



HASS Rubric: Lost Pet Reunification

Do KPIs prioritize community-focused field services?

Terminology

1. **Key Performance Indicator (KPI):** a quantifiable measure used to evaluate the success of an organization, employee, etc. in meeting objectives for performance.

Beginner

Field Officer key performance indicators (KPIs) prioritize pets returned in the field, rather than the total number of animals picked up.

Intermediate

Field Officer key performance indicators (KPIs) prioritize pet support given while in-field and pets returned in the field, rather than the total number of animals picked up.