



## HASS Rubric: Intake-to-Placement

Are pet resource requests accessible digitally?

### Terminology

1. **Resource Request Forms:** A resource request form may replace your organization's surrender forms or intake requests. A resource request is preferred over a direct surrender request so that organizational personnel can process the request, provide a case management approach to support including support services or intake prevention whenever possible, and create a case file for the person and pet for future use. Should surrender be the best option, the organization may proceed as existing protocol outlines.

### Beginner

Pet resource request forms are available digitally to complete prior to physically entering the facility. Digital options may be a form (standalone or integrated) linked to your public-facing social pages and website. This form should be easy to locate and complete virtually without a person needing to enter the facility physically.

### Intermediate and Advanced

*Not applicable. Intermediate and Advanced stages are not currently necessary for this line item.*