

**Division:** Animal Services

**Program Characteristics:**

### Program Description

The Multnomah County Animal Services (MCAS) Client Services team is the front-facing unit at MCAS which provides public engagement with the shelter. Client Services delivers essential services to all residents of Multnomah County seven days a week, through multiple forms of accessibility (phone, email and in-person). The services include call center and on-site support, pet licensing, revenue processing, lost and found services and a first-line of communications within the shelter environment. Furthermore, as the primary initial contact for MCAS, Client Services also supports other units throughout the shelter by providing first-level information and support.

The call center and the onsite support serves as a vital hub, providing information, assistance and referrals to an annual volume of up to 24,000 phone customers. Staff are trained to provide referrals and resources to callers with a focus on protecting the human-animal bond and keeping pets in their homes. Business phone lines are staffed seven days a week and handle inquiries that encompass everything from lost and found, requests for low-income veterinary services, to animal nuisance and cruelty/neglect complaints.

Client Services extends support by aiding clients with lost and found reports, tracing and contact services for owners of identified pets, assisting with the final processing for positive outcomes and facilitating the reclaiming process for lost animals. Client Services handles all pet licensing, processing 25,000 to 35,000 licenses each year. Demonstrating a commitment to equity, they offer reduced fees for seniors and low-income clients, promoting inclusivity in the community.

### Equity Statement

Equity is paramount in this program offer and is reflected in the program approach of centering the pet and human family and a key goal of pet reunification. This program addresses economic and language barriers by offering reduced licensing fees for seniors and low-income residents, and by utilizing bilingual staff and translated materials to ensure fair access to services that keep pets in their homes.

### Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	\$2,336,563	\$0	\$2,397,453	\$0
Contractual Services	\$60,000	\$0	\$60,000	\$7,486
Materials & Supplies	\$83,400	\$24,265	\$64,929	\$28,650
Internal Services	\$156,745	\$0	\$1,254,145	\$0
Cash Transfers	\$0	\$1,175,735	\$0	\$1,163,864
<b>Total GF/non-GF</b>	<b>\$2,636,708</b>	<b>\$1,200,000</b>	<b>\$3,776,527</b>	<b>\$1,200,000</b>
<b>Total Expenses:</b>	<b>\$3,836,708</b>		<b>\$4,976,527</b>	
<b>Program FTE</b>	17.00	0.00	16.35	0.00
<b>Program Revenues</b>				
Fees, Permits & Charges	\$0	\$1,200,000	\$0	\$1,200,000
Other / Miscellaneous	\$10,000	\$0	\$20,000	\$0
Financing Sources	\$1,175,735	\$0	\$1,163,864	\$0
<b>Total Revenue</b>	<b>\$1,185,735</b>	<b>\$1,200,000</b>	<b>\$1,183,864</b>	<b>\$1,200,000</b>

### Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Number of pet licenses processed	32,328	33,944	35,642
Number of lost/stray pets returned to owners	1,639	1,690	1,710