**Person-centered (client-focused) individualized care:**

**Acknowledge that each individual case is unique.**

* Case managers take the time to listen to a households needs regarding their pets
* Case managers must meet individuals and families where they are and re-center their own beliefs on what “responsible pet ownership” looks like.
* Case managers must set aside their own biases from influencing the decisions they make when providing case management to a household.

**Services Offered through Case Management**

* Keeping People Affected by Eviction with Their Pets
* Support Packages for the Homeless
* Basic Veterinary Care
* Pet Food
* Behavior Advice and Training Materials
* Pet Fees and Deposits
* Human Social Services
  + Assistance with DSS, SSDI, etc.
  + Referrals and Resources throughout the community
  + Legal Aid Referrals
  + Utilizing Existing Networks

**There are two primary options for households in considering support:**

1. Provide resources and services directly through Tail to Paw Animal Support utilizing our network of support and partners.
2. Assist pet owners in finding solutions within their own network.