



HASS Rubric: Pet Support Services

Does the organization submit pet support data to SAC?

Beginner

The organization tracks basic contact information for individuals utilizing community-facing support programs. Programs may include direct services or referrals/vouchers. Tracking basic information at the beginner stage may be in hand-written signup forms, digital spreadsheets, digital forms, or other tracking methods that can be dated and reviewed past the date of request.

Basic information may include:

- Person Name
- Best way to contact (phone number, email, other)
- Requested program/service
- Date of request
- Type of services being requested/offered
- Date

Intermediate

The organization tracks contact information, pet information, and service provided for individuals utilizing community-facing support programs. Programs may include direct services or referrals/vouchers.

Tracking information at the intermediate stage should occur in a digital format, or be able to be converted into a digital format easily, such as a digital spreadsheet or form, CRM (Customer Relationship Management), shelter software, or other tracking method that can be accessed and reviewed by multiple individuals across an organization.

Intermediate tracking information may include:

- Name of person
- Name of pet
- Basic pet details (age, sex, size)
 - **BONUS:** Pet medical or behavior details relevant to potential service requests
- Best way to contact (phone number, email, other)
- Type of services being requested/offered
- Date of service and/or referral provided

Advanced

The organization tracks contact information, pet information, service provided, frequency,



and potential future program or service needs for individuals utilizing community-facing support programs. Programs may include direct services or referrals/vouchers

Tracking information at the advanced stage should occur in a CRM (Customer Relationship Management), shelter software, or other comprehensive tracking solution that can accommodate multiple entries on a person or pet's file regarding services provided. Ideally, the tracking solution could link a person and pet's file together for ease. The tracking solution should be able to be accessed, reviewed, and analyzed by multiple individuals across an organization.

Advanced tracking information may include:

- Name of person
- Name of pet
- Basic pet details (age, sex, size)
- Pet medical or behavior details relevant to potential service requests
- Best way to contact (phone number, email, other)
- Type of services being requested/offered
- Date of service and/or referral provided
- Frequency of service and/or referral being provided
- Potential alternative services and/or referrals that should be considered if a more complex solution is needed to the person or pet's current situation