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Milwaukee Police Ambassador Program: Program Year Two (2016)

Introduction

The Milwaukee Police Department’s Police Ambassador Program was created by Mayor Tom Barrett and Police Chief Edward Flynn as part of Mayor Barrett’s “**Compete Milwaukee**” initiative in the City of Milwaukee’s 2015 annual budget. Ages 18-25, Ambassadors are high school graduates or college students who have a keen interest in public safety, community engagement and leadership.

Ambassadors benefit from a unique **mentoring** opportunity by working alongside Police Officers in day-to-day activities within a variety of work locations and throughout the community. Through meaningful work experience and training alongside Police Officers in a **two-way Ambassadorship** model, the Milwaukee Police Ambassador Program further expands the MPD’s engagement with the community it serves, while encouraging and facilitating professional careers within the MPD and other professional and academic institutions.

The Ambassador Program complements MPD’s current community-based work and enhances opportunities for civic engagement, development of innovative strategies for additional partnerships throughout the community and provides another tool to promote positive relationships between MPD and the community it serves. The MPD Ambassador Program is part of the MPD’s



Chief Flynn and 2016 Ambassadors at the
MPD Academy Speaker Series

Office of Community Outreach and Education, which also leads the MPD’s efforts on the Educate to Empower program – Police and Citizens Together (E2E), the Chaplaincy Program, where it partners with the Salvation Army to provide first-response to persons and families who have been victimized by traumatic criminal events, the Citizen Academy, Youth Academy and the School Resource Officer (SRO) program. As an expansion of the MPD’s commitment to community engagement, the MPD Ambassador Program also expands Compete Milwaukee’s focus on traditional transitional jobs by providing opportunities for young adults to work within the department, and alongside officers, with the principal goals of work experience, mentorship and long-term positive social impact.

Program Goals

The MPD Ambassador Program is aimed at enhancing community engagement and fostering positive relationships between residents and the Police Department. **MPD Ambassador Goals** embody the over-arching purpose of the program:

1. **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, or other professional or academic fields.
2. **GOAL #2:** Utilize MPD Ambassador Program as another tool for encouraging diversity in hiring of Milwaukee Police Officers and other careers within the Milwaukee Police Department.
3. **GOAL #3:** Expand on and strengthen current MPD Community Partnerships.
4. **GOAL #4:** Provide individualized guidance and growth through paired professional mentors.
5. **GOAL #5:** Strengthen opportunities for young adults to learn from MPD and MPD to learn from young adults through a two-way ambassadorship model.



Ambassador Zavala speaking at a block watch meeting in District Two

Work Experience

In 2016, Ambassadors worked approximately 24 hours a week for a total of 520 hours at one of the following designated MPD work locations:

- ❖ 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 participated in mentor-guided field and desk work experiences that supported their career interests in public safety and criminal justice and overall professional development.



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Work location tasks included:

- ❖ Conducting squad checks
- ❖ Preparing and file gun reports
- ❖ Crime Analysis reporting and daily briefing with District Captain
- ❖ Retrieving on-line court information for inventory reporting.
- ❖ Acting as first point-of-contact for telephone and in-person resident inquiries
- ❖ Preparing Trauma Response Team reports
- ❖ Data Entry – such as consent search authorization forms



**2016 District 5 Block Party:
Ambassador McCray with Mayor
Barrett**

Community engagement activities included:

- ❖ Attending monthly crime and safety meetings
- ❖ Shadowing mentors on Community Prosecution Units with the Department of Neighborhood Services
- ❖ Block Watch Meetings
- ❖ Project Pay Back Clean ups - District and neighborhood clean ups
- ❖ Translating English to Spanish for community residents
- ❖ Assisting at monthly crime and safety meetings
- ❖ Neighborhood walks with Common Council members
- ❖ All Star Food Service Inspections
- ❖ Attending National Night Out Events
- ❖ Event Planning, registration, traffic and crowd control for occasions such as:
 - ✚ Walk 100 miles with the Mayor
 - ✚ National Night Outs at MPD Districts
 - ✚ Briggs & Al's Run
 - ✚ Home Depot Safety Day
 - ✚ My Brother's Keeper Youth Summit
 - ✚ Light it Up Event



**Stuff the Squad 2016 - Ambassador
DeAngelo Junior with POs Minisha Howard
and Jasmine Moody collecting food
donations from citizens.**



**District 4 National Night Out - Ambassador
Thao serving food**



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- ✦ Recreation Association of Milwaukee Police Picnics (RAMP)
- ✦ Stuff the Squad Food Pantry deliveries
- ✦ Roll Call in the Street
- ✦ Boy Scout Explorer Events
- ✦ Juneteenth Day & Summerfest
- ✦ Salvation Army Feed the Kids Program
- ✦ Storm the Bastille
- ✦ Downer Classic Bike Race
- ✦ HaRUNbee Run/Walk
- ✦ Milwaukee Brewers Mini Marathon
- ✦ Komen Race for the Cure
- ✦ Roots & Wings Run/Walk
- ✦ COA Back to School Event
- ✦ Hotel Owners Outreach



**Ambassador Simone Sprewer-Julien and
Common Council President Ashanti Hamilton**



**Ambassadors Coleman and Hill at Operation
School's Out.**



**Ambassadors Italia Coleman, Chris McCray and Marquita Hale at a
District 5 National Night Out Event**

Academy Training



Ambassadors learning Presentation Techniques at MPD Academy

Ambassadors participated in four hours per week of Police Academy training that complemented their work experience with the goal of enhancing leadership skills, writing skills, public speaking, job readiness training, advanced general health, wellness and fitness. MPD also continued the Speaker Series that had been initiated in 2015, and speakers included elected officials, community leaders and corporate executives. Classes were moderated by highly qualified certified and credentialed instructors who instructed on subjects such as:

- ❖ Self-leadership
- ❖ Emotional regulation and intelligence
- ❖ Social intelligence
- ❖ How great leaders inspire action
- ❖ Resume building, interviewing and job search skills



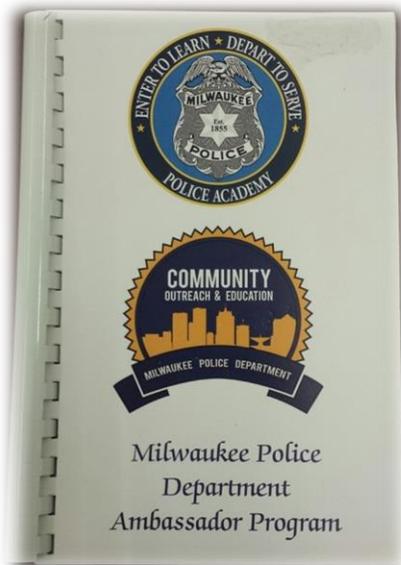
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2016 Program Improvements

2015 program administration and participant outcomes were evaluated to make program improvements in 2016. Additionally, Ambassador and MPD personnel were surveyed to solicit their recommendations for program changes. Following are examples of program improvements made in 2016:

- ❖ Extending mentor training from a simple orientation to a comprehensive two-day formal mentorship training conducted by a member of the MPD Command Staff, who also serves as an Academy Trainer
- ❖ A formalized volunteer recruitment campaign, which resulted in an increase in the number of mentors who volunteered to be paired with Ambassadors and otherwise participate in the program
- ❖ Streamlined interviewing, selection and pre-employment testing processes with Employ Milwaukee
- ❖ Work-site job descriptions were directly aligned with anticipated District-level task needs
- ❖ Certification of Ambassadors in Crisis Intervention by MPD Academy Instructors
- ❖ Introducing monthly cross-District mentor meetings to share and report on mentor experiences
- ❖ Renewed and enhanced focus on Ambassador and MPD reporting
- ❖ Building operational guides for every step of the program's design

Record Keeping & Evaluation



In 2016, there was an enhanced focus on the importance of record keeping. Ambassadors were required to maintain daily records of their activities in a Blue Book which they collated and summarized into weekly journal entries at the Academy. Mentors and Supervisors verified, approved and signed bi-weekly timesheets for payroll processing, and documented Ambassador Evaluations on a monthly basis. MPD developed an online Intranet Ambassador portal where Mentors entered calendar activities and events, requests for Ambassador volunteer hours and uploaded photos to Smug Mug, a photo-sharing application.



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Demonstrated Success

2015 Outcomes

Seventeen Milwaukee Police Ambassadors aged 19-25 were sworn in by Police Chief Edward Flynn on March 4, 2015, and graduated with a 100% retention rate in December 2015. After graduation, all Ambassadors either obtained unsubsidized employment and/or enrolled in post-secondary education. A sample selection of organizations that hired Ambassadors includes:

- ❖ Milwaukee Police Department
- ❖ Contemporary Services Corporation
- ❖ Flight Systems and Services
- ❖ Milwaukee County Sheriff's Office
- ❖ Potawatomi Casino
- ❖ Tri-City Bank
- ❖ Walmart



2015 Ambassador Hendrix is now a full time Chemistry Major Student at UWM

Four of the 2015 MPD Ambassadors were hired by the Milwaukee Police Department as Community Service Officers, and have all successfully graduated from physical training.



Graduating from Community Service Officer Training
From Left: 2015 Ambassadors Anthony Rodriguez, Alice Jones, Monica Sosa and Alina Cha, accompanied by Ms. Leslie Silletti & Sgt. Richard Kelly



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2016 Outcomes

On May 19, 2016, 15 Ambassadors participated in a “pledge ceremony,” where Chief Flynn swore them in to service in the 2016 Ambassador program. With significant enhancements to the program’s design and system alignment between Employ Milwaukee and MPD, successful outcomes are anticipated after the conclusion of the program on October 11th 2016.

Table 1: 2016 Milwaukee Police Ambassadors (MPA) – Job Aspirations		
Name	Where MPAs Are Now	What MPAs Want To Be
Jacob Gonzalez	MPA/Cashier/GoKart Operator	EMT, Counselor, Teacher
Italia Coleman	MPA	US Army, Film Producer
Chris McCray	MPA	Police Officer
Marquita Hale	MPA/MATC	Police Officer/Nursing
Devon Miller	MPA	Security Officer
Jonathan Brown	MPA Exit/American Securities	Law Enforcement
Samantha Zavala	MPA Exit/US Navy	Police Officer
Kathy Thao	MPA/Mt. Mary University	Police Officer/Detective
Luiz Saavedra	MPA/Martial Arts Instructor	Applying to be a Police Officer in 2017
Neenah Velazquez	MPA/MPS Instructor/MATC	Police Officer/Public Safety
Nickolosa Galvan	MPA/Mt. Mary University/Pick ‘n Save	Traveler – Different Countries
Simone Sprewer-Julien	MPA/MATC/Foot Locker/Heiser Toyota	Homicide Detective
DeAngelo Junior	MPA Exit/House of Corrections	Police Officer/Work w/Juvenile Offenders
Ruben Lezama	MPA/MATC/Laser Tag Referee	Police Officer

“Taking a group of young adults from different parts of the city, from different races and cultures and creating a team with one purpose and similar goals, promotes networking and a new insight on cultural point of view and life styles. This creates a learning system amongst young adults and MPD. This program takes individuals inside and behind the scenes of “the-what-and-why” of the Police Department. It opens the eyes of young adults in a way that no other program can do. It creates an open door for change and forgiveness”

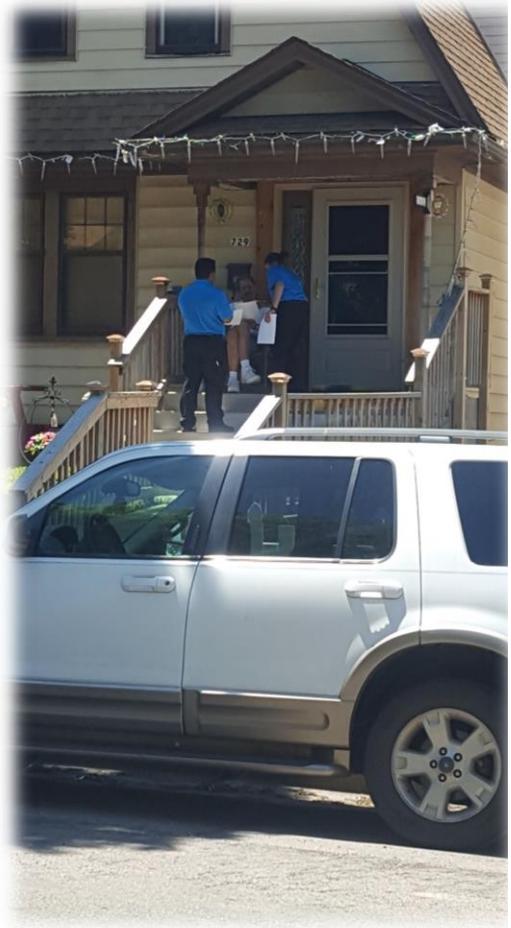
2015 Ambassador Shenise Hill, currently employed at Employ Milwaukee



Ambassadors Ruben and Samantha with their Mentors: Sgt. Gutmann-Gunt and PO Acevedo



Ambassador Simone Sprewer-Julien speaking about the Program to CBS



D2 Ambassadors Zavala and Lezama handing out Police Department contact guides to community members



Stuff the Squad. PO Michael Washington and Ambassador Claudio Hill gather food donations for the Salvation Army



2016 Ambassadors Visit and Learn about the History of City of Milwaukee Common Council Chambers



Alderman Mark Borkowski with Ambassador Jacob Lezama and Neenah Velazquez from his District 11



Ambassador Jacob Gonzalez and Community Members. 2016 National Night Out District 6



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2015 MPD Ambassadors Graduating as Community Service Officers



Ambassador/CSO Alice Jones is congratulated by Chief Flynn



Ambassador/CSO Alina Cha is congratulated by Chief Flynn



Ambassador/CSO Anthony Rodriguez is congratulated by Chief Flynn



Ambassador/CSO Monica Sosa is congratulated by Chief Flynn