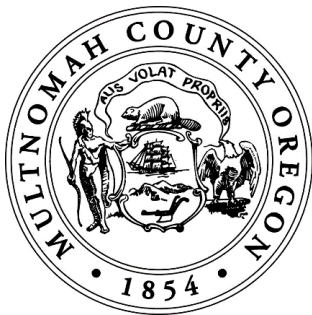


Animal Services Follow-up Audit

Important issues still need to be resolved

July 2018

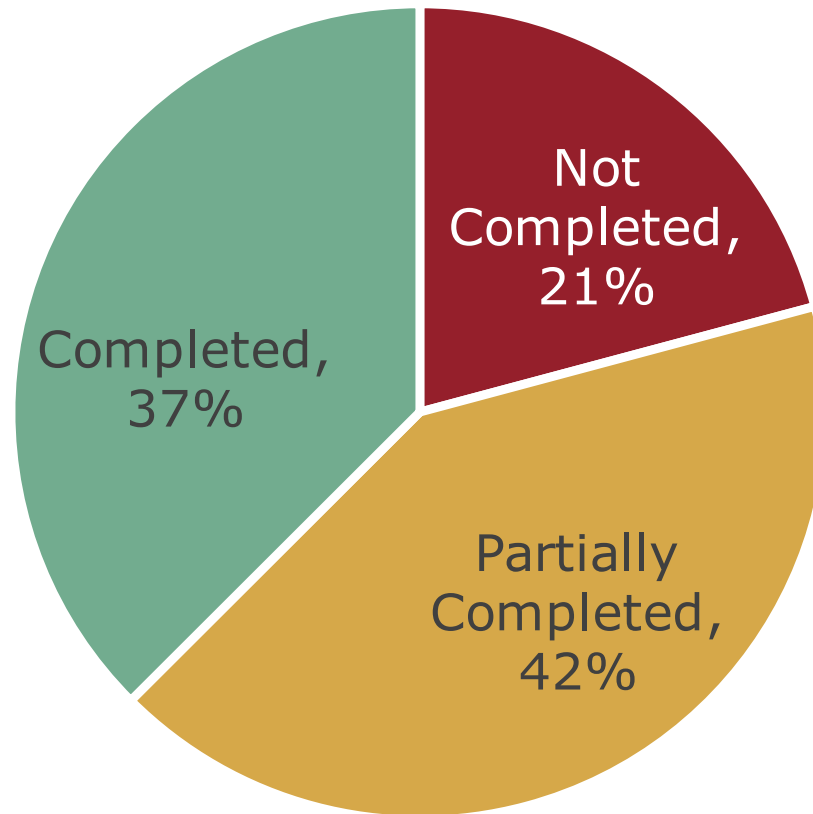


Steve March, Multnomah County Auditor, CIA, PhD

Nicole Dewees, Senior Management Auditor, CIA, MBA

Jennifer McGuirk, Senior Management Auditor, CIA, MPA

While many of our recommendations have been implemented, there are still many important issues that need to be resolved.



The Auditor's Office is objective and independent. Our work is based on evidence. Our goal is to improve government services.

Comprehensive Analysis

Interviews

- Stakeholders in County government
- Stakeholders outside County government

Observations

- On-site job shadowing
- On-site data collection

Research

- Laws and regulations
- Best practices
- Auditee's own reports, plans, etc

Data analysis

- Financial data
- Performance data
- Survey data


We go to great lengths to make sure our information is correct.

- Conducted 37 interviews
 - Management, staff, volunteers, members of the public = unique and holistic perspective
- Studied current best practices for animal shelters
- Analyzed budgets, training, scheduling information, and hundreds of animal records
- Visited the shelter numerous times
- Ride-along with an Animal Control Officer
- Our reports go through a rigorous quality review process

There have been many physical improvements to the animal shelter.



There are barriers that make it difficult for people to be reunited with their pets.

Found at:		
Pet Information		
Species:	Dog	
Gender:	Male	
Breed:	American Pit Bull	
Altered:	Unsure	
Color:	Tan	

	Gender:	Unsure
	Species:	Cat
	Breed:	Domestic Short Hair/Mix
	Main color:	Grey
	Found at:	194th / 388th street
	Date found:	Friday, February 16, 2018


Photo Source: Animal Services

The performance tracking database contains some errors.



Photo Source: Animal Services

The performance tracking database contains some errors.




Edit Animals Details

Animal ID: 120843
Name: Ashley
Age:
Breed: Domestic Short Hair
Entered By: Christian Holden on 9/5/2017
Flag Animal To Delete: ☐
Interested Parties: 0 (0 anonymous)

Update Details

Identification Details

Source(H) Identification & Services ▾

Status (H)  Deceased ▾

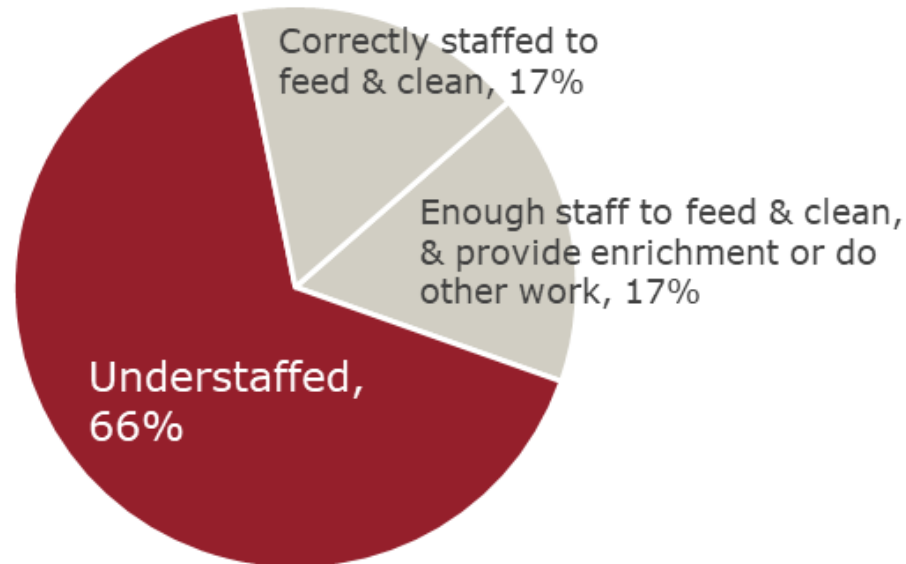
Go to Person Record

Status Date:

[illegible]

Animal Services needs to assess staffing and more clearly prioritize basic animal care.

The shelter was **understaffed** for cleaning and feeding tasks most of the time in FY2017.



Source: Auditor's Office

Animal Services needs to assess staffing and more clearly prioritize basic animal care.



Photo Source: Auditor's Office

Animal Services needs to assess staffing and more clearly prioritize basic animal care.



Photo Source: Shelter Dogs of Portland website

Animal Services needs to assess staffing and more clearly prioritize basic animal care.



Photo Source: Auditor's Office

Animal Services needs to assess staffing and more clearly prioritize basic animal care.

Reign

- Intake Area for 22 days
- Adoption Area for 42 days
- Adopted
- Returned
- Adoption Area for 28 days
- Fostered
- Adopted



Photo Source: Shelter Dogs of Portland website

Questions?