

Department: Community Services

Program Contact: Erin Grahek

Program Offer Type: Operating

Program Offer Stage: Adopted

Related Programs: 90006, 90007, 90008, 90009

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.

Program Description

Client Services is committed to delivering essential services to the diverse residents of Multnomah County seven days a week. The range of services includes call center support, pet licensing, revenue processing, lost and found services and first line of communications within the shelter environment.

The call center serves as a vital hub, providing information, assistance and referrals to an annual volume of up to 35,000 phone customers. 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. Call center 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.

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. It also provides first step communication to the widely diverse community of Multnomah County Animal Services. In response to the financial challenges posed by the COVID-19 pandemic, Client Services has actively worked to remove barriers which may otherwise prevent owners from being reunited with a lost pet, such as impound, reclaim, and boarding fees.

Additionally, Client Services processes all pet licensing transactions, managing an average between 25,000 - 35,000 licenses annually. Commitment to equity is evident in the implementation of fee reductions for senior citizens and low-income clients, fostering inclusivity within our community.

Performance Measures

Measure Type	Performance Measure	FY23 Actual	FY24 Budgeted	FY24 Estimate	FY25 Target
Output	Pet licenses processed	26,454	35,000	31,130	30,000
Outcome	Percentage of lost/stray dogs returned to owners	54%	58%	53%	58%
Output	Calls from the public	32,494	31,000	32,234	30,000

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. Added performance measures include percentage of animals returned to owners and phone calls from the public 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 Statute (ORS) 609.100 to 609.110 pertains to Animal Control mandates, which includes dog license requirements. ORS 433.340 to 433.390 pertains to Rabies Control which includes requirements to report animal bites, impoundment, quarantine and disposition, inoculations against rabies, records and the requirement that all fees go into the Animal Services Fund. MCC 13.100-13 to 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	2024	2024	2025	2025
Personnel	\$2,013,695	\$0	\$2,179,956	\$0
Contractual Services	\$55,000	\$6,670	\$43,000	\$0
Materials & Supplies	\$81,206	\$18,722	\$74,180	\$0
Internal Services	\$119,232	\$0	\$123,774	\$0
Cash Transfers	\$0	\$749,608	\$0	\$0
Total GF/non-GF	\$2,269,133	\$775,000	\$2,420,910	\$0
Program Total:	\$3,044,133		\$2,420,910	
Program FTE	17.00	0.00	17.00	0.00

Program Revenues				
Fees, Permits & Charges	\$0	\$775,000	\$0	\$0
Other / Miscellaneous	\$0	\$0	\$10,000	\$0
Financing Sources	\$749,608	\$0	\$1,167,207	\$0
Total Revenue	\$749,608	\$775,000	\$1,177,207	\$0

Explanation of Revenues

General Fund revenue represents the cash transfer from the Animal Services Fund to the General Fund. It includes revenue from pet licensing fees, plus fines collected related to pet licensing. State law requires counties to collect animal fees and licensing revenue in a dedicated fund.

Significant Program Changes

Last Year this program was: FY 2024: 90005A Animal Services Client Services

In FY 2025, what was previously accounted for in "other funds", is now a separate program offer for donation funds (PO 90004).