Office/Department: Equipment Services
Intern Supervisor(s) Name & Title: Harold Siguenza, Equipment Services Administrator, MPA ASU Alumni ‘12
Intern Supervisor(s) Phone Number: 602-506-2111
Intern Supervisor(s) Email Address: haroldsiguenza@mail.maricopa.gov

Project Scope & Intended Outcomes:
Create a vehicle/equipment authorization position program. This program will be similar to the county's HR employee authorization position program. The program will help the County efficiently manage the 3,000+ fleet and the continued growth. Conduct research on authorize position programs in the automotive fleet and human resource industries. Analyze policies, procedures, benchmarks, and information from interviews. Items to include how to create an authorized position, how to manage the authorized position, and approval process. The information compiled will lead to building a vehicle/equipment authorization program to include policies, procedures, software, and customer service that the intern will partake in developing.

Recruitment Preference Information (e.g. desired competencies, academic disciplines, and skill sets.):
Academic discipline in public administration or public policy. Ability to work independently, critically think, communicate effectively, Communicate information and ideas, both verbally and in writing.

Office/Department: Maricopa County Procurement Services
Office/Department Website: http://www.maricopa.gov/2087/Procurement-Services
Intern Supervisor(s) Name & Title: Joey Molina Procurement Manager, BS-SCM ASU Alumni ’05
Intern Supervisor(s) Phone Number: 602-506-3454
Intern Supervisor(s) Email Address: molinaj003@mail.maricopa.gov

Project Scope & Intended Outcomes:
Seeking an intern interested in the opportunity to gain real world experience in public procurement working in an immersive program and department with Procurement Officers providing the opportunity to share knowledge and develop young professional. Learning will focus on how procurement effects every department/division of county government. Students will be able to see the realities of internal and external contract negotiations as well as contract administration and management from cradle to grave. The intern will also shadow procurement officers and will be able to exercise their business savvy through them. The intern experience will be customized to match the student’s interests where possible.

Recruitment Preference Information (e.g. desired competencies, academic disciplines, and skill sets.):
Critical thinking, problem solving and communication skills. Open to all ASU students. Preference may be given to students currently enrolled or who have previously taken Supply Chain Management classes or are earning this degree with the W. P. Carey School of Business.
Office/Department: Planning and Development - 1
Office/Department Website: http://www.maricopa.gov/797/Planning-Development
Intern Supervisor(s) Name & Title: Carol Johnson
Intern Supervisor(s) Phone Number: 602-372-0688
Intern Supervisor(s) Email Address: caroljohnson@mail.maricopa.gov

Project Scope & Intended Outcomes:
The purpose of this position is to expose interns to the expanding use of technology in land use entitlement and development processes; identify customer service improvements to make it easier to apply for, review and issue regulatory approvals; and identify basic skills and training required in order for staff to implement the new technology.

Specific projects intern would potentially be involved with include:
1. Researching current available technology for submitting, reviewing and tracking development applications.
2. Conducting site visits at partner County agencies (McDOT, FCD, Air Quality, Environmental Services), and partner municipalities (Phoenix, Mesa, Glendale, Chandler) to learn how technology might foster improved communication and coordination.
3. Present findings to Valley Partnership City/County Meeting.

Recruitment Preference Information (e.g. desired competencies, academic disciplines, and skill sets.):
Demonstrated interpersonal communication skills; Knowledge of research and data collection methods and computer applications; Familiarity with land use planning, real estate and/or systems thinking.

Office/Department: Planning and Development - 2
Office/Department Website: http://www.maricopa.gov/797/Planning-Development
Intern Supervisor(s) Name & Title: Helen Robinson-Boswell
Intern Supervisor(s) Phone Number: 602.506.8713
Intern Supervisor(s) Email Address: HelenBoswell@mail.maricopa.gov

Project Scope & Intended Outcomes:
- Rotate through all areas of Customer Service to gain a broad understanding of the permitting process and customer service in a development/regulatory environment.
- Learn the function of the One Stop Shop by shadowing the receptionist.
- Learn the minimum submittal requirements and the various permitting options available, by shadowing the Intake Counter. Depending on the timeframe, may be able to perform this position with oversight.
- Work in the Distribution Center to route submittals, issue permits, file, fold, etc.
- Work with Addressing to understand how and why addresses are assigned the way they are. Would be able to verify addresses with oversight.
- Work with Quality Control to understand what is needed for permit approvals.
- Work in the Call Center to respond to general inquiries from the public. Learn the messaging system, IssueTrak, and use it.
- Once rotation is completed, prepare a report noting observations and suggestions for improvement to be presented at Management Team meeting.

Recruitment Preference Information (e.g. desired competencies, academic disciplines, and skill sets.):
Skilled at observation; Familiar with process mapping; Verbal, written and interpersonal communication skills and ability to interact with the general public with limited supervision.
Office/Department: Maricopa County Education Services Agency (MCESA) – County School Superintendent

Office/Department Website: Government / Public Relations
Intern Supervisor(s) Name & Title: Shane Wikfors
Intern Supervisor(s) Phone Number: 602-506-4383
Intern Supervisor(s) Email Address: shane.wikfors@mcesa.maricopa.gov

Project Scope & Intended Outcomes:
Education policy research, tracking and advocacy to supplement work during legislative session.

Recruitment Preference Information (e.g. desired competencies, academic disciplines, and skill sets.):
Computer and writing/communication skills, and basic understanding of civic/legislative/policy

Office/Department: Office of the Medical Examiner

Office/Department Website: http://www.maricopa.gov/468/Medical-Examiner
Intern Supervisor(s) Name & Title: Lee Ann Bohn, Administrative Director
Intern Supervisor(s) Phone Number: 602-506-8062
Intern Supervisor(s) Email Address: bohnl@mail.maricopa.gov

Project Scope & Intended Outcomes:
The Office of the Medical Examiner is enhancing outreach efforts to families of decedents. These outreach efforts will include proactive contact with families, referral services for a variety of needs (financial assistance, grief counseling, victim services, etc.), and case management services while the case is open with the Office. Services provided by the Outreach Team may expand to include support services for staff who routinely visit death scenes.

We would like to invite a MCLEAPS intern to assist in the development of this program expansion and measuring the success of the enhanced services. The intern would carry a caseload, as well.

Our expectation is that, through these enhanced services, the families of decedents will have more satisfying experiences with the Office of the Medical Examiner and receive the support they need following the loss of a loved one.

Recruitment Preference Information (e.g. desired competencies, academic disciplines, and skill sets.):
We prefer an intern whose field of study is social work, counseling, or a related field. The candidate should have excellent interpersonal skills, including empathetic listening skills. Applicants need to understand the sensitive nature of the work performed by the Office, and have the ability to handle the information they are exposed to with professionalism and discretion.
Office/Department: Maricopa County Attorney’s Office
Office/Department Website: https://www.maricopacountyattorney.org/
Intern Supervisor(s) Name & Title: Erin Wickersham, Crime Analyst, BA-Psychology ASU Alumni ’06
Intern Supervisor(s) Phone Number: 602-506-3188
Intern Supervisor(s) Email Address: wickerse@mcao.maricopa.gov

Project Scope & Intended Outcomes:
Interns would be jointly assigned to the MCAO Research & Planning (R&P) and Crime Strategies Section (CSS), assisting and supporting various functions of both groups. Examples could include utilizing various databases to collect, enter, and/or analyze data and information towards assisting R&P staff on strategic and topical research; and the CSS, attorneys, and/or MCAO Investigations with tactical requests for information. Tasks may also entail special projects such as developing programs to enhance existing products and operations based on specialized skill sets. 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 are provided the opportunity to interact with a diverse group of professionals involved in the Criminal Justice field.

Recruitment Preference Information (e.g. desired competencies, academic disciplines, and skill sets.):
Must be able to successfully pass an in-depth background and drug testing prior to beginning the internship. Must have ability to learn new computer programs and skilled in various Microsoft office programs. Prefer major area of study of Law Enforcement/Criminal Justice or demonstrated interest applying degree and experience in criminal justice field; specialized skill sets of value may include but not limited to: quantitative research in psychology/sociology/criminology, computer programming, Geographic Information Science (GIS), finance/accounting. Solid verbal and written communication skills.

Office/Department: Maricopa County Attorney's Office - Investigations
Office/Department Website: maricopacountyattorney.org
Intern Supervisor(s) Name & Title: Crystal Schriver, Bureau Chief
Intern Supervisor(s) Email Address: schrivec@mcao.maricopa.gov

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, utilizing various databases for research and data collection, activities involving background and subpoena processes, policies and procedures, or assisting detectives with active and cold cases. Tasks may also entail special projects such as developing/implementing surveys and/or making revisions or recommendations for program improvement. In addition, interns will be expected to participate in meetings and training activities, attending the one-day Citizen’s Academy to receive an overview of the prosecution process and criminal justice system, and representing the Division at MCAO sponsored volunteer events.

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.

Recruitment Preference Information (e.g. desired competencies, academic disciplines, and skill sets.):
Intern applicant must be computer literate, have an interest in law enforcement, and be willing to perform and experience a wide variety of duties and tasks. Must undergo an in-depth background conducted by the MCAO.
OFFICE/DEPARTMENT NAME:
Maricopa County Attorney’s Office – Victim Services Division

Office/Department Website: http://www.maricopacountyattorney.org/
Intern Supervisor(s) Name & Title: Susie Checkett-Lopez, Bureau Chief, Victim Services Division (VSD)
and Timothy Siegel, Trainer, Intern and Volunteer Coordinator, Victim Services Division (VSD)
Intern Supervisor(s) Phone Number: 602-372-0203
Intern Supervisor(s) Email Address: siegelt@mcao.maricopa.gov

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.

Recruitment Preference Information (e.g. desired competencies, academic disciplines, and skill sets.):
Demonstrated interpersonal communication skills in establishing rapport, exercising good judgment; proven verbal and written communication skills. Knowledge of research and data collection methods and computer applications.

Office/Department: MCDOT/ITC
Office/Department Website: http://www.maricopa.gov/3904/MCDOT
Intern Supervisor(s) Name & Title: Mike McBride, Business Solutions Manager, ASU Alumni ’84
Intern Supervisor(s) Phone Number: 602-506-8507
Intern Supervisor(s) Email Address: MikeMcBride@mail.maricopa.gov

Project Scope & Intended Outcomes:
ITC supports five County Departments; Animal Care and Control, Equipment Services, Flood Control, Transportation and Waste Resources & Recycling. The intern will be assigned to our Business Solutions team which is responsible for documenting business work flows, developing technology project charters, documenting project requirements and managing technology projects. The intern will learn the complexities of these assignments and also assist in reviewing/modifying/communicating procedures that support these responsibilities.

Recruitment Preference Information (e.g. desired competencies, academic disciplines, and skill sets.):
The intern should be knowledgeable in technology and its support of business, should have good verbal and written skills, must have good communications skills and be able to work with a variety of diverse staff from many departments.
Office/Department: Air Quality
Office/Department Website: http://www.maricopa.gov/aq
Intern Supervisor(s) Name & Title: Frank Schinzel, Government Liaison
Intern Supervisor(s) Phone Number: 602-506-6940
Intern Supervisor(s) Email Address: FrankSchinzel@mail.maricopa.gov

Project Scope & Intended Outcomes:
The Air Quality Department MCLEAPS Interns (2) will work in the Office of the Director and be exposed to programs and management throughout the department.

Some specific projects the intern would potentially be involved with include:
Assist in designing educational or outreach plans to enhance department outreach goals.
- Research data and programs related to fireplace replacement.
- Develop and/or update databases.
- Aid in the updating/creating of small business assistance web pages.
- Provide input on possible improvements to the department.
- Assist Government Liaison to develop positive relationships with other government agencies.
- Assist in the evaluation of internal department performance measures, benchmark current measures against best practices, and recommend modifications and/or changes.
- Review policies to evaluate understandability and applicability.
- Perform comprehensive research & analysis on government-related air quality issues.
- Identify program elements that may benefit from the application of sustainability concepts.
- Interface with data and use of GIS systems to assist with achieving department goals.

Recruitment Preference Information (e.g. desired competencies, academic disciplines, and skill sets.):
Interest and enthusiasm for learning, and/or about sustainability and air quality policy and issues; written and verbal communication skills, knowledge of GIS systems helpful.

Office/Department: Environmental Services Department
Office/Department Website: www.ESD.Maricopa.gov
Intern Supervisor(s) Name & Title: Johnny Diloné - Public Information Officer
Intern Supervisor(s) Phone Number: (602) 525-2423
Intern Supervisor(s) Email Address: jdilone@mail.maricopa.gov

Project Scope & Intended Outcomes:
This is an opportunity for TWO (2) interns to learn about the different services our department provides to the community (e.g. Food-related business plan approval and inspection, Aquatic Health & Safety programs, Vector Control's mosquito abatement program, and others) and the internal organizational structure that allows us to deliver these services with the highest level of quality customer service. Interns would spend several work days with staff from each program and when possible, conduct ride-a-longs to learn about their different work/duties.

Through this experience, the interns should expand their personal knowledge of our department-related jobs and opportunities. The Interns should get a better understanding of public service in general and of county government tasks, functions, and opportunities. In summary, the interns 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.

Recruitment Preference Information (e.g. desired competencies, academic disciplines, and skill sets.):
The interns should be creative, self-motivated and display some interest in any of the different services and programs that our department provides. The interns’ goals should be aligned with the vision and mission of the department (i.e. develop and foster innovative environmental health protection programs in order 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).
Office/Department: Maricopa County Adult Probation

Office/Department Website: https://www.superiorcourt.maricopa.gov/AdultProbation/index.asp
Intern Supervisor(s) Name & Title: Jennifer Ferguson, PhD, Research Analyst, Justice Studies ASU Alumni ’98, ‘11
Intern Supervisor(s) Phone Number: 602-506-0488
Intern Supervisor(s) Email Address: jferguso@apd.maricopa.gov

Project Scope & Intended Outcomes:
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:

1. Help monitor and evaluate the implementation of the Department’s “Risk Reduction Training” which represents the next stage of evidence-based practices used by the Department in supervision strategies with probationers. Educational Outcomes: This project will expose the intern to the research that contributes to the body of evidence-based practices and the strategies used by probation officers to interact with and supervise individuals on their caseloads. The intern will also develop an understanding of what strategies and practices are currently recognized as evidence-based within the field of probation. The intern will be able to participate in training to learn the same skills as probation officers and have opportunities to observe probation officers in the field through ride-alongs and office visits. The intern will also assist in quality assurance activities. Project Outcomes: The intern will help the Department determine the extent to which the evidence-based strategies are used by probation officers within their interactions with probationers.

2. The intern will assist in compiling information to report on performance measures for Managing for Results (MfR), the Department’s strategic plan that includes key performance measures. Educational Outcomes: This project will expose the intern to the elements of a strategic plan and the strategies involved with collecting and reporting data on key performance measures. The intern will develop an understanding of the importance of being strategic and in using information to make data driven decisions that inform department policies and operations. The intern will also participate in presenting the results to key members of the management team, learning how to communicate critical information to leadership. Project Outcomes: Maintain ongoing data collection and reporting on key performance measures for MfR.

3. Contribute to internal research projects. Educational Outcomes: At any given time, the department is involved in a number of grants or internal research projects on topics of interest and value to the department. The intern will be exposed to aspects of project management associated with research projects including participation in meetings, problem solving, and data collection and reporting. The intern will also learn about the importance of meeting critical deadlines.

Project Outcomes: The intern will provide support to staff in the Organizational Development and Support Division throughout the projects.

4. Assist in ongoing data quality projects. Educational Outcomes: The MCAPD is a data-driven organization that relies heavily on data to make informed decisions to guide supervision practices. It is critical to the department that the data maintained in department databases is accurate and of high quality. The intern will assist in projects designed to ensure the ongoing quality of the data used in department reports that go to both internal and external stakeholders. The intern will learn quality assurance processes. The intern will also learn valuable communication skills as necessary changes are communicated to staff.

Project Outcomes: The intern will provide support to PP&A staff to ensure high levels of data quality are maintained.

Recruitment Preference Information (e.g. desired competencies, academic disciplines, and skill sets.): Many of the programs within the College of Public Service and Community Solutions would be relevant to this position (e.g. Criminology and Criminal Justice, Public Service and Public Policy, Social Work) but the internship is not limited to individuals seeking those degrees. It is most important that the individual have good verbal and written communication skills. We are also looking for an intern that is open to learning, is able to work independently when given direction and also be part of a team. Professionalism is also important (e.g. timeliness, appearance, etc.). Overall, we would like someone who has a genuine interest in the work done by the Maricopa County Adult Probation Department.
Office/Department: School Superintendent
Office/Department Website: www.mcesa.info
Intern Supervisor(s) Name & Title: Marc Kuffner, Director of Economic Management
Intern Supervisor(s) Phone Number: 602.506.2068
Intern Supervisor(s) Email Address: marc.kuffner@mcesa.maricopa.gov

Project Scope & Intended Outcomes:
- **By the end of the semester, the intern would be able to:**
  - Use analytics to analyze Maricopa County school audits and make detailed recommendations for classroom professional development designed to support school financial employees in directing more money into the classrooms.
  - Identify and report on audit impacts to Maricopa County School districts.
  - Create standard operating procedures that MCESA’s school finance staff will utilize for the analysis of future audits and recommend potential legislative changes as applicable.

Recruitment Preference Information (e.g. desired competencies, academic disciplines, and skill sets.):
- Able to create a working and scalable database.
- An operational management background is a plus.

Office/Department: School Superintendent
Office/Department Website: www.mcesa.info
Intern Supervisor(s) Name & Title: Laurie King, Executive Director of Marketing and Communications
Intern Supervisor(s) Phone Number: 602-689-0581
Intern Supervisor(s) Email Address: laurie.king@mcesa.maricopa.gov

Project Scope & Intended Outcomes:
Communication Systems 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.

**Projects and Opportunities. By the end of the semester, the intern would be able to:**
1. Design, develop and evaluate effectiveness of a comprehensive communications plan for MCESA that supports the agency’s vision, mission and goals.
2. Design and develop tactical communication plans for MCESA programs, services and initiatives.
3. 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.
4. Identify opportunities for coordinated communications within and between agencies, alliance partners and community organizations.
5. Assist in development of governmental/public affairs strategies that results in informed leaders who shape policy.

Recruitment Preference Information (e.g. desired competencies, academic disciplines, and skill sets.):
This position will largely focus on social media. People interested and proficient using various social media platforms preferred.