

Missouri Clean Water Commission Meeting
Department of Natural Resources
Lewis and Clark State Office Building
LaCharrette/Nightingale Creek Conference Rooms
1101 Riverside Drive
Jefferson City, Missouri

July 12, 2017

Gateway for Community Assistance

Background:

The Missouri Department of Natural Resources recently released a new web application, the Gateway for Community Assistance. This application provides Missouri communities with customized online access to tools and resources that can help address their environmental compliance and infrastructure planning needs. The gateway includes a comprehensive catalog of tools, resources and services available for wastewater, drinking water, stormwater, solid waste, air quality, parks and recreation and more. The department designed the system to enable local governments to make informed decisions, save staff time and money, and provide improved service to their citizens.

Recommended Action: Information only

Attachments: PowerPoint Presentation

Gateway for Community Assistance

Hannah Humphrey, Community Assistance Coordinator
Missouri Department of Natural Resources

A web portal
dedicated to
assistance
and
resources for
communities





Set Up Your Profile

User Profile

Profile Details

First Name Middle Name Last Name

Email Username

Office Phone Cell Phone Fax

Email me when there is a new announcement

Employed by or Represent

City, village or town County Government Educational institution
 Federal government Non-profits Private
 Public Safety State government Tribe
 Water or sewer district Other

What is the population size of your community?

Role

Administrator Alderman Attorney
 Board or council member Chairman or Trustee Clerk
 Drinking Water Operator Mayor Non-profit
 Private citizen Public Works Superintendent or Director School representative
 Wastewater Operator Other

Resources of Interest

What topics or categories of resources are you interested in? Set your preferences here and we will automatically filter them based on your interests.

Preferences

Topic

Air Quality Asbestos Brownfields Redevelopment & Industrial Cleanup
 Drinking Water Hazardous Wastes, Substances and Chemicals Historic Preservation
 Natural Disaster and Emergency Management Parks, Trails & Playgrounds Solid Waste Management & Recycling
 Stormwater Tires Wastewater
 Roads, Buildings & Facilities Water Quality Planning & Restoration

Category

Asset Management Governance Sampling & Monitoring
 Cleanup Compliance Assistance Financial Assistance
 Financial Planning Infrastructure Planning Infrastructure Repair and Upgrade
 Nonpoint Source Water Pollution Operation & Maintenance Operator Certification
 Recycling Waste Management Source Water Protection
 Watershed Plan Watershed Restoration Soil Conservation
 Emergency Preparedness Emergency Response Energy Efficiency
 Permits and Regulatory Reporting Landfills Environmental Information
 Advocacy

Your Customized View


MISSOURI
DEPARTMENT OF
NATURAL RESOURCES

Gateway for Community Assistance

Home
Profile
Services
Assistance Wizards
Resources
Announcements
Contact Us
Logout

Home [User Guide](#)

Welcome

The Gateway for Community Assistance provides local governments in Missouri with customized access to tools and resources that address their environmental compliance and planning needs. The gateway includes a comprehensive catalog of tools, resources and services available for wastewater, drinking water, stormwater, solid waste, air quality, parks and recreation and more.

Profile

Name	Email
Hannah Humphrey	hannah.humphrey@dnr.mo.gov

[View Profile](#)

Announcements

Clean Water Protection Forum Meeting - May 4, 2017

[View Announcements](#) (Total Announcements: 1)

Assistance Wizards

Date	Assistance Wizard	Service Owner	Service
04/24/2017 11:34 PM	Wastewater Compliance & Infrastructure Planning for POTWs	DNR staff service	
04/24/2017 11:30 PM	Drinking Water Compliance and Infrastructure Planning	DNR staff service	
04/20/2017 02:34 PM	Small Community Guidance for Protecting Air, Land and Stormwater	DNR staff service	

[View Wizards](#) (Total Assistance Wizards Completed: 3)

Favorite Resources

[Planning a Wastewater System Project](#)
[Compliance Assistance Visits](#)
[Community Development Block Grant](#)

[View Favorite Resources](#) (Total Favorite Resources Saved: 3)

Resources of Interest

[The Basics of Financial Management for Small Community Utilities](#)
[Inspection of Water Storage Facilities](#)
[Asset Management for Local Officials](#)
[Planning a Wastewater System Project](#)

[View Resources of Interest](#) (Total Resources of Interest: 183)

Services

Service Owner	Service
DNR staff service	N/A

[Manage Services](#) (Total Services: 1)



Announcements

Announcements ⓘ

Announcements that share news, upcoming events, grants opportunities, and new tools of interest to communities.

Commission Meeting - July

Event - Lockwood -

October 14, 2017

[View Announcements](#) (Total Announcements: 2)

View Resources

Resources of Interest

Filter by
Topic



Mark your
favorites by
clicking the star



View/Manage			
Advanced Search My Favorites			
Topic			
<div style="border: 1px solid black; padding: 5px;"> Air Quality Asbestos Brownfields Redevelopment & Industrial Cleanup Drinking Water Hazardous Wastes, Substances and Chemicals Historic Preservation Natural Disaster and Emergency Management Parks, Trails & Playgrounds Roads, Buildings & Facilities Solid Waste Management & Recycling Stormwater Tires Wastewater Water Quality Planning & Restoration </div>		Clear	
		Description ↑	Topic
		Simple guidance for managing a small community utility's financial Functions, overs the basics of financial management, financial planning, annual operating budgets, oversight and monitoring and maintaining sustainable utility services for your customers.	Drinking Water, Wastewater
		This bulletin is intended to aid water system officials in assuring proper inspection of their storage facilities and to secure some uniformity in the reports submitted to officials by inspecting firms.	Drinking Water
★	View Details	Asset Management for Local Officials This U.S. Environmental Protection Agency fact sheet is designed to help local officials understand the basics of asset management and their role in its implementation.	Drinking Water, Wastewater
★	View Details	Planning a Wastewater System Project This fact sheet provides wastewater system owners an overview of the steps generally involved in a wastewater infrastructure project. The first step is to hire a Missouri registered professional engineer.	Wastewater
★	View Details	Communicating the Value of Drinking Water Services This guide summarizes public relations campaigns undertaken by water utilities to raise public awareness that drinking water systems provide to their customers. Contains examples of communication materials and successful approaches,	Drinking Water, Wastewater
★	View Details	Check Up Program for Small Systems (CUPSS) Asset Management Tool CUPSS is a free, easy-to-use, asset management tool for small drinking water and wastewater utilities. CUPSS leads users through a series of modules to collect information on a utility's assets, operation and maintenance activities, and financial status to produce a prioritized asset inventory, a set of financial reports and an asset management plan.	Drinking Water, Wastewater
★	View Details	No-Discharge Wastewater Treatment The department's No-Discharge Wastewater Treatment webpage provides an overview of no-discharge wastewater systems and serves a resource for those considering installing or currently operating a no discharge system.	Wastewater
	View Details	One-on-One Help from a DNR Community Assistance Coordinator DNR Community Assistance staff offer support and coaching to local governments responsible for drinking water, wastewater treatment, stormwater management, solid waste management and other environmental issues. Coordinators may help by	Air Quality, Asbestos, Brownfields Redevelopment & Industrial Cleanup, Drinking Water, Hazardous Wastes, Substances and Chemicals, Parks, Trails &



View Your Favorites

Resources of Interest

My Favorites

Keyword Search

[Search](#) [Clear](#)

Favorite ↑↓		Resource ↑↓	Description ↑↓	Topic
★	View Details	Planning a Wastewater System Project	This fact sheet provides wastewater system owners an overview of the steps generally involved in a wastewater infrastructure project. The first step is to hire a Missouri registered professional engineer.	Wastewater
★	View Details	Compliance Assistance Visits	The DNR Division of Environmental Quality will offer compliance assistance visits (CAVs) to those regulated by the department. These voluntary visits can be requested by answering the questions below or by contacting one of the department's regional offices. A CAV would be beneficial to a facility faced with a change in permit or regulatory requirements, or when there is a change in operational status or management at the facility. CAVs will assist with understanding regulatory requirements, he...	Air Quality, Asbestos, Brownfields Redevelopment & Industrial Cleanup, Drinking Water, Hazardous Wastes, Substances and Chemicals, Solid Waste Management & Recycling, Stormwater, Tires, Wastewater
★	View Details	Community Development Block Grant	The Community Development Block Grant Program (CDBG) offers grants to small Missouri communities to improve local facilities, address critical health and safety concerns, and develop a greater capacity for growth. Funds for projects range from housing and street repairs to industrial loans and job training. CDBG is a "pass through" funding program from the US Department of Housing and Urban Development (The Housing and Community Development Act of 1974). State CDBG funds are only available to...	Wastewater

1

Partner Resources



Establish Linked Accounts

Service

Create

Service Owner: Anytown, MO
Service Type: Domestic wastewater treatment system

Service Name: East lagoon
Permit or ID #: MO0006745

Service Description: East lagoon serves the industrial park and south of the river.
938 characters remaining (1000 maximum)

Location: Coordinates or address can be entered here.
957 characters remaining (1000 maximum)

Facilitates sharing and continuity among local staff

Service

Manage Service Users

East lagoon

User:

Roles

Service Admin Service Assistance Wizard Service Assistance Wizard View

Assistance Wizard

	Wizard Type	Wizard Name ↑↓	Wizard Description ↑↓
Take Wizard	Public drinking water system	Drinking Water Compliance and Infrastructure Planning	This recommendations report was created using a drinking water assistance wizard pr Department of Natural Resources to assist local governments planning for current and and accessing resources.
Take Wizard	Domestic wastewater treatment system	Wastewater Compliance & Infrastructure Planning for POTWs	This recommendations report was created using a wastewater assistance wizard prep of Natural Resources to assist local governments planning for current and future wast accessing resources.
Take Wizard	Air and Land	Small Community Guidance for Protecting Air, Land and Stormwater	Receive recommendations to ensure your community is protecting air, land and water



Wastewater Compliance & Infrastructure Planning for POTWs

1. If your wastewater system is a discharging system, are any upgrades to the facility needed to meet new federal or state discharge limits that the existing system is not designed to meet?

Yes
 No
 My facility is a no discharge system

Response
When a new permit contains effluent limits that the existing system is not designed to meet, the first step is usually to secure funding to hire an engineer to evaluate the existing facility, treatment options and estimate costs.

Resources
[One-on-One Help from a DNR Community Assistance Coordinator](#)
[Planning a Wastewater System Project](#)
[Small Community Engineering Assistance Grants](#)

1 of 4



Responses to wizard questions will indicate areas that a change in operation, planning, training or assistance may improve the overall operation of the systems. Communities are encouraged to establish short-term and long-term goals based on local priorities. Many of the recommended activities will enhance the operation of drinking water and wastewater systems, serve the overall sustainability of the community, and are activities the system operator can undertake at no additional cost to the community. Some recommended activities are needed to ensure regulatory compliance and to protect public health and the environment. Please contact your local Community Services Coordinator for one-on-one assistance. Find the coordinator serving your area by visiting www.dnr.mo.gov/assistance.

Please note: This document does not address every federal, state, and local environmental requirement.

Assessment Name: Wastewater Compliance & Infrastructure Planning for POTWs **Date:** 04/25/2017
Service Owner: DNR staff service
Service:
Description: This is a test

1. If your wastewater system is a discharging system, are any upgrades to the facility needed to meet new federal or state discharge limits that the existing system is not designed to meet?
- Yes
 No
 My facility is a no discharge system

Response

When a new permit contains effluent limits that the existing system is not designed to meet, the first step is usually to secure funding to hire an engineer to evaluate the existing facility, treatment options and estimate costs.

Expanded Response

When a new permit contains effluent limits that the existing system is not designed to meet, the facility owner will need to determine what type of facility changes are necessary to meet the new limits. For mechanical plants, oxidation ditches and sand filters, operations changes are sometimes sufficient, but a facility upgrade may be necessary. For lagoon systems, a facility upgrade or replacement is likely to be necessary. A facility upgrade or replacement is a major project that will require engineering as well as thorough managerial, operational, and financial planning. Your permit will contain a Schedule of Compliance, often a period of several years, to allow time to plan the project and secure funding. The first step is usually to secure funding to hire an engineer to evaluate the existing facility, treatment options and estimate costs. The fact sheet "Planning a Wastewater System Project," linked in Recommended Resources below, provides an overview of the steps generally involved in a wastewater infrastructure project.

If you are interested in help reviewing your options, and finding resources, please feel free to contact the department's Community Assistance Coordinator.

Resources

Sign Up

Visit to
dnr.mo.gov/gca
 and click the link
 to create your free
 user account.



Gateway for Community Assistance



Gateway for Community Assistance

The Gateway for Community Assistance provides Missouri communities with customized online access to tools and resources that can help address their environmental compliance and infrastructure planning needs. The gateway includes a comprehensive catalog of tools, resources and services available for wastewater, drinking water, stormwater, solid waste, air quality, parks and recreation and more. The Missouri Department of Natural Resources designed the system to enable local governments to make informed decisions, save staff time and money, and provide improved service to their citizens.

What do you get with a Local Gateway for Community Assistance?

Personalized assistance

- Create your profile and see a list of resources tailored to your interests.
- Get 24/7 access to state, federal and non-governmental agency environmental resources compiled for Missouri communities, including tools, templates, training, technical and financial assistance.
- See announcements that share news, upcoming events, grant opportunities and new resources for local leaders, operators, and staff.
- Use the wizard tool to see customized recommendations and advice about infrastructure planning and compliance for drinking water and wastewater systems.
- Your compliance information is anonymous— wizard data that DNR staff can access is stored without your profile information.
- Create a personal account or link your account to your city, village or town to share recommendations and resources with colleagues.

How do you sign up?

- Air Information**
- Broadcast Email Lists**
- Commissions and Boards**
- Commission Meetings and Events**
- Contact Us**
- Grants and Loans**
- Land and Geology Information**
- News and Multimedia**
- Organizational Chart**
- Public Meetings and Notices**
- Report an Environmental Problem**
- Rules in Development**
- Site Directory**
- Waste and Recycling**
- Water Information**

Contact Information

Department of Natural Resources
 P.O. Box 176
 Jefferson City, MO 65102
 800-361-4827
 573-751-3443
Contact Us

Report an Environmental Concern

Community Assistance Coordinators

One-on-one help answering questions and providing assistance on specific environmental issues and infrastructure planning assistance



Denise Haberl, Kansas City Regional Office in Armstrong,
Howard County

Find the Community Assistance Coordinator serving your region at www.dnr.mo.gov/assistance



MISSOURI
DEPARTMENT OF
NATURAL RESOURCES

For more information:

Hannah Humphrey

(573) 751-1080

hannah.humphrey@dnr.mo.gov

www.dnr.mo.gov/assistance