MCLEAPS Fall 2016 Internship Proposals

OFFICE/DEPARTMENT NAME: Air Quality
OFFICE/DEPARTMENT WEBSITE: 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 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

OFFICE/DEPARTMENT NAME: Maricopa County Environmental Services Department
OFFICE/DEPARTMENT WEBSITE: http://www.maricopa.gov/EnvSvc/
INTERN SUPERVISOR(S) & TITLE: Jeannie Taylor- Records Management Specialist

PROJECT SCOPE & INTENDED OUTCOMES:
This internship is for anyone who is seeking a degree in Library and Information Science or equivalent, with an interest in records or archival management. The intern will assist the Records Management Specialist in completing public records requests, uploading and indexing electronic documents in a software program, managing electronic records with an emphasis on preparing paper documents for scanning. By the end of the internship the intern will have a working knowledge of Arizona State Statues and court cases relating to public records requests and records management. The intern will also have experience in the procedures for converting a large number of paper records to electronic form.
OFFICE/DEPARTMENT NAME: Human Services Department, Community Development Division  
OFFICE/DEPARTMENT WEBSITE: www.myhsd.maricopa.gov  
INTERN SUPERVISOR(S) & TITLE: Amy Jacobson, Assistant Director Community Development

PROJECT SCOPE & INTENDED OUTCOMES:

The intern will assist in the creation of Maricopa County, Community Development Investment Portfolio (“CIP”) during their semester internship with the Human Services Department. The investment portfolio will detail areas of financial assistance and assets throughout Maricopa County in the areas of community development, housing, and homelessness. The display of the investments and assets will inform regional stakeholders and also facilitate more balanced future planning. The CIP will inform a Community Annual Report which will provide residents and other stakeholders such as policy makers with an objective, data focused assessment of the community assets identified in the CIP. Together these projects will identify gaps that exist between assets, make recommendations for additional investment, and provide status updates for plans and programs that have been implemented within the county.

At the end of the semester, the Community Development Intern will have utilized and developed the following knowledge, skills, and abilities:

- Demonstrated ability in working with and analyzing data sets
- Data analysis and report writing
- Ability to define a problem, know your audience and develop a specific solution
- Strong communication and presentation skills
- Excellent written communication skills
- Strong conceptual and strategic thinking skills
- Pragmatism and demonstrated skill at turning data into action
- Solid command of basic statistics and a strong quantitative aptitude
- Experience with cleaning and compiling data
- Ability to coherently present results of a project to all types of stakeholders
- Greater understanding of regional planning and collaboration strategies
- Written and verbal communication on both qualitative and quantitative information

This project will assist the Division in gaining a better understanding of existing and available community assets, determining cost effectiveness in levels of investment, outcomes of investment, inform stakeholder decision making, and have improved regional planning and collaboration strategies.

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OFFICE/DEPARTMENT NAME: Emergency Management  
OFFICE/DEPARTMENT WEBSITE: http://www.maricopa.gov/emerg_mgt/  
INTERN SUPERVISOR(S) & TITLE: Marcos Coria - EOC Integration Manager

PROJECT SCOPE & INTENDED OUTCOMES:

The County-wide Emergency Resource Database will be due for an update. This update will include ever more specialized equipment and personnel not previously required. The intern will be involved with the update of the previously acquired data by removing old and adding new equipment, and updating equipment and points of contact in the information systems used by the department. The Intern will have the opportunity to work with other County Departments and MCDEM’s IGA Partners to gather data for the project. In addition, there will be opportunities to participate in the development of processes and procedures for Emergency Management personnel to utilize the database during large emergencies and exercises. The Intern will be exposed to workings of the County EOC through planning via exercise/training. It is the intent of the Intern to gather real life experience of Emergency Management through the planning process and the role technology plays in Emergency Management.
PROJECT SCOPE & INTENDED OUTCOMES:
This intern will assist in the creation of “Customer Satisfaction Survey for Senior Services” during their semester internship with the Human Services Department (HSD). The Customer Satisfaction Survey will detail the impact Senior and Adult Services Division (SASD) has on the aging and disabled citizens of specific communities (e.g. Cities, Towns, and County Supervisor Districts) in Maricopa County. The Intern will also assist with auditing cases of the clients surveyed and report the correlation between the survey and documentation of work completed. Through this project the intern will be exposed to management meetings and provider meetings facilitated by SASD. The intern will work closely with the assistant director throughout the duration of this project. At the end of the semester, the Senior and Adult Services Intern will have utilized and developed the following knowledge, skills, and abilities:

- Assist with the Development of a Customer Satisfaction Survey
- In-depth research analysis
- Business analysis and technology use skills, including querying database and/or data mining for necessary information
- Written and verbal communication on both qualitative and quantitative information
- Written reports that are meaningful, clear, and concise
- Using qualitative and quantitative information for the development of policy and strategies associated with driving positive outcomes for the customer in the future
- Greater awareness of the Service Delivery System impacting aging and disabled community members

This project will assist the Senior and Adult Services in increasing customer relations and providing program information in a clear and accessible manner to Communities, Partners, Stakeholders, and County Leadership.

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 activities involving background and subpoena processes. 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.
PROJECT SCOPE & INTENDED OUTCOMES:

Both Interns:
The two interns will attend the Juvenile Detention Officer Academy to obtain extensive immersion into the juvenile justice system, adolescent brain development, effects of childhood trauma, evidence based practices, and the Kids at Hope philosophy. The intern will spend time in the field with a Case Carrying Probation Officer and also one of our Surveillance Officers (Ride-Along Opportunities).

Position #1: Intern Project
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. Finally, this Intern will be assigned to our Crossover Youth Practice Model (CYPM) Unit where the intern will work closely with the team to identify resources necessary to stabilize the home environment for youth who are placed in out-of-home/congregate care – increasing the likelihood of success upon their reentry to the community and their home environment.

Position #2: Intern Project
This intern would begin their term at the Juvenile Probation Department with the majority of their time spent in our Juvenile Detention Assessment Center (JDAC). The intern would work with Juvenile Detention and Probation Officers to help screen youth brought to detention. Screening is completed through a variety of formal assessments – the first of which is the Detention Screening Index, used to determine if a youth meets the criteria for secure care or should be released to a parent/guardian. Once a decision to detain the youth has been made, additional assessments are conducted which provide insight into the needs of the youth, both physical and mental health. Finally, this Intern will be assigned to our Detention Counseling and Psych Services Division, where the intern will work closely with the Mental Health Professional team to conduct vulnerability assessments of detained youth to ensure the proper precautions are in place.

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 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.

**Educational Outcomes:** This project will expose the intern to the research that contributes to the body of evidence-based practices and teach them how to assess the quality of the research results. Interns will also develop an understanding of what strategies and practices are currently recognized as evidence-based within the field of probation. The intern will help develop summaries to share with the field, helping them to learn how to communicate effectively and bridge the gap between research and practice.

**Project Outcomes:** Meaningful summaries of research on evidence-based practices will be developed to share with the field. The intern will play a critical role in helping improve our internal communications in this area.

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, data collection and reporting. The intern will also learn about the importance of meeting critical deadlines.

**Project Outcomes:** The intern will provide support to PP&A staff 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.

In addition to the projects described above, the intern will have the opportunity to observe the variety of job functions within the MCAPD. This may include initial appearance court, pretrial supervision, presentence, specialty courts (e.g. Drug Court), field supervision and probation violation court.

**OFFICE/DEPARTMENT NAME:** Maricopa County Attorney’s Office – Victim Services Division

**OFFICE/DEPARTMENT WEBSITE (if applicable):** [http://www.maricopacountyattorney.org/](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.

OFFICE/DEPARTMENT NAME: Treasurer’s Office
OFFICE/DEPARTMENT WEBSITE: https://treasurer.maricopa.gov/
INTERNSUPERVISOR(S) & TITLE: Richard Greene

MULTIPLE PROJECTS – SCOPE & INTENDED OUTCOMES:

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.

TREASURER’S OFFICE CONTINUED
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. - Tristan Pico – picot@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 - Lisa Nash – 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:  
  o  Procurement - Lisa Nash – nashl@mail.maricopa.gov; Sara Latin – Emergency Management – 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:  
  o  IT - Claudia Avalos – avalosc@mail.maricopa.gov; Jessica Perez – 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:  
  o  Procurement - Lisa Nash – nashl@mail.maricopa.gov
  o  IT - Phil VanKley – vankleyp@mail.maricopa.gov
Continued: Maricopa County Treasurer’s Office

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:
  o Government Relations - Richard Bohan – Rbohan@mail.maricopa.gov