



HASS Rubric: Intake-to-Placement

Who at the organization completes case management for intake-to-placement tasks?

Terminology

1. **Case management:** The process by which a pet or person's unique interactions with the organization are assessed and custom recommendations and pathway plans are made. Case management processes aim to find the best and most positive outcomes for people and pets in shelters.

Beginner

Case management tasks are completed by individuals from various departments. There is no dedicated volunteer or staff member.

Intermediate

Organization has at least one part-time staff member or volunteer dedicated to case management.

Advanced

Organization has at least one full-time staff member or volunteer dedicated to case management.