

Chantell Jewell

MILWAUKEE, WI 53216

Qualifications Summary

High-integrity, values-based professional with over 25 years of experience serving the community and creating opportunities for individuals to make change to improve lives. Background includes both formal education and experience in criminal justice.

- Proven history of leadership and successful collaboration with key stakeholders to promote racial equity, change systems, address disparities and reduce incarceration.
- Ability to lead and execute strategic plans in a political environment, build and maintain relationships, break down silos and build bridges.
- Bring demonstrated skills, along with a Master of Business Administration to this role.

Expertise

Systems Integration, Staff Performance, Program Review & Program Compliance, Reentry Program Management, Cross-System Collaboration, Evidence Based Decision Making, Offender Education and Programming, Public Speaking, Development of Diversity Programming, Planning and Development, Organizational Management

Corrections and Re-Entry Work Experience

Milwaukee County House of Correction

2020-Present

Superintendent

Responsible for leading 430 staff providing care 1,766 residents. This includes providing vision and strategic direction and maintaining key relationships with internal and external stakeholders to resolve conflict, improve system performance, identify opportunities for collaboration and increase positive outcomes.

- Earned accreditation from National Commission on Correctional Health Care (NCCHC) the gold standard for health care services in correctional facilities.
- Opened support dormitory to address resident mental health needs
- Shifted terminology toward more humane language that creates a culture of mutual respect.
- Developed partnership with Marquette University for a non-traditional, collaborative learning approach.
- Formulated a partnership with Chase Bank to provide financial wellness and financial planning for residents upon release.
- Created a family engagement center to address the psycho-social impact and mend broken bonds between children and their incarcerated parents.
- Strengthened relationship with Milwaukee County Court Administration and Milwaukee County Jail Sheriff's Department.

Milwaukee County Department of Health and Human Services

2019-2020

Division of Youth and Family Services

Deputy Administrator

Responsible for the operation of supervision, intake, probation, aftercare, staff development and training services serving 500-600 youth with 70 staff. Developed formal crisis response protocol for youth, staff and providers.

- Engaged senior leadership team in the development of strategic goals to support racial equity vision.
- Spearheaded development of racial equity council to gain input on policies and drive racial equity goals.
- Routinely held crucial conversations with external stakeholders to improve system operations.
- Met weekly with the District Attorney's Office to collaboratively create system solutions.
- Represented the Division at county-wide strategic planning meetings to set the direction for the future state, division integration and public safety re-design.

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EMPLOY Milwaukee

2016-2019

Reentry Services Manager

Developed and articulated Employ Milwaukee's long-range policy agenda of reentry programming, including specific initiatives and useful products that became signature pieces for reentry programs. Supervised a team of reentry staff located within jails, prisons and the community. Provided oversight and advice on program planning, project development, program management, compliance with grant requirements/obligations, and personnel issues.

- Increased employment opportunities and placements for justice involved individuals.
- Led systems integration between the Workforce Board, Department of Corrections and Community- Based Organizations which resulted in systemwide change. Integration efforts were used to inform policy makers as well as other areas in the nation.
- Facilitated workshops on reentry, employment and systems integration at the International Community Corrections Association, the National Association of Workforce Development Boards and the National Association of Workforce Development Professionals. Presented on webinar for the US Department of Health and Human Services.
- Created Reentry Marketing video under my leadership to engage employers, funders and future program participants. Speakers included were the DOC Regional Chief, HOC Assistant Superintendent, CEO of Employ Milwaukee, Business Owner, program participants and myself.
- Reentry Department awarded a \$1 million-dollar community impact grant from the University of Wisconsin School of Medicine and Public Health to improve community reentry. Co-presented to the Wisconsin Program Partnership Board and Employ Milwaukee was the first workforce board to ever receive this award.

Wisconsin Department of Correction

1996-2016

Twenty years of service in various positions to care and control for individuals under supervision while maintaining public safety.

Corrections Field Supervisor

- Managed corrections field unit of 10-12 staff with 600-700 individuals under their supervision. Review and approve case management strategy.
- Managed a sex offender unit- responsible for the control of special bulletin notice (SBN) sex offenders.
- Staffed cases with the Milwaukee police department and represented the Department at community notification meetings.
- Made decisions regarding custody, release and termination of community supervision

Probation/Parole Agent

- Supervised approximately 60 offenders in the community. Worked in the comprehensive, absconder and sex offender units.
- Developed case plans based on risk and need assessments.
- Completed parole investigations, developed plans and made recommendations to the parole board for release.
- Conducted custodies and transports as necessary.
- Prepared and submitted Presentence Investigation reports for the Courts, making sentencing recommendations.

Youth Counselor (Ethan Allen Boys School)

- Provided security for adjudicated male juvenile offenders.
- Worked closely with social workers and other security staff to ensure safety within the institution.

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- Monitored activities and movement of offenders.
- Searched offender property for contraband.
- Documented incident and accident reports as necessary.
- Trained new staff. Responded appropriately to crisis situations involving both the inmates and staff. Ran the control center of the institution.
- Maintained institution count.
- Primary counselor the mental health unit and part of the multidisciplinary team.

Additional Corrections Leadership Experience

- Co-developed Crime Victim Protocol Training Manual, a guide for agents to use when dealing with victims. Collaborated with various outside agencies to develop manual. This manual was later used by the Judicial Oversight Initiative when Domestic Violence Courts were created.
- Co-chaired cross divisional Crime Victims' Committee bringing awareness of victim issues to staff and giving victims a platform to share their experience. Hosted annual resource fairs that brought together the community, staff, victims, law enforcement. Dignitaries that were invited and participated included the Mayor, District Attorney, Secretary of the Department of Corrections, the Police Chief, the US Attorney's Office, the Attorney General and Crime Victims. Donations were given to local agencies through funds raised by the committee.
- Co-chaired Regional Diversity Committee, whose initial goals were to improve organizational culture, educate staff on implicit bias and review hiring practices to increase staff diversity.
- Member of the statewide committee who developed evidence- based response to violations so that there was more consistency in intensity and responses to violations, which can increase racial disparities in the system.
- Member of statewide committee who developed policy for homeless sex offenders considering sex offender ordinances, citizen concerns and offender rights.
- Coordinated multi-jurisdictional plan for local and federal law enforcement agencies from multiple jurisdictions to complete Halloween home visits.

Additional Corrections Operations Experience

- Completed performance, planning, and development plans for staff.
- Conducted supervisory conferences and team meetings.
- Rated application materials and new hire interviews.
- Facilitated multidisciplinary team meetings to review program performance.
- Built and maintained relationships with local law enforcement entities and other community partners.
- Reviewed RFP proposals and conducted site visits to ensure program compliance.
- Conducted disciplinary staff investigations and pre-disciplinary hearings.
- Served as office manager with oversight of the Program Support Supervisor, from 2006-2009, developing office policies, procedures and emergency protocols. Management of office budget for supplies transportation and training.
- Monitored custodies ensuring compliance with Administrative Code
- Managed usage of limited jail beds
- Conducted staff training on evidence-based supervision

Other Work Experience

Marquette University

2023- present

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Adjunct Instructor – Teach undergraduates in criminal justice. Plan and create lectures, in-class discussion, and assignments. Collaborate with colleagues on course curriculum. Advise students. Evaluate student performance.

Mount Mary University

2016- 2017

Adjunct Instructor – Teach undergraduates in criminal justice. Plan and create lectures, in-class discussion and assignments. Collaborate with colleagues on course curriculum. Advise students. Evaluate student performance.

Concordia University

2008- 2019

Adjunct Instructor – Teach undergraduates in criminal justice. Plan and create lectures, in-class discussion and assignments. Collaborate with colleagues on course curriculum. Advise students. Evaluate student performance. Have taught over 250 students

Education

Master of Business Administration, Cardinal Stritch University, 2007
B.S., in Criminal Justice, University of Wisconsin-Milwaukee, 2000

Training and Development

State of Wisconsin Enterprise Leadership Academy Graduate, Madison, WI 2013
DOC Leadership Development Program Graduate, Madison, WI 2008
DOC Leadership Training Series, Madison, WI, 2003

Community Volunteer Experience

<i>Board Member</i> ---St Matthew C.M.E. Church, Koinonia Family Development Center	2019- 2021
<i>Vice President</i> ---Prince Hall Masonic Foundation	2014-2016
<i>Secretary</i> ---Simmons Family Resources Board of Directors	2013- 2016
<i>Commissioner Alternate</i> ---Commission on Domestic Violence and Sexual Assault	2012-2016