

Michael (Mike) Isaacson

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EXECUTIVE PROFILE

Chief Executive Officer driven to manage costs and establish strategic, mutually beneficial partnerships and relationships with individuals, families, and communities. Proficient in cross-system collaborations with diverse provider community including; health care, mental health, aging, developmental disabilities, brain injury, and intellectual disability services.

SKILL HIGHLIGHT

- New business development
- Project management
- Leadership/Communication skills
- Customer-oriented
- Business operations
- Budgeting (public/private)
- Self-Driven
- Outcome oriented
- Service line expansion
- Community development
- Program design
- Legislative Policy Development

CORE ACCOMPLISHMENT

Project Management:

- Developed and implemented innovative statewide service delivery model
- Led cross system-organizational change processes
- Enhanced statewide provider communication and information exchange platform
- Partnered with private and public entities to facilitate quality improvement/continuous improvement models
- Successfully transitioned nutrition programming to single-source provider contract (600,000 meals annually)
- Statewide legislative advocacy coordination

Staff Development/Human Resources:

- Initiated employee education programs
- Developed on-line employee education platform
- Implemented employee motivational curriculum
- Designed and implemented merit based employee evaluation process
- Led Executive level recruitment and hiring process of association leaders

Operations Management

- Successfully managed the merger of three corporations to provide fiscal efficiencies, enhanced service effectiveness, and streamlined delivery system.
- Oversee and direct all aspects of multi-service organization with 100+ employees.
- Lead statewide consortium of service providers to create standardized and seamless “back room” business operations.

PROFESSIONAL EXPERIENCE

Chief Executive Officer - March 2011 to Current **Northeast Iowa Area Agency on Aging - Waterloo, IA**

Accountable for all operations of an eighteen county multi-service organization. Managing a team of 100+ professionals, direct service delivery methods, assessment and evaluation of product line, and engage with local, state, and federal stakeholders. Services including: Case management, Care Giver Support, Nutrition (meals, counseling, education), Health Care Coordination, Quality Initiatives, Transportation, Transition Services, Evidenced Based Programming, Consumer Protection, and Elder Rights.

Spearheaded cross-functional initiatives to achieve improved health outcomes for Iowa's aging and disability populations. Strengthened and diversified company's business by leading implementation of LifeLong Links, Access Choice, Health Care Transitions, and additional community based services. Develop contracts and purchase of service agreements, including rate-setting, with 100+ providers to support community living for aging and disability populations.

Executive Director - June 2006 – March 2011 **Community Based Services - Waverly, IA**

Managed a multi-service public organization focusing on individuals of all ages living with disabilities: chronic mental health, brain injury, developmental disabilities, intellectual disability.

Developed new and innovative services/supports for individuals to live successfully in the community. Worked with facility based care organizations to transition individuals into appropriate community based care. Initiated service quality improvement process to produce quality outcomes for individuals and families. Led the development/building of new community living options including supported community living in single-family and multi-family homes and apartments. Facilitated successful community integration.

Increased annual revenues from \$450K to \$6.5M in six years through the development of partnerships with cross-system providers. Worked with community hospital by initiating and managing the purchase of a home health agency for enhanced service delivery.

Senior Director – June 2003 to June 2006 **Cedar Valley United Way - Waterloo, IA**

Developed innovative funding allocations process to enhance community services. Worked with a diverse group of service providers and community leaders to successfully transition to quality outcome based funding authorization. Led resource develop campaigns resulting in record breaking donations through community research, focus groups, and public forums. Provided direction to community stakeholders in process development and organizational engagement.

Director of Communication/Legislative Initiatives - June 1996 to June 2003 **Four Oaks, Inc - Cedar Rapids, IA**

Initially employed as a Site Director for a multi-county region in northeast Iowa focusing on child welfare and family services/supports. After three successful years of service growth, stakeholder engagement, and legislative advocacy was promoted to the position of statewide Director of Communication/Legislative Advocacy.

Worked successfully with the Iowa legislature to increase funding for child welfare, enhance and improve services for children and families. Led statewide advocacy campaigns by building/implementing community advocate groups, employee initiatives, mental health providers consortiums, law enforcement agencies, and board members.

Residential Program Manager - June 1993 to June 2006 **Exceptional Persons, Inc. - Waterloo, IA**

Initially hired to supervise a programs and supports for five male children in a shared community living environment. Supervised employees and developed service plans coordinating health care, education, and daily living needs.

Promoted to Support Coordinator overseeing multiple community based homes including the direct supervision of provider teams. Developed partnerships to enhance support opportunities for children and adults with various diagnosis such as; brain injury, chronic mental health, autism, intellectual disabilities, and developmental disabilities.

EDUCATION

Master of Arts in Public Policy -2003

University of Northern Iowa - Cedar Falls, IA

Emphasis: Organizational Development, State and Local Government

Bachelor's Degree : Social Work, 1996

University of Northern Iowa – Cedar Falls, IA

References Available upon Request