

CHAPTER 2:

Administration/Legal/ Management Services

The Administrators, Legal and Management Services provide administrative, legal and day-to-day support services to the effective operations of the Department.

I. Administrators

The Administrators of NDEQ provide oversight and policy direction in all areas of NDEQ's activities. The Administrators include the Director, Deputy Directors, Legal Counsel, Assistant Director, Associate Program Directors, Government Relations Program Manager and Division Administrators. The Director and Deputy Directors are responsible for the overall function and coordination of NDEQ activities.

NDEQ Administrators are responsible for coordination with other local, state and federal agencies. Staff serve on various committees within the state. The administrators are also responsible for coordination and negotiations with the U.S. Environmental Protection Agency. A significant amount of the agency's funding derives from the EPA, and substantial coordination is required. In addition, the agency coordinates certain activities with the U.S. Department of Defense and the U.S. Army Corps of Engineers.

The Director coordinates agency activities with the Governor's Office and the Nebraska Legislature. The Director is responsible for ensuring that NDEQ effectively responds to state legislative activities and actions.

The Deputy Director of Administration serves as the manager of the Management Services Division and is largely responsible for day-to-day administrative activities and Agency operations. The Deputy Director is also given responsibility on a case-by-case basis for coordinating special activities which cross the divisional lines of responsibility.

The Deputy Director of Programs coordinates the various agency programmatic activities.

II. Legal Division

The Legal Division provides legal support to the Director and the Agency. Legal responsibilities of attorneys in the Division include:

- Preparing legal opinions interpreting federal and state laws and regulations,
- Advising the Director and NDEQ staff on duties and program responsibilities,
- Preparing administrative orders and other enforcement actions for NDEQ,
- Representing NDEQ in administrative proceedings,
- Preparing judicial referrals to the Attorney General,
- Serving as hearing officers for public and administrative contested case hearings,
- Drafting and reviewing proposed legislation, rules and regulations,
- Drafting and reviewing contracts, leases and other legal documents,
- Reviewing other NDEQ documents, and
- Representing the Director and NDEQ as requested by the Director.

During FY2015, the Director issued 13 administrative orders requiring compliance with environmental statutes and regulations. The Attorney General settled seven civil judicial cases and judgments were entered for a total of \$125,250 in civil penalties with deferments possible in many cases for subsequent compliance. In addition, these judgments included \$39,250 for supplemental environmental projects. Copies of these administrative orders and judicial cases are available for viewing on the NDEQ website.

III. Management Services

The Management Services Division provides administrative and technical support to NDEQ programs. The Deputy Director of Administration heads the division. The division's staff is divided into six areas — Fiscal Services, Human Resources, Records Management, Information Technology, Public Information, and Grant and Contract Coordination.

Fiscal Services

The Fiscal Services Section is responsible for agency budgeting and finance functions, which includes managing NDEQ spending, purchasing, receipting, accounting and auditing responsibilities. The section has six staff, who offer financial advice and assistance to programs and also conduct financial reviews of grantees.

This Section is supervised by the agency's Budget Officer, who works directly with the State Budget Office in coordinating, compiling and submitting the agency's biennial budget to the Governor. Various reporting mechanisms are monitored throughout the fiscal year to ensure the agency is on track with budgeted expenditures and revenues and to ensure there is adequate appropriations, grant and cash funding to cover agency expenses in the pursuit of its mission.

The Section provides significant staff assistance and support to the State Revolving Fund (SRF) Loan Program in the Water Quality Division. Assistance includes receipting, collections, payment of loan disbursements, grant activity reconciliation and budgeting. The Section also coordinates bond activity with Nebraska Investment Finance Authority (NIFA) and the Trustee – bond issuance, retirement and interest payments. The SRF program requires annual revenue projection reports and financial statements to be audited. The Section produces these reports and coordinates the annual audit.

The Section serves as the financial liaison regarding grants with the EPA. A significant percentage of staff time is dedicated to meeting complex federal government tracking requirements. Given the substantial amount of grant funds NDEQ distributes, it is essential to dedicate staff time to reviewing financial activities of entities receiving grant funds.

The Section also assists collection, tracking and reporting applicable fees for the Integrated Solid Waste Management, Livestock and Title V air emission programs.

Major accomplishments during fiscal year 2015:

- Assisted in implementation of a fully integrated Loan and Grants Tracking System, which provides real time access to State Revolving Fund loan program financial and programmatic information by project.
- Assisted in implementation of an electronic grant application and payment system working with the Electronic Content Management (ECM) platform for the Litter and Waste Grant programs. This system will become functional in fiscal year 2016 for other programs within NDEQ, with

the goal to fully integrate the invoicing, routing, coding, approval and payment system within the ECM.

- Successfully completed a fiscal year 2014 audit during 2015, which resulted in a clean financial audit report, with no fiscal findings.

Human Resources

The Human Resources team assists supervisors to recruit, hire, develop, retain, train and reward a high quality, diverse staff. The team supports agency efforts to provide a working environment that strengthens individual and organizational performance through:

- fiscally responsible compensation and benefits programs;
- progressive human resources policies; and
- targeted career and organizational development initiatives that support NDEQ's mission of protecting the environment.

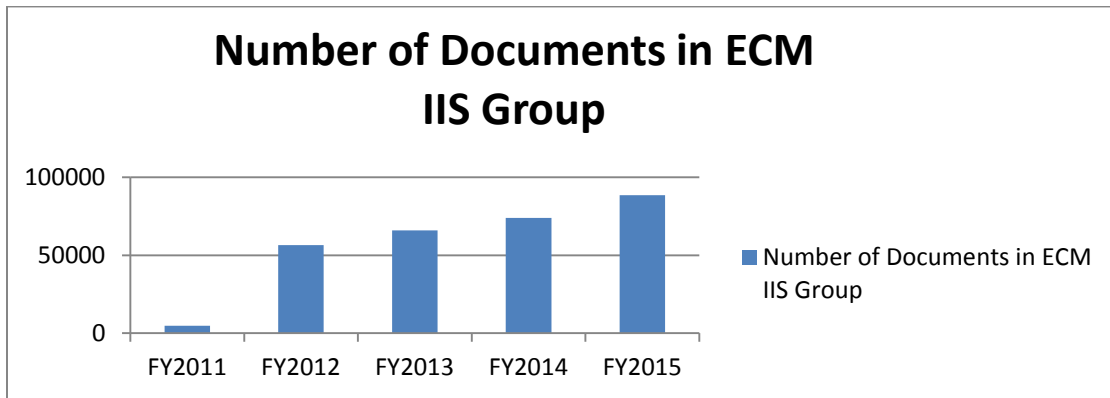
Specifically, Human Resources consults with supervisors and employees to: process employee pay and benefits; coordinate hiring; conduct new employee orientation and employee exit interviews; coordinate NDEQ's medical monitoring program; participate in the Health & Safety Committee; manage the classification and compensation program; and coordinate employee recognition programs. In addition, Human Resources is responsible for monitoring NDEQ's diversity and ensuring equal employment opportunity is an integral part of the daily activities of the agency. Other activities include: providing technical assistance to supervisors concerning performance management and investigations of conduct complaints; maintaining, communicating and developing agency policies; evaluating reasonable disability accommodations; and coordinating reporting requirements of the conflicts of interest provisions of the Nebraska Political Accountability and Disclosure Act. The Human Resources team assists in processing the agency's bi-weekly payroll.

Human Resources added a Training Coordinator position in 2015. This position responsible for analyzing training needs, developing curriculum and consulting with the managers and supervisors of the agency to assess training needs and to develop programs to match these needs. The position will continually evaluate procedures to monitor and analyze course effectiveness and update curriculum as needed. This position will also be ultimately responsible for implementing a succession plan for future agency needs.

Records Management/Database Administration

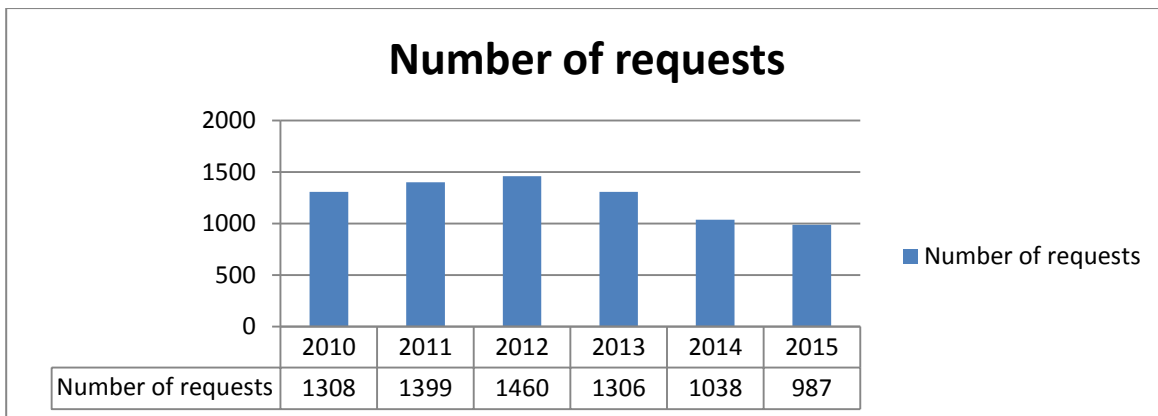
The Records Management Section is responsible for managing NDEQ's paper and electronic records. The section also operates the agency's centralized mail handling process and other support functions for the agency. This includes, but is not limited to: ordering supplies, staffing the main reception and switchboard area, and providing assistance in special projects or requests as needed.

Incoming mail is scanned and indexed into the Enterprise Content Management (ECM) System utilizing OnBase applications from Hyland Software. Images are routed to agency staff through an electronic workflow process, eliminating the need to route paper documents. Outgoing mail documents are still provided to the Records Section in paper format and then scanned and indexed. Staff can access current facility related documents on their desktop computer through the ECM, the agency Integrated Information System (IIS) Document Tracking System (DTS), or NDEQ's webpage. Storing document images in the ECM has reduced the number of file folders and file labels purchased, causing a reduction of staff time spent labeling folders and filing documents.



The Section coordinates responses to requests for information from the public, government agencies, private consultants and regulated entities that wish to research the history of environmental activities by the agency. These records requests involve a variety of topics such as landfills, leaking underground storage tanks, ethanol plants, wastewater treatment facilities and hazardous waste sites.

Facility-related document images residing in the ECM were made available to the public through NDEQ’s webpage in December 2012. The change in public accessibility to NDEQ documents means staff increasingly fulfills requests for information by providing instructions to access the images from the Internet. Public records requests have declined as documents are scanned into the ECM.



Staff spends less time gathering and organizing files for review, disassembling and reassembling files, photocopying documents and preparing invoices and packages to mail. The time to respond to public records requests is expected to decline further as new documents are scanned into the ECM. Requests for historical images are handled on a case-by-case basis.

The focus of the Section has been managing records related to facilities and certifications. The ECM has been expanded to facilitate management of other types of documents received and generated by NDEQ, including agreements, payroll, invoice processing, waste grants, legal and other project documents.

Future projects for the Section include an update of written policies and procedures for handling NDEQ records as well as training staff to properly manage the records and information they produce.

Database Administration manages facility data for NDEQ’s Integrated Information System (IIS), resolving discrepancies and providing accurate descriptive and locational information for a database of over 51,000 facilities. A new GIS map application was deployed in late 2012 and is available from

the agency web site (<http://deqims2.deq.state.ne.us/deqflex/DEQ.html>). Viewers have the ability to find facilities and to view facility-related documents with this application.

Information Technology

The Information Technology Section provides computer support and information management for all agency locations. Four professional staff members offer guidance and technical support in the acquisition and maintenance of computer hardware and software. They provide support for about 250 desktop computers, about 20 printers, a midrange AS/400 computer, various network servers, about 30 mobile devices and software. They also conduct training and oversee telecommunications for the Agency. Four professional staff design, develop, support and provide training for computer programs in supporting the Agency's information management needs and the administration of the Agency's computerized databases. One professional staff person is responsible for managing all of the Information Technology staff, maintaining and updating the agency technology plan and coordinating Information Technology Section activities.

The agency has developed an Integrated Information System (IIS) which is a centralized, shared database containing descriptive, locational, program specific and paper file information for all facilities and other items under the agency's jurisdiction. Nationally, NDEQ is among the leaders within state environmental agencies regarding information integration. Over the past 16 years, the program has implemented EPA grants to improve the network and information systems. These funds have been and continue to be used in efforts to integrate data that is shared among environmental agencies, to provide greater public access to this information and to build additional information systems. In addition, the agency made available its first web-based reporting application at the end of 2003, to replace the more traditional paper-based reporting process.

In 2001, the agency successfully completed a pilot project with other states and EPA demonstrating the exchange of federally required information using eXtensible Markup Language (XML). This was the first successful effort to exchange data using this process. The Agency continues to be involved in the EPA/State efforts to build a National Environmental Information Exchange Network (Exchange Network). When completed, the Exchange Network will provide a consistent method for obtaining environmental information from any participating agency or program in the country.

Since late 2010, the agency has been participating in the Enterprise Content Management Shared Services project with Nebraska's Chief Information Officer and other state agencies. The purpose of the project is to create and store electronic images of the agency's documents, to improve management of and access to public records. A Request for Proposals (RFP) was issued, vendors evaluated, a vendor selected and a contract has been signed. The agency was one of three partners working with the vendor during implementation to demonstrate and accept the requirements of the RFP. As part of the acceptance process, the agency incorporated the ECM into existing business processes and operations. On April 11, 2011, the agency implemented the first project. This project is covered in more detail in the Records Management portion of the report. As support for the project, about two thirds (160) of the agency's PC-based computers were replaced between April and September. Additionally, about 170 nineteen-inch monitors were installed as a second monitor so agency staff could better utilize the agency ECM application. In early 2013, the agency added the last field office to the state network, which provided staff with better access to the ECM.

The application development staff, in cooperation with the NPDES water permitting program staff, have been designing and developing a permit-writing module. When completed, the module will assist permit writers in developing quality permit documents based upon agency rules, standards and water quality information. This application will also be integrated with the ECM for internal permit reviewing.

As an ongoing process, the agency web page is updated to make use of new software capabilities. As part of the process, static Excel files of information are replaced with applications to query the existing data in real time, providing users with better information and eliminating the need for agency staff to create the Excel files on a regular basis.

Public Information Office

The Public Information Office serves as NDEQ's initial source of communication with the public and media. The services of the Public Information Office are used by all divisions of NDEQ.

A primary responsibility of this office is to handle questions from the public and media (newspaper, television, radio and web) regarding NDEQ's activities. Due to the increasing public awareness of environmental issues, the number of inquiries from both media and the general public has increased significantly in the past several years.

The Public Information Office is responsible for the writing and distribution of news releases on a wide range of environmental topics that are of importance to the public. The office is also involved in the production of a number of other publications, including this annual report, brochures, fact sheets and guidance documents.

These publications can be obtained by contacting the Public Information Office or by visiting NDEQ's website, <http://deq.ne.gov>. The website has grown considerably in recent years and provides a wide array of information to the public relating to the agency, including:

Environmental Alerts	NDEQ News	Contact Us/Report a Problem
Rules and Regulations	Publications	Requests for Proposals
Topics of Interest	Program Information	Public Notices
Enforcement Resolutions	Assistance	Cleanups
Compliance	Financial	Maps and Data
Permits and Authorization	Calendar of Events	

An important component of the website is to promote two-way communication. As part of those efforts, the agency's main e-mail address is provided at numerous locations on our website. That e-mail address is: NDEQ.moreinfo@nebraska.gov. The Public Information Office coordinates responses to those e-mails. The site also features "Report a Problem," with a link to the e-mail address to report an environmental issue of concern at NDEQ.problem@nebraska.gov. The site also includes phone information and procedures relating to reporting a spill or complaint.

The agency is moving toward more standardized forms, including some that can be filled online or submitted electronically.

Grants/Contract Coordination

The Grant and Coordination Office assists with federal grant applications and compliance with grant conditions and requirements, particularly reporting requirements. In addition, the office assists with Requests For Proposals, contract development, tracking, management and ensures contracts are kept current and contractors meet contract conditions. This office also provides assistance to the Fiscal Services Section.

Funding of Management Services

The Management Services Division provides essential administrative and technical support to the Department. Some activities in Management Services are program specific, but many are not. Funding for the Division is provided by two methods: 1) The majority of the staff salaries and activities are funded through an overhead charge to the Department's various programs; 2) Program-specific staff time and activities are charged to those programs.