



City of San Antonio

**Agenda Memorandum**

**File Number:**  
{{item.tracking\_number}}

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**Agenda Item Number:** 7

**Agenda Date:** March 12, 2024

**In Control:** Audit Committee

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**DEPARTMENT:** Office of the City Auditor

**DEPARTMENT HEAD:** Kevin Barthold

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Acceptance of Office of the City Auditor Report AU23-001 Audit of ACS Rescue Group Contracts.

**SUMMARY:**

Determine if Animal Care Services (ACS) and rescue groups are in compliance with contract terms.

**BACKGROUND INFORMATION:**

Background

ACS' Rescue Program contracts with rescue partners to provide care and shelter for animals pulled from ACS while actively seeking adopters. During FY 2023, program consisted of seven Low Volume Rescue Partners (LVRP's) and a single High Volume Pet Partner (HVPP).

The LVRP's pull a low volume of animals from ACS. These contracts are awarded through a Request for Application (RFA) process for which they apply every year. During FY 2023, they were compensated between \$75-125 for each animal rescued. The HVPP is a single partner that pulls a high volume of animals from ACS. The HVPP is currently San Antonio Pets Alive and the contract was approved by City Council for up to a four-year period. The HVPP facility is also located at ACS' Highway 151 location. For FY 2023, the HVPP was compensated \$75 per animal rescued.

ACS uses Chameleon, a kennel management system, to track all animals that come into (and leave) ACS' custody, along with their medical history and relevant notes. In addition, Chameleon is used to generate the monthly outcome reports on which compensation to the rescue partners is based off.

During FY 2023, the LVRP's were paid \$89,675 and cumulatively rescued 1,040 animals, while the HVPP was paid \$270,450 and rescued 3,644 animals.

### Scope & Methodology

The audit scope was ACS rescue group contracts for FY 2023 and included contract monitoring efforts, animal availability, sterilization & vaccination requirements, invoicing, insurance coverage, and access controls.

### Conclusion

ACS actively works with rescue partners to provide placement for animals in need. Animal medical history is also provided by ACS to rescue partners upon animal transfer. In addition, compensation paid to rescue partners is appropriately approved and amounts are accurate. However, controls could be improved over contract monitoring and system/building access. We made recommendations to improve these areas. Management agreed with the recommendations and developed positive corrective action plans.

### **ISSUE:**

This item is presented for acceptance by the Audit Committee.

### **FISCAL IMPACT:**

NA

### **ALTERNATIVES:**

NA

### **RECOMMENDATION:**

Staff recommends acceptance of this report.

