

Amorphic Insights for Animal Services

Mission-Critical Intelligence for Shelter Systems of Record

Operational intelligence built on top of your existing shelter management system — transforming animal records into decision-ready insight without replacing the tools you rely on.

Executive Summary

Animal services teams rely on shelter systems to manage intake, medical records, behavioral notes, and compliance documentation. These systems are essential — but they were built to store information, not synthesize it for decision-making.

As a result, staff preparing for daily pathway meetings must manually search records, scan narrative notes, and assemble context across screens. Critical signals can be buried. Follow-ups depend on memory. Leadership visibility is limited. Amorphic Insights brings mission-critical intelligence into your existing shelter system — without replacing it.

Built on top of your current platform, Amorphic Insights securely reads animal records and transforms them into clear narratives, prioritized signals, and conversational access to case data. The result is faster reviews, defensible decisions, and a modern intelligence layer that enhances — rather than disrupts — shelter operations.

Animal Profile Start Meeting Latest - Mon, Jan 19

← Back

Luna On Pathway

Mixed Breed | A1040932 | Male | 4 years | Brown/White
 K12 | Intake: Dec 26, 2025 | 24 days in shelter
In Need-T

Why is this animal here today?

AI Pathway Flag: Behavior Medical

AI Explanation:
 This animal is currently flagged for pathway review due to ongoing fear-based behavior observed during multiple assessments, along with unresolved medical findings identified during routine surgery. Limited behavioral progress has been noted, and follow-up monitoring is required to determine next steps.

Behaviour Concern: High Medical Concern: High

Key signals:

- Growing and avoidance observed during intake handling; PPE required BHV-091325-A
- High-risk behavior score recorded at intake evaluation EVAL-091325-B
- Freeze responses observed across multiple assessments, including tense posture and avoidance BHV-091820-C
- Limited food motivation; would not accept treats even when handlers stepped away BHV-091920-D
- Multiple masses identified during routine surgery; monitoring required MED-092025-E

Meeting Notes (newest) + Add Note

Jan 19, 2026 • Pathway Review
 Behavior and medical status reviewed. No significant changes observed. Continue monitoring and reassess at next scheduled meeting.

Ask About This Animal

What fear-based behaviours has Luna shown since intake? 8:59 AM

Since intake on **December 26, 2025**, Luna has demonstrated the following fear-based behaviors:

- Growing and avoidance during intake handling
- Withdrawal when approached by unfamiliar handlers
- Startle response to sudden movement
- Hesitation entering kennel after medical exam

These behaviors were documented during intake and follow-up evaluations.

Citations:
EVAL-091325-B BHV-091820-D
8:47 AM

Ask a question about Luna... 🗨️

Unified animal profile — a decision-ready animal profile view with a summary, evidence-linked signals, and conversational access to the records

The Operational Reality In Animal Services

Animal services operations are inherently case-driven and constantly changing. At any given time, teams must:

- Track hundreds of animals with evolving needs and identify those that require immediate review
- Coordinate across different teams and document decisions and follow-ups over time

In most shelters, preparing for pathway meetings requires opening multiple system screens and scanning long lists of information.

Critical signals can be buried in free text. Follow-ups may be delayed. Continuity between meetings becomes difficult. These challenges are not the result of lack of effort. They stem from systems designed to record information—not to guide decisions in motion.

Introducing Amorphic Insights For Animal Services

Amorphic Insights is an intelligence layer purpose-built to enhance animal shelter case management operations. It organizes information from disparate sources into a unified, role-based workspace designed for daily decision-making with clear, actionable views. It does not replace the shelter’s case management platform. Instead, it strengthens it—bringing mission-critical intelligence to existing systems without disrupting governance or ownership.

Eliminating Operational Friction In Pathway Reviews

Staff Are Overwhelmed Not Due To Lack Of Effort, But Because Systems Were Not Designed For Decision Support.

Today: Fragmented Case Management Workflows



Dozens of clicks per animal, repeated across every case under review.



Time Pressure Limits Comprehensive Review
Decisions made without full operational context

With Amorphic Insights

After: Immediate Access To The Complete Animal Context

Staff Member

One Structured Workspace



Unified Animal Profile



Structured Summary



Conversational Access



Source Citations



Persistent Notes



Risk Signals



Ask Questions

Against The Full Record And Receive Evidence-Backed Answers Instantly.

A purpose-built mission-critical intelligence layer for animal services, built on top of existing shelter systems.

The Amorphic Insights Framework In Animal Services

From Animal Records to Informed Pathway Decisions

Understand: Unify The Full Animal Context

Amorphic Insights brings together structured and unstructured data from the shelter's system of record, including:

- Intake details and length of stay
- Medical and behavioral notes
- Treatment history and updates
- Prior pathway decisions

Instead of navigating multiple screens, staff see a unified operational view of the animal.

Luna

Mixed Breed | A1040932 | Male | 4 years | Brown/White

📍 K12 | 📅 Intake: Dec 26, 2025 | ⌚ 24 days in shelter

In Need-T

On Pathway

♥ **Animal Story Summary** ^

Luna entered the shelter as a stray on December 26, 2025. From intake onward, she has shown consistent fear-based behaviors, including avoidance, freezing, and limited engagement with staff. Despite follow-up evaluations, little behavioral improvement has been observed in the shelter environment.

During a routine surgical procedure, several small masses were identified and are currently under medical observation. Luna remains on the pathway to support ongoing review and determine appropriate next steps.

Intake — Dec 26, 2025 ●

Luna arrived as a stray and displayed fear-based behavior during handling. Vaccinations were administered as appropriate. Dewormer was deferred due to temperament concerns.

[INT-091325-01](#)
[EVAL-091325-B](#)

Behavior Evaluation — Dec 29, 2025 ●

Professional assessment noted persistent avoidance and freeze responses. No aggressive escalation observed.

[EVAL-091825-02](#)
[BHV-091820-C](#)

Surgery & Medical Update — Dec 30, 2025 ●

Routine spay performed. Multiple small masses identified and documented for follow-up monitoring.

[MED-092025-E](#)
[TX-092025-03](#)

A solution that brings intake, medical, behavioural, and other context together.

Reason: Apply Configurable, Explainable Intelligence

Amorphic Insights applies domain-specific reasoning to surface what matters most. This includes:

- Signal detection to identify animals meeting defined at-risk criteria
- Validation against policy and operational thresholds
- Identification Of Meaningful Changes Since Last Review
- Flagging Of Stale Or Missing Updates

All outputs are grounded in source records and fully traceable.

⚠ Why is this animal here today?

AI Pathway Flag: Behavior Medical

AI Explanation:

This animal is currently flagged for pathway review due to ongoing fear-based behavior observed during multiple assessments, along with unresolved medical findings identified during routine surgery. Limited behavioral progress has been noted, and follow-up monitoring is required to determine next steps.

Behaviour Concern: High ✎ Medical Concern: High ✎

Key signals:

- Growling and avoidance observed during intake handling; PPE required 🔗 BHV-091325-A
- High-risk behavior score recorded at intake evaluation 🔗 EVAL-091325-B
- Freeze responses observed across multiple assessments, including tense posture and avoidance 🔗 BHV-091820-C
- Limited food motivation; would not accept treats even when handlers stepped away 🔗 BHV-091920-D
- Multiple masses identified during routine surgery; monitoring required 🔗 MED-092025-E

All Documents (2)

Pathway Review Memo — Jan 2, 2026

Description: Summary of pathway status, rationale for inclusion, and recommended next review actions.

Type: Medical Treatment ID: MED-101220-A

Surgical Treatment Record — Jan 2, 2026

Description: Record of routine spay procedure, including anesthesia notes, post-operative care instructions, and documentation of multiple small masses identified during surgery for follow-up monitoring.

Type: Medical Treatment ID: MED-329119-C

Insights Are Grounded In Official Source Records.

Clear explanations for why an animal requires review—grounded in documented signals and source records.

Act: Turn Intelligence Into Decision-Ready Outputs

Insight becomes actionable through structured operational experiences. Teams receive:

- Prioritized pathway landing views
- Structured per-animal summaries
- Evidence-backed story timelines
- Real-time note capture during meetings

Each animal profile provides:

- A concise summary of medical status, behavior signals, and length of stay
- Clear explanation of why the animal is flagged
- Direct citations linking back to source records
- The ability to drill into intake, evaluations, treatment records, and notes

Professional judgment remains central—supported by organized context, not replaced by automation.

The screenshot displays a 'Pathway Meeting' interface for an animal named Oliver. The interface is divided into several sections:

- Animal Specifications At A Glance:** Shows Oliver's details: Cat - Domestic SH | C2071845 | Male | 7 years | Gray Tabby. Location: Cat Ward C07. Intake: Oct 5, 2025. Shelter stay: 22 days. A blue 'In Need-T' button is present.
- Clear, Evidence-Based Review Justification:** A section titled 'Why is this animal here today?' with an AI Pathway Flag of 'Medical'. The AI Explanation states: 'This animal is flagged for pathway review due to unresolved medical findings identified at intake and during follow-up examinations. Ongoing treatment and monitoring are required to assess recovery progress and determine next steps.' It lists 'Behaviour Concerns: Low' and 'Medical Concerns: High'.
- Key signals:** A list of five key signals with corresponding citations:
 - Chronic upper respiratory symptoms noted at intake and follow-up exams (MED-100525-A)
 - Significant dental disease identified during physical examination (MED-100725-B)
 - Progressive weight loss observed since intake, despite appetite present (MED-101025-C)
 - Abnormal bloodwork requiring continued monitoring (LAB-101225-D)
 - Extended length of stay pending medical clearance (PATH-101325-E)
- Animal Story Summary:** A narrative summary stating: 'Oliver entered the shelter on October 5, 2025, after being found as a stray. At intake, he presented with signs of an upper respiratory infection and was placed under medical observation. Subsequent examinations identified dental disease and abnormal bloodwork requiring continued monitoring. Oliver remains stable under treatment but has not yet been medically cleared. He is on the pathway to support coordinated review and planning as his condition progresses.'
- Persistent, Decision-Tracked Meeting Continuity:** A 'Meeting Notes' section with a '+ Add Note' button. It contains two notes:
 - Oct 15, 2025 - Pathway Review: 'Reviewed medical status and lab results. Continue current treatment plan. Re-evaluate dental intervention options at next review.'
 - Oct 22, 2025 - Pathway Review: 'Symptoms stable with slight improvement noted. Pending repeat bloodwork before determining medical clearance timeline.'
- AI-Powered Conversational Access To Cited Records:** An 'Ask About This Animal' section with a 'Summarize notes related to appetite' button. It shows 'Appetite notes indicate: Refused dry food on January 7, Consumed soft food partially on January 8, Normal intake resumed January 9, No vomiting or diarrhoea observed. Trend suggests temporary fluctuation rather than sustained decline.' It also lists citations: MED-100825C, MED-100925D, and MED-100725-B.

Navigation elements include '2 of 3' page indicators, 'Exit Meeting', 'Start Meeting', and a date filter 'Latest - Mon, Nov 17'.

Decision-ready animal narratives that carry context and decisions forward.

Engage: Enable Controlled External Visibility

Where appropriate, shelters may choose to extend approved information externally, such as:

- Adoption status updates
- Inquiry responses
- Controlled information sharing

All external visibility is governed and defined by the department.

Pathway Meeting Preparation

Pathway meetings are among the most critical and time-sensitive activities in animal services. Amorphic Insights transforms this experience by centering the workflow around a structured, evidence-backed animal profile so teams can immediately focus on what requires attention.

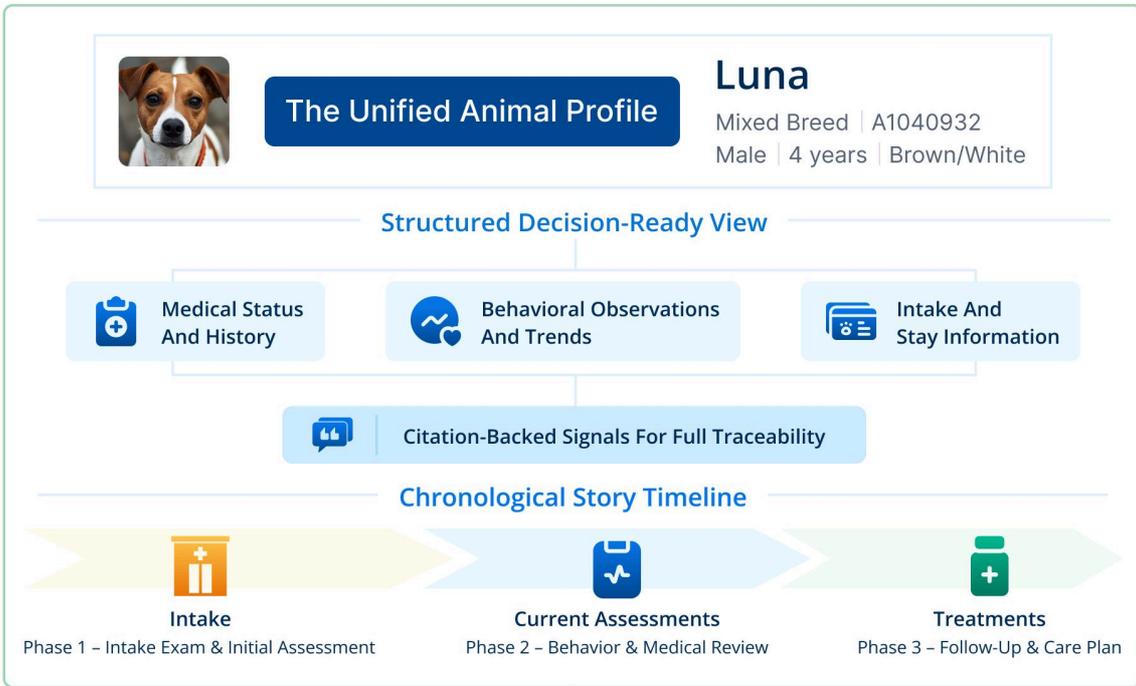
The screenshot displays the 'Pathway Review' interface for 'ACME COUNTY Animal Services Pathway Planning Assistant'. It features a search bar, navigation buttons for 'Start Meeting', 'Reset All', and filters. A summary section shows: 3 Today's Agenda (1 behavior, 2 medical), 6 AI-Suggested (2 High Concern), 4 No Recent Info (7+ days since notes), and 0 Deferred (Scheduled for later review).

Today's Agenda Showing 3 of 3 animals

REMOVE	ID	ANIMAL	SPECIES	STATUS	AI REASON	BEHAVIOR	MEDICAL	DAYS	KEY SIGNALS	TAGS
	A1040932	Luna Mixed Breed	Dog	In Care	Behavior	High	Medium	18 d	Persistent fear-based handling responses with no improvement since i...	BHV-101225-A
	C2071845	Milo Domestic SH	Cat	Available	Medical	Low	High	22 d	Chronic upper respiratory symptoms affecting appetite and weight.	MED-101025-B
	R3014821	Willow Lionhead	Rabbit	In Care	Medical	Low	Medium	14 d	Delayed healing observed during post-surgical follow-up.	MED-101425-C

From scattered records to a structured, meeting-ready pathway view.

Pathway Meeting Preparation: From Manual To Decision-Ready



A streamlined animal review workflow to maximize meeting effectiveness

Trust, Security, And Responsible AI

Amorphic Insights is designed for high-accountability environments.

For animal services, this means:

- No autonomous decisions about treatment or outcomes
- AI used only to surface information and considerations
- Full traceability to source records
- Role-based access and audit logging

Professional judgment remains firmly in human hands.

Animal services teams do some of the most complex, emotionally demanding work in local government.

Amorphic Insights for Animal Shelter Case Management helps teams:

- Focus on the animals that need attention most,
- Make decisions with full context and confidence, and
- Ensure consistent, defensible care across the shelter.

Turn Records Into Actionable Decisions With Amorphic Insights

Contact Cloudwick To Schedule A Demonstration. [↗](#)

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Appendix

ACME COUNTY
Animal Services Pathway Planning Assistant

Pathway
Directory
Meeting History
JM James Miller

Meeting History

Review past pathway meetings and decisions

Start Meeting
Latest - Mon, Jan 19

11

Total Meetings

This month

42

Animals Discussed

Avg 3.8 per meeting

2/3

Action Items

1 pending

Dog

Most Discussed

Species type

🔍 Search by ID, name, or breed... Filters

☑️ 1 Meeting Selected [Clear selection](#) ×
📄 Export PDF
🖨️ Print
✉️ Email

Monday, Jan 19 2026 · 8:30 AM Completed

🕒 60 min 🧑 4 attendees 🐾 3 animals discussed

📅 Daily Review 🚨 Urgent Cases

🖨️
⬆️

Luna

Dog • A1040932

Foster

View Animal

📋 Action Items (1)

Contact foster coordinators

Assigned to: Staff | Due: Jan 29, 2026

📄 Meeting Notes (2) + Add Note

Staff 8:45 AM

Reviewed behavioral and medical status. No improvement observed since last assessment. Continue pathway monitoring. @Supervisor

Supervisor 8:55 AM

Agreed to defer decision pending additional observation and follow-up evaluation.

Oliver

Cat • C2071845

Behavioral Assessment

View Animal

📋 Action Items (1)

Schedule behavioral assessment

Assigned to: Veterinary Team | Due: Feb 1st, 2026

📄 Meeting Notes (2) + Add Note

Veterinary Team 9:06 AM

Medical condition stable. Continue current treatment plan and reassess after next lab results.

Rocky

Dog • A1037719

Adopted

View Animal

📋 Action Items (1)

List on adoption portal

Assigned to: Staff | Due: Dec 01, 2025

📄 Meeting Notes (2) + Add Note

Veterinary Team 9:20 AM

Discussed Brandy. Great progress with socialization training. Ready for adoption.

A complete, searchable record of pathway discussions, decisions, and follow-ups.

ACME COUNTY
Animal Services Pathway Planning Assistant

Pathway
Directory
Meeting History
JM James Miller

Animal Directory

Search and browse all animals in the system

32 Dogs
19 Cats
2 Other
53 Total

Filters

Showing 10 of 53 animals

ADD / REMOVE	ID	ANIMAL	SPECIES	AGE	STATUS	KENEL	DAYS	BEHAVIOR	MEDICAL
<input type="checkbox"/>	A1039556	Bella Pit Bull Mix	Dog	5 years	Available	K07	27	Low	Low
<input type="checkbox"/>	A1040023	Duke Shepherd Mix	Dog	6 years	Available	D01	19	Medium	Low
<input type="checkbox"/>	A1040932	Luna Mixed Breed	Dog	4 years	Available	K12	24	High	High
<input type="checkbox"/>	C1091189	Luna B Domestic SH	Cat	4 years	Available	C11	16	Low	Medium
<input type="checkbox"/>	A1038421	Max Labrador Mix	Dog	2 years	Available	D03	41	Low	Medium
<input type="checkbox"/>	C1087742	Miso Domestic SH	Cat	2 years	Available	C09	21	None	None
<input type="checkbox"/>	C2071845	Oliver Domestic SH	Cat	7 years	Available	C07	22	Low	High
<input checked="" type="checkbox"/>	C1093374	Pepper Domestic SH	Cat	8 months	Available	C04	29	None	Low
<input type="checkbox"/>	A1037719	Rocky Terrier Mix	Dog	1 year	Available	K11	33	Medium	None
<input type="checkbox"/>								Low	

1 Animal Selected
Add to Pathway
Remove from Pathway
Update Status
Add Notes
Export
Print

← Previous
01 02 03 ... 06
Next →

A real-time operational directory with health, behavior, and status visibility at a glance.