

The background of the slide is a light gray gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance. The main title is centered in the middle of the slide.

PREVENTING ANOTHER FLINT

VIRGINIA EXECUTIVE INSTITUTE

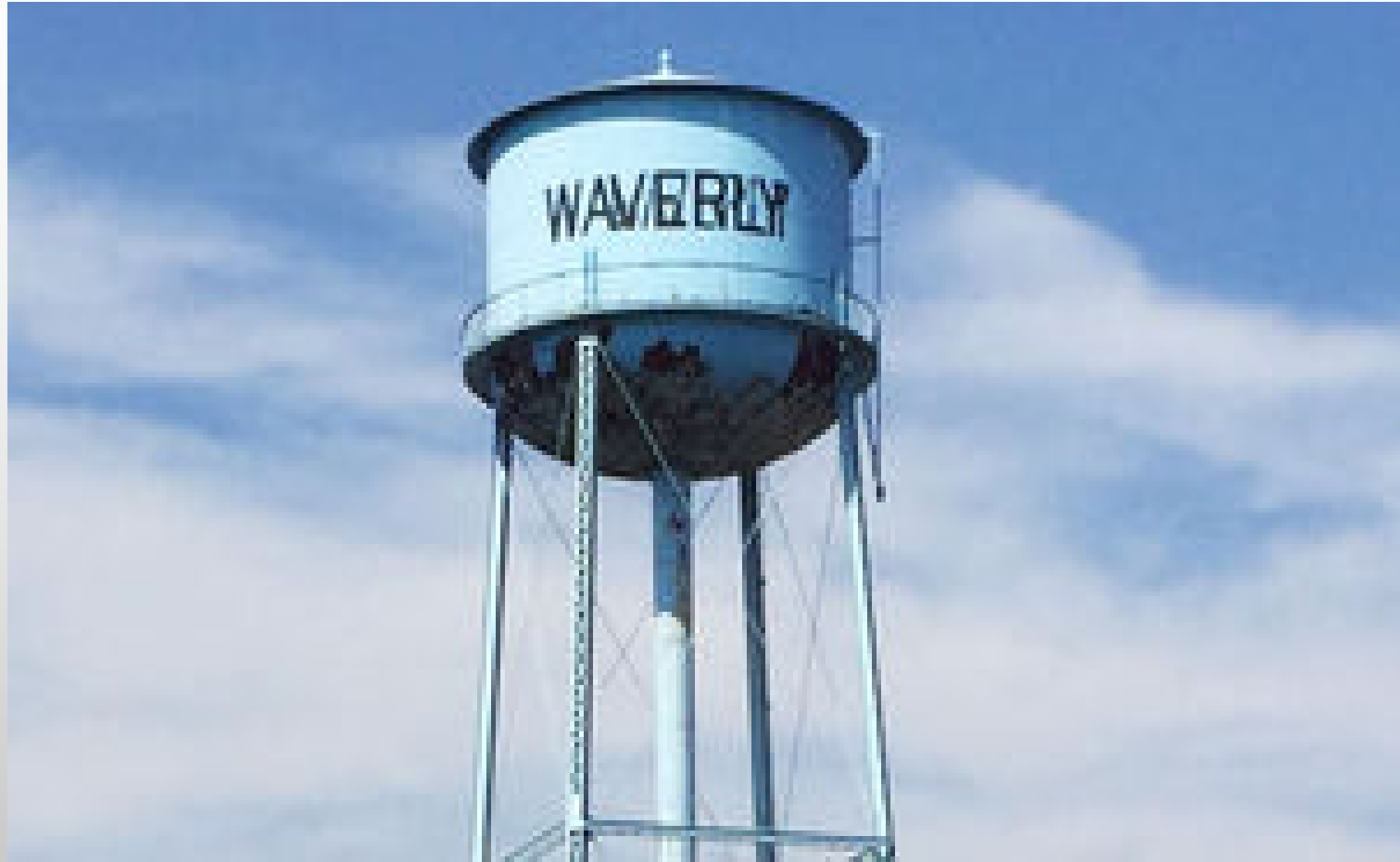
FALL 2016

GROUP MEMBERS

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<p><i>George Stewart</i> Office of the Secretary of Commerce and Trade</p>	



Ryan Garza/DFP: LeeAnne Walters shows water samples from her home.



ROBERT ZULLO/TIMES-DISPATCH

WHAT WENT WRONG IN FLINT?

- FAILURE TO FOLLOW FEDERAL LEAD AND COPPER RULE
- IMPROPER SAMPLING
- FUNDING CHALLENGES
- BUREAUCRACY SLOWED REACTIONS

- RESIDENT FEEDBACK DISMISSED
- “EXPERT” FEEDBACK DISMISSED
- FOCUS ON CHECKING THE BOX VS. INVESTIGATION
- FAILURE OF ETHICS AND ACCOUNTABILITY

FEDERAL OVERSIGHT

- US ENVIRONMENTAL PROTECTION AGENCY (1972)
 - SAFE DRINKING WATER ACT (1974, AS AMENDED 1986 AND 1996)
 - EPA TO ESTABLISH AND ENFORCE PUBLIC DRINKING WATER STANDARDS
 - NATIONAL PRIMARY DRINKING WATER REGULATIONS
 - DELEGATION OF PRIMARY ENFORCEMENT TO QUALIFYING STATES & INDIAN TRIBES

VIRGINIA'S APPROACH

- OFFICE OF DRINKING WATER (2003) – DIVISION OF VA DEPARTMENT OF HEALTH

- VIRGINIA WATERWORKS REGULATIONS (1974)

- VIRGINIA ASSIGNED PRIMARY ENFORCEMENT OF FEDERAL STANDARDS (1977)
 - DIVISION OF CONSOLIDATED LABORATORY SERVICES CERTIFIES LABORATORIES
 - PUBLIC DRINKING WATER SAMPLE DATA FROM CERTIFIED LABS PROVIDED TO VDH
 - DEPARTMENT OF PROFESSIONAL & OCCUPATIONAL REGULATION ISSUES WATERWORKS OPERATORS LICENSES
 - VDH ENFORCES COMPLIANCE AND PROVIDES TECHNICAL ASSISTANCE

BENCHMARKING – BEST PRACTICES

- APPROXIMATELY 20% OF STATES HAVE UPDATED THEIR POLICIES SINCE THE FLINT INCIDENT
- NEARLY 30% OF STATES COMMITTED TO SAFE WATER, NOT DELEGATING TO THE COUNTIES/PARISHES
- A FEW STATES ARE INVOLVED IN THE TESTING PROCESS
- TRENDS FOR TRANSPARENCY IN TESTING PROCEDURES , ACCEPTABLE LEVELS AND CITIZEN INVOLVEMENT

ACTIONS TO CONSIDER

INFRASTRUCTURE

- **STATE REQUIRES WATER TREATMENT AND CORROSION CONTROL PLANS FOR EACH JURISDICTION**
- MAPPING OF LEAD PIPES TO IDENTIFY AREAS OF HIGH RISK
- INCREASE AWARENESS OF STATE AND FEDERAL GRANT PROGRAMS THAT ASSIST WITH INFRASTRUCTURE NEEDS

MEASUREMENT & TESTING

- **SUGGEST VDH TO REEXAMINE TESTING PROCESSES AND SCHEDULE**
- **STATE IS RESPONSIBLE FOR TESTING AND NOT THE LOCALITY**
- INCLUDE WATER TESTS IN HOME INSPECTIONS FOR IMPENDING HOME SALES (BASED ON RISK LEVEL, AGE OF HOME)
- ADD LEAD TEST TO ANNUAL PHYSICALS IN HIGH RISK AREAS

ACTIONS TO CONSIDER

ACCOUNTABILITY

- **ENSURE COMPLAINT ESCALATION PROCESS IMPROVES ACCOUNTABILITY – HOTLINE THAT IS ANSWERED BY A THIRD PARTY**
- **INCREASE TRANSPARENCY OF TEST RESULTS – REPORTS ON WEB, INSERT IN MONTHLY BILL, APP THAT TRACKS WATER VIOLATIONS, ANNUAL PUBLIC FORUM**

EDUCATION AND TRAINING

- **REQUIRE ANNUAL TRAINING ON PROCESSES, PROCEDURES AND EXPECTATIONS**
- **ETHICS CLASS/TRAINING - ENSURE THERE IS A CLEAR SET OF STANDARDS THAT DICTATE EMPLOYEE BEHAVIOR**
- CONTINUOUSLY EDUCATE THE PUBLIC ON SAFE DRINKING WATER DANGERS AND WHAT TO LOOK FOR

The image features a light gray background with a subtle gradient. In the top-left and bottom-right corners, there are several realistic-looking water droplets of various sizes, some overlapping. The droplets have highlights and shadows, giving them a three-dimensional appearance. Centered on the page is a quote in a bold, black, sans-serif font.

**“IT IS NOT ONLY FOR WHAT WE DO THAT WE ARE
HELD RESPONSIBLE BUT ALSO FOR WHAT WE DO
NOT DO”**