



# Milwaukee Police Department **Ambassador Program** **Executive Summary** **October 12, 2015**

*Office of Mayor Tom Barrett  
Milwaukee Police Department  
Milwaukee Area Workforce Investment Board*

*Leslie Silletti & Bernadette Karanja*

## Mission

The Milwaukee Police Department's mission begins with, ***"In partnership with the community, we will create and maintain neighborhoods capable of sustaining civic life."*** The MPD's efforts to achieve its mission are underscored by a firm commitment to active community and neighborhood engagement, and fostering positive relationships between residents and neighborhoods and members of the Police Department. The Ambassador Program complements its current community-based work and creates new opportunities for the MPD to positively engage with young adults.

The mission of the Milwaukee Police Ambassador Program mission is: ***To empower young adults with social, leadership and work skills necessary for strong Milwaukee neighborhoods, public safety, vibrant communities, economic advancement and development of future leaders.***



## Background

- The Milwaukee Police Department – Police Ambassador Program was created by Mayor Tom Barrett and Police Chief Edward Flynn as part of Mayor Barrett's "**Compete Milwaukee**" initiative.
- Compete Milwaukee is a five-part workforce development strategy with the goal of matching underemployed Milwaukeeans with family-supporting careers. It does this by providing work experience and industry-specific training over the course of a 3 or 6-month work experience at the City of Milwaukee.
- As part of Compete Milwaukee's focus on Transitional Jobs, the Department of Public Works, City Development, Neighborhood Services, the Port of Milwaukee, and the Milwaukee Police Department have created short-term work experiences within their operations.
- The MPD Ambassador program expands Compete Milwaukee's Transitional Jobs model by creating a short-term work experience enriched with mentorship, community engagement, encouraging future leaders, and building new bridges between the MPD and the community it serves.



**Mayor Barrett, Chief Flynn, Ald. Wade, Ald. Witkowski, Ald. Stamper and Earl Buford participate in the MPD Ambassador Swearing-in Ceremony, March 4<sup>th</sup>, 2015.**

## MPD Ambassador Goals

**Goal #1:** Provide **meaningful work experience** to young adults who are interested in pursuing careers or continuing their education in public safety or criminal justice.

**Goal #2:** Utilize as another tool for **encouraging diversity in hiring** of Milwaukee Police Officers and other careers within the Milwaukee Police Department, as well as facilitate employment in other professional areas.

**Goal #3:** Expand on and strengthen current MPD **community partnerships**.

**Goal #4:** Individualized guidance and growth through **paired professional mentors**.

**Goal #5:** Create opportunities for young adults to learn from the MPD and MPD to learn from young adults through a **two-way-ambassadorship** model.

## Who

17 Milwaukee Police Ambassadors, age 19-25. Many of whom would like to become a Milwaukee Police Officer, work within the Milwaukee Police Department in another capacity, or in community service. MPD and MAWIB recruited from Police Aide lists and young adults enrolled in one of MAWIB programs. Some Ambassadors entered the program with part-time job or academic commitments. MPD Supervisors and Mentors worked with Ambassadors to coordinate schedules.

## Timeline

Police Chief Flynn swore-in 17 Ambassadors on March 4, 2015 at the Milwaukee Police Academy. Ambassadors will work throughout 2015. Many Ambassadors have exited the program early after finding unsubsidized employment.

## Typical Week

- Ambassadors work 20 hours per week at a designated work location in one of the following:
  - Office of Community Outreach and Education
  - District Station 1, 2, 3, 4, 5, 6 and 7
  - Milwaukee Police Academy
  - Communications Division
  - Information and Technology Division
- Ambassadors participate in 4 hours per week of Police Academy training that complements the work experience, with goals of:
  - Enhancing leadership skills
  - Enhancing writing and public-speaking and writing skills
  - Job-readiness training
  - Advancing general health and fitness
  - Learning from experiences of community members, MPD staff and elected officials during regular presentations

## Mentorship

Each Ambassador is paired with a Milwaukee Police Officer as his or her Mentor. The Mentor provides meaningful work assignments for the Ambassador over the course of the program and supervises the Ambassador's work. Mentors include Ambassadors in field work and provide guidance for Ambassadors' personal and professional goals. Mentors also coordinate submission of time-sheets and reporting to MAWIB case managers.



**Ambassador Rodriguez meeting His District 6 Mentor – Officer Felix**



**Ambassador Hendrix meeting His District 7 Mentor – Officer Kirk**



## Field Work, Community-engagement Assignments

**Ambassadors participate in field-work with their Mentors and other MPD personnel; below are some examples:**

- Organized community litter clean-ups in multiple Police Districts
- Distribute flyers for neighborhood meetings in various Police Districts
- Observed proceedings with the District Attorney's Office and Milwaukee County Court
- Distributed food at food pantries
- Participated in "Operation Payback" with Department of Corrections and Safe & Sound
- Participated in Mayor Barrett's annual "Ceasefire Breakfast"
- Worked at Juneteenth Day event
- Participated in "Remembrance of The Youth Lost to Violence" event
- Participated in "Stuff the Squad" events
- Participated in National Night Out events
- Attended Aldermanic Town Hall meetings
- Participated in the STOP (Students Talking it Over With Police) Awards and STOP training
- Attended Block Watch meetings
- Worked at Dunkin Donuts "Cop on a Rooftop," assisting staff with fundraising for Special Olympics

As the MPD Ambassador Program progresses, Ambassadors are identifying their own interests in service, and have begun planning their own community-engagement events for their and MPD's participation. Attached as Appendix A is a Neighborhood News Service article about a community engagement event that Ambassadors self-initiated and an event that an Ambassador created and planned on his own for District 7.

## Internal-MPD Assignments

**Ambassadors' work schedules are balanced between field and office work, so they may learn all facets of MPD while gaining valuable skills; below are some examples:**

- Learning to set up computers
- Scenario training with the Community Prosecution Unit (CPU)
- Research and record-keeping
- Inventory management
- Tactical Emergency Critical Care training
- Dispatcher and tele-communications training
- Working Help-Desk
- Administrative duties that support the efforts of the Milwaukee Police Department
- Observing and learning about MPD Harbor Patrol
- Providing customer service



**As many Ambassadors have other work/life commitments, MPD Mentors and Supervisors work with Ambassadors to develop schedules that meet both the Ambassadors' and the MPD's needs.**

## Academy Leadership Training



**Ambassadors' work experience is complemented by 4 hours per week of Leadership Training at the MPD Academy; below are many of the activities:**

- Interviewing skills and techniques
  - How to respond to 'strength and weakness' questions
  - Role-play and role-reversal interviews
  - Video instruction
  - Peer workshopping
- Goal setting
- Enhancing skills in Microsoft Word and Power Point
- Building confidence in public speaking
- Weekly journaling about experiences
- Creating and presenting a "life story" Power Point presentations
- Guest speakers
- Physical Training

**Attached as Appendix B are excerpts from the MPD Academy's Curriculum Module and Corporate Education Curriculum on Leadership.**



## At a Glance



**MPD Chief Edward Flynn Swearing-in Ambassadors March 4, 2015**



**Ambassador Gregory with Philadelphia Mayor Nutter at Cities United Conference May, 2015**



**District 5 Ambassadors Welch and Anderson at "Stuff the Squad Event"**





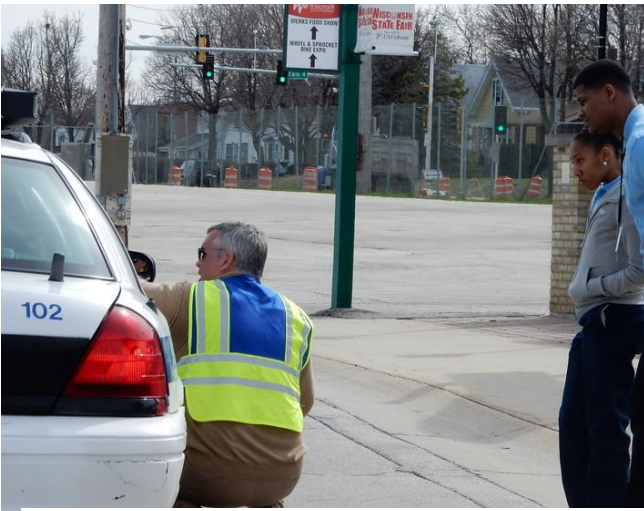
**Ambassador Jones and Captain Boston-Smith**



**Police Officer Kirk and Ambassadors Welch and Anderson**



**Ambassadors Hendrix and Hill at Anti-Auto Theft Installation Event**



**Ambassadors Sheriff and Gregory – Traffic Control Training**



**Weekly Physical Training at the Milwaukee Police Academy**





**Alderman Russell Stamper with Ambassadors Volunteering at MKE Plays Event**



**Ambassador Johnson working with Central City Churches**



**Ambassadors Hill, Johnson and Webb at Juneteenth Day**





Ambassadors organized and participated in Mayor Barrett's Walk 100 program, and Ambassadors Webb, Cha and Hendrix delivered remarks.





**Ambassadors Anderson, Rodriguez and Hendrix at STOP training**



**Ambassador Jones on Harbor Patrol with Captain Boston-Smith**



**Ambassador Sosa with Safe and Sound**





**Ambassador Rodriguez at National Night Out with Chief Flynn, Captain Rowe and his Mentor, Officer Felix**



**Ambassador Hendrix, Welch and Anderson with Mentors Officers Walker and Ciano at Ceasefire Breakfast**



**Mayor Barrett and Ambassador Sosa**



**Ambassadors Rodriguez and Jones at Arlington Heights MKE Plays Grand Opening**





## Police Ambassadors provide bridge between officers and community

AUGUST 13, 2015 BY [DEVI SHASTRI](#) 1 COMMENT



Pastor Teresa Thomas-Boyd demonstrates to Police Ambassadors Anthony Rodriguez, Kalin Welch and Donte Anderson how to hold up numbers to call up visitors. (Photo by Devi Shastri)

When participants in the Milwaukee Police Department's Police Ambassador program were given the chance to choose a service project, Shenise Hill knew exactly what they should do.

Hill, one of 15 students in the program, thought back to the many community speakers who had addressed them in their classes. She remembered Pastor Teresa Thomas-Boyd of [Central City Churches](#) and her mission to serve Milwaukee's poor. The students decided they would give back to

the community by bagging food and stocking the food pantry run by Central City Churches at [Our Savior's Lutheran Church](#). They also helped in the kitchen and signed people up for the church's various services.

"I like (volunteering here)," Hill said as she washed dishes. "I'm thinking about coming back on my own time."

The ambassadors' early morning service project is just one aspect of the Police Ambassador program, which started in March 2015 and will run through the end of the year. This is the first group to go through the program, which has been an educational opportunity for students and police officers.



Police Ambassador Shaquirra Johnson bags pasta in the church's food pantry. (Photo by Devi Shastri)

"I have learned so much from (the ambassadors)," said Leslie Silletti, who helped create the program when she worked for mayor's office. "It's just been wonderful working with them." Silletti is now vice president of the Milwaukee Area Workforce Investment Board's Policy and Development Fund.

The program, started by Mayor Tom Barrett and police Chief Edward Flynn, aims to provide young adults with more opportunities for transitional jobs as part of the [Compete Milwaukee initiative](#). Participants range in age from 19-25. They are paired with individual mentors through MPD and spend 20 hours a week working in various police department offices around the city. They also spend four hours a week in police academy training, where they learn resume building and leadership skills, according to program instructor Elizabeth Ledesma.

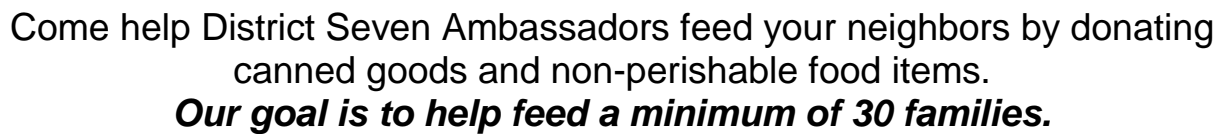
"(The program allows ambassadors) to get involved in civic life and work side by side with law enforcement to prevent crime," Ledesma said. "It has been phenomenal learning and growing with them. (We) hope they become law enforcement personnel."

The program also provides students with skills that will help them in any field. Of the 17 initial ambassadors, two left the program early because they found employment. Some are considering a career in law enforcement, public safety or criminal justice, including 19-year-old Kalin Welch.

“(We have) the opportunity to join (the force) and to work in different departments,” he said. “I would recommend (the program) to a lot of people.”

By interacting with officers and reaching out to their community, the ambassadors act as a bridge between the public and the police. This dialogue is critical at a time when trust between the police and minority communities remains strained on a national level following high-profile police shootings.

“(As police officers), we see people when they are at their worst,” said Sgt. Richard Kelly, a Police Academy instructor. “As I’m coming to the end of my career, it’s good to be around young people who are positive and want to get involved, including in law enforcement. (Sometime you) forget there’s a lot of good people ... (this) helps give a good perspective.”



**October 23, 2015, from 1pm – 3pm**

**Questions? Please contact  
MPD Community Liaison officer at (414) 935-7272**



## Appendix B: MPD Academy's Police Ambassador Curriculum Modules

Date & Time	Curriculum Modules	Instructor
March 10 <sup>th</sup>	HR orientation	April Coleman
March 17 <sup>th</sup>	Interviewing Skills & Techniques <ul style="list-style-type: none"> <li>● Strengths &amp; Weaknesses assessment.</li> <li>● How to respond Strength &amp; Weakness questions in an interview</li> <li>● Presentation by Ambassador/s</li> </ul>	Sergeant Kelly
March 24 <sup>th</sup>	Interviewing Skills and Techniques – A Fact Finding Mission About MPD	Sergeant Kelly
April 7 <sup>th</sup>	Interviewing Skills & Techniques <ul style="list-style-type: none"> <li>● Interviews in Role-Play and Role Reversal.</li> <li>● Ambassadors critiques each other constructively</li> </ul> Health & Wellness for 1.5 hours – See Appendix II*	Sergeant Kelly  P.O Gregory McKay
April 14 <sup>th</sup>	Video Instruction on Interviewing Skills & Techniques  Health & Wellness for 1.5 hours – See Appendix II	Instructor Liz  P.O Gregory McKay
April 21 <sup>st</sup>	Computer Lab Skills in Word and PowerPoint. <ul style="list-style-type: none"> <li>● Preparing power point presentations</li> <li>● Building a resume</li> </ul> Health & Wellness for 1.5 hours	Liz
April 28 <sup>th</sup>	<b>Give Me All Your Barriers</b> by Jennifer Beamon. <ul style="list-style-type: none"> <li>● Jennifer used training props such as balled-up pieces of paper as a visual representation of crushed barriers</li> </ul>	Guest Speaker Jennifer Beamon. Former MPD Intern
	<b>Life Skills My Story</b> by Retired Police Officer Tony Hendrix. <ul style="list-style-type: none"> <li>● Officer Hendrix inspired Ambassadors with a journey of his life experiences as a Police Officer</li> </ul>	Guest Speaker Tony Hendrix
	<b>Goal Setting</b> by Richard Kelly Jr. Standard Support Specialist for N.E. Wisconsin Technical College in Green Bay. <ul style="list-style-type: none"> <li>● Richard tied Jennifer's and Tony's Story to a Goal Setting Strategy</li> </ul>	Guest Speaker Richard Kelly
May 5 <sup>th</sup>	<b>Life Skills My Story</b> by Detective Troy Johnson, Sergeant Shermuda Grant; Officer Eli Cole and Officer Jazmine Moody and Officer Keyanna Vines. Speakers related their life experiences to their careers as Police Officers. Health & Wellness for 1.5 hours	Guest Speakers
May 12 <sup>th</sup>	<b>Introduce Power Point Project:</b> Ambassadors were asked to begin developing presentations on what aspect of their weekly training had the most impact on them. This will be a three week project. They will learn how to format power points, use animation and present to their peers.  Health & Wellness for 1.5 hours	Sgt. Kelly and Liz
May 19 <sup>th</sup> – May 26 <sup>th</sup>	<b>Continue &amp; Complete Power Point Project:</b> Ambassadors are motivated to develop the best presentation. Health and Wellness for 1.5 hours.	Sgt. Kelly and Liz



## Appendix B: Introduction to the Corporate Education Curriculum on Leadership

Date & Time	Curriculum Modules	Instructor
<b>BOOK 1</b>	<i>Launching a Leadership Revolution: Chris Brady &amp; Orrin Woodward</i>	
June 2	Leadership Defined	Sgt. Kelly and Liz
June 9	Change Management	
June 16	Success Reading	
June 23	Formula of High Achievement	
June 30	Guest Speaker on Leadership	
<b>BOOK 2</b>	<i>Attitude is Everything by Jeff Keller</i>	
July 7	Lens Effect	Sgt. Kelly and Liz
July 14	Workplace Adaptability	
July 21	Interpersonal Skills	
July 28	Navigational Success	
August 4	Guest Speaker on Attitude and Navigational Success	
<b>BOOK 3</b>	<i>How to Have Confidence &amp; Power in Dealing with People By Les Giblin</i>	
August 11	PAiLS Visionary Process	Sgt. Kelly and Liz
August 18	Conflict Resolution	
August 25	People Skills 101	
September 1	Acquisition & Social Capital	
September 8	Guest Speaker on Confidence	
<b>BOOK 4</b>	<i>Speed of Trust by Stephen M. R. Covey</i>	
September 15	Foundational Leadership	Sgt. Kelly and Liz
September 22	Overcoming Obstacles	
September 29	Workplace Integrity	
October 6	Animation of Your Presentation	
October 13	Guest Speaker on Trust in the Workplace	
<b>BOOK 5</b>	<i>The Slight Edge by Olson</i>	
October 20	Buried Treasure	Sgt. Kelly and Liz
October 27	Success Leaves Clues	
November 3	Overcome Life Challenges	
November 10	Professionalism 101	
November 17	Guest Speaker on Gaining a Slight Competitive Edge	
<b>BOOK 6</b>	<i>How I Raised Myself from Failure to Success in Selling By Frank Bettger</i>	
November 24	Leadership & Self Deception	Sgt. Kelly and Liz
December 1	Self-Talk	
December 8	Preparation & Overcoming Fear	
December 15	Information vs. Communication	
December 22	Guest Speaker on Rising from the Ashes	
<b>December 29</b>	<b>Closing &amp; Recognition Ceremony</b>	

\*Health & Fitness was an on-going activity

\*The Corporate Education Curriculum is a compilation of World-Class experts in Corporate Management.



