Humane Rescue Alliance

Case Managers

**All About Case Managers**

As you’ve probably noticed, when you are fostering an animal for HRA, you are given a case manager to help you.  Most of our case managers are volunteers who specialize in helping foster parents with a certain population of animals (e.g. cats, dogs, neonate kittens, etc.).

For populations of animals that may require longer stays in foster care, you will receive an individualized case manager.  This is a specific person assigned to you for the duration of your foster animal’s stay with you.  People with young kittens and puppies get individualized case managers, as do people fostering adult animals who may need a little extra help, or animals with medical needs.

Some of you will be given a foster animal who we expect to be adopted easily and quickly.  These are our “fast track fosters,” who are totally healthy and behaviorally ready for adoption.  If you are fostering one of these animals, you may be assigned to the foster adoption specialists.  These are teams of case managers who work out of a single email inbox.  They can provide you with support, just as our individual case managers do, but you’ll be communicating with a team of people rather than one specific case manager.  When you are matched with a foster animal, we will tell you who your case manager is and how you can reach out to them.

What Case Managers Can Do

Case managers can help you with pretty much every question you might have about your foster animal.  And if they don’t know the answer, they know how to connect you with the person who does.  Examples of things your case manager might help you with:

* Questions about what an animal needs in order to be adoptable
* Questions about the adoption process
* Questions about medical issues
* Questions about behavioral issues

What Case Managers Can’t Do

Sometimes, case managers will need to tap HRA staff in to help with an issue.  These situations might include:

* Medical emergencies
* Serious behavioral issues
* Lost foster animals
* Animal bites

Case Manager Expectations

In general, we hope that case managers will be able to respond to you within 24-48 hours of you reaching out to them.  If your question is time-sensitive, you can help case managers respond sooner by putting “URGENT” or “TIME SENSITIVE” within the subject line of the email.

Similarly, we would like foster parents to respond to case manager emails within 24-48 hours.  The more communicative you are with your case manager, the better they are able to help you, and your foster animal.

Please note that case managers are volunteers, not emergency responders!  If you need help in an emergency, you can certainly reach out to your case manager, but you should also look to the [HRA emergency webpage](https://www.humanerescuealliance.org/emergencies) and the [quick reference sheet](https://docs.google.com/document/d/1jCG6mc88fFwhJhoYNC8IsAdVUoECCFMb9daCD24WFxM) to see how else you can quickly get help for your foster animal.