



Title: **Setting up Cases for Management in Foster Care**

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## 1. Purpose and Scope

Case Management is a component of the foster care program that ensures the careful oversight of all animals who enter foster care. A member of the foster care staff will assign specific foster care cases (ie: a litter of kittens or an individual dog) to a case manager, usually a volunteer.

## 2. Procedure

To set up cases, do the following on a weekly basis:

1. **Run the *Foster Express* report** according to the attached instructions. This report details which animals left the shelter for foster care in the past week, sorted into groups by the foster parent.
2. **Open the Foster Case Management Spreadsheet** for use in sorting cases and assigning to case managers (consult with Foster Care Manager for most current location).
  1. The file contains multiple sheets, each for a different population of animal or type of case. They are labeled:
    1. Dogs
    2. Cats
    3. Kittens
    4. Unweaned kittens
    5. Medical Treatment
    6. Ringworm
    7. Staff
    8. Small Animals
3. **Separate animals from the *Foster Express* report into cases** and enter into the Foster Case Management Spreadsheet, according to the following guidelines:
  1. For each animal or group of animals (ie: a litter of kittens), select the appropriate tab (options listed above) on which to place them.
  2. If more than one animal went home with the same foster parent (ie: a litter of kittens, or pair of cats), and they fall into the same animal population (options above), then they should be grouped together.
  3. When listing the animals, include (columns are labeled appropriately):
    1. Foster parent information (full name, P#, phone number, email address)
    2. Animal information (name, A#, age when placed in foster, stage in PetPoint)
    3. Date the animal was placed in the foster home
    4. Any other details specific to the animal(s)
4. **Assign new cases to case managers**, according to the following guidelines:
  1. If there is an existing case with the same foster parent as a new case, assign the existing case manager to the new case.
  2. Ensure balance of case load between case managers by keeping track of each case manager's total case load:
    1. For reference, scroll to the tab in the Foster Care Case Management Spreadsheet that contains tallies of each case manager. Update the totals on this tab as cases are assigned.

2. Case managers are usually assigned to certain populations of animals, and by comparing case load between population of animals, additional support and volunteers can be solicited, as needed.
3. Animals in foster care for medical treatment purposes are assigned to the staff person responsible for case management. Typically, this is the Foster Care Coordinator.
4. Animals in foster care with an HRA staff member are assigned to the staff person responsible for case management. Typically, this is the Foster Care Coordinator.
5. **Notify the volunteer case managers** via email that new cases have been created. The email addresses that should be included are:
  1. [catfoster@humanerescuealliance.org](mailto:catfoster@humanerescuealliance.org)
  2. [dogfoster@humanerescuealliance.org](mailto:dogfoster@humanerescuealliance.org)
  3. [kittens@humanerescuealliance.org](mailto:kittens@humanerescuealliance.org)
  4. Foster Program Manager

Reminder:

*First time foster cases are either set up the night of foster orientation or when a foster parent picks up their first foster animal to ensure case manager contact is made within 24 hours of the animal leaving with the foster. Review cases prior to adding to ensure duplicate cases are not created.*

### 3. Attachment

1. [PetPoint Report - Foster Express how to.pdf](#)

### 4. References