

President's Message

Dear Fellow Public Administrator:

Thank you for the opportunity to serve as the president of DAPA. It is a privilege to follow in the footsteps of Dr. **Jonathan Justice**, Associate Professor in the School of Public Policy and Administration at the University of Delaware. During his term, Jonathan kept us abreast of national news and trends by serving as liaison to our national organization, the American Society of Public Administration (ASPA). He helped to reinvigorate DAPA by reaching out to public servants in higher education, nonprofit organizations, and government. He solicited their input and encouraged their involvement in all aspects of our organization. Thanks to his outreach efforts, today we are more diverse and more inclusive than we have been since our inception in 1971.



I am so blessed to be in the company of individuals committed to the service of others through their professions and their personal lives. The members of DAPA have both inspired and motivated my commitment to helping others. Almost daily, I am engaged in some form of public administration or public service, but only recently have I thought about how I got here. While attending the ASPA conference in March, I participated in a session that asked each attendee to share why they chose public service. Now I always thought public service chose me rather than the other way around, so I hesitated to share my story. As an undergraduate, I studied business administration and then spent several years working in the private sector. During that time, while working at a small consulting firm, my boss became interested in alternative dispute resolution. At her behest, the entire firm attended a mediation workshop offered through the Philadelphia Society of Friends. I had no idea what mediation was or how it was used. During the four-day workshop, I cautiously participated in activities that challenged me to be a better listener; more accepting of emotions, and less judgmental of others. I doubted the Quaker model that supported a peaceful resolution of differences. I questioned why people in conflict would be willing to sit at a table, with a stranger, to air their differences and then spend hours working on a mutually acceptable resolution. I felt like I was on another planet. Fortunately for me, the Friends persuaded me to volunteer in their community mediation program where I witnessed, over and over again, the power of the mediation process. I observed neighbors and family members hash out their problems then craft agreements that solved disputes and repaired relationships. I was surprised by the success of the process and impressed with the positive impact it had on the participants. I was hooked on mediation and public service.

Today I mediate disputes, facilitate discussions and teach conflict resolution and mediation courses at the University of Delaware (UD). As a staff member in UD's Institute for Public Administration (IPA), I serve on a team that believes in professionalism and public service and is committed to living out its tagline—"serving the public good, shaping tomorrow's leaders." IPA is a public service, education, and research center that serves governments, nonprofits, and public education institutions. I am proud that I am a member of a profession that seeks to promote the interests of the public and puts service to the public above service to oneself.

Professional public service is a place where the best and the brightest, with the highest integrity, can influence the future. I want to thank you for your commitment to this field, our state, and our citizens. I want to offer you the opportunity to shine a light on your work and engage with other like-minded people in celebrating our accomplishments. As DAPA continues to shape the future of public administration in Delaware, I encourage

you to come forward and have a voice in writing the next chapter of this story. Please contact me at 302-831-2927 or at kmmurphy@udel.edu if you would like to take a more active role in DAPA.

Respectfully yours,

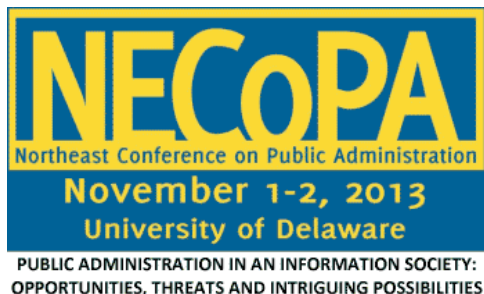
Kathy Murphy
President

ASPA in NOLA, 2013

In March, 2013, the American Society for Public Administration held its annual conference at the Hilton Riverside hotel in New Orleans, La. Conference participants enjoyed up to five days of lectures, workshops, roundtables, receptions, and panels, in addition to the city's deservedly famous historic beauty, hospitality, and nightlife. The conference was very well attended this year, with well over a thousand registered attendees. Our DAPA delegation to the conference was impressively large and included DAPA President **Kathy Murphy**, Treasurer **Martin Wollaston**, DAPA co-founder **Jerome Lewis** as well as a number of other DAPA members.

I do have to single out one DAPA member in particular.

Maria P. Aristigueta (pictured here), the Charles P. Messick Professor and Director of the School of Public Policy and Administration (SPPA) at the University of Delaware, was there not only to present her recent research but to be inaugurated as the recently elected Vice President of ASPA. Dr. Aristigueta will serve in turn as Vice President, President-Elect, President, and then Immediate Past President of the national organization, holding each office for one year over the next four years. In addition to the pride we can take in having one of our own at the helm of the national organization, I think this presents a superb opportunity for DAPA to strengthen its ties with others, both nationally and internationally, who are dedicated to advancing the science and practice of public administration.



In fact, there will be one specific opportunity right here in Delaware later this year. On November 1-2, 2013, DAPA and SPPA will host the regional **Northeast Conference on Public Administration**. This will be a terrific opportunity for working public managers and students to participate in a regional conference, present their work to a discerning and appreciative audience, and exchange ideas with others from the region. For more information, see northeastpublicadmin.org/2013-necopa-conference.

As is typical for ASPA conferences, it was impossible for one participant to take in the whole conference, so I can only give some personal reflections. As the conference website notes, “Attendees chose from presentations by 400 experts and heard keynote presentations by high-profile public servants. Louisiana Lt. Gov. Jay Dardenne officially opened the conference on Saturday, March 17. Other speakers included U.S. Comptroller General Gene Dodaro, who presented the Richardson Lecture on Sunday, March 18, and Dr. Kenneth J. Meier on Monday, March 19, as the 2013 Donald C. Stone Lecturer.”

For my part, I attended several panels, most of them on the fascinating and enjoyable subject of budgeting and financial management. In all of them I gleaned not just material to stimulate my scholarly interest in the topic

but also some real understanding of the practicalities and dilemmas of managing public organizations' finances in the wake of the Great Recession. At the President's Reception, outgoing ASPA President Kuotsai "Tom" Liou recognized Dr. Aristigueta and others (including me) for their contributions to ASPA during his term in office.

I saw many of our DAPA colleagues in conference activities and in the hallways of the conference hotel, including a number of our student members who were presenting their work and representing Delaware admirably. Among them was University of Delaware MPA student **Rachel Linstead Goldsmith**, who was one of only 15 full-time graduate students worldwide to win one of ASPA's 2013 Founders Forum Fellowships. We are the Diamond State, indeed.

For more on the 2013 conference, including the detailed program, see the conference website at www.aspanet.org/public/Conference/CONFERENCE_HOME/Conference/Home.aspx.

Finally, I would urge you to see the conference for yourself next year! ASPA's 2014 conference, March 14-18 in Washington, D.C., will include a celebration of the organization's 75th anniversary in addition to all its other attractions. Watch for the call for presentation proposals and applications for Founders Forum Fellowships in the next few weeks. ASPA's full calendar of events is available at www.aspanet.org/public/ASPA/Events/Conferences/ASPA/Events/Events.aspx.

—by DAPA Past President Jonathan Justice

photo by Kathy Murphy

SCUPSO Conference

DAPA/ASPA MEMBER CONFERENCE ATTENDEES:

Bernie Dworsky

Jerome Lewis

Lisa Moreland

Kathy Murphy

Julia O’Hanlon

Ted Patterson

Dan Rich (plenary panel presenter on “How Universities Approach Public Service and Applied Research”)

Kelly Sherretz



DAPA was very well represented at this past April’s **Southern Consortium of University Public Service Organizations (SCUPSO) 2013 Annual Conference** in Baltimore, Md., by eight members who are affiliated with the University of Delaware’s Institute for Public Administration.

DAPA President **Kathy Murphy** served as a co-facilitator for a presentation on “Project Management.” Longtime member **Lisa Moreland** did likewise for a session on “Reporting to Clients.” **Julia O’Hanlon** co-facilitated a presentation on effectively “Managing client relationships.” Five DAPA members attended these sessions.



Kelly Sherretz at Baltimore’s Inner Harbor

According to Murphy, she was impressed to see a conference so focused on the details and practicalities of public administration. “That was the focus of it—what are we currently doing and also the generation of new ideas regarding how we can all work better with our clients,” she explained. She also said it was good to hear from other professionals familiar with the nuances and nitty-gritty of working in the public administration field. “People were very honest in sharing their own experiences,” she said, “and it turns out we all have a lot in common. It’s nice to know that we all often deal with similar issues.”

The University of Delaware’s Institute for Public Administration co-hosted the event with the University of Baltimore’s Schaefer Center for Public Policy and the University of Maryland’s Institute for Governmental Service.

Organized in 1979, SCUPSO supports university-based public service institutes in their efforts to assist state and local governments on a range of contemporary issues of importance. SCUPSO facilitates networking, information exchange, and collaboration among its 40 member institutions.

IPA staff who attended presented their conference impressions at an IPA meeting in May. The chief takeaway was coined “client discovery.” Essentially, it means taking a proactive approach throughout the project process, from inception/contract negotiation through to post-project client maintenance. A PDF summary can be obtained by emailing Kathy Murphy (kmmurphy@udel.edu).

—by BJ DeCoursey

photo by Julia O’Hanlon

DAPA Spring Networking Lunch

About a dozen people attended the DAPA April 23 networking lunch at McGlynn's Pub in Dover., Del.

The event's proximity to Legislative Hall attracted the majority of this year's Legislative Fellows, including DAPA student members **Nathan Roby**, **Steve Ottinger**, and **Rachel Linstead Goldsmith**.

The lunch provided the fellows the opportunity to meet and network with current DAPA members working in various agencies and organizations here in Delaware and exposed them to potential career paths and opportunities related to public policy and administration.

DAPA members **Jim Flynn**, **Kim Gomes**, **Julia O'Hanlon**, **Kathy Murphy**, **Kevin Coyle**, and **Jonathan Kirch** also attended.

Begun in 1982, the **Legislative Fellows Program** links the research capacity of the University of Delaware with the research needs of the Delaware General Assembly. For the students, the experience offers a valuable opportunity to observe and contribute to the political decision-making process. For the General Assembly, the program provides the research skills of the Fellows as well as a link to University resources. Through their nonpartisan, in-depth research, Fellows assist legislators in addressing critical issues facing the state.



Some who attended were, clockwise, l.to r., Kevin Coyle, Jonathan Kirch, Thomas Whitehouse, James Flynn, and Rachel Linstead Goldsmith.



DAPA members Julia O'Hanlon and Kim Gomes were among those who enjoyed this past April's DAPA Networking Lunch at McGlynn's in Dover.

—by BJ DeCoursey

photos by Kathy Murphy

Member Spotlight: Albert Shields

There's hardly ever a slow day in politics, and it's even rarer in the office of the state's only member of the U.S. House of Representatives. DAPA's newest board member, **Albert Shields**, serves as Congressman John Carney's Senior Press & Policy Advisor. In this job, Albert gets to experience many aspects of public service, including working with elected officials, government agencies, nonprofits, and Delawareans who contact the Congressman for assistance.

Albert grew up two blocks outside of Wilmington's city limits. He graduated from Salesianum High School in 2000 and went on to the University of Delaware to earn a bachelor's degree in Mass Communications. During the summer between his sophomore and junior years, Albert took a position as a Page in the Delaware State Senate and was bitten by the "political bug." While his job responsibilities mostly included distributing bills and arranging the senators' agenda books, he became fascinated by the political process.



After graduation and a brief time studying Political Management at George Washington University, Albert returned to the University of Delaware to pursue a Master's degree in Public Administration. While in the MPA program, Albert completed an internship with the Office of then-Lt. Governor John Carney. This opportunity led to his first full-time job in public service as a Policy Advisor in the Lt. Governor's Office. Albert says it was an ideal first job because he had real responsibilities within the office. He gained valuable experience in speechwriting and developing policy proposals, handling constituent inquiries, and serving as the point person on several of the office's programs, including those related to mortgage-foreclosure prevention, public education, and health policy.

In 2009 Albert moved from the Executive to the Legislative branch and became Legislative Aide to Speaker of the House Bob Gilligan. Being back in Legislative Hall gave him the opportunity to work with members and staff from both sides of the aisle and help Speaker Gilligan not only represent Delaware's 19th district, but lead the House through passage of landmark legislation addressing government transparency, equal rights, and the state's significant budget challenges.

When John Carney announced his candidacy for the U.S. House in 2010, Albert joined his campaign staff as Communications Director. In that role, he was responsible for developing policy proposals, building relationships with members of the media, creating the campaign's social media presence, and engaging supporters throughout the state.

After the successful campaign, Albert joined Congressman Carney's office staff. He continues to manage the Congressman's media strategy in Delaware, works on projects related to housing, education, and economic development, directs the office's Internship Program, and helps Delawareans in their dealings with the federal government.

Albert is very excited to join the DAPA Board as 2nd Vice President and hopes to get more of his friends and colleagues involved in the great work that DAPA does for current and future public servants.

photo courtesy of Albert Shields

Student Spotlight: David Karas and Caitlin Del Collo

DAPA recognizes University of Delaware (UD) student members **David Karas** and **Caitlin Del Collo**, both of whom recently participated in a two-week study-abroad course in Cluj-Napoca, Romania, in which they collaborated with students from Babes Bolyai University on policy issues of their choice.

David researched the Romanian news media, focusing on the ability of journalists to conduct investigative projects and thus serve as watchdogs of the country's emerging democracy. Caitlin researched the availability and coordination of services for victims of domestic violence; she was able to compare her findings with her knowledge and experience of domestic violence services in New Castle County, Delaware.



Recently, David and Caitlin traveled to Belgrade, Serbia, to attend the Network of Institutes and Schools of Public Administration in Central and Eastern Europe (NISPAcee) conference, held May 16–18. They were each joined by their research partners from Babes Bolyai University in order to discuss their research experiences at a special panel discussion.

David Karas just completed his first year as a graduate student, pursuing a Master's degree in Urban Affairs and Public Policy with a concentration in Media and Public Policy. Karas received his B.S. in Criminology and Justice Studies in 2012 from the The College of New Jersey, with a dual major in Journalism and Professional Writing and a minor in Public Policy, Analysis, and Management. His previous position was staff writer at *The Times of Trenton*, where he worked as a reporter and photographer. Karas also contributed to the *Christian Science Monitor's* news and politics sections, as well as *The Monitor*, a regional weekly print newspaper in central New Jersey.

Currently, Karas serves as a graduate research assistant at the Center for Community Research and Service (CCRS), working with Dr. Danilo Yanich on the Local TV News Media Project. Karas's duties include researching, assembling, and reviewing data related to political advertisement spending and local television news content, as well as writing the project findings to be printed in scholarly journals.

Karas has been a member of DAPA since September 2012. He values his membership for the opportunities to network with public administrators and to draw connections between the work they do in the field and the concepts he learns in class.

Caitlin Del Collo also completed her first year of graduate studies in the Master of Urban Affairs & Public Policy program. She received her B.A. in Women's Studies and Psychology from the UD in 2011, graduating *magna cum laude*. Through one of her Women's Studies courses, she was able to secure a position as a

residential/hotline counselor at one of CHILD, Inc.'s emergency domestic-violence shelters. It was her experience at CHILD, Inc. that guided her research in Romania.

Del Collo currently works as a Public Administration Fellow in the Conflict Resolution Program and the Women's Leadership Development Program of UD's Institute for Public Administration. Much of her time is spent helping to prepare and present trainings on a numbers of topics, including basic mediation, conflict resolution, and leadership development. Caitlin also contributes to the Conflict Resolution Program's online newsletter *Synergy*.

Del Collo has been a member of both ASPA and DAPA since September 2012. She has enjoyed helping coordinate various DAPA events, including the 2012 Annual DAPA Awards Dinner and the 2013 Spring Networking Luncheon.

Del Collo thanks the UD Alumni Association for providing funding support for her trip to the NISPAcee conference.

photo by Kathy Murphy