Multnomah County

Animal Services // Progress & Improvements

2023

Intake paused	Review ordered	Phase 1 complete	FY24 budget approved	Phase 2 feedback
JAN	**FEB**	**APR**	**JUN**	**JUL**

✓ COMPLETED

🐕 Enrichment

- Feline Care Specialist position changed to **Pathway and Enrichment Specialist** for all pets, allowing for faster workflow and decision making
- Modified procedures for **more efficient cleaning and feeding**
- Staff meet twice a week for cat intake protocols for **clearer, more uniform, and streamlined work**
- **Increased roles of volunteers** to include information desk and kennel cleaning

⭐ Field Services

- Procedures implemented to make **communications to the public clearer** with regards to protective custody cases

🔄 Restructure

- **Reorganized Supervisory Reporting** Structure And Task Orientation
- **Tasks assigned to team/function** instead of individuals
- **Temp employees added** to Support Animal Care
- **Rounds Review process updated** and notes established to ensure next steps are clear regarding care of each animal

🩺 Animal Health

- **Contracting with veterinary service providers** in the community to provide spay/neuter and vaccination services to adopted pets as needed

🏠 Management & Facilities

- **A uniform policy created** for all staff to follow when utilizing ID trace to identify pets with unknown owners
- **Intranet site for staff created** for centralized communications, policies, procedures, and training materials
- **Radios are now used by all management, line staff, and volunteers** to manage the flow of work, communication regarding need for assistance, and emergency response
- **Conducted staffing study** to meet national recommendations for cleaning and feeding
- **Improvements made to the physical site:** inclement weather coverings and roll-down screens, paint, landscaping, parking, and signage
- **On-site security guard added**

🖥 multco.us/dcs/animal-services-review

🕐 IN PROGRESS

- **Updating procedures around Transfer, Foster and Volunteer programs** to provide clearer communication about expectations
- **Activating improved prompts in call system** so clients may have a better experience and direct calls to the appropriate staff more efficiently

- **Training staff to expand dog-to-dog meets and playgroups**
- **Improving management of the volunteer program** by exploring new technology
- **Providing auditory enrichment of animals** via new speaker system and software

- **Implementing specialized scheduling software** (Wait-while) to assist in adoptions, volunteering, and other appointments
- **Creating baseline capacity calculations** to have a clear understanding of when MCAS is "in trouble" with space