

Reginald Bicha

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Executive Leader

High-Performance Corporate Culture • Transformational Leadership • Cross-Functional Partnerships

EXECUTIVE SUMMARY

CORE COMPETENCIES

- Dynamic Leadership
- Communications
- Vision / Mission Development
- Operations/ Business Acumen
- Board Relations
- Diversity, Inclusion, Equity
- Relationship Building Skills
- Strategic Leadership

An executive leader creating visionary, inspired, practical programs for human services and healthcare organizations in Colorado and Wisconsin. Transformational results include developing C-Stat and KidStat performance management systems and establishing the Wisconsin Department of Children and Families.

Strengthening Human Services Operations Models

A strategic executive serving the public by building solid organizations that strengthen agencies as well as the future of the country. Notable leader and developer of talent. An insightful strategic planner with expertise in board and community relations, diversity, inclusion, human services, healthcare, process improvements, and collaboration.

PROFESSIONAL EXPERIENCE

COLORADO DEPARTMENT OF HUMAN SERVICES

Denver, CO

A state agency providing healthcare and human services with 5,000+ staff and a \$2.2 billion annual operating budget.

EXECUTIVE DIRECTOR

2011 – 2019

Managed three deputy executive directors and an executive assistant directly as well as nine directors of program areas, performance, communication, legislative affairs, and budget indirectly through the deputy executive directors.

Transformational Leadership

- \$60 million grant secured by fulfilling a mission to help parents prepare children for kindergarten by creating the Office of Early Childhood, strengthening early education infrastructure, and integrating 20 programs from multiple agencies.
- Built the state's comprehensive behavioral health crisis services system that encompassed a 24-hour hotline, mobile crisis response teams, and crisis stabilization centers throughout Colorado.
- 60% of rules revised and 20% repealed by spearheading a review of all agency administrative regulations to ensure continued accuracy, relevance, necessity, and achievability.
- Transitioned Colorado from among the faultiest performers in the US to the strongest by enhancing public access, timeliness, and accuracy for food assistance (SNAP), Colorado Works, Medicaid, and numerous programs in collaboration with state agencies and all 64 counties.
- 47-point rise in public assistance eligibility determination timeliness attained by measuring adult, child, and family outcomes for the people served throughout Colorado with C-Stat, a new performance management system.

Strategic and Cross-Functional Partnerships

- \$2 million invested in Colorado Department of Human Services priorities by forging several public-private partnerships with philanthropic organizations.
- Established the first statewide child abuse and neglect reporting hotline and public awareness campaign in addition to leading various reforms of child protective services programs including new prevention strategies, and expanding the number of caseworkers.
- Oversaw more than 60 boards and commissions throughout the agency while strategically forming new boards and committees such as the Child Welfare Executive Leadership Council and Family Voice Council to engage community members, legislators, partners, and families in reviews and recommendations on human services issues.
- Increased revenues and augmented state support for tribal families and others in tribal communities by securing the first state-tribal consultation agreement with both federally recognized tribes in Colorado.
- \$1.2 million in benefit savings, 75% of adults employed, and a 41% boost in children in high quality childcare realized by strengthening approaches to helping parents and children move beyond poverty through early childhood and post-secondary education and employment activities by innovating the nationally-recognized Two-Generation strategies.

WISCONSIN DEPARTMENT OF CHILDREN & FAMILIES

Madison, WI

A new state agency with 690+ state employees, 1,200 contracted employees, and a \$1.2 billion annual operating budget.

CABINET SECRETARY (INAUGURAL)

2007 – 2011

Managed three direct reports including the deputy secretary, executive assistant, and personal assistant, and seven indirect reports including program area division directors, a budget and management director, a communication director, a chief legal counsel, and a legislative director.

- \$100 million saved annually by guiding the reform of the Wisconsin Shares childcare subsidy program resulting in elevated safety, program integrity, and strong quality care initiatives that ended rampant provider fraud.
- Selected as the inaugural cabinet secretary to build the Department of Children and Families into one organization with a new mission and innovative approaches and more than 30 statewide programs from two state agencies.
- Established KidStat, a performance management system to improve child and family outcomes across Wisconsin.
- 22% safe reduction in children living in out-of-home care as well as increased child safety and permanency outcomes accomplished by implementing strategies to enhance the state-run Bureau of Milwaukee Child Welfare.

WISCONSIN DEPARTMENT OF HEALTH AND FAMILY SERVICES

Madison, WI

A state agency providing healthcare, human services, and Medicaid with more than 8,000 state employees and a \$9 billion annual operating budget.

DEPUTY SECRETARY / DIVISION ADMINISTRATOR

2007

Managed seven direct reports as the chief operating officer for the cabinet secretary and four direct reports as the division administrator and executive program lead for child welfare and domestic violence programs.

- Led the Wisconsin Family Care Initiative, a new managed care approach to providing community-based long-term support and services to the elderly as well as people with physical, developmental, or intellectual disabilities.
- Steered executive efforts to ensure legislation unanimously approved by the Wisconsin General Assembly to revise state law and administrative rules fully incorporating the Indian Child Welfare Act requirements in tandem with extensive collaboration with the eleven federally recognized tribes, 72 counties, legislators, and system providers.

PIERCE COUNTY, WISCONSIN DEPARTMENT OF HUMAN SERVICES

Ellsworth, WI

A county human services agency in west-central Wisconsin with 70 employees and a \$10 million annual operating budget.

DIRECTOR OF HUMAN SERVICES

2001 – 2007

Served as the department chief executive officer with seven direct reports.

- Instituted the agency vision and mission, goals, strategies, and anticipated outcomes by working with the nine-member human services board to strategically plan to quantifiable outcomes.
- Spearheaded the regional initiative to reform long-term care services for the elderly and physically disabled as the co-chairperson of the Western Wisconsin Community Care Collaborative that included nine counties and one private managed care organization.

EDUCATION & PROFESSIONAL AFFILIATIONS



Masters in Social Work

Title IV-E Child Welfare Scholar

University of Minnesota

Bachelor of Social Work

University of Wisconsin-Eau Claire

Professional Affiliations

Acelero Learning, Inc., Board Member

American Public Human Services Association (APHSA), President of the Board

3rd Sector Capital Partnerships, Advisory Board Member

ENDCAN, Board Member

Select Publications

“Ending Welfare as We Know It”, Redesigning Public Assistance Through the Lens of Financial Health, Essay, Federal Reserve Bank of San Francisco & Corporation, 2015

“Transforming Human Services for the 21st Century,” Article, Huffington Post, 2013