

Best Friends supports strategic intake services



Limited- and open-admission shelters across the country are successfully transitioning to strategic or managed intake.

An appointment-based style of intake allows organizations to provide tailored resources to their constituents and break free of the ineffective, one-size-fits-all practice of open intake.

Strategic intake is beneficial to shelter staff because it helps them to better manage their daily tasks, allowing them to focus on the needs of pet owners and their pets. It benefits pet owners by providing them with individualized attention and resources. Strategic intake should be seen as an expansion of services, not a reduction, because the resources freed up through this approach are redirected to other lifesaving efforts.

Best Friends Animal Society endorses strategic intake. **To Best Friends, strategic intake can include:**

- Expanding the services being offered to constituents
- Scheduling appointments with pet owners and then having conversations with them to find the best outcome for their pets, which often includes alternatives to their pets entering the shelter
- Partnering with private organizations to help support pet owners needing assistance
- Offering temporary foster care and boarding services for pet owners who are unable to care for their pets for a short period of time
- Implementing finder-foster programs that help keep stray pets in the same neighborhoods where they were found
- Still accepting pets in need of urgent care without an appointment
- Practicing return-to-owner in the field and offering a community cat program

RESOURCES

Managed Intake or Admissions Playbook: This playbook provides an overview of managed intake and helps you implement a managed intake program at your agency.

Managed Intake and Admissions: This online learning course provides information about the benefits, composition and fundamentals of managed intake.

These Best Friends town hall meetings provide insight about managed intake:

- [Making the Case for a New Tomorrow](#)
- [Out with the Old, in with the New: Switching Gears to Managed Intake](#)

Intake Diversion in the Field: This playbook provides a general understanding of how to implement a robust intake diversion program or enhance an existing program as it pertains to field service operations.