MCLEAPS Spring 2023 Internship Proposals

OFFICE/DEPARTMENT NAME: Animal Care and Control - P1
OFFICE/DEPARTMENT WEBSITE: maricopa.gov/pets
SUPERVISOR: Crystal Enojos, Deputy Director
SUPERVISOR CONTACT: 602-506-5100, crystal.enojos@maricopa.gov

PROJECT SCOPE & INTENDED OUTCOMES
This intern will support the Administration division of Maricopa County Animal Care & Control and the objectives of the Deputy Director.
Learning opportunities will include drafting department-wide messaging to improve communications across all teams, assisting with all aspects of the new East Shelter facility project (currently under construction), and spearheading the shared drive project to streamline department data storage.

PREFERENCES, DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILLSETS
Ideal candidates should demonstrate strong written and verbal communication skills, and experience in project management and policy review/development.

OFFICE/DEPARTMENT NAME: Animal Care and Control - P2
OFFICE/DEPARTMENT WEBSITE: maricopa.gov/pets
SUPERVISOR: Kim Powell, Communications Officer
SUPERVISOR CONTACT: 602-525-4780, kimberly.powell@maricopa.gov

PROJECT SCOPE & INTENDED OUTCOMES
The Communications intern will be a key part of the growing team at Maricopa Animal Care & Control focused on informing the public about all MCACC does to care for animals and the community. The intern will tackle many genres of the communication field including graphic design, marketing, and social media. They will assist with writing press release drafts, creating feature videos of adoptable dogs, and have on-air mentorship opportunities that will help set them up for a successful public relations career.

PREFERENCES, DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILLSETS
Qualified candidates will have interests and/or skills in graphic design and marketing techniques, as well as knowledge of business-oriented social media practices. Students studying Mass Communications, Journalism, Graphic Design/Marketing, or Videography/Photography are encouraged to apply. Bi-lingual (Spanish) is preferred but not required.

OFFICE/DEPARTMENT NAME: Air Quality Department
OFFICE/DEPARTMENT WEBSITE: http://Maricopa.gov/AQ
SUPERVISOR: Frank Schinzel, Government Liaison
SUPERVISOR CONTACT: 602.525.1074, Philip.McNeely@maricopa.gov

PROJECT SCOPE & INTENDED OUTCOMES

The Air Quality Department has multiple projects for a MCLEAPS intern to work with staff, depending on interests and skill sets. These may include assisting with education and outreach goals, internal performance evaluation, benchmarking, research and analysis of AQ issues, emissions documentation methods, and policy review.

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
- 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
- Assist with documenting methods used to calculate air pollutant emissions from a wide variety of sources.

PREFERENCES, DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILLSETS:

Demonstrated written, verbal and communication skills. Presentation experience through coursework, co-curricular activities, or work. Interpersonal communication skills developed through customer service training and work experience.

Ability to work in collaboration and cooperation, evidenced through work, team or class group projects.

Demonstrated leadership and management skills used in successful completion of course or work projects and assignments; initiative and willingness to learn.

OFFICE/DEPARTMENT NAME: Procurement Services
SUPERVISOR: Lisa Bernhardt, Procurement Administrator
SUPERVISOR CONTACT: 602-506-8019, lisa.bernhardt@maricopa.gov

PROJECT SCOPE & INTENDED OUTCOMES

Intern will support Procurement Support staff in contract development, indexing coi, and data conversion from standard drives to new CLM application.

PREFERENCES, DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILLSETS

Selected intern will be organized, capable of working independently, with demonstrated communication skills.
Environmental Services

OFFICE/DEPARTMENT NAME: Environmental Services
OFFICE/DEPARTMENT WEBSITE: http://esd.maricopa.gov
SUPERVISOR: Atika Marsela, Special Projects Manager
SUPERVISOR CONTACT: 602-506-6703, atika.marsela@maricopa.gov

PROJECT SCOPE & INTENDED OUTCOMES
The intern will focus primarily on working with Department staff on the assessment, configuration, and implementation of a new permitting database system, titled MCPermitting. This project has just begun and is scheduled to take 2 years to complete with final implementation providing a permitting and inspection database system that will support four Departments.

The selected intern will work with department staff to engage project team members to assess current business practices, identify both business and software solutions, and formulate a configuration plan. Additionally, the selected intern will support the change management team by composing and sharing project communication updates and training materials, to ensure all affected staff remain up-to-date and engaged with the project.

PREFERENCES, DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILLSETS
The intern should be creative, self-motivated and display interest in business process analysis and improvement. The successful candidate should have demonstrated written and verbal communication skills, and be proficient in variety of software platforms, particularly Microsoft Office Suite.

The applicant/selected intern's goals should be aligned with the vision and mission of the department, which is to 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.

Maricopa County Recorder's Office

OFFICE/DEPARTMENT NAME: Maricopa County Recorder's Office
OFFICE/DEPARTMENT WEBSITE: https://recorder.maricopa.gov/
SUPERVISOR: Ilene Haber, Director Communications and Constituent Services
SUPERVISOR CONTACT: 602-881-2541, ihaber@risc.maricopa.gov

PROJECT SCOPE & INTENDED OUTCOMES
Office focus for the 2023 Winter/Spring cycle will be the new legislative session and any legal issues associated with the 2022 November election. The Recorder's Office will have heavy communication needs. The intern will have total visibility into the legislative/elective process and ongoing public records work associated with the 2022 election cycle.

We will be launch approx. three (3) new software packages, including a major overhaul of our public records department.

PREFERENCES, DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILLSETS
Demonstrated communications experience – proof of verbal, written and interpersonal communication skills in action, and resulting success or impact. Knowledge and skills with Social Media will also be helpful.

Additionally, as we will be in a new legislative session, an interest in a legal or public policy career pathway is desired.
**OFFICE/DEPARTMENT NAME:** Government Relations

**SUPERVISOR:** Michelle Hindman

**SUPERVISOR CONTACT:** 602.506.7075, michelle.hindman@maricopa.gov

**PROJECT SCOPE & INTENDED OUTCOMES**

Government Relations is seeking an intern candidate for the Spring 2023 semester to assist the Department with:

- Legislative bill tracking and list maintenance
- Committee and Caucus attendance
- Written bill summaries as assigned
- Department support for weekly briefings with Board offices
- Weekly newsletter articles as assigned
- Participate in monthly regional transportation meetings
- Monitor federal issues as assigned

Intended outcomes include developing a thorough understanding of the legislative process, and how the 4th largest county in the country navigates the dynamic legislative environment. Government Relations also works at the local and federal level and offers the intern exposure to these offices and leadership as well. This internship will be a writing intensive, meeting attendance, heavy experience.

**PREFERENCES, DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILLSETS**

The Government Relations Department seeks a highly motivated, non-partisan candidate, willing to work with all sides of the political spectrum. Preferred declared majors include public administration, political science or communications.

Desired competencies include proven writing skills, experience in professional work and social environments, and ability to work independently and collaboratively with a team.

---

**OFFICE/DEPARTMENT NAME:** Office of Maricopa County School Superintendent

**OFFICE/DEPARTMENT WEBSITE:** http://schoolsup.org

**SUPERVISOR:** Shane Wikfors, Government & Public Relations

**SUPERVISOR CONTACT:** (602) 885-0499, shane.wikfors@maricopa.gov

**PROJECT SCOPE & INTENDED OUTCOMES**

Intern will assist Director of Government & Public Relations with 2023 legislative agenda and efforts at the Arizona Legislature. Intern will also assist with other intergovernmental relationship activities - including state, county and local school district entities.

Intern will support public and media relations opportunities. Intern should also expect to actively participate and support other MCSS experiences such as research, community outreach, elections, and a variety of other statutory and service functions.

**PREFERENCES, DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILLSETS**

Selected Intern should be organized and able to write and communicate well. Intern should have basic knowledge and understanding of public policy and advocacy, government operations and/or public, social or media relations.
OFFICE/DEPARTMENT NAME:  Human Services Department, Community Services Division
SUPERVISOR: Laurie Ontiveros  SUPERVISOR CONTACT: 602-506-2322, laurie.ontiveros@maricopa.gov

PROJECT SCOPE & INTENDED OUTCOMES
The selected intern will assist the Administration and Community Services Divisions (neighborhoods) in developing the implementation plan for a new Human Services Department Call Center. The Call Center will serve as the hub for client intakes for all programs supported through the Human Services Department. The intern will assess the need for the call center and the required technology, by defining the following questions:

- Why are we implementing a call center?
- What are we trying to accomplish by implementing a call center?
- What is the impact to each neighborhood?

The intern will work with multiple staff workgroups to identify:

- What elements are needed to implement the call center.
- Best Management Practices
- How have other public service agencies/organizations implemented a call center supporting multiple workgroups?
- What are the best management practices for implementing a call center?
- What do we need to know before we implement the call center?
- What do we need to avoid as we implement the call center?
- What are lessons learned from other organizations’ implementation.

The intern will -

- Develop an implementation plan and identify resources within and outside of HSD to answer: who is working on this project, in what capacity? What are individuals’ roles and responsibilities as it relates to this project?
- Determine budget estimates for implementation to answer: how much would it cost to implement a call center?
- Recommend an implementation plan to include a timeline to answer: how long will it take to implement a call center? Should this be phased in? If so, how long?

PREFERENCES, DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILLSETS
The successful intern will:

- Be curious and ask questions to seek knowledge and understanding,
- Take initiative to meet the goals and deadlines,
- Have the experience researching problems and providing analysis,
- Receive and use feedback to advance the learning process
- Value teamwork and team contributions, and
- Demonstrate communication skills when providing recommendations and receiving information
PROJECT SCOPE & INTENDED OUTCOMES

The selected intern will be part of the Operations section of MCDEM. The selected intern may be tasked with reviewing and updating existing (Maricopa County and jurisdictional) Emergency Operation Plans, Continuity of Operations Plans (Maricopa County and jurisdictional).

Intern will assist in flood control exercise planning to include the development of scenarios, injects and master scenario events listing, and facilitation of both planning meetings and exercises.

Intern will have the opportunity to gain Emergency Operation Center experience by supporting MCDEM staff during emergencies, training sessions, exercises and real-world activations.

Intern will also complete a variety of industry-related training courses developed by FEMA, DEMA and regional partners.

Specific Projects:

- Review flood control emergency action plans and departmental response SOP’s, identify discrepancies and provide recommended updates.
- Jurisdiction/County EOP
- Familiarization with CPG 101
- Review of county EOP, identify format and content issues and provide recommended updates.
- Conduct two jurisdictional EOP reviews, identify format and content issues and provide recommended updates.
- MCDEM COOP
- Familiarization with current COOP standards
- Conduct a review of MCDEM COOP, identify format and content issues and provide recommended updates.
- Table Top Exercises for Internal/External Partner
- Complete all required HSEEP documentation, including AAR/IP
- Develop and conduct on All-Hazard EOC training

PREFERENCES, DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILLSETS

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.

Desired but not necessarily required competencies and skillsets, include:

- Coursework 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
- Demonstrated communication skills - effective both orally and writing
- Work individually with minimum supervision, and as a team member
OFFICE/DEPARTMENT NAME: Juvenile Probation
SUPERVISOR: Courtni Tran, Volunteer/Intern Program Coordinator
SUPERVISOR CONTACT: 602-525-0067, courtni.tran@jbazmc.maricopa.gov

PROJECT SCOPE & INTENDED OUTCOMES

The MCLEAPS Intern will receive a generalized orientation to the Juvenile Probation Department, which includes 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.

PREFERENCES, DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILLSETS

The Department is 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.

This opportunity is best suited for those interested in Officer roles, but also the non-badged/civilian roles within this department such as: Research and Planning, Staff Recruitment, and Government Administration, and a variety of programs that focus on Positive Youth Development.

OFFICE/DEPARTMENT NAME: Office of the Public Defender
OFFICE/DEPARTMENT WEBSITE: https://www.maricopa.gov/558/Public-Defender
SUPERVISOR: Jennifer Gebhart, Mitigation Specialist Supervisor
SUPERVISOR CONTACT: (602)688-0777, jennifer.gebhart@maricopa.gov

PROJECT SCOPE & INTENDED OUTCOMES

The MCLEAPS Intern selected will collaborate with the Office of the Public Defender to develop a position focused on community transition needs for clients represented by the office in the Early Disposition Court (EDC). This project would help us create a process to more quickly uncover the reentry needs of the clients served by this unit of lawyers. The case timeframes are fast paced and therefore we must implement a streamlined process which can be done quickly and efficiently for clear identification of any barriers a client may have in their return to the community, while hopefully reducing chances of recidivating.

The clients eligible for this type of assistance would be those who are either being offered diversion or a probation sentence. The intern would be collaborating on the development of an intake form for those needing assistance, identification of the most needed types of services in the community, and an evaluation for measuring success of the position. All of this would be accomplished through collaborative effort with the mitigation team and the EDC attorneys.

The final stages of the project would include the intern implementing their intake form and their ideas for creating community transition plans with assigned clients. The final step would be to identify barriers encountered in the process along with the successes.
PREFERENCES, DESIRED COMPETENCIES, ACADEMIC DISCIPLINES, AND SKILLSETS

The ideal individual is interested in social work, criminal justice, public affairs or community resources and development, and is seeking a relevant degree and field experience.

Desired skills include demonstrated creativity, collaboration, and evaluation. Good verbal and written communication skills. The ability to work independently after given direction, and the ability to work collaboratively with a team of mitigation specialists and attorneys. This individual should demonstrate these professional skills, with an openness to learn, and have a genuine interest in the court system and the mission of the Maricopa County Office of the Public Defender.