

## Tell Us About Your Organization's Foster Programs and Practices

Hi,

This survey asks questions that will help us evaluate your foster program and determine the next steps that will help you reach your goals. Please have the person most familiar with your organization's foster program respond to this survey. It will take about 20 minutes to complete.

Note that the questions aren't intended to suggest that organizations should be implementing everything mentioned in the survey. Some choices refer to items which aren't currently best practices for foster programs, but that many shelters still do. Asking questions about things that are, and are not best practices helps us to make recommendations for your organization.

Specific data from your organization and its foster program during the last calendar year will be required, such as:

- Total cat intake
- Total dog intake
- Total cat foster placements
- Total dog foster placements
- Total number of foster caregivers who took pets home
- Total full time and part time staff and volunteers who manage the foster program

If you have questions about this survey, please email [duer@maddiesfund.org](mailto:duer@maddiesfund.org).

Thank you!

### 1. About you and your organization:

<b>Your Name</b>	<input type="text"/>
<b>Organization</b>	<input type="text"/>
<b>City/Town</b>	<input type="text"/>
<b>State/Province</b>	<input type="text" value="-- select state --"/>
<b>Email Address</b>	<input type="text"/>

### 2. Which of the following best describes your organization?

- Private non-profit animal organization with a physical shelter and no government contract
- Private non-profit animal organization with a physical shelter and a government contract
- Private non-profit animal organization without a physical shelter
- Other (please specify.)
- Government animal organization with a physical shelter (e.g., animal services, animal care & control)
- Government animal organization without a physical shelter

3. What is your role?

- CEO/Director
- Shelter or Operations Director/Manager
- Foster Director/Manager
- Foster Coordinator/Staff
- Other (please specify)

4. How many cats did your organization take in during the last calendar year?

5. How many dogs did your organization take in during the last calendar year?

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### Foster Data

6. How many of each type of foster coordinators/managers do you have? Enter zero for any option that you have none of.

# Full time paid (staff)  
foster coordinator or  
manager(s)

# Part time paid (staff)  
foster coordinator or  
manager(s)

# Full time volunteer  
foster coordinator or  
manager(s)

# Part time volunteer  
foster coordinator or  
manager(s)

7. How many **feline foster placements** were made during the last calendar year? Please include all types of fostering except day outings.

8. How many **canine foster placements** were made during the last calendar year? Please include all types of fostering except day outings.

9. How many **canine field trips** (a few hours to all day) were made during the last calendar year?

10. How many **feline field trips** (a few hours to all day) were made during the last calendar year?

11. How many **foster caregivers took pets home** during the last calendar year? Please include all types of fostering except day outings.

12. What types of data are you collecting and using to improve your foster program?

- |  |  |
|--|--|
| <input type="checkbox"/> Number of active foster caregivers                | <input type="checkbox"/> Types/ages of pets fostered                       |
| <input type="checkbox"/> Number of new foster sign-ups                     | <input type="checkbox"/> LOS in foster, by type of pet                     |
| <input type="checkbox"/> Percentage of new foster sign-ups who foster pets | <input type="checkbox"/> Outcomes for pets fostered                        |
| <input type="checkbox"/> Where new fosters are finding you                 | <input type="checkbox"/> Number of pets adopted directly from foster homes |
| <input type="checkbox"/> Number of individual pets placed in foster        | <input type="checkbox"/> Number of bites in foster homes                   |
| <input type="checkbox"/> Number of foster placements                       | <input type="checkbox"/> None of these                                     |

## Tell Us About Your Organization's Foster Programs and Practices

### Overall Program

13. Which of the following types of foster for **cats & kittens** did your organization utilize during the last calendar year? Check all that apply.

- |  |   |
|--|---|
| <input type="checkbox"/> Sick or recovering from surgery   | <input type="checkbox"/> Emergency foster   |
| <input type="checkbox"/> Behavior  | <input type="checkbox"/> Long stay in shelter   |
| <input type="checkbox"/> Custody/legal cases   | <input type="checkbox"/> Fostered by finder   |
| <input type="checkbox"/> Deterioration in shelter  | <input type="checkbox"/> Foster to adopt  |
| <input type="checkbox"/> Healthy adult   | <input type="checkbox"/> Safety net (foster care for owned pets whose owner is in crisis but who wants to ultimately keep them) |
| <input type="checkbox"/> Hospice (pets who have a terminal illness but who still have some time left while they are comfortable) | <input type="checkbox"/> Kittens <8wks./2 lb.   |
| <input type="checkbox"/> On stray hold   | <input type="checkbox"/> Transport (in foster home for a specific amount of time to quarantine for travel)                      |
| <input type="checkbox"/> Field trip (foster for one hour to all day)   | <input type="checkbox"/> Business/organization (e.g., a library fostering a kitten or a hotel fostering a dog)                  |
| <input type="checkbox"/> Sleepover/short-term foster   | <input type="checkbox"/> None of these  |

14. Which of the following types of foster for **dogs & puppies** did your organization utilize during the last calendar year? Check all that apply.

- |  |   |
|--|---|
| <input type="checkbox"/> Sick or recovering from surgery   | <input type="checkbox"/> Emergency foster   |
| <input type="checkbox"/> Behavior  | <input type="checkbox"/> Long stay in shelter   |
| <input type="checkbox"/> Custody/legal cases   | <input type="checkbox"/> Fostered by finder   |
| <input type="checkbox"/> Deterioration in shelter  | <input type="checkbox"/> Foster to adopt  |
| <input type="checkbox"/> Healthy adult   | <input type="checkbox"/> Safety net (foster care for owned pets whose owner is in crisis but who wants to ultimately keep them) |
| <input type="checkbox"/> Hospice (pets who have a terminal illness but who still have some time left while they are comfortable) | <input type="checkbox"/> Puppies <8wks./2 lb.   |
| <input type="checkbox"/> On stray hold   | <input type="checkbox"/> Transport (in foster home for a specific amount of time to quarantine for travel)                      |
| <input type="checkbox"/> Field trip (foster for one hour to all day)   | <input type="checkbox"/> Business/organization (e.g., a library fostering a cat or a hotel fostering a dog)                     |
| <input type="checkbox"/> Sleepover/short-term foster   | <input type="checkbox"/> None of these  |

15. What percentage of each type of pet are generally available for fostering at your organization?

	0-20%	21-40%	41-60%	61-80%	81-100%
Kittens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cats	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Puppies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (e.g., rabbits, guinea pigs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Tell Us About Your Organization's Foster Programs and Practices

### Foster Onboarding

16. What is the shortest amount of time your foster onboarding process can take, from signing up to putting a pet in their hands?

- 1-3 Hours
- 4 Hours- 1 Day
- 2-3 Days
- 4 Days-1 week
- 8 Days or more

17. What are the **required** steps in the process for becoming a foster caregiver at your organization? Check all that apply.

- Fill out an application/sign-up form
- Be interviewed in person or via telephone
- Background check
- Fingerprinting
- Immediate access to foster caregiver training (e.g., online, on-the-spot)
- Foster caregiver training requires a waiting period (i.e., must attend in person training on specific day)
- All fosters are must also be in-shelter volunteers and attend any related training
- Home visit
- Meet all members of household
- Meet all pets living in household
- Veterinary exam for existing household pets
- Review of veterinary records for existing household pets
- Up to date vaccinations for existing household pets
- Sign foster agreement
- Landlord check
- Contact personal references

## Tell Us About Your Organization's Foster Programs and Practices

### Foster Engagement & Appreciation, Medical, Training & Support

**These questions ask about whether your organization utilizes the listed programs/items. Please use the following definitions as a guide when answering these questions.**

- **Not being done:** Your organization has not implemented this
- **Planning or beginning to implement:** Your organization has ideas to implement or is beginning to pilot the program
- **Done, but needs improvement:** Your organization is doing this, but it isn't done regularly or needs significant improvement or expansion
- **Done well:** This is being actively implemented and is benefitting some animals and/or people, but there may be challenges that haven't been solved or it may need a tune-up
- **Exemplary:** All animals or people who could benefit from this are receiving it. It has clear goals & undergoes regular reviews to make improvements as needed. It is done well enough to serve as an example for others.



18. Which best describes the degree to which your foster program engages and expresses appreciation for foster caregivers?

	Not being done	Planning or beginning to implement	Done, but needs improvement	Done well	Exemplary
Responds to foster inquiries within 24 hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foster caregivers are "checked in" with on a regular basis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Solicits feedback from foster caregivers about their experiences with the program regularly (i.e., yearly survey)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Plans regular appreciation and social events for foster caregivers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Peer-to-peer support for fosters, such as in a social media group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foster caregivers are seen as VIPs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foster caregivers are an integral part of the team making decisions for their foster pet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Which best describes the degree to which your organization does or doesn't offer the following support?

	Not being done	Planning or beginning to implement	Done, but needs improvement	Done well	Exemplary
Easily accessible foster resources (on website, Trello, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mentor program for foster caregivers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foster social media group or other forum where questions can be asked	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ongoing education for foster caregivers is available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foster orientation/training for all fosters (can be online or on-the-spot)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Which best describes the degree to which your foster program provides the following to foster caregivers?

	Not being done	Planning or beginning to implement	Done, but needs improvement	Done well	Exemplary
An efficient process is in place for pets in foster homes to get medical needs met	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process is in place to take care of medical emergencies 24 hours a day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rapid response to foster emergencies (under 1 hour)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foster caregivers are given instruction as to how to identify an emergency, and next steps to take	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System for making appointments and sending reminders to fosters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Tell Us About Your Organization's Foster Programs and Practices

### Marketing and Adopting from Foster Homes

**These questions ask about whether your organization utilizes the listed programs/items.**

**If your organization only does safety net fostering (foster care for owned pets whose owner is in crisis but who wants to ultimately keep them), you can skip this page.**

**Please use the following definitions as a guide when answering these questions.**

- **Not being done:** Your organization has not implemented this
- **Planning or beginning to implement:** Your organization has ideas to implement or is beginning to pilot the program
- **Done, but needs improvement:** Your organization is doing this, but it isn't done regularly or needs significant improvement or expansion
- **Done well:** This is being actively implemented and is benefitting some animals and/or people, but there may be challenges that haven't been solved or it may need a tune-up
- **Exemplary:** All animals or people who could benefit from this are receiving it. It has clear goals & undergoes regular reviews to make improvements as needed. It is done well enough to serve as an example for others.

21. Which best describes the degree to which your organization does or doesn't do the following?

	Not being done	Planning or beginning to implement	Done, but needs improvement	Done well	Exemplary
Expectation is set from sign-up that you'll need fosters to help with marketing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fosters are trained and/or linked up with marketing resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foster caregivers who dislike marketing or need assistance with it have the ability to get support or training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is an efficient system for collecting foster photos, videos and information from foster caregivers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is an efficient system for posting the marketing material you receive from fosters to your website and/or social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Which best describes the degree to which your organization does or doesn't do the following?

	Not being done	Planning or beginning to implement	Done, but needs improvement	Done well	Exemplary
Pets can be adopted directly from foster homes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fosters have the option of getting support with finalizing adoptions or having them done from the shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training and/or guidance on how to do meetings with potential adopters, do adoption counseling and finalize adoptions is given to fosters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fosters are allowed to adopt and make decisions on placement of their foster pets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Tell Us About Your Organization's Foster Programs and Practices

### Recruitment, Program Management and Integration

**These questions ask about whether your organization utilizes the listed programs/items. You'll be able to choose the degree to which the statements are true of your foster program or organization on a scale of Strongly Disagree to Strongly Agree.**

23. Which best describes the degree to which you agree with the following statements about your foster program:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Organization talks about foster all the time in public-facing communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has a comprehensive plan for recruiting fosters that uses multiple strategies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An effort is made to extend the invitation to foster to all segments of the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organization's foster base is as diverse as the local community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fosters & volunteers are prompted to help regularly by recruiting fosters via word of mouth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sends foster pleas to foster caregivers in a variety of ways, on a regular basis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pets most in need of foster are placed in homes on a timely basis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. Which best describes the degree to which you agree with the following statements about your foster program?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
Foster program has Standard Operating Procedures (SOPs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foster program utilizes Standard Operating Procedures (SOPs) effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The foster organizational chart maximizes available resources- paid staff, reallocated staff, volunteers, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Each pet is recognized and treated as an individual with its own, unique set of physical and emotional needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foster rounds are made regularly to discuss and plan for animals who need extra support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pathway planning or behavioral plans are provided for pets in foster homes who need them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Which best describes the degree to which you agree with the following statements about your organization:

Strongly disagree      Disagree      Neither agree nor disagree      Agree      Strongly agree

Staff understand that the ideal standard of care for pets who won't be immediately adopted is foster care

                      

Organizationally, fostering is seen as just as important as adoptions.

                      

Foster staff regularly meet and collaborate with other staff (marketing, behavior, etc.) in order to meet the needs of the foster program and its pets.

                      

Foster placements can be made by multiple staff, not just foster.



## Tell Us About Your Organization's Foster Programs and Practices

### Resources and External Factors

26. What does your program provide for foster caregivers who need them? (Items are for foster pet unless otherwise specified)

- |   |  |
|---|--|
| <input type="checkbox"/> Food                     | <input type="checkbox"/> Pee pads  |
| <input type="checkbox"/> Treats                   | <input type="checkbox"/> Cleaning supplies   |
| <input type="checkbox"/> Crate                    | <input type="checkbox"/> Special equipment available to loan (Harness, kiddie pool for pregnant dog, etc.) |
| <input type="checkbox"/> Litter box               | <input type="checkbox"/> Incentives for foster caregivers (raffles, gift cards, stipend, etc.)             |
| <input type="checkbox"/> Litter                   | <input type="checkbox"/> Vaccines and/or dewormer for fosters' own pets                                    |
| <input type="checkbox"/> Toys                     | <input type="checkbox"/> Behavior support  |
| <input type="checkbox"/> Bedding/blankets         | <input type="checkbox"/> Transportation support  |
| <input type="checkbox"/> Medical care             | <input type="checkbox"/> None of the above   |
| <input type="checkbox"/> Vaccines and/or dewormer |  |

27. Does your state or municipality have laws or regulations that require specific steps in foster onboarding or management? If so, please describe.

28. Is your organization facing any other external barriers to expanding your foster program (county government not supportive, insurance difficulties, etc.)? If so, please describe.

29. Is there anything else you'd like to share about your foster program or clarify about any of your answers?