



Intake-to-Placement Field Services Assisting Pet Pathway Planning

Overview

Field Services Officers can have a direct impact on positive outcome options for pets by integrating placement suggestions into daily activities with the shelter. Pathway planning for pets may include identifying opportunities for specialized rescue placements or foster placements. In addition to flagging specific placement opportunities for pets prior to entering the shelter system, officers can act as a support arm to pet owners while they hold onto pets awaiting a placement confirmation.

This process may look different based on the shelter's preferences, technology solutions, and existing integrations. Work directly with the shelter staff to identify their preferences.

Pre-Planning:

1. Verify with the shelter's intake coordinator the best way to notate potential pathway solutions for pets being surrendered. This may be a memo in the intake request form, a digital flagging system, or other.
2. Verify the shelter's process for scheduling intake appointments. This process can be used for pets that can be temporarily held by owners while the shelter confirms placement solutions.
3. Create an internal protocol for all officers completing intake requests to help with consistency.

Example One

A pet owner requests to surrender two beagle puppies from an accidental litter. The officer flags the puppies as potential candidates for a beagle-centric rescue placement while sending the shelter details of this surrender request. The officer may then request the pet owner to hold onto the puppies for a few extra days while the shelter attempts to secure placement with a rescue and provide food, supplies, and spay/neuter vouchers to the pet owner for the interim. If placement is unable to be secured, the puppies may be surrendered to the local shelter's care after an agreed-upon date or the owner can participate in self-rehoming.

Example Two

A pet owner is surrendering a cat with diabetes. Due to the medical considerations and consistency needed for insulin, the officer flags the cat as a potential priority for foster placement. The officer requests that the pet owner hold onto the pet for a few extra days while placement is secured to ensure the pet has the safest transition period. If medical costs are a concern, connect with local veterinary partners for free or low-cost medical support and supplies in the temporary holding period.

Example Three

A pet owner is surrendering a dog that has a history of fearful behavior including bolting out of front doors and hopping fences. The officer flags the pet as a potential candidate for foster placement due to the added stress of the shelter environment and previous success of the shelter finding fosters for timid pets.

Example Four

A pet owner is surrendering a small, scruffy, traditionally “cute” dog. Based on the high desirability of pets of this size and look the officer flags the pet as a potential candidate for pre-availability listing on the shelter website. Once confirmed the pet needs to enter the shelter’s custody, taking this action may generate pre-adoption interest and the pet may never have to be physically housed at the shelter facility if an adoption confirmation can occur while still in the owner’s home.

Supporting Research and Resources

[Intake-to-Placement: Supporting Evidence](#)

This document contains a list of supporting evidence on intake-to-placement interventions and support needs. Organizations may wish to use this information to guide programming aimed at increasing live outcomes and expediting those outcomes to reduce the time pets spend housed in shelters. The following topics are included: *See the topics in bold text for supporting evidence that accompanies this resource.*

- Access to Care and Pet Support Needs
- Applications/Interest in Adoption or Foster
- **Foster Programming**
- **Impact of Kennel Housing/Kennel Stress**
- Intake Reasons Data Collection
- Managed Intake
- Marketing
- Matchmaking
- Outcome Solutions