



## Impact Report for November 2024

### Sheltering Statistics

		Cat	Dog	Other	Total	Total % Change
<b>Total Animals in Care</b>		616	237	52	905	+3%
<b>Intake</b>	Stray/Lost	300	87	36	423	+21%
	Surrender	17	29	0	46	+18%
	Seized / Custody	0	4	1	5	-80%
	Born in Care	0	0	0	0	N/A
	<b>Total</b>	317	120	37	474	+11%
<b>Live Outcome</b>	Adoption	131	39	4	174	-4%
	Return to Owner	15	30	0	45	-33%
	Return to Field	77	0	0	77	-26%
	Transfer Out	7	0	0	7	-59%
	<b>Total</b>	230	69	4	303	-18%
<b>Non-Live Outcome</b>	Euthanasia	9	1	1	11	-81%
	Died	36	3	2	41	+193%
	Admin Missing	0	0	1	1	0%
	<b>Total</b>	45	4	4	53	-26%
<b>Key Process Indicator (KPI)</b>	Live Release Rate	84%	95%	57%	85%	+2%
	LOS (Combined Avg)	42	81	137	55	+20%
	Daily Population (Avg)	279	117	12	408	-8%
	Foster Rate	70%	27%	3%	60%	-5%

**Total % Change** = Change for total animals compared to prior reporting period || **Total Animals in Care** = Beginning Inventory + Live Intakes || **Live Release Rate** = Live Outcome / Total Outcome (Live Outcome + Other Outcome) || **Foster Rate** = Percentage of total time animals spent in foster

		Cat	Dog	Other	Total	Total % Change
<b>Foster</b>	Total Animals Fostered	323	119	12	454	-8%
	Active Foster Families	104	93	8	202	-2%
	Foster Days	5,152	1,956	256	7,364	-16%
<b>Veterinary</b>	Total Spay/Neuter	511	99	0	610	-39%
	Community Med	19	36	0	55	-58%
<b>4EverPets</b>	Food Distributed (lbs)	4,103	12,246	18	16,367	-18%
	Surrenders Deferred	29	13	1	43	-22%
<b>Volunteer</b>	Active Volunteers	n/a	n/a	n/a	182	-7%
	Total Volunteer Hours	n/a	n/a	n/a	2594	-18%
<b>Internal KPIs</b>	Adoption Rate	41%	33%	11%	37%	-14%
	Transfer Out Rate	2%	0%	0%	1%	-63%
	Return to Home Rate	31%	34%	0%	29%	-287%
	Outcome Rate	87%	61%	22%	75%	-27%
	Euthanasia Rate	3%	1%	13%	3%	-76%
	LOS by Outcome (Avg)	37	27	97	36	+20%
	LOS Animals In Care (Avg)	48	116	161	73	+18%
	LOS (Combined Avg)	42	81	137	55	+20%

**Outcome Rate** = Total Outcome / Live Intake || **Return to Home Rate** = Return to Owner + Return to Field / Total Stray or Lost || **LOS by Outcome** = Outcome Date - Intake Date || **LOS Animals in Care** = LOS for animals still in our care || **LOS (Combined Avg)** = Weighted average for LOS by Outcome and LOS Animals in Care

## Field Services

Humane Enforcement Officers responded to **299** calls for service in November and completed **1,075** preventative patrols, traveling a total of **7,206** miles around the island, impounding **51** animals, and returning an additional **10** lost pets back to their homes without bringing them to the shelter.

- Officers investigated **41** reports of suspected cruelty and **16** bite investigations in November.
- Dispatch answered **573** live phone calls, made **778** calls to residents, and resolved **461** voicemail messages. Dispatchers spent **48** hours and **16** minutes on the phones with an average of **2** minutes and **15** seconds per call.
- In November, HEOs issued **39** citations for violations of the Maui County Municipal Code. The top five types of citations were: 1) Leash Law, 2) Dog Attack, 3) Livestock at Large, 4) Unlicensed, 5) Inhumane Manner.

## HEO Updates

HEOs responded to a call about a kitten trapped in a storm drain. Despite hours passing since the kitten was last heard, hopes for a rescue remained high. Officers Shapiro and Hashimoto arrived and inspected the two manhole covers where the kitten was heard. They played “kitten call” sounds from YouTube, but there was no reply. As the officers were about to leave, they heard a kitten meow, but not from the drain. Following the sounds to a nearby residence, they found the kitten emerging from under the fence. The officers easily captured the kitten and brought her to MHS.



## Community Cat Updates

The Community Cat Team responded to **158** calls for service in November. They responded to **143** calls and voicemail messages, spending a total of **6** hours and **29** minutes on the phone with an average call time of **3** minutes and **11** seconds.

The Community Cat Team had several trapping opportunities in November. At the Hyatt in Ka’anapali, **30** cats were trapped, spayed/neutered, and returned. Overall, a total of **200** cats were assisted in November.

## Outreach Events

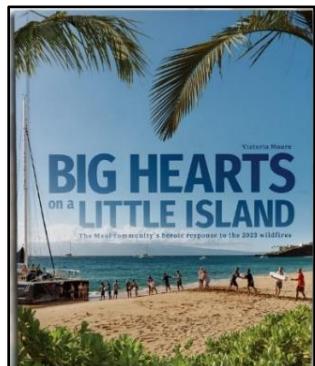
### Hawaii Technology Academy 2nd & 3rd Grader Shelter Visit

Maui Humane Society hosted 19 students and 4 adult chaperones from the Hawaii Technology Academy in Kihei for a shelter tour. Attendees learned about our programs and services, including spay/neuter, fostering, adopting, animal care, and animal behavior.



### Big Hearts Little Island Book Release

Author Victoria Moore published a children’s book about the Lahaina fires that focused on the community support of the tragedy. MHS hosted a book release event at the shelter so that community members could purchase books or pick up copies. Wildfire Community Liaison Johnny Lingao served as host for the event.



### Photos with Santa

Volunteers John and Lori Hughes, dressed as Santa and Mrs. Claus, warmly welcomed the Maui community for festive pet photos in the Farewell Gazebo for the dogs and the Front Office for the cats and small animals. All of the



backdrops and decor were provided by John and Lori. MHS Volunteers helped make the event a success. A total of 48 photos were taken and MHS received \$515 in cash donations, as well as gifts of toys, towels, and other donations for the animals.



## Lahaina Festival

The Council for Native Hawaiian Advancement (CNHA) and Hawaii Tourism Authority (HTA) presented a 3-day celebration of culture, community support, and music at the Royal Lahaina Bungalows from Nov 24-26. MHS had a table within the “Makeke” tent where other local businesses were vending their products to the resilient Lahaina community members and tourists visiting.



## Girl Scout Troop 70674

A Girl Scout Troop from

Pennsylvania wanted to incorporate service learning and malama into their trip to Maui, and came to volunteer at MHS. In preparation, they all completed the 6-hour Fear Free Training program that is required of all MHS team members. Humane Enforcement Resource Officer Moani welcomed them and gave them an extended shelter tour and talk, then they helped with morning cat care, laundry, enrichment prep, and kitty socialization in the MHS Cat ‘Ohana.



## Debris Removal

Wildfire Liaison Johnny, along with MHS volunteers, joined All Hands and Hearts (AHAH) to remove ineligible debris from disaster-affected sites near Front Street. They first met at Lahaina Gateway for training and then split up into four teams, each going to a different address. Our team removed charred vegetation from a household in the final stages of debris clearance.



## Community Partnerships

### Volunteer Update

In November, **207** volunteers gave **2,392** hours of service, the equivalent of **15** full-time employees.

- **41** gave hours at offsite events
- **54** walk-in volunteers were welcomed and gave **102** hours of service
- **44** new volunteers were onboarded, with **78** hours spent training and onboarding
- **Businesses and groups** that volunteered in November brought **54** people to the campus and gave **133** hours of service

### Volunteer Recruitment and Retention

- Total active volunteers: **101**, including **11** newly active volunteers

- There were **53** new volunteer signups in November and **13** new volunteer orientations were conducted for **44** attendees
- **41** new volunteers gave **207** volunteer hours last month, and **44** volunteers participated in **70** hours of training sessions, including in-person mentoring for volunteers
- **4** court-ordered community service volunteers enrolled in November

### Lahaina Pet Resource Center

- Amount of food distributed – **1,333** lbs.
- Number of visitors – **80**, with **129** pets served

### 4EverPets Program Updates

- Number of families served – **231**
- Number of animals served – **1,222**
- Amount of pet food distributed – **16,367** lbs.
- Number of deferred pet surrenders: **43** (29 dogs, 13 cats and 1 small animal)

## Veterinary Department

### November Veterinary Stats

Spay/Neuter Surgeries		Shelter Medicine	
Public Animals	96	Intake Exams - Cats	109
Community Cats	152	Intake Exams - Dogs	44
Shelter Animals	362	Intake Exams - Exotics	5
<b>Total S/N Surgeries</b>	<b>610</b>	<b>Total Intake Exams</b>	<b>158</b>
Hope Fund Cases		Medical/Other Exams	
Hope Fund Surgeries	38	Hospitalized Patients	34
Hope Fund Diagnostics	293	Vet Exams*	524

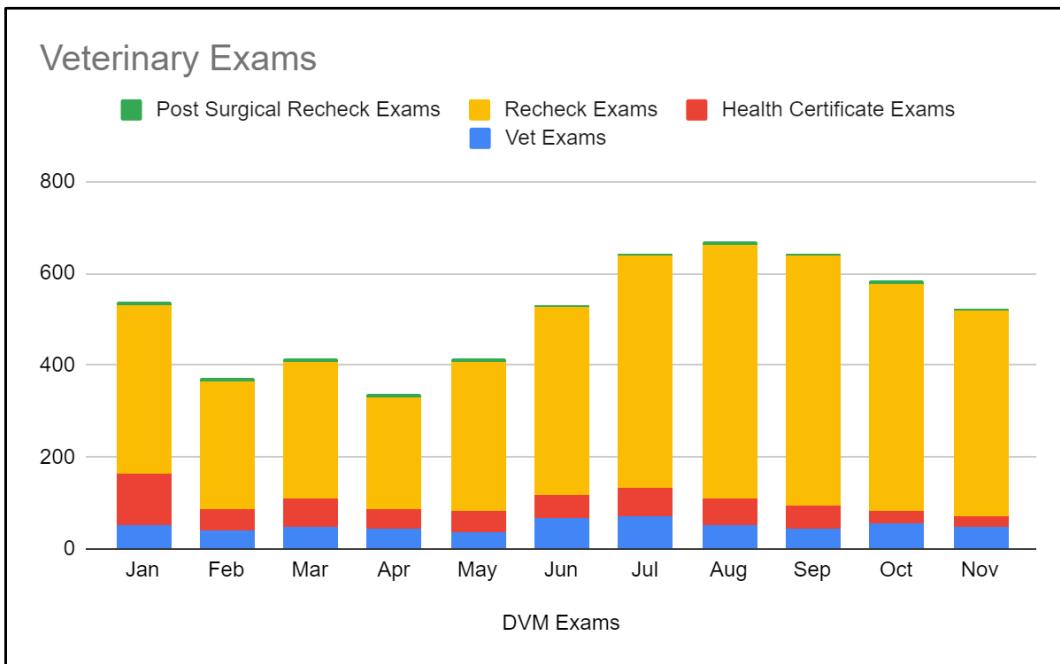
\*Includes initial Vet Exams, Health Certificate Exams, Recheck Exams, Post-Surgical Recheck Exams

### Shelter Cases

Shelter dog **Kawila** ate a towel in her kennel and animal care staff noticed she was passing stool containing fabric. Abdominal x-rays were taken and were consistent with foreign material in her gastrointestinal tract, so she underwent exploratory surgery. During a pre-op rectal exam, pieces of towel were found in her colon and removed. During surgery, a large amount of impacted grass was removed from the pyloric region of her stomach. She is recovering well and was recently adopted!

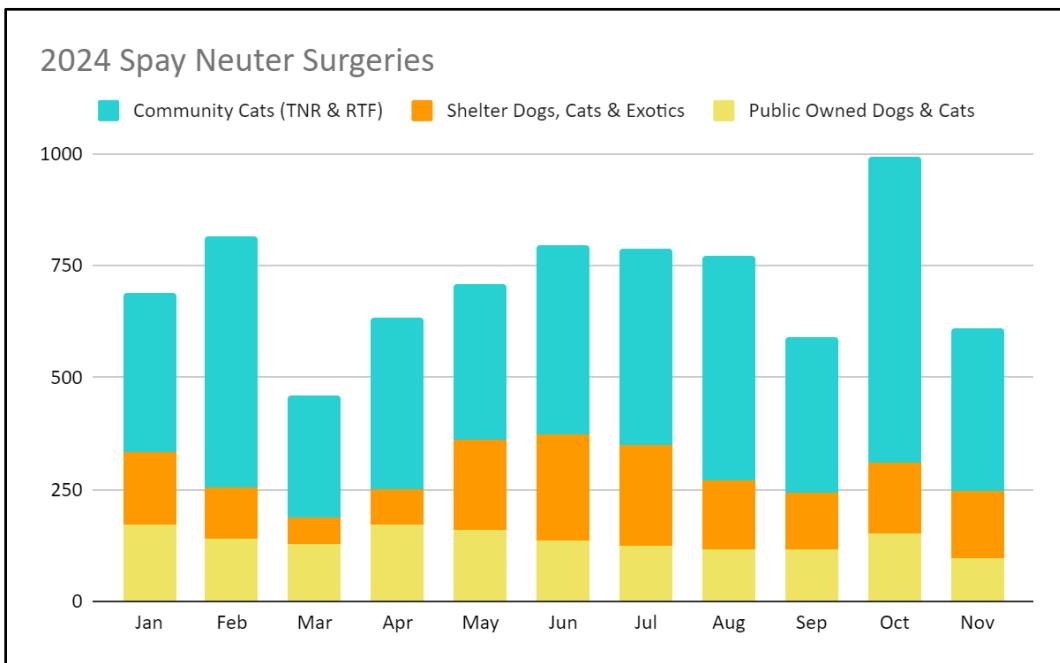
**T-Bone** arrived at MHS with a 4.5" laceration on the left side of his neck. The injury appeared to be old and necrotic, and had staples in the skin. T-Bone underwent surgery to repair the laceration and correct an umbilical hernia. He was also neutered and had a dental cleaning with multiple extractions. After spending several weeks in the hospital, he was transferred off island for adoption.





### Spay/Neuter

Surgery appointments for spay neuter were reduced in November due to low staffing levels, however, October's high numbers more than made up for the decrease.



### Community Medicine Program

The number of community animals seen by MHS' Veterinary Team was slightly lower than October for several reasons – a mobile clinic in Hana was not held (these are hosted every other month), poor attendance at MMEU events, and many community animals were referred to private veterinary clinics for care.

Community Medicine Assistance		
	October 2024	November 2024
Animals examined at Mobile Clinics	109	48
Community animals examined at MHS	20	6
<b>Totals</b>	<b>129</b>	<b>54</b>

## Animal Care and Enrichment

The ACE team stayed busy with projects in November. The “Tortoise Terrace” underwent a facelift in to incorporate hiding spots, a water feature, logs, rocks, sand, and grass, all of which will encourage natural behaviors like exploring and grazing.



The ACE team has started growing grass for our Family Room cats, offering an enriching experience that enhances their well-being by introducing elements they wouldn't typically encounter in a shelter environment.



Kennel signage in the Cat 'Ohana was standardized to focus on effective communication, enabling team members to detect health concerns sooner, next steps for each cat, and ultimately reducing Length of Stay (LOS).

Date returned to BOH: <input type="checkbox"/> Foster Return <input type="checkbox"/> Adoption Partner <input type="checkbox"/> CCM <input type="checkbox"/> Petco <input type="checkbox"/> Transfer; Date Leaving: <input type="checkbox"/> Surgery; Sx Date: <input type="checkbox"/> Med Treatment Needed <input type="checkbox"/> Stool <input type="checkbox"/> URI <input type="checkbox"/> Hair Loss <input type="checkbox"/> Weight Loss <input type="checkbox"/> Other	ARN	Date returned to BOH: <input type="checkbox"/> Foster Return <input type="checkbox"/> Adoption Partner <input type="checkbox"/> CCM <input type="checkbox"/> Petco <input type="checkbox"/> Transfer; Date Leaving: <input type="checkbox"/> Surgery; Sx Date: <input type="checkbox"/> Med Treatment Needed <input type="checkbox"/> Stool <input type="checkbox"/> URI <input type="checkbox"/> Hair Loss <input type="checkbox"/> Weight Loss <input type="checkbox"/> Other	ARN
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Keep this card with this animal!			

Several ACE team members underwent advanced Enrichment training in November. After just four weeks of training, positive impacts are being seen for the animals and the team. This program emphasizes enriching the wellbeing of all species, and it has fostered a strong sense of camaraderie among team members.

Managers Lexi and Keani recently received well-deserved recognition in the Animal Welfare Advancement newsletter. Their outstanding leadership and contributions to VCA Charities' eBook, “*Dog Day Out: A Starter Guide*,” have been instrumental in its success. This resource has reached hundreds of shelters, equipping them with the tools to launch their own Dog Day Out programs.



## Enrichment Activities and Outings

In November 2024, enrichment activities dropped to 195 for the month, from 253 in October. This decline was reflected across dog activities (61 to 48), cat activities (19 to 17), guinea pig and rabbit activities (13 to 11), and shelter office time (141 to 102). Despite these reductions, dog playgroup sessions remained consistent, with a slight drop from 19 to 17, showcasing the team's commitment to maintaining core programs. Conversely, dog outings increased slightly from 163 in October to 165 in November. While pre-registered outings dipped from 101 to 93, walk-in and Beach Buddies outings rose significantly from 54 to 71, highlighting strong community engagement even during the holiday season.

Enrichment Activities November 2024		Enrichment Activities October 2024	
Dog activities	48	Dog activities	61
Dog playgroup sessions	17	Dog playgroup sessions	19
Cat activities	17	Cat activities	19
Guinea Pigs & Rabbits	11	Guinea Pigs & Rabbits	13
Shelter Office Time	102	Shelter Office Time	141
<b>Total Enrichment Activities</b>	<b>195</b>	<b>Total Enrichment Activities</b>	<b>253</b>
Dog Outings November 2024		Dog Outings October 2024	
Dog on Demand Pre-Registered	93	Dog on Demand Pre-Registered	101
Dog on Demand Walk-Ins & Kama'aina Beach Buddies	71	Dog on Demand Walk-Ins & Kama'aina Beach Buddies	54
Outreach Events/Maui County Office Dog	1	Outreach Events/Maui County Office Dog	8
<b>Total Dog Outings</b>	<b>165</b>	<b>Total Dog Outings</b>	<b>163</b>

## Adoptions

Our new post-adoption service, Petszel, was introduced in November. Petszel is designed to provide ongoing support for pet owners after adoption and includes resources for pet care, access to expert advice, and assistance with any challenges that may arise. The goal is to ensure a smooth transition for pets into their new homes and to help owners create lasting, loving bonds with their new family members. Petszel also provides surveys and feedback to highlight issues for the MHS adoption team, so they can offer timely support. Additionally, it makes medical records easy to access and share, ensuring pets receive the best possible care. We look forward to supporting our community with this new initiative and making every adoption a success!

November Adoptions				
	Cat/Kitten	Dog/Puppy	Other	Total
Cat Cafe Maui	15	0	0	15
Foster Home	14	21	1	36
Petco	16	0	0	16
MHS Campus	86	18	3	107
<b>Totals</b>	<b>131</b>	<b>39</b>	<b>4</b>	<b>174</b>

### Kilo's Happy Tail: From Shelter Challenges to Forever Home Success

After an incredible 526 days at MHS, Kilo's journey found its perfect ending! Known for his boundless love of chasing his ball and his resilient spirit, Kilo captured the hearts of our ACEs and volunteers, who worked tirelessly to keep him healthy and happy despite his long time at the shelter. His charm, determination, and unshakable personality quickly made him a favorite among everyone who met him. On December 5, Kilo's life changed forever when he was adopted by one of our very own Adoption Counselors. Now thriving in his forever home, Kilo has seamlessly blended into his new family, which includes both furry friends and human companions. Kilo's playful personality shines as he eagerly shares his favorite ball, enjoys the comfort of sleeping on a bed, and embraces the joys of home life with remarkable ease. His story reminds us why we work tirelessly every day—to give every dog the best chance at finding their forever family, even though we know not every story ends this way. Kilo's journey inspires us to continue creating opportunities, advocating for second chances, and celebrating the lives we are able to change.



### Foster

137 cats were placed into foster homes in November compared to 94 last year, an increase of 46%. During this time of year, we typically see a reduction in the number of animals placed into foster care. However, with almost double the usual demand, our team has done an excellent job of finding foster placement for our pets, offering relief to the crowded shelter.

#### Foster Stats for November:

- **31** new foster families were onboarded in November.
- Total onboarded YTD for 2024 - **208**, compared to **247** in 2023 YTD and – **152** in 2022.
- **137** cats/kittens went into foster with **14** adopted from foster homes.
- **59** dogs went to foster with **21** adopted from foster homes.
- **11** kittens went into foster care for weight gain and **1** for Panleukopenia.
- A total of animals **472** were cared for in foster homes in November.

Foster Kitten Placements			
	November 2024	November 2023	Difference
Medical Fosters	49	26	+88%
Bottle Babies or Nursing	19	8	+137.5%

## Transfer

Two cats were transferred to the Lanai Cat Sanctuary in November and six more were transferred to partners on the continent. The demand for health certificates for pets moving to the continent has decreased significantly.

November Transfer Data				
	Cats	Dogs	Other	Total
Maui County transfers	1	0	0	1
Transfers to the Continent	6	0	0	6
<b>Totals</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>7</b>
Health Certificates				
Off Island Adoptions	6	0	0	6
Community Assistance	4	1	0	5
<b>Totals</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>11</b>

## Happy Ending

In late November, a cat was brought to MHS by a community member who had been feeding her for two weeks. They were concerned she may be someone's lost pet and wanted to have her scanned for a microchip. Just as they suspected, there was a chip. As it turns out, a family lost their cat, Geri, when they moved three years ago! The original owners had six cats and lost two in the move. For months, they went back to search for her and had neighbors keep an eye out for her, but sadly she was never seen... until NOW! They were overjoyed to hear from us and immediately came down to reclaim her. A microchip saves the day once AGAIN!



Until next month,

*Lisa Labrecque, DVM*

Chief Executive Officer, Maui Humane Society