

Isaac Rowlett

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Professional Experience

Milwaukee County Office of Strategy, Budget & Performance, Milwaukee, WI 01/2022 – Present
Strategy Director

- Successfully integrated the County's annual budget process and County's strategic planning and performance management processes for the first time in County history.
- Planned and facilitated the County's senior leadership meetings including the County Executive's cabinet meetings, quarterly Leadership Forums with the County's senior elected, appointed and civil service leaders, and other recurring County leadership meetings.
- Presented on Milwaukee County's unique strategic plan to senior officials across Wisconsin and to leaders in five other states.
- Led the creation of the County's first ever set of nested strategic plans at the department and office level to support and advance the County's enterprise-wide strategic plan.
- Created the County's first publicly facing "strategy dashboard" to enable residents to track the County's progress toward advancing its strategic plan.
- Served as a senior advisor to County Executive Crowley, the Board of Supervisors, Sheriff Denita Ball, and other elected and appointed officials on strategic planning, performance management, policymaking, health equity, and organization development.
- Served as an executive sponsor for numerous countywide programs such as AARP Livable Communities, Data Governance, Future State, Strategy Dashboard, Emerging Professional Network Resource Group, and more.
- Managed the County's first collaborative research project with the City of Milwaukee to explore opportunities for service sharing across the two governments.

Office of the Milwaukee County Executive David Crowley, Milwaukee, WI 05/2020 – 12/2021
Director of Strategic Planning

- Used the County's strategic plan to guide the County's distribution of hundreds of millions of dollars in federal COVID relief toward "upstream" determinants of health such as housing stability, public transportation, small businesses, food security, and more.
- Created and managed seven cross-functional teams to advance the County's nine strategic goals
- Championed racial and health equity as the central pillars of the County's strategic plan by locking them into County ordinance, embedding them into the County's budgeting process, centering them in human capital planning processes, and integrating them into County operations across the enterprise.
- Represented County Executive Crowley in meetings with executives and senior leaders across Milwaukee County and beyond.
- Facilitated the creation of County Executive Crowley's first Policy Agenda and a process for continually aligning and updating the document.
- Created the County's first ever inventory of 800+ services provided to residents.

Milwaukee County Unified Emergency Operations Center, Milwaukee, WI 03/2020 – 06/2020
Future Operations Lead & Intergovernmental Liaison

- Collaborated with emergency managers, public health officers, elected leaders and others to lead the Milwaukee area's response to the COVID-19 pandemic.
- Facilitated the development and partial implementation of the "Defeat COVID" plan center health equity and lay the foundation for long-term improvement of public health and the resolution of health disparities.

- Led Milwaukee County's first enterprise-level strategic planning effort in 20 years toward vision of racial and health equity.
- Designed and facilitated strategic planning workshops to identify common ground and foster collaboration across diverse stakeholders including the airport, bus system, parks, correctional institutions, fleet maintenance, behavioral health, and the zoo.
- Oversaw the performance measurement of the County's 42 varied business lines including 911 dispatch, economic development, highway maintenance and senior centers.
- Harmonized and enhanced the effectiveness of a wide array of federal, state, and local government policy mandates as a member of the county's senior leadership team.
- Engaged partners across the region pursuing similar strategic objectives to the County including racial equity, public health and community resilience.
- Developed strategic communications materials for the County Executive and other senior leaders.
- Present on topics including strategic planning, racial equity and public health to a wide variety of internal and external partners.
- Represented and staffed the County Executive at events with key internal and external stakeholders.

CG Strategy, Washington, DC
Project Lead

09/2016 – 05/2019

- Managed eight, large-scale organizational development, change management, and strategic planning projects at the US Departments of Health and Human Services, Commerce, and Homeland Security.
- Led a team of twelve to advance the National Flood Insurance Program's community preparedness, mitigation, and resilience objectives by engaging hundreds of stakeholders across the public, private and nonprofit sectors.
- Improved the delivery of the Federal Emergency Management Agency's services to disaster survivors by providing multi-year, enterprise-level support in strategic planning, business process improvement, leadership development, performance management, workforce development and communications.
- Developed and implemented a Concept of Operations to streamline and improve the performance of a leadership office within the Federal Insurance and Mitigation Administration.
- Co-led a team of six to implement cultural transformation, business process improvement, and project management initiatives across the Food and Drug Administration.
- Facilitated Continuous Quality Improvement sessions on topics including grants management and cross-office collaboration for the Federal Administration for Community Living.
- Designed and led educational workshops and strategic planning sessions for senior leaders at the International Trade Administration to support the implementation of a new operating model.
- Won \$3.4 million in contracts by leading and supporting business development efforts.

Deloitte Consulting LLP, Washington, DC
Senior Consultant

07/2015 – 09/2016

- Led teams to deliver strategic planning, performance management and customer experience projects at the United States Postal Service and the US Department of Homeland Security.
- Advised a federal executive who manages a \$1.1 billion budget and 5,000 employees to restructure his department in order to increase operational performance by more than 10%.
- Created a strategic plan to enhance the effectiveness of an agency's fleet management operations and reduce costs by \$77.2 million.
- Designed and facilitated a national conference for representatives from 300 field offices to collaboratively establish strategic objectives and metrics for success.
- Oversaw the development and management of 15 projects to increase performance and reduce costs.
- Interviewed 24 stakeholders across several Department of Homeland Security offices to establish a baseline and future targets for the agency's internal customer experience.
- Developed and implemented a Customer Experience Transformation Initiative for an information technology office within the Department of Homeland Security.

- Led a team of six to support the development of the Analytics-Based Change Playbook for use across Deloitte's Human Capital and Strategy & Analytics Practices.

Independent, Washington, DC
Strategy Consultant

01/2014 – 07/2015

- Secured and executed ten strategic planning and change management projects on behalf of state and local governments, higher education institutions, and nonprofit organizations.
- Designed and led workshops for 120 participants on group facilitation, stakeholder engagement, and change management for the Virginia and North Carolina Community College Systems.

Public Agenda, New York, NY
Senior Associate

12/2008 – 1/2014

- Led 20 strategy, research, and change management projects in 37 states for clients including the Bill & Melinda Gates Foundation, US Department of Education, American Association for the Advancement of Science, the Aspen Institute, and the American Institutes for Research.
- Facilitated strategic planning sessions for local governments and nonprofit organizations to improve performance, strengthen organizational culture, and enhance social impact.
- Designed and facilitated 30 conferences with diverse stakeholders to foster collaboration on policy issues such as economic development, education, food insecurity, and interfaith relations.
- Developed and led 25 trainings on organizational change, group facilitation & stakeholder engagement.
- Conducted more than 50 focus groups in 10 states on a wide array of public policy issues.
- Created Citizen Solution Discussion Guides on the topics of immigration, workforce development and energy policy.
- Hired and managed a team of four to stand up a shared services center across the organization.

American Jewish World Service, New York, NY
Grants Department Assistant

09/2008 - 12/2008

- Supported the administration of grants to non-governmental organizations across Latin America.

Center for Policy Research and Dialogue, Addis Ababa, Ethiopia
Research Assistant

05/2008 - 08/2008

- Conducted a comparative analysis of the Sudanese and Ethiopian political systems.

Wisconsin Public Interest Research Group, Milwaukee, Wisconsin
Director of the Milwaukee Office

05-08/2005, 05-08/2006

- Hired, trained and managed a staff of eight employees to raise funds to protect Wisconsin's waterways.

Education, Certifications, Awards & Volunteer Activities

Harvard Business School, Young American Leaders Program, May 2023

- Selected as one of ten Milwaukee leaders to represent the city along with business, nonprofit and public sector leaders across the national working to advance innovation and shared prosperity in American cities

George Washington University, School of Public Policy and Public Administration, Washington D.C.

- Master of Public Administration, Collaborative Governance and Change Leadership, May 2015
- Honors: University Fellowship 2013, Scottish Rite Endowment Graduate Fellowship 2013

New York University, Gallatin School of Individualized Study, New York, NY

- Bachelor of Arts in Genocide Studies, International Relations, and Conflict Resolution, May 2009
- Honors: Humanity in Action Fellow 2009, Reynolds Social Entrepreneurship Scholar 2007

Project Management Professional (PMP), Project Management Institute
Certified ScrumMaster (CSM), Scrum Alliance
Certified Commercial Drone Pilot, Federal Aviation Authority

Sherman Park Homeowners Advancement Cooperative, Board Member
Sherman Park Community Association, Member

GrowingMKE Zoning Reform Taskforce, Member, Appointed by Milwaukee Mayor Cavalier Johnson