

Nevada Humane Society's High Turnover of Executive and Management Level Staffers

Since the fall of 2018 when Gregory Hall took the helm of NHS the following people have left the employment of NHS for a variety of reasons. While turnover among animal care staff is to be expected in the shelter environment, there has been an unusually high amount of turnover among executive and management staff over the past four and a half years. This is often a sign that experienced, skilled staff cannot work with the chief executive, in this case Mr. Hall.

This is not an exhaustive list, but it shows that there is reason for concern about the organization's ability to attract and retain executive and management talent under Mr. Hall's leadership.

- Important positions have gone unfilled for long periods of time, including the role of COO.
- When experienced staffers depart their roles have often been renamed (from director to manager for example) and filled with less experienced individuals.
- At least one staff member was terminated for discussing concerns with the board of directors and an unusually high number of volunteers have been "suspended" or terminated for voicing concerns or questioning. This creates a climate where people are reluctant to report concerns.

Summary of turnover at NHS during Mr. Hall's tenure includes:

- 3 experienced Chief Operating Officers
- At least 9 other director level staff members (5 of whom reportedly left in a single year)
- 6 Veterinarians
- At least 11 manager level staff members
- At least 19 coordinator/lead staff members

Note: this is not a comprehensive list

CEO

Diaz D. – Previously served as CEO of Step2, a Reno-based nonprofit for 14 years, growing that organization substantially. He had a six-month tenure at NHS while Greg Hall was NHS president.

Mr. Hall immediately stepped into the role of interim CEO himself. He was permanently hired into that role by the same board members he has been presiding over as president without a national search or interview process.

COO

- Arthur W. experienced in shelter management prior to coming to NHS, employed from 2011 to 2019 working his way up within the organization
- Lisa F. had over 10 years of experience in similar role at another shelter, lasted 10 months
- Rory A. has expertise and experience in the field, lasted 4 months
- Remains unfilled

Animal Care Director:

- Emily L.

- Recently filled internally by Mr. Hall's personal assistant without a nationwide search or open interview process to assess the qualifications of the individual for this important role

CFO

- Paige M.

Development Director

- Maureen M. (resigned 1 month into Mr. Hall's tenure)
- Kristen S. F. (former board member who resigned from the board to take this position)

Human Resources Director/Manager

- Megan B., HR Director, highly experience, capable and initially very supportive of Mr. Hall
- Brenna R., HR Manager

Marketing/Communication Director

- Nicole T.
- Amanda W.
- Betsy A.

Community Service Director

- Chelsea S.

Veterinarians

- Jessica S., DVM (over 10 years at NHS)
- Kristen K., DVM
- Diana L., DVM (over 10 years at NHS)
- David K., DVM
- Elisa B., DVM
- Ryan H., DVM

Cat Care Manager

- Patricia P., extensive prior experience both at NHS and another similar organization. She departed in 2021 after expressing serious concerns about animal care which Mr. Hall failed to address

Adoption Manager

- Elizabeth A. 2020-2021
- Carrie B. 2017 -2020

Clinic Managers

- Rebecca G.
- Amber K.

Events Coordinator/Manager

- Michelle P.
- Megan M. P.

Carson City Shelter Manager

- Lisa R. (15 years of experience in animal services)

Carson City Animal Control Officers

- Courtney A.

Facilities Manager

- Ryan K.

Volunteer Coordinator

- Haley H.
- Briley B.
- Richie C.
- Tara D.

Foster Care Coordinator

- Lexie R.
- Briley B.
- Leora H. (Carson City)

Community Cats/TNR Coordinator and/or Help Desk Coordinator

- Pryce S.
- Karen S.
- Daisy U.
- Angela C.
- Kylee B.

Intake Coordinator

- Morgan M.
- Pilar G.

Vet Techs/Assistants/med staff (there are others who are unidentified)

- Liz R.
- Phylcia M.
- Amber P.

Animal Care Leads

- Morgan L. – Animal Care Lead

- Grace T., Canine Behavior Evaluator