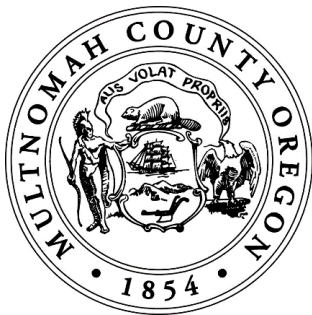


# Animal Services Follow-up Audit

Important issues still need to be resolved

July 2018

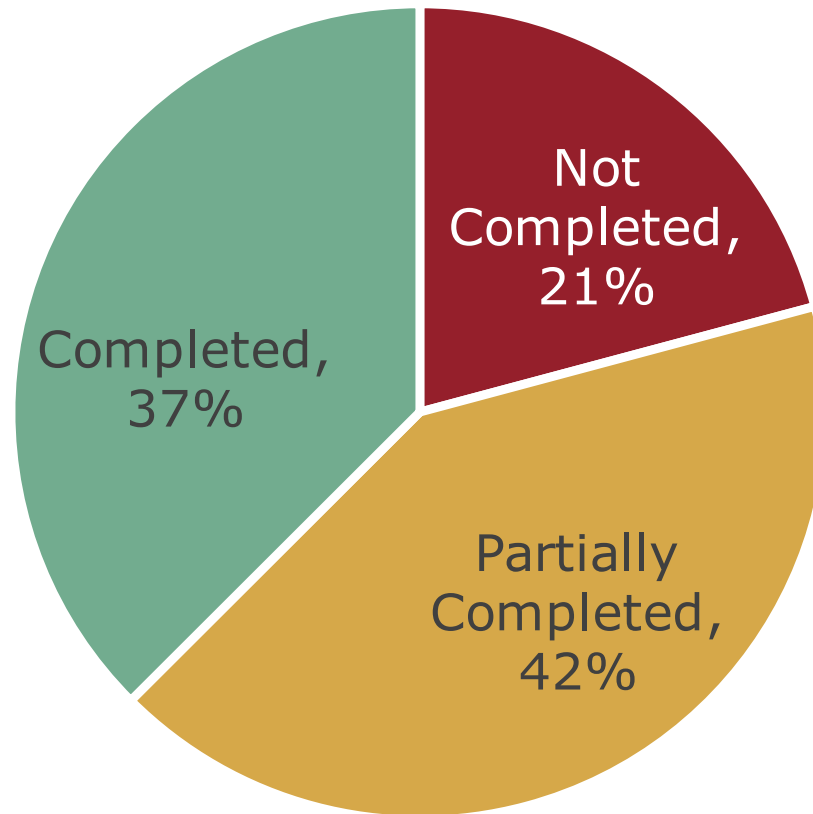


Steve March, Multnomah County Auditor, CIA, PhD

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.

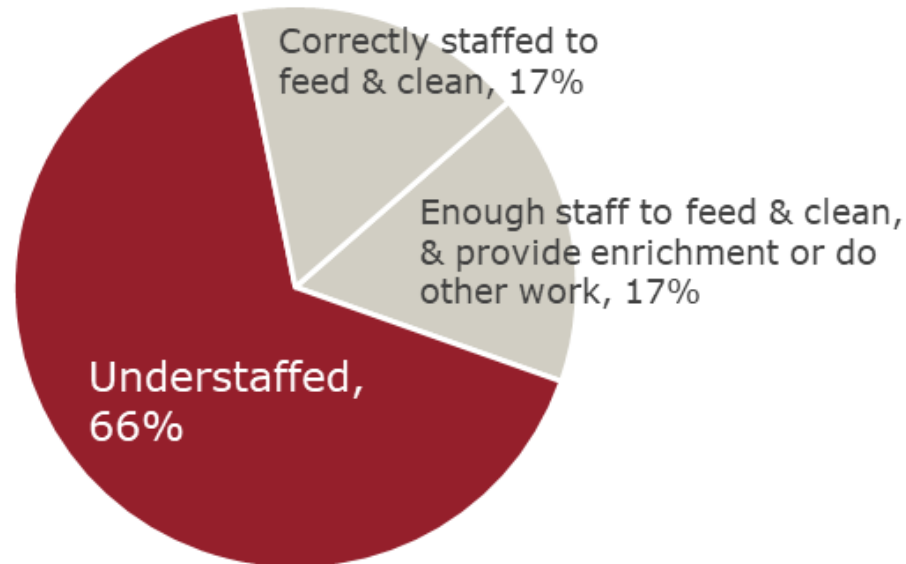
- Conducted 37 interviews
  - Management, staff, volunteers, members of the public = unique and holistic perspective
- Studied current best practices for animal shelters
- Analyzed budgets, training, scheduling information, and hundreds of animal records
- Visited the shelter numerous times
- Ride-along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

There have been many physical improvements to the animal shelter.



# 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.



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

Sorry no photo yet

Sorry no photo yet

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.

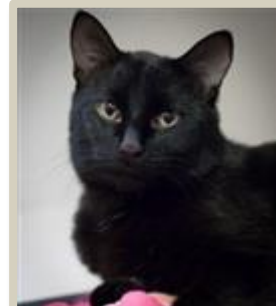



Photo Source: Animal Services

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]

Questions?