

**Austin Animal Center Snapshot of Dog Services Before COVID, Now and if Austin was a HASS Pilot Program**

Service	Pre-Covid	Now	HASS PILOT
Lost dog intake Intake	<p>Intake by priority level (aggressive, confined vs at large/nonaggressive/noninjured)</p> <p>Finders asked to hold stray dogs and file found report</p>	<p>By appointment unless animal is injured or bite emergency. Mandatory Found Fosters</p> <p>Up to six week wait to bring in a stray</p>	<p>Instant live counseling by shelter staff to determine needs of pet and person and pathway options</p> <p>Pathways include finder-to-foster, shelter intake, finder holds while shelter provides support to get pet home, intake-to-foster</p>
Owner Surrender Intake	<p>By appointment only with many week wait to surrender</p>	<p>Support limited to triage services and referral to low cost options for care. Limited, by appointment intake started in last month.</p>	<p>Instant counseling by live shelter staff to determine needs of pet and person.</p> <p>Pathway options include shelter intake, supported self-rehoming services, temporary boarding support, access to supplies, medical care, and/or food, and intake-to-foster.</p> <p>Wait time to receive support reduced from weeks to hours or a couple of days.</p>
Calls	<p>311 fields most calls - gives inconsistent information, triages to APO if needed for pick up/case #. Glitch in system for posting found foster pets in adequate amount of time (can take up to 2 weeks) that cannot be fixed easily.</p>	<p>311 fields most calls - gives inconsistent information, not appropriately triaging to APO if needed for pick up/case #. Glitch in system for posting found foster pets in adequate amount of time (can take up to 2 weeks) that is not fixed.</p>	<p>Calls come into central hotline operated by trained experts who can amend scripts quickly, update software, triage competently to right path, etc</p>

<p>Sheltering</p>	<p>Most animals live at shelter until rto, adopted, transferred or euthanized.</p> <p>Foster placement efforts focus on medical animals and long stay animals</p> <p>Fewer than 3,000 pets to foster annually</p>	<p>Most of “normal intake” animals are not sheltered nor case managed.</p>	<p>Majority of animals who need sheltering are marketed to foster home before or at the time of intake.</p> <p>50% or more pets go to foster homes annually (8-9,000)</p> <p>Case Manager follows animals sheltered in the community to ensure appropriate outcome</p>
<p>Medical care for pets</p>	<p>Centralized in shelter clinic</p> <p>Animals must be surrendered and permanently separated from owner to receive care</p>	<p>Minimal in shelter clinic</p>	<p>Most animals can receive care without being ‘surrendered’ by their owner.</p> <p>Community partnerships ensure pet owners have a variety of accessible care options.</p> <p>Telehealth services to evaluate animal needs prior to intake.</p>