

CULTURE CHANGE:
Evolving A Business Model
To Save More **Lives**



Experience




SVP/Chief Operating Officer
San Diego Humane Society



MICHIGAN HUMANE SOCIETY

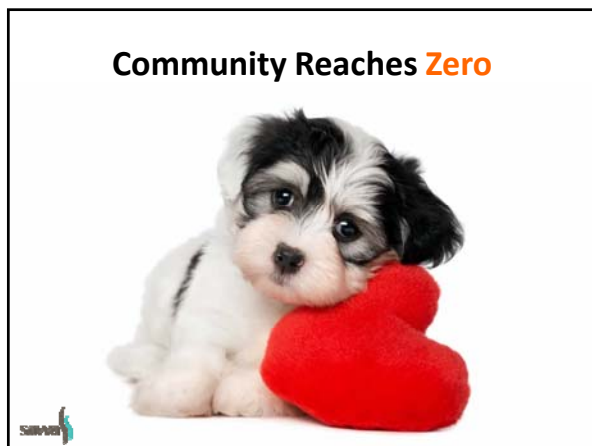


Business Model



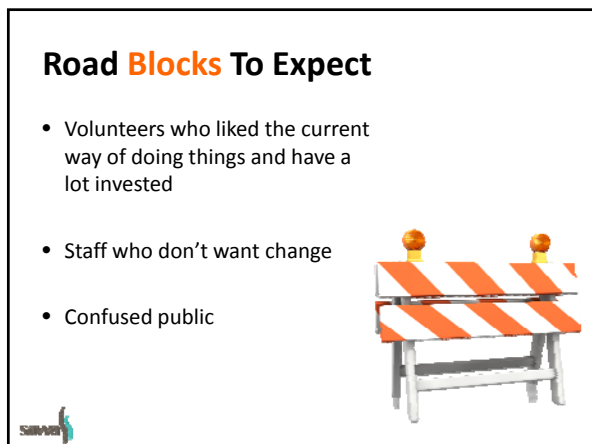















Words of wisdom

- Be **patient**: change takes time
- Take care of your **people**
- Accept you will lose **people**
 - Staff, volunteers, and donors
- Hold volunteer **forums**
- Communicate to **public**

Any Questions?



Thank You



San Diego Humane Society
SOCIETY
HUMAN CONNECTION