

Millicent Nwolisa's Bio

Millicent Nwolisa, recently appointed Executive Director of Bridges to Housing Stability, comes to the organization after serving as the Chief Operating Officer for Potomac Center, a state mental health facility. In that role she provided leadership and strategic direction for all operational functions. She oversaw administrative, clinical and quality management programs.

Since 2003, Nwolisa has been devoted to the provision of quality services to disadvantaged and vulnerable populations and communities. With several years of experience in human and health care services in major metropolitan regions, her leadership has contributed to enhanced program operations and development in major nonprofit organizations such as Catholic Charities and the Epilepsy Foundation. Nwolisa has also guided government organizations through periods of austere change.

Prior to accepting her position with the Potomac Center, Nwolisa owned and successfully operated a nonprofit consulting firm where she advised clients on a broad range of leadership, advocacy, and development issues. Her work increased access to a continuum of services for homeless children, youth, and families. With a strong emphasis on relationship building and strategic alliances, Nwolisa has worked to increase the capacity of nonprofit organizations. She remains committed to improving the quality of life for at-risk and low income individuals and families.

She attended the State University of New York at Stony Brook where she earned a Bachelor's degree in English as well as Nyack College where she earned a Master of Science degree in Organizational Leadership. She is a published author and the devoted wife of Ikechukwu Nwolisa.

Millicent N. Nwolisa, MSc.

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PROFESSIONAL PROFILE

High-energy people-oriented senior executive with strong communication skills and over 10+ years of extensive experience in human and healthcare services including professional experience in the administration of programs serving children, youth, and families. Professional experience includes program planning/administration, fund management including grant writing and management, relationship building, capacity building, business development, and strategic planning. Demonstrated success in change management and organizational leadership. Exceptional skill in assessing the challenges of an organization quickly creating solutions. Passionate about transformational leadership, community development, and organizational leadership.

CORE COMPETENCIES

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| • Program Administration | Change & Performance Management | |
| • Strategic Planning | Staff Development | Quality Assurance |
| • Fund Management | Recruiting/Hiring/Retention | Partnership Negotiation |
| • Relationship Building | Donor Management | Public Speaking |
| • Technical Writing | Business Development | Contract Negotiations |
| • Positive Youth Development | Team Building & Leadership | |
| • Grant Writing & Development | General & Operations Management | |

PROFESSIONAL PROFILE

Executive Director **Bridges to Housing Stability** **January 2016 to present**

Manage the organization's core functions in Finance, Administration, Communication, and Development. Facilitate advocacy and marketing efforts to create awareness around organization's mission. Build critically relevant relationships within the community to meet funding and program objectives.

Assistant Superintendent I, State Hospital, **Potomac Center** **September 2013 to December 2015**

Hired by Chief Executive Officer and DHMH Chief of Staff of Operations to facilitate strategic planning, 24/7 operations, and assist in supervision of 100+ person staff. Reported to the Chief Executive Officer for the direct management of six 24/7 departments and direct supervision of an 11-person team. Managed and implemented strategies for organizational development including operational policies and systems, personnel management, and programmatic planning. Responsible for management of residential, maintenance, nursing and clinical services, vocational, recreational, and police departments.

Key Achievements:

- Created and leading the implementation of a three year strategic plan.
- Streamlined interdisciplinary team process.
- Created and implemented new system for daily reporting, aimed at increased accountability for outcomes and staff performance.
- Initiated development and training series of management staff.

Owner & Senior Consultant *Association Management Professionals* **April 2008–September 2013**

Controlled all aspects of operations. Served as Senior Consultant for Association Management Professionals, created to provide program and business management services including staff retention and development, development, strategic planning, capacity building, and organizational leadership services to nonprofit organizations, serving children, youth, and families in the Washington DC Metropolitan region.

Key Achievements:

- Secured, monitored, and ensured regulatory compliance for a three (3) year federal grant from US Department of Health and Human Services to operate a Basic Center Program for runaway and homeless youth (RHY). Incorporated Positive Youth Development strategies into Basic Center programs. Responsible for operational and budgetary oversight of this program and organization.
- Served as a consultant for the Runaway and Homeless Youth Training and Technical Assistance Center (RHYTTAC) to assist RHY grantees in engaging in continuous quality improvement of their services and to build their capacity in effectively serving at-risk/runaway youth.
- Assessed educational need for at-risk youth in Baltimore and secured multi-year funding for an Education Liaison to work with the local McKinney Vento Liaison in assisting at-risk and RHY re-enroll in school as well as working with other resources to assist at-risk youth (and their families) in accessing other prevention and intervention services e.g. mental health, social services, and educational support. Educational assistance included college entry assistance. Initiated partnerships and maintained relationships with the Public Justice Center, Healthcare for the Homeless, and the Family Tree to ensure effectiveness of this program. Responsible for operational and budget oversight of this program.
- Presented at National RHYTTAC conference hosted by HHS on School Re-entry Process for Runaway and At-Risk Youth. Served as a presented on a panel at John Hopkins Bloomberg School of Public Health on the topic of Youth Homelessness.
- Created and secured funding for a housing initiative for youth and families, aimed at identifying and securing safe housing as well as providing rental assistance upon approval of eligibility. Responsible for operational and budget oversight of this program.
- Addressed federal compliance issues, which led to increased community partnerships, enhanced program management (including structure and operations), and community development.
- Publication: "*Motivating Employees: A Collective Process.*" PRNews Employee Communication Guidebook: The Blueprint for Internal PR Strategies & Tactics Vol. 1 (2009): 46-48.
- Assessed a need, designed an art-program, and secured funding for a first-ever summer camp for elementary-aged youth in a low-income and impoverished region of Baltimore. This summer camp is now a yearly program on its 3rd year of operation and more.

Health Access Program Manager *Northern Virginia Family Services* **July 2009-July 2010**

Held full management responsibility for operational oversight of nine health-access based programs for children youth, and families across five jurisdictions of Northern Virginia including but not limited to ensuring compliance with federal government contracts, actively networking with various health-related coalitions and private/government funders to further our mission and increase program funding, quality assurance, and fundraising.

Key Achievements

- Developed and implemented new staff development and recognition policy for health access department that focused on strengths assessment and performance management.
- Improved contractual relationship with Fairfax County government funders by serving as point of contact and coordinating all staffing and management related issues, which resulted in increased funding for additional staff members.
- Initiated marketing and development for pilot oral health program across Northern Virginia.

Grant Writer/Development Associate *Latin American Youth Center* January 2007-July 2009

Commissioned by Director of Development to research, identify, develop, and respond to public and private grant opportunities in the areas of Education, Workforce Development, Social Services, Arts and Media, and Advocacy and Public Policy including report writing and budget management. Responsibilities also included coordinating and facilitating public fundraising campaigns and events and working with corporate sponsors and high-end donors including coordinating and supervising project timelines, site location, management, and contract review for fundraising events, and preparing public relations packets and related correspondence, including award letters, donor letters, letters of support, etc.

Key Achievements

- Generated ongoing/multi-year revenue for agency programs and services through timely submission of well-researched, well written and well-documented fund-raising proposals.
- Maintained donor management program of all cash and in-kind contributions, which included cultivating relationships with donors, maintaining on-going communication, and facilitating solutions to address donor-related concerns.
- Updated grant management system to include easier access to recent as well as archived grant information.
- Served as a regional Coordinator for the Greater Washington Youth Philanthropy Initiative, which provided mini-grants to youth-led projects in the Greater Washington metro region. Responsibilities included recruiting youth; teaching youth about the philanthropy process from start to finish; teaching youth how to create an RFP, coordinating a call for proposals; setting up information sessions; facilitating the proposal review sessions as well as grant stages.
- Developed and conducted a Grants 101 workshop for program managers to teach the details of grant funding from start to finish.

Program Coordinator *Latin American Youth Center* January 2006-January 2007

Responsible for program management of a Street Outreach and Transitional Living Program for runaway and homeless male youth, ages 16 to 24 in the Washington DC region including but not limited to managing program budget, ensuring regulatory and licensing compliance, establishing MOUs with community businesses and service providers, and staffing.

Key Achievements

- Facilitated successful completion of federal licensing process for both programs by DC Child & Family Services Agency.
- Developed and oversaw strategic objectives to ensure government licensing standards, quality assurance, and program efficiency.
- Developed and updated administrative and programmatic procedures to ensure regulatory compliance with funders.
- Coordinated the 2006 Fannie Mae Foundation's Help the Homeless Walkathon.
- Conducted dynamic staff trainings including topics on communication, team dynamics, building relationships, etc.

Previous professional experience includes:

- Coordinator of Client Services at *Catholic Charities* (NYC) -2005; Program Manager of Residential Services at *Institute of Applied Human Dynamics* (NYC) – 2005; Residential Program Manager at *Epilepsy Foundation of Long Island* (NYC) 2002 to 2005.

EDUCATION & CREDENTIALS

Nyack University	Master of Science in Organizational Leadership	2007-2008
State University of New York	Bachelor of Arts in English	1999-2003

References & Award Available Upon Request