



MCLEAPS SPRING 2020 Internship Proposals

OFFICE/DEPARTMENT NAME: **Maricopa County Air Quality**
OFFICE/DEPARTMENT WEBSITE: <https://www.maricopa.gov/1244/Air-Quality>
INTERN SUPERVISOR(S) & TITLE: Frank Schinzel, Government Liaison

Description of the project scope & intended outcomes

The Air Quality Department MCLEAPS Intern will work in the Office of the Director, with exposure to air quality programs and work with 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
- Assist with department webpage revisions • 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: **Office of Procurement Services**
OFFICE/DEPARTMENT WEBSITE: www.maricopa.gov/Procurement-Services
INTERN SUPERVISOR(S) & TITLE: Joey M. Molina, Procurement Manager – ASU alumni, SCM

Description of the project scope & intended outcomes

Intern will work to understand the government procurement as they work with Buyer teams to strategize and negotiate various county contracts and projects.

Candidate Preferences (desired competencies, academic disciplines, and skill sets)

The Office of Procurement Services is seeking highly motivated individuals that would love to gain insight, collaborate and network with procurement professionals. Preference for Supply Chain Management students, but is not required.

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OFFICE/DEPARTMENT NAME:

Maricopa County Animal Care and Control

OFFICE/DEPARTMENT WEBSITE:

<https://www.maricopa.gov/294/Volunteer>

INTERN SUPERVISOR(S) & TITLE:

Samantha Wessel, Volunteer Engagement Coordinator

Description of the project scope & intended outcomes

The ideal applicant will be interested in further developing their project management skills in a critical public service role while learning more about the County animal shelter environment. Depending on the applicant's interests and skill sets, as well as business needs, there may be time spent shadowing the various divisions of Maricopa County Animal Care and Control (MCACC), including the veterinary clinic, field enforcement team, shelter operations staff, customer service areas, and public relations. The focus of this project will be reimagining the Volunteer Program. Activities will include the opportunity to develop and implement a unique and sustainable volunteer recognition system, help create and manage new volunteer initiatives and programs, review current Social Media management and recommend effective public communication strategies, and evaluate and recommend process improvements for the current training, management, and communication methods of the Volunteer Program. Additional responsibilities will be to develop and execute an effective volunteer assessment process and a method for providing feedback that encourages volunteer participation. Intern may also be involved in the creation and maintenance of quarterly or annual reporting of quantitative and qualitative data to help effectively tell the story of MCACC. This role will also shadow and offer support to the Volunteer Engagement Coordinator and Events Coordinator, which will allow for an insider's view of the program with behind-the-scenes access.

Upon completion of this internship, the successful applicant will have a working knowledge of the basics of animal behavior and county operations in a high-capacity shelter environment. They will have assisted with the development and implementation of programs and initiatives that will enhance the goals of the Volunteer Program and Maricopa County Animal Care and Control, including a revised training program, new recognition program, and volunteer assessment and feedback processes. We anticipate an overall increase in recruitment and retention of MCACC volunteers as a direct result of the efforts of this internship to help streamline and improve all facets of the Volunteer Program. The intern will also have had the opportunity to enhance their networking skills by building inter-county and corporate relationships through partnerships and events.

Candidate Preferences (desired competencies, academic disciplines, and skill sets)

A student pursuing a field of study in Public Administration, Business, Marketing, Nonprofit Management, Biological Sciences, or closely related field, with the following attributes:

- Well-developed project coordination, organization, time management, and problem-solving skills
 - Effective oral and written communication, including the ability to communicate with a diverse employee and customer population, and the ability to establish and maintain an effective working relationship with public officials
 - Ability to maintain confidentiality and react with discretion and professionalism to sensitive information they may be exposed to during this internship
 - Skilled in efficient prioritization and completion of multiple tasks, projects and demands
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OFFICE/DEPARTMENT NAME: **Maricopa County Sheriff's Office**
OFFICE/DEPARTMENT WEBSITE: <https://www.mcso.org/> Command Administration
(Public Information and Government Relations)
INTERN SUPERVISOR(S) & TITLE: Tommy McKone, Director of Government and External Affairs

Description of the project scope & intended outcomes

The duties of this internship included but not limited to:

- Photography and video editing (film production, technology set up for press conferences, social media engagements, etc.).
- Graphic design work and assisting the social media team with projects assigned.
- Writing skills for assisting in social media posts (Facebook, twitter, Instagram, snapchat), press releases and monthly newsletters.
- New media skills (content creation, editing, etc.).
- The ability to know and understand social media trends and google analytics, tracking performance on posts, etc.
- The ability to comprehend and know of current events inside and outside of Maricopa County, and how the Office is affected
- Assisting in Crisis Communications and offering insights and ideas.
- Assisting the public information office on gathering information relevant to requests from the media.
- Assisting the Government Relations Office on legislative tracking on the state, local and federal levels during legislative session.
- Giving the media and government relations team a bi-weekly update on findings and outcomes of designated projects.
- Research on a variety of assigned tasks.

At the end of the internship, the applicant will have the opportunity to give a presentation to Sheriff Penzone and Command Administration Staff on overview of internship and offer ideas and insights from the learning experience gained through this unique opportunity.

Candidate Preferences (desired competencies, academic disciplines, and skill sets)

The Maricopa County Sheriff's Office (MCSO) is seeking an enthusiastic and hardworking college intern that is interested in working in a close team driven environment in the Command Administration Bureau. The Maricopa County Sheriff's Office is the largest county Sheriff's Office in the State of Arizona and the fourth largest in the United States, led by Sheriff Paul Penzone.

Applicants for this internship are encouraged to have basic knowledge of Law Enforcement principles, the criminal justice industry, be an "outside the box" thinker, hardworking, team player, detail oriented and willing to work in a fast-paced environment. The fulltime, immersive weekday commitment can vary, on the selected candidate's schedule. A major in either communications and/or political science is recommended, but not considered a deciding factor in selection.

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OFFICE/DEPARTMENT NAME: **Human Services Department**
OFFICE/DEPARTMENT WEBSITE: <https://www.maricopa.gov/5270/Human-Services>
INTERN SUPERVISOR(S) & TITLE: Ashley Erbe, Policy & Program Analyst

Description of the project scope & intended outcomes

The MCLEAPS intern will assist in the design and implementation of “Strategic Initiatives” during their semester internship with the Human Services Department (HSD). Nationally recognized as a leader in the social sector, HSD’s strategic initiatives look beyond the traditional service model to advance social and economic mobility by weaving together human-centered, outcomes-focused, and data-driven practices and programs. As a “Strategic Initiatives” intern, the student will work with the Administration, Policy, & Planning and Housing & Community Development Divisions to help catalyze initiatives that range in focus; from public health and affordable housing to early education and workforce development. At the end of the semester, the intern will have developed the knowledge, skills, and abilities to:

- Communicate with clarity, precision, and efficiency in both written and verbal formats
- Administer targeted community outreach campaigns
- Conduct qualitative and quantitative analyses
- Use business analysis and visualization tools
- Create informational materials that are accessible to persons of all abilities
- Leverage data to reliably and meaningfully inform key decision-making processes that result in strategic policy and planning
- Cultivate greater awareness of Human Services’ programs and community needs

Overall, the intern will learn how to collaboratively brainstorm, develop, and implement innovative solutions to complex problems.

Candidate Preference

Desired knowledge, skills, and interests include:

- Basic quantitative and qualitative data analysis skills
 - Effective verbal and written communication
 - Ability to use Microsoft Word, Excel, PowerPoint, and Outlook
 - Ability to work effectively in a team environment
 - An interest in social and economic issues with a focus on vulnerable populations
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OFFICE/DEPARTMENT NAME: **Maricopa County Attorney's Office**
OFFICE/DEPARTMENT WEBSITE: www.maricopacountyattorney.org
INTERN SUPERVISOR(S) & TITLE: Erin Wickersham, Criminal Intelligence Analyst

Description of the project scope & intended outcomes

Intern assigned to the MCAO Crime Strategies Unit (CSU) – Criminal Statistical Analysis team. Intern project involves developing a dashboard or similar platform to facilitate the understanding and visualization of associations between variables within a criminal prosecution database. The resulting product will allow the CSU to more easily identify relationships between persons, places, and/or groups, thus enhancing the ability of the CSU to respond to requests for assistance from prosecutors and law enforcement. 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 selected intern receives a broad overview and insight in the functions of prosecution and law enforcement, becomes familiar with County government, and has the opportunity to interact with a diverse group of public safety professionals involved in the Criminal Justice field.

Candidate Preferences (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 knowledge of and experience with tabular and relational database management systems and software (Excel, SSMS, and Access). Preference for experience in programming languages (SQL, Python) and data visualization principles and software (Tableau, Power BI). Preference for upper-level undergraduate or graduate students whose major area of study is in Social Science Research or Computer Science, and may have demonstrated an 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, database and information systems, data analytics. Solid verbal and written communication skills.

OFFICE/DEPARTMENT NAME: **Juvenile Probation Department**
OFFICE/DEPARTMENT WEBSITE: <http://www.superiorcourt.maricopa.gov/JuvenileProbation/index.asp>
SUPERVISOR: Laura Eller, Innovation and Communications Manager

PROJECT SCOPE & INTENDED OUTCOMES:

The MCLEAPS Intern will receive a generalized orientation to the Juvenile Probation Department, which includes two Youth Detention Centers; Community Supervision (Probation); Early Intervention (Diversion Programs); and administrative functions. The MCLEAPS Intern will attend and complete the 3+-week officer training Detention Academy while serving with MCJPD and if successful, can apply directly for consideration as a badged/full or part time Detention Officer at the conclusion of the semester. MCLEAPS Interns are encouraged to participate in ride-along and shadowing experiences during their placement with MCJPD, crafting the experiences to meet their individual areas of interest.

RECRUITMENT PREFERENCES:

We are seeking ASU students who have a passion for working with youth. The successful candidate will be required to pass a basic criminal background check prior to official acceptance to serve as a MCLEAPS Intern for this department. We have opportunities for those interested in our Officer roles, but also the non-badged/civilian roles within this department such as, Research and Planning; Staff Recruitment; and Government Administration; as well as a variety of programs that focus on Positive Youth Development.

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OFFICE/DEPARTMENT NAME: Recorder's Office / Elections Department
OFFICE/DEPARTMENT WEBSITE: recorder.maricopa.gov
INTERN SUPERVISOR(S) & TITLE: Richard Greene, Director of Budget and Admin Services

Description of the project scope & intended outcomes

The Recorder / Elections Department is undergoing major technological and staffing changes that have led to exciting opportunities for change. We would like to invite a MCLEAPS intern to develop a solution, present their findings, and implement the solution from the list of projects outlined below:

- 1.) Implement audit suggestions that substantially decrease telecomm and data related costs of over a million dollars and create a sustainable process and plan that spans a 4-year election cycle.
- 2.) Review a multitude of postage accounts and develop a sustainable plan and estimation over a 4-year election cycle of postage costs. In addition, determine the most efficient account mix to maximize volume savings and efficiencies.
- 3.) Perform a cost analysis on recurring contracts and recommend alternative business practices or contracts that can lead to greater efficiencies or cost savings. Provide a comprehensive plan on implementing the new solution, the impacts to the organization, and the benefits of the prospective changes.

Candidate Preferences (desired competencies, academic disciplines, and skill sets)

We prefer an intern who is excited about witnessing the sheer scale and inner workings of one of the largest elections and recording operations in the United States. An ideal candidate should have a financial, policy, or logistics background. Regardless of the educational studies, the most important qualities sought in a potential candidate are problem-solving skills, thinking outside the box, and social and professional skills to interact effectively within a dynamic organization.

OFFICE/DEPARTMENT NAME: Office of the Medical Examiner
OFFICE/DEPARTMENT WEBSITE: <https://www.maricopa.gov/468/Medical-Examiner>
INTERN SUPERVISOR(S) & TITLE: Melanie Rouse, Chief Medicolegal Death Investigator

Description of the project scope & intended outcomes

The Office of the Medical Examiner has enhanced outreach efforts to families of decedents. These outreach efforts 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 include researching support services for staff who routinely visit death scenes. This will aid the Office of the Medical Examiner in enhancing their Employee Wellness and Peer Support program. 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.

Candidate Preferences (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.

MCLEAPS SPRING 2020 Internship Proposals - continued

OFFICE/DEPARTMENT NAME: **Department of Emergency Management**
OFFICE/DEPARTMENT WEBSITE: ready.maricopa.gov
INTERN SUPERVISOR(S) & TITLE: Richard Peel, Senior Radiological Planner

Description of the project scope & intended outcomes

Selected intern will be part of the Radiological Emergency Preparedness (REP) planning section of MCDEM. Selected intern may be tasked with reviewing and updating existing (Maricopa Co., jurisdictional and REP) Emergency Plans and Continuity of Operations Plans. Assist in REP exercise planning to include development of scenario, injects and master scenario events listing and facilitation of both planning meetings and exercises. Interns will have the opportunity to gain Emergency Operations Center experience by supporting MCDEM staff during emergencies, training sessions, exercises and real world activations. Interns will also complete a variety of industry related training courses developed by FEMA, DEMA and regional partners.

Specific Projects:

- Review of REP plans, standard operating procedures (SOPs) and departmental all-hazard response SOPs, identify discrepancies and provide recommended updates
- Review of REP guides, brochures, materials and checklists, identify discrepancies or improvements and provide suggested changes
- Familiarization with CPG 101
- Review of county EOP
- Conduct jurisdictional EOP reviews, identify format and content issues and provide recommended updates.
- Familiarization with current COOP standards
- Conduct review of MCDEM COOP, identify format and content issues and provide recommended updates.
- Table Top Exercises for Internal/External Partners
- Complete all required HSEEP documentation including AAR/IP
- Develop and conduct a REP and/or All-Hazard EOC training

Preferences (desired competencies, academic disciplines, and skill sets)

Only Emergency Management majors will be considered. Preference is for graduate students in the Emergency Management master's degree program, with senior level Emergency Management bachelor's students also considered.

Below is a list of desired, but not necessarily required competencies and skill sets:

- Course work and/or Bachelor's degree in Emergency Management, Homeland Security or a closely related field.
 - ICS 100, 200, 700 and 800
 - FEMA Professional Development Series (PDS) certificate
 - Communicate effectively, both orally and in writing.
 - Work individually with minimum supervision or as a team member
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OFFICE/DEPARTMENT NAME:

Environmental Services Department

OFFICE/DEPARTMENT WEBSITE:

www.ESD.Maricopa.gov

INTERN SUPERVISOR(S) & TITLE:

Johnny Diloné - Media & Community Relations Manager

Description of the project scope & intended outcomes

Interns would 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. Intern would spend several workdays with staff from each program and when possible, conduct ride-a-longs to learn about their different work/duties. Through this experience, the intern should expand their personal knowledge of our department-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. As part of the intern different projects, he or she would have the opportunity to share input in areas or success or work-process improvement for the department. Interns would also work with the efforts of the Healthy Giving Council (HGC), bringing creativity and input to encourage growth of the HGC, creating graphics for data collected to measure success of HGC and will regularly attend HG related meetings

Candidate Preferences (desired competencies, academic disciplines, and skill sets)

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).
