

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: November 18, 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 October 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. Row 1: Safety and well-being of pets in our care, Animal Enrichment, The MCAS animal care staff continues to innovate the enrichment activities. Row 2: Policy and procedure standardization and accountability, Behavior Documentation, Behavior documentation standards are in place, documentation is reviewed daily.

<p>3. Culture/change management and transparency.</p>	<p>Informational Hub</p>	<p>The Information Hub was launched, and individual policies in the hub undergo regular updates. (See above). New internal system is in place: Approvals and changes to operational policies are now automatically sent to managers/supervisors for distribution to their staff. To date, 191 policies have been reviewed for update.</p>
<p>4. Culture/change management and transparency.</p>	<p>Phone System and WaitWhile Project</p>	<p>New system in place: Testing new functionality and workflows is underway.</p>
<p>5. Volunteer management, hiring and onboarding; right-sizing staff with identifiable methodology.</p>	<p>Onboarding/Training Plan</p>	<p>The new volunteer coordinator is working to standardize volunteer training and onboarding. The DCS and County-wide programs for staff will be rolled out to MCAS employees in 2025.</p>
<p>6. Data integrity/quality analysis.</p>	<p>Data Integrity and Reporting Workgroup</p>	<p>Underway: The remaining task requires coordination with partner organizations and Shelter Animals Counts. Rescheduling project to account for this scope in 2025.</p>
<p>7. Safety and well-being of pets in Animal Services' care.</p>	<p>Expand In-house Spay and Neuter Program</p>	<p>New voucher partners (animal care centers) have been onboarded. A new follow-up process with voucher recipients is being implemented. New voucher redemption reporting has been developed.</p>
<p>8. Culture/change management/transparency.</p>	<p>Community Advisory Committee (CAC)</p>	<p>Most of the new CAC members have toured the shelter as part of</p>

		<p>their orientation. The second CAC meeting is on 11/19/24 where the committee will work on structure documents.</p>
<p>9. Culture/change management/transparency.</p>	<p>Foster Program Updates</p>	<p>The Office Assistant 2 support position for the foster program has been posted and is in the recruitment stage. The foster program expansion project will be reassessed when the position has been filled.</p>