

# Animal Services Follow-up Audit

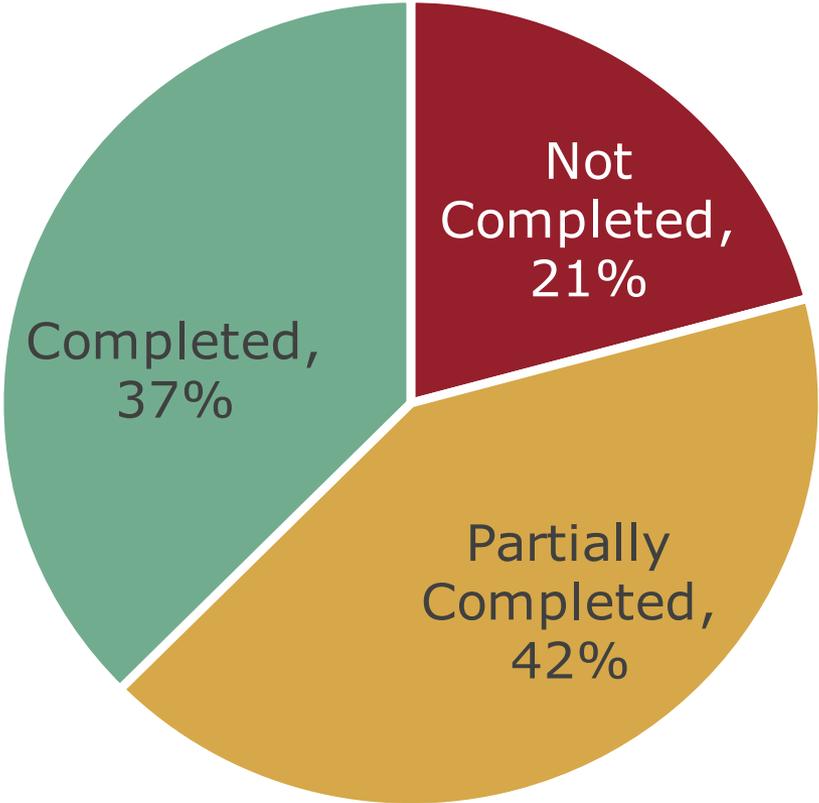
Important issues still need to be resolved

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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

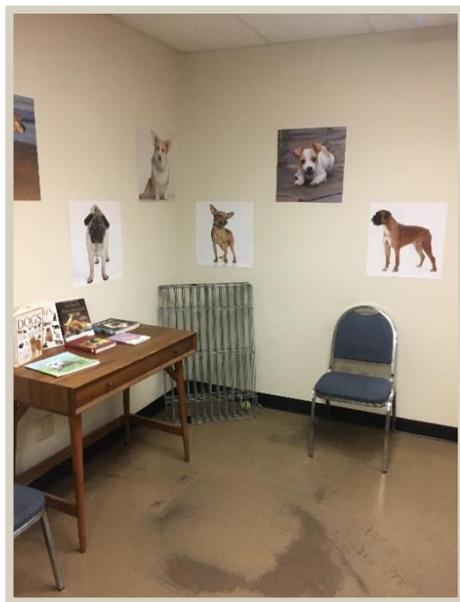
## Data analysis

- Financial data
- Performance data
- Survey data

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

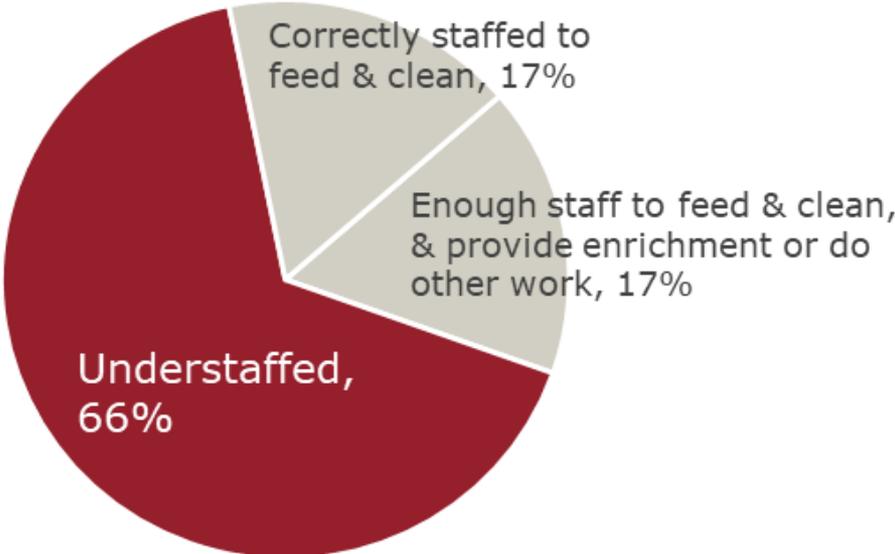
- Conducted 37 interviews
  - Management, staff, volunteers, members of the public = unique and holistic perspective
- Studied current best practices for animal shelters
- Analyzed budgets, training, scheduling information, and hundreds of animal records
- Visited the shelter numerous times
- Ride-along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

There have been many physical improvements to the animal shelter.



# 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

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



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



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

Photo Source: Animal Services

The performance tracking database contains some errors.



Photo Source: Animal Services



Questions?