



Jezamil Arroyo-Vega
Commissioner

Michael Mazmanian
Deputy Commissioner

Department of Neighborhood Services

May 21, 2026

City Service Commission
200 E. Wells Street, Room 706
Milwaukee, WI 53202

Dear Commissioners,

The Department of Neighborhood Services respectfully requests to extend the probationary period for Irene Cervantes for an additional three months, starting May 27, 2026, and ending on August 27, 2026. This is the first request.

Ms. Cervantes serves as a Customer Service Representative II in our Code Enforcement Division, under the supervision of our Administrative Services Supervisor, Crystal Jines, and Building Codes Enforcement Manager, Lorie Gallup. Ms. Cervantes has shown a low level of productivity, initiative, and understanding of department processes. More time is needed to assess her ability to successfully perform the duties of the position.

The Administrative Services Supervisor position has been vacant for most of Ms. Cervantes's probationary period. While Ms. Cervantes has been working to the best of her ability to successfully fulfill the requirements of the position, more training is needed. The Department is working to support Ms. Cervantes as she continues to learn and develop the skills needed. We are confident that given the additional time, Ms. Cervantes will be able to successfully pass probation.

The completed probationary service form and performance improvement plan are included in this request. Ms. Cervantes has been notified of this request to extend the probationary period.

I appreciate your thoughtful consideration of this request. If you have any questions, please contact our Human Resources Administrator, Sha'Nese Burnell Jones at 414-286-2563.

Sincerely,



Jezamil Arroyo-Vega
Commissioner