
CITY OF SAN ANTONIO
OFFICE OF THE CITY AUDITOR



Audit of Animal Care Services

Metrics

Project No. AU16-001

June 17, 2016

Kevin W. Barthold, CPA, CIA, CISA
City Auditor

Executive Summary

As part of our annual Audit Plan approved by City Council, we conducted an audit of Animal Care Services (ACS) reported metrics. The audit objectives, conclusions, and recommendations follow:

Determine if Animal Care Services Metrics are accurate and properly supported.

Yes, ACS Metrics are accurate and properly supported. ACS has a reporting process in place that calculates the Live Release rate and the associated monthly outcomes. Additionally, the ACS Live Release rate is reported accurately along with the associated animal outcomes. Finally, rescue partners are reporting their rescued animal outcomes correctly to ACS.

We make no recommendations to Animal Care Services; consequently, no management responses are required. Management's acknowledgement of these results is in Appendix B on page 6.

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Background

Animal Care Services (ACS) mission is to encourage responsible pet ownership by promoting and protecting the health, safety, and welfare of the residents and pets of San Antonio through education, enforcement and community partnership.

One of ACS's four strategic priorities is to increase its Live Release rate. The Live Release rate is calculated on a monthly report called the Asilomar Report that divides the total number of live animal outcomes by the total number of animal outcomes. Common animal outcomes are adoptions, return-to-owners, or rescues by a third party. The Asilomar Report is based on the Asilomar Accords which was a national conference held in 2004 by nationally recognized industry leaders. The Asilomar Accords established the standards for reporting a uniform method of collecting and reporting animal shelter data. These reports are produced by the 15th of every month and are posted on ACS's website. ACS uses the Chameleon system to record all operational and animal data.

ACS also produces a quarterly performance report. These give an overview of ACS operations for the time period indicated including the outcomes listed above, the Live Release rate, surgeries (spay/neuter) by ACS and its partners, dead animal pickup, and registered microchips. These are distributed to City Council on a quarterly basis and are posted on ACS's website.

Audit Scope and Methodology

The audit scope was FY 2015. It also covered the Asilomar Reports produced from October 2015 through December 2015.

We interviewed ACS staff regarding the ACS animal intake and outcome process¹, the reporting process including the reporting of the Live Release rate, and the rescue partner reporting process. Additionally, a walkthrough was conducted of the San Antonio Pets Alive! (SAPA!) rescue process as they reside onsite at ACS facilities.

We recalculated the October 2015 through December 2015 Asilomar Reports using the raw data from Chameleon and recalculated the Live Release rate. We reviewed the Quarterly Performance Reports for reasonableness and validated the Live Release data presented on the reports.

We selected the three largest rescue partners for additional testing. These are SAPA!, Animal Defense League, and the San Antonio Humane Society. For each rescue partner we validated their monthly animal outcome summary report sent to ACS for July 2015 – September 2015. Additionally, we randomly selected 25 animals for all of FY 2015 with an adoption outcome and traced them to their supporting adoption documentation.

Finally, we reviewed the application control structure within Chameleon including the workflow.

Testing criteria included rescue partner contracts, the Asilomar Accords and ACS internal processes.

We relied on computer-processed data in the Chameleon system to validate the monthly Asilomar reports. Our reliance was based on performing direct tests on the data and reviewing the application control structure in Chameleon as noted above. Our direct testing included recalculating the monthly Asilomar Reports against the raw outcome data in Chameleon.

Additionally, we relied upon computer processed data in the PetPoint system. The three rescue partners tested use this system to process and record the animals they rescue from ACS. Our reliance was based on performing direct tests on the data instead of reviewing the application and general controls. Our direct testing included obtaining the outcome reports from PetPoint and validating them against the monthly animal outcome summary reports sent to ACS.

¹ The intake process is how an animal arrives at ACS. This includes capturing in the field by an Animal Care Officer or over-the-counter drop-off. The outcome process is the result of the animal's stay at ACS. This includes adoption, return-to-owner, or rescue by a third party.

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

Audit Results and Recommendations

A. ACS Metrics

ACS is correctly calculating the Live Release rate and capturing animal intakes and animal outcomes. The Live Release rate is calculated by the Asilomar report produced directly from Chameleon. It details all the types of animal intakes and animal outcomes for the month. For October 2015 through December 2015 we recalculated the Asilomar Report Live Release rate and the associated animal outcomes against the raw data in Chameleon and did not find any inaccuracies.

Recommendations

None.

B. Rescue Partner Reporting

ACS Rescue Partners are correctly reporting on the outcomes of animals to ACS. SAPA!, Animal Defense League, and the San Antonio Humane Society are required by contract to report monthly on the outcomes of the animals they have rescued from ACS. For the months of July 2015 through September 2015, we obtained the monthly animal outcome summary report and validated against the Rescue Partners' internal data.

Recommendation

None.

Appendix A – Staff Acknowledgement

Buddy Vargas, CFE, Audit Manager
Douglas Francis, Auditor-in-Charge
Cecilia Gonzalez, Auditor

Appendix B – Management Response



CITY OF SAN ANTONIO

SAN ANTONIO TEXAS 78283-3966

May 19, 2016

Kevin W. Barthold, CPA, CIA, CISA
City Auditor
San Antonio, Texas

RE: Management's Acknowledgement of its Review of Animal Care Services Metrics

Animal Care Services has reviewed the audit report and provided its comments to the auditors. As there are no recommendations for management, no management responses are required.

Animal Care Services

Fully Agrees

Does Not Agree (provide detailed comments)

Sincerely,

Handwritten signature of Xavier D. Urrutia in blue ink.

Xavier D. Urrutia
Interim Director
Animal Care Services

Date

05/23/16

Handwritten signature of Maria Villagómez in blue ink.

Maria Villagómez
Assistant City Manager
City Manager's Office

Date

6/9/16