



Program #90005C - Animal Services Client Services - Two Office Assistants Seniors FY 2024 Adopted

Department: Community Services **Program Contact:** Erin Grahek
Program Offer Type: New **Program Offer Stage:** Adopted
Related Programs: 90005, 90006, 90007, 90008
Program Characteristics:

Executive Summary

The Multnomah County Animal Services (MCAS) Client Services program provides a broad range of customer services within the shelter facility, as well as support and resources for the community. Key service areas include staffing the call center, providing community information and referrals, managing the countywide pet licensing program, processing all animal services revenues, lost and found pet reunification services and communications. Support is prioritized based on equity considerations including income level and housing status, with multilingual support. Animal Services resumed in-person adoptions in FY2023. Program Offer 90005C will add 2 FTE as Office Assistant Seniors.

Program Description

Client Services provides assistance to residents of Multnomah County seven days a week and delivers the following services: Call center staffing, pet licensing, revenue processing, lost and found services, and communications.

Program Offer 90005C will add 2 FTE in the position Office Assistant Senior. Additional staff will provide ongoing support for newly refined intake processes and reopened in-person adoptions, lobby and information desk functions, reducing stress for the pets and an improved customer experience.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Pet licenses processed	New	New	New	35,000
Outcome	Percentage of lost/stray dogs returned to owners	New	New	New	58%
Outcome	Calls from the public	New	New	New	31,000
Outcome	Percentage of lost/stray cats returned to owners	New	New	New	17%

Performance Measures Descriptions

Pet licenses processed include licenses that have been issued, but not licenses that are out of compliance and being managed by staff. Animal Services is adding percentage of animals returned to owners (RTO) for dogs and cats, phone calls from the public that represents calls received seeking assistance with licensing, rehoming, adoption, lost & found pets, and a variety of other support provided to the community with the goal of protecting and preserving human-animal bonds.

Legal / Contractual Obligation

Oregon Revised Statutes (ORS) 609.100 to 609.110 pertains to Animal Control mandates, which includes dog license requirements. ORS 433.340 - 433.390 pertains to Rabies Control which includes: requirements to report animal bites, impoundment, quarantine and disposition requirements, inoculations against rabies requirements, records requirements, and requirement for all fees to go into the Animal Services Fund. MCC 13.100-13.104 pertains to pet licensing for dogs and cats, as well as rabies requirements for licensing. MCC Resolution 2019-067 establishes fees required.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$0	\$193,114	\$0
Materials & Supplies	\$0	\$0	\$22,886	\$0
Total GF/non-GF	\$0	\$0	\$216,000	\$0
Program Total:	\$0		\$216,000	
Program FTE	0.00	0.00	2.00	0.00

Program Revenues				
Total Revenue	\$0	\$0	\$0	\$0

Explanation of Revenues

N/A

Significant Program Changes

Last Year this program was:

This is a new program offer that will establish basic, adequate staffing for the division's work year-round.