

Steve Hendricks



PROFESSIONAL PROFILE

I am a highly experienced leader and executive with over twenty-five years overseeing multi-state operations for one of the largest Human Services Companies in America. I have extensive skills and experience in leadership, performance management, organizational development and change, strategic planning, process improvement, personnel management, fiscal management, mergers and acquisitions and policy development. I have a proven track record of success and achievement resulting in increasing leadership responsibility and an expanding operational portfolio over my career.

I desire a leadership position providing me an opportunity to employ my management and executive skills and passion for achieving company goals.

Experience

August 2019 – Present

Help at Home, Louisville KY- *Regional Vice President*

- Oversee I/DD and Homecare operations in KY.
- Develop and maintain relationships with KY State Cabinet of Health and Family Services.
- Develop and maintain relationships with KY Area Development Districts.
- Develop strategies to increase revenue statewide.
- Develop and implement strategies for growth and new services.

October 2017 - Present

Scioto Properties, Columbus OH -*Director of Business Development*

- Develop and initiate strategies to grow customer base and add new business.
- Develop and maintain strong relationships with key customers including; providers, state and local government agencies and other key stakeholders.
- Work with Marketing Director and Vice President to improve outreach and marketing strategies and tactics.
- Conduct public presentations, participate and present at trade conferences to educate and build awareness of Scioto's products and services.
- Presented a leadership training session at the 2019 ANCOR Conference.
- Exceeded 2018 sales target by over 200%.
- Spearheaded the implementation of a furniture program as an add on to our core service.

June 2012 - August 2017

ResCare Inc, Louisville, KY -Executive Vice President

- Responsible for Job Corps, Career Center and School operations in 9 states and Puerto Rico.
- Personnel management of over 3,000 employees and fiscal management of 120 million dollar operating budget.
- Orchestrated a Quality Improvement Plan resulting in achieving the overall #1 Contractor rating among all Job Corps operators.
- Improved overall profitability of Job Corp and School operations.
- Developed and implemented initiative to attain synergy between Career Center and Job Corp Center operations resulting in better outcomes for participants.
- Launched a new Model Job Corps Center Design to align with the Federal modernization efforts.

March 2007 - May 2012

ResCare Inc, Louisville, KY - Regional Vice President

- Responsible for Home Care and Residential I/DD Operations for individuals with developmental disabilities in 7 states and Canada.
- Personnel management of over 6,000 employees and fiscal management of a 300 million dollar operating budget.
- Significant role in the development and implementation of a centralized payroll and billing structure resulting in saving of over 1 million dollars for the company.
- Served on the Company's Strategic Planning Committee.
- Led the integration of 2 large Residential Services acquisitions.
- Led operations to exceed financial performance targets.

June 1999 - February 2007

ResCare Inc, Charleston, WV - Regional Director

- Responsible for Residential Operations for individuals with developmental disabilities in WV and VA.
- Personnel management of over 1,900 employees and fiscal management of a 70 million dollar operating budget.
- Led WV and VA to over 30% growth in revenue and profit to include both organic growth and acquisition growth.
- Key architect with the WV State Behavioral Health Provider Association that developed and achieved approval of a Title XIX rate increase proposal to the State Medicaid Department. The rate increase resulted in a significant increase to the Company's service rates resulting in significant growth in revenue and profitability.
- Led the successful merger of 2 companies with different organizational structures and operating policies.

January 1997 - May 1999

VOCA Corporation, Charleston, WV - State Operations Manager

- Responsible for Residential Operations for individuals with developmental disabilities in WV.
- Personnel management of over 650 employees and fiscal management of a 20.5 million dollar operating budget.
- Implemented a statewide management structure resulting in improved operating results and financial performance.
- Led growth in revenue and profit of the company's Intellectual/Developmental Disabilities Waiver program in WV.

September 1989 - December 1996

VOCA Corporation, Princeton, WV - Area Director

- Responsible for Residential Operations for individuals with developmental disabilities in Southern WV.
- Personnel management of over 200 employees and fiscal management of 8 million dollar operating budget.
- Led the successful start up of several group homes for Adults with Intellectual/Developmental Disabilities throughout Southern WV.
- Pioneered the start up of the supported living model as an additional service line to the ICF/IDD operating structure.
- Led operations to increased revenue and profit growth.

Education

Concord College, Athens, WV - BA, Psychology

Other Related Experience

- Extensive governmental relations experience at local, state and federal level
- Board Member, National Job Corps Association
- Chair National Job Corps Association Executive Director Search Committee
- Member, National Job Corps Association Operations Advisory Committee
- Member, ResCare Strategic Planning Committee
- Chair, ResCare Political Action Committee
- State Representative, American Network Community Options Resources
- Chair, State of WV Developmental Disabilities Committee
- Member, KY HB 144 Commission
- Board Member Starfish Missions