



Enterprising People

An Enterprise Program Newsletter -
Supporting communications between Enterprisers
and our partners



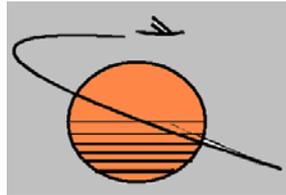
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Safety System Enterprises and Creative Conflict Resolution Join Forces

In serious mishaps where injury, death, or emotional duress is encountered, there is a need for persons skilled in dealing with personal stress and related emotional issues to provide Critical Incident Stress Management services such as one-on-one psychological first aid and group critical incident stress debriefings. When a Serious Accident Investigation Team responds to accidents for the purpose of investigating, they may encounter situations that run from zero support, to outside contractors conducting debriefings that may conflict with timely assembly of critical investigative information. There is a need to establish a clear and consistent process for rendering assistance to units suffering from catastrophic loss that coordinates well with all activities that will occur with the least impact on the unit involved.

Melissa Marosy of Creative Conflict Resolution Enterprise Unit has joined forces with Gary Morgan and Jim Morrison of Safety System Enterprises Enterprise Unit to address this need. Melissa is trained in group and individual crisis intervention, and has recently become certified in the Emergency Services Specialty by the International Critical Incident Stress Foundation. Melissa expects to join Gary and Jim as an approved member of mishap investigation teams for the purpose of providing unit and family assistance and to serve as on-scene liaison between the unit's employees/survivors and the investigation team.

Gary and Jim believe that adding this resource to their investigation response capability will help units to better deal with the crisis of catastrophic loss, enhance the relationship between units and investigation teams, and provide the next level of professionalism in the areas of Employee Safety, Health and Wellness. For more information about their services, please contact Melissa Marosy, 530-406-0300 or Gary Morgan, 414-339-8479.



Creative Conflict Resolution

Enterprise Program Update

I have two things to update you on: the employee and client surveys and the Enterprise Program "framework document".

We now have data from the client survey and, while the results of it are in progress, I can offer a few generalizations. A large majority of clients are satisfied with the work enterprisers are doing; I'm guessing this comes as no surprise to you. I found it really interesting that, in three questions I had asked of you and your clients, the answers were nearly mirror images of one another. On top of that, the same goes for a client survey done five years ago. The results of these questions are in this issue (see page 3). Keep up the good work!

The Enterprise Program Framework came out of many conversations around a program-wide business plan. While the latter never really took hold, the conversations we had across the program really helped set the stage for what is emerging as a program-wide view of who we are, how we can collectively take stock of where we are, and where we may take the program. This framework, along with the strategic plan signed by the Chief in October 2007 and all of the individual Enterprise Unit business plans, offers us comprehensive program guidance. The framework includes foundational principles which are on page 3.

In closing, it seems like program-wide we'll end the year in a good place financially. So, we have happy clients and the Enterprise Program books are looking a-okay. This is a great place to end FY 2009 and provides much to build upon as we enter the next fiscal year.

- **Bill Helin, Director, Enterprise Program**

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TEAMS Works with the City of New York

It might be hard to believe, but New York City's water is among some of the highest quality water supplies in the U.S. The water supply system includes 19 reservoirs that store 580 billion gallons of water. An extensive aqueduct system, along with tunnels and pipes, delivers 1.3 billion gallons of water a day to 9 million people in New York City and adjacent communities. Since 1997, the City has been actively acquiring hydrologically sensitive forested land within the watersheds of these reservoirs to protect water quality. This land acquisition has intensified the need to inventory and delineate the property's natural resources and to develop a forest management plan for the entire watershed area.



Department of Environmental Protection Forester, Todd Baldwin, shows an area where "corduroy wood" provided a skid trail protecting the ground from disturbance during harvest activity.

Last fall, during a Society of American Forester's convention, TEAMS Executive Officer, Bill Hay, had the good fortune to meet Fred Gliesing of the New York City Department of Environmental Protection (DEP). Bill and Fred began discussing in earnest about how DEP could "hire" the Forest Service to help them complete their complex forestry project.

Working together over the course of several months, TEAMS and DEP finalized an agreement to provide professional inventory and planning services. These services include forest stand delineation of approximately 14,000 acres of recently acquired forested lands, and a comprehensive inventory of approximately 94,000 acres. In addition, TEAMS will complete a comprehensive Forest Management Plan that will provide direction for practical, sustainable, science-based management of City lands consistent with the City's efforts to protect public health and ecological integrity through source water protection.

In addition, TEAMS is also participating in a DEP working group to identify and define conservation management practices for inclusion in the Forest Management Plan ensuring environmental protection of the high quality water that is provided to water consumers.

Discovery Channel "Discovers" AMSET

Adaptive Management Services Enterprise Team (AMSET) has been conducting fire behavior research on active wildfires with its Fire Behavior Assessment Team (FBAT) since 2003. The objectives of this work includes firefighter safety, evaluation of fuel treatment effectiveness, as well as providing real world data necessary to validate fire behavior computer models. This research involves collecting field data on vegetation structure, fuels, and weather, before, during, and after the passing of a wildfire. Fire behavior characteristics including temperature, rate of spread, flame length, and fire type are collected as the fire passes using specially designed equipment, including video cameras placed in fire resistant enclosures.

The producers of the Discovery Channel's Raging Planet Series caught wind of AMSET's work and recently contacted the group requesting use of video footage for an episode dedicated to lightning and its impacts, including the California Lightning Fires of 2008. The footage was desirable to the film producers who were interested in the unique and visually dramatic images of wildfire, but they agreed to AMSET's request that the display was tempered with an accompanying message that fire is a necessary component in healthy forest ecosystems. Although nobody at AMSET is expecting to walk the red carpet for an Emmy, the group is happy that the Forest Service Enterprise Program and the team were recognized in the credits.

The lightning episode of the Raging Planet series is currently airing on the Discovery Channel. [Visit AMSET online](#) for more details on their fire behavior research program.



The Discovery Channel recently contacted AMSET for dramatic fire footage similar to this still shot taken from AMSET's fire behavior video footage.

Final *Streamline* NEPA Offerings

One of the last chances to take the full NEPA 1900-01 course will be November 16-20 in South Lake Tahoe, CA, when *Streamline* will be offering its final session of the current course.

A multi-regional team is revising the current 1900-01 course with a goal of offering a two day course, supplemented by on-line training in advance.

If you value the interactive adult education components of the current course including the main case study and many other valuable exercises, you're encouraged to contact Kelly Fike regarding this final session in November. Please email Kelly at kfike@fs.fed.us with your interest and you'll be added to his contact list for open registration on October 1.



If you've taken 1900-01 but would still like to take any or all of the four modules of the FPI Toolbox shortcourse series, *Streamline* is also offering what will probably be its final open-enrollment sessions of those courses in FY10, with Modules 1 & 2 to be held December 8-10 in Folsom (Sacramento, California area), and Modules 3 & 4, March 9-11, in Folsom. Again, those interested should contact Kelly Fike, kfike@fs.fed.us.

From the Editor

Enterprising People is a quarterly publication focusing on Enterprise teams and their partners. Both Enterprisers and partners encouraged to share topics and ideas or join our electronic mailing list by contacting editor Kristi Bray at kabray@fs.fed.us. **If you're interested in contributing to the next issue, please send your submissions by November 13.**

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Enterprise Program Foundational Principles

- Shared Mission - Part of, and Service to, the Forest Service:** Enterprise Program employees are Forest Service (FS) staff members, delivering service to the Agency in support of the mission.
- Choice with Market Principles:** The EP understands FS units have a choice in obtaining services. The EP benefits the Agency by providing flexible workforce resources, providing units with alternatives for accomplishing the work of the Agency.
- Active Experimentation:** The EP provides employees the capacity to learn and grow while encouraging them to develop innovative methods, as a natural evolution, to complete their tasks. Through experimentation, the Enterprise Program identifies effective new ways for the Agency to accomplish work.

EP Employee and Client Survey

Employees and clients both revealed high satisfaction levels in the work environment and the services being provided, as did clients in FY04.

FY09 Employee and Client Survey Results

