

# Mandy Calley – Go Gators

**Mindy:** [00:00:00] Welcome to Analyst Talk with Jason Elder. It's like coffee with an analyst, or it could be whiskey with an analyst reading a spreadsheet, linking crime events, identifying a series, and getting the latest scoop on association news and training. So please don't be that analyst and join us as we define the law enforcement analysis profession one episode at a time.

**Jason:** Thank you for joining me. I hope many aspects of your life are progressing. My name is Jason Eller and today our guest has four years of law enforcement analysis experience with 10 years of law enforcement experience overall. She works at Clay County Sheriff's Office just outside of Jacksonville, Florida.

She's here to talk about starting a unit and hiring. Please welcome Mandy Callie. Mandy, how we doing? I'm great. How are you? I am doing well. All right, fellow Floridian. It's good to have you on the show. Looking forward to your perspective as a manager of an analyst unit. Thank you for having me.

All right. Excellent. [00:01:00] So how did you discover the law enforcement analysis profession?

**Mandy:** So funny story. I actually was the supervisor of the uniform crime reporting unit here at our sheriff's office. And I was moved over to a new building where I was housed in the supervisor's With a lady who was supervising our crime analysis unit.

So I got to know her very well, and she kind of showed me some of the things that they were doing. I was very interested in that. And we got to experienced the election of a new sheriff. So that was kind of exciting. And so some changes happened and our former supervisor of the Crime Analysis Unit moved on to some new things.

And so there was an opening and they asked me if I was interested in taking it and I jumped in headfirst.

**Jason:** Nice. Nice. So, let's go back a little bit farther. How did you even get to Clay County Sheriff's Office, even in records?

**Mandy:** So, I had went back to [00:02:00] school in December 2010 when the economy crashed. I had been working for the state, and I was looking for something to do.

I went back to school and got my degree in supervision and management, and luckily landed a job here at the Sheriff's Office. The first year I was here, I was a staff assistant to one of our captains. And with my degree, he said, I think you would be interested in a position coming open as the records manager.

So I was like, Oh, okay. That don't sound that hard. So I applied for that position. Little did I know there was a lot involved with that. And I applied for that position and luckily was able to get that position. So I started researching all the things that a records manager does in the state of Florida and whoo.

Boy, it was a little more than I anticipated. Yeah,

**Jason:** The whole quality control that always drove me nuts as an analyst working for a police department and you just people constantly questioning the data and from from my vantage point as an analyst to I can [00:03:00] only really report on what comes down.

The pipe in terms of an ETL process or what comes comes into our database and it was always frustrating to me. This whole idea of constantly trying to validate. The data and so from your vantage point, though, you're a little closer to the action here in terms of trying to ensure that the UCR and these records are accurate.

So I guess whatever. What were some of the challenges that you were dealing with at this time when you're when you're first starting? Because you mentioned that, hey, this is a lot more in depth than what what you expected. Yes,

**Mandy:** so after I took over the records unit, I was there for about a year and a half, and then we separated out some units, and I was over the uniform crime reporting unit, and that unit was responsible for every piece of data that comes through the sheriff's office.

And so just being [00:04:00] the person that I am, I like for things to be correct. So I really didn't. Understand how much that data how important it was to be correct, even in that sense just like, okay, hey, it's just my job to make sure it's done. But when I moved into the crime analysis side, and like you said, you're constantly pulling statistics for everything.

It really became apparent how important it is to make sure that that data was right. But one of the biggest challenges that we had at the time that I took over that unit. was that we were transitioning from the summary data that the FBI was taking to what they call incident based Reporting and it's a lot more involved.

So that was a five year project, supposedly. I would just like to say that as of today, around four o'clock, right before I jumps on with you, we actually submitted our first set of live data to FDLE to go to the FBI. So it actually turned out to be like an eight year project, but I'm happy to say that, yeah, that we got it all done and we're still working through some of that errors of [00:05:00] data correction and things like that, that.

The deputies on the road, we're still getting used to so that's still a big challenge for us is the new way that this all goes in to the FBI. Yeah. So

**Jason:** is that NIBRS or is that something different? Yes, sir. It's NIBRS. Okay. All right. So then you're all right. That was my next question. Like who's entering the data and what's the records management system and all, how all of that.

Is is getting there because it is quite a challenge when you're dealing with so many different data sets and so much data coming in as to to make sure that each record is

**Mandy:** accurate. Yeah, so we use central square for our records management system and. Some of the challenges that we faced here was that Florida has some things that we define that the FBI has a different definition for.

So that was a challenge as well. Our burglary to autos. The FBI does not recognize burglary autos. It's just a theft from a motor vehicle. So that some challenges like that that we were able to [00:06:00] overcome with central squares help they were able to rewrite some stuff for us and some things like that.

So even though we're still transitioning with our data, we're still finding a couple of errors that central square is able to help us with. Okay.

**Jason:** So, do you your record management system, do you describe it describe it as RMS or is it RMS y? Do

**Mandy:** I have to answer that

**Jason:** question? It's a little messy

**Mandy:** at times, yeah, yeah.

Yeah,

**Jason:** it's funny, I have had one guest on the show that said that she loves her RMS. But it's a homegrown one, so it's basically customized to her liking, so I think that's why she likes it so much,

**Mandy:** right? Right, I don't know a whole lot of people who can say that they like the RMAS system, honestly, Jason.

**Jason:** The struggle then as you're dealing, you're fairly new to the job, managing these folks, coming in as a civilian and trying to work with these sworn officers to [00:07:00] get data right how did you acclimate to that, being in that position?

It was a little

**Mandy:** bit of a struggle, but I bribed all of our deputies with, like, candy and donuts and things like that. Like, okay, hey, I need this done. So I got some Snickers bars, if you guys get this right. And just some small incentives like that to make friends in that department. And, a lot of our guys, though.

As soon as we explained why we needed certain data and why we needed to be correct, they're like, Oh, we thought we were just filling out these boxes and nobody was ever looking at them. So they really bought into the process very quickly when they knew what we were trying to do with that data.

**Jason:** Good.

, before we go on to your. Moving on to the crime analysis unit, in terms of your time there with managing the, the UCR what is there something you're particularly proud of, or is there a story that you'd like to

**Mandy:** tell? Yeah, so when I first took over the unit we [00:08:00] only had four analysts and they had been here for a while.

Two of them had been here for a very long time and two of them were relatively new. So coming in as a new supervisor and really having no idea what I was

getting into, I really expected that we would get some help from, from some of those analysts and we kind of got some kickback.

And so through probably about a good year of heartache and just. Some rough, rough days, those analysts ended up moving on to other positions. And so we had to totally rebuild this unit from the ground up. And all of this is going on at the same time. We had a new sheriff. So we weren't real sure of the direction that are.

analyst unit was going to go. So we started off with bringing in one of the ladies who had worked for me previously. She transitioned over to a crime analyst and it was just me and her for about six months. So, just two brand new people trying to figure out crime analysis was real fun.

We were able to quickly hire five more analysts and in the [00:09:00] last year we have went from basically that infancy to adulthood. Very quickly. And I'm super proud of that, that those ladies jumped in and just ran with this unit and we are just going strong. So I'm super proud of that.

Yeah. It's a big,

**Jason:** it's a big leg up to come from records. I feel once you go from, when when you know the data, like you what to expect. Right, and it's just like, Oh, I know when you're looking at your databases on the crime analysis side, you're like, Oh, I know that data is there.

Like, why are we not getting that data? Whereas if you have no expectation, you don't know what is there. You don't even know questions to ask. That's what people, people that are 911. Dispatchers before their analysts are like, yeah, I know we have that in the cat. Like we just need to go get it kind of thing.

So I would imagine the same thing with you. You're dealing with all these records. You know exactly how they're being created in the records management system. So on your end, you know exactly what you should and [00:10:00] shouldn't be getting in terms of the Crime analysis side.

**Mandy:** Exactly. And it definitely did give me a leg up coming from the record side.

So like you said, we got a more in depth training, so to speak, on our records management system because we were in records so some of the people in our agency don't get that experience. They only know the very bare minimum. And

they kind of just pluck around where coming from the record side the very bare minimum.

I was able to pull data that other people didn't even know we had sitting in there like, oh, I didn't even know we had that box. So, taking over this unit and knowing the system from previous experiences here at the Sheriff's office was a huge help, especially since the other five ladies that we hired were brand new into our agency, so they did not know our records management system.

So yeah, that really Really gave me a good leg up

**Jason:** there. Now you said there were five new ones. Were they, and you might've said this and I just didn't pick it up, are you replacing certain positions or were you just expanding the unit?

**Mandy:** Both. So we did, we replaced four. Analysts that had been here [00:11:00] previously.

And with the challenges that we were facing with a growing community our county is growing very rapidly here. And as Jacksonville pushes closer into our county, we were having a lot more issues than we used to. We were able to transition two of our UCR analyst positions over to crime analyst positions.

So that gave me a total of six. So we were able to bring in five brand new people to our agency. And then we brought one over from a different position.

**Jason:** Yeah. So you're still fairly, fairly new in terms of the Sheriff's office and, and even managing as a whole when you start this position with crime analysis manager, as manager.

So I'm curious, you mentioned your degree in, in management. And how do you feel that that degree helped you as you're in these beginning stages of

**Mandy:** management? Yeah, so that's a funny question because I used to think, man, this is not helping me at all. I did not learn anything about this. [00:12:00] So the one thing it did give me was the expectation from the command staff here.

Like, hey you have a degree in this. You, you went to school for this for four years. You've got this handled. And all I could think was, man, when I was taking those HR classes, they really did not prepare me for dealing with people's

different people's personalities and things like that. It gave me the book smarts, but the actual being here and on the job training was.

Better than any book I had, but yeah, that degree actually did give me a good starting point because I was able to in class, you sit there and you go through these scenarios and you play the supervisor and you play the disgruntled employee and it's all kind of laughing and joking and but in all reality, it did give me a little bit of insight because.

Some of those role playing things were actually several of the scenarios that I've faced here at the Sheriff's Office as a manager, so. And,

**Jason:** and I do want to get into, we'll get into later in terms of just some hiring aspects, but I just want to keep on the unit as for now. In terms of, let's go on to, you're putting a [00:13:00] unit together, you're getting people hired, what problems are you trying to solve?

You talked about the growing community, so is there certain crime trends that you're seeing, that you're trying to curb, what are you trying to do, what's your goals? Yeah,

**Mandy:** so here in our county we were a pretty rural county for the most part. And now, as we're getting kind of urban sprawl, you're starting to see a lot of things that we didn't in the past.

And one of the things that we have a really big problem with here is the Berkeley to autos. We're a very trusting county. So a lot of people just leave their cars unlocked with their keys in them, which is not the greatest idea now. And probably people in bigger cities are like, what? You do what?

But yeah, so that's one of our bigger ones is just these teenagers that are coming around these neighborhoods at two or three o'clock in the morning, putting on door handles. And if their car's unlocked, they're going through it and getting whatever they want out of it. So that's one of our I don't want to say lesser crimes, but.

One of the things that's not necessarily a huge issue for people, it's just an inconvenience. [00:14:00] They're not hurting people necessarily. And then we have cell phone towers all around our county that are being hit, which a lot of the counties around us are having the same issue. These counties, These sites don't have surveillance systems or anything like that.



So literally they're walking in, cutting all the copper wire and taking batteries, and they basically can stay there as long as they want, because nobody's raising the red flags that somebody's in there. Cause nobody knows they're there. And then the biggest one that we're trying to curb right now in our counties, like I said, we have a lot of growth, so we have multiple subdivisions with homes under construction and kind of the same thing that we're seeing with the cell phone towers, there's obviously no surveillance systems in these.

Subdivisions that are brand new. So when the suppliers are dropping off bundles of lumber and rebar or they bring in their appliances there's really nobody to check a check up on them and see if they're being installed or anything like that. So we're starting to see, or we are seeing an increase in burglaries to our homes under construction.

Yeah,

**Jason:** so, so let's go back to the cell tower [00:15:00] stuff because that usually those cell towers is that's hush hush information like the cell phone companies don't want to give out information on where their towers are. And obviously, if you're driving around, you can look up and see the tower.

But I'm, I'm surprised though that there's not, not any surveillance, but I would have thought that if a cell tower went out that somebody would be either calling the, the cell phone company or the, the cell phone company would have some, something to say if the whole tower

**Mandy:** went out.

So a few of the towers that we have had issues with, Would be like one of the major carriers and they have actually put like alarms on the ground wires of those towers. So if they get cut, an alarm goes off to them. So at least we have some jumping off points of at least a time frame. But a lot of these towers, at least in our area, are sitting in like cow pastures or a very rural area with planted pines.

So you can't necessarily, we don't have the infrastructure for internet, for cameras and things [00:16:00] like that. So it makes them very easy targets. And like you said, you just drive around, you can figure out how to get into So we have that. Kind of issue with the surveillance side of it. Hmm.

**Jason:** That's a, that's an interesting problem to try to solve, right?



Because you can put a little bit of surveillance, but even if, if it's way out in the middle of a forest or cow pasture, I mean, even if the cops are called right now, it's going to take them a minute to get down there. So that's that's interesting problem to try to solve is is the copper from it.

Is it a particular item? This might be a little bit too much information for you. I don't know, but I was just trying to think. It's like, is that copper wire different from. Normal copper wire that that that you might see in a house or or whatnot in terms of that is that that product is it is it unique looking is basically what I'm asking.

I do believe

**Mandy:** so I believe it's a lot thicker than what you would have just running in your [00:17:00] house. And then, of course, you have the issue that a lot of times they're stealing like the whole spool of it because the company keeps like extra schools there in case they have issues and they can just fix over there.

So so not only are they taking what's at the tower, making the tower work, they're also taking like the extra schools of it, which that has. To be a really heavy spool, so I can't imagine how they're really getting all of that out of there with just one or two people. It's got to be a lot.

But yes, and right

**Jason:** now, the farmer with his tractor,

**Mandy:** he's taking his cow and copper there for a little bit was definitely higher end. The resale value of it. So it kind of adds and flows. So we kind of see that as copper wiring scrap goes up. So does our burglaries or our thefts at our cell phone towers.

So we kind of figured that pattern out now. And some other counties next to us, same thing. They're seeing the same thing as we do as copper prices go up and they're advertising higher prices, we start to see issues with even our homes or construction, they'll go in there and take it out of the homes.

So we try to keep a better tab on when the copper is, Okay. Increasing.

[00:18:00]

**Jason:** Yeah, man, gotta be so frustrating if you're a metal recycler, it's, you're running that business of trying to collect all these precious metals type thing.

And you're talking about catalytic converters and you gotta go through you have some places have policies now where you can only, they'll only sell a person they'll only buy back one catalytic converter per day.

Okay.

**Mandy:** Right. Yeah. You said California Birch. You just gave me like the worst headache. Those are the bane of my existence, Jason.

**Jason:** Yeah. Like, right. And it's just something like, man, like, why do we even know that term? We really shouldn't even know that term of all the parts on a car. We shouldn't know that.

But the reason we do is because they're easy to steal and they're lucrative. Right. They're, they're, it's, the juice is worth the squeeze of the climb underneath there and cuddlematic cars that are parked there. Right. All right. I'm

**Mandy:** gonna have to knock on some wood because I have to say, so we had it for a while, I mean, we were getting hit hard and then we made a couple of arrests and that kind of quieted [00:19:00] off.

And so I'm kind of like scared to even say anything to you about them, but so I don't jinx myself, but yeah, we had that rash of stuff for a while and then we've kind of. Luckily not had as many lately, so.

**Jason:** Sure, sure. , now we'll move on to the construction sites. I guess, what's the, the strategy there to try to curb some of these

**Mandy:** burglaries?

So we do have all of our area counties, we do a monthly meeting with the home builders in the area. And so what they try to get them to do is, Had their superintendents on the job sites like, okay, hey, at least document when you see certain things like, okay, hey, the new stove and microwave and refrigerator been delivered because a lot of times I go, we don't even know when it got delivered.

We don't know who delivered it. So we're working with those builders, home builders trying to. Say, hey, if we can get some documentation, maybe we can put up some cameras. Can you at least let us put up a license plate reader at the entrance of the subdivision and things like that? So we are trying to do it at at

their level to have them what we found is[00:20:00] it happens to them so much.

They just replace it and move on it. It doesn't really. Affect them too much.

**Jason:** So yeah, pass it on to the seller, right? Or the buyer, pass it on to the buyer, it

**Mandy:** goes. We do obviously when we have subdivisions that are being heavily worked, we, new construction in those where they're building several homes at one time.

Our guys are running through there all the time, but they can't be everywhere all the time. So that strategy is really to try with the builders. To get them to help us out a little more than they had been in the past. Yeah,

**Jason:** I would think a challenge for your unit as well is, the street file set up in terms of mapping, right?

If, if this is a new area, your mapping files might not be up to speed , from your records management system.

**Mandy:** So miss Anne with our County is just my hero because I don't know how she manages to keep up with everything on our mapping. And then of course we have one of the young ladies in our it.

Heather is [00:21:00] also one that keeps up with our mapping for our CAD systems and stuff. And I have to say they are a lot better at it than I am. They make sure that they're in there pretty quickly. As soon as they can get those layouts from the builders and things like that. They're able to put those in there.

So we can at least at least the main roads. You might not get all the teeny tiny roads in that subdivision, but you're getting those main roads that help us out. Yeah,

**Jason:** no, that's that's fascinating that we just eat it and and move, move on. Because I mean, some you talk about lumber, they're not probably reselling that lumber, right?

They're probably just using it themselves that these I would imagine, something, right? I mean, and then the The appliances. Yeah, you could probably sell that pretty easily. But

**Mandy:** we've even asked them to put trackers on. I'm like, if you're delivering a new refrigerator and you're not gonna be back to the house for a while, can we put a tracker on it?

And that way, if it does go missing, we can find it. I didn't really like that idea of a lot.

**Jason:** Well, I would think. I'm thinking through the process to me, I haven't built any homes in my life, so this might not be the case, but [00:22:00] if you're delivering appliances, you should be towards the tail end of the construction process.

Like, you should at least be delivering it to a place that could be locked. And, and secured, I would think but I don't, I don't know. Are you, are you seeing them where they're like, they're just delivered them to the area and they're not in a such a secured location.

**Mandy:** Most of the time, like you said, you can, the doors are on the windows are there, so they can shut that up.

But what we find is a lot of times that the garage door hasn't been installed yet. So everything is put into the garage. It's kind of

**Jason:** like, well,

**Mandy:** you just go get it out of the garage

**Jason:** and

**Mandy:** a lot of times obviously these homebuilders that have subcontractors, everybody drives a white pickup truck, so they're like, Oh yeah, I see no white pickup truck in here well, most of our homebuilders, their subcontractors drive white pickup trucks, so nobody really thinks about any of it.

If you see somebody in there during the day, moving stuff around, they might be robbing you blind, but nobody pays attention because there's so many white work trucks in [00:23:00] there

**Jason:** that presents a problem too. Right. I wonder if they make an insurance claim ridiculous insurances here in Florida.

**Mandy:** Maybe that's why, yeah, I don't know.

**Jason:** Yeah, it's good for you when you get back to the growth and you get back into why your unit's expanding and it should go hand in hand that you're with more expansion, you're going to have more housing developments and you're going to, this is a problem that you're probably really only going to see in areas with major growth.

**Mandy:** Yeah, so we have a subdivision coming in here in the next year. They're actually, they've already broken ground on it and they're putting in 4000 homes and for some of the areas probably people listening. They're like, oh, that don't sound like a lot. But for our area, that was really rural to begin with.

That's that's a major. Major piece for us. And there's several subdivisions starting in the next two years that are also large amounts of homes coming in. That's on top of the ones that have already been built, and they're in like phase two of those subdivisions as well.

So we're getting a lot of people into our county and One of [00:24:00] the things we just talked about is this year we increased from four to six analysts and this coming fiscal year, I'm asking for two more and I fully believe we can keep them busy because our county is growing so quickly. Yeah,

**Jason:** so, but it can't be difficult because if they're, I mean, if you're not seeing the full picture, it sounds like in a way, because some, some people probably reported and others doubt.

And so you probably have no idea how much theft is going on at these construction sites.

**Mandy:** Correct. And really the only time that they're, and sometimes they're they're months later when the superintendent comes back in there and says, oh, I'm doing my inspection because we're about to close on this house and some of the stuff is gone.

So you don't even really know, you can't even track that trend really and say, okay, well, in the summertime, we're getting hit real hard because we don't really know for such late reporting.

**Jason:** Yeah, when did you, when did you last see the washing machine? July.

**Mandy:** Yeah, yeah, yeah, that's Christmas. You're like, geez, okay, great.

**Jason:** That's not how it happens though. Oh, [00:25:00] geez, and that's, and that's frustrating is again that there's not really much you can do about that, right? That's not really going to tell you much if you don't have the exact, either a closer time frame. When you're dealing with burglaries and whatnot with back to the car, you were talking about burglaries and cars, right?

I was like, oh, I parked there at 2 PM. I came back at 4 and my stuff was stolen. So you have a general idea that it had to happen within that 2 hours. And so you can start doing some analysis. You can start seeing the trends of other vehicles being broken into in that area. But when you're talking about months later, like, there's not.

Yeah. That that date from and date to listen to your money when it's such a large span. So,

**Mandy:** speaking of like, trends in the burglary to autos. Did you see the tick tock video where you can actually steal cars with a USB cable now? We had. Yes. You have to look it up. So there's this tick tock trend. That started a while back at least at the beginning of last year, [00:26:00] where this video surfaces where you can steal certain vehicles, certain KIAs and certain Hyundai's by using a USB cable, the end of a USB cable into the ignition.

So we've seen that trend here in our county and, it's kind of just funny that our little old county could have this piece of this big trend that's going on nationwide so. My favorite part of all of that, though, is people with their ring doorbell cameras. I love ring, part of my favorite thing because they're constantly posting videos like, hey, here's these kids walking it's a group of five or six, seven teenagers, and they're just walking around the neighborhood.

So at least with the burglary to autos. We message out all the time. We have this whole, like it, lock it at 9 p. m. The 9 p. m. Routine that we put out on our social media all the time. Our news, our local news stations put it out. Remember that whole, it's 10 o'clock. Do you know where your kids are?

Well, now, now we do the whole nine o'clock. Go lock your car in your house thing. So we've tried to do some public service announcements on that to like, make sure people lock their cars. Cause today isn't the same as it was even five years ago. And trying to do some of that educational piece [00:27:00] that we don't have so many burglaries.

To our autos. We don't have as many smashing grabs as we do just. Crime of opportunity for these kids to open your door. That's not

**Jason:** locked. Yeah. Well, that's what I was just going to get with the talk video. Is that something where there are not breaking in per se, like smashing the window and then stealing the car is probably already a lock and then.

Was it a special cable that they were using to, to then start the car?

**Mandy:** Just the regular end of a USB cable. So the USB side of the cable, didn't matter if it was a phone charger or whatever, just using the USB side that goes into the plug that goes into the wall. But it's only certain vehicles and they actually recalled the Kias and the Hyundai's to do a update so that they could fix that.

But then that happened and there was so many people trying to do the recall that they couldn't get them all in. So while this trend was going, those were hot cars to hit. So, and some of them here in our county, what they did smash like the back window because it, I guess, didn't trigger the alarm to the car.

I think we only had one that was a [00:28:00] successful theft of the car with the USB. And I think that we actually recovered that car here in our county, but it's stolen out of another county. So maybe we're just not as smart as

**Jason:** other people. I don't know. That would be such an, like, you watch it on YouTube and then you go do it.

I was like, oh, it works. Like, that would be so, like, I mean, not that I'm going out to steal cars, but I would be really excited if it actually worked, right? It's like what, When I was in high school, this is back in the nineties we used to be able to make a telephone call with a pay phone using a paperclip we were to be able to shock , the bottom receiver somehow taught would allow you to make a, a call.

And that, like, that was the coolest thing. We would just always have a paper clip candy, and we would be able to call home before cell phones and say, Hey, can you come pick me up kind of thing? And when that worked the first time I was like, no way. I was like, so excited that it, that it worked.

But [00:29:00] in this case, I would be like. Whoa, let's start a car with a USB.

**Mandy:** Some of the conversation we've had here in the office was like, who just sits around and tries these things? Like who said, let me stick this USB cable into this ignition and see if it works. Like, you



**Jason:** know, And it might've been like mechanics or whatnot, right?

People that are doing diagnostics in it. Maybe they accidentally did it like, oh. I didn't even have this plugged in. I was a, it just overrode the, the safety in it, and I was able to start the car. It might have been just a max

**Mandy:** lift. Yeah, probably. And then they filmed it, and then somebody took it from there.

**Michelle:** This is Michelle Snow and just want you to remember to build trust with integrity.

You didn't do the dishes? Well,

**Jason:** no, I was busy doing other chores, but my completed chores is up five in the last seven days. Yeah,

**Mindy:** but you're still down 13 over the last [00:30:00] 28 days. Well,

**Jason:** I see your shopping purchases is up 20 percent this month.

**Mindy:** My spending is still down year to date. In fact, my black shoe purchases are half of what they were this time last year.

Well, thank

**Jason:** goodness last year wasn't a normal year.

**Mindy:** Plus, I bought you new underwear, so your clothes purchases is up 40 percent this month compared to last month.

**Michelle:** Wait, there

**Jason:** were no clothes purchases the previous month, Miss Perfect. I didn't know you had the ability to divide by zero.

**Mindy:** You should be happy.

Your temperature led policing program has worked great in this house. I have not touched your precious thermostat in the last six months.

**Mark:** Millions of homes in the U. S. are impacted by people wanting to be comfortable in their homes. Temperature led policing. Control the temperature. Control the cost.

**Jason:** All right. Well, I want to move on to your analyst badge story, because now we're developing this unit. You [00:31:00] got this unit, and now you're Get assigned a murder case. So I want to get into how this new unit stepped up and helped out with this case. I

**Mandy:** cannot speak highly enough about these ladies that stepped into this case.

It was very, it was a large case for us here in our county just because it had so many players involved and it's still an ongoing case. So I kind of got to be a little careful here, but yeah, so we get this case. We've worked on it for months, so a middle part of last year and, with all of us being relatively new analysts or new analysts, we weren't 100 percent sure where to even start, like, okay, the detectives came in and, hey, I think I need this, I think I have that, and we were like, okay, so working through a couple of small things and then the ladies would find a clue because at the time we didn't know who was involved In the murder all we had to go on was a description of a vehicle and they, the people who witnessed it wasn't even sure that the vehicle was involved.

So we started looking through LPRs and some of the [00:32:00] ladies were able to find a vehicle that they thought was a match. So okay, put that puzzle piece down. They kept on working and started to find. Other pieces and some connections with that vehicle that we could connect back to the location of our murder.

And, those ladies just kept on and kept on and to see them get excited when they would reach milestones in this case was really fun for me. Makes my little manager heart proud. And, to see how excited they were to continue, there would be days we, Our days normally end at five, and it would be like 530, 545, and they're still going, and it'd be like, okay, hey, you guys gotta go home.

We can pick it up tomorrow, but they were so excited about it. But the really defining moment for us was they were going through some surveillance video from our partners at Ring Doorbell, and they, at this point, we still hadn't identified any of the suspects, and there's this kid on the video, and he's coming through, and they were able to identify a very small piece.

I don't even know how the analyst seen this small piece of evidence. On the ground when she did, because when I first watched the video, I've watched it three or four times. I still didn't see it. She was [00:33:00] just able to pick up this very small piece of evidence that basically linked that individual with a Facebook photo of an individual that we thought was involved.

That was a huge win for us when she did that. They were able to move the video forward and actually get a good visual on that. piece of evidence. And lo and behold, the suspect was wearing it in a picture that they took and put on social media right after the incident had occurred. And it was really that nail in the coffin, so to speak, for us to start putting those people in that location.

Here we are, we have it on video. We're able to find these pieces that really solidified that for us. So I'm proud to say that our detectives just yesterday dropped some search warrants for the DNA. On some individuals and we have gotten stuff back where we are about to drop warrants for the murder on there and, like I said, we're still working that case and the analysts are still going through that, but they really, that was a big win for us.

And I think you've seen their confidence level just skyrocket from there that, hey, we have a team that's [00:34:00] new, but we can do this.

**Jason:** Yeah. Was it like a piece of jewelry? Is that what it was? You're not allowed to tell me. It was, it

**Mandy:** was kind of kind of like a I don't even know how you would, like a tag on a, on a piece of clothing.

Oh, okay. You know how, you know how some kids, they, like, the trend was they used to always cut the tag on the hat. So this is kind of like that with the shoes. There's a sort of brand of shoe, I guess, that

**Jason:** had this tag. Yeah. Okay. Yeah. So it's just distinct enough that when you saw it, you could link it to, to the other photos.

I, I'm on board now. Okay. Yes.

**Mandy:** And I, it's a very small piece though. Like I don't even know how she's seen it. And honestly, like I said, I watched the video like three or four times and she, I finally said, okay, you have to show me where it's at. Cause I'm not seeing what you're saying. And she's like right here.

Like, yeah, come on. Are you blind? That's like. Oh, that. And she's like, yeah. So of course we're all huddled around one laptop computer screen and, looking at it and we're like, okay. So they slow it down and she's able to go, she's like, okay, look at this picture here. This is like [00:35:00] the, a few hours after the incident had occurred.

And there you're like, yep, that's it. Sure enough. Once you see it in the other picture where you got a clear view of it, you definitely, yeah, it was definitely it.

**Jason:** So that was exciting. Were you able to

**Mandy:** recover that? They have they I don't think that we have actually went and got that yet.

As it turns out, the suspect for, that was wearing that particular thing was also killed later on. So, I don't think we have, yeah. I don't think we have that piece For that right now. Okay,

**Jason:** interesting. Yeah, it is. Yeah, it is fascinating when you when you think back and you you get that either really good case or you get that first buy in from from other.

sworn officers or other co workers that when you're an analyst and you're just new and you, you get that either really juicy case or you get that first thing like, Oh, okay. I see your value now. That's, that's a really

**Mandy:** [00:36:00] awesome feeling. It is that unit. So our the robbery homicide unit here at the Sheriff's office has always been ones that keep to themselves.

Like they're like, Nope, we got it. We don't need no help. And we have one detective who we always cut up with here in the office and stuff like that. And he transferred over to our issue and was like, Hey you guys got to give these girls a chance. Like they're great. So a couple of them kind of kept migrating down here and they'd talk.

And then we catch this case and they're like, okay, show us what you got. And now those detectives are in and out all the time, just, just to check in and be like, Hey, how's it going? You know? So that's a really great feeling too, where you get that buy in from a group that is really they didn't really like outsiders, so to speak.

**Jason:** Yeah. All right. I want to, , move on to just maybe some of your advice that you have. We talked yesterday in the prep call about just the, just a little bit of the growing pains that you went through starting this unit and maybe some things that you would advise if somebody else is in a similar position starting a unit, what advice you would [00:37:00] have for them?

**Mandy:** Yeah. So I think the first thing I wish I would have had was a little bit of direction from our command of where they wanted this unit to go, what they wanted from this unit. And it's not really their fault either. They were brand new coming in as well, because we had We had had that election of the new sheriff.

And so they're trying to come in and get their feet wet and things like that, too. So trying to build a new unit with a brand new command staff who are just trying to get their feet under them themselves was kind of interesting. So yeah, first advice is have a plan, find out where, what they're what, what do they want overall, you might not be able to achieve all of that right away.

Lord knows we're still building ours, but definitely have, have a target. Cause just kind of shooting and wandering is really kind of crazy.

**Jason:** Because you didn't have one, did you establish one in. In your mind, even if it's not written down, it's like, okay, and in end of year one, this is where I expect to be or year three or whatever you had time wise in your head.

Yes.

**Mandy:** So [00:38:00] my goals were very lofty. I was like, yeah, I'm going to get all of this done. I'm going to hire some people. I'm going to have the best unit. I was very lucky because I had another analyst. She had used she used to work for our agency here. She left and went to a state agency. It kind of helped.

She was my sister too. So

**Jason:** what's your sister's

**Mandy:** name? Yeah, her name is Connie Martin and she works for FDLE here in the state of Florida. So, and she's a fantastic analyst and she was an analyst while I was doing my records managing and my UCR managing. So she was here at the agency and she went through a lot of the classes and all.

She knew what it needed to be. Super smart girl. So I kind of leaned on her to like, hey, this is what I'm thinking from just being a supervisor standpoint. I

want to have a good team that depends on each other and has a good camaraderie and things like that. But in terms of. Crime analysis, what do I need?

Where, where do we kind of need to go from here? And she was able to give some of that insight and kind of things that she had seen with the old unit that we definitely did not want to repeat. So, I was able to lean on her [00:39:00] and then Michelle Snow, who has been on your show. Michelle had been here with us here at the Sheriff's office, and she's super smart, and even now, she gives me advice if I need it, call her.

I've seen her at the CEGIS conference this past year, and we kind of reconnected there, and she was asking how things were going, and so, networking is a huge thing. That would also be my advice, too, for, yeah, what

**Jason:** was the conference? I'm

**Mandy:** sorry, I didn't pick that up. The CEGIS conference.

Oh, with that daily there. Yeah. That was the 1st time I had seen Michelle in about a year. We normally just text or kind of keep up with each other every now and then that. So that networking piece is huge for either a new analyst, whether you're the supervisor, haven't having that support system of analysts.

And I will tell you, I use the IACA website, which is the the International Association of Crime Analysts. I use their board all the time. The the one here for Florida. I'm a member of that and we use that support system a lot. So I would definitely say If you're even if you're [00:40:00] not new, even if you've been doing this for a while, and you've just kind of been sitting in your whole get out there and man network because you just we met a couple people with a, we were doing and that work for Homeland Security Matt Malumby.

I don't know if you know Matt, but he's super awesome. And we learned that they can do. Some of the reporting that we were having to go outside and wait three or four or five days for they can do in house in like a matter of minutes. So making that connection with Matt, we reach out to him every now and then when we need something quicker than what we can wait three or four days.

That's fine. We'll do it ourselves. But if we can't we reach out to them. So network, network, network. Yeah.

**Jason:** Yeah, Michelle Snow is, that's a good person to follow. She had a fascinating story. So I, what are the things that you, were you able to overcome with, with this unit?

Cause it, it is fascinating to me that you're, you're starting out with this unit, which creating a unit from scratch is always. A difficult endeavor, but to do it with so many newbies, [00:41:00] it's like an added level of difficulty.

**Mandy:** Yeah. And with our agency, unfortunately, the unit had a poor reputation one that.

No one wanted to come around around the people that were in it. They didn't want to walk in the door and ask for anything. So having to overcome that was very difficult as well. On top of have a brand new analyst and none of us really know what to do. Having a bad reputation was even worse.

And. When I first got the supervisor's position, they're like, Oh, where are you going? I'm like, Oh, I'm taking over crime now. And they're like, Oh, my gosh, I'm so sorry. I'm like, it's not that bad. It's not gonna be that bad. And you're like, Oh so that was another thing that we had to overcome was just a reputation that the former unit had.

So one of the things we did to kind of overcome that was we did a crime analysis open house where I like to bribe people, Jason with food. So we sent out an invitation. We're like, Hey, we're gonna have an open house. We're gonna have refreshments and drinks. And you guys come by at least just grab me something to eat.

We made [00:42:00] like little go bags for the patrol guys that were on duty. And like 84 people stopped by and we were like, Holy cow, we wasn't even expecting 20. And a lot of them were our patrol guys who were like, I've never seen you guys. I've never been in this room. So that was fun. But just that overcame that whole oh, this is really a not great unit reputation.

So we were able to do that pretty quickly.

**Jason:** Ah, that's a good idea. And goodie bags are, that's a nice touch. Not all these food right there in front of you, but hey, here's something to

**Mandy:** take home. That's right. We had things like one of the girls had made cheesecake bites. We had like meatballs. We had all kinds of stuff.



Like they could actually come here and eat. Yeah. So our guys we're all, we're all the same. We all like, if you bribe me with food, I'm coming. So I think another challenge like I said that we overcame was a new command staff where people were being still put into positions where everybody wasn't real sure you had been in that position before.

But we have a great command staff. The Sheriff Cook here in our county is phenomenal.[00:43:00] She brought only a couple people with her when she came in and she left. Our local people in place, which I think helped with the stability. So we were able to kind of overcome that right away to and kind of jump off and go ahead and get started with moving forward with the unit, even though we did have new people in even in the command spots that a couple of them were new to the patrol side or they were new to the investigation side.

They wasn't sure what they needed from us either. So having a few of those that were in those positions before and just moved up the ranks was great. Yeah,

**Jason:** that's a stressful situation, right? Whether it's, well, whether it's a new sheriff or it's a new police chief, like, that's Right. Yeah, that's that's stressful.

**Mandy:** So, here for us, it's every 4 years. So, yeah, it's a little stressful.

**Jason:** Yeah. Right. And I, I think for the crime analysis unit, many units. In this country, they're not part of the standard operating procedure of the department. So what their day to day operations are, what their focus [00:44:00] can be changed on a whim, especially you get new leadership.

And so that can be a little bit daunting that okay I got new management. I might have a new whole set of to do's to do moving forward. Yeah, I was

**Mandy:** just sitting here while you're going over that. I was thinking, oh 1 of the thing that I think we had to overcome too is what the expectation was from people what they thought.

Crime analysis was like, oh, yeah, you guys just pull numbers for us. This unit, we don't just pull numbers. We do a lot of the Intel work too. So I think trying to overcome that part of it too is, oh, you guys just pull numbers is a big piece for us because a lot of what we do now is more on the Intel side versus the number side.

So that was a piece to overcome as well. Yeah,

**Jason:** well, I think the more folks you have, the more people are reading reports. And consuming data and being able to understand what the trends are, right? If you're just looking at numbers, you're only going to get a certain portion of the [00:45:00] picture. Right,

**Mandy:** We have a group that every morning when we come in and read reports, you're like, yep, there's little Johnny again.

You're seeing the same people over and over and over again. And, so with being able to read those reports every morning, you're Like you said, you're seeing the whole picture, and if you're assigned to Zone 1, you get boxed into, okay, what's only going on in Zone 1? So, our ladies every Monday, we roundtable at our CAU huddle, and, okay, tell me what's going on in your side of the county.

What's, what's going on in your zone in the county? So that we can all kind of keep up with, With that big picture we produce a report every three weeks that goes out to the command that we call our clay star. And that's part of what we do now is yes, here's the numbers, but this is what's really happening under those numbers.

It is little Johnny and his group of misfits over here. It's this and that. I say that because that's kind of how it is. Little Johnny does have misfits. So

**Jason:** let's get to it. Talking about hiring then, because I do find it fascinating that you hired so many in such a short period of time when [00:46:00] you're going through this process of hiring these folks, was it was it basically all the same process?

And what I mean by that was. It pretty much you had the announcement. Most of the announcements were exactly the same, or was it a situation where you had, all right, we know this person's going to be working in patrol, so we were going to tailor this whole hiring process to that aspect of it.

Was it more general, or did you have certain, certain positions in mind?

**Mandy:** Yeah, so we had, at the time, we had three open positions. And based off of what I knew I didn't want from the former side we did put out the generic, hey, we want a crime analyst and you need to be able to do x, y, z, all the crime analyst things to get that applicant pool in.

And then, but to be honest with you, my hiring style was probably Not what everybody else does where they're looking [00:47:00] like, oh, yeah, you're the best qualified to be the prime analyst. I look for the personality, in that teamwork side, because I can teach you crime analysis, right? We can all learn crime analysis from books.

We have classes that we take things like that, but I can't teach you to be a decent person. I can't teach you a work ethic. I can't teach you that team camaraderie. Or always wanting to support the Sheriff's Office goals and the mission that we have in our community. So I looked for people in my interview that their personality really came through and I knew it would fit with what I already had in the room, which the very first person was just me and my coworker, Nancy.

So the first person like, yeah. This person is going to fit in great with me and her because there's just two of us and as we got more people in the room and you learn those personalities I really looked for people that would fit with our team and what I wanted to accomplish in the first year, which was build the team have them at least like each other and let's support the, the community initiatives that the Sheriff's office had.

We exceeded that. [00:48:00] Within just a few short months, I think we were about four or five months in and we had a full team. The very first Sheriff's Office community event, which we all love, it's very near and dear to our heart, is the torch run for Special Olympics. All six of my ladies were like, we're in.

We want to do this, which was a big change from the previous set of analysts that were in here. So achieving that really quickly was great, but we couldn't have done that without hiring really great people. So, yes, we put out for the regular crime analyst, but I actually looked for people who.

Wanted to be here,

**Jason:** With that idea of trying to make sure that the new hire is going to be a good fit or some of the questions you asked or what was your process and trying to evaluate whether that person was going to be a good

**Mandy:** fit. Okay. Don't laugh at me. This is legit. I'm not, this really happens in interviews with me.

So we have an interview panel. There's normally two other people besides me. [00:49:00] I usually sit in the middle chair that whole thing, bring our applicant in and brought that it's good morning. How are you? Good afternoon. And as

soon as they tell me what college they went to, because ours requirement is to have a degree a four year degree, and if it's a school that I recognize for like football and stuff, I'm like, all right, are you a Gator fan?

Because you guys, I'm a huge Florida Gator fan. Go Gators. So. Immediately, they're like, Oh, I'm a Aggie or I'm a F. S. So, of course, you guys in Florida know that Florida state is our big rival and, immediately I'm like, all right, well, you're disqualified or whatever. And I'd laugh. I'm like, I'm just kidding.

And if, if they stand there and look at me like, Oh my God, she's crazy. And I'm like, okay, I'll try to protect it. But if they like, jump in, they're like, ha ha ha. Yeah. Oh, yeah. And they're willing to Embrace that kind of silliness in an interview. I kind of take it from there. So that's kind of how I get that.

I want them to open up quickly. Like we don't have to be completely professional. This whole 25 minutes or so in this interview, like show me some personality because you guys know that any of you guys that have hired for crime analysis these questions are boring. [00:50:00] Like what does it mean? Median and mode.

Can you give me the statistic standard deviation, yada, yada, yada. And it's kind of hard to see somebody's personality in that, right? Like, yeah, standard deviation is. Yeah. But if you start talking about football or this one lady I interviewed, she's like, Oh, I have, and I have a dog and I'm like, Oh, what kind of dog?

And so you get talking about dogs and things like that. And you kind of pull out that personality. So I was able to see, okay, Hey all of the ladies that work with me are dog lovers. So that works out just so you guys don't get offended. I do hire for state fans and people like I hire other people.

Okay.

**Jason:** HR meeting after this interview. Yeah, right,

**Mandy:** right. Like, don't worry, guys. We hire everybody.

**Jason:** I think it's a particular challenge with With some folks as well.

I, I think when you talk about some folks that some of the traits that they have about being well read or being maybe good with numbers or whatever it is.

There's also that thing that's you get some, more likelihood of folks that may be on more on the [00:51:00] shire side or maybe be introverted.

So it can be difficult to like, have people come out of their shell, especially in that situation where what's your average interview time is what you probably only have certain amount of time. To make that impression and like 20 minutes, man. Yeah, and it's like speed dating and you have to make that and and some people are just naturally going to be good at that.

And then others, man, they're going to struggle with with that concept.

**Mandy:** I like the speed dating analogy. Yeah, that's that's it. Exactly.

**Jason:** Yeah. How many people folks did you

**Mandy:** interview? So the first couple. Yeah. The first couple times, we only got like four or five applicants. Just this week on Monday, we had 21 applicants and we interviewed 17 for one position.

That

**Jason:** is a

**Mandy:** lot. Yes. Yes, it is. That is the most applicants I've ever had for one of the positions in the time that I've been here at Crime [00:52:00] Analysis. So that was kind of exciting too, which I can't take credit for that. Yeah. Our Our pay raise our base pay was raised a significant amount. So that put us to be in line with the other agencies around us.

And so that made us competitive. So I think that really helped us. And that was all of our sheriff because in the past we didn't have that. So. Her increasing that across the board for everybody has helped our applicant pool, not only for my positions here at crime analysis, but in patrol and our, everybody, our crime scene techs, everything it increased that pool of, of talent.

So I'm thankful for that from her. Now,

**Jason:** do you, in hindsight, do you wish that you would have reduced the number of people you brought in for an interview? I mean, 17, to interview 17, People for one position. I mean, that's a lot of time and effort.

**Mandy:** Yes. So our our chief and Nancy, my P. I. C. which is my [00:53:00] my right hand man.

I call her my wingman. We had a discussion. Okay. 17 is just way too many. So one of the things we want to do is try to do like a survey that goes out to all the applicants that make the first cut off with the minimum qualifications there and then maybe send something out and say, hey, fill this out so that we can kind of weed them out.

17. I can tell you, we literally only had about a 30 minute lunch break because we had so many 20 minutes. Like you said, and then some people talk so the interview ran really long and at one point we were like 30 minutes behind Yeah, so wait wait to me. I don't I don't recommend that to anybody That is

**Jason:** that is a lot and it's it is it's a lot difficult Yeah, did you do the whole speed Damian?

Especially when you probably are you required by HR to ask the same questions? Yes, we are. See, that gets, I mean, like, man, that gets a lot, too, because you probably got your, you got your questions in front of you, and you get, you ask the [00:54:00] questions, and a lot of times you're probably hearing similar answers, and so to to hear it the first time or the first two times is not a problem, but to hear it the 15th or 16th time, you're like, oh my goodness, yep, that's that could be

**Mandy:** draining.

We ended up having a conversation with our HR. I was like, look and you're interviewing obviously a morning time and a evening time schedule. And I don't know about you guys, but I'm a lot better in the morning. So I score people differently in the morning. I score in the afternoon. That's probably horrible to say, but I.

I'm fresh and I'm good. Then I ate lunch and now I'm like, okay, I'm ready to go home. So we're like, hey, we, we would really like to bring our top six back to do a second interview because I don't feel that we were able to really, I guess, score people the way I would like to with having so many.

So we decided to bring our top six back. And we for a secondary interview, and that's the first time that I've been able to do that here as well. Normally they're like, okay, whatever person you pick, that's it. So I was super excited that they

let us do that. But that's a [00:55:00] change for us too. But in the future, yes, I don't want to interview that many people ever again.

Yeah. In one day at

**Jason:** least. Now it doesn't have to be necessarily this set of interviews, but I'm just, I have a segment of the show of like, don't be that analyst. And so I'm curious to know, it's like, when you think back at it, you're going to interviews as like, what's the, maybe what's that one example without giving out too much.

We don't want to certainly call the person out, but is there, is there one particular one that is like, Oh, that was a really bad answer to that question. Yeah.

**Mandy:** This one person was, Telling us about the video games that he plays and he's probably he's definitely older. He's not a younger kid.

And he's telling me, he's like, yeah, I live with my mom and I play video games all day. And I'm like, Oh Lord, nothing wrong playing video games that you might not want to say that in a job interview. Yeah, it was just

**Jason:** bad. Oh, yeah. Sometimes you don't connect and that can be frustrating to for people that are in the position, trying to get [00:56:00] jobs, trying to do everything they can either education wise, or just put their best foot forward and to just get there and realize that you just.

Not a good fit for the team. Like that's a, that's a hard pill to

**Mandy:** swallow. You know what I found in this set of interviews, Jason, that I found kind of, I don't want to say sad, but kind of sad is that we do not teach in schools, college, high school, whatever it is interviewed skills. So when I first came through there, like, okay, Hey, you got to sell yourself.

Tell me why I need to hire you. So sitting through these interviews, we had a lot of. Individuals who had just graduated college. They're 19, 18, 19, 20 years old. And I don't think that they are ever given that speech of, hey, sell yourself to me. So one of the individuals that we had interviewed had interned with us here at the agency.

And we knew, knew him very well. And I knew all these great things that he could do. And in the interview, he just kind of froze up, was nervous and just didn't sell himself. Some of the skills he had. So I think anybody listening that



have a [00:57:00] conversation with your kids and anybody that you can help, if you're mentoring anybody tell them sell themselves in those interviews.

This one kid has all kinds of like art GIS mapping and just all the stuff that he learned in school. And we didn't get any of that out of him. And I was like, Oh, if I didn't know any better, I would have never have known that this kid would probably be a good fit for us. So I think that's one thing that we fail at here.

Is not here just of the agency, but all around it's schools and stuff like that. It's because we don't prepare these kids for a great

**Jason:** interview. Yeah. Yeah. Well Sean bear would say, have your portfolio ready and show them what you're able to do and have that three ring binder and everything else.

That's what one of his main things we did, Sean and I did a whole series on His his guide to hiring a law enforcement analyst, so I'll put a link to that that page on our website and in the show notes of folks are interested in in listening to that series. So alright, you speaking at colleges does I mean, I mean, [00:58:00] the college, how much do you think the college impacts your decision?

And what I basically mean by that is a degree. From maybe University of Florida or Florida State versus maybe a school with that you maybe never heard of in a different whole different part of the country. How much, how much does that impact your decision? In terms of just the college comparing colleges to these

**Mandy:** applicants.

So, all joking aside, even though I love my Gators it to me, it doesn't really matter. I did not go to my 4 year degree is from a state college. St. John's River State College here in our county. It has gotten me just as far as if I had a degree from the University of Florida. So for me personally, as long as you have the degree, I don't, for what I try to hire for, that doesn't really make or break it for me.

I do know that there have been boards that have sat on for interviews where the [00:59:00] individuals were like, yeah, that's like just an online basket weaving degree. And yeah, we're not interested. And I, I kind of always felt like, well they at least took the time to do it. So, in my personal opinion, and how I hire that, it doesn't really affect anything that I hire for,

**Jason:** I think about that from time to time because you get you sometimes I'll be advising people on on degrees or I have kid my.

My son's in ninth grade now and to me, I think often about my education. I'm from a state school in Pennsylvania and where I'm at now. And some of my coworkers, I mean, we all have these different degrees, but what they paid for their education versus what I paid for mine is really vastly different.

Right? And I get through the whole different thing. So I was like, it's like, man, is it that does that degree? You thinking about that you have to go to a certain school or how much return on investment is it worth spend that extra cash? To [01:00:00] go to a a certain university, right? When at the end of the day, it's like, okay, are you checking the box?

Do you have a four year degree? Got it. Right now you're talking about, okay, are you a good fit? What's your personality type thing? And you those are some of the, you're, you're not the first person that's come on the show and talked about interpersonal skills. Right and I, I do think that we don't teach those.

We don't even teach those at these conferences, right? We don't teach folks like key concepts and presenting and, and talking and salesmanship. I mean, those, all this, a lot of these, you look at some of these conferences, they're not teaching any of that stuff. And yet I'm talking to other people that are hiring and they're putting.

Wait on some of this stuff. That's not even been really not taught anywhere, correct?

**Mandy:** Yeah. Going back to the whole degree thing kind of came to me. I was like, I guess if I was hiring for like a brain surgeon, I would definitely want a University of Florida brain [01:01:00] surgeon over like an online one.

So, yeah, I guess in certain positions, your degree might matter where it's from. So, yeah, that kind of came to me kind of made me laugh. Yeah,

**Jason:** yeah, no, and I get certainly get that. But I mean, I think some of these. Yeah. Things when you're talking about either I. T. or especially a communication.

Some of these even criminal justice, right? I mean, if you're I mean, there might be opportunities in terms of professors or word. Yeah. Where you can intern that might help you networking wise, but in terms of the education, I mean, I'm

not sure what a criminal justice degree from one degree, one university over the other.

I'm not sure really how big a difference that is.

**Mandy:** Right? Yeah, I agree. And your point about we don't, we're not teaching these skills even to. Career people in these conferences. I just don't even know how that would even go. I had a [01:02:00] class that I just took taking my instructor course so that I could teach classes here at the sheriff's office and the amount of adults that were like just having a whole panic attack over just talking to a group of four or five people was amazing to me.

And I was like, man, I guess I just have to give to gab, I guess. And so it's easier for me. But I started presenting, I can remember having to do like speech class and stuff in like junior high and high school. So I guess maybe that is something you're right that we probably need to bring back so that you have adults that can do it and children who aren't if I asked my junior in high school right now, like, Hey, can you stand up and talk to 15 people?

He'd probably pass out.

**Jason:** It is look, it's not easy, but it's, and some of it, it comes with doing and it comes with maturity, you get to the point where those little things don't matter anymore, I don't know what the breakdown of is like, oh, I'm just older and those, those things don't get to [01:03:00] me versus the process of actually going through it.

Multiple times, right? I don't know what that balance is. I just know that I, I had a lot of high anxiety. When I was growing up. I would have been one of those people that you just mentioned there. Like, I, I talked on the show a lot that I, I had a hard time calling my uncle on the phone and saying, Hey, hi, this is Jason.

Like, that was something that I had to practice multiple times before I made the call. And, yeah. There's came a point in my late 20s where that just kind of went away and I'm not really sure what combination of factors played into me getting over it. It just, I just got over it. Right? So that's, that's interesting.

So, all right, well, let's finish up with personal interest then. And for you, speaking of kids, you're a sports mom.

**Mandy:** I am. So I am the mom of three wonderful teenagers. My son is 17 and he plays baseball. My oldest daughter is 14 and she plays softball and

[01:04:00] my youngest daughter is 12 and she does competitive cheer and junior high cheer.

So they keep me busy. But when I'm not watching their sports, I'm a sports fan. Anyway, clearly I'm a Gator fan. So Gator football and Gator baseball college, college ball is my life. With my kids. So yeah, they keep me running around. Like next weekend we're in Savannah for a cheer competition.

**Jason:** Yeah, that's fun.

Thanks, man. Is that when you have those all day events. And you're doing three of them. So my, my daughter's in volleyball. So I, I get a little bit of a taste from that, but she's like, when I hear some of these parents talk about, especially when you get to the travel leagues and they're talking about traveling the whole entire weekend, I was like, I'm not sure what you like, that's a, that's a huge commitment to just be traveling and spending your whole entire Saturday and Sunday, at the ball fields or the skating rink or whatever it is.

**Mandy:** Yep. So with my son, when he plays summer ball and stuff, we literally, it looks like we're camping. [01:05:00] Cause you got the tent, you got the chairs, you got the cooler snacks, you got the fans. Cause it's Florida and it's hot. Sure. It literally, you pack the whole house to go for two days.

It's Florida in the summer, so it rains, so you got to have this and you got to have that. It's just, yeah, it's a lot, but I wouldn't trade it for anything. Same thing with my, my daughter that that's played softball. It's the same thing with her. And then at least on the cheer side, you're inside and it's air conditioning, you

**Jason:** know, that's, that's that's a, that's a definitely a big advantage.

Yeah. Yeah.

**Mandy:** It's, I actually like the cheer side a slight bit better in the summertime. I'm quite partial to the air conditioning.

**Jason:** All right. Yeah. Now, hey, so you talk about college football and Gators. So, I mean, are we expecting Alabama not to be Alabama now that Saban's gone,

**Mandy:** right? Goodness gracious.

I felt bad for Alabama fans because I know I, I'm going to date myself, but that's okay. I know how it felt when Steve Spurrier [01:06:00] retired for the Gators and it's just like your whole Yeah. Yeah. Yeah. Your whole dynasty just collapsed right there. I, yeah, I don't anticipate Alabama being quite as strong as they have been in the past, but I don't think they're going to be down very long.

**Jason:** Oh man. So I've been, I've been rooting against Alabama for a long time. I just get, I just get to the point where I just hate seeing the same teams in it every year. And so I've been rooting against Alabama for a long time because they're. Constantly in it, and I'm really looking forward to that four loss Alabama team.

I must admit, I was like, oh, I can't wait to see that four loss, maybe five or six loss. Man, I'm really looking forward to that team.

**Mandy:** Welcome to how the other half of us live.

**Jason:** So, man, but hey, and I'm also hoping that it's like more competitive now. I guess you see, like, you might have teams here and there, like, like rotate through, it's not the same teams year in and year out.

So

**Mandy:** we'll see. I'm really hoping my Gators come back out tough, at least at some point, like we [01:07:00] really come on guys. I'm going to need some effort out of you guys.

**Jason:** Yep, yep, yep. So, all right. Very good. Well, our last segment of the show is Words to the World, and this is where you can promote any idea that you want.

Mandy, what are your words to the world?

**Mandy:** You guys, be kind. I work in a world where people say just the hatefulest things to everybody, and you never know what somebody is going through. And even just a smile in a line. I know we're from the South, and people always tease us from the South. You talk to people and all, but you never know what somebody's going through.

And having to deal with some of the stuff that we've Deal with on a day to day basis and in law enforcement, just be

**Jason:** kind. Very good. Well, I leave every guest with, you've given me just enough to talk bad about you later, but I appreciate you being on the show. Mandy, thank you so much. And you'd be safe.

**Mandy:** Yes. Jason, thank you so much for having me.

**Mindy:** . for making it to the end of another episode of Analyst Talk with Jason Elder.

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Till next time analysts, keep talking.