

EXPLORING THE VIABILITY OF FOSTER TEAMS



Maddie's
Fund



Exploring the Viability of Foster Teams

As part of our final foster turnover survey, we took the opportunity to ask current fosters, fosters on a break from fostering, and ex-fosters for their reactions to a new concept in the animal welfare space, “foster teams.” **Foster teams** are groups of volunteers working together to coordinate and implement all aspects of the care, marketing and adoption of foster animals. Foster teams have the ability to make fostering easier and transform fostering into a community effort.

Since foster teams are a new concept for most organizations—there are very few currently “doing” foster teams—we wanted to present the concept and get the reactions of the target population while they were taking our survey. Therefore, after the participants answered questions about their foster caregiving experiences, they were asked to read about the concept of foster teams (see Appendix) and then answer several questions about their reactions to the idea.

The results, which are based on 3,300+ responses, are quite promising.

Foster Team Results

1. To what extent do you agree with the following statement: I think this is a concept that could work well for some people/organizations.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Percent Favorable	Mean
2.00%	2.10%	13.20%	49.80%	32.80%	82.60%	4.09

- **More than 82%** of respondents agree or strongly agree that foster teams could work well for some people/organizations
- Furthermore, the average response was **above a 4** on a 5-point scale

Open-ended Responses

In your own words, please explain your response to whether foster teams could work for some people/organizations.

Randomly selected positive comments (25):

Teams can provide support for others and reduce the possibility of someone being overwhelmed

Many fosters feel overworked and overburdened. This concept could work well for them by dispersing responsibilities.

It would share the work load and better care for the babies.

Some single Foster volunteers may become overwhelmed, especially with litters after litters. Or if some animals become ill. This way they may feel more supported and have others to lean upon. Not so alone.

Foster teams might allow different levels of involvement enabling more people to be involved and, in theory, decreasing burnout/increasing foster retention.

I think it would work in many organizations

Dividing the work and capitalizing on each team member's strengths, while not burning people out by expecting performance in areas where they're weak, could help retain fosters.

Foster teams work because they also help socialize the animals

Would help spread out the workload

If a person doesn't want to house an animal but wants to help, this would be a great way to get involved

I think it would work great for foster based rescues who are responsible for everything and do not have the amount of volunteers that a larger organization might.

I think it could work for ALL shelters/rescues.

Different personalities, different skill sets, and new ideas! I prefer staying home so I can post our events with good photos and descriptions, but my husband loves being out in public promoting our local shelter and the adoptable pets. A team member could coordinate with foster families to pick up and return their fosters after the event.

It spreads the load-people do what they are good at doing.

It allows people to participate if they cannot physically house animals and provides caregiver support with the goal of reducing burnout.

It's working very well for the rescue I volunteer with

As long as the volunteers got a long and communicated well it could be helpful. We do this to some extent now. We have foster mentors that assist with vaccinations and health concerns. We also have a group of volunteers that upload photos and bios to our shelter software.

I do think foster teams could work in some incredibly well under special circumstances, like a particularly hard to place animal that really needs the added help of a foster team to get adopted out.

Foster teams would make it easier to think of yourself as a pet sitter and not the pet parent. So letting them go wouldn't be so heartbreaking. When it's too many heartbreaks, you get emotionally burnt out.

This team concept allows people who cannot take a pet into their home to help with a cause they're passionate about.

Again, great alternative for people who can't commit 100%.

Yes because it can help take the load off of one person doing it all and not being able to keep up.

I really don't see a downside, especially if used in conjunction with traditional fostering.

Absolutely. You just need to be organized, be a good communicator who gets along well with people, and get them excited to help!

Giving people an opportunity to help in a role other than having to bring a new pet into the household is a fantastic idea! This allows people to do what they feel they are best at while being able to help an animal (or animals) in need. I think this will, ultimately, lead to more volunteers and more safe animals.

Themes from positive responses:

- Foster teams can provide support/make fosters feel less “alone”
- Teams can work well for difficult to place animals
- Foster caregivers can contribute on a team even if they cannot have an animal in their home
- Diffuses the responsibilities/”spreads the load”
- Could reduce burnout

Randomly selected neutral/negative comments (25):

There would have to be enough people and interest, so it would only work with larger organizations.

Too many unknowns

For rescue groups spread out, the team concept would be difficult. So it may not work for all of them.

Some people need this, others don't

Highly dependent on the human personalities involved

Thinking back to school with assigned teams, there are always people who are stuck doing so much more while others contribute so much less. I'd also fear that happening, where I'm worried about dealing more with lazy/rude people within the organization instead of focusing my energy on the animals in need.

If volunteers lived close

It is very dependent of the organizations interest in their foster parents

In a larger city, this might be viable
Egos often get in the way of team efforts.
I'm just not sure – need more time to think about this new concept
I'm sure on a small scale it could be done but not sure how well for a larger facility/rescue
No...because people have their own way what they do; not to mention the stress this would be put on a dog to have so many different people taking care of it!
I believe this may not work in all situations. Organizations that are more foster based are more likely to have this work
All individuals are not necessarily equipped to be a foster caregiver
For a large rescue with a lot of people and money it probably would. Not for small rescues.
It would require enough interested volunteers.
I believe that location of shelter makes a difference. My organization is located in the desert, low income area. It's been hard work to find people who will commit to fostering. The idea of teams is great, will for sure help but there has to be people committed to this. Also, some people prefer to do this alone. In which case, I would let them if I know they are excellent foster parents.
I don't see it working for us, but I suppose the concept was created for a reason, so it might work for some.
I don't think it will work very well, unless the organization is huge and perhaps has paid staff, because you cannot ever rely on someone else to do the job you could do yourself.
Doesn't seem like something I personally would like but it COULD be something for other people.
Our organization would need more volunteers in order to have foster teams
Some organizations are smaller and not enough people
I just don't know if it could work
I've never seen it in action, so I'm doubtful

Themes from neutral/negative responses:

- Too many unknowns
- **Lots** of these comments have to do with the fact that respondents seem to think the team concept could only work with larger organizations
- Seems like it would require \$\$
- Very dependent on the functionality of the shelter/organization
- Concerns about geographic dispersion

2. Would you have any interest in being on a foster team at some point?

Definitely not	Probably not	Might or might not	Probably yes	Definitely yes	Percent Favorable	Mean
5.50%	15.20%	25.90%	31.60%	21.70%	53.30%	3.59

- Although these statistics are slightly lower, it is still encouraging that **more than half** of respondents indicated that they would probably/definitely be interested in giving foster teams a try
 - This is impressive given that, based on the open-ended comments, for many respondents the foster team concept was completely new
- The mean response was still **above average** (3.5+) on a 5-point scale

Open-ended Responses

In your own words, please explain your response to whether you would have interest in being on a foster team at some point.

Randomly selected positive comments (25):

I would love to partner with team members who have strengths in my weak areas (adoption promotion) so that my strengths (ability to house challenging animals) could be better utilized.

I think it would not be as beneficial to the animal as a normal fully involved foster parent would be

I enjoy fostering and I understand how helpful fostering can be to find the best home for fosters. I think spreading the responsibility will allow for more families to become fosters.

If there are fosters for my organization that live near me, I would be interested.

I think it works better than having only one person be responsible for everything. With the shared load we are more likely to cover all the bases and not miss an important item. Working together makes the entire load lighter. Taking turns feeding, cleaning, and taking care of the animals makes the job more easily handled. You can actually enjoy the dogs and not feel like it is a tremendous workload.

I need help.

I would like to do more to support other foster families.

I'm always interested in helping animals and learning new ways to do it.

I would like to give it a try!:)

Sounds like a good idea. It would also encourage relationships with other foster parents.

I like teamwork! I like helping others...a little can go a long way and during times when I'm not a primary foster it's a way too continue to contribute AND stay connected.

It could work for me when I am out of town.

I am always open to other methods for helping animals.

I'll always be interested in ways to help animals in need. If other things fall into place (schedules, etc), that's definitely a point of interest.

Yes! I would actually prefer to be on a foster team.

It sounds like a great idea. I'd like to do anything that will help dogs get the best homes.

It might be fun just to be the trainer for my foster group while someone else handles feeding or screening applications, etc.

I am already on a foster team and it's great.

I like the idea. I think it would help get more animals into loving homes.

I think it would be a great experience. I've done quite a bit of fostering as I run the organization I volunteer with and burnout sets in quickly - especially when you feel like you're the only one doing anything. Utilizing the team concept, I feel, will help alleviate some of the stress and time crunches I feel when fostering and will allow the foster carer extra time to spend with that pet (or their own if they are feeling left out) leading to more well adjusted animals being adopted which will, hopefully, decrease the number of pets being relinquished back into shelters.

Support throughout the foster process is very important and a team supports each other

Would be good to have someone to foster while we are on vacation. I would like the team approach if it allowed for us to have more input into the adoption process.

I would love it. I would be able to focus on one aspect that I am best and most comfortable doing.

If I can help to get more done that will make fostering and getting a pet adopted quicker then why not do it?

Opportunity to let me focus on different areas rather trying to everything for foster dog. Sometimes I would like to have a break & not have a dog, but I'd love to help with training of one.

Themes from positive responses:

- Again, foster teams could lessen the load on each individual
- Some respondents seem eager just to try new things/learn about new best practices
- Could be better experience for the animals
- Allows for foster caregivers to take a break from being the "main caretaker"
- Could help fosters form new relationships

Randomly selected neutral/negative comments (25):

Not sure if I could manage that time commitment

Depending on the team members, structure, and all the details, I would consider it, however do not feel very confident about it.

Too many random other people to interact with.

We have a very small group ☹️

I prefer to be independent. I'm busy and don't want to have to work with/around other people's schedules to accomplish tasks.

My health has worsened.

I cannot squeeze in the additional time and coordination.

I would be worried that things would fall through the cracks and people would not take full accountability - some would end up doing more than others or filling in where they were not originally supposed to

I'm just not interested and don't have time for that kind of organization.

It would depend how it was set up

I'd have to see what my role would be and if I had the time.

I prefer to handle my fosters independently

I'm happy with how I'm currently doing things

Possibly, but my favorite thing to do is actually work with the animals and keep them in my

home.

I work better alone and at my own pace

I don't mind doing all the work.

I have been involved with animal shelters, fostering, adoption programs as an employee, volunteer, and board member for nearly 40 years. It's time for me to step back and allow younger folks to continue this important work. I'm tired.

My time is limited.

I'm picky about who I work with and it would have to be someone that would be highly compatible with me and have the same belief system regarding the animals I foster.

I guess I'm just not a "people person"

I have not had good experiences with other animal rescuers.

My involvement could be waning due to age and health issues for myself and my elderly pets.

If you get too many people involved things get confusing and take more time than they should.

As mentioned before I prefer to be the main person monitoring the animal's medical and social needs.

I think I would have to have more information on how it would come together to make the rescue cohesive, rather than somewhat divided.

Themes from neutral/negative responses:

- Concerns about size of organization not supporting foster team(s)
- **Lots** of the negative comments were from people who "prefer to work alone" or "prefer to do everything themselves"
- Health/age worries
- Fears about foster teams taking *more* time
- Some indicate that it would be dependent on how well the organization sets up/monitors the teams

3. Please respond to the following statements about the potential outcomes of using foster teams. In general, do you think the foster team concept could...

Lead to more overall adoptions?

Definitely not	Probably not	Might or might not	Probably yes	Definitely yes	Percent Favorable	Mean
0.60%	5.30%	40.40%	36.80%	16.90%	70.20%	3.64

Lead to more people being involved in fostering?

Definitely not	Probably not	Might or might not	Probably yes	Definitely yes	Percent Favorable	Mean
0.40%	3.40%	21.50%	49.60%	25.10%	74.70%	3.96

Lead to more satisfaction among volunteers supporting fostering?

Definitely not	Probably not	Might or might not	Probably yes	Definitely yes	Percent Favorable	Mean
0.70%	4.20%	26.70%	44.60%	23.80%	68.40%	3.87

Lead to more retention among volunteers supporting fostering?

Definitely not	Probably not	Might or might not	Probably yes	Definitely yes	Percent Favorable	Mean
0.70%	4.10%	29.00%	44.10%	22.10%	66.20%	3.83

Lead to happier and healthier pets?

Definitely not	Probably not	Might or might not	Probably yes	Definitely yes	Percent Favorable	Mean
1.30%	7.00%	35.70%	34.00%	22.10%	56.10%	3.69

- More than 50% of respondents, and sometimes close to 75%, probably/definitely agree that foster teams could have **positive outcomes** for foster caregivers themselves, the organization, and the animals

4. What is your overall reaction to the concept of foster teams?

Dislike a great deal	Dislike	Neither like nor dislike	Like	Like a great deal	Percent Favorable	Mean
2.10%	7.90%	19.90%	39.40%	30.70%	70.10%	3.89

- **More than 70%** of respondents like/really like the idea of foster teams overall
- Furthermore, the average response was **well above average** on a 5-point scale
- Only 10% of respondents had a negative reaction to foster teams
- It is important to keep in mind that many respondents *just* learned about the concept of foster teams via a couple paragraphs before responding to this question, which makes the favorable responses all the more encouraging

Open-ended Responses

In your own words, please explain your response to your overall reaction to foster teams.

Randomly selected positive comments (25):

A foster team would be ideal for anyone wanting to help animals but lacking time and/or resources to take on a fostering job individually.

I think it sounds like a great idea because it would give foster's more of a voice in the care of the foster animals and it would help take some responsibility from the shelter management team.

It sounds as if it would be a fairer & more effective fostering program!

Can accommodate different schedules and strengths.

I think it could be great for long-term foster parents to have more involvement in more aspects of the process and could be a good intro for people who are interested in fostering, but may not feel able to take on full responsibility for a pet

It takes a village to raise a child and I think the same thing is true for successful animal fostering.

It seems like a good idea and it could involve more people.

I think they would relieve the caregiver of some of the responsibilities and prevent burnout among the caregivers

It might interest people who maybe don't have an adequate place or enough time

Everyone would have to work together as a TEAM to be efficient and meet all the intended goals!

Love it because I don't think everyone who has a foster pet is necessarily equipped or ready to take photos, write a bio, etc

It sounds like a great concept for people with busy lives who may not have the time to devote to doing it all.

It could help. We do need to help each other more! Especially when a foster is going out of town, with transportation issues, encouragement, etc. A team approach can help share the

load.

Great way to build a vesting and continuing interest in fostering. Great way to alleviate chance of compassion fatigue. Team building is empowering.

Its a nice concept. It is hardest when you feel isolated with the entirety falls on your shoulders.

I believe this would be beneficial and take some of the pressure off the foster. I have a very busy schedule and fostering can be time consuming. If a team member could be responsible for getting the animal to every adoption event, the animals would probably adopted faster. Good photos are critical so having a team member willing to get great photos is priceless.

We actually have teams in our rescue. We have home visit teams, staff who work with the dogs who are at our building until a foster is available, teams who process applications, go to events, etc. It's fantastic. When I am not hosting a foster, I'll help out the other teams.

Would help with the care of the animals. Help with the stress level of the people involved in fostering. Help new fosters who have no idea what they are doing. Take the "I am alone on an island" feeling out of fostering.

This sounds like a great idea! Many people want to help but just aren't able to commit 100%. Some volunteers at my shelter have co-fostered and that has been good. This sounds even better.

Fostering is hard but very rewarding. Teams might be able to provide each other with support. Fostering can be physically and mentally taxing. Teams again would be able to help as a support group.

Shared burden makes light the work? Something like that. A lot of people always say "oh I could never foster as it would be so hard to give up the dog." This is perfect for them. And those of us who prefer pets to people would get extra support for the adopting and possibly other things.

Sounds good. I know I work weekends so having someone to take my fosters to adoption events would be a great help to me.

That's what I have been asking for, for years. No foster should feel their out there alone.

It's a very good concept and I would be more than willing to participate.

I think it's a great idea! The more involved people are, the better chances of a great experience. Not everyone is able/willing to have a strange pet in their home, whether it's due to other pets, family, allergies, time commitment, etc, but many still want a way to help & I think having all the team roles available and allowing people to select what they think they would be best at is a fantastic idea!! This keeps everyone engaged & happy while providing fostering and nurturing for the pet. What a great concept!

Themes from positive responses:

- Foster teams could alleviate some work that the staff members in the organizations must perform
- Could promote fairness
- Many think it would be a good way to get new volunteers involved (i.e. increase recruitment); also, perhaps organizations could reach a new target group of volunteers by offering a way to foster that is not *as much* of a responsibility
- Capitalizes on individual's strengths (e.g. some people are very good at photography)
- Respondents who like teamwork/working on teams in other aspects of life tend to indicate that they think teams would be good in foster organizations as well

Randomly selected neutral/negative comments (25):

It would take someone to lead the team with great communication and organizational skills. If

you that, great, if not it sounds like it would be a lesson in frustration.
I'm happy fostering as we do, so I don't feel a need for change.
I feel like having that many people involved may lead to more loss of communication and that could lead to frustration and burnout. Perhaps the "too many cooks in the kitchen" mentality
If it brings support from others working together it is a good concept. The problem I have seen in organizations is that a few people on the board make all the decisions which do not take into consideration how the people fostering feel. There is a lack of support and appreciation of the time, money & care that goes into the foster pets.
Reliance on others can lead to disappointment with having expectations other team members will have same dedicated work ethic
I think teams are a good idea, but I also think people will do more if communication is there.
Just doesn't fit my personal preference
Not for me but I can see how the direct support of others could be beneficial
Not sure of feasibility. Would require extensive coordination and collaboration.
I personally would rather take on the majority of the responsibility, I'd be worried that having so many people coordinating it would be too complicated and things would fall through the cracks
It will take time, communication, and cooperation to get these teams functioning adequately. They may be more time consuming in the beginning.
It could work but I guess I personally don't feel I need someone to take my fosters pictures or go to adoption events for me.
Not enough info to evaluate.
Actually I think it would be a great idea if you got the buy-in from everyone. Unfortunately sometimes in the rescue community there is a number of people who sometimes relate better to animals and "don't play well with others", thinking that their way is the only, best way.
I am not a "people person" and prefer to work independently. I have been rescuing animals for the past 30 years. I own and operate a nonprofit animal sanctuary for dogs, cats, horses....and a pig.
Great idea if there are sufficient volunteers to cover all needs. If five people want to photograph and one will house the animal, there's no one left for transport, etc. Could also be complications arising from philosophical differences in treatment and training among team members.
Never thought of or heard of them
The only problem I foresee is that the fostered dog would be too confused by moving to multiple foster homes
I foster the animals with serious behavioral problems due to the fact I am an experienced veterinary technician specializing in behavior. I live remotely. Working with a team would require too much of my time teaching them how to work with the animals with behavior issues.
It's a different concept so I'm not sure if I'd like it.
I just prefer to do my own thing.
I think that shelters are already overwhelmed and this would require more work on their part. The ultimate responsibility is with the shelter and the more involved with a specific litter or animal, the more work this could create.
Can be too many "chefs in the kitchen" so to speak.
It would depend of the responsiveness and dedication of the team members. Would need to have support if members of the team were not fulfilling roles.
It's an interesting idea but I'd like to hear from people who have actually put it into practice

Themes from neutral/negative responses:

- Concerns about potential poor communication
- Fear that others will not follow through on their team responsibilities

- Personal preference for working alone/not “needing a team”
- Overall, lots of comments about how this concept **could be good if done well**

Are these results dependent on any factors?

Surprisingly there were not very many “moderators” of these results. We come to this conclusion based on a series of numerous regressions we ran that analyzed whether how people felt about foster teams depended on their demographic information, their experiences with fostering, how they felt about their organizations, etc. More specifically, we actually included every other numeric question (e.g. questions that were on a 1-5 scale; could not include questions where respondents select their top reason for turning over/buffers) to see what impacted respondents’ feelings towards foster teams.

Though there were not many moderators, there are a couple of exceptions, which are important to keep in mind when interpreting these results.

For interest in being part of a foster team:

- There were group differences, such that the idea of being on a foster team at some point was most popular with **foster caregivers taking a break** (3.60 on a 5-point scale)
 - The second highest group was ex-fosters (3.44); last was current fosters (3.34)¹
- Respondents were more likely to want to be part of a team if they strongly agreed about **feeling supported by their current/former organization**
 - The same goes for **feeling that their current/former organization values their input**
 - And, finally, more interested in being on a foster team if they **feel their current/former organization appreciate(d) them**
- **Takeaway:** if organizations try out the foster team concept/already have it in place and are trying to get fosters excited about joining, they should perhaps target those on a break (or ex-fosters) and also ensure that support, input being valued, and appreciation are high in the organization
 - Current fosters just might require some more education!

For overall reactions to the foster team concept:

- There were group differences, such that the idea of foster teams in general was most popular with **ex-fosters** (4.0 on a 5-point scale)
 - The second highest group was foster caregivers taking a break (3.93); last was current fosters (3.84)²
- The concept was also more popular with “every once in a while” foster caregivers (3.99 on a 5-point scale), followed closely by “one-time” foster caregivers (3.98)

¹ Post hoc analyses revealed that for foster team interest, foster caregivers’ taking a break rating (3.60) is statistically significantly higher than that of ex-fosters but the difference between ex-fosters (3.44) and current fosters (3.34) is not statistically significant

² Post hoc analyses revealed that for overall reactions to foster teams, ex-fosters’ rating (4.0) is not statistically significantly higher than that of foster caregivers taking a break (3.93), but is significantly higher than current fosters (3.84)

- Those who are frequent caregivers rated them slightly lower (3.72)³
- **Takeaway:** again, organizations might consider targeting those ex-fosters/fosters currently taking a break to see if they can re-involve them in the organization by appealing to them with the foster team concept, which is arguably less commitment/responsibility
 - Current fosters/frequent fosters might need a bit of extra convincing to join a team

The fact that we did not find many moderating variables is **good news** for the viability of foster teams—this means that this new concept is “universally” appealing, relatively speaking. These results are also in line with Maddie’s Fund previous market research, which showed that the idea of foster teams had different appeal depending on whether the foster caregiver was currently active.

³ Similar to the previous, post hoc analyses revealed that for overall reactions to foster teams, “every once in a while” foster caregivers’ rating (3.99) is not statistically significantly higher than one-time fosters’ rating (3.98) but there is a statistically meaningful difference between the ratings of every once in a while fosters and frequent foster caregivers (3.72)

Appendix: Foster Teams Survey Questions

The following questions are about a new concept that we are exploring: “foster teams.” Foster teams are groups of volunteers working together to coordinate and implement all aspects of the care, marketing and adoption of foster pets (with the support of the organization of course). Here are a few more details:

- *The workload of fostering a pet is generally divided: approximately 4-6 people share the responsibilities instead of a single person/couple*
- *Volunteers are empowered to select roles based on skill and interest*
- *Volunteers can spend more time doing tasks that interest them and less time doing the tasks that don't*
- *You can support the fostering process, but do not necessarily have to house a pet if that is not of interest. For example, if you are talented at taking photos, you could be the team photographer. If you prefer to do adoption events, you can do adoption events, etc. Other roles include team coordinator, transport specialist, bio writer etc. There would also be a primary foster and a backup foster on the team in order to share the responsibility of housing the pet*
- *While the team would have a volunteer team leader/coordinator, the team would work together to make this a positive and productive experience for the pet and the other members of the team*
- *Team communication can be done in person, but will more likely occur via phone, email, and private social media type interfaces*
- *Note, a shelter can have both a traditional foster program and a foster team program occurring at once – having one does not mean you can't have the other. Different volunteers could pick what most interests them*

The ultimate hope, but we would like your opinion, is that teams can help save more animals, result in less foster burnout, greater engagement of volunteers, and overall be a more satisfying experience for team members.

1. What is your overall reaction to the concept of foster teams?
 - Dislike a great deal
 - Dislike
 - Neither like nor dislike
 - Like
 - Like a great deal

2. In your own words, please explain your response to your overall reaction to the concept of foster teams above.
 - Open-ended

3. To what extent do you agree with the following statement: I think this is a concept that could work well for some people/organizations
 - Strongly disagree
 - Disagree

- Neither agree nor disagree
 - Agree
 - Strongly agree
4. In your own words, please explain your response whether you think this concept could work well for some people/organizations
- Open-ended
5. Would you have any interest in being on a foster team at some point?
- Definitely not
 - Probably not
 - Might or might not
 - Probably yes
 - Definitely yes
6. In your own words, please explain your response to whether you would have interest in being on a foster team at some point.
- Open-ended
7. Please respond to the following statements about the potential outcomes of foster teams. In general, do you think the foster team concept could...
- Lead to more overall adoptions?
 - Definitely not
 - Probably not
 - Might or might not
 - Probably yes
 - Definitely yes
 - Lead to more people being involved in fostering?
 - Same response scale
 - Lead to more satisfaction among volunteers supporting fostering?
 - Same response scale
 - Lead to more retention among volunteers supporting fostering?
 - Same response scale
 - Lead to happier and healthier pets?
 - Same response scale