



HASS Intake Triage: Applying Findings

Overview

What does your intake triage response data tell you about the unmet needs of pet owners in your community? Examining your response data with specific questions in mind can help you develop strategies and programs tailored to your community's needs. Once your data is collected, it is essential to view it from multiple perspectives that make the most sense for your organization's interests and abilities.

The following questions can be helpful to consider when analyzing your data:

- Are there specific populations of pets that you are looking for further information about?
- Are there patterns in your intakes that you could understand better or learn more about from this data?
 - Are you seeing more animals entering for one reason over another?
 - How does that relate to the programs and services you currently have in place?
- How is your community interacting with your organization?
 - How is it the same or different from what you were expecting?
 - Are you offering relevant resources and information for the outcome you want?

Viewing your data with these types of questions in mind is the first step toward providing data-driven, quality support for your community to keep people and pets together whenever possible.

Visualizing the Data

Data can be collected via various software platforms. Most platforms can analyze and aggregate data when viewing responses and offer download options so you can delve into the data yourself.

Listed below are popular options for survey software and some helpful video guides that detail how to create the survey in the software, how to extract the data, and how to dig deeper into your results:

Google Forms

- [Google Forms Data Analysis/Visualization Process \(Playlist\)](#)
 - Short step-by-step instructional videos on creating a form, the type of data collected and aggregated automatically by forms, and how to explore further using Google Sheets, pivot tables, and charts.

Survey Monkey

- [▶ Creating a survey with SurveyMonkey](#)
- [▶ SurveyMonkey - Exporting Your Results](#)
- [▶ Analyzing your results with SurveyMonkey](#)
- [▶ Analyzing open-ended responses with SurveyMonkey](#)

Jotform

- [▶ How to Create a Form with Jotform](#)
- [▶ Create Web Forms for Free With Jotform](#)
- [▶ How to Manage Form Submission Data](#)
- [▶ How to Analyze Survey Data](#)
- [▶ Webinar: Introducing Jotform Tables](#) (starts at 15:22)

How to Use the Data

Once you've understood the technical side of viewing your results, the most important part is using your data to identify potential action items to implement as soon as possible or develop into extended programmatic support. For example, do you see high numbers of dog owner surrenders and create KPIs related to a lack of pet-friendly housing? How often does the cost of medical care result in cat intake? These questions can also inform how your organization prioritizes preventative initiatives, [metrics, and KPI creation](#).

Assessing the top responses in any given category can be a good starting point. This can tell you the immediate needs of your community and how animals may be entering your organization or need assistance before entering your care. Begin by looking at items such as:

- Species/age totals
- Top reason(s) for surrender
- How many surrender reasons are selected at one time
- If the pet is being surrendered or was a lost/found pet
- Types of shelter support (if offered) are most helpful to the client
- Animal physical and behavioral characteristics reported by finders

This list is a starting point. Each question in the [sample at-intake form](#) has been carefully selected to understand the intake process. Looking at the results of each question can be beneficial even if there is no initial question you hope to answer. Sometimes, just viewing the data within the context of your organization's operations can spark new questions and ideas!

Taking Action

HASS has many toolkits to help with pet support programming and intake and adoption protocols. The following table highlights relevant toolkits that may be useful if your data is showing a large number of intakes or surrender inquiries for any of the following reasons:

Intake Reason Category	Applicable Toolkits
Permanent Life Change	Extended Pet Temporary Boarding
Owner Death	Short-Term Emergency Boarding/Foster for Pets Case Management for Eligible Fosters
Short-Term Life Change	Short-Term Emergency Boarding/Foster for Pets Extended Pet Temporary Boarding
Cannot Afford	Financial Support for Pet Medical Emergencies Free or Low-Cost Medical Care for Owned Pets Free or Low-Cost Spay/Neuter Services Pet Deposit Assistance Behavior and Training Support Pet Supply Support for Owned Pets Pet Food Support for Owned Pets
Owner/Household Factors	Behavior and Training Support
No Time/Overwhelmed	Behavior and Training Support Free or Low-Cost Spay/Neuter Services
Housing	Pet Deposit Assistance Identifying Affordable, Pet-Inclusive Housing Short-Term Emergency Boarding/Foster for Pets Extended Pet Temporary Boarding
Behavior Per Owner	Behavior and Training Support
Owner Seeking Euthanasia	Financial Support for Pet Medical Emergencies Free or Low-Cost Medical Care for Owned Pets Behavior and Training Support

Lost Pet Data Collection	Takeaways
Finder's report of pet's physical condition	● Pathway planning ● Eligibility for finder-to-foster program
Finder's report of the pet's behavior	● Pathway planning ● Eligibility for finder-to-foster program
Has the finder seen this pet before?	● Critical information to assist with reunification

How long has the finder been caring for this pet?	• Willingness to participate in finder-to-foster program • Finder may have behavioral/physical observations
Visual identification the pet had when found	• Critical information to assist with reunification • Determine what types of visual ID are more likely to lead to reunification in your community. This can help you determine which type of visual ID (e.g., microchips or tags) to use to support your community. • Target ID campaigns to locations (i.e., zip codes) where more pets without IDs are found. • Use your data to shape community messaging (example below)  ID Tags on Lost Pets ONLY 1% OF FOUND PETS BROUGHT TO A SHELTER HAD AN ID TAG Majority did not have ANY collar, harness, or ID tag Based on data from one participating HASS Pilot Shelter. Human Animal Support Services, (2025). Intake Triage Project. HUMAN ANIMAL SUPPORT SERVICES
Finder attempted the following methods to look for the pet's owner	• Learn about finder behavior in your community and use that information to tailor community messaging regarding what to do when a lost pet is found (i.e., look in the surrounding area for the owner).
Finder's willingness to foster (including duration of time)	• Can help jumpstart the conversation about participating in finder-to-foster program

Additional resources

- **Adoption Matchmaking and Case Management/Intake Scheduling**
 - [Pet Matchmaking](#)
 - [Case Management for Eligible Fosters](#)
 - [Intake Appointment Scheduling](#)
- **Community Outreach and Building Partnership Support**
 - [Community Outreach Activities](#)
 - [Marketing Pet Support Services Topics](#)
 - [Establishing Community Partnerships for Pet Support](#)
- **Lost Pet Reunification**
 - [Lost Pet Reunification Toolkit](#)
 - [Finder-to-Foster Programs](#)