



MEMORANDUM

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TO: Chair Jessica Vega Pederson

CC: Commissioners Sharon Meieran, Jesse Beason, Julia Brim-Edwards, Lori Stegmann, and COO Serena Cruz

FROM: Margi Bradway, DCS Director; Erin Grahek, Animal Services Director

SUBJECT: BOCC Budget Note Response

DATE: November 7, 2023

Context

In the FY 2024 budget, the Multnomah County Board of County Commissioners (BOCC) submitted the following budget note:

The Board requests a briefing from Multnomah County Animal Services (MCAS) to report on progress made in hiring staff to fill the 10.00 FTE positions added in the FY 2024 budget as part of an update to the Board about the implementation phase of the MCAS review currently in progress. Phase 1 of the MCAS review included budget and staffing recommendations reflected in MCAS' requested budget, which are anticipated to support MCAS' ability to meet minimum care standards for feeding, cleaning, enrichment, and to maintain essential shelter operations and services. The briefing requested by this budget note should provide the Board with an update on hiring, outstanding vacancies, and measurable improvements associated with increased staffing. This briefing may be combined with a briefing to the Board at the conclusion of Phase 3 of the MCAS review on or before November 30, 2023.

Update

In June of 2023, in anticipation of budget approval by the Board of County Commissioners, Multnomah County Animal Services, in partnership with with Department of Community Services human resources team launched recruitment efforts for the classifications Animal Care Tech (ACT) 1 and 2, and shortly after opened recruitments for Office Assistant Senior and Field Services Dispatcher.

Application Process

- Animal Care Tech 1 (ACT 1) (four positions added) - Opened 6/9/23, closed 6/25/23. Received 143 applications.
- Animal Care Tech 2 (ACT 2) (three positions added) - Opened 4/25/23, closed 5/10/23. Received 46 applications.
- Office Assistant Senior (two positions added) - Opened 6/9/23, closed 6/25/23. Received 224 applications.
- Field Services Dispatcher (one position added) - Opened 8/31/23, closed 9/18/23. Received 84 applications.

MCAS was provided funding for 10 new positions in the FY 2024 budget, seven Animal Care Tech 1 & 2, two Office Assistant Senior and one Field Services Dispatcher.

Position Status

Position	Date Filled	Status
ACT 2 (747073)	8/6/2023	Internal promotion
ACT 2 (747082)	8/20/2023	Internal promotion
ACT 2 (747083)	8/2/2023	External hire
ACT 1 (747074)	9/10/2023	External hire
ACT 1 (747075)	10/4/2023	External hire
ACT 1 (747076)	9/17/2023	External hire
ACT 1 (747077)	9/20/2023	External hire
Office Assistant Senior (747008)	Vacant	Previously filled on 10/25/2023. Employee resigned. MCAS is currently in the process of scheduling interviews with a goal of filling the position by late November-early December 2023
Office Assistant Senior (747009)	11/15/2023	External hire
Field Services Dispatcher (747047)	TBD	Pending acceptance An offer has been made to an internal candidate



At this time, we have filled 8 of 10 positions added by the board in the FY 2024 budget. Of the remaining two, the dispatcher position has been offered to an internal candidate and we expect the start date to be settled in the next few weeks. The remaining Office Assistant Senior position is pending interviews, which should be scheduled in the next 3-4 weeks.

These hiring efforts reflect a significant and exciting body of work. With the addition of the animal care technicians we have been able to accelerate the implementation of our new enrichment program for all animals. Having the new animal care staff onboard has also allowed us to free up staff for dedicated, standardized group training in adoptions counseling, animal enrichment, behavior assessment and animal handling. The addition of the office assistant positions will provide the necessary bandwidth over time, to improve our processes for identifying owners of pets taken into care with an intention of improving our return-to-owner statistics.