

# West National Technology Support Center

FY2005

## Year-End Report

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### The Year in Review

September, 2004	The WNTSC began with a staff of 5 people in temporary quarters.
February, 2005	Staff size had grown to 18.
April, 2005	108 requests for assistance had been received from States. 14 positions were realigned from the National Water and Climate Center, 5 more positions filled, and the office moved to our permanent location.
September 30, 2005	The first year ends with a staff of 39 with 16 vacancies and a total of 223 assistance requests from NRCS State entities and 71 from National Headquarters (NHQ).

### A Message from the Director

As you can see by the timeline above, it has been a busy and interesting year. We have been fortunate to hire outstanding specialists on the Core Team and on the Technology Development Teams. We have a diversity of backgrounds from within the agency, from other agencies, and from private industry who are producing quality work. I'm sure if you have had an opportunity to work with this staff, you will agree.

As we look ahead to the coming year, we will continue to provide a high level of service to the States, NHQ and other customers. We look forward to working with the West Consortia to meet their technology needs. We encourage NRCS State specialists to let us know how we can help you. We look forward to serving you in the future.

--Bruce Newton



*The new office*

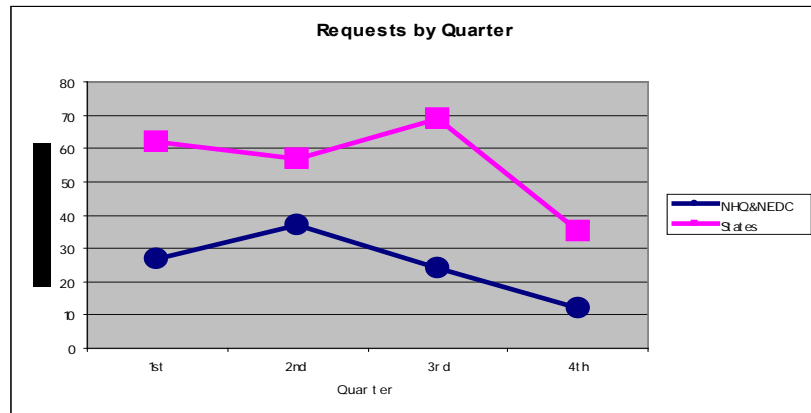
**NRCS--**  
*Helping People  
Help the Land*

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# WORKLOAD ANALYSIS:

## Requests:

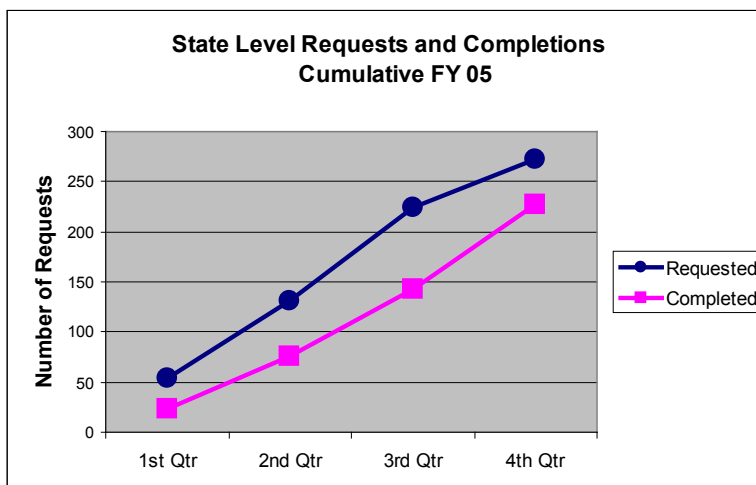
Assistance from the WNTSC comes via requests from NRCS State Office specialists, other Center specialists requests, NHQ, and NEDC. State requests range from project assistance to training to technology development or transfer. National Employee Development Center (NEDC) requests are primarily for assistance to develop and/or deliver training. NHQ assistance usually focuses on program assistance in the development of technical guidance, providing training assistance, or developing tools to support the delivery of agency programs.



Requests are tracked when they are considered significant, i.e. more than can be handled with a returned phone call or an hour or two. Formal requests from State Conservationists or State Specialists are also logged and tracked.

	States	Natl
1st Qtr	62	27
2nd Qtr	57	37
3rd Qtr	69	24
4th Qtr	35	12

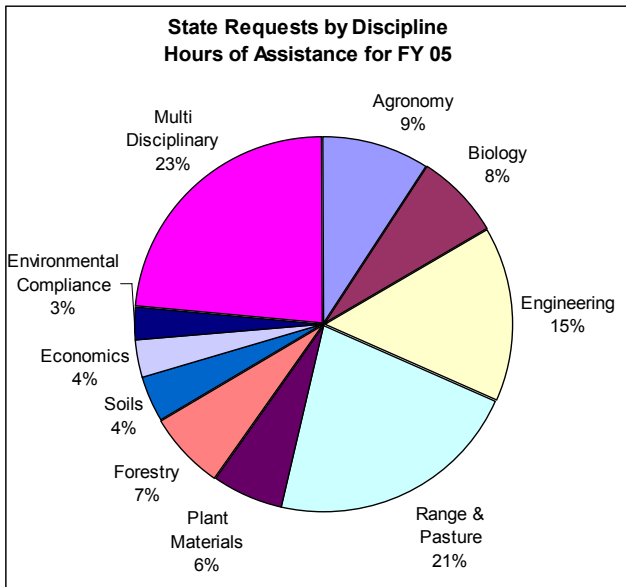
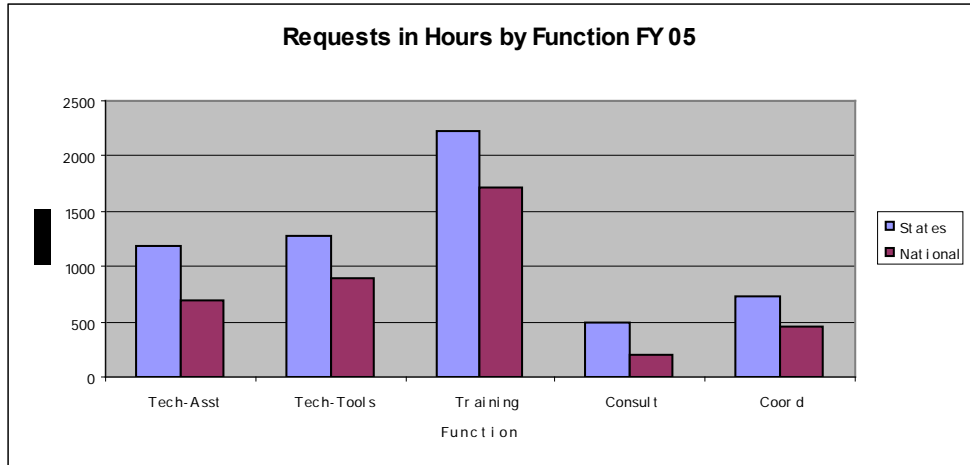
The Year-End Assistance Log has been provided to the State Technology Leadership. Additional copies can be obtained by contacting Kathleen Dobler, Natural Resource Specialist, at 503-273-2429. For FY06, the NTSC's will begin using an on-line database named the *Assistance Tracker* to log requests and make associated reports and technical information available. The Tracker is currently located at <http://ssiapps.sc.egov.usda.gov/RequestTracker>; however, we anticipate incorporating it into my.nrcs in the near future.



## Completed Requests

NTSC professionals are completing projects in a timely manner.

# Hours Spent on Requests By Function - State & National

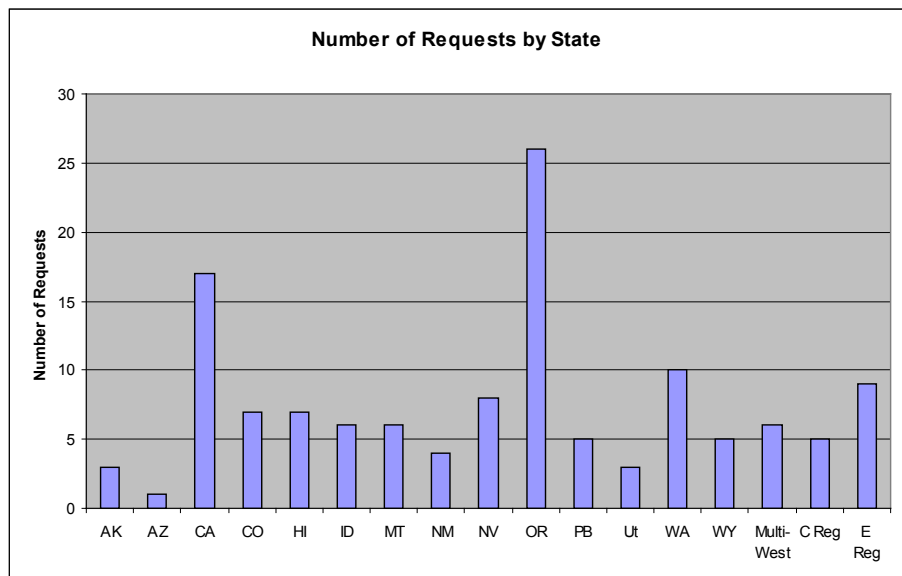


## Utilization of Disciplines

While requests for Range and Agronomy are close to capacity, other disciplines have room to grow.

## State Comparison

Familiarity with NTSC specialists initially influenced requests. Trends are now leveling.



## HIGHLIGHTS:

Our initial task became that of developing guidance, determination, and eligibility tools for the first national sign-up of the Conservation Security Program (CSP). Specialists from the Technology Development Teams worked on CSP assessment guides, eligibility and enhancement determination tools, and fact sheets. The WNTSC provided hundreds of hours of training to insure that the nation's field office personnel understood the tools and were comfortable using them. Additional time was spent answering questions as field office staff worked through the process. Many hours were also spent training NRCS employees throughout the West Region on RUSLE2, a software package used in the CSP evaluation process to evaluate soil and topography characteristics as they relate to erosion.

Under the previous organizational structure, some States in the West had formed specific resource-based Work Groups or Consortia. The establishment of Technology Support Centers provided an opportunity to look at their role in the technology transfer/coordination structure. The result was the inclusion of other States now in the West Region, the provision of Core Team and Technology Development Team members for added assistance, and the addition of an Advisory Group to facilitate information exchange between the Groups/Consortia, the WNTSC, and NHQ Science and Technology Division. The resulting feedback has been very positive.

Training was a huge focus in the first year. Almost 40 State or multi-State workshops were held. This does not include National training sessions such as NEDC courses or NRCS Boot Camp responsibilities. The WNTSC provided 16 instructors/coordinators and over 1,400 hours of time to Boot Camps in 2005. That number does not include all of the preparation time required. Four new courses were also developed and kicked off with help from the WNTSC.



*Lyn Townsend, Forester, and Kathryn Boyer, Fisheries Biologist, both with NRCS WNTSC, lead a training exercise on Stream Visual Assessment Protocol to analyze the stream reach on a dairy farm.*

## THE FUTURE:

Working with new employees for Boot Camp, or training seasoned employees on new software both are an important part of the work the NRCS West NTSC conservation professionals take seriously. They are committed to continuing those efforts in the coming years. You will see the WNTSC provide help on everyday technology currently used in the field, insuring that it is as up-to-date as possible. The Center conservation professionals will also be working to develop new tools to use in the future to insure the protection and conservation of our nation's resources.