



## Verneda Bachus

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Verneda Bachus has served as CEO of Friend Family Health Center, a federally qualified health center providing health care services to underserved and vulnerable populations on Chicago's Southside, since July 2013. During this time, Verneda has led the organization through substantial change and transformation, improving clinical performance and outcomes, increasing patient access to care, increasing patient access points, and growing annual revenue over 325%. In December 2017, to provide expanded access to care for primary care, mental and behavioral health, and substance abuse patients, Verneda led the closing of a merger/acquisition with HRDI, a community mental and behavioral health organization.

Prior to joining Friend Family, Ms. Bachus previously served as President/CEO of Swope Health Services (SHS), a federally qualified health center located in Kansas City, Missouri, from October 2008 until January 2012. Ms. Bachus joined SHS/Swope Community Enterprises (SCE) as Senior Vice President and Chief Human Resources Officer in 2001. In that role, she was responsible for overseeing all Human Resources functions including Compensation and Benefits, Staff Development and Training, Organizational Development, and Employee Relations for Swope Community Enterprises and its member companies. Beginning in 2005, Ms. Bachus served as Chief Operating Officer and was responsible for the development of SCE's shared services organization, Swope Community Enterprise Services, which included Finance and Accounting, Human Resources, Information Technology, Materials Management and Swope Training Academy.

Prior to joining SHS/SCE, Ms. Bachus served as president of a management consulting firm specializing in business consulting, human resources management, professional development training/coaching, and executive placement. Ms. Bachus has extensive experience in the natural gas and electric utility industry, where she held a wide range of positions including Manager of Technical Services and Vice President of Customer Service and Accounting.

Ms. Bachus holds an MBA and MA from Webster University of St. Louis, and a Bachelor's Degree in Accounting from Washburn University. She is currently pursuing a Doctorate of Healthcare Administration through A. T. Still University.