



## HASS Rubric: Pet Support Services

To what degree do officers provide owned pets with free or low-cost medical care?

### Terminology

1. **Referral:** The act of directing someone to a different place or person for information, help, or action, often to a person or group with more knowledge or power.

### Beginner

Field Services Officers provide information to community members regarding external (not directly associated) organizations or programs that may be able to assist with or offer free and low-cost medical care for owned pets. This may include options for vaccinations, microchips, minor or major injuries, and more. The organization does not have an established partnership with these organizations or programs and may not be aware of the exact process needed to receive specific support from them. Providing information may include:

- Name of organization/program
- General contact information (website, phone number, email)
- Type of support potentially offered

### Intermediate

Field Services Officers provide free and low-cost medical care options for owned pets through a referral system or established local/national partnerships with organizations or programs that offer this support. This support is not provided directly.

### Advanced

Field Services Officers provide free and low-cost medical care options for owned pets directly, such as an external-facing medical clinic at the local shelter and providing direct support scheduling an appointment. If resources for direct support reach capacity, the organization provides this support through a referral system or established local/national partnerships.