

JESSALYN GOODMAN

July 28, 2024

Good day! The attached resume and application is in response to the July posting on the Government Job's website for 'Inspector General.' I am confident that I possess the critical qualifications and experience that the Public Safety Administration is seeking for success and excellence in the posted role.

- *"...Master's Degree is preferred. ...Seven (7) to ten (10) years of full time professional experience...Independently and objectively conducts investigations that analyze, audit, inspect, and evaluate compliance of the Cleveland Division of Police's policies, procedures, and practices to determine compliance..."*
- I began work as an investigator in 2010, and as an Investigations Supervisor until 2014. Since 2018, **I have worked as an investigator with the Citizen Complaint Authority**, investigating concerns of police misconduct in Cincinnati, OH, to include complaints of significant intervention and excessive force by Cincinnati Police Department officers, involving (but not limited to) abuse of authority, improper use of firearms, unreasonable searches and seizures, and/or discrimination. The investigations entailed interviews with complainants, witnesses, and investigatory targets for relevant information and the review applicable video footage, photographs, and government records for evidentiary value.
- *"... Analyzes the following: whether the Division's policies and practices are consistent with principles of bias-free and community policing, procedural justice, and promoting public and officer safety... Develops recommendations concerning police policies, procedures, practices, and training to improve services and accountability..."*
- All Citizen Complaint Authority investigation reports include an assessment and detailed analysis, not only as to the validity of the complaint, but also to make necessary **observations and recommendations for corrective action as needed for departmental policies and/or individual officers**. Additionally, after extensive qualitative research and communication with civilian oversight colleagues to explore solutions and subsequently submitted agency-supported memorandums regarding the current status of community policing and potential implementation of new policies to improve officer-community relations.
- *"...Maintains confidentiality, interacts and communicates effectively and courteously with people of diverse cultures and socio-economic backgrounds."*
- **My respect for cultural sensitivity and awareness was promoted and maintained** through individual contacts with clients as well as through the agency's mission to address disproportionality. I have worked with diverse communities throughout my investigation career and am currently the ADA liaison for the Citizen Complaint Authority.

All steps in my career have two things in common: 1) client advocacy for vulnerable populations was at the core, and 2) I have instilled that attribute in those who work with me and for me. Professionally, I advocate that there are no cases, but people; the agency's work is only done properly only when individuals receive justice to overcome unlawful practices and/or abuse by authorities, requiring true empathy and personal investment.

If I can provide any more information regarding my background, I would be happy to do so. Thank you in advance for your consideration, and I look forward to the continued conversation.

Sincerely,

Jessalyn Goodman
Public Safety Administration

Jessalyn D. M. Goodman

EXPERIENCED CRIMINAL JUSTICE PROFESSIONAL

Over 13 years of direct case management experience spanning initial reporting, investigation, administration, and closure of police misconduct and child abuse / neglect reports ... Recognized in all roles for **exemplary victim and civil rights advocacy** as well as knowledge of and execution within department guidelines ... Respected ability to **prepare/present complex case detail** to department administrators, law enforcement, and judges ... Demonstrated **drive to develop areas of academic and professional interest**, including foreign languages and linguistics.

EDUCATION

Cincinnati State TCC
3520 Central Parkway
Cincinnati, OH 45223

Associate of Applied Science Degree (*In Progress*)
Interpreter Training Program in American Sign Language

University of North Texas
College of Information
Denton, TX 76207

Master of Arts – Linguistics (*December 2016*)
Certification: Teaching English as a Second Language

University of North Texas
College of Public Affairs
Denton, TX 76203

Bachelor of Science – Criminal Justice (*June 2009*)
Certification: Criminalistics
Minor: Russian

COMMUNITY ENGAGEMENT Internships with the U.S. Marshals office in Dallas, Texas and with the Denton (Texas) Police Department; volunteer service at Cincinnati Children's Hospital in Cincinnati, OH and Driscoll Children's Hospital in Corpus Christi, Texas; and teaching assistant at the English for Academic Purposes (EAP) workshop series at the University of North Texas, Denton.

WORK EXPERIENCE

City of Cincinnati
Citizen Complaint Authority
805 Central Ave, Ste 222
Cincinnati, OH 45202

September 2018 – Present
Mon – Fri, 40+ hours/week
Investigator

- Investigates citizen complaints alleging significant intervention and excessive force by Cincinnati Police Department officers, including improper use of firearms, unreasonable searches and seizures, and discrimination to promote transparency between CPD and their community
- Completed over 100 investigation reports into alleged misconduct by police officers.
- Interviews complainants, witnesses, and investigatory targets for relevant information and reviews applicable video footage, photographs, and government records for evidentiary value.
- Generates comprehensive and analytical reports on evidence supporting and/or disproving allegations in accordance with established policies and procedures; recommends corrective action as needed for departmental policies and/or individual officers.
 - To date, all investigation findings and recommendations have been approved by the City Manager after review by CCA Board Review.
- Provides 24/7 emergency response to emerging significant situations, including shots fired and death in custody reports.
- Initiates new office-directed programs between CPD and the public regarding minor police interventions to promote communication and community trust. Recommended new office procedures to reduce caseload backlog for investigators to become more productive and efficient within the office
- Appointed as the Department ADA (Americans with Disabilities) liaison to ensure agency compliance and office accessibility.
- Contributed to Mediation focus group to revamp the Cincinnati Police Department's Citizen Complaint Resolution Process to ensure neutrality and facilitate productive community communication.

- Assigned to the agency Data Analytic group to determine statistical accuracy regarding CCA computer processing and provide accurate data for annual reports.
- Awarded the agency's 2022 City of Cincinnati "Excellence in Service."

Texas Department of Family and Protective Services
Statewide Intake
 Austin, TX 78754

October 2014 – August 2018
 Thurs - Sun, 40+ hours/week
PSIS Worker V

- Advised staff of 50 intake specialists on the proper assessment and documentation of possible abuse and neglect to vulnerable adults and children with respect to state law, policy, and guidelines. Content is ultimately processed by jurisdiction, allegation, and priority.
- Directed floor-wide workforce management based on consumer need, community requests, and available resources as opportunities arise.
- Evaluated and provided 1:1 feedback on worker performance measured against quality standards related to policy interpretation and agency procedures.
- Conducted special projects in program improvement groups related to mentoring new employees, employee wellness/retention, and improving information obtained from reports made by children in residential facilities.

Texas Department of Family and Protective Services
Child Protective Services
 Beeville, TX 78102

November 2012 - October 2014
 Mon – Fri, 50+ hours/week
Investigations Supervisor

- Supervised a team of six investigators and one caseworker assistant to ensure diligent investigation of literally hundreds of possible child abuse incidents over a four-county area; this supervision extended to additional investigators and counties as workloads demanded.
- Reviewed active investigations to ensure state law and policy enforcement was followed, as well as provided direction and guidance related to decisions involving child safety.
- Developed effective working relationships as a liaison between Child Protective Services staff and law enforcement officials, judicial officials, legal resources, medical professionals, and other community resources in four-county area of assignment.
- Prepared court-related documents and testified in court cases as necessary.
- Built unit cohesion and understanding of current and updated policies via self-created training modules and presentations.
- Participated in an on-call work rotation schedule to provide supervision for workers involved in high-priority investigations that occurred beyond normal working hours.
- Conducted monthly performance reviews to evaluate and improve individual worker performances, resulting in positive performance management and discipline when necessary.
- Promoted appropriate respect for cultural diversity among workers and work-related contacts.

Texas Department of Family and Protective Services
Child Protective Services
 Beeville, TX 78102

January 2010 - October 2012
 Mon – Fri, 50+ hours/week
Investigator III

- Investigated hundreds of reports of abuse/neglect to children to assess current or future risk to children by interviewing parents, family members, and other, examining children; assessing home environment; and gathering pertinent information from other sources.
- Determined action to be taken to remove or to reduce an immediate threat to the safety of a child to include testifying in court to seek emergency protective services, placing children in substitute care, referring family for crisis intervention therapy or community resources.
- Entered contact, documentation information and narratives into the Information Management Protecting Adults and Children System within required agency time frames.

WORK-RELATED TRAINING Certifications from law enforcement trainings to include the Reid Technique, Wicklander and Associates Criminal Interview and Interrogation Techniques (alongside the Advanced Workshop), Over 100 CCA and DFPS courses, including Case-Related Interviewing: Techniques and Structure for Success; Trafficking Texas Children - Assessing for Human Trafficking; Advanced Techniques in Joint Child Abuse Investigations; and Communication in a High-Stake Environment.