



## HASS Rubric: Supported Self-Rehoming

Who at the organization receives training for supported self-rehoming?

### Overview

Evaluate your organization's current training options for your supported self-rehoming program. Consider the following:

- Do you offer training on supported self-rehoming tasks internally or through an external service?
- Who at your organization is asked to complete this training?
- Is this information accessible by anyone at your organization?
- Is this training required for any individuals at your organization?

### Beginner

Individuals in leadership positions related to intake and public-facing customer service are trained in supported self-rehoming best practices and your organization's available programs. This information is distilled and distributed to relevant personnel including direct reports, relevant volunteers, and adjacent departments.

### Intermediate

All staff and volunteers in positions related to intake and public-facing customer service are trained in supported self-rehoming best practices and your organization's available programs.

### Advanced

All staff and volunteers are trained in supported self-rehoming best practices and your organization's available programs, regardless of involvement in the pet intake process or customer service. This allows all staff and volunteers to remain knowledgeable of available programs and be advocates for your organization's processes.