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

DATE: March 19, 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 February 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.

A MCAS Leadership retreat has been scheduled for 3/27/2024 to prioritize and schedule the review of all active policy and procedures in preparation for the Informational Hub to go live for all staff. Current policy and work instruction reviews in progress are:

Primary	Revision or New	Document Number	Workgroup
▼ Document Status Pending Operations Approval			
MCAS Bolo Template	New	MCAS-FRM-003	Organizational
Adoption Policy and Expectations	New	MCAS-PLC-003	Animal Care
Reconciling the Euthanasia Drug Log to ShelterBuddy Reports	Revision	MCAS-WKI-004	Animal Health
Public Appeal Hearing Recording and Streaming Procedure	New	MCAS-WKI-006	Organizational
Information on Handling Animals Exposed to Human Biohazard	New	MCAS-WKI-007	Animal Care
MCAS Document Inventory Processes and Procedures	New	MCAS-WKI-008	Organizational
▼ Document Status Proposed			
Adoption Counseling	New	MCAS-WKI-009	Animal Care
▼ Document Status Under Revision			
Impoundment of Animals	New	MCAS-PLC-006	Organizational
Client Information Request Policy	Revision	MCAS-PLC-007	Organizational
Admission Behavior Pathway Work Instruction	New	MCAS-WKI-005	Animal Care

PROJECTS IN-PROGRESS

Priority	Project	Notes
1. Safety and well-being of pets in our care	Animal Enrichment	The animal enrichment team continues to rotate multiple sensory enrichments in the kennels each day. In addition play groups, priority walks and data collections tasks are assigned to gather more information on animals that have special needs.
2. Policy and Procedure standardization and accountability	Behavior Documentation	Documentation expectations are being developed and tested for field services, volunteers and observations during enrichment.
3. Culture/change management and transparency	Informational Hub	MCAS Leadership has scheduled a retreat to review active policy and procedure and finalize plans for the Hub’s release. Targeting all-staff release on April 10, 2024.
4. Culture/change management and transparency	Phone System and WaitWhile Project	Phone system updates are complete. Testing on the WaitWhile application continues. with a potential initial project release in April 2024.
5. Volunteer management, hiring and onboarding; right-sizing staff with identifiable methodology	Onboarding/Training Plan	MCAS has decided to integrate the onboarding of volunteers using the DCS Human Resources on-boarding process. Volunteer training is being added to the DCS Training Requirements spreadsheet and training content continues to be developed.
6. Data integrity/quality analysis	Data Integrity and	The two recommendations related

	Reporting Workgroup	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. Planning these recommendations for mid-2024.
7. Safety and well-being of pets in Animal Services' care	Expand In-house Spay and Neuter Program	New vet is onboarded. Currently recruiting for CVT staff to support in-house work. Continuing the work with other entities to support the Spay and Neuter Program.
8. Culture/change management/transparency	Community Advisory Council	Internal core and Project Advisory teams have been identified, scope and planning meetings have been scheduled. Teams have been scheduled for scoping, logistics and process meetings through May/2024.
9. Culture/change management/transparency	Foster Program Updates	Project rescheduled due to staff availability. Will start in March 2024. Multiple goals for the 2024 Foster Program have been established. Kick-off meetings are scheduled.