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Charlottesville-Albemarle SPCA
FOR IMMEDIATE RELEASE



Charlottesville-Albemarle SPCA Hires Consulting Agency to Improve Shelter Operations

CHARLOTTESVILLE, VA (August 3, 2023) — The Charlottesville-Albemarle SPCA has hired Outcomes for Pets Consulting, led by national animal-welfare expert, Kristen Hassen. Kristen has led three large animal shelters to achieve and sustain a 90% or greater live release rate including Austin Animal Center in Austin, Texas and Pima Animal Care Center in Tucson, Arizona.

Hassen will be engaging shelter and community stakeholders through surveys, focus groups, and individual interviews in order to comprehensively review the current state of companion animal welfare in the shelter and community. She will also mentor the executive leadership team on pathway planning practices, organizational culture, volunteer and foster program best practices, and shelter operations. Hassen will also support the board of directors and interim executive director as they move through the executive director hiring process.

“We are excited to have Kristen Hassen, a well-known and respected animal welfare expert, join the efforts to make the Charlottesville-Albemarle SPCA the best shelter it can be,” said Sue Friedman, Interim Executive Director at the Charlottesville-Albemarle SPCA. “I am confident that, with Kristen’s help, the SPCA will be a better place for both people and pets.”

The initial scope of work will last at least three months and expected deliverables are an updated organizational chart, standard operating procedures, a stakeholder feedback report, and monthly progress reports.

More information about Kristen Hassen and her work in animal welfare can be found [here](#).

About the Charlottesville-Albemarle SPCA: *The Charlottesville-Albemarle SPCA is proud to have maintained the City of Charlottesville and Albemarle County as a No Kill community, providing life-saving care to thousands of animals in the region. The mission of the SPCA is to advance the compassionate treatment of animals by providing sheltering, medical care and behavioral services for dogs and cats; promoting permanent, caring homes; and furthering education and outreach to place healthy animals in caring homes.*