



Maui Humane Society Impact Report

December 2023 and Annual Report

2023 Sheltering Statistics Overview

| Intakes and Outcomes 2022 vs. 2023 | | | | |
|------------------------------------|-------------------|--------------|--------------|-----------------|
| | Type | 2023 | 2022 | Difference |
| Intakes | Owner Surrender | 733 | 1,076 | 343 fewer |
| | Stray | 4,391 | 4,824 | 433 fewer |
| | Transfer In | 32 | 0 | 32 more |
| | Total | 5,156 | 4,929 | 227 more |
| Outcomes | Adopted | 2,138 | 2,026 | 112 more |
| | Returned to Owner | 882 | 700 | 182 more |
| | Return to Field | 484 | 817 | 333 fewer |
| | Transfer Out | 674 | 550 | 124 more |
| | Died in Care | 94 | 83 | 11 more |
| | Euthanized | 537 | 677 | 140 fewer |
| | Total | 4,809 | 4,853 | 44 fewer |

- There were 227 more animal intakes in 2023 compared to 2022, including 757 animals rescued from the Lahaina burn zone and brought to Maui Humane Society.
- Owner surrenders were down 32% in 2023, including animals surrendered due to the August wildfires.
- Pets returned to their owners (RTOs) were up 26% percent in 2023. Nearly a quarter of these (196) were successful reunions made by the Fire Task Force's Reunification team.
- The Return to the Field (RTF) program was put on hold following the August wildfires, contributing to a 40% decrease in overall RTF numbers for the year.
- Transfers were up by 23% in 2023. 156 of the 674 animals transferred out of MHS care were Lahaina wildfire survivors.
- There was a significant decrease in shelter euthanasias in 2023, down 21% compared to 2022.



| Live Release Rate 2022 vs. 2023 | | | |
|--------------------------------------|---------|---------|----------------|
| | 2023 | 2022 | Difference |
| Cats | 84.8% | 82.7% | 2.1% higher |
| Dogs | 97.6% | 94.5% | 3.1% higher |
| Other | 75.9% | 69.8% | 6.1% higher |
| Average Length of Stay 2022 vs. 2023 | | | |
| | 2023 | 2022 | Difference |
| Cats | 31 days | 23 days | 8 days longer |
| Dogs | 26 days | 23 days | 3 days longer |
| Other | 48 days | 23 days | 25 days longer |

- The live release rate (LRR) for all species improved in 2023 compared to 2022, with the biggest improvement seen for “other” animals (rabbits, rodents, birds, reptiles, fowl, wild birds, and livestock).
- The average length of stay (LOS) was longer in 2023 for all species. This was in part due to the wildfires, the number of displaced and impacted residents, and the resulting decrease in adoptions during the last five months of the year.

December 2023 Overview

- **Intake:** MHS took in 109 dogs and 263 cats in December and achieved a live release rate of 91.6%.
- **Animals in care:** At the end of December, there were 128 dogs, 416 cats, and 61 other animals in MHS care, for a total of 605 animals.
- **Length of stay:** The average length of stay in December was 24 days for dogs and 39 days for cats.
- **Foster:** MHS sent 184 pets to foster homes in December and had a total of 241 active foster caregivers. 53 animals were adopted directly from foster homes. At month end, there were a total of 441 MHS animals housed in foster homes.
- **Volunteer:** MHS had a total of 88 active volunteers in December and welcomed 60 drop-in volunteers, for a total of 3,094 volunteer hours.
- **Veterinary Services:** Veterinarians performed 188 spay/neuter surgeries on shelter pets, 200 community cats, and 108 owned pets. They performed 85 additional (non-spay/neuter) surgeries for shelter and owned pets.



- **Humane Enforcement:** Humane Enforcement Officers received 250 calls for assistance and investigated 29 cruelty and neglect complaints. They also responded to 27 calls related to public safety and dangerous dogs.
- **Development:** MHS received \$1,620,377 in donations in December.
- **Marketing:** MHS' December social media and traditional media efforts reached 184,620 Facebook and Instagram users, 439,550 television viewers, and 18,619 e-newsletter subscribers with an open rate of 42%.

| Intakes and Outcomes December 2023 | | | | | |
|------------------------------------|-------------------|------------|------------|-----------|------------|
| | Type | Dogs | Cats | Other | Total |
| Intakes | Owner Surrender | 10 | 46 | 2 | 68 |
| | Stray | 99 | 207 | 7 | 313 |
| | Transfer in | 0 | 13 | 0 | 13 |
| | Total | 109 | 254 | 9 | 394 |
| Outcomes | Adopted | 41 | 150 | 18 | 209 |
| | Returned to Owner | 41 | 28 | 1 | 70 |
| | Return to Field | 0 | 17 | 0 | 17 |
| | Transfer Out | 16 | 45 | 0 | 61 |
| | Died in Care | 2 | 0 | 1 | 3 |
| | Euthanized | 6 | 22 | 1 | 34 |
| | Total | 89 | 154 | 25 | 394 |

Wildfire Response

- From August to December, MHS took in a total of 733 live animals and 371 deceased animals from the Lahaina burn zone. An additional 24 animals were surrendered by displaced residents unable to keep them, or by family members or neighbors of owners who perished in the fires.
- A total of 196 animals were reunited with their owners.
- 15 dogs and 141 cats who survived the fires were transferred to partner organizations and rescue groups.
- 47 DOA animals were identified by their microchips and owners were notified. Cremation services were provided at no cost to owners.



| Wildfire Statistics - August to December 2023 | | | | | |
|---|-------------------|-----------|------------|-----------|------------|
| | Type | Dogs | Cats | Other | Total |
| Intakes | Owner Surrender | 5 | 15 | 4 | 24 |
| | Stray | 47 | 646 | 40 | 733 |
| | Total | 52 | 661 | 44 | 757 |
| Outcomes | Adopted | 9 | 118 | 9 | 136 |
| | Returned to Owner | 24 | 144 | 28 | 196 |
| | Transfer Out | 15 | 141 | 0 | 156 |
| | Died in Care | 0 | 5 | 0 | 5 |
| | Euthanized | 2 | 20 | 5 | 27 |
| | Total | 50 | 428 | 42 | 520 |
| DOA | DOA | 50 | 283 | 38 | 371 |

Fire Task Force - December Updates

- More than 100 cats were rescued from the burn zone in December, for a total of 483 cats by year end.
- The 10 Cat Hales (cat homes) housing outdoor socialized cats from Lahaina were upgraded with improved security measures.
- The Wailuku Annex was remodeled to incorporate larger kennels for all cats and more playhouses. All cats were transitioned to 36” double-sided kennels and two additional playhouses were added for free roaming opportunities.
- 27 cats were transferred to Lanai Cat Sanctuary through an ongoing partnership, for a total of 141 cats by year end.
- At the end of December, 254 cats remained in MHS care from the Lahaina burn zone. Most of this population was housed in the Cat Hales (120 cats) and Wailuku Annex (81 cats). The remaining 53 social/friendly cats were housed between the Cat ‘Ohana, Cat Café Maui, and foster homes.
- The Operation Fire Cat Placement Program was launched in December. The goal is to place 50 to 100 fire cats in the community through this program.
- An estimated 50 to 70 cats remained in the Lahaina burn zone at the end of the year.
- The number of feeding stations was reduced from more than 75 initially to fewer than 20 by year end.



Veterinary Services

- The veterinary staff at MHS shifted priorities in August 2023 to respond to the needs of animals rescued from the Lahaina burn zone.
- MHS' Veterinary Team, along with dozens of volunteer veterinarians and technicians, set up triage centers in Napili, Honokowai, and Lahaina to treat animals pulled from the burn zone and provide veterinary care to the residents of the West side.
- More than 45 animals were treated in MHS' veterinary clinic for injuries from the fires, including smoke inhalation and burns. Species treated were dogs, cats, birds, tortoises, rabbits, chickens, and a potbellied pig.
- More than 20 animals required extensive surgery to repair wounds from the fires (burn resections, digit amputations).
- 1,702 animals were seen at mobile wellness clinics between August and the end of the year, and an additional 148 large animals were seen in the field by MHS partner veterinarians.
- 283 owned animals were seen and treated by veterinary staff onsite at MHS.
- From August to December, 41 volunteer veterinarians from across the Hawaiian islands and the continent worked alongside MHS veterinarians to assist with the influx of injured animals from the fires.

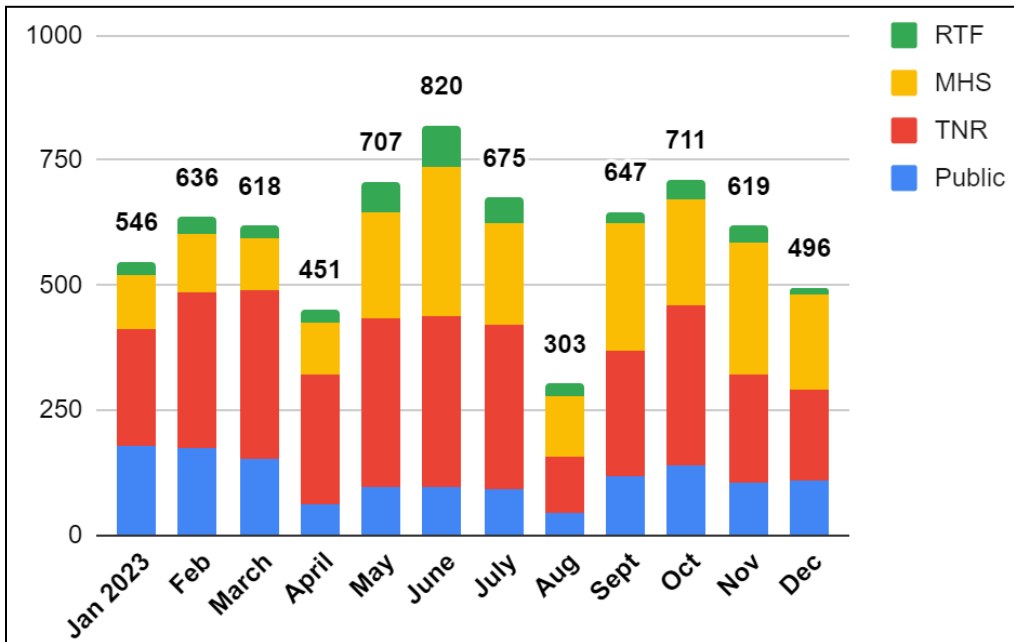


- In December, the MHS Veterinary Team completed 496 spay/neuter surgeries, for a total of 7,229 surgeries in 2023. This is lower than the two previous years, primarily because all routine surgery was put on hold following the August wildfires so that vet staff could focus on injured animals from the fire zones.
- 231 animals were seen in December at a series of free wellness clinics in Lahaina. An additional 33 owned animals were treated onsite in MHS' veterinary clinic.
- On December 16, a "Chip & Chill" Clinic was held at MHS to provide microchips and sedatives in preparation for New Year's Eve fireworks. A total of 95 animals were seen, including dogs, cats, and rabbits.



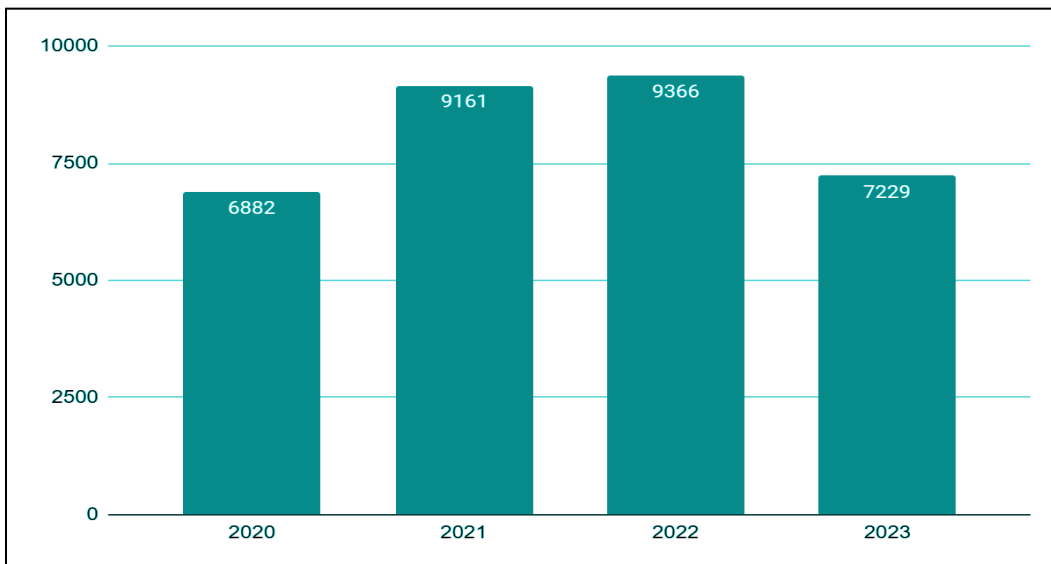
Spay/Neuter Surgeries 2023

Spay/neuter surgery was impacted significantly by the August Wildfires, as seen in the chart below. Only 303 spay/neuter surgeries were completed in August, roughly half that of most other months.



Spay/Neuter Surgeries by Year

Spay/neuter surgeries were down 23% in 2023 compared to 2022, a decrease for the first year since the COVID pandemic.



| Surgeries & Medical Procedures - December 2023 | | |
|--|------------------------------------|------------|
| | Type | Total |
| Spay/Neuter | Public Animals | 108 |
| | Shelter Animals | 188 |
| | Community Cats | 200 |
| | Total | 496 |
| Other Surgeries & Procedures | Shelter Animals | 271 |
| | Public Animals | 37 |
| | Total | 308 |
| Medicine | Intake Exams | 173 |
| | DVM Exams | 185 |
| | Lahaina Clinic Patients | 231 |
| | Public Animals Treated at MHS | 33 |
| | Chip & Chill Event Animals Treated | 95 |
| | Total | 753 |

Humane Enforcement

The Humane Enforcement Team responded immediately to the fires on August 8, 2023, first upcountry where they rescued and relocated dozens of horses and farm animals, then continued feeding and caring for those animals for the next several weeks.

In Lahaina, Humane Enforcement Officers (HEOs) responded the morning after the fires, but were turned away and unable to gain access until three weeks later, on August 26, 2023.

During that critical time, HEOs and Animal Search and Rescue (ASAR) teams worked side by side along the perimeter of the burn zone, rescuing what animals they could find and transporting injured animals back to MHS for medical care.





| Humane Enforcement Statistics | | | | |
|-------------------------------|---------------|--------|--------|------------|
| Type | December 2023 | 2023 | 2022 | Difference |
| Calls for Service | 328 | 4,261 | 4,046 | 215 more |
| Miles Traveled | 6002 | 93,069 | 90,666 | 2,403 more |
| Preventative Patrols | 729 | 11,111 | 11,391 | 280 fewer |
| Strays | 83 | 673 | 769 | 96 fewer |
| Cruelty Investigations | 28 | 451 | 542 | 91 fewer |
| Bite Cases | 17 | 161 | 146 | 15 more |
| Intakes - Cats | 23 | 453 | 536 | 83 fewer |
| Intakes - Dogs | 69 | 756 | 748 | 8 more |

- HEOs logged 2,403 more miles in 2023 compared to 2022, a 26% increase, due to the frequent trips upcountry and to the Lahaina burn zone in the weeks following the August wildfires.
- Officers responded to 215 more calls for service (a 5% increase) in 2023 compared to 2022.
- There were 17% fewer cruelty investigations in 2023 compared to 2022. Bite cases were up by 10% in 2023.
- Cat intakes by HEOs were down by more than 15% and dog intakes were up by nearly 11% in 2023 compared to 2022.



Volunteers

- A total of 3,094 volunteer hours were accrued in December, bringing the total to over 10,500 volunteer hours in the last quarter of 2023.
- 23 new volunteers were onboarded in December, in addition to walk-in volunteers for which a new program is being developed to provide pre-planned activities for volunteers to participate.
- In the days following the August wildfires, hundreds of volunteers showed up daily to help unload and unpack the trucks of donations that arrived each day.
- Volunteers also distributed pet food to evacuation sites, helped at mobile veterinary clinics, assisted with data entry, and supported in many other ways.



| Volunteer Statistics 2023 | |
|------------------------------|-------------|
| Total volunteer hours served | 39,295 |
| Total value of service | \$1,375,325 |
| Active volunteers | 285 |
| Drop-in volunteers | 2,348 |
| Drop-in volunteer hours | 10,232 |
| Active volunteer hours | 29,063 |



4EverPets and Pet Retention

MHS' 4EverPets Program is a community resource to support low-income families and those experiencing financial hardship who need help caring for their pets. Our goal is to provide resources needed to prevent people from having to surrender their pets to the shelter, so they can stay with the families who love them.

In the aftermath of the August wildfires, 4EverPets responded immediately to support Maui residents who were impacted. In the weeks and months that followed the program expanded to support those indirectly impacted due to loss of employment or the ripple effects caused by a decrease in tourism.



| 4EverPets Statistics | | | |
|---|----------|---------|--------------|
| | December | 2023 | 2022 |
| Number of families served | 139 | 1,393 | 1,254 |
| Number of animals served | 765 | 8,285 | unavailable* |
| Pounds of pet food provided at MHS | 7,898 | 74,658 | 52,184 |
| Pounds of pet food distributed in the community | 13,898 | 807,300 | n/a** |
| Pounds of cat litter provided | 651 | 7,306 | 7,355 |
| Number of other supplies provided | 467 | 5,297 | 4,684 |
| Number of animals deferred from surrender | 23 | 654 | 308 |

*Number of individual animals served was not tracked in 2022.

**Pet food distribution in the community started following the August 2023 wildfires.

- In December, 23 pets were kept from being surrendered to MHS, thanks to support received from the 4EverPets Program.
- 139 families and 765 pets received support from 4EverPets in December.
- Nearly 22,000 pounds of pet food were distributed in December at MHS and at offsite locations across Maui.
- Supplies provided include flea medication (216 doses), toys (57), collars (49), leashes (48), blankets (26), beds (21), harnesses (13), shampoo (9), rolls of poop bags (9), bowls (8), crates/carriers (4), litter boxes (4), and an assortment of brushes/combs, nail clippers, and airline kennels.

4EverPets and Lahaina Fire Response

- Due to the fires of August 8, the priorities of the 4EverPets Program shifted to assist those most impacted by the fires. Not all who were assisted were enrolled in the program.
- In addition to the amounts shown in the chart above, 531,300 lbs of pet food was provided on site at MHS, distributed to evacuation centers around the island, and to Hana, Molokai, and Lanai.
- 3,200 lbs farm animal feed and 22,400 lbs of timothy & orchard hay were distributed around the island.
- Approximately 15,000 non-food items were provided, including leashes, collars, harnesses, beds, bowls, tie-outs, puppy pads, kennels, litter, litter boxes, grooming supplies, and enrichment items.



2023 vs 2022

- 346 more pets were kept from being surrendered to MHS in 2023 compared to 2022, an increase of 212%, thanks to support received from the 4EverPets Program.
- An additional 139 families received support from 4EverPets in 2023 compared to 2022, an increase of 11%. However, this does not include fire-impacted families who received support out in the community, as these numbers were not tracked.

Foster Updates

- A total of 1,951 animals were housed in foster homes in 2023 (1,121 cats, 681 dogs, and 146 other animals). In addition, a few birds and some livestock were placed in foster care in 2023.
- MHS placed 184 pets in foster homes in the month of December, and at the end of the month, 441 animals were housed in foster homes.
- At the end of December, there were a total of 241 active foster caregivers.
- In December, 53 animals were adopted directly from foster homes to new homes. This is especially valuable because it limits the time spent in shelter and keeps valuable kennel space open for incoming animals.

| Animals Cared for in Foster Homes | | | | |
|-----------------------------------|--------------|------------|------------|---------------|
| Reason for Foster | Cats | Dogs | Other | Total |
| Medical | 165 | 47 | 11 | 223 |
| Unweaned | 191 | 5 | 10 | 206 |
| Nursing | 32 | 21 | 2 | 55 |
| Underage | 577 | 74 | 64 | 715 |
| Ringworm | 32 | 0 | 0 | 32 |
| Behavior/Socialization | 62 | 3 | 2 | 67 |
| Community Assist | 0 | 4 | 0 | 4 |
| Paws to Adopt | 36 | 313 | 39 | 390 |
| Sleep Over | 35 | 128 | 24 | 188 |
| Wings of Aloha | 22 | 59 | 0 | 81 |
| Space Limitations | 102 | 289 | 35 | 426 |
| Total | 1,121 | 681 | 212 | 1,951* |

*Note: Animals may have had more than one reason for going to foster; the total of 1,951 represents the number of individual animals fostered in 2023.

Transfer Updates

- A total of 655 animals were transferred to partner shelters, rescue groups, and sanctuaries in 2023.
- Through a partnership with Lanai Cat Sanctuary, 141 fire cats were transferred to LCS.
- In the days following the fires, Southwest Airlines, working with Greater Good Charities, donated a flight to transport more than three hundred shelter animals to mainland rescue partners to open space for the influx of animals expected from the fires.
- Other Maui County transfer partners include Leilani Farms, HARF and Maui Pet Shop. The remaining transfers to the continent were accomplished via MHS' Wings of Aloha Program, sponsored by The Dave & Cheryl Duffield Foundation.

| Transfer Statistics for 2023 | | | | | | |
|------------------------------|------------|------------|----------|----------|-----------|------------|
| Location | Cat | Dog | Rabbit | Reptile | Rodent | Total |
| Maui County | 173 | 5 | 2 | 6 | 12 | 198 |
| The Continent | 219 | 238 | 0 | 0 | 0 | 457 |
| Total | 392 | 243 | 2 | 6 | 12 | 655 |

A Story of Resilience and Collaboration

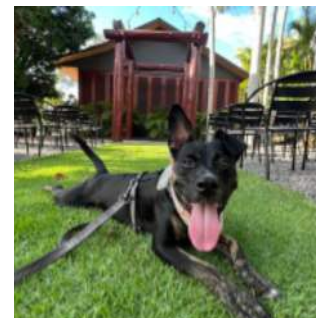
Katniss was rescued from the flames in Lahaina by first responders on the night of August 8, 2023. She was treated for her severe burns by veterinary staff and remained in MHS care for several months.

Due to the trauma she experienced and the months-long treatments for her burns, Katniss required ongoing behavioral support once she was released from medical care.



Several of the firefighters involved in Katniss' rescue expressed an interest in adopting her, but over time it became clear that she needed an extra level of behavioral support they could not provide. Instead, she went to foster with a certified dog trainer and behaviorist, where she could receive professional behavioral support.

The Transfer Team worked hard to find the right fit for Katniss. In late December, she was transferred to Best Friends Animal Sanctuary in Kanab, Utah, where she will continue to receive a high level of care and she can stay as long as it takes until she is ready for a permanent home. Katniss' story shows how many people, departments, and resources came together to ensure a successful outcome for a very special dog.





Submitted by,

Lisa Labrecque

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