



Title: **Case Management: Animals in Foster Care 90 days or longer**

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1. Purpose and Scope

The goal of managing cases of animals in foster care for extended periods of time is to inspire action to either adopt or make concerted efforts to find a permanent home for the animal. The effort will first entail a communication to foster parents of those animals who have been in their home for longer than 180 days. These foster parents will receive an offer of a waived fee if they adopt the animal themselves.

However, an ongoing effort to recognize those animals who reach the 90 days in foster care mark will be made to re-engage foster parents in the effort to find a permanent home for their foster animal, either with them or someone else.

Case Managers will work with foster parents to identify adoption barriers for the animal they are fostering, come up with an adoption action plan for the foster animal, and then through weekly check-ins support and hold the foster accountable for implementing the adoption action plan.

2. Procedure

Animals with LOS in foster care over 180 days (initial clean up)

1. Identify those animals with LOS *in a foster home* of greater than 180 days (6 mos).
2. Send email to foster parents of these identified animals that offers adoption with a waived fee.

Dear [foster parent],

I hope you and [name of foster animal] are doing well! I wanted to check in with you because [Name of foster animal] has been with you for [X days/months/years] and I was wondering if you would like to make [name of foster animal] an official member of your family? Since you've been caring for [name of foster animal] for an extended period of time and because we want to help keep you together, if you're interested, we would definitely waive the adoption fee.

If this is something you think you would want to do, here's how we can make it happen:

- Please reply to this e-mail and let me know that adopting [name of foster animal] is something you'd like to do.

- Please submit a completed adoption questionnaire to our adoptions department as soon as possible so that we can make the animal adoption pending and remove visibility from the website.

- You can find the application here: [Dogs](#) [Cats](#)
- You can either e-mail the application to adopt@humanerescuealliance.org or drop the adoption application off at either of our adoption centers (New York Avenue NE or Oglethorpe St NW).
- One of our adoption counselors will contact you to schedule a counseling session

- Live happily ever after!

If you don't feel like adoption is the best route for you, that's OK, let me know that too so we can work together to find [name of foster] a forever home as soon as possible!

If you have any questions please don't hesitate to reach out.

Thank you for your dedication to [name of foster].

Sincerely,

1. Upon receipt of response from foster parent:

1. If the foster parent indicates he/she would like to proceed with adoption:
 1. Put a note in the animal's file that the Director of Adoptions approved a waived adoption fee for the foster parent and note that the foster parent has indicated that they would like to adopt.
 2. Send an email to both adopt@humanerescuealliance.org and the Foster Care Manager to let them know.
2. If the foster parent does not want to proceed with adoption:
 1. Implement Adoption Action Plan (see below)

Animals with LOS in foster care over 90 days

1. At 90 day mark, send an email to the foster parent encouraging adoption.

Dear [foster parent],

I hope you and [name of foster animal] are doing well! I wanted to check in with you because [Name of foster animal] has been with you for [X days/months/years] and I was wondering if you would like to make [name of foster animal] an official member of your family?

If this is something you think you would want to do, here's how we can make it happen:

- Please reply to this e-mail and let me know that adopting [name of foster animal] is something you'd like to do.
- Please submit a completed adoption questionnaire to our adoptions department as soon as possible so that we can make the animal adoption pending and remove visibility from the website.

- You can find the application here: [Dogs](#) [Cats](#)
- You can either e-mail the application to adopt@humanerescuealliance.org or drop the adoption application off at either of our adoption centers (New York Avenue NE or Oglethorpe St NW).
- One of our adoption counselors will contact you to schedule a counseling session

- Live happily ever after!

If you don't feel like adoption is the best route for you, that's OK, let me know that too so we can work together to find [name of foster] a forever home as soon as possible!

If you have any questions please don't hesitate to reach out.

Thank you for your dedication to [name of foster].

Sincerely,

1. Upon receipt of response from foster parent:
 1. If the foster parent indicates he/she would like to proceed with adoption:
 1. Put a note in the animal's PetPoint record that states the foster parent has indicated that they would like to adopt.
 2. Send an email to both adopt@humanerescuealliance.org and the Foster Care Manager to let them know.

2. If the foster parent does not want to proceed with adoption:

1. Implement Adoption Action Plan (see below)

Adoption Action Plan

1. Send an email with adoption barriers questionnaire to foster parent.

1. Document the foster parent's responses in the animal's PetPoint record

Dear [name of foster parent],

Before we can figure out the best strategies for getting your foster adopted let's figure out what barriers are in place, steps you've already taken, and how we can best support you.

Please answer the following questions:

- It typically takes about 2 months for most of our foster animals to find their forever homes, what *do you think* is preventing your animal from finding a home?
- Have you had any interest in your foster animal? If so, do you know why the potential adopters didn't follow through?
- What kinds of things have you done to try to help your foster find a forever home? Was there anything that you thought worked well? What didn't work so well?
- What can we do to help support you as an adoption advocate for your foster?

The sooner we jump on this the better. Can you please send me some input by [3 business days from now]. I look forward to reading your responses.

Sincerely,

1. Send an email with suggested action items to get any animal adopted.

1. Based on the foster parent's responses to the previous email, highlight *exactly which* action items you think will be most beneficial to getting their particular animal adopted.

Dear [name of foster parent],

Thank you so much for taking the time to send me feedback in response to my previous email. In reading through your responses I've come up with some suggestions on how to help [name of foster animal] reach and connect with potential adopters.

Any of the items listed are on the table as options; I've highlighted the ones that I think will work best for [name of foster]. Please read through the action items and alternative placement options and let me know what action items you think you'll be willing/able to implement. Once you have an idea—preferably in the next few days—please let me know and I can work to put together an adoption action plan for [name of foster animal].

Must Do Action Items

- Update photos if photos have not been updated in the last 30 days.
- Update the bio if it has not been updated in the last 30 days.
- Add a video clip.

Will Do Action Items (which 5 do you think will work best for you?)

- Sign up for and attend 2 adoption events a month
- Sign up for a media opportunity
- Place my foster animal on the adoption floor for a 48 hour period
- Dogs - Take my foster dog for walks in public areas (where dogs are allowed) wearing an adopt me vest, leash cover, and/or bandanna
- Cats – I will attend a cats only adoption event
- Carry business cards with me that have my animal’s info on them, to hand out while on a walk to give potential adopters.
- Create a flyer advertising my foster for adoption and hang it in 5 different venues (work, coffee shop, yoga studio, place of worship etc.)
- Have adoption applications printed and ready with my foster’s info so when potential adopters meet her I can hand them an application.
- Start a social media account dedicated to promoting my foster and I will post it daily. I will send the link to photosbios@humanerescuealliance.org so it can be added to my foster’s online adoption profile.
- Advertise my foster animal on Craigslist on a weekly basis.
- I will reach out to the behavior department to see if there are any behavior intervention strategies that I can work on with my foster to improve her adoption potential
- I will reach out to the medical department to see if medical intervention may be needed for my foster’s medical barriers to adoption.

Alternative Placement Action Items

- Transfer my foster to another foster family
- Return my foster to the shelter
- I’m interested in possible transfer options to organizations outside of WHS for my foster.

Additionally, what do you think about setting a goal date for adoption of your animal? I think a month from when I send you the Adoption Action Plan would be a great goal date. Do you think this is a reasonable goal?

Thank you for taking the time to make these considerations!

Sincerely,

1. Upon receipt of email response from foster parent, create adoption action plan:

Example Action Plan:

| What to do | How to do it |
|--|--|
| <p>Update photos if photos have not been updated in the last 30 days.</p> | <p>Send in 3 new photos to photosbios@humanerescuealliance.org by [give a due date of a week from sending the plan]</p> <p>Having trouble getting good photos? Check out the attachment on how to capture your foster’s personality.</p> |

| | |
|--|---|
| <p>Update the bio if it has not been updated in the last 30 days.</p> | <p>Send in a new bio to photosbios@humanerescuealliance.org by [give a due date of a week from sending the plan]</p> <p>Having writers block? Check out the attachment on how to capture your foster's personality.</p> |
| <p>Add a video clip</p> | <p>Send a video clip to photosbios@humanerescuealliance.org by [give a due date of a week from sending the plan]</p> <p>Not quite sure on how to do this? Check out the attachment on how to capture your foster's personality.</p> |
| <p>Sign up for and attend 2 adoption events a month</p> | <p>Be on the look -out for the weekly e-mail that is sent out called Adoption Events and Media Opportunities and then sign up for an event! Please let me know if you're not getting this e-mail</p> <p>I'll be checking back in with you to see what events you've signed up for.</p> |
| <p>Create a flyer advertising my foster for adoption and hang it in 5 different venues (work, coffee shop, yoga studio, place of worship etc.)</p> | <p>You can get creative or you can use our flyer template here [hyperlink] to create a flyer.</p> <p>Please send me a copy of the flyer you've created by[give a due date of a week from sending the plan]</p> <p>I'll ask when I check back in with you where you ended up posting them.</p> |
| <p>Have adoption applications printed and ready with my foster's info so when potential adopters meet her I can hand them an application.</p> | <p>Here's a link [hyperlink] to the application. Print them today!</p> <p>I'll ask when I check back in with you if you've given any out.</p> |
| <p>I will reach out to the behavior department to see if there are any behavior intervention strategies that I can work on with my foster to improve her adoption potential</p> | <p>Please e-mail training@humanerescuealliance.org and cc me by [72 hours after sending action plan]</p> |

| | |
|---|--|
| <p>Dogs - Take my foster dog for walks in public areas (where dogs are allowed) wearing an adopt me vest, leash cover, and/or bandanna</p> | <p>I recommend doing this at least 3 times a week. Please let me know if you need any adopt me swag. If you're interested in purchasing a vest you can buy one here [hyperlink]</p> <p>I can't wait to hear how your outings went!</p> |
|---|--|

1. Send email to foster parent with action plan attached:

Dear [foster parent],

Thank you so much for getting back to me. I'm very excited to present you with the Adoption Action Plan for [foster animal]! Let's get him/her adopted by [goal date].

I've attached an action plan check list for your convenience along with tips for accomplishing these items. I'll be checking in with you in a week! Let me know if you need help with anything.

Go team [foster animal's name]!

Sincerely,

1. Put Action Plan and all correspondence into foster animal's record in PetPoint
 1. Send follow up emails (at least weekly) to ensure the foster parent is fulfilling the plan
 2. *If the foster is not responsive, not meeting deadlines, or seems to be making unreasonable excuses about why they aren't able to implement the Adoption Action plan, document this in the foster person's Petpoint file and notify the Foster Program Manager.*

3. Attachment

No attachments.

4. References