

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
Travis Graves, Interim Chief Operating Officer
DATE: December 16, 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 November 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 showing real-time status of recommendations and projects.

PROJECTS IN-PROGRESS

Table with 3 columns: Priority, Project, Notes. It lists three projects: 1. Safety and well-being of pets in our care (Animal Enrichment), 2. Policy and procedure standardization and accountability (Behavior Documentation), and 3. Culture/change management and transparency (Informational Hub).

		Fourteen policies were being revised, updated or published.
4. Culture/change management and transparency.	Phone System and WaitWhile Project	All updates to the phone system are complete. Due to functionality challenges with the tablets and the WaitWhile system, a new plan will be developed in January.
5. Volunteer management, hiring and onboarding; right-sizing staff with identifiable methodology.	Onboarding/Training Plan	New procedures and reports have been rolled out to the volunteer workforce. The DCS and County-wide programs for staff will be rolled out to MCAS employees in 2025. The project has been extended to align with the new Multnomah County and Department of Community Services programs.
6. Data integrity/quality analysis.	Data Integrity and Reporting Workgroup	Underway: The remaining task requires coordination with partner organizations and Shelter Animals Counts. Rescheduling project to account for this scope in 2025.
7. Safety and well-being of pets in Animal Services' care.	Expand In-house Spay and Neuter Program	The process for voucher follow-up reminders and reporting has been implemented. A new voucher partner has been brought on board.
8. Culture/change management/transparency.	Community Advisory Committee (CAC)	The CAC has had a second meeting and all members have been onboarded. The initial task to start a CAC has been completed, and the management of the CAC will be part of normal operations.

<p>9. Culture/change management/transparency.</p>	<p>Foster Program Updates</p>	<p>The Office Assistant 2 support position for the foster program is in the recruitment and hiring process. The foster program expansion project will be reassessed when the position has been filled and onboarded.</p>
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