



MCLEAPS Fall 2015 - Internship Proposals

DEPARTMENT NAME: Justice System Planning and Information (JSPI)

DEPARTMENT WEBSITE: <http://www.maricopa.gov/CriminalJustice>

INTERN SUPERVISOR: JSPI Research Director

PROJECT SCOPE:

JSPI is the ideal place for a MCLEAPS intern. Its situation within the Assistant County Manager's office, along with the support JSPI provides to Maricopa County's criminal justice agencies will join to result in a unique internship experience. The intern will be exposed to an interdisciplinary, inter-agency setting.

To maximize the internship experience, we propose that a JSPI intern's scope include multiple projects.

Potential projects include:

- Assist JSPI Analysts and Experience Matters Fellow in creating, developing, and communicating a County-wide database of community resources for County partners (social workers, public health workers, adult and juvenile probation officers, and detention staff) and the public.
- The intern will compile information and write the JSPI Annual Report under the guidance of JSPI Research Analysts.
- Contribute to research and communications needed to support the Smart Justice Council and MCJustice – Maricopa County's two leading criminal justice decision-making bodies.

OFFICE NAME: County Attorney - Investigations Division

OFFICE WEBSITE: www.maricopacountyattorney.org

INTERN SUPERVISOR & TITLE: Crystal Schriver – Bureau Chief

PROJECT SCOPE:

Interns in the MCAO Investigations Division will assist and support various law enforcement functions in all Bureaus. Through these experiences, the interns will receive a broad overview and insight in the prosecution and law enforcement functions, become familiar with County government, and are provided the opportunity to interact with a diverse group of professionals involved in the Criminal Justice field.

Potential projects include:

- Assisting in developing various internal programs
- Assisting detectives with active and cold cases
- Utilizing various databases for research and data collection, and activities involving background and subpoena processes.
- Participate in meetings and training activities, including attending the one-day Citizen's Academy to receive an overview of the prosecution process and criminal justice system.

MCLEAPS FALL 2015 Internship Proposals continued

DEPARTMENT NAME: Facilities Management
DEPARTMENT WEBSITE: <http://www.maricopa.gov/fmd/>
INTERN SUPERVISOR & TITLE: Arno Leskinen, CIP Division Manager

PROJECT SCOPE:

This opportunity is specifically tailored for a student majoring in **construction management**. Student majoring in **engineering** or **architecture** may also apply for consideration. The intern will be exposed to the various divisions within the Facilities Management Department.

Potential projects include:

- Assist our Project Managers on various tasks involved with scoping, procurement, design and construction management of Major Maintenance, Tenant Improvement, and Capital Improvement projects
 - Contribute to the process of managing design professionals and contractors to ensure that the work is done on schedule and on budget
 - Work with our Operations and Maintenance group on various tasks and initiatives, as well as with our Planning group
 - Exposure to a wide variety of experiences and work types that are diverse and practical in nature
-
-

DEPARTMENT NAME: Maricopa County Adult Probation
DEPARTMENT WEBSITE: <http://www.superiorcourt.maricopa.gov/AdultProbation/>
INTERN SUPERVISOR & TITLE: Jennifer Ferguson, Ph.D., Research Analyst

PROJECT SCOPE:

The Maricopa County Adult Probation Department (MCAPD) provides a unique learning environment for individuals interested in the criminal justice system. The MCAPD is engaged in multiple decision-making points throughout the criminal justice process and provides a variety of services that contribute to the Department's mission to keep communities safe. There is a significant amount of collaboration that occurs between the MCAPD and other criminal justice agencies, as well as community partners. The MCAPD intern will have the opportunity to be involved in multiple projects.

Potential projects include:

- Help Policy, Planning and Analysis Division staff review new and existing research and trends related to probation to stay informed about best practices, or evidence-based practices that may contribute to the goals of the department.
 - Assist in compiling information to report on performance measures for Managing for Results (MfR), the Department's strategic plan that includes key performance measures.
 - Contribute to the implementation and management of department grants.
-
-

MCLEAPS FALL 2015 Internship Proposals continued

DEPARTMENT NAME: Air Quality
DEPARTMENT WEBSITE: <http://www.maricopa.gov/eq>
INTERN SUPERVISOR & TITLE: Frank Schinzel, Government Liaison

PROJECT SCOPE:

The Air Quality Department MCLEAP Interns will work in the department Director's office and be exposed to programs and management throughout the department.

Potential projects include:

- Benchmark other small business assistance programs to outline services offered.
- Create and compile contact lists
- Develop and/or update databases
- Aid in the updating/creating of small business assistance web pages
- Provide input on improvements to the departments small business assistance overall program
- Assist Business Assistance Coordinator to develop improved business outreach tools
- Assist in the evaluation of internal department performance measures, benchmark current measures against best practices, and recommend modifications and/or substitute performance measures;
- Review policies to evaluate understandability and applicability
- Perform comprehensive research & analysis on government-related air quality issues
- Assist the Public Information Officer and the Government Liaison on air quality outreach efforts and projects.
- Assess use of GIS systems to determine compliance
- Identify program elements that may benefit from the application of sustainability concepts

OFFICE NAME: County Attorney – Victim Services Division
OFFICE WEBSITE: <http://www.maricopacountyattorney.org/>
INTERN SUPERVISOR & TITLE: Laura Gaspar – Victim Services Trainer

PROJECT SCOPE:

The Maricopa County Attorney's Office – Victim Services Division is committed to empowering victims of crime to exercise their rights. Victim Services strives to promote fairness, respect, and dignity for crime victims while advocating for their constitutional rights. Interns from the MCLEAPs Program would provide assistance, information, and services to victims of various crimes.

Potential projects include:

- Contact victim(s) to provide case and criminal justice information throughout prosecution
- Explain victim rights and criminal justice system
- Check welfare; make necessary financial and/or social referrals
- Provide emotional support, empathetic and active listening
- Escort victim(s) to court appearances as requested
- Assist in arranging transportation for victim(s) to court hearings or interview(s) at request of advocate(s) or attorney(s)
- Utilize computer systems to research case status
- Document all communication accurately in the Maricopa County Attorney Computer System

DEPARTMENT NAME: Flood Control District of Maricopa County
DEPARTMENT WEBSITE: <http://www.fcd.maricopa.gov>
INTERN SUPERVISOR(S) & TITLE: Don Rerick, Planning & Project Mgmt. Manager
Scott Vogel, Engineering Manager

PROJECT SCOPE:

This opportunity is specifically tailored for a student majoring in **engineering**. Students majoring in **construction management** or **architecture** may also apply for consideration.

Potential projects include:

- Assist in setting up and running two dimensional flow models to support Flood Hazard Delineations, Planning and Design efforts
 - Setting up a website that can be used during flood emergencies. Once completed, the website will link the user to various locations in the District where critical data are stored
 - Help evaluate and test FLO2D Web Access Tools. This tools will eventually be used by public to read and interpret technical data
 - Data Collection for District's Flood Warning (ALERT) Decision Support System
 - Review of Engineering plans and designs. Provides insight to maps, plans, quantities and other engineering calculations
 - May participate in field data collection on a few occasions in support of the task
 - Assist in plan and spec reviews during the design phase of a project
 - Observe and learn how the District does capital project stakeholder/partner coordination; public meetings
 - Observe and learn the makeup/components/evolution of a capital project from planning and design
 - Assist in the review of Quality Control testing data during construction (this may include spending time at one of the District's consultant off-site materials testing labs associated with an on-going construction project)
 - Observe and learn about construction inspection needs and methods during project construction
 - Assist in data collection during both planning and design phases of a capital project
-
-

MCLEAPS FALL 2015 Internship Proposals continued

DEPARTMENT NAME: Maricopa County Public Fiduciary
DEPARTMENT WEBSITE: www.maricopacounty.gov/PubFid
INTERN SUPERVISOR & TITLE: Cathleen Gray, Compliance Supervisor

PROJECT SCOPE:

The intern will perform a wide variety of activities and services to assist with fulfilling the legal mandates of the Public Fiduciary. The intern will gain a working knowledge of the fiduciary profession. The intern will acquire valuable knowledge and skills through abbreviated immersion into the legal aspects of court adjudication proceedings.

Potential projects include:

- Assist with performing case reviews for quality assurance related to document management for guardianships, conservatorships and decedent estate cases under the supervision of the Compliance Supervisor. Assignments may be complex, sensitive, and varied in nature.
- Work on special assignments and projects that are time limited and have the opportunity to learn the skills to enhance project management.
- Assist with customer service required in this field, including telephonic contact with the clients, the legal community and social services organizations.
- Gain research and problem solving experience.

DEPARTMENT NAME: Department of Transportation - Communications
DEPARTMENT WEBSITE: <http://www.mcdot.maricopa.gov/>
INTERN SUPERVISOR & TITLE: Teresa Welborn, Administrator

PROJECT SCOPE:

This internship is an excellent opportunity to experience various aspects of communications, public outreach, media relations and marketing. Interns will have the opportunity to help prepare key messages for print, video and online media. The intern will also gain valuable exposure to the inner workings of a local government public works agency, where legal and regulatory compliance requires public involvement to advance transportation projects to construction.

Suggested Majors: *Communication, Journalism, English, Creative Writing, Marketing, Public Relations, and Public Affairs*

Potential projects include:

- Update and maintain MCDOT's social media presence, including daily monitoring, scheduling and reporting Facebook updates
- Assist in planning, writing and managing e-blasts
- Draft and pitch news releases, media alerts and other stories
- Manage event calendars
- Design flyers, graphics, e-vites and other marketing material
- Create comprehensive database of targeted businesses and community organizations
- Collaborate with staff on new ideas, directions, and tools for marketing and communications
- Prepare weekly reports and maintain regular contact with supervisor

OFFICE NAME: Education Service Agency (MCESA)

OFFICE WEBSITE: <http://education.maricopa.gov/>

INTERN SUPERVISOR & TITLE: Laurie King, Administrator

PROJECT SCOPE:

The intern would assist MCESA's in strategically and effectively initiating and nurturing two-way communications with key stakeholders that enable the agency to build alliances and disseminate relevant and timely information leading to the creation of innovative, effective and sustainable solutions to education's toughest challenges in the areas of Educational Innovation, Economic Management and Executive Leadership.

Potential projects include:

- Design, develop and evaluate effectiveness of a comprehensive communications plan for MCESA that supports the agency's vision, mission and goals.
- Design and develop tactical communication plans for MCESA programs, services and initiatives.
- Assist in development of standard operating procedures that produce consistent and unified messages connecting MCESA's programs and services in the minds of our staff, customers, partners and stakeholders.
- Identify opportunities for coordinated communications within and between agencies, alliance partners and community organizations.
- Assist in development of governmental/public affairs strategies that results in informed leaders who shape policy.

MCLEAPS FALL 2015 Internship Proposals continued

DEPARTMENT NAME: Office of Enterprise Technology / Project Management Office

DEPARTMENT WEBSITE: <http://moss.maricopa.gov/dept/oet/oetpmo/default.aspx>

INTERN SUPERVISOR & TITLE: Miguel Morales, Director of PMO

PROJECT SCOPE:

The intern will focus on providing The Office of Enterprise Technology (OET) for Maricopa County an analysis of the resource capacity and demand across several vertical operational departments under the direction of the Director of the Project Management Office (PMO). A report of the analysis and recommendation on how to mature the process and approach on closing the gaps and areas of major opportunity for continuous improvement. Deliver a presentation to the OET Executive team will be required at the end of the committed time.

Capacity Planning enables the Executive and IT management teams to commit to the highest priority projects and other demands with confidence, knowing the sufficient resource capacity exists within the organization.

Capacity planning provides management with the:

- Ability to create and join a supply and demand forecast that highlights future resource gaps and surplus
- Flexibility of performing what-if scenario analysis to find the optimal solution set
- Ability to create resource plans to resolve future resource imbalances
- Ability to commit to future demand with full confidence that the resources are available with the timeframe required

Capacity planning is an integral piece of functionality for the Project Portfolio Management and Information Technology (IT) governance markets. It is the merger and balance of human resources (supply) and work to be done (demand) to achieve and sustain peak operational efficiency.

With capacity planning functionality to empower managers who make important demand commitment decisions based upon limited resources or capacity information. Capacity planning is primarily concerned with long-term projections and decisions about the organization's resource demand and supply.

After IT and development organizations have made important demand commitment decisions based upon their strategic capacity planning, pool managers, resource managers, and program managers need to execute upon those commitments. At an operational or day-to-day level, difficult resource decisions must be made over the course of a project to be successful. Some operational challenges-such as high resource turnover rates, extended vacations or illness on the part of key resources- cannot be forecast with Capacity Planning.

By logically grouping resources together, resource pools enable efficient resource management, while supply categories allow for classification of resources more interchangeably. Generic resource allocation enables managers to reserve pool capacity, and supply category analytics improve visibility of resource capacity.

The capacity planning process can be described with these steps:

1. Executives organize resources into meaningful resource pools and set resource utilization percentages at the regional level.
2. Pool managers forecast capacity percentages for each resource role in their pool and account for future capacity.

3. The program manager creates the initial supply forecast model showing total capacity for each resource pool by using the capacity percentages combined with the preset region-based utilization percentages.
4. Once a supply forecast is created, executives can adjust capacity and regional utilization percentages to create difference supply forecasts from the original model to analyze alternate scenarios.
5. The program manager creates the initial demand forecast, which is combined with supply forecasts to create consolidated scenarios for what-if analysis.

The flexibility of this conditional analysis helps management determine the optimal balance of available resources and pending work for the projected time period.

The project manager can add generic resources with supply categories to the project resource list and requests assignments. The project manager creates a generic resource request, and has the option to automatically request generic and named resources during the integration. The pool managers can view supply category capacity, allocation and availability by week, at the pool and role level. The project manager can view individual resource availability based on project assignments and activity assignments. After pool managers have viewed the supply category analytic information, they can transfer resources from one pool to another pool, or do a mass transfer of assignments from one resource to another resource. The pool managers can then update generic allocations to names resource assignments.

OFFICE NAME: Treasurer's Office

OFFICE WEBSITE: <https://treasurer.maricopa.gov/>

INTERN SUPERVISOR: Russell Pearce

PROJECT SCOPE: - *Potential projects include:*

POLICIES AND PROCEDURES

- Create a policy and procedure for the adoption of policies and procedures
- Update policies and procedures for each department using the standard template
- Facilitate the creation of new policies and procedures to address ambiguity, improve efficiency, or fix business processes
- Setup reoccurring meetings with Division stakeholders to discuss policy and procedure, updates, timelines, and deliverables
- Determine metadata mapping links based on department, related policies, statutory references, and keywords
- Submit completed policies and procedures to be housed on an internal Sharepoint website for Technical Services- make searchable
- Create process flow maps of policies and procedures

COOP (DISASTER RECOVERY PLAN)

- Interface with Disaster Recovery Office to determine if a COOP plan exists for the Treasurer's Office
- Update or create COOP plan and coordinate with the Record Retention Specialist to include essential record requirements
- Interface with Disaster Recovery Plan department (Emergency Management) for use as a resource
- Conduct recurring meetings with various Division stakeholders to revise/create a COOP plan for Office

IMAGING AND MICROFICHE BUSINESS CASE

- Explore the options provided by the county to move the Office to paperless records
- Conduct recurring meetings with stake holders in each Division to discuss the records that will be digitized (Requires paperwork and approval from Library and Archives)
- Communicate with Procurement's OnBase expert and leverage their expertise
- Develop business processes to replace outdated methods of record storage
- Improve efficiencies in digital record retention with data scrapes from digitized records to allow for searchable fields and seamless data transfers
- Create and submit an official business plan to library and archives to store records (permanent and temporary) electronically instead of microfiche

LEGISLATION PROPOSALS AND TRACKING

- Track and identify present and potential legislation that affects the Office
- Schedule recurring meetings with stakeholders to formulate legislative solutions
- Create enactment comments that summarize the history, effect to the office and departments, and the possible financial consequences new legislation will have on the Office
- Interact with Government Relations to make them aware of statutory changes affecting the Treasurer's Office
- Use Government Relations to advance Treasurer's legislation
- Use Government Relations software to provide updates to the County
- Request access to YellowSheet, Capitol Times, ALIS, and the Leg Report

FUNDING SOURCE RESEARCH

- Identify various funding sources for the Office and the potential uses of the monies
- Find ways to maximize revenues into the funds
- Identify fees and create an inventory for charges and fees explained in statute
- Cooperate with stakeholders to charge a surcharge where appropriate (records requests)
- Develop policy and procedures for dealing with such fees and conduct recurring meetings with stakeholders in each department to discuss charging strategies