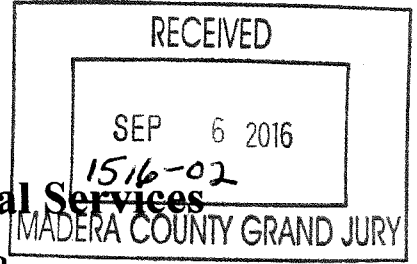


**Department of Animal Services**

**14269 Road 28  
Madera CA 93638**

**MCAS (559) 675-7891 FAX (559) 675-7617**

***REMEMBER TO SPAY AND NEUTER***



September 1, 2016

Grand Jury Response  
By Kirsten Gross, Director  
Madera County Animal Services

I received the copy of the Grand Jury report with a publication date of June 22, 2016. The report was created by a team of Grand Jury members that interviewed myself and others involved with the activities of the department. I am confident that the Grand Jury reviewed the information carefully and made their recommendations based on their findings. I am thankful for the time they invested on this report and that they confirmed the allegations against myself and the department were unfounded.

In regards to the FACT LIST:

I only saw two minor errors on that listing. The first one is item #4 where the outside area for washing equipment was mentioned. We do not bathe animals in that area as we have an inside wash station for animals. Only crates, dishes, and other equipment are washed outside. The second item of concern is #14 where it states we don't actively patrol the Ranchos area. We do have an assigned officer for that area every day and staff is actively engaged in responding to service requests from that area on a daily basis.

In regards to the FINDINGS:

I agree with findings and will dedicate the time needed to provide an organized, detailed, written policy/procedure manual for both staff and volunteers.

In regards to item #9 - Pet owners had difficulties complying with proof of ownership or monies to pay for redemption or adoption. Since the animals that come into the shelter rarely have identification on them and they are also considered personal property, it is critical that we assure the animal(s) are released to the actual owner(s). Pictures of the animals are only one way that owners can show proof of ownership. Vet records, licensing documentation, and signed witness statements of pet ownership are other ways we can confirm ownership.

We implemented a payment plan for constituents that don't have the immediate funds to claim their animal(s) approximately three years ago. The department has the constituent sign a billing agreement, agree to an amount they can afford monthly, and send them billings as required. It is mutually beneficial to the owner, the pet, and the department, to get the animal out of the shelter

as quickly as possible. We recognized this fact and implemented the billing opportunities accordingly.

In regards to the RECOMMENDATIONS:

I agree with the recommendations. I will make a personal commitment to dedicate the time needed to provide an organized, detailed, written policy/procedure manual for both staff and volunteers. Evaluations will be done on a timely basis as per Madera County Policy. Lastly, a "payment plan" has already been implemented to help pet owners reclaim their pets.

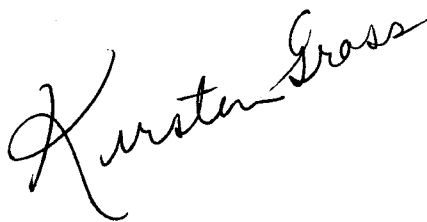
#### CONCLUSION OF REPOSE TO GRAND JURY REPORT

I also wanted to commend the incredible dedication of Madera County Animal Services staff and volunteers. Together, we poured our hearts and resources into the needs of the homeless animals and the community. Together we created a giant safety net to help over 7,000 homeless animals yearly during an incredibly difficult time. The last six years of slow economic recovery has proven to be very challenging especially considering the mass reduction of staff and decreased resources caused by the recession.

The generosity of the community and the dedication of staff and volunteers to provide homeless animals with humane care and positive outcomes from the shelter is heart-warming and inspirational. Although the challenges have been great, the positive outcomes have increased dramatically, the community support is unwavering, and the partnership between the Madera County Animal Services staff and F.M.A.S. (Friends of Madera Animal Shelter) is stronger than ever.

I believe the 2015-2016 Grand Jury members were also inspired by the team effort to help homeless animals and making Madera County a safer place to live.

If there are any additional questions or concerns regarding this report, please contact me at anytime.

A handwritten signature in cursive script that reads "Kursten Gross". The signature is written in black ink and is positioned in the lower-left quadrant of the page.