



HASS Rubric: Pet Support Services

To what degree does the organization provide behavior training/support?

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

The organization provides information to community members regarding external (not directly associated) organizations or programs that may be able to assist with or offer pet behavior training and support for owned pets. 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

The organization provides pet behavior training and support 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

The organization provides pet behavior training and support for owned pets directly. If resources for direct support reach capacity, the organization provides this support through a referral system or established local/national partnerships.