Intake-to-Placement
Field Services and Pet History Collection

Overview

Field Services Officers have a unique opportunity to observe lost and surrendered pets in more natural settings prior to their intake at the shelter. To capitalize on this, ensuring officers not only collect basic, required pet details (*microchip/vaccine/altered status, age, reason for intake*) but also temperament or sociability information provides the shelter with helpful context to identify positive placement pathways for the pet and create custom care plans.

Here are a few examples:

- **Stray/lost dog pick-up:** Pet was observed to be friendly in approaching/greeting a passerby's leashed dog. The dog rolled over for belly scratches when an officer approached.
    - **Why include this**: Noting positive interactions with other dogs even briefly can help the shelter determine whether this pet may do well in playgroups. If they do not introduce dogs in the shelter, they can pass this information on to potential adopters. Noting the dog's immediate friendliness towards strangers can be used to help build the pet's biography at the shelter to support finding a potential adopter or foster.
- **Owned cat surrender**: The pet owner describes their pet's favorite toys. They also note that they have lived with dogs previously and liked to play with them.
    - **Why include this**: Having a positive history with dogs may help this cat find more positive placement options and the shelter can pass on information about toys the cat enjoys so any foster or adoptive home can have some on hand and ease the cat's transition.
- **Owned dog surrender**: The owner's dog has escaped the yard on multiple occasions and they want to surrender the pet. While providing clarifying details, the officer learns the dog has a high prey drive for squirrels and can jump 6 ft fences when pursuing them. The dog has also broken through fence panels to reach squirrels in the past.
    - **Why include this**: Noting the dog's determination to chase will improve safety considerations for potential adopters and help the shelter determine any behavior support they can provide the dog while in care.

Sample Forms

The following forms have been sourced by the National Animal Care and Control Association's resource library. These forms may be used as inspiration when improving current field intake operational protocols. See more sample processes, forms, staff recommendations, and more in NACA Member Resources.

- Sample Cat Surrender Form - Orphans of the Storm
- Sample Dog Surrender Form - Orphans of the Storm

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