

OnTask Lends a Paw to Rescue Pets of Florida

CASE STUDY

Overview

Originally started as a modest cat-only rescue, the number of volunteers in Rescue Pets of Florida grew to encompass the care and fostering of dogs as well. Each weekend, their volunteers bring cats and dogs to Tampa Bay area PetSmart stores and local shelters for adoption events. This network of volunteers relies heavily on remote communication, as they don't have a physical building in which they operate, and have volunteers spread out across Central Florida. Before finding OnTask, they relied on a combination of paper applications, emails, and physical storage for the forms they collected from new pet owners and foster applicants. And with so many adoption events happening, this created an influx of paper for their team to handle.

Challenges

Relying on paper applications led to a number of different challenges for volunteers. These applications had to be printed, filled, and returned by the adopter or foster, while the volunteer team needed to collect, scan, and email the forms to the proper parties, which became a big timesuck for everyone involved. Without a physical location, keeping the large influxes of applications they received organized proved to be a challenge.



Rescue Pets of Florida, Inc.

Rescue Pets of Florida is a volunteer-powered non-profit that works with PetSmart stores and Tampa Bay area shelters to find loving, forever homes for cats and dogs of all ages. The organization rescues homeless and abandoned pets and places them in foster homes while awaiting adoption. Its mission is to provide a solution to and combat the killing of adoptable animals in the Tampa Bay area and beyond.

“

It's been amazing, we're blown away every time. It's really helped our customer experience too.

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— KATIE DUNCAN,
Volunteer and Marketing Coordinator
at Rescue Pets of Florida

Challenges (Continued)

At busy events, their paper application process created issues as well. Oftentimes, they would find themselves running out of applications. Additionally, team members felt that paper applications were too complicated, leading people to forgo adoption to avoid filling their paper forms. “I personally adopted [from Rescue Pets] before we had OnTask,” recalls Katie Duncan, Volunteer and Marketing Coordinator at Rescue Pets of Florida. “I had to print the forms, fill them out, scan them, email them back... we probably lost out on so many adoptions because it was so hard.”

Before finding OnTask, the team had tried using digital applications through JotForm, which created technical issues and further complicated their process. When seeking support for their problems, they were met with long wait times which impacted their team and potential adopters.

Results

With the help of the OnTask Customer Support team, Rescue Pets of Florida was able to quickly set up their adoption, foster, pet surrender, and volunteer forms. During implementation, they also worked in tandem with the store leads at local PetSmart stores to enable easier adoption applications. Now, all their applicants need to do is scan a QR code from their phone and fill in their information digitally, and they no longer have to estimate the number of paper applications to bring to events. “We love having the QR codes,” Duncan stated. “It makes it so much easier for potential adopters or volunteers to scan and fill out their paperwork.”

Being able to take these documents online was incredibly important to the team to ensure they didn't miss out on potential adoptions. But, it's also transformed the way managers can track applications and made the entire process easier for all of the organization's volunteers. Now, when an application is submitted, everything is sent to a central email address and is easily searchable when it needs to be accessed, rather than living in multiple formats and locations.

The ability to quickly make updates has also been a big win for the team. “We can update workflows immediately to fit our needs, instead of having to wait until the next batch of prints is done to make changes or having to throw away outdated, pre-printed forms,” shared Duncan. “We've gotten really positive feedback because of the instantaneousness of the product.”

Results (Continued)

The cherry on top was the support they received along the way. Duncan and the team have enjoyed how collaborative the process has been working with the Customer Success team on workflows. “We love having real-time feedback from OnTask,” stated Duncan. “With some companies, you get automatic replies that they’ll be back in touch in however many business days, maybe a week.”

As Rescue Pets of Florida continues helping dogs and cats across Florida, the OnTask team remains in close contact to deliver support and training. In the future, they plan to expand their workflows to include expense reimbursements and any other processes they can take digital.

About OnTask

OnTask by Accusoft is a web-based, no-code workflow automation platform that allows organizations to replace their tedious, error-prone manual processes with digital forms and documents. Originally created to help streamline Accusoft’s internal sales process, OnTask has evolved into a feature-rich platform that creates smooth digital experiences. Choose from a library of pre-built templates or build a customized workflow to gather information from digital forms, create documents, route data to the appropriate destination, and verify with eSignature all within one automated, easy-to-use platform. Developers can also integrate workflow functionality into their applications with the OnTask API. For more information, visit ontask.io.

About Rescue Pets of Florida

Rescue Pets of Florida (RPF) is a 501(c) non-profit organization powered by volunteers, which works in conjunction with PetSmarts and local shelters in the Tampa Bay area to find loving homes for abandoned and homeless cats and dogs of all ages. RPF works to vaccinate, spay, and neuter the animals they find, while also providing medical care and loving foster homes while they await adoption. RPFs goal is to raise awareness and fight back against the killing of adoptable animals in the Tampa Bay area and beyond. To volunteer, adopt, or learn more, visit rescuecatsofflorida.org.