

KENDALL COUNTY SHERIFF'S OFFICE



2023 ANNUAL REPORT

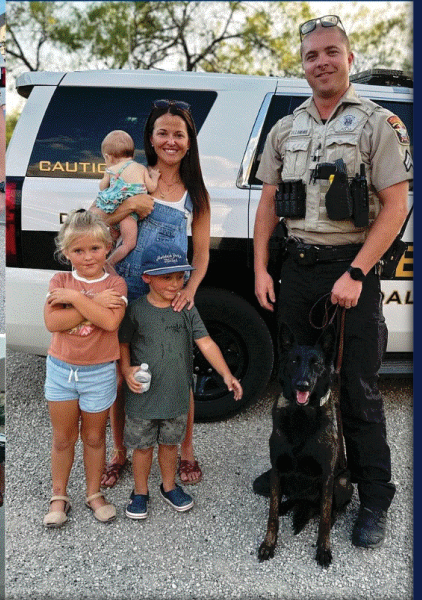
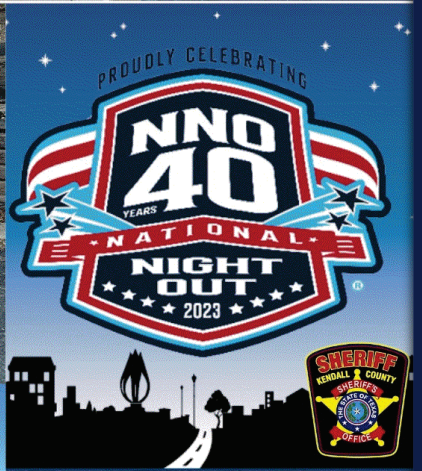
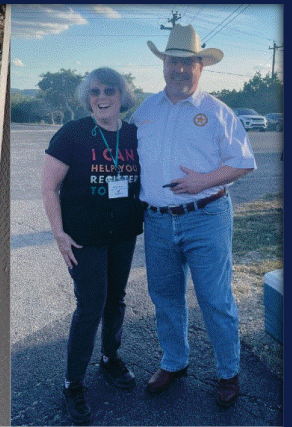
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"Our mission is to protect the lives and property of the residents and visitors of Kendall County through professional policing, community partnerships, and efficient management of personnel and resources."

—Al Auxier, Kendall County Sheriff



From the Sheriff

Annual reports are widely used by organizations to document accomplishments, employee performance, statistical trends, fiscal responsibility and more. Most of our accomplishments are tied to the KCSO 2021 - 2025 Strategic Plan; but as usual for our Office, we also had successes outside those directed by the plan. Those accomplishments are also detailed in this report.

Five divisions and a full staff of administrative support personnel support the Kendall County Sheriff's Office. Although each Division has its own specific organization and purpose, we all serve the same mission, *"to protect the lives and property of the residents and visitors of Kendall County through professional policing, community partnerships, and the efficient management of personnel and resources."*

This year's annual report is organized by Division and should provide the reader an opportunity to learn more about how each Division fits within the Sheriff's Office organization; and by their accomplishments, how they contribute to the overall mission of the Office. When available, statistics are provided to support their respective accomplishments.

In Kendall County, we are fortunate to have strong, supportive relationships with both our District Court Judge and our County District Attorney. Likewise, we have strong, collaborative relationships with our law enforcement partners in the City of Boerne and our surrounding counties. We continually work together to address and prosecute offenders in the trafficking of humans and illegal drugs across county lines.

Our work continues with the South Texas Regional Advisory Council (STRAC) to improve Mental Health Resources to Kendall County.

In 2023, with the support of our Commissioners Court, we expanded the Kendall County Adult Detention

Center by 51 beds, affording us the opportunity to house our inmates within the county, saving taxpayers the cost of housing inmates in neighboring counties.

Additionally, with the support of our Commissioner's Court, we added two additional School Resource Officers (SROs) to our ranks, affording every school in the county a full-time security presence at the school, reducing the risk to the children who attend and the faculty that teach our children.

As law enforcement agencies across the nation continue to battle for funding and support challenges from their local government, we in Kendall County are different. We have a Commissioners Court and county residents who support us. For that, we are incredibly grateful.

I am proud of the work our Office has accomplished and hope that you are as well. If you have any questions or concerns, my door is always open.

Sincerely,

A handwritten signature in blue ink, appearing to read "Al Auxier", with a stylized flourish extending from the end.

AL AUXIER, SHERIFF
KENDALL COUNTY, TEXAS

PROFESSIONALISM • INTEGRITY • ACCOUNTABILITY • JUSTICE • COURAGE

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The first Kendall County Jail, built in 1877.

Preface

Office History

In 1836, the constitution of the newly created Republic of Texas formally required the position of Sheriff in each county across the state of Texas. In 1862, John Sansom, retired Texas Ranger, was the first Sheriff appointed for Kendall County, Texas. In 1870, the Kendall County Courthouse was built, and the first Kendall County Jail was built in 1877, next door to the Courthouse. At that time, the jail housed four cells and served as a home to the early Sheriffs and their spouses, who would often cook meals for the inmates.

Today, Sheriff Al Auxier, Kendall County's 29th Sheriff, is serving his third term in office. Sheriff Auxier was initially sworn into office by Kendall County Judge Darrell Lux, on January 1, 2013.

The current Kendall County Adult Detention Center is a 153-bed facility. The original jail is now a museum managed by the Kendall County Historical Society.

Responsibilities

Sheriff Auxier has full authority and responsibility for the management, direction and control of the Kendall County Sheriff's Office (KCSO) operation, which is comprised of five Divisions and administrative support for the Office.

The Sheriff also has the overall responsibility for the operation of the Kendall County Adult Detention Center (Detention Center), and for the safe, humane housing of offenders arrested within the county. Monthly, the Sheriff must give a report to the Texas Commission on Jail Standards (TCJS); and in turn, the Commission inspects the facility annually.

Kendall County has a cost-share agreement with the towns of Boerne and Fair Oaks Ranch for all costs associated with housing prisoners prior to their formal commitment to jail by a Magistrate. The facility has a capacity for 153 prisoners. Kendall County also maintains cooperative agreements with detention centers in surrounding counties when capacity is exceeded at the Kendall County facility.

Mission, Vision and Core Values

Vision

Dedicated, innovative people, working with the community to serve and protect Kendall County while using the best tools and technology available.

Mission

The mission of the KCSO is to protect the lives and property of the residents and visitors of Kendall County through professional policing, community partnerships, and the efficient management of personnel and resources.

Core Values

Professionalism

We foster a climate of excellence by recruiting, selecting, and training exemplary deputies and detention officers, and we encourage employee growth and development through extensive training opportunities.

Integrity

To forge healthy, trusting relationships with the people of Kendall County, we demand that employees of the Kendall County Sheriff's Office demonstrate ethical consistency in their professional and personal lives.

Accountability

We are responsible and accountable for our actions. Thus, we expect our officers to exercise self-restraint in times of crisis; and we expect our enforcement actions to adhere to the facts at hand.

Justice

The administration of law and order is based on the ideals of justice and fairness for our diverse community. The KCSO treats all citizens and visitors—including those suspected of crimes—with respect, dignity, and fairness.

Courage

We will act boldly to serve our community, and we will make tough decisions based on what is best for our citizens and visitors, the Kendall County Sheriff's Office, and the individual employee involved, while acting in accordance with the values described above.

Kendall County Sheriff's Office Overview and Staffing

The KCSO is led by a Command Staff comprised of the Sheriff, Deputy Chief, four Lieutenants—one for each division, and the Coordinator for the county's animal shelter and animal control unit. The five divisions include Patrol, Criminal Investigations and Training, the Adult Detention Center (Jail), Animal Shelter/Animal Control, and Support Services. Additionally, an administrative support staff assists the Office.

In the sections that follow, the Command Staff and each division will report:

1. Their respective accomplishments made and associated with the KCSO Strategic Plan, referenced by either the Goal or Objective Number;
2. Accomplishments made outside those identified in the strategic plan;
3. When available, reported statistics associated with the 2023 accomplishments; and
4. A look ahead to 2024 and what each of their respective areas seek to achieve in the new year.

KCSO Staffing

There is a total of 110 employees employed by the KCSO, including:

- 55 full-time Certified Peace Officers (including the Jail Administrator)
- 2 full-time Transport Officers (Certified Peace Officers)
- 3 Reserve Deputies
- 31 Detention Officers
- 19 Civilian Employees

Kendall County Sheriff's Office Command Staff

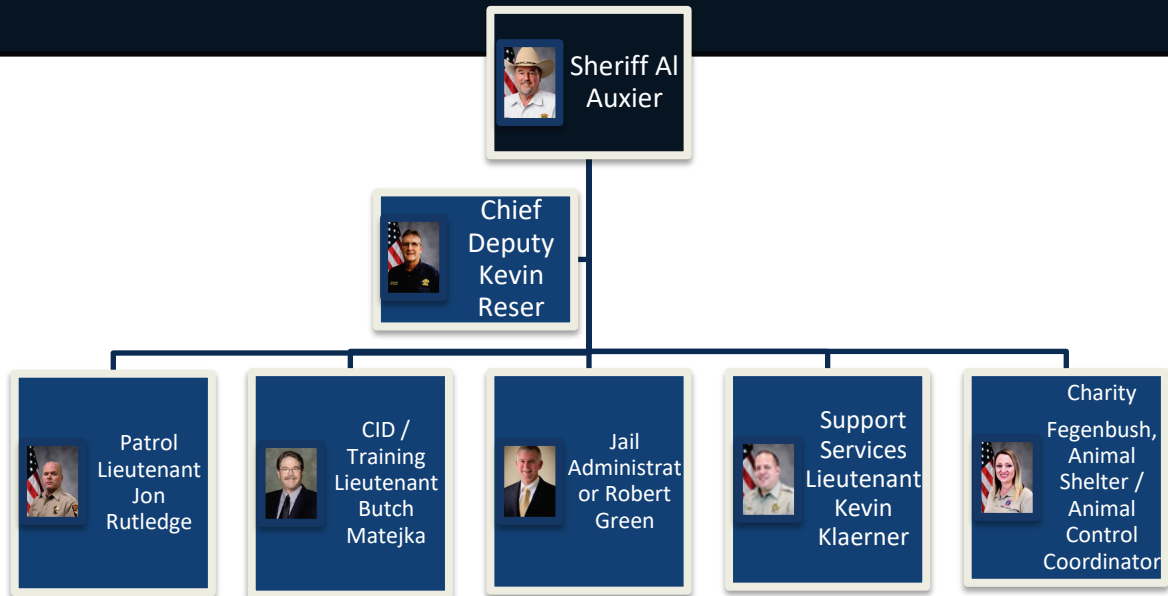


Figure 1 - Command Staff Organization

Kendall County Sheriff's Office Command Staff Overview

The KCSO Command Staff organization includes Sheriff Al Auxier, Chief Deputy Kevin Reser, four Lieutenants, one for each Division within the Sheriff's Office including. Patrol Lieutenant Jon Rutledge, Criminal Investigations and Training Lieutenant Butch Matjeka, Jail Administrator Robert Green, Support Services Lieutenant Kevin Klaerner, and Animal Shelter/Animal Control Coordinator Charity Fegenbush. On the pages that follow, the structure of each Division and their respective roles and responsibilities within the Office are defined, followed by their respective accomplishments, and any associated statistics.

Kendall County Sheriff's Office Budgets

There are three separate budgets that encompass the Sheriff's Office for which the Sheriff is responsible. They include: 1) the Kendall County Sheriff's Office Operation; 2) Kendall County Animal Shelter and Animal Control; and 3) Kendall County Detention Center.

2023 KCSO Command Staff Strategic Plan Accomplishments

2.1.1 Develop a KCSO Annual Report tied to the KCSO Strategic Plan that provides a transparent look at the work completed during the fiscal year and any additional goals for the upcoming year.

The 2023 Annual Report is organized by Division, reporting both their respective accomplishments for 2023 toward the 2021-2025 KCSO Strategic Plan and outside the Strategic Plan. Additionally, each Division identifies known goals for 2024.

How the report is outlined will be reviewed annually to ensure the methodology used is transparent and demonstrates the KCSO's accountability to the strategic plan and prudent use of allocated funding.

2.1.2 - Use the final KCSO Annual Report as a tool to demonstrate goal accomplishments and accountability to the citizens of Kendall County, Texas.

KCSO leadership plans to finalize the 2023 Annual Report and present the report to the Kendall County Commissioners Court at a Court date in February 2024. Once presented to and accepted by the Court, the KCSO will post the 2023 Annual Report on the KCSO website at:

<https://www.kendallcountysheriff.com/services>.

2.1.3. - Prepare a report and recommendations to the Sheriff for the creation of a non-profit organization to manage and facilitate donations received by the KCSO to ensure fiscal accountability and transparency of the program.

The Kendall County Sheriff's Office Foundation, a 501(c)3 organization, is organized and approved by the Internal Revenue Service to operate on behalf and to the benefit of the KCSO. The Board provides fiduciary oversight for all donations to the KCSO, with the largest benefactor program being the Blue Santa Program.

3.1.3 - Establish a Community Relations Board (CRB) comprised of the KCSO Sheriff and Command Staff and diverse representation of all communities across the county.

In 2021, shortly after establishment of the 2021-2025 KCSO Strategic Plan, the KCSO CRB was established. Bylaws were written to include definitions for membership and tenure of Board members. Membership included the Sheriff (voting member) and the Community Services Sergeant (later amended to the Support Services Lieutenant, which is a non-voting member). Board membership represents the unincorporated areas of Kendall County. Membership nominations and elections occur in April, every two years, with a turnover of half the membership at each election.

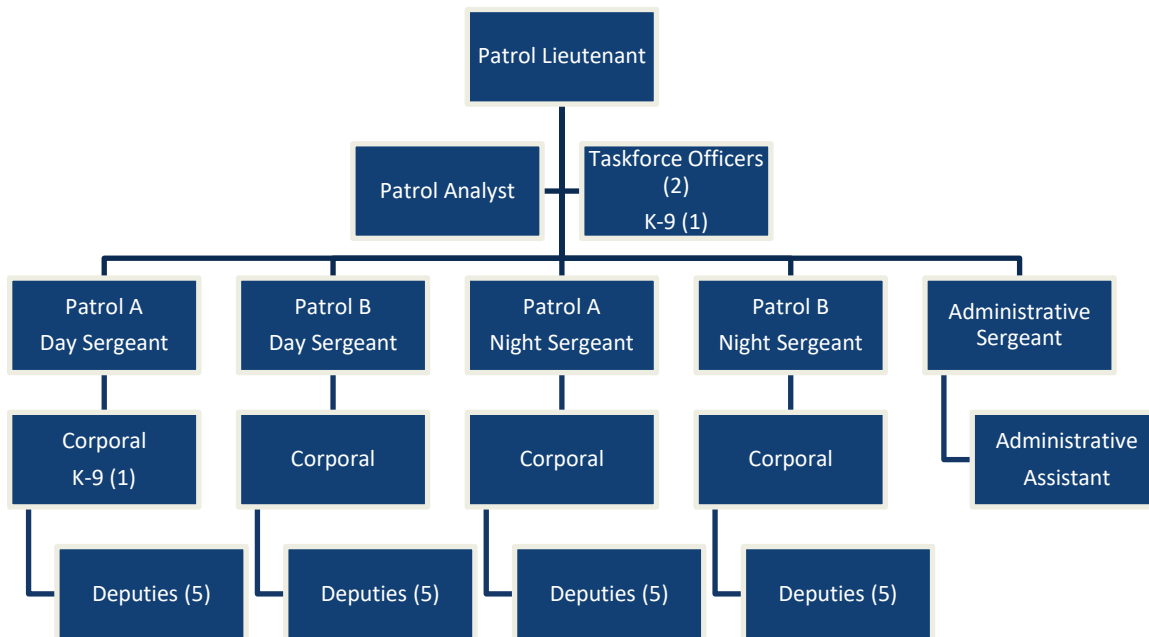
4.2.1 - Continue to work with the County Judge and County Commissioners to strengthen pay and benefits and establish a methodology to implement a county's salary program that results in a defined career path to improve recruitment and retention.

In 2023, the Kendall County Commissioners Court adopted a step type program that offers raises at regular intervals for county employees.

Patrol Division



Figure 2 - Patrol Division Organization



Patrol Division Overview

The Patrol Division is the law enforcement arm of the Sheriff's Office. Deputies patrol the unincorporated sections of Kendall County and respond to citizens' calls for help, conduct traffic enforcement, investigate traffic accidents, and investigate reports of crime or suspected criminal activity.

There are four shifts staffed with a sergeant, corporal, and five deputies on each twelve-hour shift.

2023 Patrol Strategic Plan Accomplishments

Objective 8.1.2 - Annually, compile an inventory of current programs/equipment from each of the three KCSO budget areas; identify any required upgrades/improvements to existing equipment and any new equipment needed (i.e., body cameras, etc.).

The annual review of current programs and equipment was completed and associated upgrades/improvements to existing equipment and recommendations for new equipment was provided to the Sheriff.

As a result, the following enhancements or additions were acquired/procured:

The Patrol Division purchased and issued an additional 10 Taser 7 units to Patrol Deputies. These new and improved secondary weapon systems give greater confidence in the field and are among the most effective use of force interventions available to law enforcement officers to halt violent situations that pose a safety risk to a deputy, suspect or innocent citizen.

With grant funding, the KCSO purchased 80 handheld portable radio units in 2023. These units replaced end of life portable radios that had been used since the early 2000's. The new Harris XL-

200 portable radios are multiband and have proven to be an asset in communication within the KCSO and with surrounding agencies.

The Patrol Division has begun the process of replacing all shotguns for all patrol deputies. These weapons will be replaced with the new Benelli LE Supernova Tactical Pump Shotgun to phase out the old Norelco and Remington pump shotguns.

In 2023, the Kendall County Sheriff's Office obtained 10 Simunition Conversion Kits along with 20 - 5.56 mm FX Marking cartridge magazines for the AR-15 platform weapons carried by deputies. A generous donation by the Kendall County Sheriff's Office Foundation made the purchase of these items possible and allowed the KCSO to train in real-life, real-time scenarios with Simunition marking cartridges. This operator-installed kit diminishes the possibility of firing live lethal ammunition and ensures the proper operation and cycling of the weapons, while providing accurate firing of the weapon system while in training scenarios.

Objective 8.1.4 - Develop a report for the Sheriff on the costs and benefits of implementing the use of body cameras.

In 2023, Objective 8.1.4 of the KCSO Strategic Plan was completed, when 50 body worn cameras were procured. These cameras were fully funded by grant funds available to the Office. The KCSO will supply all uniformed peace officers with over Body Worn Camera Units in the beginning of 2024. These systems will provide visual and audio evidence that can independently verify events and improve transparency between law enforcement officials and citizens.



Day One Bags donated go bags for each of the KCSO patrol units. These bags are provided for use by Deputies during encounters with children who have experienced a traumatic incident.

Patrol Division Statistics

Patrol Calls for Service

Table 1 - Patrol Calls for Service by Type

<i>Type of Call for Service</i>	2020	2021	2022	2023
Robbery	1	2	1	3
Assault	102	113	86	87
Burglary	25	20	25	19
Larceny	83	117	83	66
Motor Vehicle Theft	19	18	17	12
Vandalism	36	26	23	33
Weapons	13	9	16	17
Narcotic Laws	133	117	109	134
Tobacco Laws	9	8	3	9
Liquor Laws	15	13	14	24
DWI - Driving While Intoxicated	78	51	44	25
Public Intoxication	30	23	25	36
Disorderly Conduct	2	9	4	2
Criminal Trespass	46	44	7	1
Other	176	178	65	89
Total Calls	768	748	522	557

Table 2 - Patrol Miscellaneous Calls for Service by Type

Miscellaneous Call for Service	2020	2021	2022	2023
Alarms	885	1043	1036	934
Ambulance Calls	242	271	217	205
Disturbances	484	519	476	459
Suspicious Person/Vehicle	873	813	921	825
Total Misc Calls	2484	2646	2650	2423

Uniform Crime Reporting Statistics (2020-2023)

Figure 3 - Assaults

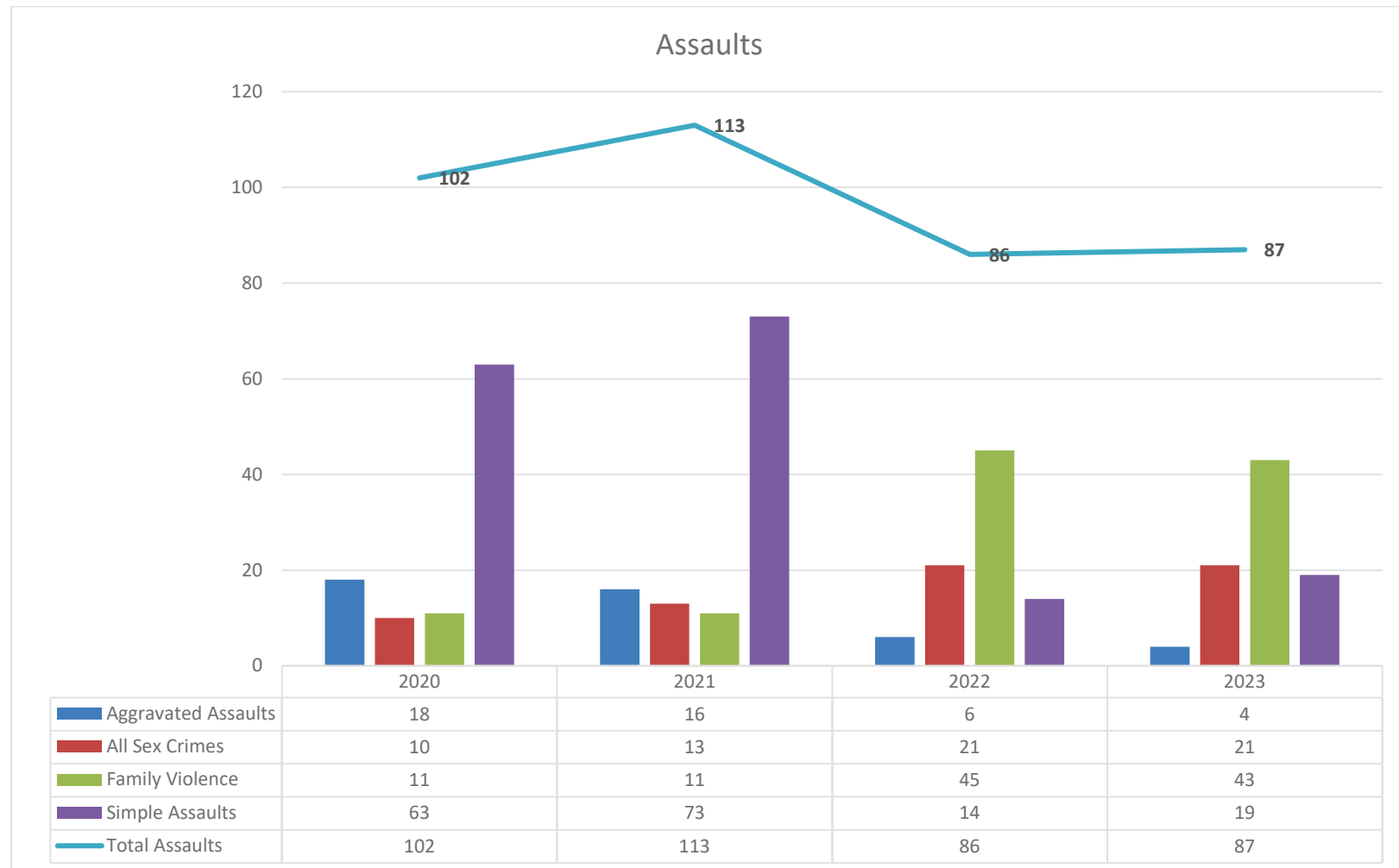
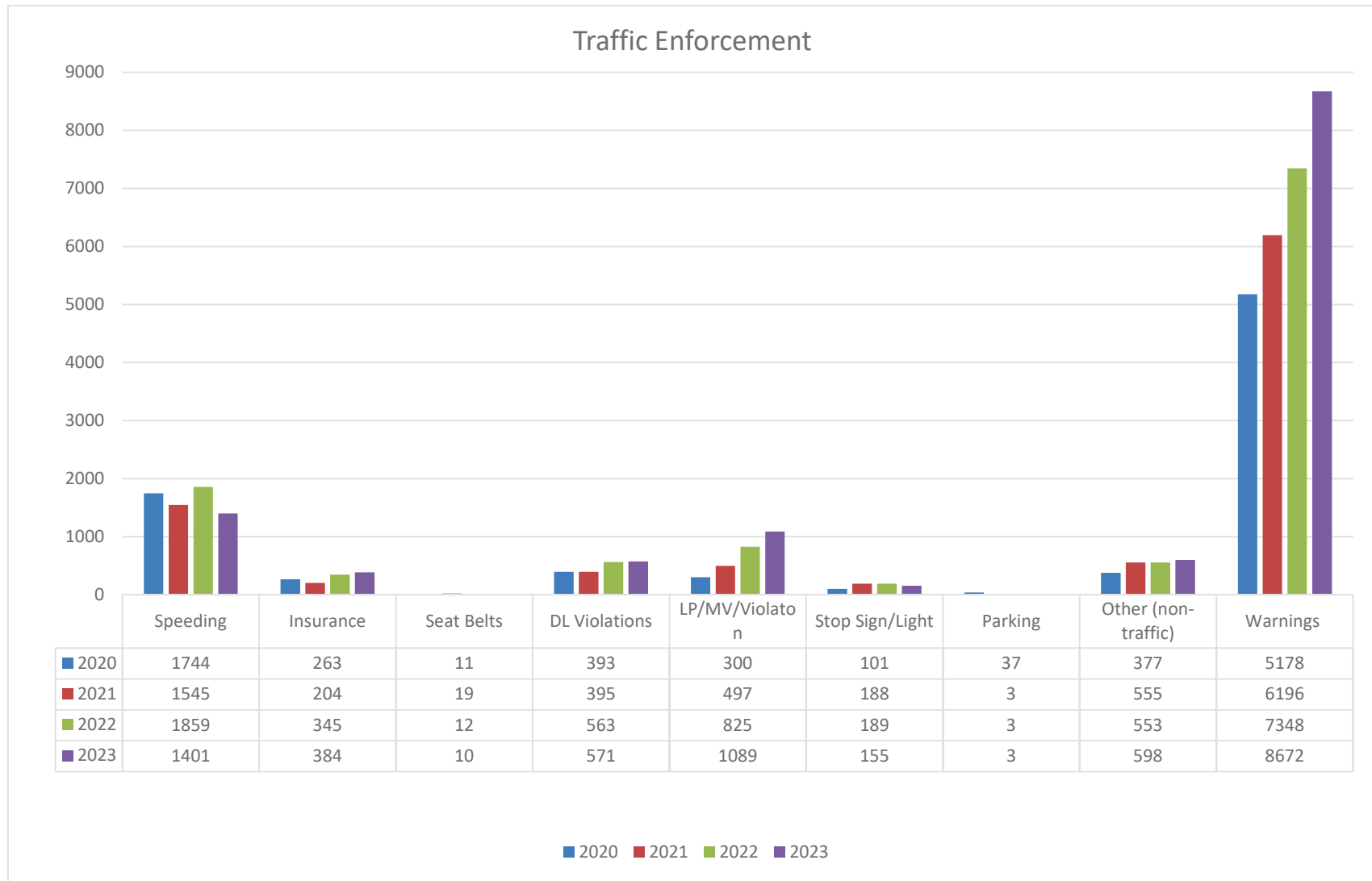


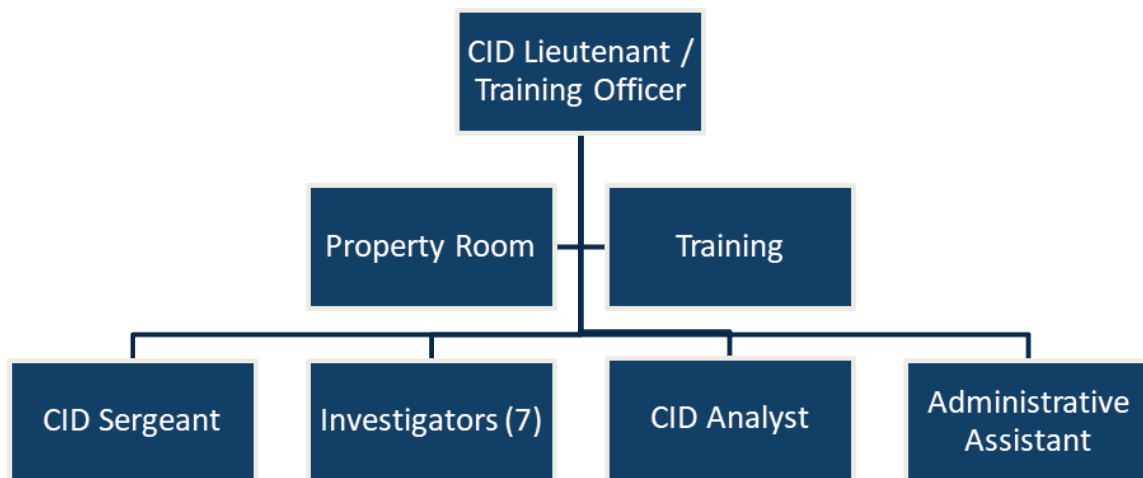
Figure 4 - Number of Accidents Responded to by Patrol Deputies



Criminal Investigations and Training Division



Figure 5 - Criminal Investigations and Training Division Organization



Criminal Investigations and Training Division Overview

Criminal Investigations

Lieutenant Butch Matjeka commands the Criminal Investigations Division (CID) and the KCSO Training program. The CID includes a command lieutenant, a sergeant, seven investigators, and one civilian evidence (property) technician. The evidence technician handles the Evidence Processing and Storage Facility and the Sex Offender Registration Unit. CID personnel receive extensive investigative training in evidence collection, interview and interrogation techniques, and crime scene processing.

The primary responsibility of the CID is to conduct follow-up investigations of reported crimes. This important work includes interviewing suspects, victims, and witnesses, analyzing information for validity, reliability, and accuracy, and compiling a factual case for presentation to the County District Attorney's office for prosecution.

Training Unit

The KCSO is a contract-training provider through the Texas Commission on Law Enforcement (TCOLE). As a TCOLE contract-training provider, the KCSO can offer training for peace officers, jailers, and dispatchers to keep their licenses or acquire certificates. The KCSO Training Unit can also offer added courses that meet the needs of the area served.

2023 CID and Training Strategic Plan Accomplishments

CID Accomplishments

Goal 1-3 Ensure KCSO personnel can fully execute the duties of their respective positions in the safest, procedural and cost-effective manner possible.

In 2023, the CID Division put into service a Crime Scene Unit vehicle. This vehicle is fully equipped with all the necessary equipment to expedite the collection and processing of evidence at any crime scene. The Crime Scene Unit serves multiple purposes at a scene, allowing for immediate processing of evidence and when necessary, provides greater access to crime scene processing tools and equipment, secure storage of evidence collected, and the ability to conduct private interviews with witnesses on-scene, when required.

Goal 4-1 Update and continue progressive recruitment and retention programs to ensure high-quality law enforcement and related services.

In 2023, the investigator trained in the forensic analysis of cellphones and computers retired from the Office. The CID Division recruited a new investigator who has now been trained in the forensic analysis of cellphones and who can continue the critical work of obtaining evidence from electronic devices most often used in criminal offenses.

Training Accomplishments

Goal 6-1 Update and strengthen the training program. Ensure advancement certification, best practices, position based, supervisory development and succession training all provides safe, effective, consistent law enforcement and related services.

In 2023, there were 517 students who completed 22 courses offered through the KCSO Training Unit for a total of 160 training hours.

2023 Criminal Investigation and Training Division Statistics

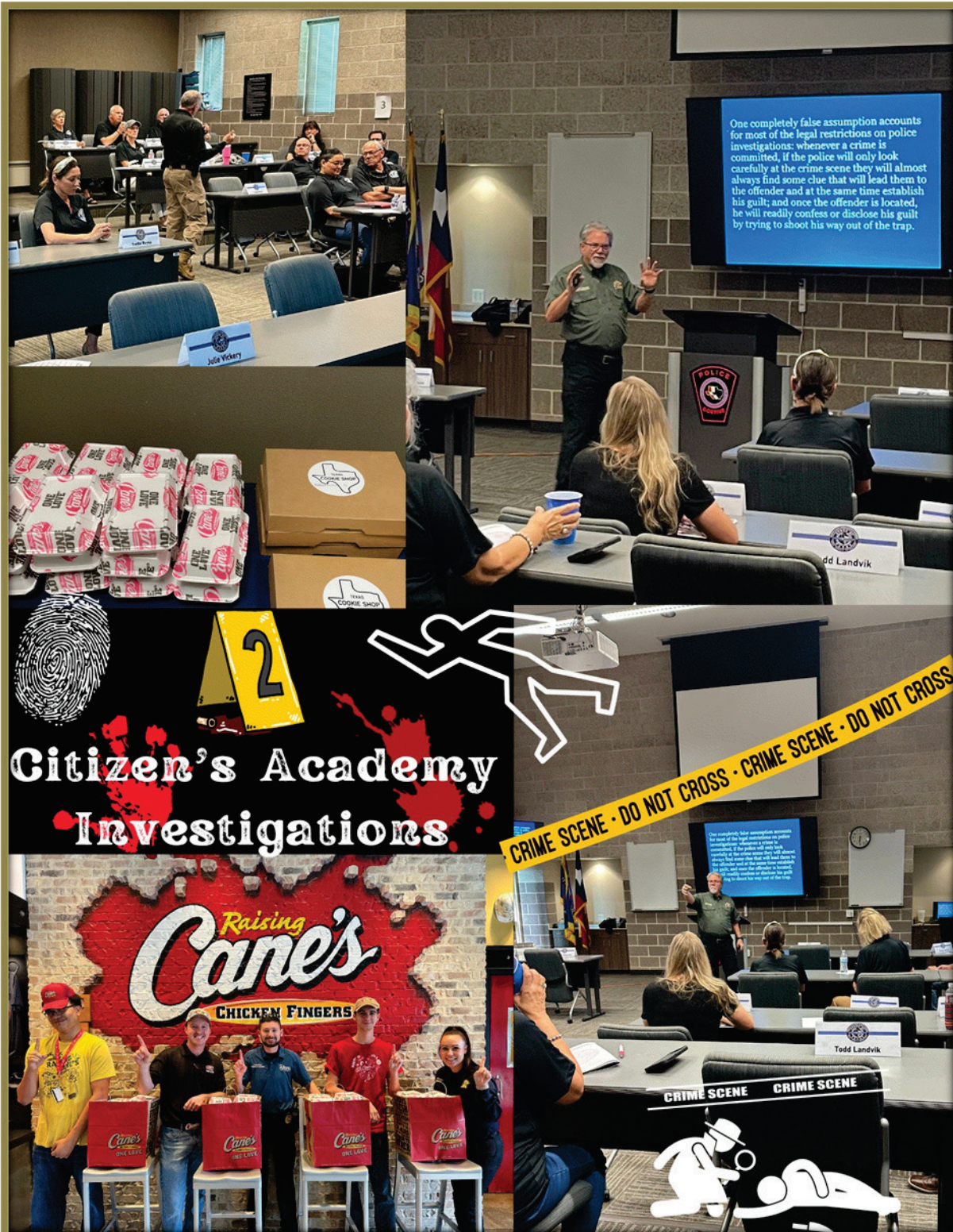
Criminal Investigation Statistics

Table 3- CID Investigation Statistics

Total Cases Assigned	388
Cases Cleared by Arrest	168
Cases Cleared by Exception	69
Cases Pending Further Investigation	61
Cases Unfounded/Closed	77
Cases Filed at Large	48
Cases Filed with D.A.	219
Total # Criminal Charges Filed	262
Assist on Other Case	2155
Death Investigations	140
Sex Offenders Cases/Actions	118
Total Sex Offender Registrations	28

Table 4 - Criminal Homicides / Officer Involved Shootings

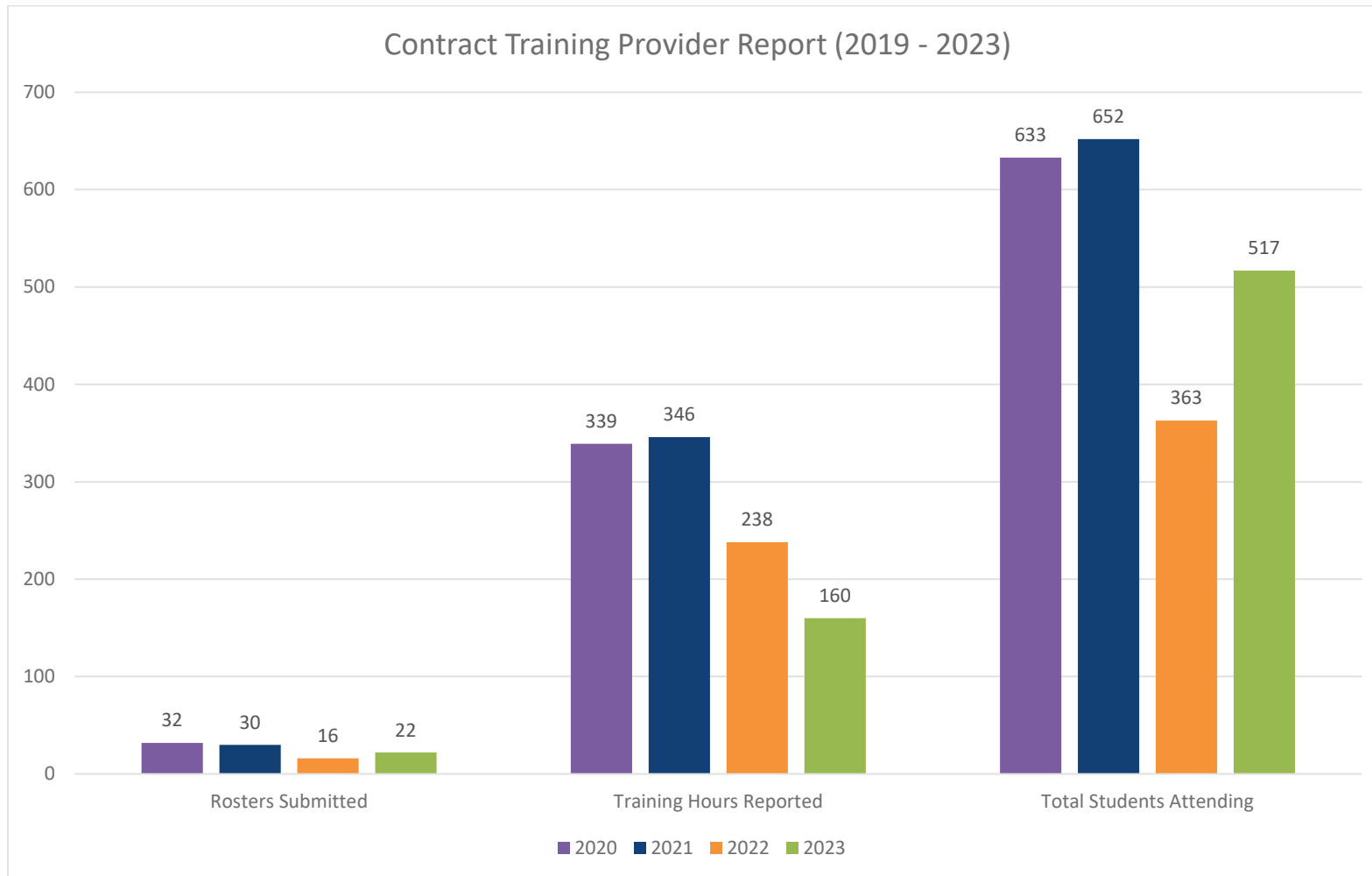
Incident Type	2020	2021	2022	2023
Criminal Homicide	0	1	0	0
Officer Involved Shootings	2	0	0	0

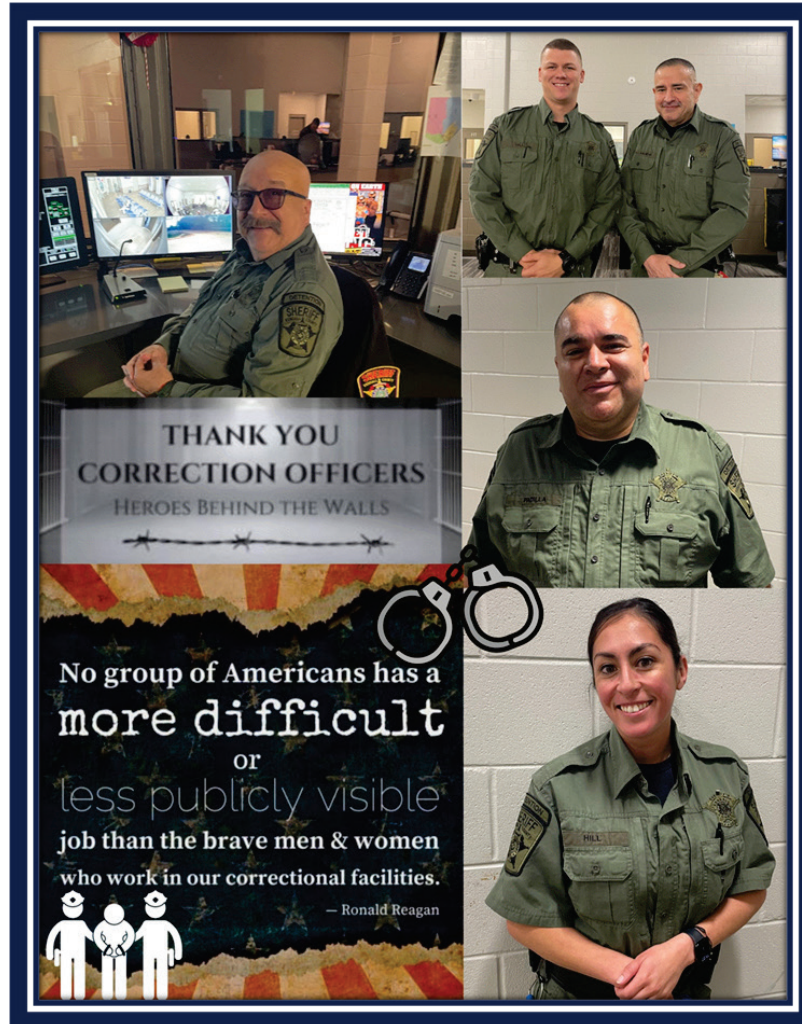


CID Lt. Butch Matjeka provides investigations overview at the 2023 Citizens Academy.

Training Statistics (2020 - 2023)

Figure 6 - Contract Training Statistics





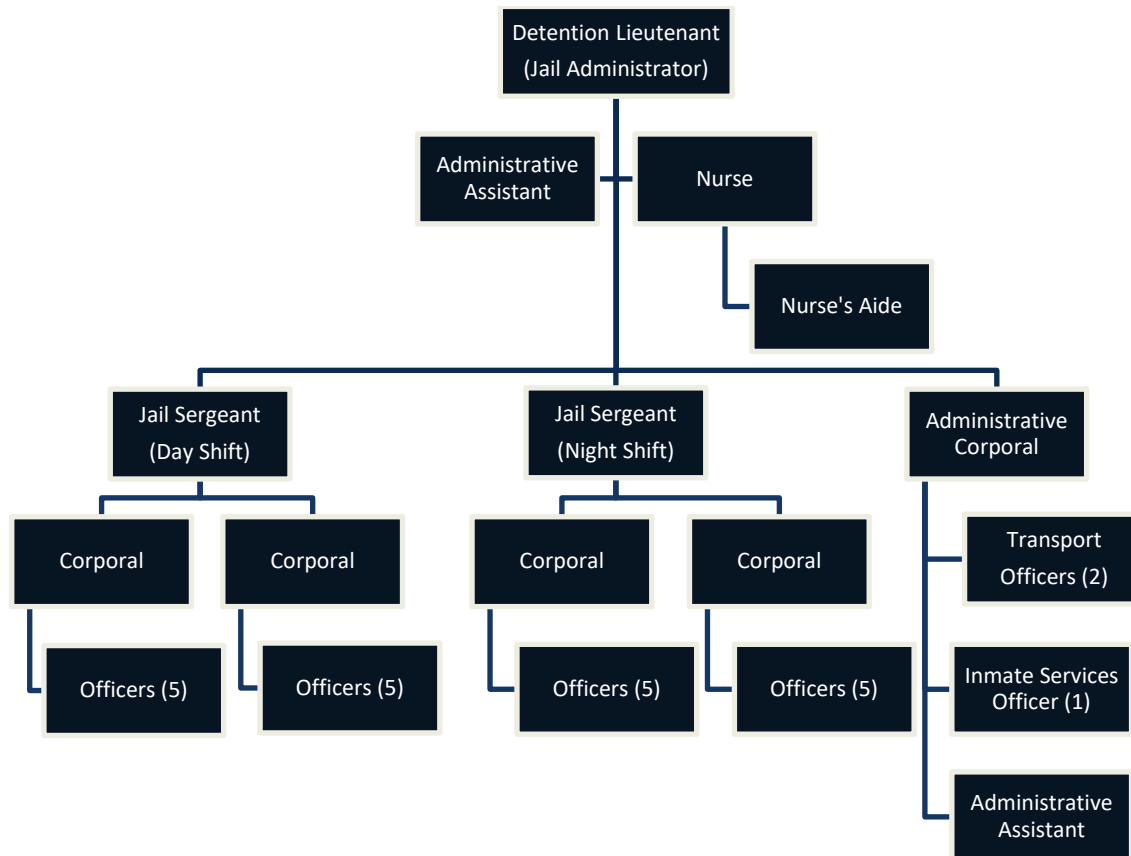
KCSO Celebrates Detention Officers during National Correction Officers Week

Detention Division



Figure 7 - Detention Division Organization

Detention Division Overview



Lieutenant Robert Green serves in the role of Jail Administrator for the Kendall County Adult Detention Center (Detention Center). Lieutenant Green provides leadership and oversight for the Detention Center operation with assistance from an administrative assistant, two sergeants and four corporals who supervise each of the four shifts. An administrative corporal supervises two transport officers, an inmate services officer, and an administrative assistant. In total, the KCSO currently employs 31 detention officers.

The primary duty of the Detention Center is to provide a safe, secure environment where staff work, and inmates live. Detention personnel treat the inmates with dignity and respect, and inmates learn to be accountable for their actions. The Detention Center houses inmates accused of misdemeanor or felony charges until the outcome of their trial and sentencing occurs. Typically, the Judge remands inmates to the Detention Center for sentences up to one year and to the Texas Department of Criminal Justice (TDCJ) or other state jail facilities for sentences greater than one year.

The Mission of the Kendall County Detention Center is to maintain social order and provide professional jail services within prescribed ethical and constitutional limits. The Detention Center enforces the law in a fair and impartial manner, recognizing both statutory and judicial limitations relating to the confinement and constitutional rights of all persons. The Detention Center recognizes that no facility can operate at its maximum potential without support and input from the citizens to reduce and limit the opportunities for crime and to facilitate the maximum use of its

resources.

Medical Services Unit

The Kendall County Detention Center employs a nurse and nurse's aide to provide routine medical care (sick call) and medication services for the inmate population. The nurse recommends outside referrals for more advanced medical care, as needed. In 2023, the Detention Center contracted the services of a part-time Physician's Assistant to reduce the number of out of facility medical visits and risk to escorting staff.

2023 Detention Center Strategic Plan Accomplishments

Objective 11.1.1a - Maintain housing contract with surrounding counties to alleviate overcrowding when the Detention Center reaches capacity.

The Detention Center maintains housing contracts with Atascosa, Burnet, and Kerr counties. The jail population has decreased in comparison to levels seen in 2022. In 2023, the Detention Center housed out-of-county inmates solely in Kerr County on a limited basis.

Objective 11.1.1b - Transfer inmate offenders to the Texas Department of Criminal Justice (TDCJ) as expeditiously as possible.

A major contributor to the jail population decreases this year has been due to increased efficiencies in the Courts. Additionally, the Detention Center has developed a process with TDCJ to submit commitment packets electronically, which has sped up the process of transferring inmates out of the jail and into state custody.

11.1.2. - Sustain a routine maintenance and inspection plan for safety and security equipment to ensure the well-being of staff and the inmate population.

A Detention Officer is assigned to make weekly maintenance inspections of the inmate housing areas and to submit work orders to maintenance, as needed. Additionally, the Sergeants complete a documented life-safety inspection of the entire facility monthly.

11.1.2.b - Review security policies, procedures and emergency plans annually. As needed, draft new directives and emergency plans for review and approval by the Sheriff.

This process has been on-going throughout the year with new directives from the Jail Administrator sent to staff as needed. Currently, the entire Detention Division Policy and Procedure is under review and revision.

11.1.3.a - Considering security levels, identify work detail opportunities for inmates within and outside the Detention Center.

This process has been on-going throughout the year. Primarily, the work detail opportunities consist of staff supervising inmates on roadway and waterway cleanup.

11.1.3.b - Identify educational needs of the inmates housed at the Detention Center and implement partnerships and contracts for delivery of educational and religious programs.

The Kendall County Detention Center continues to offer a very robust religious program opportunity for inmates, provided by members of local church congregations. Additionally, the Life Skills Program provided by Christian Job Corps continues to grow and be successful. Initially, the program was offered solely to the female inmate population due to a lack of volunteers.

However, in 2023, with an increase in the number of volunteers, the program was expanded and offered to the male inmate population.

11.1.3.c - Detention Pet Partnership Program

After meeting with the Coordinator of the Kendall County Animal Shelter, it was determined that there were too many logistical and staffing challenges to make this program successful. The average length of stay for an inmate housed at the Detention Center is relatively short, which creates additional challenges that are not likely to be overcome. Therefore, this Strategic Plan Objective will be marked "suspended," and reevaluated on an annual basis for possible implementation in the future.

11.1.4.a - Include the Jail Administrator or duly selected representative on the Community Relations Board (CRB).

To date, this objective has not been implemented, however, will be discussed prior to the next annual election of CRB Board Members.

11.1.5a - Develop and finalize the plan and implement a Correctional Emergency Response Team (CERT), staffed by existing Detention Officers.

To date, this objective has not been implemented. The CERT and defensive tactics instructor resigned to take another job nearer his family.

11.2.1.a - Develop a list of potential ways to reduce costs at the Detention Center without risking the safety and security of the personnel and inmates.

This is an ongoing process and while not formalized in a list format, this action is being accomplished. An example being that we have changed cleaning supply vendors. The company now used by the Detention Center provides the cleaning agents in a pre-packaged portion, which reduces waste and is more cost efficient. A second example is that as of October 1, 2023, the KCSO can bill TDCJ for mileage incurred by transporting inmates to state custody.

11.2.2.a Contact teaching hospitals for potential assistance with evaluating inmate medical issues.

The Detention Center contracted with a correctional medical provider who provides a Physician's Assistant (PA) for four hours a week at the Detention Center. This has greatly reduced the need for most outside medical appointments, which in turn, reduces the risks and enhances the safety and security of transport staff.

11.2.3.a - Maintain housing contracts.

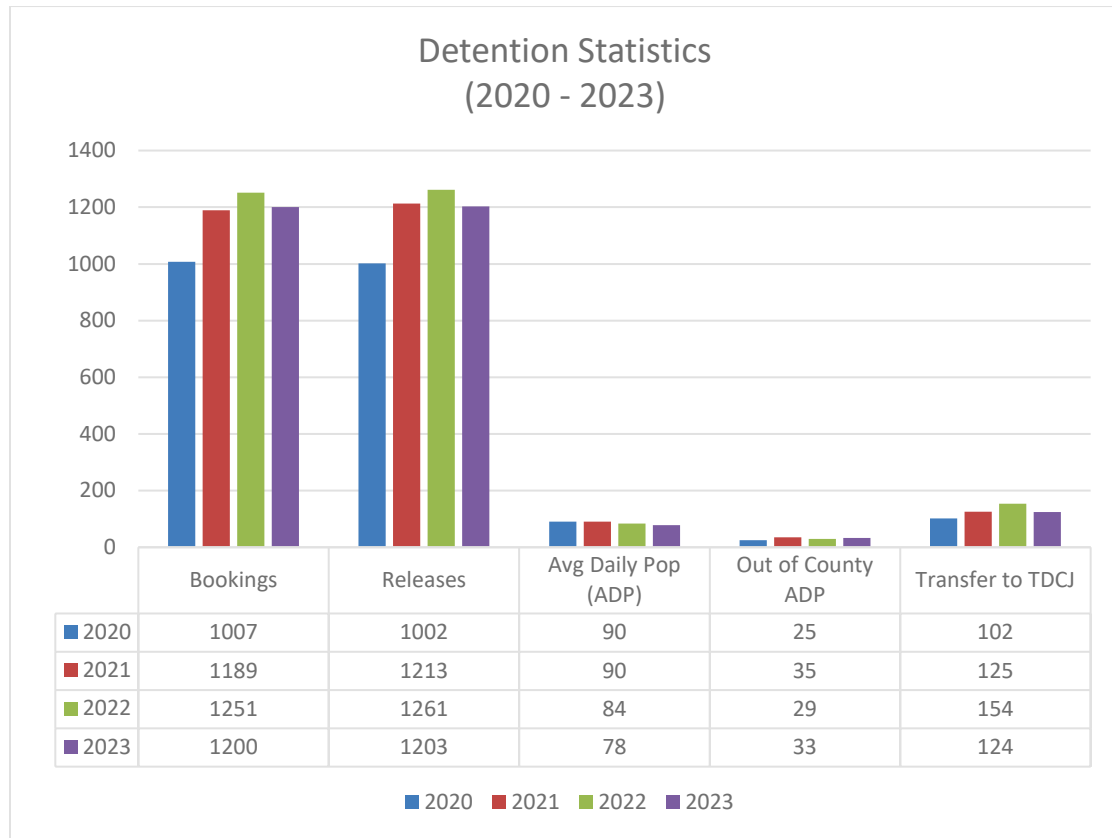
Housing contracts are maintained with Atascosa, Burnet and Kerr counties.

11.3.1.a Develop a comprehensive plan to expand the current Detention Center.

Construction is complete on the 51-bed expansion, and the occupancy inspection from the State Jail Commission was conducted on December 6, 2023. The interview process has begun to hire 6 new detention officers and a training/orientation program is developed to better ensure their success as an employee in the Detention Center.

2023 Detention Division Statistics*

Figure 8- Detention Center Statistics (2020 - 2023)



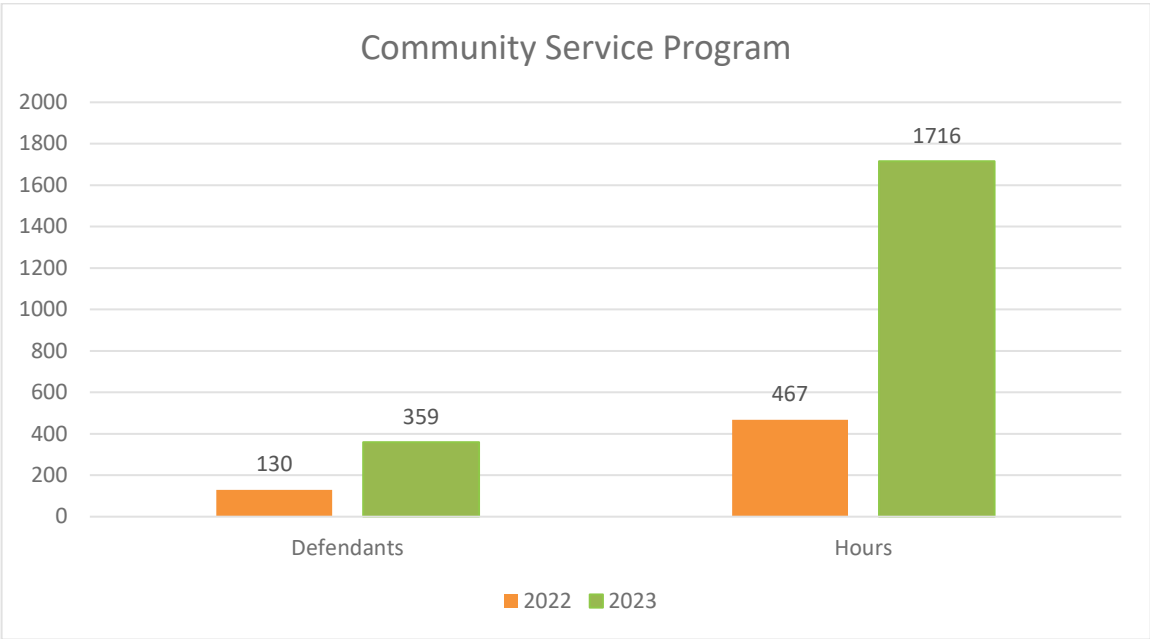
*All statistics are rounded to the closest whole number

Table 5- Detention Center Transfer / Transport Activities (2021 - 2023)

Transport Activity	2021	2022	2023
Inmate Transfers to TDCJ	125	154	124
Miles Traveled	39,614	63,649	57,796
Man Hours Expended	Not Reported (NR)	NR	2350
Court Hours	NR	NR	334

2023 Community Service Program

Figure 9- Community Service Program (2022 - 2023)



2023 Medical Unit Statistics

Table 6 - 2023 Nurses Report

Nurse Activity	Yearly Total
Total Inmates Seen	1641
Wound Care	64
Dental Issues	41
Mental Health Issues	147
Faspsych Visits	250
Opioid Withdrawal Treatment	26
General Sick Calls	373
Labs	47
Physicals	25
Inmate Tuberculosis (Tb) Tests with Reads	668
Chest X-rays	9
Medical Doctor Appointments	88
Emergency Room Visits	21
Hospital Stays (Days)	7
Dental Appointments	25
Pregnant Females	19
Employee Chest X-rays	0
Employee Tb Tests with Reads	33



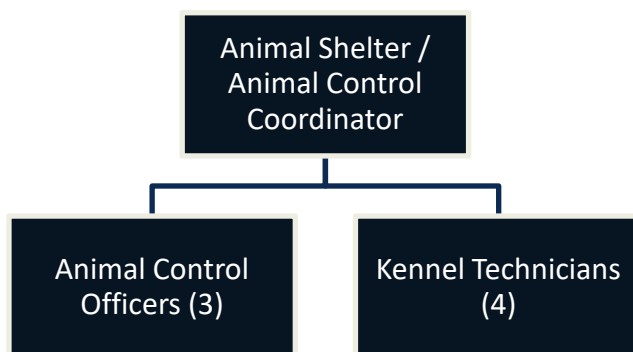
B.O.S.S Chair is a Body Orifice Security Scanner designed as a safe, non-intrusive method of detecting objects concealed in body cavities. Typical objects being targeted are razor blades, handcuff keys, paper clips, knives, shanks and tools, as well as metal foils and objects such as detonator caps.

Kendall County Animal Shelter and Animal Control



Kendall County Animal Shelter and Animal Control Overview

Figure 10- Animal Shelter and Animal Control Overview



The Animal Control/Shelter Coordinator handles the safe, effective operation of the Kendall County Animal Shelter and Adoption Center (the Shelter). The coordinator supervises three Animal Control Officers and four Kennel Technicians. The mission of the Shelter is to provide a safe, humane environment, and quality care for every animal brought into the shelter. The Shelter offers a balance of health, safety, education, and opportunities not just for the animals but also for community members. The Shelter works with other shelter facilities and rescue groups in the surrounding areas to minimize the need for euthanizations and maximize the number of animals placed for adoption. The Shelter experiences a high rate of adoption.

2023 Animal Shelter and Animal Control Strategic Plan Accomplishments

12.1.1. - Continue to provide a safe, humane environment and quality of care for all animals in the Kendall County Animal Shelter by providing education and volunteer opportunities for members of the public.

The Shelter began the process of remodeling the lab to be a comfortable, safe, and functional working environment for the staff, volunteers, and veterinarian.

Accomplishments Outside the Strategic Plan

Staff attended the 2023 Annual Animal Control Association Conference where they gained information regarding enhancements that will improve the management of the shelter.

Staff worked with several rescues to affect the transfer of 75 hard-to-place dogs in 2023.

Participated in the Subaru "Share the Love Event," for the third year, which resulted in a \$3,100 donation for the second year in a row.

In 2023, the Animal Shelter impounded nearly 1,100 animals—the largest influx of impounded animals in the Shelter's history. Staff worked hard to find homes for as many animals as possible, realizing a 30 percent placement rate.

The KCSO Foundation generously donated a mobile lift exam table to the Animal Shelter increasing the safety for shelter employees. This table allows the employees to safely lift animals up to 225 pounds without additional assistance.

2023 Animal Shelter Statistics

Table 7- 2023 Impounded Cats and Dogs

Impounded Cats	
Total Cats	616
Owner Surrender	184
Stray	424
Protective Custody	10
Impounded Dogs	
Total Dogs	446
Owner Surrender	154
Stray	271
Protective Custody	23
Outcome of Animals	
Cats	
Adopted	118
Transferred	1
Returned to Owner	16
Euthanized*	453
Dead on Arrival (DOA)	12
Dogs	
Adopted	134
Transferred to Rescue	75
Returned to Owner	121
Euthanized	113
DOA	09

*Mostly feral cats



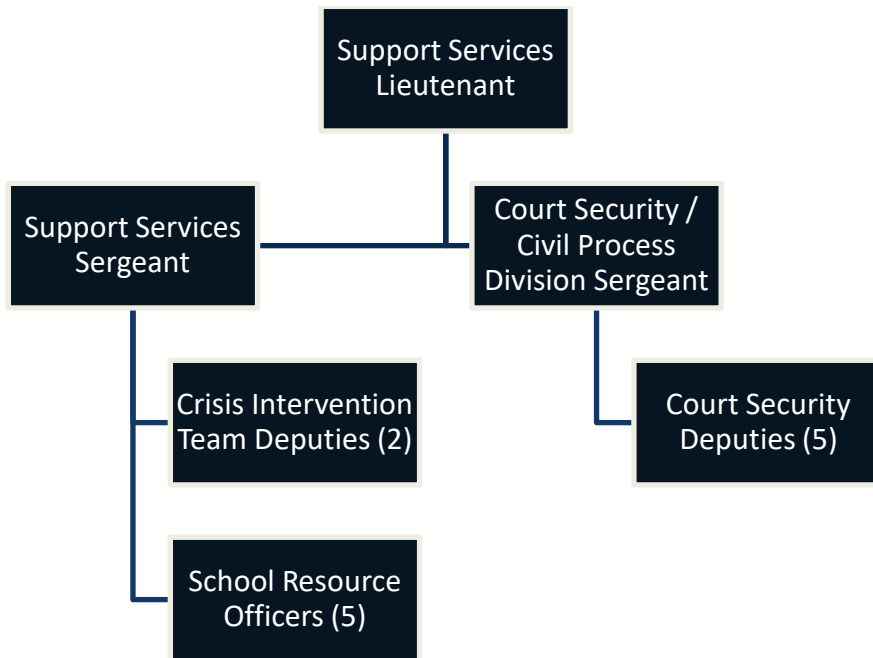
Kendall County Animal Shelter and Animal Control employees.

Support Services Division



Support Services Division Overview

Figure 11 - Support Services Division Organization



A Support Services Lieutenant leads the Support Services Division, which includes Community Services, Court Security and Civil Processing units, and the Crisis Response Team. The Support Services Division is responsible for the goals, objectives and action plans associated with *Focus Area 3, Effective, Comprehensive Community Engagement* of the KCSO Strategic Plan.

Support Services Sergeant

The Support Services Sergeant supervises the SROs; Crisis Intervention Team (CIT) deputies; handles the Kendall County Crime Stoppers program; and is the Office's Public Information Officer (PIO). The Sergeant organizes the annual National Night Out event, the Blue Santa program, coordinates the Sheriff's Citizens Academy, and is the Program Manager for the Recognition Program.

Crisis Intervention Team (CIT)

The KCSO CIT is made up of specially trained deputies that provide crisis intervention aid to the citizens of Kendall County. This specialized team promotes collaboration between law enforcement and mental health professionals to provide progressive crisis intervention and effective crisis stabilization services to individuals in crisis. The CIT Program is designed to divert individuals from unnecessary arrests and bookings and from unnecessary hospitalizations. The program supplies prompt crisis intervention and crisis stabilization services and referrals and linkage to long-term community mental health services.

CIT aids those suffering from emotional and psychological issues and helps them in obtaining the proper social service available for their specific needs. The members of CIT also perform follow-up checks, when necessary.

CIT is structured to help citizens by supplying professional and immediate help in obtaining proper care and guidance, within the parameters of the law. The State of Texas licenses each member of the CIT, with specific training in mental health crisis intervention, first aid, and Cardiopulmonary Resuscitation (CPR). All members are licensed Texas Peace Officers with the KCSO. CIT is available 24 hours a day and collaborates with surrounding law enforcement agencies and mental health professionals.

In 2022, a facility dog (Renee) was obtained for the KCSO through Service Dogs, Incorporated. She is currently used on Mental Health calls to assist in de-escalation of individuals in crisis.

A second mental health deputy was hired and is fully funded by the American Rescue Plan Act (ARPA) grant program.

Work continues with the South Texas Regional Advisory Council (STRAC) to improve mental health resources in Kendall County.

School Resource Officers

The SROs are under the supervision of the KCSO Community Services Sergeant. There are five SROs currently assigned to the Comfort and Boerne Independent School Districts. Each school within Kendall County has a dedicated SRO assigned, including Comfort Elementary, Herff Elementary, Comfort Middle School, Voss Middle School, and Comfort High School.

These deputies handle the safety and security of the faculty and students within the schools. In many cases, the school resource deputy is the first law enforcement contact most students have. This means they have vital roles in bridging the gap between youth and law enforcement. They interact directly with the students to ensure they are attending school in a manner that is safe for them. Each deputy handles any criminal cases that may arise on their campus. They also provide security for all after-school events (i.e., sports, band, theater, etc.). Each deputy teaches instructional classes on their respective campus to increase students' awareness of today's dangers. Some of these dangers include drug usage, Driving While Intoxicated (DWI), bullying, racing cars, or tobacco usage.

Bike Patrol Unit

The Bike Patrol Unit is a seasonal and special events unit and consists of the five SROs who are certified through the International Police Mountain Bike Association (IPMBA). The IPMBA is an intense weeklong school that combines emergency vehicle operations for bike officers with patrol procedures, tactics, night operations, scenarios, basic bike maintenance, and on-the-road repairs. The deputies learn to ride like a pro, avoid crashes, and use their bike to apprehend offenders.

Bike patrol has been a great asset during large events throughout Kendall County and another tool that the Office uses to help preserve the peace within the county. The public can often see these deputies patrolling on foot and/or bikes in the township of Comfort and county parks. Many of the areas patrolled by the Bike Patrol Unit are not accessible by vehicle.

Courthouse Security and Civil Processing Unit

A Sergeant supervises the Courthouse Security and Civil Processing Unit. There are five deputies assigned to the unit. This unit handles the overall security of both the new Kendall County Courthouse and the Historic Courthouse. On court day, deputies serve as court bailiffs and man the security checkpoints around the courthouse.

In addition to the courthouse security duties, these deputies serve warrants and civil processing generated by the county. Civil Process Service can range from a simple civil process to a detailed and time-consuming one. Below are a few of the civil processes that the civil officers serve:

- Writs and all civil and criminal subpoenas
- Attorney General citations
- Civil Process
- County Court
- Delinquent Tax Citations
- District and Divorce Court
- Federal Court Citations
- Justice Court
- Protective Orders
- Temporary Restraining Orders
- Writs of Attachment for persons and property
- Writs of Execution (Court Collections)
- Writs of Possession (Court Repossessions) can range from a simple to an incredibly detailed process.

2023 Support Services Strategic Plan Accomplishments

Community Services

Goal 1-1 As the communities within Kendall County, Texas continue to grow at record rates, ensure adequate staffing to protect all areas equally safely and effectively across the county.

For the school year 2023 - 2024, the Kendall County Sheriff's Office added two additional SROs to the schools within the county to improve the safety of the students, teachers, and administrators.

Objective 3.1.1 - Construct a comprehensive Community Engagement Plan to expand opportunities for engagement and to further strengthen relationships with members of the communities, other governmental agencies and non-governmental organizations, and Kendall County elected officials. Recommend a schedule of events, including associated costs.

Established new community outreach programs like the L.E.A.D. Program within public schools throughout Kendall County. L.E.A.D. (Law Enforcement Against Drugs & Violence) is a nationwide non-profit that works in the community to help students avoid drugs and violence while teaching them how to set attainable goals and manage their emotions.

Increase collaboration with non-profit organizations such as Drug Free Comfort afforded the KCSO the opportunity to bring a variety of new, community outreach events to the Comfort area. Some of these programs included Human Trafficking Awareness, Internet Safety, Positive Parenting, One Pill Can Kill, and the Dangerous Truths about Today's Marijuana.

Through collaboration with the non-profit Drug Free Comfort organization, the KCSO was able to bring a multitude of community outreach events to the Comfort area. (i.e., Human Trafficking Awareness Program, Internet Safety, Positive Parenting, One Pill can Kill, and the Dangerous Truths about today's Marijuana).

Acquired a grant to obtain 45 bullet resistant shields for deputies to utilize for immediate deployment to active attack/shooter events.

Two of the SROs became certified ALERRT Instructors.

This year, the KCSO experienced a better utilization of the Safety Pup Program. The program is funded through the National Child Safety Council and helps promote the importance of staying safe and drug free and is targeted towards children ages five through twelve.

This year KCSO experienced their largest DARE Program with over 115 graduates.

3.1.4.a - Continue to use social media components currently in place and look for opportunities to expand the program.

In 2023, Community Services expanded both the KCSO website and social media platform.

Goal 3-2 Update and implement a comprehensive community engagement strategy and plan to strengthen relationships between the KCSO and the diverse communities in Kendall County to ensure police legitimacy, a safe community and prevention of, or preparedness for future community challenges.

2023 Community Programs

D.A.R.E Program - The Drug Abuse Resistance, and Education (D.A.R.E.) program is not only about drug education. This program teaches students how to identify a problem, a challenge, or an opportunity in any situation they meet. The goal is to teach students to stop and think before deciding; then, focus on the positive. In 2023, there were over 115 graduates from the Comfort Elementary School, with multiple pop-ins to the third and fourth graders.

L.E.A.D. Program - The Law Enforcement Against Drugs and Violence program (L.E.A.D.) is the fastest growing school-based K-12 Drug and Prevention Program in the United States. L.E.A.D. utilizes the evidence based Too Good for Drugs and Too Good for Violence curricula. This curriculum develops a framework of social and emotional skills that promote positive, pro-social attitudes and behaviors, while fostering healthy relationships, resistance to substance abuse and conflict and resistance to negative peer pressure and influence.

Bicycle Safety and Education - Each year the KCSO conducts a Bike Safety Rodeo for elementary-aged children. This year was the first year to hold a rodeo in both the Boerne and Comfort School Districts. This event teaches children the proper techniques to ride their bike safely. This is a tough course that works on balance, riding, stopping, starting, when to walk, and when to ride. This year the course had an incredible turnout.

National Night Out - National Night Out is an annual community building campaign that promotes police-community partnerships and neighborhood camaraderie to make neighborhoods safer, more caring places to live. National Night Out enhances relationships between residents and law enforcement, while bringing back a true sense of community. This year, more than 23 subdivisions within the county participated.

National Coffee with a Cop - "Building relationships, one cup at a time." Coffee with a Cop brings officers and the communities they serve together over coffee to discuss issues and learn more about each other. This program continues to grow over many cups of coffee.

Citizens Law Enforcement Academy - The Citizens Law Enforcement Academy is a 10-week course that introduces citizens to the KCSO. Participants experience firsthand how the Office conducts its business and why. The purpose of this academy is to enhance, through education and hands-on participation, the positive relationship between local law enforcement and the community. The KCSO designed the program to provide each participant a better understanding of the Office's mission and operations, affording each the opportunity to gain an appreciation of the current challenges facing law enforcement and to offer attendees an opportunity to comment and suggest ways to solve these challenges. Their valued input allows the Office to continue to improve the services provided. Topics presented include patrol procedures, criminal investigation, jail operations, animal control, warrant service and the use of firearms. This year, over 30 residents participated in the academy. The 2024 academy is in the planning stages, adding the Comfort Community.

Civilian Response to Active Shooter Training (CRASE) - Lt. Klaerner is a certified instructor through Advanced Law Enforcement Rapid Response Training (ALERTT). The Civilian Response to Active Shooter Events (CRASE) course was designed and built on the Avoid, Deny, Defend (ADD) strategy developed by ALERTT in 2004. The class provides strategies, guidance, and a proven plan for surviving an active shooter event. Topics include the history and prevalence of active shooter events, civilian response options, medical issues, and considerations for conducting drills.

Over the course of the past several years, Lt. Klaerner has taught the course to over 3,500 staff and community members throughout Kendall County.

Kendall County Blue Santa Program - The Blue Santa Program was organized by the KCSO 28 years ago to provide toys and food during the Christmas holiday to qualified Kendall County families. The program's goal is to share the magic and joy of the Christmas season with less fortunate families. This program is a cooperative effort by the Kendall County Sheriff's Office, Kendall County Sheriff's Office Foundation, Boerne Police Department, Hill Country Family Services, Boerne Community Coalition, Cavender Auto Group, and many generous community donors and volunteers. In 2023, the program provided gifts and assistance to over 689 children and 250 families from Kendall County.

Shattered Dreams Program - Every three years, the KCSO partners with the Comfort High School to bring the "Shattered Dreams Program" to the students. This two-day program involves a mock crash scene, living dead, student retreat, and a mock memorial. The program promotes responsible decision making among high school students regarding underage drinking and driving. This event takes an entire year to plan and involves coordinating with both governmental and non-governmental agencies, including the Texas Department of Public Safety (DPS), Air-Life, Kendall County Emergency Medical Services (EMS), Comfort Volunteer Fire Department, Justice of the Peace Precinct #4 Judge Pressler, Boerne Methodist Hospital, Boerne Dispatch, STRAC, Emergency Management, KW Towing, and Five Star Towing. At the completion of the 2023 program, over 50 students participated in its planning and production. The entire student body, faculty and school staff watched the program. This program continues to be extremely popular and successful with high school students.

7.1.2 KCSO received all necessary training classes required.

The CIT and two SRO's obtained Juvenile and Adult Mental Health First Aid Instructor certifications through the National Council for Mental Wellbeing. This certification has helped build a stronger collaboration with the school districts and several businesses within the county.

Courthouse Security and Civil Process

11.1.2.b - Develop a new Standard Operating Procedure (SOP) Manual for Courthouse Security.

- Completed a new SOP Manual for Courthouse Security.
- Completed a Court Security Audit that gave an overview of court security needs. This audit was conducted by the Office of Court Administration.
- After a thorough review, a new more robust system has been purchased and is in the process of being installed at the courthouse.
- Provided Civilian Response to Active Shooter Events Training to all Courthouse Staff.

Crisis Intervention Team (CIT)

CIT members continued to take part with the Kendall County Behavioral Health Initiative until it was replaced by the Kendall County Behavioral Health Advisory Coalition. The KCSO CIT members accepted positions as co-chairs on two of the work groups within the Coalition.

Maintained a strong working relationship with for-profit and non-profit organizations that helped

improve mental health and substance abuse services in the county. Because of this collaboration, the KCSO was able to develop a mental and physical wellness program for county first responders. This year, Travis Howze conducted the first mental health self-care training for first responders, as part of the CIT program.

The Chaplaincy Program was incorporated in call outs and a variety of trainings sessions.

This year was a paradigm shift in collaboration and communication with local school districts within the county. This shift resulted in a request for CIT to speak at the Texas Systems of Care Conference about this collaboration and its effectiveness.

CIT utilized emotional support dog Renee with other first responders to help with stress management and peer support.

In 2023, CIT members were asked to speak at the Court Clerk and Justice of the Peace in-service training conference provided by the Texas Judicial Court Training Center in Denton, Galveston, Corpus Christi, and San Antonio.

CIT meets monthly with Mental Health and Developmental Disabilities (MHDD) to provide continuity of care with shared consumers.

CIT taught Mental Health First Aid to all Kendall County Department Leaders, as well as staff from the Center.

CIT members spoke at the National Alliance on Mental Illness monthly meeting for the Texas Hill Country hosted in Kerrville, Texas.

2023 Support Services Statistics

CIT Statistics

Table 8 - Activity Types and Number of Calls

Activity	Number
Total CIT Calls	180
Calls Inside the City Limits	7
Calls Outside the City Limits	173
Man Hours Spent on Mental Health Calls	846
Average Deputy Time (in hours) - Non-Committal Calls	3
Average Deputy Time (in hours) - Emergency Detentions (ED)	4.5
Average Deputy Time (in hours) - Justice of the Peace (JP) Warrants/ Transports	12
Total Emergency Detentions	71
Total JP Warrants/Mental Health & Developmental Disabilities (MHDD)	6
Referrals to Methodist Hospital/MHDD out-patient	15
Follow-up Calls	307
KSCO Detention Center Diversions (2 males; 3 Women)	4*

(*The MHDD Medical Crisis Outreach Team (MCOT) recommended one female for diversion, but she was not diverted due to her pregnancy. Area mental health hospitals would not accept her as patient).

Total Savings to County for 4 diversions: \$14,760.00. This savings was calculated using \$123 per day is cost of housing an inmate multiplied by 30 days (the average length of stay) or \$3,690 per consumer.

Table 9 - Time of Day and Number of Calls

Time of Day for Calls	Number of Calls
0000 - 0559	19
0600 - 1159	49
1200 - 1759	65
1800 - 2359	39

Table 10 - Day of Week and Number of Calls

Day of Week for Calls	Number of Calls
Monday	29
Tuesday	35
Wednesday	28
Thursday	27
Friday	24
Saturday	13
Sunday	16

Table 11 - Breakdown of Contacts by Demographics (Adult and Juvenile ethnicity combined for males and females)

Ethnicity - Male (Adult and Juvenile)	
White Males	58
Black Males	5
Hispanic Males	24
Other Males	3
Total	90
Ages (Male Adults Only)	
18 - 29	16
30 - 49	37
50 - 69	22
70+	7
Ethnicity - Female (Adult and Juvenile)	
White Females	53
Black Females	4
Hispanic Females	18
Other Females	2
Total Females	77

AGES (Female Adults only)	
18 - 29	17
30 - 49	24
50 - 69	12
70+	6
JUVENILES AGES/GENDER	
Females 5 - 12 years of age	0
Females 13 - 17 years of age	18
Males 5 - 12 years of age	1
Males 13 - 17 years of age	8
OTHERS	
Veterans	10
Homeless	6
Cutters	6

2023 TASRO OFFICER OF THE YEAR



TASRO of the Year Deputy Moore

Look Ahead to 2024

Criminal Investigations and Training Division

Currently, the CID Unit has one investigator trained in the field of fingerprint comparison. This investigator is the only resource for law enforcement in Kendall County with the training to perform this critical function without having to outsource comparison requests, which results in significant delays in case investigations. This investigator is tasked with not only the analysis of fingerprints in criminal cases for the Sheriff's Office, but regularly performs fingerprint comparison for trials within the 451st Judicial District. The goal for 2024 is to recruit another investigator to be trained in fingerprint analysis to assist and expedite fingerprint comparison in criminal investigations and trial functions.

While the CID Unit was able to have a new investigator trained in forensic analysis of cellphones in 2023, CID still has a need to have that investigator trained in the forensic analysis of computers and to maintain the equipment needed for that task. CID's goal for 2024 is to locate and obtain the necessary training in forensic computer analysis for this investigator, allowing for the full range of forensic analysis capabilities in criminal investigations.

Detention Division

Conduct hiring and training to staff the 51-bed Detention Center addition.

A 51-bed addition to the existing Detention Center has been completed. In keeping with the required staffing levels set by the TCJS, it will be necessary to recruit, hire and train additional staff to comply with TCJS requirements and maintain a safe, secure facility. Based on staff analysis conducted by TCJS, the jail will need an additional six detention officers.

Attain accreditation for the Kendall County Detention Center from the American Correctional Association.

The American Correctional Association (ACA) provides a professional organization for all individuals and groups, both public and private, that share a common goal of improving the justice system. The Standards and Accreditation Department of the ACA is dedicated to the field of corrections. The standards created and refined by the ACA represent fundamental correctional practices that ensure staff and inmate safety and security; enhance staff morale; improve record maintenance and data management capabilities; assist in protecting the agency against litigation; and improve the function of the facility or agency at all levels. The Department's roles include development and monitoring of the ACA standards, facilitation of the ACA accreditation process (formalized by the Commission on Accreditation for Corrections), and creating training and community resources to help facilities, auditors, and administrators access and implement leading correctional practices within their agency. If successful, the Kendall County Detention Center would be the first county facility in Texas to receive ACA accreditation.

Complete a review and revision of the Detention Division Policy and Procedure Manual.

Policies and procedures must be reviewed and revised periodically to ensure compliance with new laws and regulations. This review is also necessary to evaluate current policies for consistency and effectiveness. Updates of technology and best practices is also considered during the policy review and revision process.

Kendall County Animal Shelter and Animal Control

Reimagine the Animal Shelter Volunteer Program to recruit and retain additional volunteers, enabling more programs at the Shelter.

Complete the laboratory and quarantine remodel.

Identify a more permanent solution to spaying and neutering shelter animals at a discounted price, which would result in maintaining current pet adoption fees.

Assist the community in identifying other solutions for rehoming their pets, rather than surrendering them to the animal shelter. In 2023, pets were surrendered by their owners at historic rates.

Support Services Division

Community Services

Add a deputy (SRO) for a new elementary school being built within Boerne Independent School District (ISD).

To enhance collaboration and working relationships and develop common goals regarding safety and security of faculty and student (H.B. #3, Sec.85.024), form a committee of key stakeholders from all public and private schools in Kendall County and include first responders to discuss school safety and other important topics.

Increase the number of Honor Guard members from 5 to 10 and host a recognized honor guard training. Seek funding (donated or appropriated) to update honor guard uniforms. The current uniforms are over 15 years old.

Host a large-scale training exercise for active shooter events for all Kendall County first responders.

Build and formalize the hostage negotiation unit. Once completed collaborate with regional assets and host negotiation training.

Expand the use of Bike Patrol throughout the county, include daily patrol as well as the bike patrol's use at large scale events.

Courthouse Security and Civil Process

Purchase new metal detectors and wands for use at the County Courthouse.

Seek training to ensure all Courthouse Security personnel either obtain initial training or attend a refresher training class for Civil Process services.

With the continued rapid growth of Kendall County, a new District Court will be added in 2025. Develop a plan to add an additional Bailiff position to the organization to ensure an appropriate level of security for this new court.

Crisis Intervention Team

Provide Youth Mental Health First Aid Training throughout the public and private school systems within Kendall County.

Collaborate with the Kendall County District Attorney's Office to create a jail diversion program.

With the assistance of the Texas Health and Human Services Department and in collaboration with county and city leadership and all local behavioral health services, conduct a Sequential Intercept Mapping model of the criminal justice system.

Develop a social worker program that identifies the social determinants of health that causes crisis situations and incarceration of residents.

Create a joint county and city Mental Health Response Team to better serve the residence of Kendall County.

Create and Teach Mental Health and Wellness for First Responders Training to all local and surrounding first responders.



Appendix A - List of Acronyms

Table 12 - Table of Acronyms

Acronym	Definition
ACA	American Correctional Association
ADD	Avoid, Deny, Defend
ADP	Average Daily Population
ALERTT	Advanced Law Enforcement Rapid Response Training
ARPA	American Rescue Plan Act
CERT	Correctional Emergency Response Team
CID	Criminal Investigation Division
CIT	Crisis Intervention Team
CPR	Cardiopulmonary Resuscitation
CRASE	Civilian Response to Active Shooter Events
CRB	Community Relations Board
DA	District Attorney
D.A.R.E.	Drug Abuse Resistance and Education
DEA	Drug Enforcement Administration
DOA	Dead on Arrival
DPS	Department of Public Safety
DRE	Drug Recognition Expert
DWI	Driving While Intoxicated
ED/JPW	Emergency Detention/Justice of the Peace Warrant
EMS	Emergency Medical Services
H.B.	House Bill
IPMBA	International Police Mountain Bike Association
ISD	Independent School District
KCSO	Kendall County Sheriff's Office
L.E.A.D.	Law Enforcement Against Drugs and Violence
MCOT	Medical Crisis Outreach Team
MHDD	Mental Health and Developmental Disabilities
NR	Not Reported
PA	Physician's Assistant
PIO	Public Information Officer

Acronym	Definition
SRO	School Resource Officer
STRAC	Southwest Texas Regional Advisory Council
TCJS	Texas Commission on Jail Standards
Tb	Tuberculosis
TCOLE	Texas Commission on Law Enforcement
TDCJ	Texas Department of Criminal Justice
UAS	Unmanned Aircraft System (Drone)
www	Worldwide Web

Appendix B – Interesting Facts

Blue Santa Program - In 2023, the KCSO Blue Santa Program reached over 689 children and 249 families, and the program continues to grow each year.

Law Enforcement Citizens Academy - This is another program that continues to grow. In 2023, the Academy experienced its largest number of graduates. Over 35 Kendall County residents completed the Academy and graduated.

Social Media Merchandise Fraud - In the first 6 months of 2023, undelivered merchandise and online shopping fraud through social media was cited in 61 percent of all loss reports. Facebook was identified as the social media platform in 60 percent of the reports and Instagram was identified in 24 percent of the reports.

5 Signs of a Scam

If you spot any of these tactics, stop and walk away. You're probably being defrauded.

1. They contacted you first.

When you contact a business, you know who is on the other end of the line. BUT when someone contacts you first, you can't be certain they are legitimate and telling the truth. It is important to remember that email addresses and caller ID information can be faked. Many times, they are like legitimate businesses. Take time to look at the emails carefully.

2. They dangle bait—usually money.

Let's face it: People simply don't give away large sums of money easily. If someone dangles bait in front of you—a big prize, a shopping spree, an easy loan – for nothing, they're probably lying.

3. They want your personal information.

Anytime anyone asks for your personal information – bank accounts, social security number, etc. – you should be on alert. Don't give it away quickly or easily, especially to someone you don't know. You may become a victim of identity theft.

4. They want money up front. You must pay them first.

If someone offers you a prize, debt relief, or employment – but first, you must pay an upfront fee to get it –you're probably being defrauded.

5. You must wire money or send gift cards.

If you're about to wire money or send gift cards to someone to receive a prize or pay off a debt collector that contacted you, ... STOP! This may be a scammer trying to take your money.

6. Don't Scam the Scammer

Trying to defraud your scammer – to get "revenge" – is a terrible idea. Don't do it. You won't fool them, and you may end up getting scammed after all. If you feel you're the subject of a fraud, simply cut off all communication; then, file a complaint with the Sheriff's Office.





Kendall County Sheriff's Office
6 Staudt Street
Boerne, Texas 78006

Email: info@co.kendall.tx.us

Non-Emergency Phone Number:
(830) 249-9721

Website:
<https://www.kendallcountysheriff.com/>

In case of Emergency, call 9-1-1

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