

Shayleen Agarwal, MPP

PROFILE

Law enforcement oversight professional with expertise in reviewing policies and procedures; tracking and drafting legislation; collecting and analyzing data; crafting and implementing DEI strategies and initiatives; engaging with diverse communities and youth; publishing reports that include recommendations based on findings; crafting a policy strategy for an independent police-oversight agency; consulting for a compliance team of a large police department; and presenting to political actors and community stakeholders. I currently serve the City of San Jose as a Senior Program Performance Auditor with the City Auditor. Previously, I held the Chief of Audits and Evaluations position for The City of Oakland's Office of the Inspector General. Additional areas of expertise include inter-departmental collaboration, identifying relevant stakeholders, project development, and presenting reports to the public and city leadership.

SKILLS & ABILITIES

- Policy and Legislative Development
- Policy Analysis
- Report Writing
- Data Analysis
- Team Management
- Public and Internal Presentation to Varied Stakeholders
- Community Outreach
- Facilitate Trainings
- Interpretation and Application of Legislation
- Audit, Evaluation, and Review

PROFESSIONAL EXPERIENCE

City of San Jose Office of the City Auditor

April 2024 – Present

Senior Program Performance Auditor

The San José's Office of the City Auditor is integral to the efficient, effective, and equitable delivery of services to the city's nearly 1 million residents. Through performance audits, the office independently and objectively assesses City operations and provides recommendations to improve performance across the City. The Auditor's work covers the full spectrum of City activities, including police and fire operations, library services, parks management, housing and urban development, retirement administration, performance management, financial management, and utility services. The Sr. Program Performance Auditors:

- Serve as a team lead for audit projects.
- Responsible for coordinating all aspects of audits, including identifying areas of inquiry.
- Develop audit programs, oversee data gathering and analyses, summarize audit findings, and reporting.
- Coordinate the work of other auditors to accomplish the overall audit objectives.
- Lead office initiatives and training as related to areas of expertise and knowledge.
- Periodically review office policies and procedures to ensure rigorous practices and standards.

City of Portland Compliance Officer/Community Liaison

October 2021 – April 2024

Subcontractor

The Compliance Officer/Community Liaison (COCL) is charged with independently assessing the Portland Police Bureau's compliance with the U.S. Department of Justice Settlement Agreement. The COCL publishes regular compliance reports and hosts town halls to hear public input on those reports. The subcontractors:

- Conducted fieldwork, including interviews, observations, community meetings, and documented reviews on uses of force, training, accountability, crisis intervention, employee information system, and community engagement.
- Engaged with a multitude of community stakeholders, especially young people and underserved communities.
- Participated in meetings with the COCL team, city and federal actors, and community stakeholders.
- Acquired and analyzed data from surveys and police records as directed by the COCL.
- Assisted in the preparation of COCL reports.
- Engaged and advised political decision-makers about report recommendations.

City of Oakland Office of Inspector General, Oakland Police Commission

July 2022 – July 2023

Chief of Audits and Evaluations (Contract position)

The Office of the Inspector General is charged with monitoring the Oakland Police Department's compliance with policies, procedures, and laws intended to further strengthen the City's ability to decrease instances of police misconduct. This oversight also includes but is not limited to, auditing and reviewing the Community Police Review Agency's complaint and investigative process and compliance with the City Charter and Municipal code. The OIG provides reports and recommendations to the Police Commission as the action holder for implementation. The Chief of Audits and Evaluations:

- Advised the Inspector General about issues related to all public reports and matters within the Police Department.
- Conducted impartial and objective audits of police performance measures per the City Charter and ordinances.
- Developed, updated, and implemented standards and procedures for police performance and financial audits.
- Supervised and conducted professional development training for OIG's high-school interns.
- Collaborated with local and state political stakeholders to advance policy and legislative recommendations.
- Reviewed legislation for organizational policy impact.
- Developed and maintained positive and collaborative relationships with departmental representatives, the Police Commission, City Administrator, City Council members, and staff.
- Prepared comprehensive verbal and written analyses for city and community stakeholders.
- Drafted recommendations on corrective measures.
- Performed as a working supervisor, assigned projects, and actively monitored and guided the progress of direct reports.
- Developed and expanded knowledge of policing and criminal justice system dynamics and best practices.
- Served as primary project manager and member of the executive team.
- Reviewed and edited reports to ensure concise and accessible language, accurate data analysis, and appropriate findings and recommendations.

City of Seattle Community Police Commission

June 2020 – July 2022

Policy Director

The Community Police Commission (CPC) is charged with providing community oversight and input on the police reform efforts that are the subject of a Settlement Agreement between the City and the U.S. Department of Justice regarding police practices. The CPC provides an independent forum for dialogue and widespread input on the reform efforts embodied in the Settlement Agreement and Memorandum of Understanding established by the Department of Justice. The CPC listens to, amplifies, and builds common ground among communities affected by policing in Seattle. Ongoing community input is a critical component of achieving and maintaining constitutional and effective policing. The CPC leverages the ideas, talent, experience, and expertise of the people of Seattle to ensure police services are equitable and grounded in social justice and reform ideals. The Policy Director:

- Performed as a working supervisor, assigned projects, and actively monitored and guided the progress of direct reports.
- Assisted with grassroots community and organizational engagement to build external relationships and support for policy recommendations.
- Reviewed, updated, and developed progressive DEI policies for staff, external engagement, and public documents.
- Conducted policy research and analysis on policing topics such as crowd management, stops and detentions, bias-free policing, use of force, workforce development, and crisis intervention.
- Engaged with young people and youth media to increase participation, awareness, and advocacy efforts at the grassroots level.
- Collaborated with local and state political stakeholders to advance policy and legislative recommendations.
- Developed recommendations for the Seattle Police Department and accountability system partners based on best practices and research, both quantitative and qualitative.
- Developed written products and presentations that concisely and clearly described complex analysis and policy recommendations for CPC commissioners, the Mayor, the City Council, and the community.
- Oversaw the tracking and monitoring of local and state legislation concerning public safety.
- Increased collaboration with the police accountability system partners such as the Office of Police Accountability and the Office of the Inspector General for Public Safety.
- Developed long-range policy, communications, and community engagement strategies to guide CPC's work.
- Planned and participated in policy-focused meetings with CPC commissioners, Seattle Police Department command staff, advocates, and local experts.
- Developed and expanded knowledge of policing and criminal justice system dynamics and best practices.

City of Chicago Office of Inspector General for Public Safety

July 2017 – June 2020

Performance Analyst

The mission of the independent and non-partisan City of Chicago Office of Inspector General (OIG) is to promote economy, effectiveness, efficiency, and integrity by identifying corruption, waste, and mismanagement in the City government. Public Safety initiates reviews and audits of the City's police and police accountability functions with the goal of enhancing the effectiveness of public safety, protecting civil liberties and civil rights, and increasing the public's confidence in the system. The Performance Analyst:

- Led and conducted reviews of selected police accountability operations, policies, programs, and practices.
- Collected, analyzed, and interpreted data to identify areas of concern and where improvements were needed.
- Assisted with grassroots community and organizational engagement to build external relationships and support for policy recommendations.
- Developed recommendations for the Chicago Police Department and police accountability reforms based on best practices and other research.
- Mentored and engaged with youth across the Chicago area, specifically in underserved communities, to encourage participation in local government.
- Taught in youth-centered workshops about the work of the OIG and potential professional opportunities.
- Composed clear, concise, and objective reports containing qualitative and quantitative police accountability information.
- Conducted site visits to observe operations and interview City staff and other stakeholders.
- Monitored issues, activities, trends, and political changes by attending and observing various City, police department, and police board meetings.
- Presented report findings and recommendations to political officials and community organizations.

Richland One School District Ombudsman Office

January 2016 - May 2016

Legal Intern

The mission of the Richland One Ombudsman is to investigate, report on, and help settle complaints made by school community stakeholders.

- Conducted research and surveys.
- Planned and coordinated events and restorative justice trainings.
- Performed data analysis and presented reports to the Ombudsman.
- Assisted with school visits.
- Fostered relationship-building between police and community stakeholders.
- Reported data for legal presentation by the Ombudsman.
- Analyzed feedback to improve restorative justice initiatives.

PUBLICATIONS

- Compliance Evaluation of Department General Order B-08: Field Training Program
September 2023, City of Oakland Office of the Inspector General
- Mediation Program Public Synopsis
March 2023, City of Oakland Office of the Inspector General
- Body-Worn Cameras Technical Assistance Report
February 2022, Compliance Officer/Community Liaison
- 2020 Annual Report
September 2021, Seattle Community Police Commission
- CPC Recommendations on Collective Bargaining
February 2021, Seattle Community Police Commission
- CPC Proposed Changes to SPD's Use of Force and Crowd Control Policies
January 2021, Seattle Community Police Commission
- CPC Recommendations on Seattle's Crowd Control Weapons Ban

August 2020, Seattle Community Police Commission

- Review of the Chicago Police Department's Management of School Resource Officers
September 2018, Chicago Office of Inspector General for Public Safety
- Review of the Chicago Police Department's "Gang Database"
April 2019, Chicago Office of Inspector General for Public Safety
- Review of the Chicago Police Department's Management of School Resource Officers Follow-Up Inquiry
June 2019, Chicago Office of Inspector General for Public Safety
- Evaluation of the Chicago Police Department's Random Reviews of Body-Worn Camera Recordings
July 2019, Chicago Office of Inspector General for Public Safety

RELEVANT CONTINUING PROFESSIONAL EDUCATION

Diversity, Equity, and Inclusion Certification

Training with Cornell to strengthen strategies for increased equity and inclusion in workspaces and the community. The course is designed to provide an overview of the evolution of diversity and inclusion management and present targeted and high-involvement diversity practices.

Management Strategies

Training on leadership strategies to empower and support teams supervised to achieve expected goals.

Data Visualization

Training to ensure decision-makers, the public, and the media understand complex charts and graphs.

Community Engagement through Data and Other Strategies

Training to discuss strategies agencies can employ to engage with the community using data and infographics in a digestible and exciting manner.

Organizing for Social Change

Training to provide effective organizing skills, thinking about achieving goals, responding to constituencies, and addressing issues mixed within a social and political context.

PROFESSIONAL MEMBERSHIPS

Association of Local Government Auditors (ALGA)

Association of Inspectors General (AIG)

National Association for Civilian Oversight of Law Enforcement (NACOLE)

International Association of Chiefs of Police (IACP)

EDUCATION

Adler University, Chicago, IL

September 2016 – September 2017

Master's Degree: Public Policy

GPA: 3.9

University of South Carolina School of Law, Columbia, SC

August 2015 – May 2016

Studied basic legal concepts, critical thinking, and legal writing

University of North Carolina at Charlotte, Charlotte, NC

August 2012 – June 2015

Bachelor of Arts: Political Science and Sociology

GPA: 3.77

SHAYLEEN AGARWAL, MPP

To the Chief Director of the Department of Public Safety,

I am writing to express my interest in the Public Safety Inspector General (PSAIG) position with the City of Cleveland's Department of Public Safety. In my professional and managerial roles, I served as primary project manager, policy and legislative strategist, and subject-matter advisor to executive leadership. I also engaged with community and media stakeholders, led projects that have resulted in publication, supervised teams to agency targets, and performed in-depth analysis of data leading to recommendations for policy change. My current Senior Program Performance Auditor role with the City of San Jose has honed my skills in coordinating comprehensive audits, developing audit programs, and leading teams to assess city operations effectively. Here, I am responsible for identifying areas of inquiry, overseeing data gathering and analysis, summarizing audit findings, and reporting recommendations that enhance city performance. This experience has equipped me with the necessary skills to manage and oversee the day-to-day functions of the PSAIG's mission, ensuring accountability and transparency in all operations.

Advocating for better relationships between police and their communities has been a central focus of my career path, and I am eager to lead the PSAIG to its next oversight phase. Prior to my tenure in San Jose, I served as a Compliance Officer and Community Liaison subcontractor for the City of Portland, where I independently assessed the Portland Police Bureau's compliance with the U.S. Department of Justice Settlement Agreement. My responsibilities included conducting fieldwork, engaging with diverse community stakeholders, and preparing comprehensive compliance reports. This role honed my skills in conducting objective investigations, analyzing disciplinary trends, and developing policy recommendations to enhance accountability and community trust. My experience in Portland gave me a deep understanding of the complexities involved in police oversight and the importance of maintaining procedural justice and bias-free policing.

At the City of Oakland's Office of Inspector General, I was Chief of Audits and Evaluations. I conducted impartial audits of police performance measures, developed standards and procedures for conducting audits, and collaborated with local and state political stakeholders to advance policy recommendations. My work in Oakland emphasized the importance of developing positive relationships with departmental representatives, city officials, and community stakeholders to ensure the successful implementation of audit recommendations. Additionally, my role as Policy Director at the City of Seattle's Community Police Commission further demonstrates my capability to engage with communities, develop DEI strategies, and oversee policy research and analysis. I played a pivotal role in increasing collaboration with police accountability partners, tracking and monitoring local and state legislation, and developing long-range strategies for policy and community engagement.

Essential qualifications that I bring to this role include:

Integrity and Accountability: A proven track record of delivering unbiased and thorough assessments, ensuring that work products and behaviors align with the mission of transparency and accountability.

Professional Expertise: Extensive experience in auditing, evaluating police performance, and developing strategic plans to guide the work of oversight agencies.

Leadership and Vision: Demonstrated ability to lead teams, manage complex projects, and foster collaborative relationships with diverse stakeholders.

Communication and Transparency: Skilled in presenting findings and recommendations to varied audiences, ensuring clear and transparent communication.

Moreover, as a seasoned leader, I have extensive experience cultivating a relational workplace culture prioritizing workforce equity and employee engagement while centering staff and collaborative partners in the organization's mission. I am committed to creating a diverse and inclusive workplace that reflects the values of respect, care, support, and pride in our work.

I am particularly drawn to this opportunity because of my passion for enhancing public safety through transparent and accountable practices. I am eager to bring my experience in law enforcement oversight, community engagement, and policy development to the City of

Cleveland. I am confident that my skills and dedication will contribute significantly to the mission of the Department of Public Safety.

Thank you for considering my qualifications. I look forward to speaking with you about this leadership opportunity further.

Sincerely,

Shayleen Agarwal (she/her/hers)