

Local Government Officials Leadership Training

Improving the Capacity of Public Water Systems through Board Management Training in Mississippi

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Overview

- Overview of Board Management Training Program
- MSU Extension Service's role in Board Management Training
- Results of Board Management Training in Mississippi

Issues faced by Public Water Systems

- Increased legal mandates
- Aging infrastructure and workforce
- Rising costs of equipment, chemicals, and materials
- Need for rate increases
- Perception of poor management by governing boards

What is the Board Management Training program?

Board Management Training is critical to the ability of governmental and quasi-governmental organizations' governing boards to manage the entity's activities and create a vision that allows the organization to grow and succeed.

An overview of the MS Public Water System Board Management Training complete with evaluation metrics demonstrates the value of this Extension program.

Mississippi Code of 1972

Section 41-26-101

Each member elected or reelected after June 30, 1998, to serve on a governing board of any community public water system, except systems operated by municipalities with a population greater than two thousand five hundred (2,500)* shall attend a minimum of eight (8) hours of management training within two (2) years following the election of that board member. If a board member has undergone training and is reelected to the board, that board member shall not be required to attend training as provided by this subsection.

*House Bill 1227 was passed in the 2007 Regular Session raising the resident limit from 2,500 to 10,000.

Who must be trained?

YES {

- Community water systems serve a residential population of year-round residents. The system must have at least 15 service connections or at least 25 residents. Examples: municipal, subdivision, mobile home park and rural water systems.

NO {

- Non-transient, non-community – serves at least 25 of the same people for at least 6 months per year. Ex: schools, factories, hospitals
- Municipalities serving more than 10,000 customers

Partnering Organizations

These organizations are authorized to teach Board Management Training in MS



Organizing and Evaluating Training

- Mississippi State University Extension Service
 - Develops specific training materials and curricula for all training organizations to ensure continuity
 - Sends reports from unannounced evaluations of Board Management Trainings to MS State Department of Health
 - Maintains database of attendees and trainings throughout MS for certification purposes

Organizing and Evaluating Training

- Mississippi State Department of Health – approves any training and provides a standardized training code to the trainers for record management
 - All evaluations must be sent to MSU-ES for entering in a database
 - Training reports are generated at the end of each month and quarter and delivered to the State Revolving Fund Board
 - Training partners also send copies of individual training sheets to be checked against database

Managing vs Operating

- Managing – administrative duties
 - Planning
 - Budgeting
 - Setting policies

- Operating – technical tasks
 - Water-quality tests
 - Asset and line repair
 - Routine preventative maintenance
 - Chemical treatment

Board Management Training Curricula

- State and Federal Laws and Regulations
- Duties and Responsibilities
- Customer Service and Public Relations
- Management and Finance
- Rate Setting
- Long-Range Financial Planning
- Emergency Preparedness

MSU Extension Provides Annually Updated Curricula/Teaching Materials

- Board Management Training manuals
 - Municipal
 - Association
- Presentation
- Videos
- Sign-in sheets
- Pre- and Post-workshop assessments
- Course evaluations

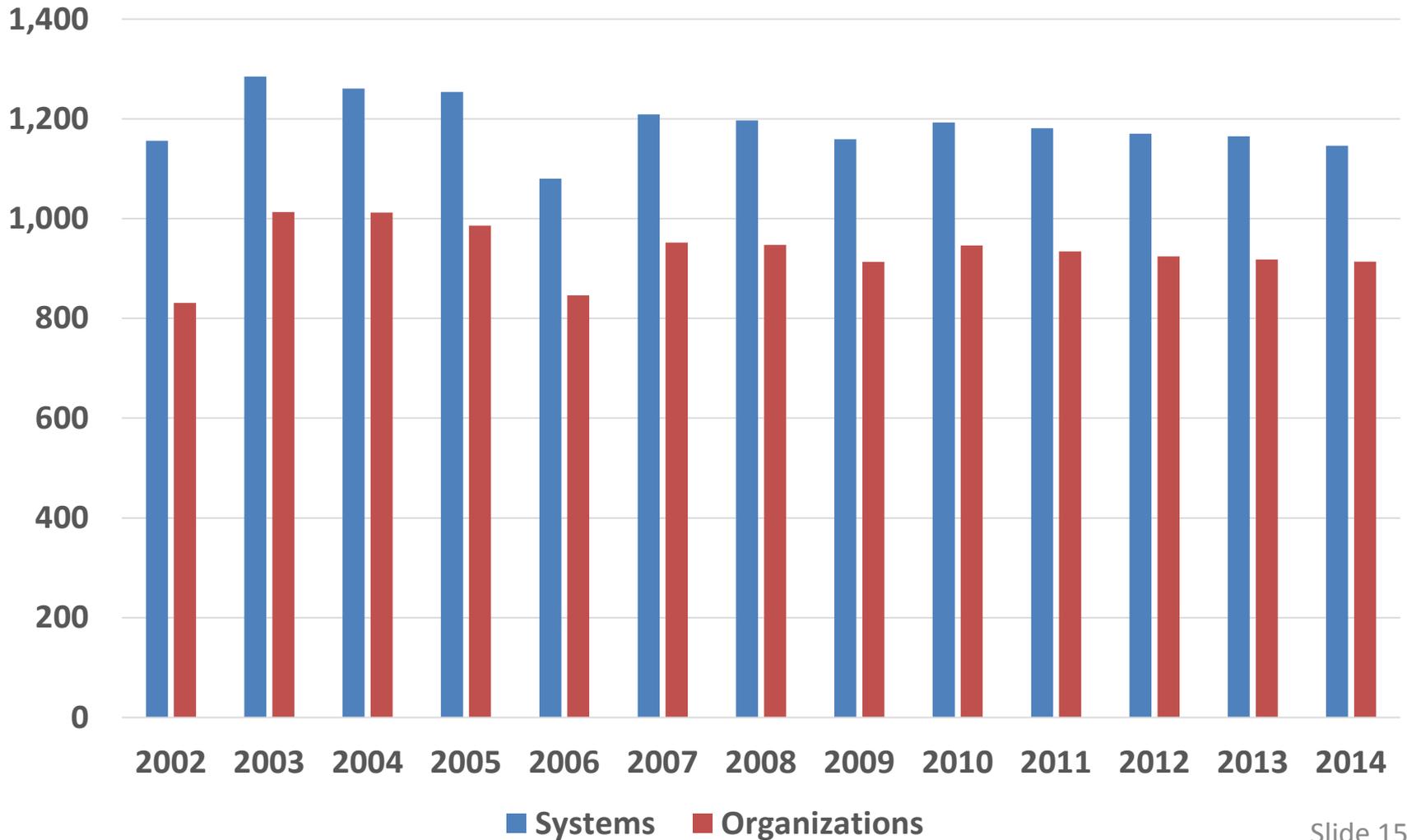
Results of Board Management Training

- 720+ training sessions held since 1998 legislative decision
- 8,500+ attendees

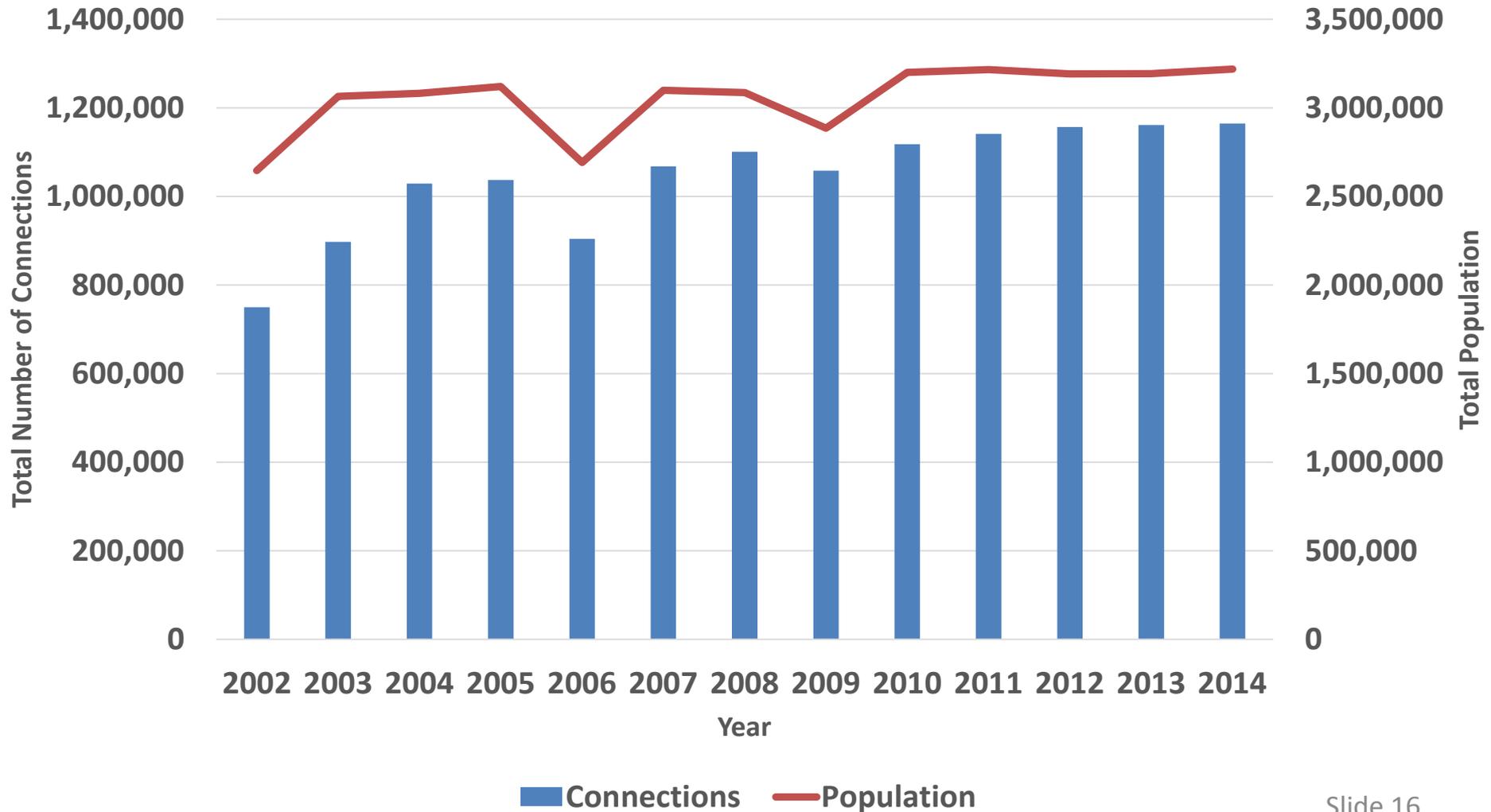


DOES IT WORK?

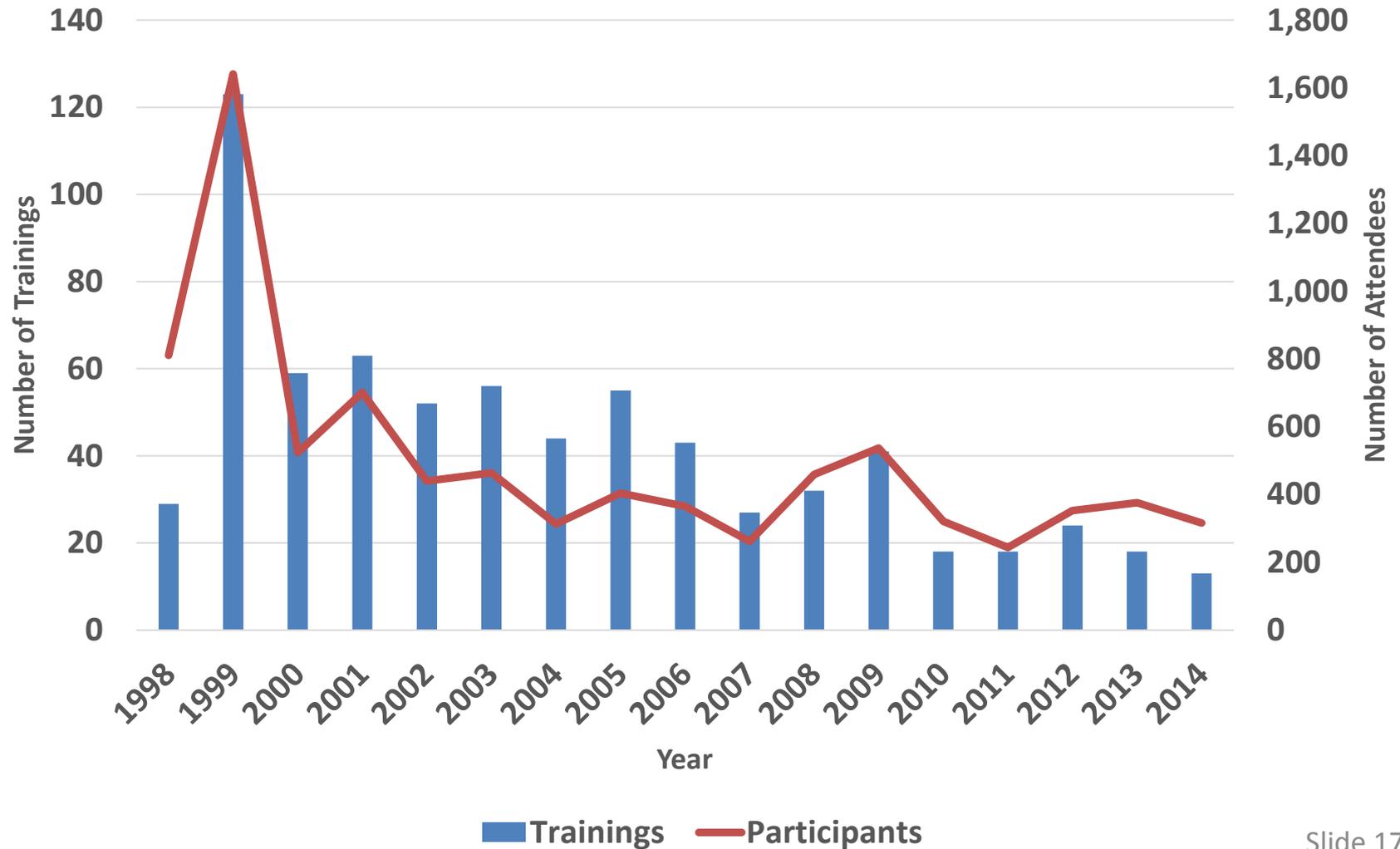
Systems vs Organizations



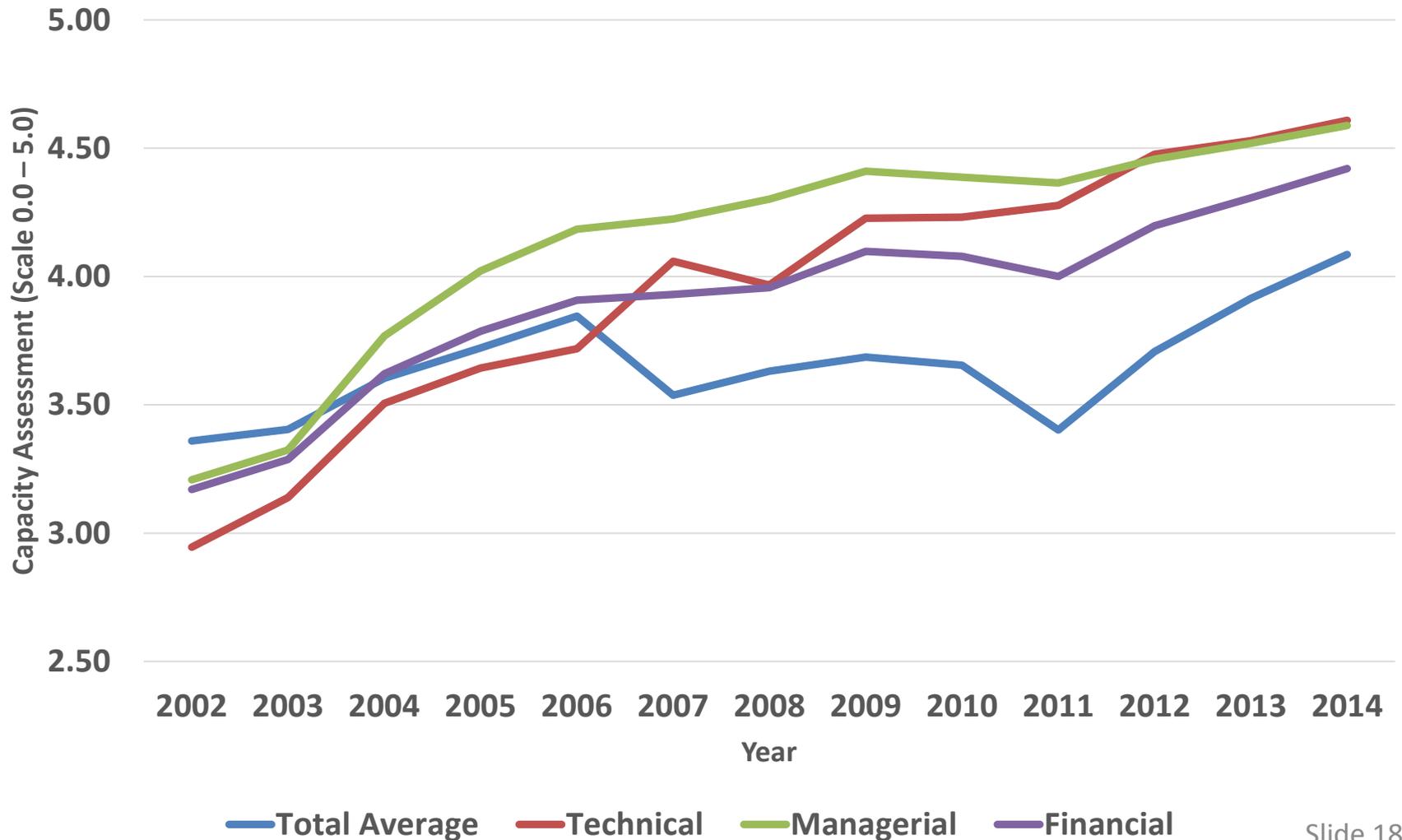
Connections vs Population



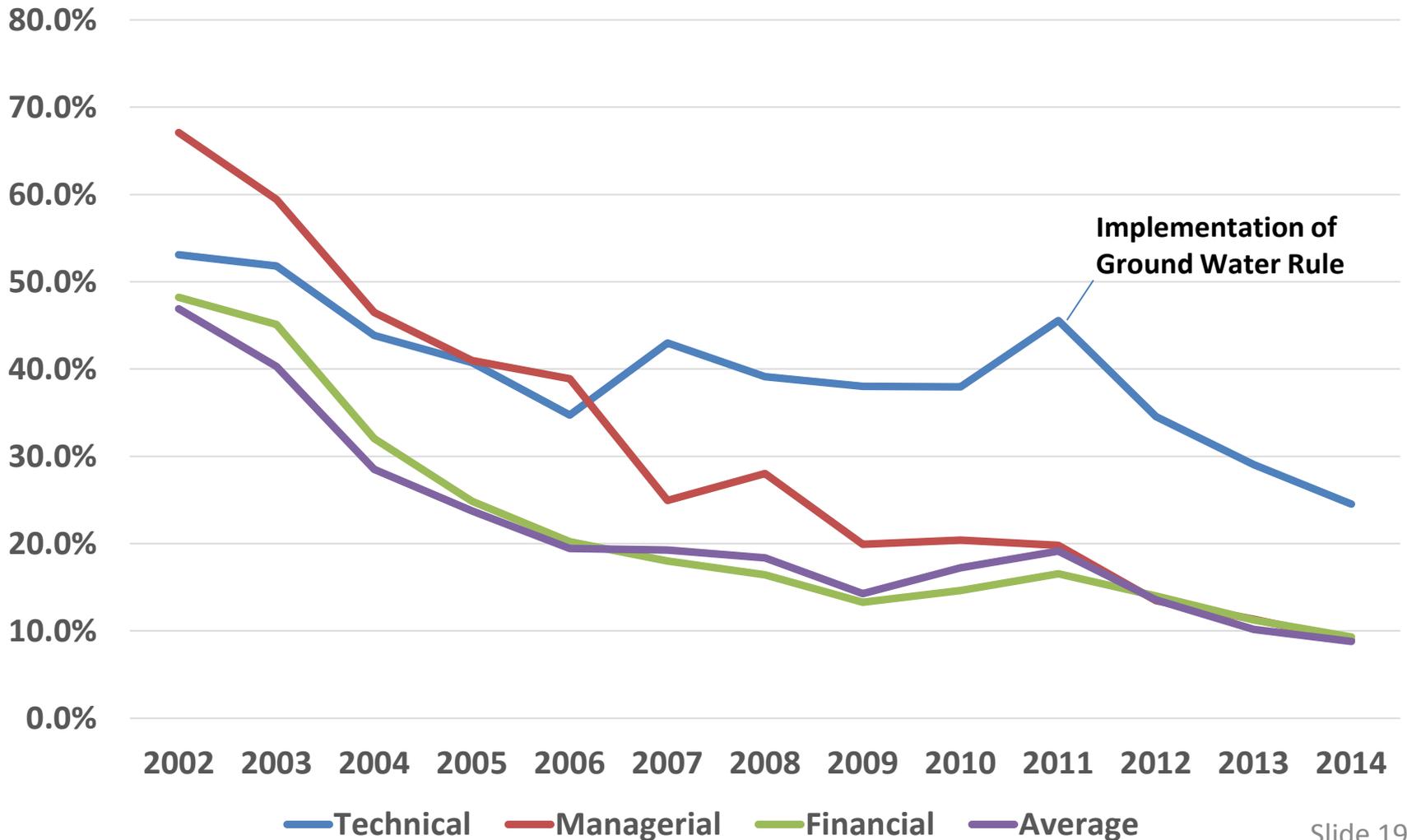
BMT Attendees and Trainings per Year



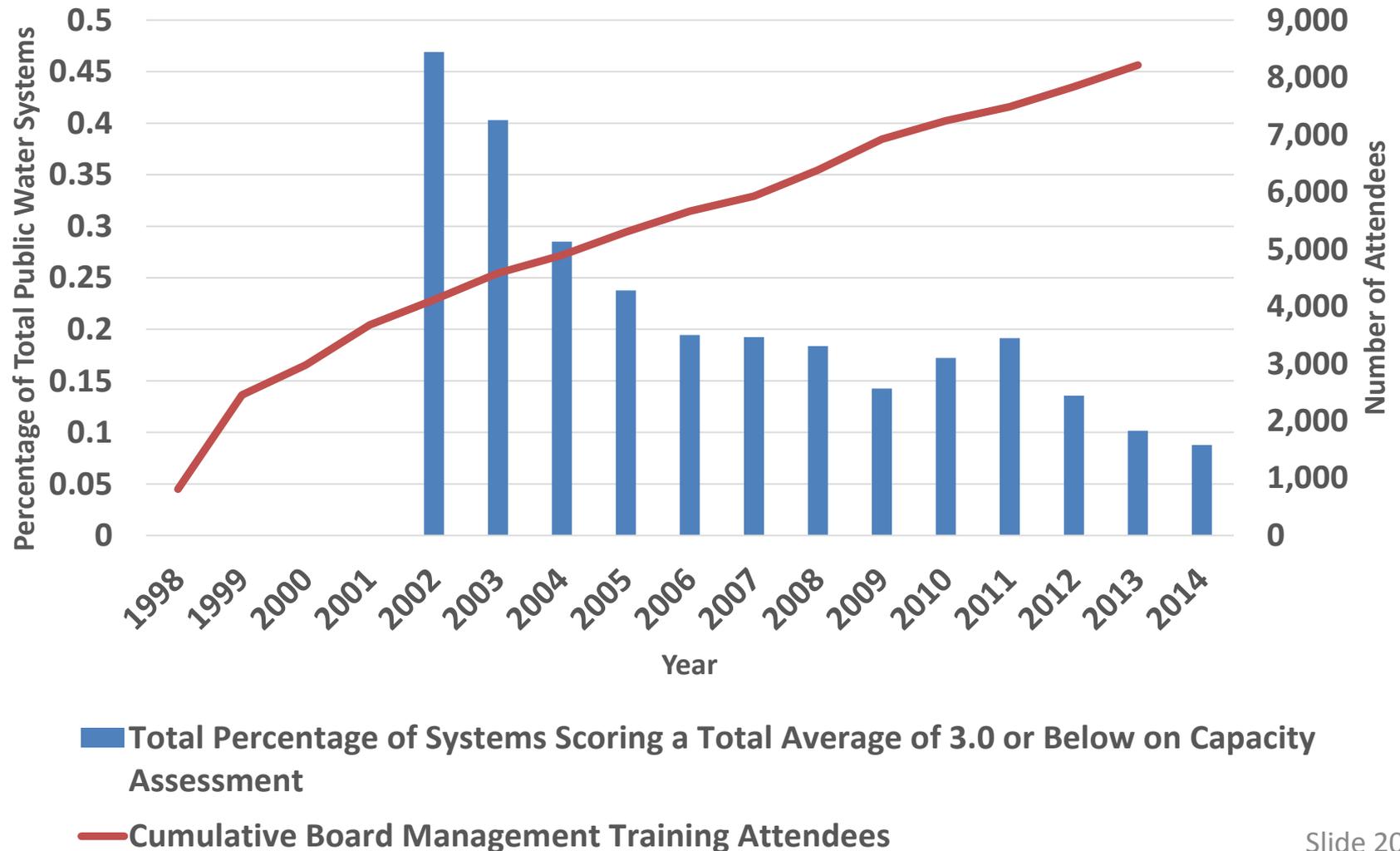
Average Scores on Capacity Assessment by Year



Percentage of Systems Scoring 3.0 or Below by Category and Total



Systems Scoring 3.0 or Below vs Cumulative Number of BMT Attendees



Questions?

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