

Program #90007A - Animal Services Animal Care
FY 2025 Adopted
Department: Community Services

Program Contact: Erin Grahek

Program Offer Type: Operating

Program Offer Stage: Adopted

Related Programs: 90005, 90006, 90008, 90009

Program Characteristics:
Executive Summary

Multnomah County Animal Services (MCAS) Animal Care program provides humane shelter 365 days a year for lost, stray, injured, sick, abandoned, abused and neglected animals in Multnomah County. The program reunites animals with their owners and adopts animals into new homes. The primary goal for Animal Care is providing excellence in shelter care that supports the health and welfare of animals and supports the transition of animals from the shelter back to their owners, or into new homes when necessary.

Program Description

The Animal Care program provides comprehensive care to all animals in need of sheltering within Multnomah County, maintaining a clean, comfortable, safe and healthy environment with a focus on providing medical support and in-care enrichment from the time of admission until the animal is either reunited with its owner, placed in a new home, transferred to regional adoption partners and rescues, or other outcomes.

In addition to providing shelter for stray, lost, sick, and injured animals, Animal Care provides emergency intake services for pets of owners in unexpected crisis, ranging from eviction, hospitalization, domestic violence, arrest, or other unforeseen events.

Animal Care provides pet adoption services based on the Adopters Welcome model from the Humane Society of the United States, which focuses on matching animals with new owners by eliminating barriers such as income or residence checks and excessive adoption fees. The adoption model embraces adopters and helps them succeed by providing ongoing support.

To produce the best outcomes and prevent behavioral deterioration caused by a stressful shelter experience, Animal Care has introduced playgroup and pathway placement and works alongside Animal Health to provide interventions and treatments to address behavioral or medical concerns as early as possible.

Animal Care coordinates with volunteers in-shelter to provide enrichment, care and support to shelter animals as well as volunteer foster homes for animals in need of behavioral or medical rehabilitation, management, or socialization, and coordinates animal transfers to appropriate services with over 50 partner agencies. Animal Care also includes an extensive Foster Caretaker program, which coordinates the communication with MCAS to other units of the shelter. The Foster Caretaker program oversees between 150-250 animals in the foster program at any given time.

Performance Measures

Measure Type	Performance Measure	FY23 Actual	FY24 Budgeted	FY24 Estimate	FY25 Target
Output	Average length of stay (in days)	17	18	16	15
Outcome	Live Release Rate - Dogs (fiscal year)	91%	92%	92%	90%

Performance Measures Descriptions

A lower average length of stay number creates a better long-term outcome for the animal. Live release rate is an industry benchmark that represents the percent of all animals returned to an owner, adopted or transferred.

Legal / Contractual Obligation

Oregon Revised Statute (ORS) 609.010 to 609.190 pertains to Animal Control mandates, which include impoundment and shelter requirements for violations. ORS 433.340 - 433.390 pertains to Rabies Control which includes requirements to report animal bites, impoundment, quarantine and disposition requirements. Multnomah County Code (MCC) 13.505-13.506 pertains to impoundment and disposition of animals. MCC 13.153 pertains to facility and housing standards for animals.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2024	2024	2025	2025
Personnel	\$3,023,977	\$0	\$3,091,125	\$0
Contractual Services	\$35,145	\$0	\$7,000	\$0
Materials & Supplies	\$215,780	\$0	\$208,064	\$0
Internal Services	\$1,321,662	\$0	\$1,588,359	\$0
Total GF/non-GF	\$4,596,564	\$0	\$4,894,548	\$0
Program Total:	\$4,596,564		\$4,894,548	
Program FTE	28.00	0.00	28.00	0.00

Program Revenues				
Financing Sources	\$0	\$0	\$183,356	\$0
Total Revenue	\$0	\$0	\$183,356	\$0

Explanation of Revenues

General Fund revenue represents the cash transfer from the Animal Services Fund (Other Funds) to the General Fund. It includes revenue from adoptions as well as impound and boarding fees. In response to the community impacts of COVID-19, Animal Services has temporarily suspended the assessment of impound and boarding fees in order to remove barriers for pet owners reuniting with lost pets. Other/Misc. revenue represents the division's estimate of donation funds received during the year relating to the following initiatives: Animal Care (aka "Dolly's Fund", Adoption Outreach, Capital Improvements, Spay/Neuter, Rehab/Replacement of the Animal Shelter).

Significant Program Changes

Last Year this program was: FY 2024: 90007A Animal Services Animal Care

Animal Care saw a significant staffing increase (7.00 FTE) in FY 2024, which enabled the enrichment program additions referenced in the narrative. Additionally, MCAS has seen significant increase in the use of foster homes as an out-of-shelter option for pets in care. Finally, our high shelter count over the last year has significantly impacted our ability to provide long-term emergency board services.

In FY 2025, what was previously accounted for in "other funds", is now a separate program offer for donation funds (PO 90004). The Program Communications Coordinator (1.00 FTE) is now also funded in PO 90004.