



MEMORANDUM

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TO: Jessica Vega Pederson, Multnomah County Chair

CC: Hayden Miller, Policy Advisor
Serena Cruz, Chief Operating Officer

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

SUBJECT: MCAS Project Management November Status Report

DATE: January 15, 2024

The purpose of this memorandum is to provide an update on the project management activities to address the concerns of the 2023 Review and the implementation of the MCAS Phase 3 Strategic Plan. The updates for this report covers activities for the month of December 2023.

Summary

We have developed a dashboard that shows a real-time status of our recommendations and project status. You can view that dashboard using the following link:

<https://app.smartsheet.com/b/publish?EQBCT=35b1d720f8124131a821aafb00833e1>

This month we continue our work to update and develop policies and work instructions necessary to support our operational model. Highlights of this work are:

- Developed a plan to centrally locate all policies, WKIs and Forms
- Developed the plan and priorities to systematically review all old documents and approve as required
- Documents Approved and Published:
 - Be on the Lookout (BOLO) Work Instruction



- Be on the Lookout (BOLO) Poste
- Donation / Community Free Shelf Policy
- Establishing Ownership through Pet Identification
- Documents Under Revision or Pending Approval
 - Adoption Policy and Expectations
 - Client Information Request Policy
 - Impoundment of Animals

The project work that has been updated during the month:

In Progress Projects:

<u>Priority</u>	<u>Project</u>	<u>Notes</u>
1. Safety and wellbeing of pets in our care	Animal Enrichment	The new enrichment calendar for dogs has rolled out in December. Cats and small animals are getting daily handling and enrichment, a formal calendar will roll out in January.
2. Policy and procedure-standardization, accountability	Behavior/Enrichment Documentation Policy	The animal Behavior Pathway, including documentation expectations has been trained to ACT staff. Work is continuing to refine and improve the pathway.
4. Culture/change management/transparency	Informational Hub	Final, structural updates have been included in the hub. THIS process has expanded to include sunsetting other employee facing processes and including them in the hub for a central location. January work will focus on moving current policy into a standard review and publishing procedure.
4. Culture/change management/transparency	Phone System and WaitWhile Project	The WaitWhile system workflows have been developed and will be tested by staff volunteers in



		January 2024
3. Volunteer management/hiring/onboarding; right sizing staff with identifiable methodology	Onboarding/Training Plan	MCAS has decided to integrate the onboarding/training project with the work going on at the DCS level. This will delay the MCAS project but will allow MCAS to support the larger DCS initiatives.
6. Data integrity/quality analysis	Data Integrity and Reporting Workgroup	Significant improvements to the monthly reports are done and integration with https://www.shelteranimalscount.org is complete. The 2 recommendations stated in this project are long term goals that will require 3rd party vendor work and significant work with our ASAP Partners so we can report across the region. Scheduling the project to mid 2024.
1. Safety and wellbeing of pets in our care	Expand Inhouse Spay and Neuter Program	New, full time vet has been hired and will be onboarded in January. This will allow us to re-examine our schedules and expand our surgical capacity.

This document represents the status of MCAS projects at a static point in time as of the date of this memorandum.