

Enhancing Ohio EPA's Service to Businesses and Communities

Presentation for External Partners and
Stakeholders

April 2015



Background

Director Butler has had a long-standing vision of creating a “one-stop shop” environment within Ohio EPA for customers seeking our technical and financial resources to help them achieve compliance. Now that he has rejoined Ohio EPA as Director, we are implementing this vision as a priority over the next two years.

A core component of this initiative is a reorganization effort to better align several of Ohio EPA’s compliance, technical and funding assistance programs under a single division.



What are our goals?

- Enhance the way in which we serve our customers.
- Improve our own internal operations through a more efficient, coordinated and strategic approach to administering resources.
- More strongly position the Agency to help even more regulated entities with a greater level of service.

What are the steps?

June 2014 – The Recycling and Litter Prevention Program became part of Ohio EPA's Office of Compliance Assistance and Pollution Prevention (OCAPP).

- A natural connection between the functions of each to help support more sustainable practices within businesses and communities.

What are the steps?

May 1, 2015 - the merger of our Office of Compliance Assistance and Pollution Prevention (OCAPP) and our Division of Environmental and Financial Assistance (DEFA).

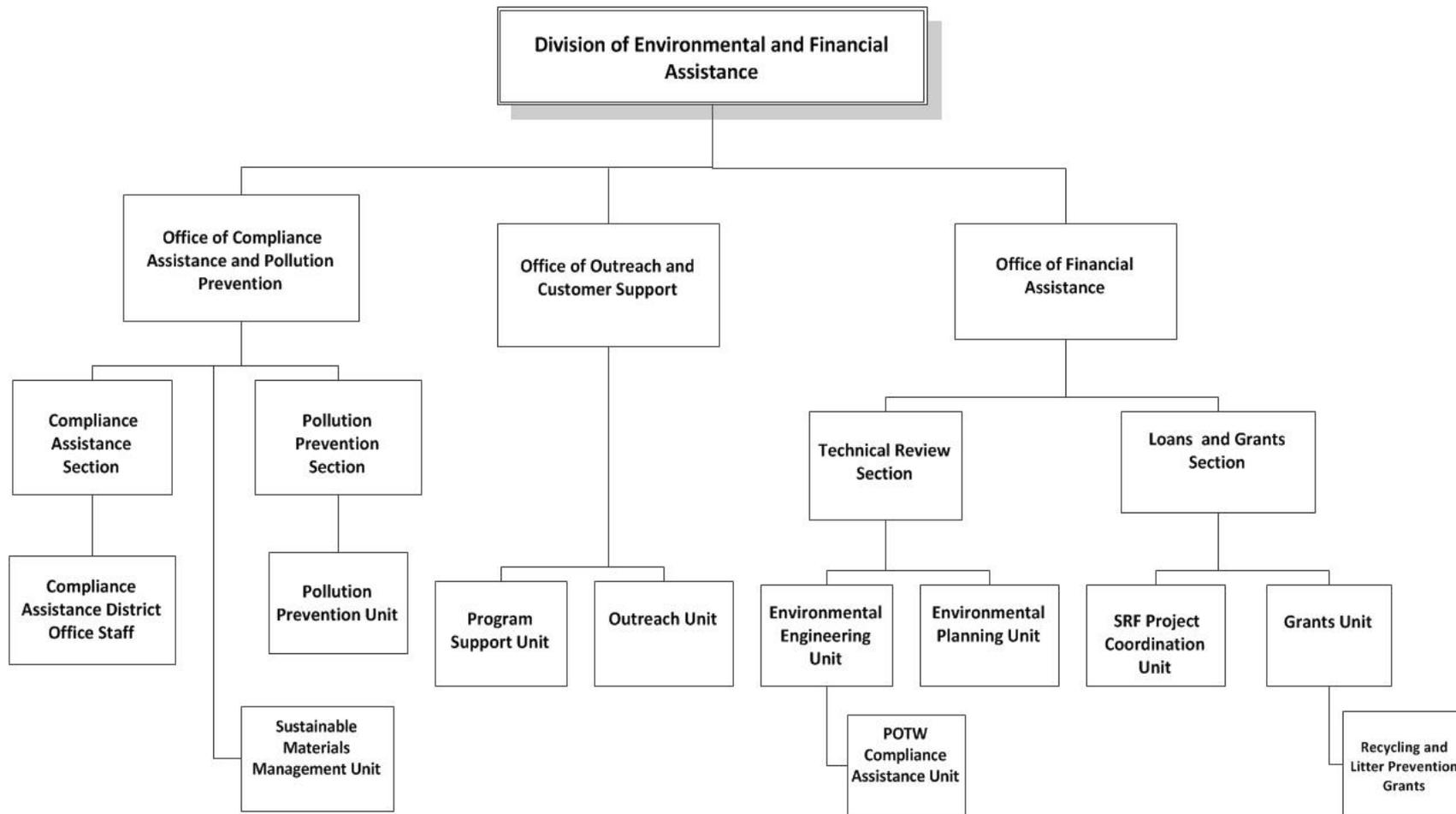
The new division will retain the name of DEFA; however, will provide a wider variety of services.

What will the new DEFA look like?

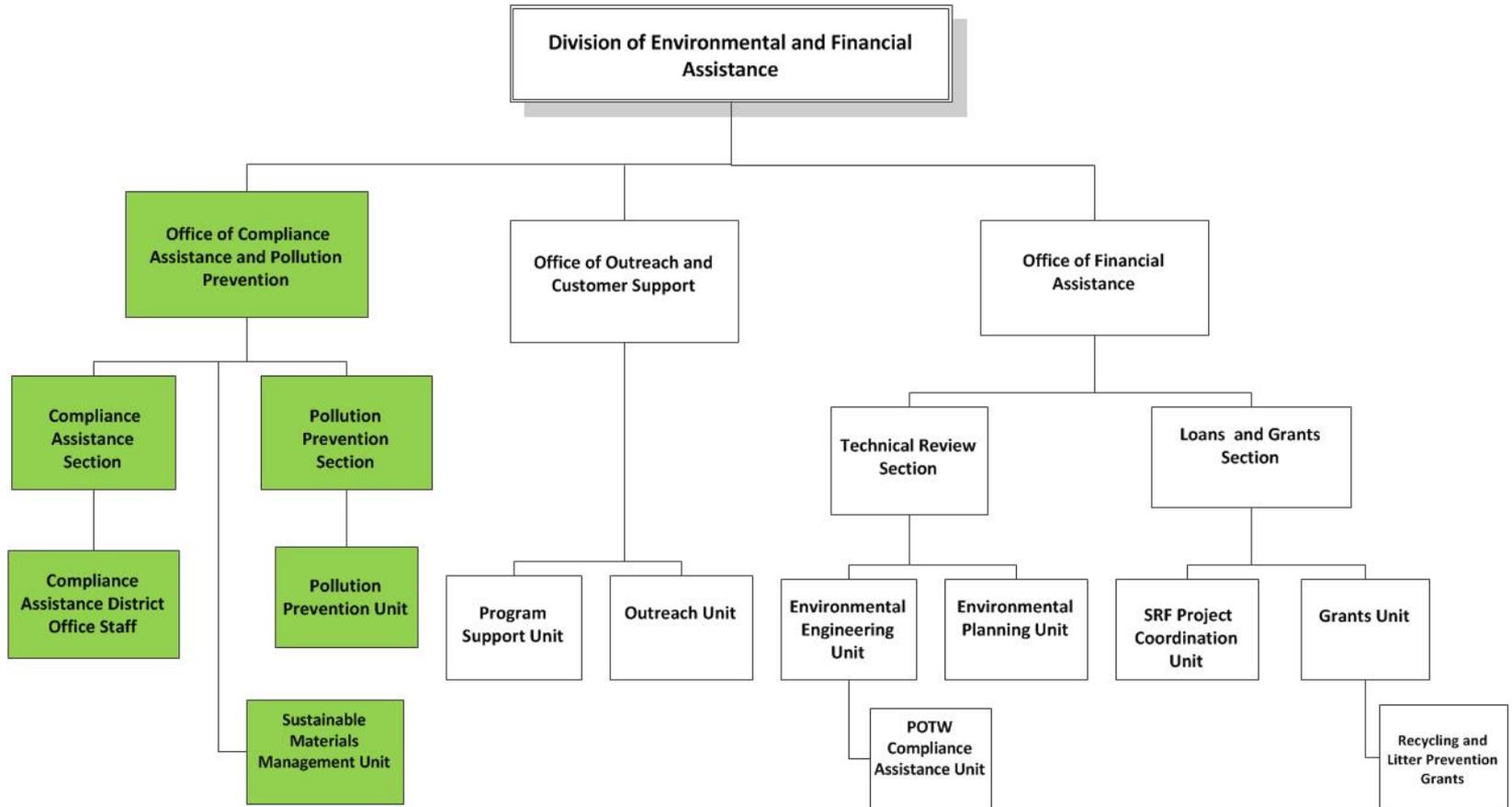
DEFA will house several of the Agency's core programs that have supported business and community development for many years.

DEFA will have three main offices:

- Office of Compliance Assistance and Pollution Prevention
- Office of Financial Assistance
- Office of Outreach and Customer Support



Office of Compliance Assistance and Pollution Prevention



Office of Compliance Assistance and Pollution Prevention (OCAPP)

- Assisting regulated entities in complying with regulations and permitting through a variety of services, including a
 - toll-free hotline
 - on-site assistance
 - training
 - Publications
- Assisting businesses and other entities to identify pollution prevention measures that increase performance and save money.

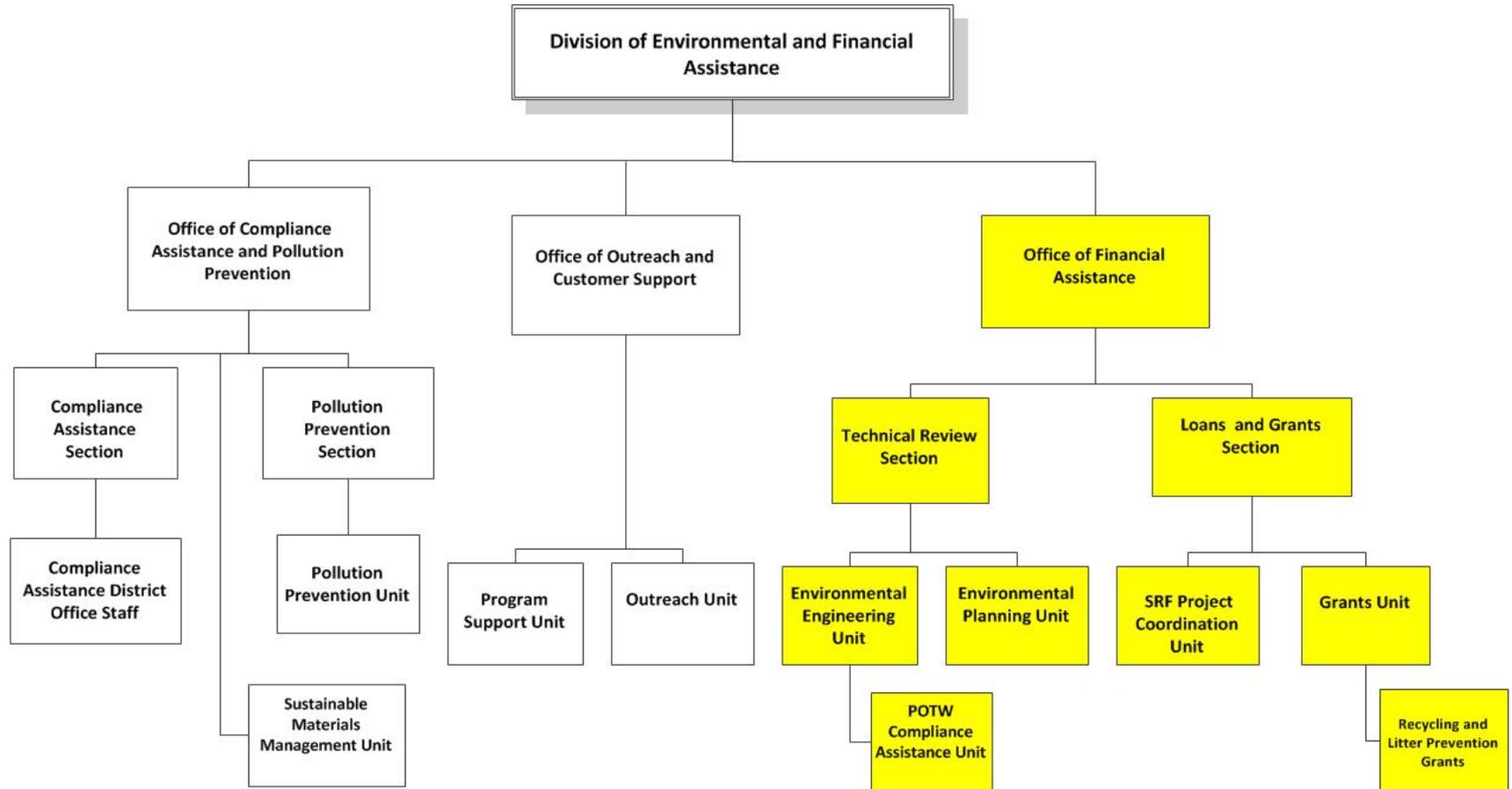
OCAPP Services

- Helping thousands of small businesses annually comply with environmental regulations through on-site assistance, help completing forms, training events, plain-English publications and other services.
- Helping entities identify and implement pollution prevention (P2) measures that save them money, increase performance and benefit the environment.

OCAPP Services

- Identifying market development opportunities to support Ohio's efforts to recycle materials such as glass, plastics, rubber and construction and demolition debris.
- Recognizing the outstanding efforts of businesses, communities and other entities making a commitment to environmental stewardship through our Encouraging Environmental Excellence (E3) Program.

Office of Financial Assistance



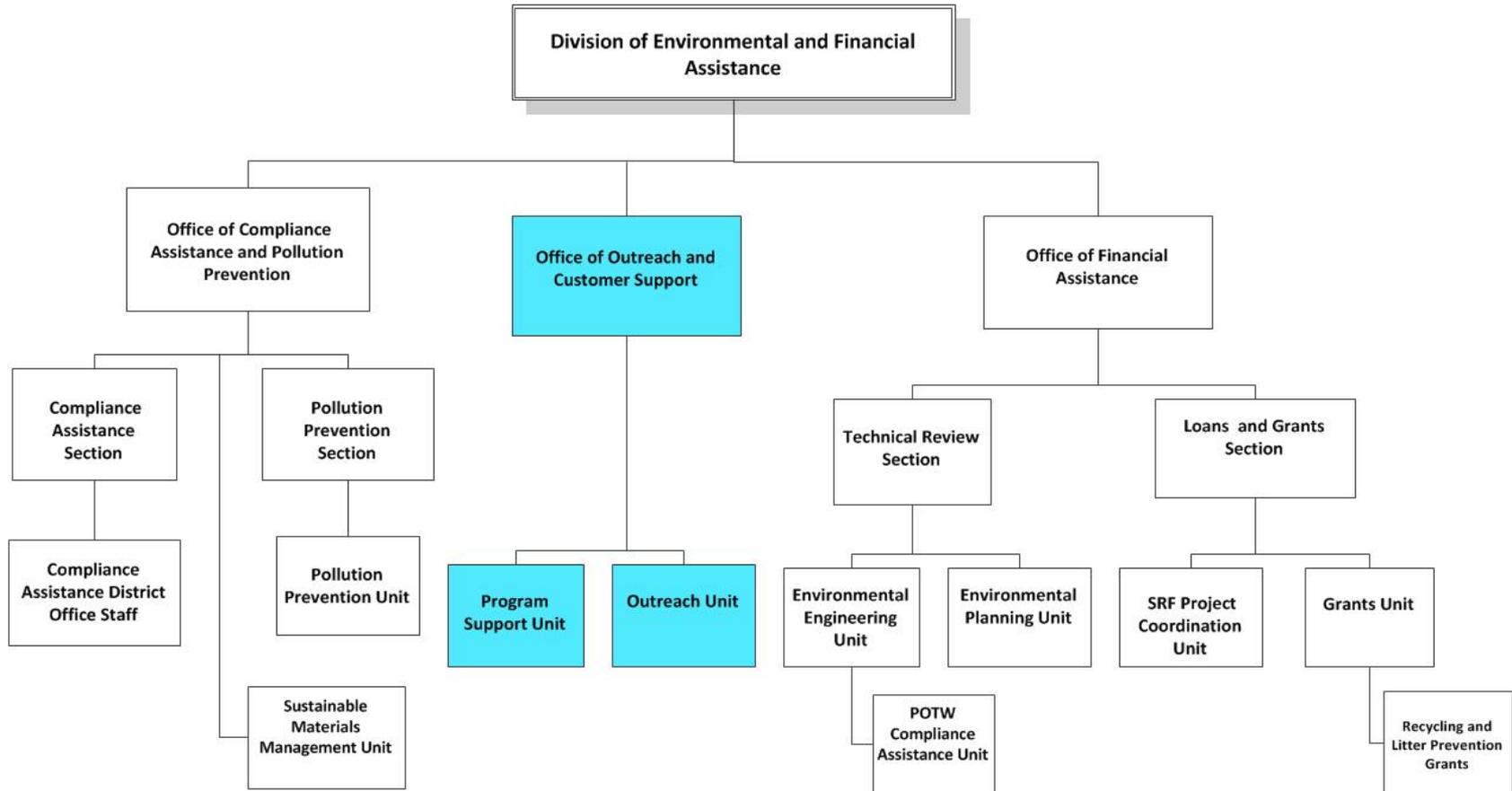
Office of Financial Assistance (OFA)

- Administer both state revolving loan fund (SRF) programs
 - Water Pollution Control Loan Fund Water Pollution Control Loan Fund (WPCLF)
 - Water Supply Revolving Loan Account (WSRLA).
- Administer the recycling/litter prevention grant program.

Office of Financial Assistance (OFA)

- OFA's engineering section will house the Agency's wastewater treatment facility compliance assistance group.
 - Providing technical assistance to help small community wastewater treatment plants improve operations and efficiency.

Office of Outreach and Customer Support



Office of Outreach and Customer Support (OCS)

- A newly created office in DEFA that will focus on outreach, marketing and overall division support.
 - Facilitate meetings with external customers to describe DEFA's services.
 - Be the “front door” of the division to help ensure customers get connected to the right people and resources quickly.
 - Provide overall division support.

Outreach and Customer Support

One of Director Butler's priorities is that DEFA have a more proactive approach in reaching out to Ohio's communities and businesses to share information on our services.

It is important to me that our regulated entities not only understand what resources are available, but that we make ourselves available to guide them through the process of getting help, so that we can more fully meet their needs.



Anytown, Ohio



drinking water

wastewater

water intake

discharge

sewage

sludges/solids

How DEFA Can Help



- Compliance Assistance
- Pollution Prevention
- Recycling Market Development



- Compliance Assistance
- Pollution Prevention
- Recycling/Litter Prevention



water intake



drinking water

wastewater



Compliance Assistance



discharge



sewage



sludges/solids



Thanks for your support!

This reorganization effort has required a significant level of planning, and the implementation process to fully bring everything together will take some time.

However, we are confident that bringing these resources together under one division will not only improve our responsiveness, but also increase the level and range of services we can provide.

Our efforts are focused on better meeting the needs of our customers.



Contacts

Laurie Stevenson, Chief, DEFA

laurie.stevenson@epa.ohio.gov, 614-644-2344

Jerry Rouch, Assistant Chief

Office of Financial Assistance, DEFA

jerry.rouch@epa.ohio.gov, 614-644-3660

Terrie Termeer, Assistant Chief

Office of Compliance Assistance and Pollution Prevention, DEFA

terrie.termeer@epa.ohio.gov, 614-728-0017

Alauddin Alauddin

Office of Outreach and Customer Support

alauddin.alauddin@epa.ohio.gov, 614-644-3675

DEFA website - <http://epa.ohio.gov/defa>



Questions?