OFFICE OF COMMUNITY ADVOCACY
INFORMATION & PROCEDURE FOR REQUESTING GOODWILL AMBASSADORS

1. Person/organization making the request submits the required form to Yvans Morisseau at Yvans.Morisseau@miamidade.gov with a copy to Laura.Morilla@miamidade.gov.

2. Completed form is submitted to the County Mayor for approval.

3. After receiving approval from the County Mayor, the form is then sent to the County Commission Chairman for approval.

4. Once approved by the County Commission Chairman, the form goes back to the Mayor and the Mayor sends out a memo to County Department Directors asking for volunteers and authorizing County employees to participate in the deployment.

5. Once the County Mayor's memo goes to the Department Directors, Yvans Morisseau will reach out to Goodwill Ambassadors to see who is available to volunteer for the deployment. **Yvans will also contact the requestor to discuss details in preparation for the event; this pre-event planning discussion/meeting is required. Yvans can be reached at (305) 375-3840 or at Yvans.Morisseau@miamidade.gov.**

- **The process takes approximately three (3) weeks so we highly encourage that requests be submitted at least one (1) month before the event to account for delays.**

- **Approval by the County is not guaranteed and the number of volunteers approved may be less than the amount requested. The number of Goodwill Ambassadors approved depends on the nature of the event, size, location, and scope. For small events (under 500 attendees): 2 – 4 GWAs. For medium events (500 – 5,000 attendees): 6 – 12 GWAs. For large events (5,000 + attendees): 14 – 24 GWAs.**

- **Goodwill Ambassadors can perform the following duties: crowd control; traffic control; provide directions to event attendees; distribute pamplets/information to event attendees; assist with guest registration/sign-in (but not handle money); food distributions (but not food preparation); and crowd monitoring/events marshalling at large scale events such as parades, rallies/demonstrations, and Spring Break and Memorial Day Weekend on Miami Beach. Goodwill Ambassadors do not do set-up or clean-up.**

- **Since Goodwill Ambassadors are County employees, they can volunteer for activities that take place during non-regular County work hours, i.e. on weekends or Monday to Friday after 5 p.m. Deployments during regular County work hours may be approved on a very limited basis.**