Central Field Operations and Coordination
Formerly known as: Compliance Assistance Program

Erin Lepper
DEQ Coordinator
Original Vision

• Combine centrally located efforts to:
  – Coordinate statewide policies and procedures as they pertained to field activities.
  – Provide local compliance assistance and other field activities in central counties of the state
Outcomes

• Central Field Operations (CFO)

• DEQ Coordinator role
Objectives of Central Field Operations (CFO)

- Improve customer service and efficiency of field services
- Improve quality and quantity of customer service
- Facilitate a team approach to problem-solving
CFO Area
(housed in Jefferson City)
CFO Implementation Timeline

Drinking Water and Water Pollution Control Functions

- **Present**
  - Training
  - Equipment
  - Office Logistics
  - Transitioning Field Work

- **July 1, 2019**
  - Coordinated Work plan
  - Water Inspection units fully functional

- **October 1, 2019**
  - Designated Work Plan
  - Independent completion of work plan
CFO Implementation Timeline

Air and Land Functions

- Onboarding Staff
- Training
- Equipment

- Coordinated Work Plan
- Transitioning Field Work

- Designated Work Plan
  Independent completion of work plan

October 1, 2020
CFO Roles

• Inspections
• Concern Investigations
• Compliance assistance
• Disaster response
• Other related field functions

Regional Offices will support Operator Certification training for CFO area.
Program Roles (related to CFO)

• Water Pollution Control Branch
  – permitting (GPCFs and No-Exposure Certifications)
  – eDMR customer assistance backup

• Environmental Services Program
  – share equipment as appropriate and as available
CFO Outcomes

- Increased compliance assistance
- Faster concern and issue response
- Increased efficiency based on proximity
DEQ Coordinator Role

The DEQ Coordinator will lead a group that is responsible for organizing:

- Review and updates to policies and procedures, as well as related technical communication
- DEQ internal training and workshops
DEQ Coordinator Role

The DEQ Coordinator will lead a group that is responsible for organizing:

- Compliance assistance work planning
- Metric reporting
DEQ Coordinator Role

The DEQ Coordinator will lead a group that is responsible for organizing:

• Improving processes, systems, and tools
Questions?