

# MUNICIPAL VS. STATE COMPLAINTS

## WHO WILL PAY FOR THIS? WHAT IF WE NEED HELP?

### AWP's ACO/Municipality Assistance Program

- **Cruelty/Neglect cases**
  - Immediate referrals: 100% covered by AWP,
    - ACO may be asked to provide any history of complaints, licenses, interactions with property or persons
    - ACO may be requested to assist District Humane Agent throughout the case
  - Referrals after >1 ACO interaction OR >2 business days from any interactions: 50/50 cost split municipality and state
    - District Humane Agent takes the lead on the case
    - ACO will provide all documentation, case notes, and communication notes to AWP
    - ACO may be asked to assist District Humane Agent throughout the case
    - ACO may be asked to step back from the case
  - AWP will not accept referrals or cover any cost for a case after ACO or town has been handling it on their own



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## AWP'S ACO/MUNICIPALITY ASSISTANCE PROGRAM

- **Courtesy Assistance- District Humane Agents**
  - Telephone/Email guidance on the legal process or clarification of legal requirements
  - Telephone/Email guidance with Notices to Comply, case documentation, investigation planning
  - Assistance with assessing a situation the ACO is handling
  - Providing guidance or assisting in developing a plan for handling a situation
  - Connecting ACO with other entities who may be able to provide resources or assistance
  - Service of a summons in local law enforcement is unavailable
  - Securing placement or transportation of surrendered animals



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## AWP'S ACO/MUNICIPALITY ASSISTANCE PROGRAM

- **Courtesy Assistance – Assistant State Veterinarian**
  - Telephone or email guidance regarding rabies response and control measure
  - Telephone or mail guidance in collaboration with a District Humane Agent when a veterinary issue is part of a case
  - As able, assist with a necropsy, and interpretation of results, including a written summary report as necessary for legal purposes
  - Examination of animals removed via ex parte or search warrant in collaboration with assistance from a District Humane Agent

