



## HASS Rubric: Intake-to-Placement

Does the organization offer non-urgent pet intake appointment scheduling?

### Terminology

1. **Non-Urgent Pet Intake:** Does not relate to an emergency situation related to the pet's **OR** person's health and safety; Pet does not require immediate medical attention or is not actively at risk of losing a consistent caretaker.

### Beginner

Non-urgent pet intake appointments are scheduled ahead of time via phone call or email. Appointments may be scheduled days, weeks, or more in advance depending on organizational capacity and urgency of the case. Intake diversion programs and recommendations are implemented when possible

### Intermediate

Non-urgent pet intake appointments are scheduled ahead of time via phone, email, or digital system. A digital or online system may include a form integrated into the organization's website or social media page that assigns respondents once received. Appointments may be scheduled days, weeks, or more in advance depending on organizational capacity and urgency of the case. Intake diversion programs and recommendations are implemented when possible.

### Advanced

*Not applicable.*