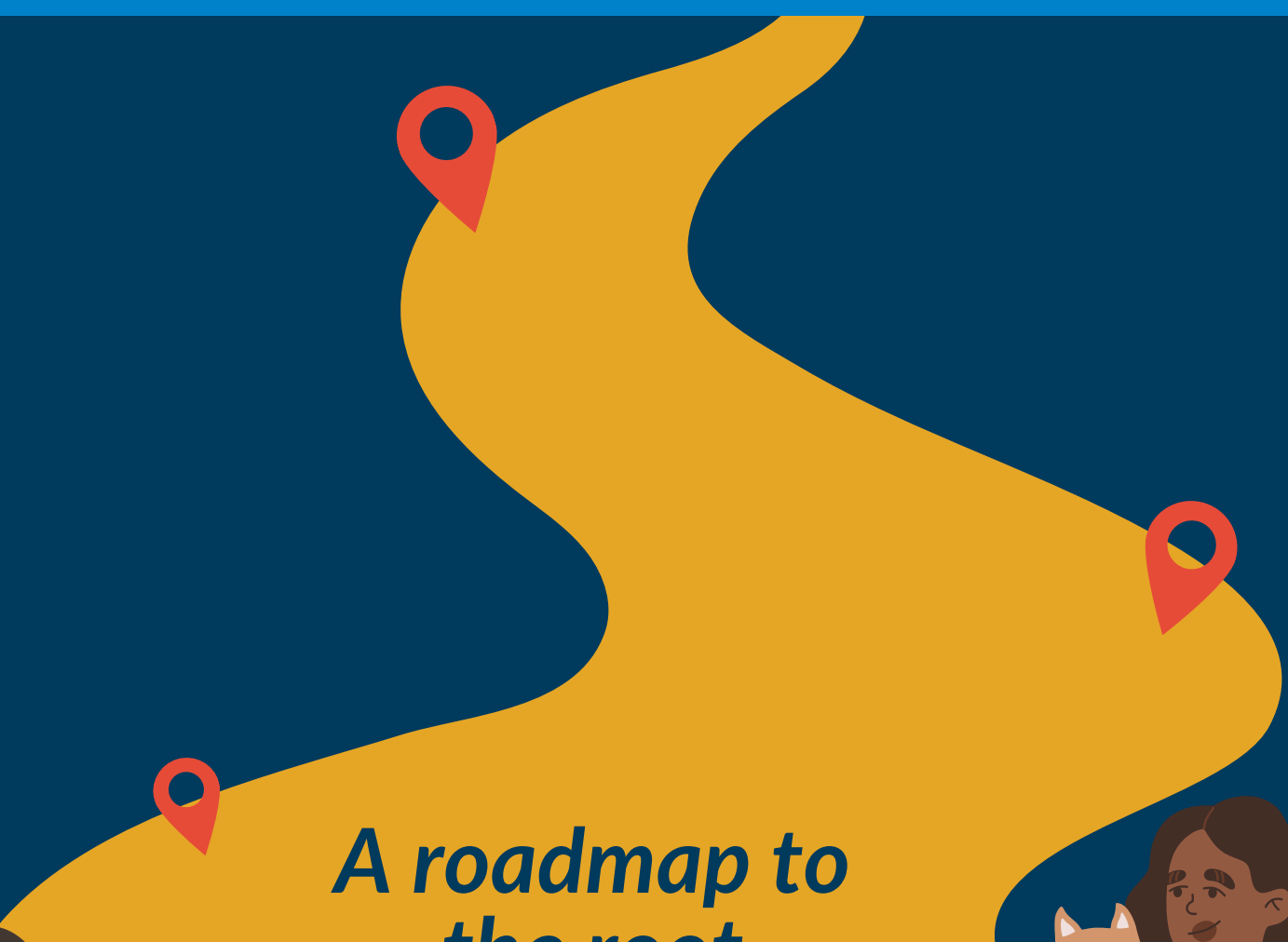




HUMAN ANIMAL  
SUPPORT SERVICES

# Intake Triage

## *An Overview*



*A roadmap to  
the root  
causes of  
people and pet  
support needs*



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# OVERVIEW

## Traditional Intake Data Collection:



**Is not comprehensive or consistent enough** to understand the nuances surrounding the root causes of a pet surrender request



**Do not capture multiple** people and pet-related reasons for surrender

## Use this Guide to:



**Improve understanding** of the main causes of pet relinquishment



**Assess the effectiveness** of existing support measures



**Create pathways** to reduce unnecessary separation of people and pets

# INTAKE REASONS

## Tracking Root Causes



Download this [comprehensive list](#) of reasons for surrender



**Update owner surrender and return intake reasons** options in shelter software to capture standardized, primary reasons

### PERMANENT LIFE CHANGE

- New baby
- Relationship end
- Owner health
- Military relocation (long-term)
- Owner incarcerated (long-term)

### CANNOT AFFORD

- Routine wellness
- Supplies/license
- Pet food
- Treatment for illness (non-emergency)
- Treatment for injury (non-emergency)
- Treatment for illness (emergency)
- Treatment for injury (emergency)
- Behavior and/or training support



### HOUSING

- Loss of home
- No shelter/living outdoors
- Breed restriction
- Restriction on number of pets
- Pet size restriction
- Cannot find housing that allows pets
- Cannot afford pet deposit, pet rent, or ongoing fees

### OWNER DEATH

- No next of kin
- Next of kin unable to keep



### OWNER/HOUSEHOLD FACTORS

- Preference for appearance, size, breed type
- Behavior of other pet(s) in the home
- Someone in household is experiencing allergies
- Did not specify any other definitive reason for relinquishment

### BEHAVIOR PER OWNER

- Nuisance behavior
- Pet-to-pet safety concerns
- Pet-to-people safety concerns
- Pet needs urgent care/treatment

### SHORT-TERM LIFE CHANGE

- Owner incarcerated (short-term)
- Military relocation (short-term)
- Owner temporarily hospitalized
- Domestic violence
- Owner going into substance use treatment

### NO TIME/OVERWHELMED

- Took ownership without intent to keep
- Unable to fulfill pet's mental/emotional needs (unrelated to finances)
- Unable to fulfill pet's medical treatment needs (unrelated to finances)
- Unwanted litter(s)

### OWNER SEEKING EUTHANASIA

- Beh - owner seeking euthanasia
- Med - owner seeking euthanasia
- End of life - owner seeking euthanasia

### INTAKE SUBTYPES

- Reasons

# DATA COLLECTION

## Owner Surrender Reasons

Collect comprehensive data  
at **two points in time**

Surrender and support  
requests

Intake

**Capture multiple reasons** for intake and support conversations



Intake Triage Data Collection: Capturing Multiple Reasons



Watch later



Share



## Intake Triage Data Collection

*Capturing Multiple Reasons*



**Tip: Download** and utilize the  
**HASS Intake Triage Form**

# DATA COLLECTION

## *Lost/Found Pets*

Collect **Finder and lost pet** details including:



Finder's report of **pet behavior and physical condition**



**Visual pet identification** worn by the pet when found



Finder's **willingness to foster**

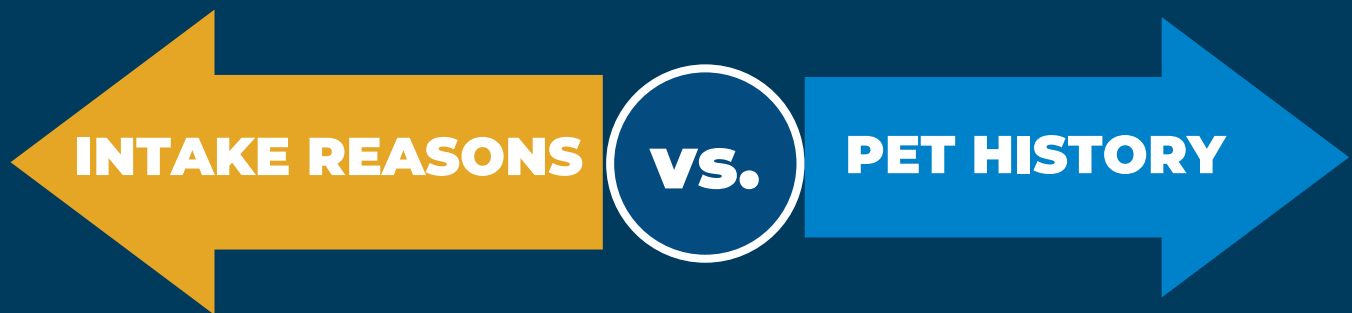


Finder's **attempted methods** to locate the pet's owner



**Tip: Download and utilize the HASS Intake Triage Form**

# INTAKE REASONS VS. PET HISTORY



Capture the owner's  
“why” behind their  
decision to seek  
surrender

Gather pet **medical,**  
**behavioral, preference,**  
**and care** history

Informs support needs  
for the person and pet  
NOW and for  
future programs

Informs support needs  
for the **pet** NOW and for  
Intake-to-Placement  
solutions

Regardless of owner report, it's best practice to always  
**further investigate a pet's medical & behavioral needs.**

# CONVERSATIONAL APPROACH

## *Staff Training*



**Use a conversational approach** to get to the heart of understanding people and pet needs



**Apply findings to provide quality support for your community** to keep people and pets together whenever possible



# GETTING STARTED

## Implementation Checklist



**Visit** [HASS Intake Triage: Getting Started](#) for the complete implementation guide and all training materials



**Update** [intake reasons](#) options in shelter software to capture standardized, primary reasons



**Launch a** [tool to capture multiple reasons](#) for surrender and support requests, like a digital form



**Hold** [authentic conversations](#) with clients to get to the heart of people and pet support needs



**Apply findings** to provide quality support for your community to keep people and pets together whenever possible

