

## PPQ Promising Practices Award Submission Form

### **Name, Address, Job Title and organization, and Phone Number of Nominee**

Christian B. Dellis

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### **Brief Narrative of the Promising Practice**

In Christian's work with PCIT, a need for training the users of the system was identified. In December 2005, the original proposal was for Christian to travel across the United States and train users in small groups. Christian took it upon himself to:

- Investigate online training possibilities
- Set up the web based training
- Conduct the training sessions to both government and industry users.

In March, Christian conducted his first two training sessions. To date, he has conducted 10 training sessions, 8 were focused on government users with an average attendance of 250 participants. Two sessions were conducted for industry users with an average attendance of 500 participants. Two more sessions for industry users will be forthcoming soon. Also, additional sessions will be conducted as new releases are put out.

Since Christian has started the training sessions the use of the PCIT system across the country has increased dramatically. The "webinar" training was a huge success and much positive feedback has been received from both government (federal, state, and county) and industry users of the system.

The "webinar" training has also saved a substantial amount of money in comparison to the costs that would have been incurred if he had to travel across the United States and train a few people at a time. This allows him to train a large number of individuals at one time and he is not constantly away from the office.

The initial proposal for training users and getting users onto the PCIT system has been well exceeded. To date, over 2000 ACOs have been trained and 60+ duty stations have used the system. The number of duty stations is increasing on a weekly basis.

Perhaps one of the biggest impacts that the "webinar" training that he developed has had is evidenced by the number of other programs that are investigating using the same type of training. Other employees have contacted Christian and he has helped get them set up on using the web based training. He helped set up the "webinar" training for the ACO

database, new PIN 309 system, and he has been contacted by personnel from CPHST about the “webinar” training in some of their programs. He has also discussed the “webinar” based training with officials from the PDC and they are looking at incorporating the training in some of their training courses.

**Considerations: Promising Practices**

- **Is this promising practice a new idea, or an ongoing activity?**
  - New idea which is ongoing and being picked up by other programs.
- **Can it be uniquely applied?**
  - It was originally, however it is becoming a more common practice, especially in light of the costs of travel.
- **Is there an identifiable outcome?**
  - For PCIT, the increase in the use of the system is definitely an identifiable outcome.
- **Does it meet operational and strategic goals of program?**
  - In regards to the export certification program, the practice helps with standardization of procedures. The training helps enforce the operational aspects of export certification.
- **Is it aligned with agency policy and procedures?**
  - It is aligned with all applicable agency procedures and guidelines.
- **Does it improve effectiveness or efficiency?**
  - It definitely improves efficiency based on the number of people reached in the sessions. The effectiveness of the training is evidenced by the increased usage, other programs using the system, and feedback from participants. One of the best items of feedback that has been received concerns individuals that expressed gratitude for just feeling like they were “heard” about their concerns since participants can ask questions and receive answers during the webinars.
- **Does this practice encompass any of these 4 elements of the safeguarding review?**
  1. **permits**
  2. **international information**
  3. **pest detection and response**
  4. **exclusion**

**Or,**

The current webinars are targeting PCIT which provides for export support through the issuance of phytosanitary certificates. Webinars could be applied to any element of the safeguarding review. Sessions could easily be set up to train users on the new e-permits system. The practice has already been used

with the PIN 309 system which can be tied to pest detection and response as well as exclusion.

As the PCIT system gets more robust, there will be additional training sessions with regard to the international exchange of phytosanitary certificate messages.

- **Does this practice encompass activities outside the 4 elements listed above?**
  - Since this format for training can be applied across many domains, there are no limitations on its impact in PPQ. This practice has increased PPQ's interaction with stakeholders, and it allows development of the PCIT system to be more transparent. It also substantially reduces the cost of training.

#### **Impact: Promising Practices**

**Initially this practice may be small scale and local.**

- **Could this practice be applicable elsewhere**
  - Yes and it is already being used elsewhere.
- **Could this practice be adopted regionally and nationally?**
  - It started nationally, but it is being looked at on the regional level.
- **With lessons learned, is a broader application possible?**
  - The sessions could even be expanded beyond Christian's initial national approach. It could be used in an international arena especially with regards to presentations or document review (example: review of draft ISPMs).

#### **Mission: How did this promising practice relate to the mission?**

- **How did the actions link to PPQ's mission? Provide an example.**
  - The practice is definitely tied to strengthening the marketability of US agriculture in international commerce and contributing to the preservation of the global environment. The US has one of the most credible export certification programs in the world. As the system matures and additional training is offered, the interaction with the international community will increase. This will help us meet international obligations. The preservation of the environment will be increased if quarantine pests are detected in the foreign country trace-backs will be able to be conducted in a more timely manner so we can investigate and prevent the introduction of these pests into new environments in future shipments. This also enhances our ability to meet our international obligations under the IPPC by preventing the spread of pests internationally.
  - Example: since the training began over 2,400 certificates have been accurately issued to over 81 different countries. These certificates represent millions of dollars in agricultural commodities.

- **If the nominee is from outside of PPQ, how did their action link to PPQ and its mission? N/A**

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Mr. Dellis researched, developed, used and instructed others in performing "webinars". The 'webinar' allows an instructor to teach large crowds across the country how to use various materials. The instructor has control of the information viewed on the web by all registered participants, while the participants have the option of writing in questions to the instructor. The process is also audibly interactive; the participants can ask questions throughout the process via the phone conference portion of the program.

Mr. Dellis developed the program to teach APHIS employees and industry how to use the new PCIT system (electronic phytosanitary certification). He has trained 1000's of people at a fraction of the cost the old system of 'train the trainer' would have required. The old system would require thousands of dollars be spent to move personnel around to educate the masses he has reached.

The value has already been seen by many within the department and they have requested instruction in using the process for their ends. It was used to train ECS's on the ACO database, the PDC exploring incorporating the process into their training arsenal and QPAS has asked to learn the process in order to train the officers of Homeland Security. I expect 'webinars' will spread throughout the government as the savings are realized. Webinars allow large crowds, in remote areas to see how a system works and ask questions on the process as they are witnessing it. They allow this to happen with minimal cost. Mr. Dellis has taken the science behind the on-line classes so many colleges are using and introduced it to the APHIS environment.

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