

Berdie Cowser, PhD, MBA, MS

[REDACTED], Milwaukee, [REDACTED]
[REDACTED] [REDACTED]

EXECUTIVE SUMMARY: A visionary, forward thinking human services professional offering 20+ years of progressive growth and outstanding success streamlining programmatic operations across a wide range of programs and services. Extensive industry knowledge base developed from hands on experience and from the observation of those served and their lived experiences. Excellent leadership and relationship management skills with ability to inspire and lead teams to outperform expectations. Proven record of delivering synchronized (mission-focused, performance-driven and cost-effective) service delivery approaches through strategic frameworks.

PROFESSIONAL SUMMARY

- Over twenty years of proven, organizational and project management and leadership skills and abilities.
- Experience in administering various state and federal programs such as HUD, SAMSHA and Department of Labor (DOL), Veterans Administration programs (Grant and Per Diem Models to include *Transition in Place* and Supportive Services for Veterans' Families), Homeless Veterans Reintegration Program, Housing First Model Programs, Wraparound Services, Peer to Peer Programs, Emergency Solutions Grant Programs, Permanent and Transitional Housing programs, and Safety Services for at-risk children.
- Experience in administration of services for the care of veterans who were treated in issues related to post traumatic stress disorder (PTSD), particularly related to readjustment issues following war experience, depression, anxiety, women's issues, bereavement issues, domestic violence, military sexual trauma, work/life issues, alcohol and other drug disorders, etc.
- Monitor, analyze & evaluate care provider programs to ensure funder and governmental compliance
- Skilled and knowledgeable in obtaining, administering and complying with contractual obligations.
- Experience in quality assurance management and development of quality assurance programs
- Implementation and execution of strategic planning, outcome performance measures and program development skills from onset to full operations.
- Skilled in staff development, education and training, recruitment and retention.
- Coordinate and consult with program team members to resolve benefits issues or other significant difficulties associated with health, family or program issues.
- Demonstrated effectiveness in new programs and businesses development, and fiscal management (fund control points) and development of organizational and programmatic budgets exceeding 5 million dollars.
- Excellent public speaking and presentation skills having developed workshops and participated on several panel discussions.
- Strong successful community relationships and keen awareness of community needs and resources.
- 20+ years of combined human service lived experience working with adults, children and families, in providing case audits and case management; oversight of providing, and case management on issues related to PTSD, bereavement, depression, anxiety, and military sexual trauma (MST) issues using trauma informed practices and motivational interviewing.
- Extensive experience in leadership, supervision and team building.
- 20+ years of leading diverse teams and successfully collaborating with C-Level leadership and boards.

EDUCATION

PhD Educational Leadership, Learning and Service, Cardinal Stritch University, Milwaukee, WI., May 2018

Master of Science in Business Administration, Cardinal Stritch University, Milwaukee, WI., May 2007

Master of Science in Organizational Management and Leadership, Springfield College, Springfield, MA., May 2002

Bachelor of Science in Criminal Justice, Alabama State University, Montgomery, AL., August 1999

PROFESSIONAL EXPERIENCE

Center for Veterans Issues, Ltd. - Bureau of Housing, VETS Place Central, Milwaukee, WI
Bureau Director - 2006-present, Supportive Services Supervisor - 2005-2006, Case Manager 2001-2005

- Provide administrative and managerial oversight; including program, organizational and budget development, grants compliance, quality assurance, public relations and marketing
- Responsible for six separate housing facilities with programs and services that house homeless veterans, have special needs and who are experiencing AODA and mental health issues. All programs serve over 200 veterans combined on any given night
- Provide veteran community with legal services counseling and referrals, job service and development counseling, benefit services counseling, outreach service to potential members, military discharge upgrades and emergency assistance including transportation, food, shelter, clothing and other referrals services
- Collaborate with administrative and auxiliary staff to integrate case management and program service delivery
- Oversee participant tracking database and management information system, serves as HMIS agency administrator
- Assist in preparing performance standards reports required by funding sources and budget oversight
- Develop, oversee and maintain partnerships with community-based organizations
- Participate in the Provider Advisory Council and Continuum of Care on behalf of the executive director and is an agency appointed delegate
- Oversee case management services and supportive programs, training & development, mentoring and supervision of 40+ staff to include VA staff, DOL senior training programs, Transitional Jobs, BSW/MSW Interns, volunteers and In-Kind workers and established agency learning institute
- Participates in the granting entities monitoring annual site (clinical & administrative) visits by reviewing and auditing documents to ensure compliance.
- Design outreach community plan for organization that address resources and mental health assistance to Veterans & their families within the community.
- Receive, analyze and evaluate reports, findings, statements of corrective actions, draft findings, conclusions & recommendations
- Designed strategies of internal quality control procedures.

Battalion Logistics Manager-Commissioned Officer US Army/Army Reserves April 1993-February 2009

- Commanded, established policy and managed the supply division of the battalion
- Assess the logistic capability for the battalion as it applies to planning and developing orders
- Responsible for coordination and receipt of plans, assessments of desired end states and objectives and future operations under development
- Concentrated on battalion level effectiveness and readiness as well as standards of performance, training, and professional development
- Responsible for recruitment, training & development of staff
- Efficiently managed the battalion's logistics budget of 15 million dollars plus.
- Provided guidance and direction to the company level supply senior level leadership within the battalions, account for and properly maintain all assigned equipment and ensure battalions are deployment-ready.

Safety Services Case Manager Innovative Family Partnership, Inc. August 2000-May 2001

- Ensured, evaluated, and modified safety services provisions
- Worked with family and safety services providers to develop an understanding of the causes of safety concerns
- Advocated for families and assist them in accessing formal and informal resources and natural supports
- Provided, coordinated, and compiled documentation of all safety service provider contact, safety re-assessments, and plan modifications

Targeted Training: *Motivational Interviewing *Wraparound Practice Model *Trauma Informed Care *Systems of Care Development to include Coordinated Entry (CE) and Veterans Registry

SPECIAL ACHIEVEMENTS:

2008 Army Achievement Medal, Meritorious Service Medal and Army Service Medal
2009 Wisconsin First Jurisdiction Women of Distinction Community Service Award
2011 National Association of Black Veterans (NABVETS) Excellent Award
2014 Featured on Milwaukee's MATA TV Station Black Nouveau, African American Female Veterans
2015 Elk's Club Vet of the Month Award November 2015
2015 Wisconsin First Jurisdiction Unsung Hero Award
2015 Milwaukee Times Black Excellence Award Recipient
2016 Milwaukee Business Journal Forty under Forty Award
2017 Milwaukee Urban League Young Professional Member of the Month January 2017
2017 Springfield College Forty under Forty Award
2017 Black Girlz Rock Award and Recognition
2018 Wisconsin Department Veterans Affairs (WDVA) Women Veteran of the Year Nomination
2019 Thomas H. Wynn, Sr. Legacy Award

COMMUNITY AFFILIATIONS

- Wisconsin First Jurisdiction Church of God in Christ, Inc. – Young Women Christian Council (YWCC) – 2019
- Saint John Church of God in Christ, Inc. Board Member, Finance Committee Chair, Financial Officer, Youth Leader/Youth Sunday School Teacher 2009-present
- Alabama State University Alumni Chapter – Milwaukee, WI, Member since 2007, Chapter President 2011-2013 and 2018-present
- Christian Business and Professional Women Federation District Liaison – 2017
- Milwaukee Urban League – Young Professional 2015-present
- Milwaukee-Mequon Afterhours Rotary Club – 2016-2018, Assistant District Trainer and Membership Chair
- National Association of Black Veterans (NABVETS) Chapter Member (2001-2014) Chapter Commander – charter member (2014-present)
- Pearls for Teen Girls Mentor/Coach 2016-2018
- National Association for the Advancement of Colored People (NAACP) 1994-present
- Veterans United for Community Service (VUCS) 2002-present
- American Legion Member 2015-present
- Veteran of Foreign Wars Member 2016-present
- A-LEGO African-American Ladies Empowering to grow Opportunities – Wisconsin Chapter 2017-present, Economic Development Captain
- Army Quartermaster Association 1994-present
- U.S. Army Officer's Association 1999-present

PROFESSIONAL ORGANIZATION

Links, Incorporated Cream City Chapter (WI)

National Trends and Services Facet Member Co-chair
Health and Human Services Facet Member
Audit (Finance) Committee Member

Alpha Kappa Alpha Sorority, Incorporated (EKO)

Building your Economic Legacy Target
HBCU for Life: A Call to Action Target
Sisterly Relations Operations

Community Engagements/Linkages

- Milwaukee County Continuum of Care and Homeless Provider Advisory Council - Delegate
 - My Father's House, Inc. Board – Member
 - Cardinal Stritch University College of Business Advisory Board – Member
 - Veterans Administration – Vets Center Community Advisory Board – Member
 - Congress Women Gwen Moore Service Academy Nomination Committee - Member
- Donation Acquisition goods and services (outside of formal grants) – Over 500k

REFERENCES

Ms. Helen King
Development Director
Center for Veterans Issues, Ltd.
3330 West Wells Street
Milwaukee, WI 53208
Helen.king@cvivet.org

Ms. Barbara Gilbert, LCSW
Program Manager, Mental Health Division
Clement J. Zablocki VA Medical Center
5000 West National Avenue
Milwaukee, WI 53295
414-342-2224
Barbara.Gilbert@va.gov

Ms. Bevelyn Johnson, LCSW
President/CEO AJA
8726 West Mill Road
Milwaukee WI 53225
414-460-6954
bevjohnson2003@yahoo.com

Mrs. Cherrye Trotman
2233 West Roosevelt Drive
Milwaukee, Wisconsin 53209
414-447-0053
No email

Dr. Dimitri I. Mills, Sr., CSW
VITAS Community Liaison
2675 North Mayfair Road
Milwaukee, WI 53226
414-628-5784, cell 414-257-2600 office
dimitri.millssr@vitas.com

Mrs. Lynda Jackson-Conyers, President/Publisher
Milwaukee Times
1936 North MLK Drive
Milwaukee, WI 53212
414-263-5088
miltimes@gmail.com

Mr. Robert Meganck
N16 W26577 Wild Oats Drive Unit D
Pewaukee, WI 53072
262-695-8369
meganckrl@yahoo.com