State: Arizona

Assign Program Category (applicant): Human Resources/Workforce Development
(Use list at end of application)

Program Name: Arizona Interns-In-Action
Administering Agency: The Arizona Department of Administration
Contact (Name and Title): Susan Laurence, Recruiting Manager
Address: 100 N. 15th Ave., Phoenix, Arizona 85007
Telephone Number: (602) 542-4757 and (602) 542-4117
E-mail Address: susan.laurence@azdoa.gov
Web Address: www.hr.az.gov/intern

1. How long has this program operated (month and year)? Note: the program must be between 9 months and 5 years old as of April 5, 2012 to be eligible for this year's award.

   January, 2010

2. Describe the program:
   Why was it created?

   In 2008, the state implemented a hiring freeze and agency budgets were significantly reduced. In 2009 and 2010, due to continued budget shortfalls, many agencies conducted layoffs and reductions in force along with mandatory furloughs. Given the realities of the state’s budget situation, state agencies needed creative solutions to address a reduced workforce and a continuing hiring freeze.

   One solution was to create the Arizona Interns-in-Action program, offering college students unpaid internships in a variety of state agencies. Although there were a few agency-specific intern programs available at the time, there was no coordinated, statewide approach that could benefit all state agencies. The Arizona Interns-in-Action program not only provided agencies with fresh talent for specific projects, but it also provided college students valuable on-the-job practical experience while completing their educational goals.

   In addition, this program provided development opportunities for Arizona’s future workforce and introduced interns to the career possibilities within the State of Arizona. Our future will depend on bringing talent on board now to address the future “brain drain” that looms in the not too distant future. Recent analysis indicates that at least 25% of the state agencies’ workforce will be eligible to retire within the next five years. Offering meaningful intern assignments now will build our talent pipeline of the future. In fact, now that the economy is improving, interns are becoming full-time State employees.

   Why is it a new and creative approach or method?

   • Arizona Interns-In-Action utilizes the QR (Quick Response) code for instantaneous accessibility to the entire program through the use of Smartphones
(No other state is using the QR Code for their intern programs)
Scan the QR Code on your right and see for yourself!

• Arizona Interns-In-Action expands awareness and marketability by reaching out to
students with the social media they can relate to – Facebook
(No other state is using Facebook social media for their intern programs)

• Arizona Interns-In-Action introduces a fresh, uniquely creative brand that clearly
communicates the name and awareness of the program, and instills action and
motivation to both state agencies and potential interns
(No other state has created a unique name and brand for their intern programs)

• Arizona Interns-In-Action brings “humanness” to life with the creation of intern stories
and student testimonials that are warm, inviting and easy to relate to -- and they show the
diversity of opportunities with the many state agencies
(No other state is using real stories of real interns for their intern programs)

• Arizona Interns-In-Action offers students career counseling and placement through
the State of Arizona’s Career Center
(No other state offers career counseling as part of their intern programs)

• Arizona Interns-In-Action offers students unique networking and professional
development events

What are the specific activities and operations of the program in chronological order?

An intern program can be a win-win for both the agencies and students. However, it can also be a
daunting experience. Before launching the Arizona Interns-In-Action program, the ADOA Human
Resources Division wanted to ensure that neither the sponsor agency nor the student became
discouraged due to any burdensome administrative processes. Materials outlining the program, its
purpose, and participation criteria were carefully crafted targeting both audiences. Simplifying the
process into easy steps sets the tone for the entire experience.

Interns and sponsors are provided materials outlining each step in the program from commencement
through conclusion. The process begins when an intern completes an application and works with the
program coordinator for placement. Once selected, the intern attends an orientation, receives training
from the sponsor agency and is provided opportunities for development and networking. During the
internship, the program coordinator monitors the internship and the appropriateness of the placement. At
the conclusion of the internship, the intern and sponsor evaluate the overall internship experience,
including job performance. This feedback is not only essential for making necessary program
improvements, but also for recognizing students, as well as agencies, and departments that provide
outstanding learning opportunities. The materials provided to both the intern and sponsor follow,
outlining the program in detail.

Intern Information Material
Many students struggle to find a starting point that will provide good experience in their field of interest
and study. The following information should offer some assistance and direction in preparation for an
internship with the State of Arizona:

1) Start with the college or university Career Development Office. The office exists to serve student
career-related needs.

2) Sign up and use the college/university career database.

3) Network with alumni relative to areas of interest.
4) Visit with college professors, friends, and family to provide direction and assistance in internship search or first job.

Application
Step 1: Determine what is important when considering an internship.
- Interest/Subject Matter
- Classroom Credit
- Schedule
- Commute

Step 2: Prospective students are encouraged to visit the Arizona state government job website at www.azstatejobs.gov and click on the link “Arizona Interns-In-Action” to browse the agency directory. If interested, students are directed to contact Susan Laurence (susan.laurence@azdoa.gov) for additional information or to apply.

Training and Professional Development
Once an intern has been selected, he or she will be integrated into the culture of the sponsoring agency. Interns will attend the same meetings and seminars as division and department colleagues attend.

Training for the intern begins on the first day of arrival. It is important for the intern to have an opportunity to learn about state government beyond their project or assignment. Sponsors will encourage informational one-on-ones with others who hold important roles in state government. Ensuring the intern attends department meetings, quarterly events, and other meetings contribute to key learning opportunities.

Various professional development events will be provided for intern participation. Participation is optional and all events will be hosted and facilitated by ADOA.

State Capitol Tours
Interns can take part in tours of the State Capitol as well as the Senate and House Chambers. Interns will be exposed to state government first-hand, and also learn about the rich history of Arizona.

Networking Events
Interns are encouraged to attend various “Meet and Greet” sessions throughout their program. These sessions provide valuable networking opportunities, as well as a chance to meet other interns, sponsors, and school leaders.

Internship Completion
At the end of the assignment, the intern will evaluate the overall internship experience. The internship program evaluation forms must be completed and returned to Susan Laurence at the Arizona Department of Administration.

Sponsor Information Material
When considering intern sponsorship, potential sponsors should be prepared to provide the following:
- An identified project or assignment that will provide a quality working and learning opportunity for an intern
- Time commitment devoted to student development and community goodwill.
- Return on investment based on current technology, perspectives, and relevant skills being used in our schools
- Molding the future for related industry talent
Sponsoring an Intern

Step 1: The best time to sponsor an intern (see table below).

<table>
<thead>
<tr>
<th>Intern Start Date</th>
<th>Recruiting Time Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer: starting May/June</td>
<td>March – May</td>
</tr>
<tr>
<td>Spring: starting January/February</td>
<td>November – January</td>
</tr>
<tr>
<td>Fall: starting August/September</td>
<td>June – August</td>
</tr>
</tbody>
</table>

Step 2: Determine the scope of work or project/assignment the intern will be working on. Complete the Sponsor Request Form (located on the website) -- return to susan.laurence@azdoa.gov.

Step 3: Contact Susan Laurence to post the job announcement, specify preferred colleges and universities.

Step 4: Susan Laurence will screen all candidates based on the job requirements outlined in the Sponsor Request Form, including the basic requirements:

- Minimum of 2.75 GPA
- Currently enrolled in a college or university
- Taking a course of study relevant to the internship openings

Internship Completion
At the end of the assignment, the sponsor will evaluate the overall internship experience, including the intern’s job performance. The internship program/performance evaluation forms must be completed and returned to Susan Laurence at the Arizona Department of Administration.

IS IT EFFECTIVE?

YES.  (PLEASE SEE ATTACHED PDF WITH SAMPLES AND YOU CAN ALSO SCAN THIS QR CODE WITH A SMART PHONE)

The effectiveness of this program has been incredible, even though there is no full-time staff devoted solely to the Arizona Interns-In-Action Program. This program is managed by the Executive Recruitment Manager who works with the Communications Manager, the Designer/Webmaster, and a part-time intern.

Within the two years since its inception, the program has over 50 state agency sponsors and has placed over 115 students. Many amazing projects have been completed by these students, including:

- Fiscal Impact Study & Budget Analysis for the Arizona Board of Appraisal
- Assistance with development and deployment of the Arizona Pandemic Assessment Surveys
- Field work to help save an endangered species for Arizona Game & Fish
- Development of Internal Policy and Procedure materials for Arizona Charter Schools
- Digitizing preservation tapes and materials for the State Library, Records and Archives
- Health Literacy language translations for the Arizona Department of Economic Security
• Management assistance for fleet vehicles and safety training for the Arizona Department Of Emergency and Military Affairs

• Legislative tracking, analyzing bills and handling constituent affairs for the Arizona Department of Health Services

• A comprehensive business practices research report for the Arizona Registrar of Contractors

This program continues to grow and move forward with tremendous participation by both interns and state agencies. Perhaps one of the best testaments to date (with the economy beginning to improve) is that more interns are now becoming full-time state employees. And like our brand, “Arizona Interns-In-Action”, interns are finding in public service that they are not sitting around watching the world pass by. They are (as one intern said) “…being part of the action…participating, contributing…and hopefully doing something good with my life.” Additionally, the results of the program evaluation indicate that it exceeds the expectations of both the agency sponsors and the participating interns.

3. Did this program originate in your state? If YES, please indicate the innovator’s name, present address, telephone number, and e-mail address.

Yes, this program originated in our state.

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Tony Gottlob 602-542-4117(tony.gottlob@azdoa.gov)
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4. Are you aware of similar programs in other states? If YES, which ones and how does this program differ?

While other states have some form of internship programs, none to our knowledge are utilizing creative social media strategies (i.e. Facebook and QR codes), nor have they branded their programs, nor use student testimonials, provide on-site career counseling, and flexible plan structures as all inclusive as Arizona Interns-In-Action

5. What limitations or obstacles might other states expect to encounter when attempting to adopt this program?

Arizona’s Interns-In-Action program can become a model for any state agency, and upon implementation will only be as limited as the ability of the staff to keep pace with the number of interns seeking positions, and state agencies requesting additional interns. In fact, we recently have been contacted by the Los Angeles County seeking our program content to utilize in LA.

CSG reserves the right to use or publish in other CSG products the information provided in this application. If your agency objects to this policy, please advise us in a separate attachment.
Use these as guidelines to determine the appropriate Program Category for your state’s submission and list that program category on page one of this application. Choose only one.

**Infrastructure and Economic Development**
- Business/Commerce
- Economic Development
- Transportation

**Government Operations and Technology**
- Administration
- Elections
- Information Systems
- Public Information
- Revenue
- Telecommunications

**Health & Human Services**
- Aging
- Children & Families
- Health Services
- Housing
- Human Services

**Human Resources/Education**
- Education
- Labor
- Management
- Personnel
- Training and Development
- Workforce Development

**Natural Resources**
- Agriculture
- Energy
- Environment
- Environmental Protection
- Natural Resources
- Parks & Recreation
- Water Resources

**Public Safety/Corrections**
- Corrections
- Courts
- Criminal Justice
- Drugs
- Emergency Management
- Public Safety

Save in .doc or rtf. Return completed application AND video (if applicable) electronically to innovations@csg.org or mail to:

CSG Innovations Awards
The Council of State Governments
2760 Research Park Drive
Lexington, KY 40511

Contact:
Nancy J. Vickers, National Program Administrator
Phone: 859.244.8105
Fax: 859.244.8001 – Attn: Innovations Awards Program
The Council of State Governments
E-mail: nvickers@csg.org

This application is also available at www.csg.org.