



**Maricopa County Leadership and Education Advancing Public Service  
(MCLEAPS) Internship Program  
Spring 2016  
Department Project Proposals**

**OFFICE/DEPARTMENT NAME:** Air Quality  
**OFFICE/DEPARTMENT WEBSITE:** Director/<http://www.maricopa.gov/aq>  
**INTERN SUPERVISOR(S) & TITLE:** Frank Schinzel, Government Liaison

**PROJECT SCOPE & INTENDED OUTCOMES:**

The Air Quality Department MCLEAPS Interns (2) will work in the department director's office and be exposed to programs and management throughout the department.

Some specific projects the intern would potentially be involved in include:

- Research data and programs related to fireplace replacement
- Create and compile contact lists of home owners associations to drive citizen interaction
- Identify and research other city, county, state, and/or international travel reduction programs to determine best practices for tracking/measuring the success of the program
- 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 Government Liaison and Outreach Services Supervisor on air quality outreach efforts and projects.
- Work with staff to improve and upgrade department GIS systems

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**OFFICE/DEPARTMENT NAME:** Environmental Services Department  
**OFFICE/DEPARTMENT WEBSITE:** [ESD.Maricopa.gov](http://ESD.Maricopa.gov)  
**INTERN SUPERVISOR(S) & TITLE:** Johnny Diloné – Public Information Officer

**PROJECT SCOPE & INTENDED OUTCOMES:**

The mission of Maricopa County Environmental Services Department (MCESD) is to provide safe food, water, waste disposal and vector borne disease reduction controls to the people of Maricopa County so that they may enjoy living in a healthy and safe community.

We have an opportunity for a creative, self-motivated intern to learn about the different services MCESD provides to the community and the internal organizational structure that allows us to deliver these services with the highest level of quality customer service. The intern would spend several work days with staff from each program and when possible, conduct ride-a-longs to learn about their different work/duties.

The ideal intern would have a special interest in the areas of communication, social media, and video production to assist us in creating interesting and engaging public service announcements (PSAs) and other educational materials for our library. This position will be key in helping us better establish MCESD's presence on our existing social media tools (Facebook, Twitter, YouTube and Pinterest) and in identifying, suggesting and setting up a presence on other appropriate sites/channels. The intern would also benefit from other related duties as assigned, especially when working with our other department programs or administrative operations (e.g. inspection data, use Accela Automation, assist with projects done in collaboration with other government agencies, and special projects related to the FDA Cooperative agreement, assist with our green initiative to eliminate wall files at regional offices, follow the EROP process and learn about our department Standard Operational Procedure process.

Through this experience, the intern should expand their personal knowledge of environmental services and business-related jobs and opportunities. The Intern should get a better understanding of public service in general and of county government tasks, functions, and opportunities. In summary, the intern will gain professional development, build their resume, obtain real world experience, make contacts within Maricopa County, as well as interact with other public and private agencies. The intern must comport his or herself professionally, comply with MCESD's dress code, and uphold MCESD's policies and procedures.

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**OFFICE/DEPARTMENT NAME:** Flood Control District  
**INTERNSUPERVISOR(S) & TITLE:** Ken Proksa, Deputy Director  
Tom Loomis, Special Project Branch Manager

**PROJECTSCOPE& INTENDED OUTCOMES:**

Activities are divided into ten weeks of work tasks as identified below. The successful intern applicant(s) will be assigned to as many tasks as possible, but preference will be given to tasks of particular interest to the student. The time period for each assigned task will be a minimum of 1 week, with some tasks lengthened (based on intern interests) to cover the initial 10 week period and make each task meaningful.

Public Management –

- Learn what it takes to manage a complex government agency with a technical mission, while interfacing with cities, towns, and other stakeholders.

Engineering Duties –

- Delineate a watershed manually applying basic GIS skills
- Assist and plan the District's annual flood exercise
- Evaluate and test web-based technical information dissemination tools
- Learn about two-dimensional hydraulic models
- Review engineering plans and designs

Project Management (PPM)-

- Planning and specification gathering
- Capital project administration
- Quality control testing
- Inspection needs and methods

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**OFFICE/DEPARTMENT NAME:** Human Resources  
**INTERNSUPERVISOR(S) & TITLE:** Tim Snyder, Administrative Manager  
Keely Farrow, Employment Services Manager

## Brent Done, Employee Development & Performance Manager

### **PROJECTSCOPE& INTENDED OUTCOMES:**

*The Human Resources department expects the intern will be involved with the following major projects:*

#### **Pre-employment background checks processes implementation**

- Review & identify gaps in processes; recommend process improvements
- Interview stakeholders, document stakeholder input

#### **Recruitment testing process improvements & documentation**

- Document existing processes
- Analyze and research process improvements

#### **Electronic case management conversion**

- Research and evaluate record retention structure and demands
- Develop and implement an effective & efficient tracking system

#### **Learning management system (LMS) replacement & implementation (pending funding approval)**

- Organize and participate in project planning committees
- Curriculum standards, research & information gathering from stakeholders
- Visual content standard research and information gathering
- Assist in the development of training procedures for the new system

#### **New Employee Orientation Research & Best-Practice Analysis**

- Research and benchmark other large public or private entities
- Analyze existing processes relative to best practices
- Propose new methods or processes for Maricopa County New Employee Orientation

#### **Diversity & Inclusion Research & Best-Practice Analysis**

- Research and benchmark other large public or private entities
- Analyze existing processes relative to best practices
- Propose new methods or processes for Maricopa County Diversity & Inclusion

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**OFFICE/DEPARTMENT NAME:**

**Maricopa County Juvenile Probation Department**

**OFFICE/DEPARTMENT WEBSITE:**

<https://www.superiorcourt.maricopa.gov/JuvenileProbation/Index.asp>

**INTERN SUPERVISOR(S) & TITLE:**

**Teresa Tschupp, Administrative Division Director  
(Policy/Resource Management)**

### **PROJECT SCOPE & INTENDED OUTCOMES:**

This intern would work within the Administrative Division of the MCJPD and be involved in projects related to our Professional Standards (applicant screening/policy development), Staff Development (training), Safety and Equipment (logistics/procurement) Units. An emphasis on training and professional development opportunities will allow the intern to immerse themselves in the administrative functions of the department as well as the Probation and Detention functions.

This intern would begin their term at the Juvenile Probation Department with the majority of their time spent in our **Staff Development Unit**. The intern would work with trained facilitators within the unit and be exposed to best practices with regard to adult learning techniques. This would give the intern exposure to all facets of the Department. To facilitate this project, the Intern would be offered opportunities to shadow staff and adjunct trainers representing all of MCJPD, beyond the Staff Development Unit.

An additional project would be to provide assistance to our **Safety and Equipment Unit**, developing an analysis of our land-line telephone assignment and usage. The department does not have a reliable analysis of the

need for and assignment of individual landline telephones. Research and analysis of our landline logistics will enable the department to effectively manage this element of our overall communications plan.

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**OFFICE/DEPARTMENT NAME:** MCAO/Investigations Division  
**OFFICE/DEPARTMENT WEBSITE:** [www.maricopacountyattorney.org](http://www.maricopacountyattorney.org)  
**INTERN SUPERVISOR(S) & TITLE:** Crystal A. Schriver – Bureau Chief

**PROJECT SCOPE & INTENDED OUTCOMES:**

Interns in the MCAO Investigations Division would be assisting and supporting various law enforcement functions in all Bureaus. Examples could include assisting in developing various internal programs, assisting detectives with active and cold cases, utilizing various databases for research and data collection, and a variety of activities involving background and subpoena processes. Interns are expected to achieve Terminal Operator Certification (TOC) and accesses to various databases, some requiring testing. In addition, interns will be expected to 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.

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 be provided the opportunity to interact with a diverse group of professionals involved in the Criminal Justice field.

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**OFFICE/DEPARTMENT NAME:** Maricopa County Attorney's Office – Victim Services Division  
**OFFICE/DEPARTMENT WEBSITE:** <http://www.maricopacountyattorney.org/>  
**INTERN SUPERVISOR(S) & TITLE:** Susie Checkett, Bureau Chief, Victim Services Division (VSD),  
Laura Gaspar – MCAO -VSD, Victim Services Trainer

**PROJECT SCOPE & INTENDED OUTCOMES:**

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.

Our goal for interns is to perform duties that are consistent with assisting the Victim Advocates and the VSD staff in delivering quality victim advocacy and supportive services to victims of crime.

A few examples of these expectations are as follows:

- Contact victim(s) to provide case and criminal justice information throughout the course of prosecution.
- Explain victim rights and criminal justice system.
- Identify and make community agency referrals as needed.
- Provide emotional support, empathetic and active listening.
- Escort victim(s) to court appearances as requested.
- Assist in coordinating 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.

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**OFFICE/DEPARTMENT NAME:** Education Service Agency/MCESA

**OFFICE/DEPARTMENT WEBSITE:** [www.maricopa.gov/mcesa](http://www.maricopa.gov/mcesa)  
**INTERN SUPERVISOR(S) & TITLE:** Marc Kuffner, Assistant Superintendent for Economic Management & Consulting

**PROJECT SCOPE & INTENDED OUTCOMES:**

*By the end of the semester, the intern would be able to:*

- 1.0 Analyze school finance recommendations provided from the Arizona Classrooms First Initiative and their impact on the Office of County School Superintendent and small districts in Maricopa County.
  - 2.0 Assist in development of standard operating procedures that MCESA’s school finance staff will utilize for the service delivery of programs and services to our staff, customers, partners and stakeholders.
  - 3.0 Assist MCESA in analysis of County, State and Federal school finance policy and regulations during the legislative session and their impacts to Schools and the office of County School Superintendent. Development strategies for implementing policy and procedural changes.
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**OFFICE/DEPARTMENT NAME:** Treasurer’s Office  
**OFFICE/DEPARTMENTWEBSITE:** <https://treasurer.maricopa.gov/>  
**INTERNSUPERVISOR(S) & TITLE:** Richard Greene

**PROJECTS - SCOPE & INTENDED OUTCOMES:**

**POLICIES AND PROCEDURES**

Task List

- 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.
- Interact with the Policy and Procedure Office and use them as a resource to facilitate the process.
- 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.

**Contacts: Policy and Procedures Dept.**

- o Tristan Pico – [picot@mail.maricopa.gov](mailto:picot@mail.maricopa.gov)
- o Maren Gardiner – [gardinerm@mail.maricopa.gov](mailto:gardinerm@mail.maricopa.gov)
- o Caitlyn Mitchell – [mitchellc002@mail.maricopa.gov](mailto:mitchellc002@mail.maricopa.gov)

**RECORDS RETENTION**

Task List

- Complete record series inventory.
- Schedule recurring meetings with Division stakeholders to compile records inventory list and identify paper/record outputs.
- Work with the Records Retention Department and use them as a resource to facilitate the process.
- Identify permanent records and have them shipped to Library and Archives.
- Obtain access to the Iron Mountain storage application.
- Destroy expired records in Iron Mountain and move permanent records to Library and Archives.

- Develop a records retention policy and procedure which should include moving away from Iron Mountain and developing an electronic records keeping system.
- Establish a backup system for electronic-born records.
- Identify statutory or other regulatory requirements for the retention of records in the inventory list.
- Act as a single point of contact for all outgoing records.
- Identify essential records.

Contacts: **Procurement**

- o Lisa Nash – [nashl@mail.maricopa.gov](mailto:nashl@mail.maricopa.gov)

## COOP (DISASTER RECOVERY PLAN)

Task List

- Interface with the 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 the Disaster Recovery Plan department (Emergency Management) and use them as a resource.
- Conduct recurring meetings with various Division stakeholders to revise or create a COOP plan for the Office.

Contacts: **Procurement**

- o Lisa Nash – [nashl@mail.maricopa.gov](mailto:nashl@mail.maricopa.gov)
- o Sara Latin – Emergency Management – [saralatin@mail.maricopa.gov](mailto:saralatin@mail.maricopa.gov)

## SHAREPOINT ADMINISTRATION

Task List

- Give access to SharePoint for all involved in projects.
- Set up SharePoint with work-streams and Research.
- Periodically update SharePoint with deliverables from each work-steam.
- Map various documents using metadata and suggestions from project leads.
- Create task lists to track the completion of each project.
- Develop HR training and employee education sessions.

Contacts: **IT**

- o Claudia Avalos – [avalosc@mail.maricopa.gov](mailto:avalosc@mail.maricopa.gov)
- o Jessica Perez – [perezj002@mail.maricopa.gov](mailto:perezj002@mail.maricopa.gov)

## IMAGING AND MICROFICHE BUSINESS CASE

Task List

- 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. This will require IT collaboration.

Contacts: **Procurement**

- o Lisa Nash – [nashl@mail.maricopa.gov](mailto:nashl@mail.maricopa.gov)

**IT**

- o Phil VanKley – [vankleyp@mail.maricopa.gov](mailto:vankleyp@mail.maricopa.gov)

## LEGISLATION PROPOSALS AND TRACKING

Task List

- 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 legislation.
- Use Government Relations software to provide updates to the County.
- Request access to YellowSheet, Capitol Times, ALIS, and the Leg Report.

Contacts: **Government Relations**

- o Richard Bohan – [Rbohan@mail.maricopa.gov](mailto:Rbohan@mail.maricopa.gov)

## **FUNDING SOURCE RESEARCH**

### Task List

- 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.
- Begin annual forecasting for funding source balances.

## **CAPITAL IMPROVEMENT**

### Task List

- Prepare for Office build-out.
- Transfer, move and acquire necessary resources.
- Accommodate for an extra 25 bodies for the TIS project

Contacts: **Facilities Management**

- o Bruce Cotanch – [BruceCotanch@mail.maricopa.gov](mailto:BruceCotanch@mail.maricopa.gov)
- o Torsten Schmutde – [TorestenSchmutde@mail.maricopa.gov](mailto:TorestenSchmutde@mail.maricopa.gov)