

Multnomah County Animal Services

Community Advisory Committee

Monthly Meeting Minutes

Meeting Details

Date	Time	Location
June 11th, 2026	6:30-8:30 PM	Multnomah Building

Welcome, Soft Start

- **Announcements:**
 - Co-facilitation did not work out this time, will start next meeting
 - Kye has resigned
 - Budget Update - Erin
 - Director Recruitment Update - Erin

I. Workplan Pulse Check

Review workplan: Pet bios, Community Resource priorities, Data gathering and recommendations.

II. Small Group Activity

Adoption Bios on MCAS website. Get in groups of 2-3 and review three adoption profiles pulled from the MCAS website. Discuss what works/doesn't work about each one.

Discussion:

Bio Content & Structure

- **Format & Layout:** Break bios into distinct sections instead of one large paragraph to improve readability.

- **Tone & Narrative:** Inject more humor, creativity, and storytelling to make the animals stand out.
- **Transparency over Euphemisms:** Avoid vague phrasing. Replace coded terms like "needs a gentle approach" or "once he is comfortable" with clear, specific behavioral descriptions. If information is unknown, explicitly state "unknown" rather than leaving it out.
- **Essential Details to Include:**
 - Leash-walking experience and energy levels.
 - Grooming requirements.
 - Length of stay at the shelter.
 - Current behavioral/medical support at the shelter and required post-adoption care.
- **Standardized Call-to-Actions (CTAs):**
 - Promote post-adoption Petzel support in every bio.
 - Include a welcoming invitation to meet the pet and speak with an adoption counselor to clarify the process.

Visuals & Media

- **Asset Variety:** Provide multiple photos per pet; a video is highly preferred.
- **Size Context:** Include visual cues in photos to show size comparison (e.g., to clarify if a 70lb dog is tall or muscular).

Workflow & Data Collection

- **Volunteer & Foster Input:**
 - Create a quick, 5-question Google Form for dog walkers and volunteers to capture high-impact behavioral data.
 - Develop a separate, detailed Google Form (yes/no and fill-in-the-blank) for foster parents.
- **Regular Bio Reviews:** Establish a predictable schedule to review and update profiles (e.g., weekly shelter rounds or automated triggers when an animal hits a specific length of stay, focusing heavily on long-term residents).
- **Staff Capacity Check:** Acknowledge that MCAS is an open-admission, high-volume shelter. All workflow changes must be practical and realistic for an understaffed team to maintain.

III. Large Group Activity

Scenario: Your pet just went missing! What do you do?

- **Discussion:**
 - The group discussed what they would do if their pet went missing.
 - Looked at navigating the lost/found section of the website.
 - General consensus: there is a lot of confusion between lost vs. found.

- Recommendation: Move “Search for your lost pet” to the top of the Lost & Found drop down menu (preferably before July 4th)

Action Items:

- MCAS will look into changing the order of the drop down menu and report back

IV Sub-group Opportunities

Microchip Scanning Stations

Discussion:

- Possible Work Includes:
 - Researching community microchip stations that exist elsewhere
 - Seeking grant funding or other funds to pay for a station
 - Selecting a location for this station
 - Permitting, scheduling, otherwise carrying out the installation, maintenance
 - Reporting back to the CAC on progress

Action Items:

- Will send email to see who is interested
- Open door veterinary collective - tool kit and funding

Adjournment

The meeting was adjourned at 8:30pm.

Homework is as follows:

1. You will each be assigned a group and you will do independent research between this meeting and the next one. We will convene next meeting, present your findings, and use it for a large group exercise.
 - Group 1:** for next time, research what resources already exist in the community for affordable veterinary, training, grooming, pet supply support, educational resources on pet care in multiple formats and languages - available throughout the county, behavior and training support for shelter animals and adopters, spay and neuter services
 - Group 2:** Define what we (the CAC) mean when we say: affordable veterinary, training, grooming, pet supply support, educational resources on pet care, behavior and training support for shelter animals and adopters, spay and neuter services

Group 3: come up with some criteria for how to prioritize these resources, ideally using data we already have access to or can easily determine through research. Come with some research on how to measure them if you can.

2. Give Feedback on Basil and Eugene profiles on Miro board
3. Let us know if you are interested in a subcommittee!
4. Keep in touch with your co-facilitation partner and start thinking about agenda planning

Next Meeting July 9th, 2026