Animal Friends --- Consulting Report

Student Consultant, Gang Ye
Community Partner, Ray Mauder
Community Partner, Jan Elsleger

Part I: The Consulting Situation

Organization

Animal Friends Inc is an animal shelter in Pittsburgh. Their mission statement is:

"Animal Friends, Inc., Pittsburgh's No-Kill Shelter in the Strip, provides temporary care for dogs and cats in need, free from unwarranted euthanasia, while:

- finding loving homes;
- reducing animal overpopulation;
- decreasing animal abuse and suffering;
- demonstrating the importance of companion animals; and
- educating the public."

Recognizing the staggering growth in pet population and the resulting need for control, Animal Friends has created a broad range of pet adoption and human services which would be elaborated later. The funding comes mainly from donations and capital campaigns.

Facilities

Currently there is one shelter which houses the animals and two offices in the Strip District area. They are close to each other within two blocks but not exactly next to each other. There are 25 personal computers, 5 of them are laptops. Most PCs run Windows 98 and around 5 PCs running Windows 2000. 1 notebook runs Windows XP. The local area network is wireless with a power "broadcasting antenna" outside the building connects three places together. Although the PCs are connected to each other, they do not communicate with each other often. There is a central server for file sharing and there is a server running Raisers' Edge software (explained later) which are accessed by mainly the 5 Windows 2000 PCs.

In one year and a half, the shelter would be moved to a much larger new building. The departments in the two old offices would be housed together and there would be an additional clinic that does in house medicals, which are mostly out-sourced at the moment. The PCs are going to be connected in a T1 internet connection. Some PCs are going to be added and the total would be around 35. Two kiosks would be set up for public access.

Programs

The size of animal shelters could be judged on the number of programs that it provides. Animal Friends is a medium sized animal shelter on a national level. Apart from its marketing, capital fund raising departments, it houses a number of programs that are specific to animal shelters:

1. Animal Birth Control. Animal Friends is the largest low cost spay and neuter program provider in the Pittsburgh Area. It works with 49 local private veterinary practices and set a price ceiling for the sterilization and subsidize part of the cost for the pet owner.

Normally the client will submit an application, which would be reviewed by Animal Friends. Upon approval, the client would have a contract and have an appointment set up with a third party vet (in future, this could be done by its own clinic). Animal Friends would keep track if the operation is eventaully carried out and if the client has paid his bill.

2. Foster Care. The shelter allows the animal to be temporarily housed in people's houses. They still belong to the shelter but temporarily taken care of by a third party. Animal Friends provide food, training, and veterinary support. For food and supplies, they can be obtained directly from the shelter. For the medicals, approvals would be sought and then the vet will bill the shelter directly. There are 8 types of foster care, namely Foster-to-Adopt, Cage Break, Cage Space, Socialization, Neo-Natal Care, Behavioral Training, Medical recovery. They differ in time length and purpose of care. To keep this paper focused, I will not elaborate here.

3. Humane investigations. If there are reports on animal abuses, it would be recorded down and investigated. There are 3500 calls and 852 cases in 2000 alone. Of the 832 cases that were investigated in 2000, 80 citations were issued and 58 court hearings were scheduled. In all, the conditions of 1,888 dogs and cats were investigated and improved. The current process would take down the records and follow up on the calls manually.

4. Inventory System. It has a large inventory of food, supplies, drugs and gas, etc. Currently there is no tracking of those items. They are purchased when the stock is low. But the stock is "felt" by the supervisor who is really familiar with all the items. But he is barely keeping up and certainly not going to stay on top once they move to the new building where there is a larger range of supplies to manage.

5. Adoption. Animals could be adopted and there is all the paper work to get the right certificate. It is preferable that a complete set of medical records follows the animal to the owner but often times that is either too troublesome to locate all the paper records or impossible at all.

Staff

The organization has a board of director that looks after the organization. For the operations, David Swisher is the executive managing director. Kathleen Beaver is the associate managing director under David. There are 3 more senior management personnel under whom there are the coordinators. Senior management and coordinators all have their own staff. David sets the vision for the organization. He pretty much sees what the organization is going to be and what he likes it to be.

Technical Planning

Ray Mauder is the person responsible for fixing technical problems. But David is the person who plans ahead and sees what the technology future is like for the organization. (I have not had the chance to meet up with David yet.)

Internal and external communications

Files could be shared internally on the file server. For communications, email is the primary method to communicate with the outside. Internally, in addition to email, there is a paging system.

Information Management

The organization has purchased Raiser's Edge, which is a complete software package on fund raising for non-profit organizations. Animal Friends uses it to record information about donors, organizations, events and related information among them. It is self contained in the area of fund raising and has key information on the people that are related to the Animal Friends. It has been considered pretty successful in helping the organization raising the money and it is likely that they want to stick with the system for at least the fund raising operation.

Because Raiser's Edge is not designed for animal shelters, many attempts to adapt it to the shelter operations to record data for animals and appointments are not successful. For each program mentioned above in the program section, they either does not have a computer aided process or have its own stand alone outdated system that could not satisfy the needs of current operations.

For animal birth control program, the database program was in DOS and was 10 years old. The programmer has left the organization which makes changes to the program almost impossible. It could not generate reports that the coordinators need, such as a summary on the billing for a month. Also a lot of the forms have to be hand written which could otherwise be printed off the computer.

For foster care and adoption program, it is currently either troublesome or impossible to track all the medical records for a particular animal because such data is not captures in a database. But this information is very important. So often times, the medical history for the animal is either incomplete or inaccurate. Also the billing for vet operations is not properly captured in any database. The foster care sends the animal for a vet, who bills the shelter. The shelter receives the bill and then pays it. There is no to track how much money was billed for a particular animal. Also sometimes when one operation on one animal is billed twice, the error could not be spotted easily.

For the humane investigations program, there are many phone calls for investigation. The data is currently captured in Microsoft Works, which is not very robust. It is not easy to follow up on calls and the database has very limited capability on searches, which could have been useful in categorizing phone calls.

As described earlier, there is no proper inventory system. The purchase of items is subject to the feel of the coordinator. As the scale of operations increases, it will inevitably cause chaos where coordinator forgets to restock certain items and overstock others. It would also be hard to monitor and justify the use of certain supplies.

Major Consulting Task
Name: Find a commercial software solution for shelter management

Approaches: I would first search the Internet and look up relevant magazine for reviews and advertisement on related commercial software. Because this is quite a specialized niche area, it would not be long before I identify the few candidates. After that, I would talk to the management of different departments to get further details on how exactly their process works. At the same time I will explore the functionality of different software by trying out their demos or reading their documentations. After I have a good knowledge on both sides, I would call up the software company and ask them if they can model their software to work exactly the way I want. Then I would evaluate the functionalities of different software with respect to the need of the shelter and their feasibilities.

Problems/Opportunities: Because it is a complete software package, we are trying to address all the problems mentioned in the previous section. There would be speeding up applications, easy look up and reduction in paper work, tracking of animals, tracking of billing information. Specifically, there should be modules for ABC program, foster care, adoption, medicals, inventory, investigation, billing and clinic. For opportunities, it might be able to install a volunteer module where information about volunteers like their total work hour every month could be calculated (at the moment it is done manually).

These problems exist within the programs that are integral part of the organization. Certainly addressing these problems supports the mission of the organization which is to provide care for dogs and cats.

Impacts:

There would be a centralized system for the shelter management, which promotes the feeling within the organization as a whole group.

There might be some investment requirement for hardware for server. Depending on what kind of access the organization want to provide, a few kiosks might be set up for public access.

Because it is a revamp of almost all current shelter operations, the programs would be drastically affected. There would be a change in the way they work. The change would be very specific to what the software provides and how it is going to model the current process.

Staff would have to adapt to the new way of working. There would be a learning process and most likely not a steep one because the software is designed for animal shelters.

For the fund raising part, it would still run on the Raiser's Edge software which they are happy about. But for the shelter operations, the information would be as described put into a centralized system. It is too early to judge how the information would be structured because it is specific to the software, but it is safe to assume it would be better managed and more efficient.

Feasibility:

There would be sufficient time to evaluate different software packages. My community partners are very enthusiastic about it and they actually gave me a lot of ideas and directions that I would never have thought of. They are building a new shelter and the funding should be available if it is an organization level system. The plan perfectly links my skills and my partners' skills: I provide the technical knowledge on the quality of the software and my partners advise me on the operations of an animal shelter. The plan, if implemented, would be sustainable because the software company would take over and have customer support on an annual contract that would be renewed every year. The risk is that the software company we find either does not provide value for money or goes out of business after a few years.

There is a large demand for animal shelter management programs and there are a few commercial software packages available. They are designed specifically for animal shelters and are used by many animal shelters across the country.

The training and maintenance of the software would be done by the software company as part of the package. As the system would be implemented for the new shelter which has not been fully built yet, my job would primarily be assisting the organization in choosing the right software system. The actual system itself would be purchased when they move into the new shelter.

Part 2: Outcomes and recommendations

Consulting Task I Outcome: System Analysis and Design

Initially this consulting task started off as providing a software solution for the Animal Birth Control program within Animal Friends. But after talking to my CPs, we realized that with a limited budget for the small program, it is not possible to come up with a comprehensible yet sustainable solution. Jan mentioned to me that the organization was considering obtaining a software system for the new shelter and I could probably help to get things started. I felt it was a great idea and it would fundemantally solve the initial consulting task as well. Then I started talking to people from different departments and got convinced that I was heading the right direction.

Eventually I did a report on issues concerning the design of a shelter management softoware for the organization.My CP Ray, who is the Data Systems Coordinator, would be using this report and have a very clear picture on what are the functionalities needed from the new system, what are the requirements that each process needed from the software, what are the specific tasks that the system would support and how it is going to support the tasks.

By using and understanding the report, Ray was well prepared in negotiating with software companies on what Animal Friend needs. He was able to lay out very specific demands to the software companies and know exactly what he wants.

For Jan and some other staff members, by me explaining the relevant report sections to them, they had a good understanding on what the software could bring them. They knew the specific tasks that the program could help them and the relevant procedures. They had a glimpse on how other departments handle information that is relevant to them.

The significance of this to Ray was that he would have a good big (and detailed) picture on the new software system. This is like a background research before purchasing a car. One would be more likely to get a better car (in terms of price and quality and suitability) if he knows how the car works and thus what specifications on different parts he wants. The same applies to the software system. Ray would confidently come into the negotiations with the software companies, knowing what he wants and not to be tricked by their gimmicks. The conversation would be more like “I want this, can you do it for me?”, rather than “Oh, you can do this, which is good. Oh, that would be good also.” This would enable Animal Friends get a deal that is most suitable for itself.

It is important for other organization members to know relevant parts of the report because they need to know what and how new technology could bring them. They need to agree with these functions and procedures because they are the people who would be using it. Because it is something they want, they would actually be happy to use it. Also by keeping everyone “in the loop”, it promotes a positive organizational-wide attitude towards a technology-savvy environment.

Previously the organization has a very general intention to get a software system. However that is way too general to even start the shopping process. Without a clear understanding on the current problems and processes and potential opportunities, it is very difficult to shop for a suitable software package. With a guideline and a clear specification, the search and negotiation would be much easier. Use the car analogy again, previously it would be “I want a car.” Now it would be “I want an automatic 4-door sedan, 4-cylinder and 2.2 liter with sunroof, cruise control”. That makes the car shopping a lot easier and meaningful. Same for the software.

The program details would not be observed. The report contains the schematic view of the system, specifying on a high level on defining different tasks. The actual program design itself and implementation would be left to the software company to decide. Ray would discuss with the software companies, with the background knowledge from the report, on how the program is going to be like. But that level of detail would only be achievable when a specific company comes in and implement their packages. That detail would not be evident from the report.

This report certainly goes in the direction in increasing the organization's capacity to achieve its mission. It lays the blueprint for the software system that is going to be implemented in future. The software system would make the operations in the organization faster, more accurate and more efficient, which in turn serves the mission of the animal shelter in providing better services.

The final purpose of this report is to assist in implementing a software system for the organization. Finding the right software company could solve the sustainability problem because they would provide continual support for it.

For the report itself, it is going to be "sustainable" because Ray and Jan would go through every point of it with me and thoroughly understand it. If there is going to be any change, Ray would be able to modify them and come up with a modified version of the blueprint based on my version. I have laid the groundwork and Ray can just build upon that.

Definitely this report shows how technology could help the organization in achieving its vision, at least indirectly. In analyzing the situation, a lot of problems surfaced which could only be solved effectively by a good computer system. Also the report itself is a proof and demonstration on how the technology could help to make current processes more efficient and error free.

Consulting Task II Outcome: Comparison of Software

I did a comparsion chart on different software solutions. It would be in a 2 dimentional matrix form. In the columns I would have at least 4 software candidates. In the rows, I would give the features to compare. This includes: modules available, cost, demo availability, web support, customization support, technical support, version maintenance, data conversion, reporting capability, hardware requirement, network structure, on-site training and special features.

This comparison chart would be used by CP to choose the right software company. Also after they make their choice, they would be able to present this chart to the board of directors to justify their choice.

This chart is important in two aspects. First it gives my CP a very qualitative survey of available commercial options. Previously not all these options were known to my CP or not as much detailed. Secondly it would give the board a very good guideline in making the decision on which option to choose. The software packages are not cheap, so it must have a good reason to choose a particular one.

While most of the matrix cells would be filled, some would be empty. I might not be able to get all the information I need. This is because I am not actually buying the software and some companies might not want to entertain me. These missing values might be important but due to the above mentioned constraint, I might not get them.

As explained in the Outcome I, the final purpose of this comparison chart is to find the right software for the organization. The software would contribute to achieving the organization's mission.

Also same as the Outcome I, the software, if implemented, would be sustainable because the software company would take over the support task. For the comparison chart itself, I would leave website and other contact information so that Ray could update the information as he wants.

Lastly, the outcome indirectly showed that technology could support the mission. As explained in Outcome I as well, the software, if implemented, could greatly increase the accuracy and efficiency of various operations.

At the time of writing, the organization has already prepared a tentative proposal for the acqusition of the Chameloen software system, which is the most comprehensive animal shelter management system in the market.

Recommendations I – Remote Access
I would recommend the use of PC Anywhere for organization staff to work remotely.

Three of the many characteristics about the working nature in the shelter at the moment are:

1. A lot of work is paper based and the staff has to be physically present in the shelter to work.
2. A number of key persons have their own domain of work and other people know little about it.
3. Many staff finds the need to work from home and have no means other than using floppy drives to transfer files.

The first two characteristics make the ability to work remotely critical. Basically it means if a person is missing from the organization site physically for an extended period of time, there would be no one able to take his work and it will cause a lot of trouble. Thus, a person would not be allowed to temporarily leave the organization for a relatively long time which is, of course, unrealistic. If they take leaves, they would need to perform a minimal level of necessary work while they are not present in the organization. Remote access would be required because a lot of work require access to resources in the organization only he/she knows how to use.

For the third characteristic, it is just a general demand that the staff prefers to have the ability to work from home, using most of the resources that are currently only available in the office, at any convenient time.

It is critical for the organization to allow key personnel for extended leaves. Remote access would provide a very useful way to prevent those disruptions. It would also enable the staff to use their time more efficiently by doing extra work at home where they feel more comfortable and quiet, and in turn serve the mission of the organization better.

With the implementation of the new software system, a lot of the resources would be moved to computer systems. A lot of the work could be done solely with the help of the computer. It would be good if a person can use a computer in locations other than the office; while at the same time has all the resources available to the office computer. The operations in the organization would not be disrupted too much that way if a key person has to leave the office tem. Compared to the current situation where there is no protection or contingency plan for such situation, the ability to remotely access gives much more assurance and stability.

The setting up of remote access software has become very easy in recent days. It normally involves installing the server software on the workstation in the office and installing the client software in staff's home. The staff could then use the client in their home to connect to the server in the office and as if using the office computer at home. The exact set up differs between software and would be explained below. Also, Symantec can give tech support, if needed.

I would recommend the use of PC Anywhere, which is the industry leading remote access software on the market.

PC Anywhere could be purchased at about $200 from the Symantec website:
http://www.symantec.com/pcanywhere/Consumer/index.html

It is relatively cheap considering the current tentative spending budget for the management software is $39,000 for the one time purchase and $28,000 support fee on an annual basis. Purchasing a few licenses for key personnel is a relative small spending in achieving the full potential of the software system.

To set up and use PCAnywhere server, one has to install the software both on the office computer and home computer. Ray would be able to do this easily. For an online instruction, one can follow:
http://service1.symantec.com/SUPPORT/pca.nsf/docid/199792482420&src=w

PC Anywhere can work on all platforms of Windows.

One concern would be the connection speed. PC Anywhere works best if the connection is DSL or above. For dial up, it is functional but considerable slow. Probably the organization can consider using PC Anywhere for key staff that already has DSL access at home. The price for the DSL access in the Pittsburgh Area is about $40/month for unlimited access. One provider is Comcast:
http://www.comcast.com/LocalHomePage/default.asp?LocResult&Zip=15213

Recommendation II – Enforcing rules on software usage

I would recommend setting up detailed instructions on how to use the software properly and enforcing rules for the proper usage of the software.

When I examine the current system, a lot of the things that people complain about are not really the problem of the software, but rather, it is the way in which people use the software. A lot of the functionalities are present, but people do not use them. As a result, over time the system lacks the sufficient information to perform any meaningful task and the system is reduced to a modern typewriter. For example, some people complain that it is hard to locate the records on the medical condition of an animal. The real situation is, the computer is removed from the medical room and it is not practical for the nurses to go across the room and enter the data every time they do something to the animal. If the medical records are not entered, how could that be possible for another person to retrieve it from another computer? It is not the software that does not provide the capability; rather, it is people not using the software for convenience at one time at the expense of inefficiency in the long run.

After the implementation of the new software system, I would recommend setting up instructions for every type of operation. It is to standardize the input and output and make sure all necessary information is captured. Software system is like an eco-system with all parts connected to each other. If one part does not do its job, it might affect other parts dramatically, which would in turn affect the original part. If the vicious cycle goes on, it would not be long before the system goes down. If instructions are set and

enforced, all the inputs are standardized. One does not have to worry about missing information that is supposed to be there --- the instructions have made sure that they would be there.

When setting up the instructions, I would suggest doing the following:

1. List out on step by step on what to do for a particular operation (one operation per piece of paper)
2. List out what information should be present after every operation (probably use checkboxes to enforce this)
3. Explain briefly why this information is important to other parts of the system (set the motivation for following the rules
4. Paste the paper near the computer and it is up to the management to think of a way to enforce it.

There are around 20 operations so each operation should have a set of instructions. It would be printed and attached to the computer that performs that operation.

For more specific information on how to draft instruction on a particular operation, please refer to my analysis report which has a detailed break down on all operations.

About the Consultant

Ye Gang is a junior in Computer Science, with a double degree in Economics, and a minor in Mathematics at Carnegie Mellon University. He would be working for Economic Development Board of Singapore after graduation.

Appendix:

System Analysis And Design

Operations
1. Take in

2. Behavior training

3. Medicals

4. Foster care

5. Adoption

6. Termination

7. Investigation

8. Lost and Found

9. Following up on adopted animals

10. Holding bay

11. Inventory system

12. Animal where about tracking

13. Visual Caging

14. People information

15. Search

16. Report

17. Access control

18. Volunteer

Operations

1. Take in

This is the intake of animals. There are two sources of animals: one is stray animals found in the street; the other is sent in by people (for e.g, owner). The animal would have to register upon taking in. This include assigning a name, input description including photos into database, recording date and the person who brings in the animal, the address where the animal is found, preparing necessary documents, printing name tag, preparing electronic security tag.

Features:

- Customizable drop down list such as breed, color.
- Taking picture on the fly.
- Use zip code database to identify location
- When a person is referenced, the person's information could be retrieved from the database if he is already in the database
- Automatically generate relevant ID
- All the paper documents (customizable) could be generated at the click of a button.
- A tag would be printed and could be immediately attached to the animal. It would include the name, feature, picture as well as other custom information.
- A security tag would be entered at the same time and hopefully the security tag would be made on the fly also.
- It would find a vacant cage to put in the animal (for transfer to the medical department for further inspection).
- It would update the checklist that this animal is officially checked in

2. Behavior training

This is the testing and training of the animal's temperament. There would be two persons doing this job. One works with the animal and one works with the computer. The computer would have a check list based input form to determine what the temperament and behavior of the animal has.

Features:

- A customizable and expandable list of attributes on different types of animal
- Easily print out paper report form for reference
- A memo field for additional comments
- The attributes would be searchable in the search module (such as list all animals that are hostile)
- It would update the checklist that this animal is officially behavior tested

3. Medicals

There are two types of medical operations. One is in house and one is referral to outside veterinarians. There are two types of patients also. One is from Animal Friends and one is from outside clients. For the program's purpose, the Animal Friends animal could be treated the same way as the outside animals, just that the owner would be set as Animal Friends.

For in-house medicals, it would be able to record the information of the animal and clients, schedule an appoint and set up the billing. It would also record the medical details of the operation.

For outside referral, it would also be able to set up appointment with veterinarians. Set up the billing and follow up the billing. Medical details should be recorded together with the animal.

It would also do medical check ups on new take in animals.

Features:

- Input essential animal information quickly.
- Animals are linked to clients, which could be located quickly if they have registered.
- Animal Friends animals could be retrieved quickly with information essential in the medical system
- A special customizable form used specifically for medical check up for Animal Friends animals
- After the medical check up, it would update the animal's status as officially medically checked
- For in-house medical operations, it would automatically schedule an appointment
- For outside referrals, it would set up appointment and print out forms.
- After the operations, the medical details would be recorded together with the animal as part of the animal's medical history.
- It would set up billing for an appointment, be it in-house or outside.
- Generate customizable reports and searches, such as on who has not paid the bill to Animal Friends yet. Also there would be reports on monthly or annual statistics.
- It would be able to search for an appointment quickly in many forms, such as search all the appointments belong to a particular client or animal.

4. Foster care

An animal could be sent to foster home for temporary stay. The expenses would be charged to the Animal Friends account.

Features:

- It would search for a suitable client for a foster care. The client information would be entered using the client module and has all the preferences that one client has.
- It would create a foster care record for one particular assignment.
- It would record all the expenses spent on the animal during a particular assignment
- It would record the starting and ending dates for a particular assignment

5. Adoption

Animals could be adopted. This module would handle the adoptions of an animal and all the necessary documents.

Features:

- It would quickly locate the animal and the client.
- It would quickly print out the legal/informational documents as intended
- It would check the animal for all the necessary requirements (such as spay and neuter) for adoption (or display a form so that it is easy to check).

6. Termination

This is a module for the humane termination of an animal. It could be part of the medical module. The function would be to update the status of the animal as terminated. An optional feature could be to list out people who are related to this animal and inform them about it.

7. Investigation

This is the investigation of cruelty committed against animals.

Feature:

- Fully searchable table of incidents (by date, name, keyword etc)
- Reminder to follow up on certain incidents
- Memo field large enough to hold any information she wants to put in
- Court hearing dates on incidents and a reminder of that

8. Lost and Found
This is a relatively standalone module. There would be input on different features of the lost animal.

Features:
- Detailed categorization of the lost animal
- Checked against recently take in animals

9. Following up on adopted animals
It would automatically generate mailing labels on animals that needs to be followed upon. The mails would be sent out. After the reply is received, the response would be recorded,

Features:
- Automatically generate the list of mails based on the date the animals are adopted
- Have customizable form for recording the response
- If no response is received for a particular animal, it would give the alert signal

10. Holding bay
Some animals would not be formally taken in but temporarily held. This module would register those animals but list them as temporary residents and pending for further action. It would be able to list all current holding animals and there would be a taking in and release date for every such animal. Using the visual cage module, it would also be able to allocate a cage or find out where the animal is.

11. Inventory system
This would record the flow of major resources from Animal Friend.

Features:
- Check the current stock level
- Alert when certain resources are low or high in stock
- Track important flow of stock (on who took what resource and when)

12. Animal where about tracking
This is a common module that would be used by other modules. Often times the staff wants the current location of the animal and this is a module for updating the location of an animal.
- It would have a list of customizable locations
- The past ten locations of the animal would be recorded
- Update the caging module automatically when an animal enters or leaves a place

13. Visual Caging
This would provide a visual map on the cages in different locations in the organization. It is just like room allocation for humans. This module would also be used by all departments to allocate cages for animals.

Features:
- Visual map on where the animals are and what are the empty cages

- Automatically search for a suitable cage and put the animal in
- Communicate automatically with the where about module and update the animal location

14. People information
This is the module that would be used by all other modules as well. It would create a table on people related to the Animal Friends. In essence, it keeps information on people which are linked to other records in the database.

Features:
- It has the person's particulars, address, contacts.
- Its identity in relation to Animal Friends
- Its searchable preferences (like dog, does not like cat, etc…)
- Other comments in a memo field

15. Search
This module is for quickly locating an animal or a person. It would be the most often used module.

Features:
- It can search for a record using different parameters such as searching by name, age, temperament etc.
- It can display a given animal's related information, such as particulars, medical history, status (whether done behavior training, spay neuter etc), past and current owner, location it was found and all other related information.
- It would format the information nicely so that it could be copy and paste to emails as replies to enquiries.
- It would also locate a person quickly using its name or other related attributes
- That person's related information would be displayed

16. Report
This module would be customizable. The software support should be able to produce report that satisfies the organization's needs. It would be able to export to crystal report.

17. Access control
This is not an exactly a module. Rather it is a feature that would require user log in and have difference access levels. Different people would have different access rights to different modules.

18. Volunteer
This module is the management of volunteers. It might require additional hardware such as barcode scanner.

Features:
- Have a simple interface for recording the volunteer's particulars and preferences
- Print out a barcode card for the volunteer
- Check in and check out for the volunteer by manually entering information or scan the card
- Calculate volunteer hours automatically
- Doing statistical report and custom search on the volunteer information