

# Isidore Penn, Psy.D.

Principal at Organization Consulting Service

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## Summary

### Key Accomplishments

- As project consultant to the "B-SET for Career Network" in Boston, a project of Massachusetts Advocates for Children, developed, designed and implemented a collective impact policy and practice collaboration among nearly 60 member organizations including Boston Public Schools, disability service organizations at local and state levels, workforce development intermediaries, youth development agencies, business partners, organized labor and the City of Boston.
- Developed, instituted, oversaw and monitored quality improvement processes and capacity building at Boston's three one-stop career centers during a period of volume growth from 11,000 to over 25,000 customers. Despite volume growth and budget and staffing decreases, rates of customer satisfaction ranged between 90% and 96%.
- Co-founded Emerge, the first batterer intervention agency in the country. Emerge continues to serve as a model for such programs.

For over 20 years I have been involved in organization development, change management and quality improvement in both the private and public sectors in settings ranging from grassroots organizations to hospitals and other non-profits. Prior to that I was trained as a clinical psychologist, completing my doctorate in 1990. I was a founder of Emerge, the first domestic violence batterer intervention program in the country.

For nearly 17 years I worked at the Boston Private Industry Council on the development and implementation of workforce development initiatives. My work concentrated on the roll out of the first One Stop Career Centers in the country and the continuing evaluation and improvement of the products and services they offered.

### Specialties

Organization and systems development

Institutional culture management

Quality improvement

Change management

Instructional design & delivery

Program development & evaluation

Communications

Facilitation and negotiation

Partnership development

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## Experience

### **Principal**

September 2013 - Present

### **Project Consultant: Boston Special Education Transition Project - B-SET for Career Network**

January 2014 - Present

Directed planning project for Massachusetts Advocates for Children to develop recommendations to improve services for Boston youth with disabilities in transition from high school to work or post-secondary education. Organized and managed cross sectoral 70 organization member task force representing the public schools, higher education and skills training programs, businesses, community based disability service organizations, state agencies, youth development agencies, funders, organized labor, advocacy and intermediary organizations. Co-authored action plan and recommendations released in October 2015.

### **Project Consultant**

March 2014 - July 2014 (5 months)

Conducted needs assessment at Lynn Community Health Center and Union Hospital as part of Healthcare Workforce Transformation Fund grant. Goal was to provide a training program for frontline workers, which would allow them to gain skills in effectively managing interactions with patients with behavioral issues and others that pose potential safety threats

### **Career Center Systems Manager at Boston Private Industry Council**

October 1996 - July 2013 (16 years 10 months)

Oversaw operations of three career centers in Boston serving over 25,000 customers by June 30, 2013. Developed regional approach to and provided technical assistance in continuous quality improvement. Developed and conducted all business and job seeker customer satisfaction activities including focus groups, interviews and surveys. Analyzed service utilization, performance trends and outcomes and reported to the PIC Board and subcommittees, state and federal government. Conducted annual review process. Served on statewide work groups on various policy and operational topics including initial development of statewide MIS and improvements in business services data tracking. Facilitated system integration work groups and local and regional levels and convened several communities of practice among career center staff. Numerous presentations to visitors from U.S and other countries as well as at state and national conferences.

### **Quality Improvement Specialist**

August 1994 - September 1995 (1 year 2 months)

Responsible for developing and implementing the principles and practices of quality management to effect large systems improvement for project client: Massachusetts Department of Public Health, Bureau of Substance Abuse Services.

- Conducted assessments of processes and performance at substance abuse treatment programs
- Identified opportunities for improvement, provided technical assistance and evaluated impact

### **Director, Organization Development & Training**

1990 - 1993 (4 years)

Responsible for conception and implementation of a range of service excellence and CQI programs for 1,200 member workforce. Developed and implemented employee recognition programs. Provided training and strategic departmental consultation to increase effectiveness of service delivery in a variety of departments ranging from nursing to environmental services.

### **Special Projects Consultation at Tufts Medical Center**

1987 - 1989 (3 years)

### **Co-Founder**

April 1977 - June 1983 (6 years 3 months)

Shared responsibility for financial, philosophic and programmatic integrity of the first batterer intervention agency in the United States. I served in nearly every role at the organization including development, counseling and training coordinator and program developer. Emerge used a socio-political analysis of battering to pioneer a behavioral approach to treatment that set the standard for the field and is widely practiced. I also served as producer and fundraiser for film about Emerge, "To Have and To Hold."

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## **Education**

### **William James College**

Psy.D., Organizational Development, 1983 - 1990

### **Northeastern University**

M.Ed., Counseling, 1976 - 1977

### **University of Pennsylvania**

BA, Religious Thought; Psychology, 1968 - 1972

**Activities and Societies:** Cum Laude

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[Contact Isidore on LinkedIn](#)