

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: June 26, 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 June 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.

This month the MCAS leadership team has been focused on updating high priority policies and procedures as identified in the policy retreat.

PROJECTS IN-PROGRESS

Priority	Project	Notes
1. Safety and well-being of pets in our care	Animal Enrichment	The daily kennel enrichment program is in place for all animals. The animal enrichment team continues to vary the enrichments for each species. Play groups, priority walks and data collection tasks assigned during the rounds process and are used to gather more information on individual animals. Individual enrichment

		plans are being assigned to animals with special needs. Policy and procedures are in process to finalize the project.
2. Policy and Procedure standardization and accountability	Behavior Documentation	Lead workers are now in place to assist with completion of daily tasks including the communication of observations for all animals.
3. Culture/change management and transparency	Informational Hub	The informational hub and standardized shared drives are in place. Managers and supervisors are working on high priority policy updates.
4. Culture/change management and transparency	Phone System and WaitWhile Project	Currently testing and conducting quality assurance of new software system. During testing several logistical challenges were found with the proposed workflows. Managers are now working to reframe the project goals to better suit software functionality.
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	The two recommendations related to this item are long-term goals that will require third party vendor work and significant coordination with our ASAP Partners so we can report across the region.
7. Safety and well-being of pets in	Expand In-house Spay and	MCAS continues to make strides

<p>Animal Services' care</p>	<p>Neuter Program</p>	<p>in expanding the inhouse and partnership capacity for spay & neuter and other critical services. 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. In addition the MOU with PCC has been finalized. County HR and AFSCME local 88 have made market adjustments to the CVT positions to better support recruitment.</p>
<p>8. Culture/change management/transparency</p>	<p>Community Advisory Committee (CAC)</p>	<p>The new Community Advisory Committee structure is in place, and there is an open recruitment for new members.</p>
<p>9. Culture/change management/transparency</p>	<p>Foster Program Updates</p>	<p>MCAS will be onboarding a 2nd full time foster staff, due to FY 2025 budget increases. The adoption program is being reassessed to align with the additional staff.</p>