

Field Types

1. **Contact Number** – Each new request for assistance will be assigned a new contact number. Pet owners with multiple animals needing assistance will be assigned a contact number per animal. Subsequent conversations about the same request will be recorded within that contact number and the progression of the assistance will be tracked through the contact number.
2. **Contact Type** – This is what the person is requesting from PACC – e.g., to rehome a pet, to get information, to access assistance programs available.
3. **Contact Subtype** - This is the underlying cause behind the request (medical, behavior, housing, general). The options available in this field are dependent on the Contact Type
4. **Date & Time** – This field should reflect the date and time that this Contact was created
5. **Request reason** – This field provides more detail about the contact subtype. The options available in this field are dependent on the Contact Subtype.
6. **AID** – The unique identifier for the animal assistance is being provided for. Each animal should be given their own AID and a new contact screen should be completed for each **adult** animal. One contact screen can be used for requests involving litters 4 months or under and their mother. The AID *does not* link to the Animal ID screen due to restrictions in Chameleon but an accurate AID should be recorded for each case.
7. **Request status** – Provides the current status of the request: Pending, Approved, Rejected, Resolved, Completed (see below for explanations)
8. **Resolution Type** – How the request was resolved. The options available in this field are dependent on the Contact Type
9. **Rubric** – Rubric total for type of assistance being sought. Rubrics should be completed for all pet owners requesting assistance with a service through KFT (e.g., medical, boarding, training) even if the pet owner did not qualify for assistance
10. **Badge** – Badge number of the person who completed the rubric if one was completed
11. **Amount Approved** – If financial assistance is provided, how much was approved. If the invoice has been received, this should be updated with the invoiced amount
12. **Comment** – This should be a summary of the situation. Memos about assistance should still be added to the PID but the comment box can be used for minor updates and to keep each other up to date on the next steps
13. **Follow-up** – *Do not use*. This will be utilized for follow ups but it is not being used at the moment. Please leave these boxes blank

Field Options

Contact Type – *This is the reason for the request. This is the reason for the request, not the outcome. For example, if someone calls to rehome a pet but ends up getting assistance through KFT, the contact type is “Rehoming”*

- Rehoming – Requests where the owner states they need to rehome or surrender their pet
- Resources – Requests where the owner is requesting information about the resources available for pet owner in Pima County
- KFT – Requests the owner is requesting assistance through our KFT programs
- Supplies – Requests where the owner is requesting supplies
- Euthanasia – Requests where the owner is requesting a pet be euthanized
- Lost and Found – Requests regarding a lost or found pet
- TNR – Requests regarding stray or community cats

Contact Subtype – *The cause behind the initial request. This field explains the need for the request. The Contact Subtype options available are dependent on the Contact Type.*

- Behavioral – Any concerns about the animal’s behavior, including (but not limited to) housebreaking issues, obsessive behavior, basic obedience, aggression, training information, and level of shyness
- Boarding – Request for assistance with boarding or information on boarding a pet
- Capacity for care – The pet owner needs assistance or wants to rehome due to a variety of personal issues including (but not limited to) the number of pets they own, the time commitment, general financial concerns about owning a pet, and owner health
- COVID Clinic – A request for assistance through the COVID Outreach clinics
- General – Request for assistance for general pet ownership supplies (leashes, collars, food bowl, etc)
- Housing – A request for assistance or rehoming due to owner housing concerns (eviction, unable to find pet friendly housing, landlord issues, etc)
- Information – Any requests asking for more information about a specific topic
- Medical – Any concerns about the pet’s health or medical conditions
- Other – Concerns and situations that do not fit into any other topic
- Pet Food – Requests for assistance with pet food
- Referral – Requests for referrals to other agencies or resources that may be able to assist (includes rescue groups and other shelters)
- Report Found – A Lost and Found request to report a found pet
- Report Lost – A Lost and Found request to report a lost pet
- Social Services – A request for a referral to a human services agency
- Spay/Neuter – Requests for information on spay/neuter services or TNR
- Surrender – A Lost and Found request to surrender a found pet
- Trapping – A TNR request for trapping services

Request Type – More specific details about the cause behind the request. Many cases can have overlapping causes so pick the cause that seems to have most contributed to the request. The Request Type is dependent on Contact Subtype

- Age – A medical request related to the age of the animal
- Animal Agg – A behavioral request related to aggression towards animals
- Caretaker – A TNR request from the caretaker of a colony
- Children – A behavioral request related to the animal’s behavior towards children
- Chronic – A medical request related to a chronic condition
- Confinement – A behavioral request related to confinement issues
- Dental – A medical request related to a pet’s dental needs
- Destruction – A behavioral request related to destructive behaviors
- Energy Level – A behavioral request related to the pet’s energy level
- Evicted – A request for assistance or information due to eviction
- Fracture – A medical request due to a fracture
- GI Issues – A medical request related to a gastrointestinal issues
- H/A Agg – A behavioral request related to aggression towards humans and animals
- Human Agg – A behavioral request related to aggression towards humans
- Illness – A medical request related to an illness
- Infection – A medical request related to an infection
- Injury – A medical request related to an injury
- Landlord – A request for assistance or information due to issues with the landlord
- Life change – A request for assistance due to a change in the owner/caretaker’s personal life
- Mass – A medical request related to a mass or tumor
- Neighbor – A TNR request from someone with Community Cats in the neighborhood but is not caring for the cats
- No time – A request for assistance related to the owner/caretaker not having time for the pet
- Obedience – A behavioral request due to basic obedience concerns
- Other – A request that does not fall into another category
- Owner Died – A request for assistance related to the death of an owner
- Parasites – A medical request related to the pet having parasites
- Pet Deposit – A request for assistance related to paying a pet deposit
- Pet Friendly – A request for assistance related to finding pet friendly housing
- Resource Guard – A behavioral request related to resource guarding behavior
- Scared/Skittish – A behavioral request related to a pet being scared or skittish
- Soiling – A behavioral request related to inappropriate soiling. Includes litter box issues with cats and marking behaviors
- Spay/Neuter – A request for assistance for spay/neuter services
- Too many – A request for assistance due to the number of pets an owner has
- Vocal – A behavioral request due to how vocal a pet is/how much noise they make
- Wellness – A medical request for wellness care
- Wound – A medical request related to a wound

Request Status – The current status of the request. This field is used to determine whether a request is still open and needing attention.

- Approved – The owner/caller was approved for assistance but the request has not been closed out (e.g., no invoice has been received). This status means that a case is not closed and still needs some action, typically waiting for an invoice
- Completed – The request has been completed *due to an action by PSC*. This means that the case has been closed
 - o The action by PACC can be something as simple as sending the owner/caller information or forwarding their request to the appropriate department. This is in contrast to “Resolved” which is when a request was solved by the owner
 - o In context of requests for assistance, this means the assistance was provided and the invoice has been received and no further action is needed from the PSC
- Pending – The request is ongoing
- Rejected – The owner/caller requested assistance and was not approved and PSC can take no further action. This means a case is closed
 - o Also applies when the caller is not from a jurisdiction served by PACC
- Resolved – The situation was resolved by the owner/caller without utilizing resources provided by PACC. The case is closed

Resolution Type – A general description of the type of resolution that was reached. This is dependent on Contact Type

- ___ Boarding – The situation was resolved through referral to a boarding partner. Includes assistance through the KFT programs
- ___ Changed Mind – The situation was resolved because the owner/caller changed their mind about needing assistance
- ___ Counseled – The situation was resolved after someone at PACC discussed it with the caller/owner and provided information
- Delivered – Supplies were delivered
- ___ Handouts – The situation was resolved after someone at PACC Handouts were provided
- Kept – A Lost and Found request was resolved when the finder decided to keep the pet
- ___ Other – The situation was resolved because of a reason that does not fit into any other category
- ___ Pet died – The situation was resolved after the pet died
- Picked up – Supplies were picked up by the owner/caller
- ___ Rescue – The situation was resolved through referral to a rescue or animal shelter other than PACC
- ___ Resolved on own – The situation was resolved by the owner/caller without input from PACC
- ___ Social Serv – The situation was resolved through referral to a human service agency
- ___ Surrender – The situation was resolved because the pet was surrendered to PACC
- ___ Trainer – The situation was resolved through referral to a trainer. Includes assistance through the KFT programs
- Trap loan – The situation was resolved by a trap loan through the TNR program
- Trapped - The situation was resolved after cats were trapped through the TNR program

- ___ Vet – The situation was resolved through referral to a vet. Includes assistance through the KFT programs

How to use the contact screen

When a request is received

1. Search the contact screen using the PID to determine if an ongoing case is open
 - a. Search with name, phone number, and address (if available)
 - i. You must create a PID if you have first + last name and an address or phone number
 - ii. You do not have to create a PID if you only have a first name and an address or phone number
 - iii. If you have a first name, address, and phone number but no last name, create a PID
 - b. If there are previous cases under the same PID, check to see if they are for the same request and if they are still ongoing. If there is an open case for the same request, see the “Updating an ongoing request” section of this document
2. If there is no open case, create a new one (and create a PID if necessary) by filling out fields 1-7
3. Contact the owner/caller through their preferred contact method
 - a. If sending an email or text message, do not wait for a response before completing the rest of this process
 - b. If you speak to the owner and complete a rubric for assistance, complete fields 9-10
4. Create a memo under the PID detailing the request, any additional information that you receive from the owner/caller if you speak to them, and any resources or information sent to them. Include enough information that the next person who views this request fully understands the situation
5. Record your contact with the owner/caller in the comment box of the Contact screen
 - a. If you leave a voicemail, this is the only place you need to record it. You do not need to create a memo in the PID detailing the voicemail
6. If you spoke to the owner and resolved the situation, update field 8

When updating an ongoing request

1. If you speak to the owner/caller and learn more about the case, include memos in the PID about any substantial changes to the situation
 - a. If you do not learn any additional information or nothing substantial happens, you do not need to create a new memo in the PID
2. Record your contact with the owner/caller in the comment box of the contact screen
 - a. If multiple messages have been left or sent to the owner/caller since the last time we were in contact with them, leave record of all messages in the comment box. For example, if the comment box states “Left voicemail 6/13, 6/18” and you leave another voicemail, change the comment box to read “Left voicemail 6/13, 6/18, 6/20”
 - b. If you are able to get in contact with the owner, you may delete the record of previous contacts. For example, if the comment box states “Left voicemail 6/13, 6/18” and you

Speak to the person on the phone, change the comment box to "Spoke on phone 6/20" and delete the record of the previous voicemails

- c. If you're responding to an email, record the date received and the date a response was sent. For example, "Email received 6/19, responded to 6/20"
 - i. You should always send emails from the PSC@pima.gov email address
- 3. If the situation is resolved, update field 8
 - a. If you complete a rubric for assistance, complete fields 9-10