HUMAN ANIMAL SUPPORT SERVICES

Data Foundations

Utilizing Software to Track Organizational Data

Benefits of Using Software

A shelter software management system transforms animal shelters by increasing efficiency, improving communication, and enhancing overall management. With centralized records, easily reportable metrics, and streamlined communication, shelters can provide better care, support more pets in the community, and optimize resources. In summary, key animal shelter software benefits include:

- Reportable metrics and analytics
- Increased communication
- Optimized resources
- Centralized location for recording all activities related to animal care and support

Animal Shelter Software Options

Though this resource details only animal shelter and case management software solutions, utilizing dedicated software for other key operations, such as community engagement and volunteer tracking, is highly recommended and beneficial. For a comprehensive list of software options, see the Human Animal Support Services Technology Catalog.

The following are animal shelter software options available to, among other features, store person and animal-level data, conduct standard shelter operations such as intakes and outcomes, and track case management data such as status, pet health information, foster placements, and customer service interaction details:

- Animals First
- Chameleon
- Pawlytics
- PetPoint
- ShelterBuddy
- ShelterLuv
- Shelter Manager
- ShelterPro

Case Management Software Options

For details on case management solutions in the animal shelter software listed above and on customer relationship management (CRM) software, see the HASS Tools and Technology White Paper: Community Request Tracking.

Should case management tracking needs exceed the capabilities of animal shelter software, particularly for Pet Support Services efforts, it may be beneficial to track case management data in a supporting software system. The following are case management software options an organization may consider:

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- Doobert
- Clinic HQ
- Avimark
- Blackbaud
- Monday.com
- Presspoint CRM
- Salesforce

Organizations can also find extensive case management software options by searching online or via third-party platforms dedicated to specific Pet Support Services programming (i.e., Rehome by Adopt a Pet).

Fundraising for Software

Looking for support with fundraising to purchase software? See the HASS Philanthropy Toolkit for Development and Fundraising.

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