

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: February 10, 2025

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 December 2024 and January 2025 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.

KEY PROJECTS IN-PROGRESS OR COMPLETED DURING THIS PERIOD:

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).

		<p>During this period new menu items have been added to the Hub to share team meetings notes and training resources. A new section has been added to highlight the Director’s office workgroup. 32 policies were revised, updated or published during this period.</p>
<p>4. Culture/change management and transparency.</p>	<p>Phone System and 1st phase of WaitWhile Project</p>	<p>All updates to the phone system are complete. Due to functionality challenges with the WaitWhile system a separate project is being developed to address the WaitWhile implementation. The Phone system project will be closed and moved to operational support.</p>

<p>5. Volunteer management, hiring and onboarding; right-sizing staff with identifiable methodology.</p>	<p>Onboarding/Training Plan</p>	<p><b>On-boarding New Volunteers:</b> New procedures and reports have been rolled out to the volunteer workforce. The new volunteer coordinator has setup quarterly meetings and produced a new volunteer handbook that is in the process of final approval. MCAS is converting to a new volunteer management system which will align with other county departments and increase communication and coordination for the volunteers.</p> <p><b>On-boarding New Staff:</b> 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.</p>
<p>6. Data integrity/quality analysis.</p>	<p>Data Integrity and Reporting Workgroup</p>	<p>This project is complete and moving to operational support. The remaining recommendation from 2018 that is tied to this project is not in line with MCAS’s partner network reporting strategy. MCAS and the ASAP network have moved to using a nationally recognized reporting system (sheltersanimalcount.org) that does not support this level of granularity in reporting.</p>
<p>7. Safety and well-being of pets in Animal Services’ care.</p>	<p>Expand In-house Spay and Neuter Program</p>	<p>The process to issue vouchers to contracted vet clinics to perform post adoption procedures is fully operational. A follow-up process for</p>

		vouchers that have not been redeemed is in place. The logistics for outside vendors to perform pre-adoption surgeries are being finalized.
8. Culture/change management/transparency.	Community Advisory Committee (CAC)	The CAC had its third meeting in January.
9. Culture/change management/transparency.	Foster Program Updates	The Office Assistant 2 support position for the foster program is in the orientation process. The foster program expansion project will be reassessed when the position has been fully onboarded.