



MEMORANDUM

Date: June 13, 2017

To: The Honorable Chair and Members
Pima County Board of Supervisors

From: C.H. Huckelberry
County Administrator 

Re: **Appointment of Kristen Auerbach as Pima Animal Care Center Director**

I am pleased to announce the appointment of Kristen Auerbach as the Director of Pima Animal Care Center (PACC). She will begin the position on July 10, 2017.

Ms. Auerbach has a record of senior leadership in modern, governmental animal welfare organizations. Most recently, she served as the Deputy Chief Animal Services Officer at Austin Animal Center, the municipal shelter in Austin, Texas. The Austin Animal Center serves as an aspirational peer for PACC, with an annual intake of approximately 18,000 pets each year and a save rate above 96 percent. Prior to that, Ms. Auerbach served as the Assistant Director of the Fairfax County Animal Shelter in Virginia. There she led the efforts to overturn breed-specific adoption restrictions, double adoptions and reduce euthanasia by half.

In her prior positions, Ms. Auerbach has implemented shelter animal enrichments initiatives, high volume foster programs and counseling-based adoption programs. In both positions, Ms. Auerbach successfully reduced intake and increased live outcomes. In Fairfax and Austin, she worked with the local field services officer teams to implement and manage groundbreaking community programs like the Austin Pet Resource Center, return-in-field for stray pets, and free spay/neuter and microchip clinics for owned pets.

The County is pleased welcome this nationally recognized and widely featured animal welfare authority who brings her expertise in shelter intake reduction, innovative foster care, community-based animal welfare and lifesaving social media to the people and pets of Pima County. Ms. Auerbach's leadership and experience will continue to deepen and expand the tremendous progress PACC has made.

Ms. Auerbach's resume is attached for your information and review.

Attachment

c: Jan Leshar, Chief Deputy County Administrator
Dr. Francisco Garcia, Assistant County Administrator for Community and Health Services
Chair and Members, Pima Animal Care Center Advisory Committee
Pima Animal Care Center Partners

Kristen Auerbach

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Education

The Ohio State University

Master of Arts in Comparative Cultural Studies, 2005

Bachelor of Arts in Women's Studies and Environmental Education, 2003

Grants and Awards

- \$91,000 Maddie's Fund Idea Lab Grant Award Recipient, December 2016
 - \$60,000 Maddie's Fund Foster Apprenticeship Grant Award Recipient, October 2016
 - Austin Pets Alive! Lifesaver Award, February 2016
 - Fairfax County Outstanding Performance Award, November 2014
 - Fancy Cats Rescue Team, Lifesaver Award, July 2014
 - Virginia Federation of Humane Societies - Compassion Award (animal shelter), March 2014
 - Comparative Studies Distinguished Graduate Student Teaching Award, March 2005
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Career Progression

Austin Animal Center, City of Austin
Deputy Chief Animal Services Officer

August 2015 - present

Responsibilities

- Directs operations of Austin Animal Center, the largest lifesaving municipal animal shelter in the United States, saving more than 96% of the 18,000 pets who entered the shelter this past year
- Acts as the chief animal services officer in their absence
- Alongside the chief officer, manages operating budget of 12.5 million dollars and donations fund of \$400,000
- Serves as the public face of the organization, appearing on television and radio and responding to media inquiries
- Recruits, interviews, hires, trains and supervises shelter staff of approximately 130 staff members
- Composes monthly and annual shelter performance reports including statistical data, personnel updates and performance measures
- Drafts ordinance changes, standard operating procedures, contracts and other legal documents in collaboration with the City attorney and other City leadership
- Represents Austin Animal Center at City Council and Animal Advisory Commission meetings as well as community and stakeholder gatherings

- Meets with rescue partners and serves as the staff liaison to Austin Pets Alive!, the Friends of the Austin Animal Center and Austin Humane Society
- Oversees spay and neuter initiatives with an annual budget of \$550,000 including community cat sterilization programs and low income owned animal spay and neuter services
- Directs the shelter's medical program, including four staff veterinarians and fifteen veterinary technicians
- Acts as a national voice in animal sheltering, publishing articles in Animal Sheltering Magazine, the Huffington Post and Animal Farm Foundation's blog and presenting at major national conferences including Best Friends, HSUS Expo, SAWA, Alley Cat Allies and American Pets Alive and presenting webinars for Maddie's Fund

Select Accomplishments

- Doubled the size of the foster program, with 1,000 foster families serving 2,500 animals this past year.
- Redesigned the shelter's website, including re-writing content and starting a shelter blog, posting news and information weekly
- Spearheaded an initiative to increase engagement with Spanish speaking communities in Austin and Travis County, including starting and running the first-ever all Spanish social media platform in Austin and translating all signage and written materials into Spanish
- Created and implemented procedures which resulted in a 50% reduction in both medical and behavioral euthanasia
- Started a comprehensive enrichment program for dogs including daily kennel enrichment activities, play groups, off site outings, temporary fostering and daily kennel breaks
- Re-organized the cat adoption center, creating real-life visitation rooms and expanding housing for cats and kittens
- Wrote and piloted the first-ever behavioral euthanasia decision-making protocol, presented at the American Pets Alive Conference November 2016
- Presented at every major national conference in 2015 - 2016, including Best Friends National Conference, the Humane Society of the United States Expo, the American Pets Alive Conference and the Society for Animal Welfare Administrators Conference on topics ranging from breed labeling to social media to innovative fostering
- Led the Shelter Employee Engagement and Development Survey (SEEDS) and implemented organizational changes based on the survey results

Fairfax County Animal Shelter
Assistant Director/Interim Director

February 2013 - July 2015

Responsibilities

- Directed shelter operations, achieving 90% live outcomes of the 4 - 5,000 pets who entered the shelter each year
- In collaboration with the shelter director, managed 2.5 million dollar budget
- Drafted standard operating procedures, contracts and other legal documents in collaboration with the County's attorney and other County leadership
- Recruited, interviewed, hired, trained and supervised shelter staff
- Directed volunteer and foster programs, managing program staff members and more than 450 volunteers who contributed 25,000 hours of service per year
- Oversaw shelter enrichment programs including play groups for shelter dogs, off site dog walks, kennel enrichment, dog and cat training and behavior modification
- Worked closely with Friends group and Animal Services Advisory Commission on fundraising initiatives

- Served as animal services public information officer, responsible for website development and design, social media programs, drafting news releases and responding to all media inquiries
- Acted as the shelter spokesperson, making regular television and radio news appearances including promotional and crisis communications

Select Accomplishments

- Managed the veterinary contract process for animal services, leading to an improved contract ensuring better care for shelter animals
- Created a strategic plan for animal services, meeting with multiple stakeholder groups as well as police department and County leadership
- Coordinated and managed the largest community-based spay and neuter program in Virginia
- Interfaced regularly with elected and appointed officials as well as police department and animal control leadership
- Created the Pet Haven program to provide temporary, emergency housing for pets owned by people in crisis
- Collaborated with County leadership and animal control to implement time restrictions for tethering and an animal cruelty statute and to overturn 'pit bull' adoption restrictions
- Developed and implemented strategic communications plan for animal services
- Appointed as communication director for the National Capital Region Animal Shelter Collaborative, overseeing external communication for a 12-shelter working group

Frying Pan Farm Park, Fairfax County Park Authority

August 2012 – February 2013

Assistant Park Manager

- Directed equestrian revenue programs and operations for Fairfax County's public equestrian facilities
- Managed park maintenance program that included 17 buildings and 130 acres.
- Created and implemented operations plans for programs and large, community events
- Developed marketing materials and descriptions for new programs, volunteer opportunities and special events

Cub Run RECenter, Fairfax County Park Authority

March 2012 – August 2012

Program Supervisor/Naturalist

- Trained and supervised 10 staff and volunteers
- Developed and piloted new nature programs for scout, school and camp groups
- Taught natural history and environmental science programs to school groups
- Procured program supplies and managed budget

Rust Nature Sanctuary, Audubon Society

January 2012 – August 2012

Naturalist

- Delivered natural history and environmental science programs to school groups

KH Equestrian

April 2007 – October 2012

Owner/Director

- Designed and implemented a variety of programs including summer camps, weekend retreats, yoga on horseback and fitness for equestrians
- Hired, trained and supervised 20 farm and teaching staff and volunteers
- Managed operational budget, record keeping and revenue

- Founded a community outreach program to provide equestrian opportunities to low income youth
- Forged partnerships with local non-profit rescue agencies to rescue and rehabilitate abused and abandoned horses and ponies
- Launched and led organization dedicated to the professionalization of local trainers and instructors

The Ohio State University

August 2003 – August 2006

Graduate Teaching Associate/Student Advisor

- Lectured undergraduate courses on subjects including global politics, world religion and American studies
- Taught first and second year writing courses for undergraduate students
- Facilitated and organized student group meetings and activities
- Organized fundraisers and other department and university gatherings
- Created an online course for students in Israel, Palestine and the United States to address global issues

Huckleberry House, Inc.

April 2001 – May 2003

Activities Coordinator

- Designed and implemented programs for homeless youth staying at the shelter
- Supervised and trained house staff and volunteers
- Conducted presentations to school groups, businesses and non-profits
- Assisted with fundraising activities and grant writing
- Created and implemented youth activities manual

Capital Area Humane Society

June 2000 – April 2001

Dispatcher/Humane Investigator

- Worked in all areas of the shelter, including intake, adoption, dispatch and cruelty
- Investigated cruelty and neglect cases
- Participated in trap-spay/neuter-release program
- Evaluated and screened potential adopters

YMCA Willson Outdoor Center

June 1997 - December 2000

Equestrian Program Coordinator

- Managed daily care and training of 60 horses
- Planned and implemented daily activities of campers
- Oversaw daily operations of two barns and cabins for staff and campers
- Served as lead riding instructor and trainer of equestrian camp programs