

Cat Behavior Team Inquiry Tracking

The Cat Behavior Team maintains data on each inquiry. This data tracks the type of issues people are seeking help for; who responded, when, and how; and what the outcome was. This data serves many purposes: by tracking the type of behavior issue, we know the most common problems adopters experience so our adoption counseling can tailor to those concerns; it monitors the team's response time and representative to ensure good service; and it tracks the success rate of the team so we know if the team is successful, and how successful, at preventing shelter returns. The latter is of critical importance if seeking funding for a similar program.

An example of this spreadsheet and the data within is shown below.

A	B	C	D	E	F	G	H	I	J	K	L	M
Name	APA! Name	Cat A#	Owner's Name	Owner Contact Info	Behavioral Issue	Date Request Received	Date Responded	Type of Response	Number of Responses	Responder Name	Was Cat Returned?	Response
Lafayette and Undra	Lafayette and Undra	A31303786 and			Kittens fighting and high energy kitten	7/21/16						
Sir Mikey Chaplain	Sir Mikey Chaplain	Unknown			Urinating outside the litterbox	7/20/16		Email				
Rosaria	Unknown	Unknown			Low cost vet resources	7/20/16		Email				
Hiccup	Hiccup	Unknown			Biting and meowing	7/18/16		Email				
Rome	Rome	Unknown			Dog cat interactions, return	7/19/16	7/19/16	Email	1 Email	Cheri		Was given return info by me and cat/tog into
Unknown	Unknown	Unknown			Requesting low cost euthanasia resources	7/18/16	7/18/16	Email	3 Emails	Diana	N/A	Gave low-cost euthanasia and cremation options labwork can sometimes help
Unknown	Unknown	Unknown			Jumping on counters	7/16/16	7/16/16	Email	1 Email	Elaine		
Kittens	Unknown	Unknown			Diarrhea in kitten	7/14/16	7/14/16	Email	1 Email	Sara		Suggested owner take kitten to the vet asap
Kitten	Unknown	Unknown			Kitten bothering older cat	7/14/16	7/14/16	Email	2 Emails	Sara		Asked how much time is being spent playing
Darwin and Descartes	Darwin and Descartes	Unknown			Kitten behavior	7/14/16	7/14/16	Email	1 Email	Sara		Reassured owner that this is normal kitten be
Unknown	Unknown	Unknown			Dog fixated on new kitten	7/10/16	7/10/16	Email		1 Diana		Gave dog/cat introduction protocol.
Unknown	Kourtney	A31681751			New kitten not using litterbox	7/10/16	7/10/16	Email		3 Diana	No	Gave dog/cat introduction protocol. Recommend litter and water until it feels more comfortable vet on Monday if it still hasn't used the litterbox now. Encouraged owner to still follow