



Department of Compliance and Engagement

Cavalier Johnson
Mayor

Mary Reed
Director of Compliance and
Engagement

July 6, 2026

Board of City Service Commissioners
200 E Wells Street Room 706
Milwaukee, WI 53202

Re: Request for Extension of Temporary Appointment – Ramona Ramos

The Department of Compliance and Engagement respectfully requests approval to extend the temporary appointment of **Ramona Ramos** to the temporary title of **Operations Policy and Grant Manager** for the period of **July 19, 2026, through October 24, 2026**. This is the second extension request.

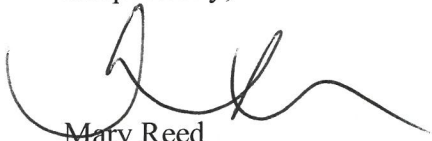
As a newly established department, the Department of Compliance and Engagement continues to evaluate its organizational structure, operational priorities, and staffing needs. The department is working closely with the Department of Employee Relations, Classification Section, to assess the appropriate long-term classifications and organizational framework needed to support its mission.

An extension of Ms. Ramos' temporary appointment will provide the department with the flexibility to continue this work while maintaining continuity in key operational and leadership functions. During this transition, she has successfully assumed responsibilities that extend well beyond those of her permanent position and has become an essential member of the department's leadership team. In the Director's absence, Ms. Ramos serves as a key point of contact, addressing operational concerns, responding to questions as they arise, and providing guidance to ensure the department continues to operate effectively. She has also played a significant role in supporting the department's director with ongoing development and day-to-day operations.

Continuing the temporary appointment will ensure that Ms. Ramos remains appropriately compensated for the higher-level leadership responsibilities she is performing while the organizational review is finalized. This extension will also allow the department to complete the classification process and implement any approved organizational changes in a thoughtful and effective manner without disrupting essential services.

Thank you for your consideration of this request.

Respectfully,



Mary Reed
Director



Department of Employee Relations
200 E. Wells Street, Room 706
Milwaukee, WI 53202-3554



TEMPORARY APPOINTEE STATEMENT OF UNDERSTANDING

Rule IX, Section 2 of the Civil Service Rules allows a hiring authority to appoint a person to a position on a temporary basis. A temporary appointment may be appropriate when services are for a limited period, or during the leave of absence of an employee who plans to return to the service of the city. Therefore a temporary appointment is limited to a period of 90 days, unless an extension is authorized by the City Service Commission.

SECTION I. TO BE COMPLETED BY HIRING AUTHORITY – PLEASE TYPE OR PRINT LEGIBLY

APPLICANT NAME (<i>last, first, middle</i>)		DATE
Ramos, Ramona		06/30/2026
POSITION TITLE	PAY RANGE	RATE OF PAY
Operations Policy and Grant Manager	2LX	\$3,683.10

SECTION II. TEMPORARY APPOINTEE STATEMENT OF UNDERSTANDING

I understand that if I am appointed to the position described above on a temporary basis, that I must meet the requirements for the position. I further understand that this temporary appointment may expire at any time and is limited to a period of 90 days, unless an extension at the request of the hiring authority is approved by the City of Milwaukee Civil Service Commission.

I understand that as a temporary appointee I am ineligible for paid holidays, sick leave, vacation or other benefits while serving on this temporary appointment, and that this temporary appointment shall not confer upon me any privilege of regular appointment. (Note: A current City of Milwaukee employee who accepts a temporary appointment to a different position retains his/her current benefits and civil service status).

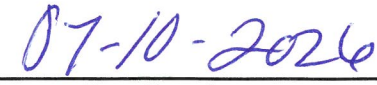
I understand that if I wish to be considered for regular employment I must compete in a Civil Service examination for the position, and must pass the examination with a grade which shall place me among the top five scores on the eligible list in order to be eligible to interview for regular appointment to the position.

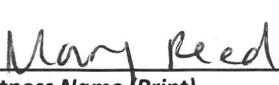
I understand that acceptance of a temporary appointment will not affect my rights to certification for permanent appointment to any position for which I am currently on an eligible list for.

In accordance with Civil Service Rule VIII, Section 10, concerning nepotism, I hereby certify that I am not related, either by blood or through marriage, to the appointing officer or to any member of the appointive board or body or to any direct superior or to any elective or appointive City official. (This includes relative of both whole and half blood, and extends to persons as closely related as first cousins when the relationship is by blood, or more closely related than first cousins when the relationship is through marriage, and includes the cases of husbands of sisters-in-law and wives of brothers-in-law).

A Rule IX, Section 2, temporary appointee who is on an eligible list may be considered for future regular appointment when the appointee ranks among the certifiable highest eligible on the list, or compete in a future examination.


Temporary Appointment Applicant Signature


Date Signed


Witness Name (Print)


Witness Signature



Department of Employee Relations
200 E. Wells Street, Room 706
Milwaukee, WI 53202-3554



R. 07.08.19

NOTICE OF TEMPORARY APPOINTMENT

Rule IX, Section 2 of the Civil Service Rules allows a department to appoint a person to a position on a temporary basis. A temporary appointment may be appropriate when services are for a limited period, or during the leave of absence of an employee who plans to return to the service of the city. Therefore a temporary appointment is limited to a period of 90 days, unless an extension is authorized by the City Service Commission.

When making an employment offer for a temporary appointment, the appointing officer must submit this completed form to DER no later than the close of the pay period in which the temporary appointment has been made. All temporary appointees must meet the minimum requirements established for the position to which the individual is appointed.

SEND COMPLETED FORM AND SUPPORTING DOCUMENTATION TO DER, CITY HALL, ROOM 706 OR DERCERTIFICATION@MILWAUKEE.GOV

TEMPORARY APPOINTMENT / APPOINTEE DETAILS				
DEPARTMENT/DIVISION DCE	LAST NAME Ramos	FIRST NAME Ramona	INITIAL	
AUTHORIZED POSITION TITLE Operations Policy & Grant Mgr	PAY RANGE 2LX	F&P COMMITTEE APPROVAL DATE AUX	REQUISITION # AUX	
UNDERFILL TITLE (IF APPLICABLE)	PAY RANGE	WAS THE INDIVIDUAL HIRED FROM AN ELIGIBLE LIST? ☐ Yes ☒ No If yes, Referral #		
REASON FOR TEMPORARY APPOINTMENT ☐ During Leave of Absence of an employee who is expected to return ☒ To perform services of a temporary nature and for a limited period	EFFECTIVE DATE 07/19/2026	ANTICIPATED EXPIRATION DATE 10/19/2026	T.A. RATE OF PAY \$3,683.10	
ATTACH A COPY OF THE CURRENT JOB DESCRIPTION & A RESUME IN ADDITION TO COMPLETING THE INFORMATION BELOW				
PROVIDE AN EXPLANATION OF WHY THE TEMPORARY APPOINTMENT IS NEEDED: Due to the creation of the Department of Compliance and Engagement, a critical position to manage departmental operations and directly supervise ordinal compliance and community engagement staff is necessary to ensure adequate program monitoring and ongoing process improvements.				
EXPLAIN HOW THE INDIVIDUAL WAS SELECTED FOR THE APPOINTMENT, INCLUDING THE SELECTION PROCESS USED AND IF NOT FROM AN ELIGIBLE LIST, HOW THE INDIVIDUAL WAS IDENTIFIED AS A POTENTIAL TEMPORARY APPOINTEE: Ms. Ramos has consistently demonstrated a high level of proficiency in process improvement, ordinal compliance, diplomacy, community engagement, and managerial skills. Her experience, initiative, and commitment to public service identify her as most qualified for this position.				
PROVIDE INFORMATION TO DEMONSTRATE HOW THE INDIVIDUAL MEETS THE MINIMUM REQUIREMENTS:				
<u>TRAINING AND EDUCATION:</u> currently pursuing: Doctor of Education Program (EdD) - Alverno MPA - Upper Iowa University Bachelors - Upper Iowa University		<u>WORK EXPERIENCE:</u> COM - Equal Rights Complaints Liaison Alverno - Career and Internship Coach Public Allies - Director of Strategic Partnerships Centene - Program Coordinator II WI DHS - Income Maintenance Specialist Advanced		<u>OTHER REQUIREMENTS (i.e. LICENSES):</u> Coursework: Campaigning and Leadership Skills, Presidential Appointments & Engagement, AmeriCorps Leadership Skills
IS THIS INDIVIDUAL A CURRENT CITY OF MILWAUKEE EMPLOYEE? ☒ Yes ☐ No	IF YES, CURRENT DEPARTMENT: DCE	CURRENT POSITION TITLE: Equal Rights Complaints Liaison	EMPLOYEE ID NUMBER: 039542	
IS THE INDIVIDUAL BEING GIVEN THIS TEMPORARY APPOINTMENT RELATED BY BLOOD OR MARRIAGE TO THE APPOINTING OFFICER, ANY MEMBER OF THE APPOINTING BOARD OR BODY, DIRECT SUPERVISOR, OR TO ANY ELECTIVE OF APPOINTIVE CITY OFFICIAL? (Refer to CSC Rule VIII, Section 10 regarding nepotism.) ☒ No ☐ Yes - Explain Relationship				
THIS TEMPORARY APPOINTMENT IS MADE IN ACCORDANCE WITH RULE IX, SECTION 2 OF THE CITY SERVICE COMMISSION AND IS LIMITED TO A PERIOD OF 90 DAYS UNLESS AN EXTENSION IS APPROVED BY THE COMMISSION.				
REPORTING OFFICER Mary Reed	SIGNATURE 	TITLE Director	DATE 06/30/2026	
APPROVING OFFICER	SIGNATURE 	TITLE Dep Director DOA	DATE 7/6/2026	
THIS SECTION FOR DER REVIEW				
DER REVIEW COMPLETED BY:	SIGNATURE	TITLE	DATE	

JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No.

City Service
Commission:
Fire & Police
Commission:

Finance
Committee:
Common
Council:

Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

1. Date Prepared/ Revised: 01/08/2026		2. Present Incumbent: Ramona Ramos		Is incumbent underfilling position? YES ☐ NO ☒ <i>If YES, indicate Underfill Title in box 10.</i>	
3. Date Filled:		4. Previous Incumbent: NA			
5. Department: Equity and Inclusion, Dept. of			Bureau:		Unit: 1530
			Division:		Section:
6. Work Location: City Hall			Telephone: 414-708-2470 Email: raramo@milwaukee.gov		Work Schedule: Hours: 8 / Days: 5
7. Represented by a Union? ☐ Yes ☒ No		8. Bargaining Unit: Management, General City If in District Council 48, which local?			9. FLSA Status (check one): ☒ Exempt ☐ Non-Exempt
10. Official Title: Compliance and Engagement Manager Underfill Title (if applicable): Operations Policy and Grant Manager Requested Title (if applicable):				Pay Range	Job Code
				1JX	
				2LX	
Recommended Title (DER Use Only):				Approved by: Date:	

11. BASIC FUNCTION OF POSITION:

Oversee and optimize department operations by analyzing workflows, identifying improvement opportunities, and implementing solutions that advance the Department of Equity and Inclusion's strategic goals.

12. DESCRIPTION OF JOB (Check if description applies to **Official Title** ☒ or **Underfill Title** ☐):

A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining *Essential Functions*.)

% of Time	ESSENTIAL FUNCTION
25%	• Manage, supervisor, and support assigned staff according to City of Milwaukee and Civil Service Commission rules, policies, and guidelines.
15%	• Develop process improvement initiatives to enhance the efficiency, equity, and effectiveness of business operations in accordance with applicable City of Milwaukee Ordinance(s) and State and Federal Law. Analyze workflows, identify gaps, and implement data-informed solutions in alignment with organizational priorities.
10%	• Provide public service, subject matter expertise, and technical assistance to staff, department leadership, and community stakeholders.
10%	• Create, update, and maintain department work rules and internal operating processes and procedures.
10%	• Monitor, evaluate and streamline procedures, facilitate change management, and integrate best practices within the Department.
10%	• Collect, create, and interpret operational data to develop actionable insights. Prepare reports, presentations, and recommendations for division and department leadership to drive strategic decision-making.
5%	• Monitor the progress and impact of implemented initiatives, ensuring continuous improvement. Provide training and support to staff on new and existing processes as well as system changes.
5%	• Engage with the community to share and further the initiatives of the Department.
5%	• Prepare and deliver written and oral public testimony at City Council and Committee hearings.
5%	• Other duties as assigned by the Department Head.
	• Serve as backup and support to the Department Head.

B. PERIPHERAL DUTIES:

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

% of Time	PERIPHERAL DUTY
5%	• Support the development and implementation of special projects, pilots, and departmental initiatives related to equity, inclusion, or operational improvement.
5%	• Represent the Department on committees, workgroups, and cross-departmental teams to gather and share insights and ensure alignment with organizational strategies.
5%	• Research emerging trends, best practices, and technologies to inform policy and program recommendations.
	•

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Mary Reed,

D. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

Performs work duties under the direct supervision of the Director.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = 9.

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

of supervision exercised by indicating one or more of the following:		
a. Assign duties	e. Sign or approve work	
b. Outline methods	f. Make hiring recommendations	
c. Direct work in progress	g. Prepare performance appraisals	
d. Check or inspect completed work	h. Take disciplinary action or effectively recommend such	
Number Supervised	Job Title	Extent of Supervision Exercised <i>(Select those that apply from list above, a - h)</i>
1	Administrative Specialist Senior	a - h
1	Data & Evaluation Specialist	a - h
1	Business Inclusion Program Coordinator	a - h
1	Workforce Grant Specialist / Contract Compliance Support	a - h
1	ADA Coordinator	a - h
1	Workforce Outreach Specialist	a - h
1	Business Analyst Senior	a - h
1	Equal Rights Specialist	a - h
1	REI Coordinator / Contract Compliance Officer	a - h

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

i. **Education and Experience:**

Bachelor's degree in public administration, business administration, finance, or a related field from an accredited college or university; one year experience in public service or program management

ii. **Knowledge, Skills and Abilities:**

Experience in operations management and process optimization; demonstrate an ability to apply analytical expertise to support departmental initiatives; ability to collect, interpret, and evaluate data, identify trends, and develop data-informed insights to inform decision-making; demonstrate strong logical reasoning, problem-solving, and prioritization skills while managing multiple assignments to meet organizational goals. Proficiency in general computer applications including word processing, email, and database software; excellent written and verbal communication skills, the ability to conduct effective training sessions, and proven success working collaboratively across diverse teams and departments with sound judgment and subject matter expertise.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

iii. Certifications, Licenses, Registrations:
NA

iv. Other Requirements:
NA

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

G. PHYSICAL ACTIVITY OF THE POSITION: (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

☐	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
☐	Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
☐	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
☐	Kneeling: Bending legs at knee to come to a rest on knee or knees.
☐	Crouching: Bending the body downward and forward by bending leg and spine.
☐	Crawling: Moving about on hands and knees or hands and feet.
☒	Reaching: Extending Hand(s) and arm(s) in any direction.
☒	Standing: Particularly for sustained periods of time.
☐	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
☐	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
☐	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
☐	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
☒	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
☐	Grasping: Applying pressure to an object with fingers and palm.
☐	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
☒	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
☒	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
☐	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
☒	Driving: Minimum standards required by State Law (including license).

H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

CHECK ONE:

☒	Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
-------------------------------------	--

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

☐	Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
☐	Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
☐	Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
☐	Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

I. VISUAL ACUITY REQUIREMENTS: (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

☒	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
☐	Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
☐	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
☐	Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work: 0%**

CHECK ALL THAT APPLY:

☒	None: The worker is not substantially exposed to adverse environmental conditions (<i>such as typical office or administrative work</i>).
☐	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (<i>i.e. warehouses, covered loading docks, garages, etc.</i>)
☐	The worker is subject to outside environmental conditions: No effective protection from weather.
☐	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
☐	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
☐	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
☐	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
☐	The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
☐	The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
☐	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
☐	The worker is required to wear a respirator.

K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

CHECK ALL THAT APPLY:

☐	Camera and photographic equipment	☒	Office Equipment (desk, chair, telephone, etc.)
☐	Cleaning supplies	☒	Office supplies (pens, staplers, pencils, etc.)
☐	Commercial vehicle	☐	Packing materials (boxes, shrink wrap, etc.)
☐	Data processing equipment	☒	PC equipment (monitor, keyboard, printer, etc.)
☐	Handcart	☒	PC software
☐	Hand tools (<i>please list</i>):		

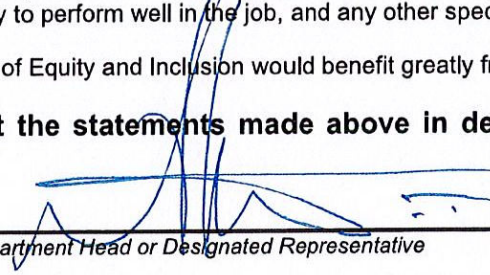
The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

☒ Office Machines <i>(check all that apply):</i>	☒ Copier	☒ Facsimile	☒ Calculator	☐ Cash register
☐ Other <i>(please list):</i>				

- L. SUPPLEMENTARY INFORMATION:** (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such as personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

The Department of Equity and Inclusion would benefit greatly from the support and

- M. I believe that the statements made above in describing this job are complete and accurate.**



Signature of Department Head or Designated Representative

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

RAMONA RAMOS, MPA

Seeking a position to leverage my diverse background and skills in a dynamic role that aligns with my passion for equality, leadership, and management.

Seasoned leader with formal leadership training and a strong background in project planning, program development, and partnership building. Demonstrated success leading complex initiatives from strategy through execution, including staff leadership, training, and cross-functional coordination. Currently a doctoral student with advanced strengths in policy analysis, regulatory interpretation, and systems-level thinking.

Career experience spans nonprofit, state, and national agencies, with a record of effective program oversight, budget management, and performance evaluation. Recognized for a collaborative, accountable leadership style that prioritizes clarity, integrity, and results. Brings deep experience in stakeholder engagement, risk management, quality assurance, and public-sector operations.

Skills and expertise:

- Effective in data analysis and application associated to staff training, development, and improvement.
- Flexible, seasoned in diverse group training and learning.
- Successfully able to increase production, effectiveness, collaborations and 360 oversight.
- Excellent customer service skills with high rates of notable success in escalated customer contact.
- Proficient in coaching via transformational leadership focused on inclusiveness and problem solving.
- Skilled in meeting project goals with an emphasis in project analysis and process enhancement.
- Adept in supervisory duties and report monitoring to enhance operational project growth processes.
- Expert talent in team training, departmental goal setting, and appropriate application of workflow procedures.
- Proficient in developing and nurturing non-profit partnerships, leveraging contracts, and facilitating strategic collaborations to drive organizational growth and community impact.

Professional Experience

City of Milwaukee- Equal Rights Commission

200 East Wells St.

Milwaukee, WI 53202 (Ph.: 414-286-5900)

Equal Rights Complaints Liaison (Public Sector – Civil Rights & Equity)

2025 - Current

Drive equitable access for residents navigating discrimination concerns by providing culturally responsive complaint pathways and education on civil rights protections. Maintain public trust through transparency, advocacy, and community engagement while actively supporting Milwaukee's equal rights initiatives. Strengthen accountability under local anti-discrimination ordinances by evaluating complaints, documenting evidence, and coordinating with investigative partners. Advance systemic equity through stakeholder collaboration, public education, and compliance-focused service delivery.

- Manage and coordinate discrimination complaints, documentation, and response across employment, housing, and public accommodations driven by protected classes, ensuring accuracy, legal alignment, and timely resolution pathways.
- Represent the Equal Rights Commission through outreach events, trainings, and equity-centered community engagement.

- Support Commission and committee work including issue coordination, communication, and policy action follow-through.
- Partner with city departments and community organizations to reduce access barriers and reinforce civil rights protections.

Alverno College

3400 S. 43rd St.

Milwaukee, WI 53234 (Ph.: 414-382-6000)

Career and Internship Coach (Higher Education)

Winter 2025

As a Career and Internship Coach at Alverno College, I provide individualized career development support to a diverse student population, including first-generation students. I worked closely with faculty and student organizations to create and implement career-focused programs that supported students' professional growth. I also build strong relationships with external partners and employers to increase internship and job opportunities for students. My role required proactive management of internship programs, career coaching, and collaboration across multiple departments to ensure the success of students' career goals.

- Provide comprehensive, individualized career coaching and internship guidance to students, including resume, cover letter, interview, and networking support.
- Collaborate with faculty and student organizations to design career-focused programming and help students identify career paths.
- Manage credit-bearing internships, tracking progress and conducting site visits to ensure student success.
- Develop and maintain relationships with external partners and local businesses to support student career readiness.

Public Allies Wisconsin

PO Box 270244

Milwaukee, WI 53227 (Ph.: 414-395-5894)

Director of Strategic Partnerships (State & National Program)

January 2023 – January 2025

Successfully spearheaded the establishment of the Public Allies Milwaukee Partner Network through strategic recruitment and engagement, fostering robust stakeholder relationships. Managed and nurtured partnerships to ensure a high retention rate, while collaborating with diverse stakeholders to drive Alumni Mobilization initiatives and advance career and community-change goals. Proficient in event coordination, program management, and relationship-building, with a steadfast commitment to fostering leadership and professional growth among diverse young adults.

- Led recruitment and engagement efforts to establish a robust Public Allies Milwaukee Partner Network, fostering stronger stakeholder relationships.
- Managed and supported partnerships between Public Allies and partner organizations, ensuring a high partner retention rate.
- Collaborated with cross-sector stakeholders to strategize Alumni Mobilization initiatives, supporting career and community-change goals.
- Coordinated Public Allies Wisconsin events and undertook various program-related responsibilities to advance the organization's mission.
- Demonstrated commitment to Public Allies' mission, vision, and core values, with a strong track record of supporting diverse young adults in achieving leadership and professional goals.
- Experienced in building community partnerships, managing relationships, and engaging diverse learning styles through workshops and trainings.

- Proficient in outreach and communication, with a proven track record in developing strong partnerships with community organizations.

Centene- Managed Health Services

801 S. 60th Street

West Allis, WI 53214 (Ph.: 888-713-6180)

Program Coordinator II

(Corporate HealthCare)

February 2022 – January 2023

Managed oversight and assistance in activities related to the medical and psychosocial aspects of utilization and coordinated care of participants, while ensuring integrity of patient health information and working relationships with other departments.

- Initiate member outreach to successfully complete Health Risk Assessments to aid in Care Plan creation meeting departmental and organizational goals.
- Maximize member participation and utilization of Mental Health Service benefits by developing effective member goal setting.
- Deliver sufficient community resource referrals and information for participating members in Wisconsin while maintaining effective collaboration with community partners and participate in outreach events.
- Provide technical assistance and training to new Program Coordinators on system and usage and guide staff regarding benefits, authorization requirements and policy and procedures.
- Submit Care Management referrals and collaborate with department staff through various workflow systems.

Milwaukee Enrollment Services

6055 N. 64th St.

Milwaukee, WI 53218 (Ph.: 414-289-6252)

Income Maintenance Specialist Advanced

(State Government)

September 2011 – February 2022

A division within The Department of Health Services (DHS) with the state of Wisconsin; promoted the health and safety of recipients, by assessing needs, and ensuring positive health outcomes in the areas of abuse prevention, mental health, public health, family care, and long-term care. Through Milwaukee Enrollment Services (MILES), served Milwaukee County residents to determine eligibility for Medicaid, BadgerCare Plus, FoodShare and other income maintenance assistance programs.

- Managed Wisconsin benefit fraud investigations within the Program Integrity Unit. This included conducting audits, monitoring through audits, case evaluations, completing budget/risk analysis, developing systems for ensuring the accuracy in recoupments of funds, and safeguarding of state funds.
- Assessed recipient level of support by conducting income maintenance eligibility and determination for public benefits screenings.
- Processed, reviewed, and verified case information to determine priority for FoodShare, HealthCare, Caretaker Supplement, Medical Premium Assistance, and Childcare Cases using all Income Maintenance, Economic Support (CARES) and CARES Work Web (CWW) programs.
- Completed a thorough analysis of case details and handled confidential case verification in an appropriate manner to issuing benefits. This included policy compliance and correction of case errors while managing multiple system data exchange sources to resolve discrepancies.
- Supported, coached, and lead staff in daily case benefit processing, policy interpretation, case troubleshooting, and problem resolution techniques for guarantee effective oversight of internal controls, and increased productivity while minimizing errors.
- Initiated and updated internal policies, procedures and guidelines based on department needs.
- Worked in tandem with managerial colleagues, and staff, to ensure all were meeting professional development requirements annually as required by state and county guidelines.
- Identifying developmental and training needs for employees, often initiating trainings, or referring to trainings to increase professional development.

- Submitted Quality Assurance reviews daily for workers including instruction tutorials while maintaining timely case task completion that promoted capacity building.
- Compiled and presented reports conducive to audience.
- Designed presentations based on relevant data – to be presented to internal/external stakeholders, and/ or inter-agency meetings.
- Analyzed individual projects and databases - provided instructional support.
- Tracked, monitored, and evaluated progress or effectiveness based on state criteria.

Community Advocates

728 N. James Lovell Street
Milwaukee, WI 53233 (Ph.: 414-449-4777)

Healthcare Advocate

June 2008 – September 2011

(Human Service Program-Community based)

Processed applications for eligible Milwaukee County residents to receive one-time, annual payment toward heating and electric bills as part of the state Energy Assistance Program. Instrumental in the development and service delivery of the Healthy Moms Healthy Babies program addressing the fetal mortality rate disparities in the City of Milwaukee. A thorough examination in identifying other variables impacting the participant's needs allowed the agency to apply approaches in program implementation.

- Processed and completed 50+ daily Energy Assistance and Crisis applications.
- Advocated and negotiated on behalf of members regarding utility account needs with We Energies, the Wisconsin energy provider.
- Maintained accurate case records based on program guidelines and recipient eligibility.
- Conducted and facilitated educational workshops for community members on budgeting, conservation, and identity theft.
- Departmental HealthCare Advocate duties including case management services for Community Connect (HMO) members and the High-Risk OB client program -Healthy Moms Healthy Babies
- Ensure analysis, and planning of conferences, in-services, and trainings. Convened with internal and external stakeholders to plan resources and provide a more refined approach to conference planning.
- Prepared and submitted required reports and conducted grant close out activities.

La Causa Inc.-Family Resource Center

PO Box 04188
Milwaukee, WI 53204 (Ph.:414-647-8750)

Bilingual Family Support Specialist (Early Childhood Program)

November 2007 - June 2008

Provide leadership and coordination of family and health services for families and their children through collaboration with the Milwaukee County Public Health Department home visiting nurses program.

- Facilitated and led ongoing case management to participants in the Empowering Families of Milwaukee Program.
- Multi-tasked by maintained caseload of 30+ families, including completing weekly home visits, engaging in child developmental activities with children and families utilizing the Parents as Teachers curriculum.
- Assessed family needs, collaborating with Public Health Nurses to promote healthy families, provided resources, including crisis information, and education on positive parenting and child development.
- Used the Ages and Stages assessment tool to complete child developmental assessments and determine milestones.
- Maintained compliance with program guidelines by completing monthly billing hours, and electronic/paper file case note entries.

United Community Center
 1028 S 9th St.
 Milwaukee, WI 53204 (Ph.: 414-384-3100)

***Recovery Support Coordinator
 (Human Services Program – Community based)***

May 2003 – June 2006

Human Service department bilingual/bicultural substance use disorder (SUD) treatment program, and grants from federal, state and county funding. Supported the development of long-range strategies and work plans for the program to carry out federal, state, and county goals and priorities aimed at improving effective outcomes. Provided direct services to individuals in residential treatment, day treatment, and outpatient treatment programs.

- Maintained and lead case load of 30+ individuals seeking mental health and substance abuse counseling.
- Ensured and monitored 100+ participants enrolled in drug treatment inpatient and outpatient treatment.
- Secured ongoing collaborations with Milwaukee County AODA Bureau, the Bureau of Milwaukee Child Welfare System, Milwaukee Wraparound system, W2 and various insurance HMO carriers.
- Created capacity building and incorporated professional development opportunities for targeted populations.
- Performed single coordinated care plans which consisted of short- and long-term goals of the participants.
- Administered and provided follow-up to referrals to social service agencies and judiciary systems.
- Analyzed and interpreted state regulations for determination of program and community impact.
- Responsible for grant and agency analysis (county oversight and funding) and ongoing risk analysis, including budget or fiscal analysis.
- Maintained monthly reports and billing compliance and documentation.

Public Allies Inc., Milwaukee
 PO Box 270244
 Milwaukee, WI 53227 (Ph.: 414-395-5894)

***Apprentice, Recruitment Director, Program Manager
 (State & National Program)***

September 2001 – April 2003

While employed with Public Allies Milwaukee as a Program Manager and Recruitment Director, I managed a group of 30 staff in addition to conducting outreach in selection of partnering agencies and new applicants. Furthermore, supporting company-wide initiatives as needed, including recruiting, mentoring, alumni engagement, and events.

- Completed 10-month extensive leadership training, implementation and coaching focusing on direct community service.
- Provided instruction within Milwaukee Public Schools directed towards reducing high risk teen behaviors.
- Recruited, managed, and monitored staff development while dedicated to fulfillment of departmental goals.
- Created, facilitated, managed, and enhanced leadership training for adults in a team setting focused on community building and leadership through a social justice lens.

Education

- Alverno College, 3400 S. 43rd Street, Milwaukee, WI 53234, Current student in the Doctor of Education Program (EdD), Concentration: Teaching & Learning in Higher Education, Expected Graduation 2027.
- Upper Iowa University, 620 S. 76th Street, Suite 100, Milwaukee, WI 53214, Master of Public Administration with a Public Management emphasis, Graduated 2019.
- Upper Iowa University, 620 S. 76th Street, Suite 100, Milwaukee, WI 53214, Bachelor of Science Degree in Human Services, Cum Laude, Graduated 2012.
- Alverno College, 3400 S. 43rd Street, Milwaukee, WI 53234, Associate of Arts Degree, Community Leadership & Development, Graduated 2008.

Community Involvement & Trainings/Certifications

Community Involvement

- Public Allies Inc, Wisconsin Alumni Ambassador 2025 – Current
- Member of the Walker Square Neighborhood Association 2023- Current
- Member of the Milwaukee Metropolitan Sewage District Community Charter Committee 2023-2025.
- Cochair of the Wisconsin Health Watch Community group to support Medicaid members in the state 2022.
- Review COVID19 emergency grant applications for the United Way Racial Equity group 2021.
- Assess grant applications for the Milwaukee Arts Board on a sustaining grant review panel 2021.
- Elected as a representative on the National Ally Council for Public Allies Milwaukee, including planning, policy creation, program improvement, and advocacy with the Department of Homeland Security 2002.

Trainings and Certifications

- New Politics Leadership Academy – Foundations Course: Campaigning and Leadership Skills, Winter 2025
- Leadership for Educational Equity, Presidential Appointments & Engagement Course, Fall 2024.
- Nationally certified to present the Parents as Teachers curriculum, March 2008.
- Certified in the Milwaukee County Wiser Choice program, over 150 hours of training, 2006.
- AmeriCorps Program training in capacity building leadership skills, 1700 hours, 2002, 2003 & 2024.