









# Digitizing the rescue dog adoption process with Zoho Creator



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# GRRNT's story

Golden Retriever Rescue of North Texas (GRRNT) was founded in 1997, with the mission of rescuing, caring for, and placing Golden Retrievers in permanent, loving homes in the North Texas area. They also put tremendous effort into educating the public about responsible pet ownership and the unique qualities of the Golden Retriever.

GRRNT is an all-volunteer rescue organization, with no paid employees—they don't have or run a shelter or kennel, so all of their goldies are placed in loving foster homes until they're adopted. Many of these dogs have also been abused or abandoned at some point in their lives. Until they find a permanent home for them, foster homes treat the dogs as their own and GRRNT makes sure to cover all medical expenses.

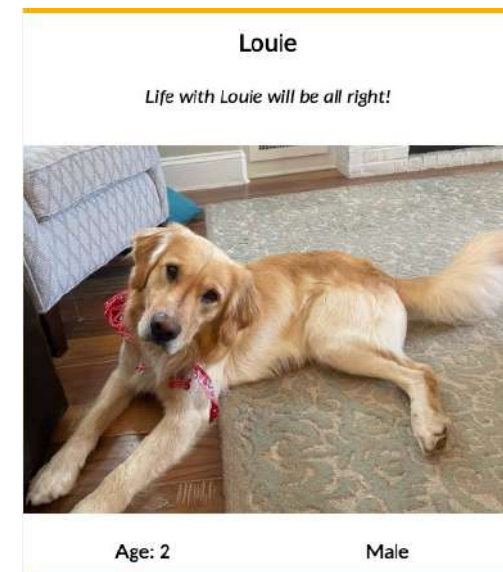
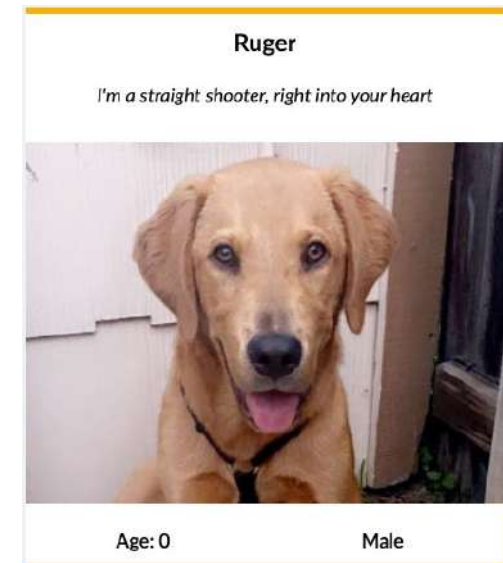
Over the years, they've developed a cordial and mutually beneficial working relationship with other rescue organizations, especially Golden Rescue organizations. GRRNT frequently collaborates with other rescue organizations in the region, in order to help an even larger number of dogs.

## Working with GRRNT

Volunteers work hard to socialize with their dogs and discern as much as possible about their likes and dislikes, as well as their personality and temperament. If a dog needs to go to the vet or get groomed, the foster will take care of that.

When they receive a request to take in a dog, they first look through the **Zoho Foster Database application** to determine whether they have a foster that suits the dog's criteria. Then they help organize for the dog's pickup and notify one of their veterinarians to schedule an intake session based on vaccines, blood work, fecal testing, microchipping, and, if necessary, spaying/neutering.

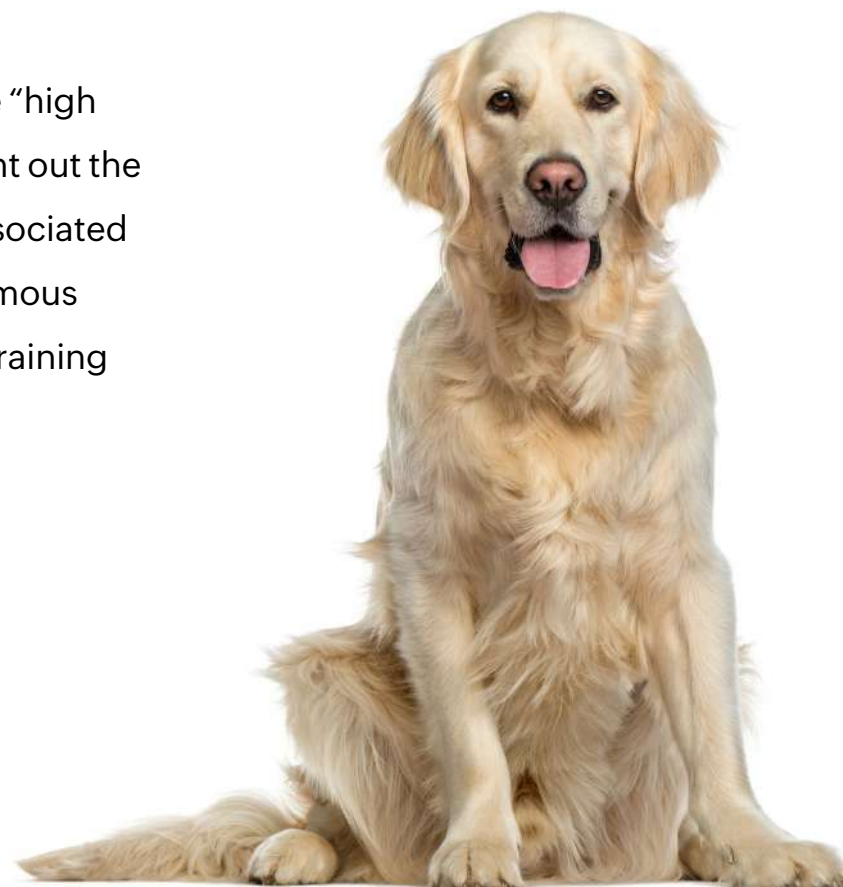
The database built on Zoho Creator contains all of the dog's information, such as the prior owner, the shelter, prior vet records, how the dog is doing in its foster home, its profile that will be shared online, the foster's information, and eventually the adopter's information.



# Raising awareness about Golden Retrievers and responsible pet ownership

GRRNT believes that adopting a Golden is a commitment to treat the dog as a member of the family for the rest of the dog's life—and rightly so. That's why they educate the public about how, despite being loving and gentle, Golden Retrievers crave attention, a condition that is often amplified in rescued animals.

Their desire to become a part of the family will generally put them in the “high maintenance” category on their own. Hence, GRRNT takes pains to point out the extensive exercise prerequisites and sensitive skin that is commonly associated with this breed, as well as whether they're good with children, the enormous amount of hair that they shed throughout the year, and more, through training classes and events on social media and via email.



# GRRNT follows a 4-step process to find the right furever home for their dogs

## 1. Identifying foster homes

Foster families are selected based on factors such as experience with Golden Retrievers, proper transport facilities, shelter, vet checks, skillsets, and more. Fosters need to have the pet for about 2 weeks before they can begin to identify forever homes for them.

## 2. Veterinarians and Trainers

More often than not, GRRNT dogs need immediate medical attention of major or minor proportion. Without the concrete-solid support from the experienced, knowledgeable veterinarians and vet specialists, they would not be able to provide the care and rehabilitation for the hundreds of dogs that come through the program.



When a Golden Retriever is adopted from GRRNT, one of their professional veterinarians must certify that the dog's health is stable, that vaccinations are up to date, that the dog has been spayed or neutered, and that they've been microchipped. Additional tests and treatments are frequently performed on the dogs to ensure their health is fine. This can include heartworm treatment, dental cleaning, skin treatments, behavioral assessments, and treatment for any other issues discovered during their exam or while in foster care.

GRRNT has relationships with experienced, knowledgeable, and authorized dog trainers who help them with training, from basic obedience to high-level behavior issues. These trainers work with the dogs to make sure they're ready for adoption. Without the concrete-solid support of these animal care professionals, the organization might not be able to provide care and rehabilitation for as many Golden Retrievers as they'd like.



### 3. The Meet and Greet

Meet and greet events are organized so the applicants get to meet the dogs that are ready for adoption. The dogs listed as **“available soon”** on the website are usually undergoing some medical treatment. When their medical treatment is completed, their status will change to “available now”, indicating that they’re ready for adoption. Dogs undergoing medical treatment are not allowed to attend meet and greets until they’ve been cleared by their doctors.

Most foster families want to meet potential adopters face-to-face at meet and greets. All the applicants have to do is register for the event, then go and visit the dogs and foster parents that are present. The adoption coordinator will visit the applicant briefly to discuss and assess what type of dog they’re trying to find and which dogs could be a good fit for their family.





## 4. Finalizing the right forever homes

The foster family eventually chooses which family they believe will be best for the dog. GRRNT believes that foster families know their foster dogs better than anyone else,

which is why the foster family makes the final decision on their foster dog's forever home. Foster families assess the applicants by conducting home visits, vet checks, and meet and greets with the dog and family, as well as taking into account the dog's preference, the applicants' home surroundings, and more. The foster family usually takes the dog to the applicant's home and observes how the dog reacts to the family and their children or other animals present at the home.

## Post adoption

Once the dog is adopted, the foster family will stay in touch with the members of the forever home to stay updated regarding the dog's wellbeing. The initial couple of weeks will be a trial session with the family to see how the dog is coping in the new home.

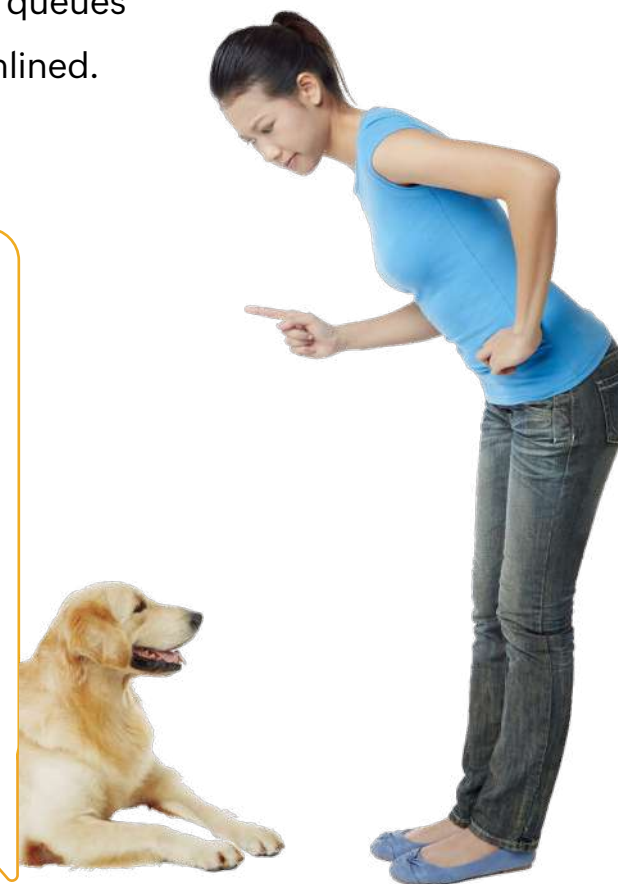
## Life before Zoho Creator

The biggest challenge faced by GRRNT was carrying out all these processes manually. Conducting meet and greets was also difficult, as they needed to manually ensure only “**approved**” applicants were attending the events. People had to stand in long queues to enter, which GRRNT wanted to eliminate by making the process more streamlined.

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Manual process was the biggest reason we were in need of a solution. We average about 1,000 applications per year. It was time consuming to keep up with the many emails and applications from our potential adopters.

- **Michelle Qualls, Medical Coordinator, GRRNT**



## Life after Zoho Creator

Using Zoho Creator, GRRNT built both an adoption application and a foster application and has saved the organization a significant amount of time. They're also no longer paper-based—now everything from foster families, adopters, volunteers, and dog info is managed through the apps built on Creator.

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Zoho Creator has allowed us to track applicants, fosters, and our dogs with ease. We're able to access the information as needed—and it's all in one place!

- Michelle Qualls, Medical Coordinator, GRRNT



## Adoption application

Users can log into the app and apply for adoption by filling out the basic details. When the application is validated and verified, it moves on to the next stage of the process. The application expires every 4 months, and once the user's application expires, then they have to create a new application.

## Foster application

This app typically acts as a database for the dogs and provides the status of foster applications. All the details are there—medical records, pictures, foster family details, adopter details, and more.

The foster app is used to organize the foster applications that the organization gets. A potential fills out the foster application through their website and it comes into Creator with a “pending vet check” status. They do the vet check and call the foster, take notes, and then, based on the verification, the status changes to either **“approved”** or “declined”. The approved fosters are then eligible to foster a dog for GRRNT.

They use the app to track who has what dog, as well as help them make sure they're putting a dog in a foster home that meets its needs (cats vs. no cats, other dogs, kids, etc).

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These apps serves as a one-stop shop for us

- Michelle Qualls, Medical Coordinator, GRRNT



# Allocating budgets

GRRNT spends approximately 93% of their donations on the dogs, apart from paying for Zoho, their website, stamps, and other operational expenses. The organization pays for any medical expenses the dogs incur while in care, which makes the costliest piece of their budget. Over 90% of their total expenses go to the dogs' vet bills.

## Benefits

- A database to track applicants, fosters, and their dogs, all in a single place
- Customizable dashboards
- Reduction of manual errors
- Automated end-to-end adoption process
- Less time spent checking in applicants for meet and greets

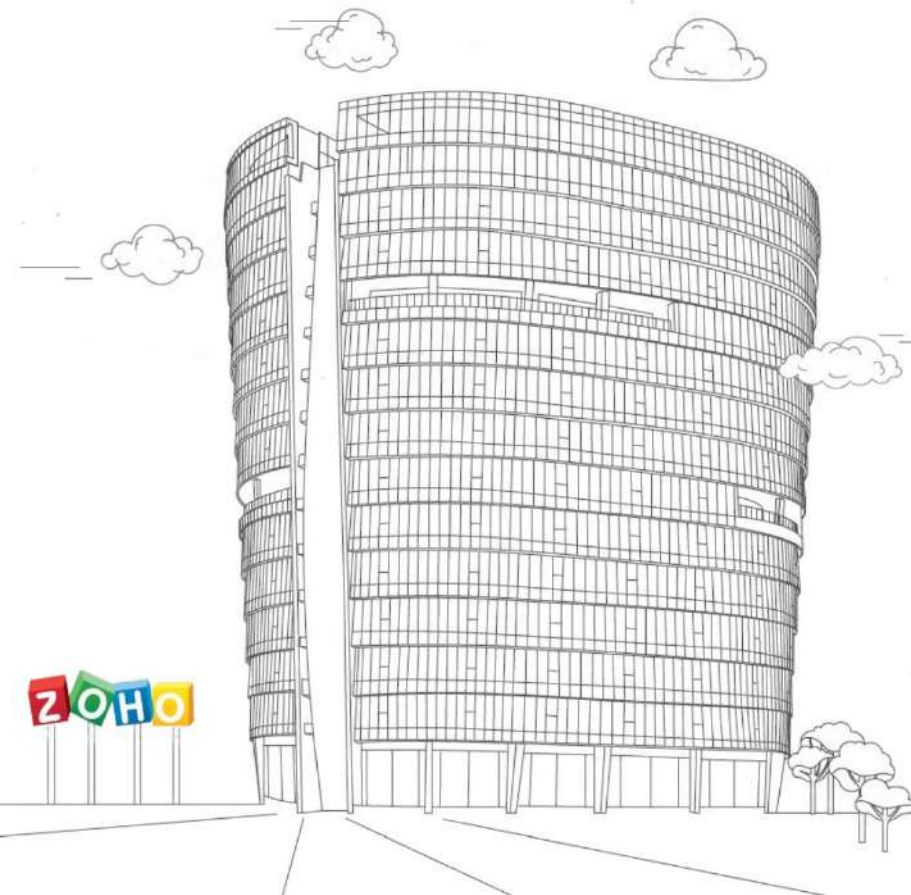
## Future and beyond

GRRNT is currently building a volunteer app to streamline the entire volunteer registration process. The number of volunteers fluctuates, but typically, they have about 50–75 people working with their organization, from fosters, volunteers, the board of directors, and operations team.



# About us

Zoho Creator has helped over 13,000 customers across the globe to build comprehensive apps from the ground up—with little to no coding—or install one from our extensive range of prebuilt solutions and customize them to fit their requirements. All you have to do is sign up and start building.







[www.zoho.com/creator/](http://www.zoho.com/creator/)

**We'd love to talk! Reach out to us:**

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