

MEMORANDUM

TO: Jessica Vega Pederson, Multnomah County Chair

FROM: Margi Bradway, Director, Department of Community Services
 Erin Grahek, Director, Multnomah County Animal Services
 Bud Garrison, Project Manager, Multnomah County Animal Services

CC: Gareth Prior, Policy Advisor
 Serena Cruz, Chief Operating Officer

DATE: August 20, 2024

The purpose of this memorandum is to provide an update on the project management activities addressing the concerns of the 2023 review, and the implementation of the MCAS Phase 3 Strategic Plan. This report covers activities for the month of July 2024 and represents the status of MCAS projects at a static point in time, as of the date of this memorandum.

SUMMARY

MCAS has developed a [dashboard](#) that shows real-time status of recommendations and projects.

PROJECTS IN-PROGRESS

Priority	Project	Notes
1. Safety and well-being of pets in our care.	Animal Enrichment	All components of the enrichment program are complete. The remaining tasks are around formal communication to staff and volunteers.
2. Policy and procedure standardization and accountability.	Behavior Documentation	All training and protocols are in place. Process improvement work is ongoing to ensure that the work is being done to standards.
3. Culture/change management and transparency.	Informational Hub	Holding another retreat of MCAS managers to finalize high priority



		policy updates.
4. Culture/change management and transparency.	Phone System and WaitWhile Project	Testing with new workflows is in progress.
5. Volunteer management, hiring and onboarding; right-sizing staff with identifiable methodology.	Onboarding/Training Plan	New volunteer training materials are being added to the DCS Training Requirements spreadsheet and training content continues to be developed.
6. Data integrity/quality analysis.	Data Integrity and Reporting Workgroup	Project delayed due to key staff out of office. Rescheduling.
7. Safety and well-being of pets in Animal Services' care.	Expand In-house Spay and Neuter Program	RFP-147-2024 has been created to expand the veterinary partnerships to offer spay and neuter surgeries, vaccinations, and microchipping for pre and post adoption animals.
8. Culture/change management/transparency.	Community Advisory Committee (CAC)	CAC applications have been submitted. Interviews for the CAC positions are being scheduled.
9. Culture/change management/transparency.	Foster Program Updates	MCAS will be onboarding a second full-time foster staff, due to FY 2025 budget increases. The foster program is being reassessed to align with the additional staff.