
Cat Cafe Maui	24	0	0	24	15	0	0	15
Foster Home	21	30	0	51	14	21	1	36
Petco	14	0	0	14	16	0	0	16
MHS Campus	74	9	6	89	86	18	3	107
Totals	133	39	6	178	131	39	4	174

Adoptions in calendar year 2024 saw an increase of 3.8% over 2023. Our Adoption Team worked tirelessly to assist in matchmaking, ensuring that all shelter dogs, no matter their location, received the attention they deserved. Despite the high population in our kennels, we are pleased to report that adoption numbers held steady compared to last month.

Foster Program

Towards the end of the December, kitten intake finally began to decrease. This was one of the longest kitten seasons MHS has experienced in recent years. However, our dog population continued to expand, which is reflected in our foster numbers. Despite these fluctuations, our team has shown remarkable adaptability and commitment. We are thrilled to announce the receipt of a grant from the Orphan Kitten Club to hire a Neonate Foster Coordinator, as well as a \$20,000 grant from Best Friends, both of which will significantly expand our kitten life-saving efforts.

Foster Stats for December:

- **31** new foster families were onboarded in December
- Total fosters onboarded in 2024: **239**
- **60** cats/kittens went into foster with **21** adopted from foster homes
- **72** dogs went to foster with **30** adopted from foster homes
- **33** animals went into foster homes for medical care, and an additional 13 bottle baby kittens went into foster homes
- A total of animals **373** were cared for in foster homes in December

Transfer Program

In December, we experienced a notable increase in the number of animals transferred. Our dedicated Transfer Coordinator tirelessly collaborates with our partners, presenting viable candidates, following up on potential intake dates, and sometimes, delivering just the right message at the perfect moment. This month, our special requests for key dogs, for whom transfer was their last hope, were successfully answered.

Transfer Program Data								
	December Transfers				November Transfers			
	Cats	Dogs	Other	Total	Cats	Dogs	Other	Total
Maui County	1	0	0	1	1	0	0	1
To the Continent	0	22	0	22	6	0	0	6
Total YTD	264	145	13	422	263	123	13	399
Health Certificates	7	3	0	10	10	1	0	11

In a particularly touching story, MHS was awarded custody of two dogs who had been deemed “dangerous” due to previous circumstances of their owner, and to no fault of their own. Our Transfer Team, always striving for the best outcomes, reached out to a transfer partner best equipped to provide care for this dynamic duo. As a result, the pair was transferred to a rescue on the West Coast, where they now have a brighter future ahead.

Until next year,

Lisa Labrecque, DVM

Chief Executive Officer, Maui Humane Society