



Clallam County Department of Health and Human Services

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May 14, 2021

To: Clallam County Board of Health
From: Kevin LoPiccolo, HHS
Re: May 18, 2021 Board of Health Meeting

Included in next week's packet is the following:

- Agenda
- Draft minutes from the April 20, 2021 meeting are not available for ratification. Staff will prepare and have the Board review and approve at their June 15, 2021 meeting.
- Staff Report - On-site Septic System Operations and Maintenance Manage Program (Discussion only). Staff is requesting the Board's direction on the proposed program funding.

I hope everyone enjoys their weekend.

Kevin



CLALLAM COUNTY BOARD OF HEALTH

AGENDA of May 18, 2021 @ 1:30 – 3:30 pm

Clallam County Courthouse

Board of Commissioners Meeting Room 160

223 E. 4th Street

Port Angeles, WA 98362

****ATTENTION****

In response to the current Governors order Clallam County has moved to Phase 3 of the Healthy Washington Roadmap to Recovery Plan. To be in compliance with the Healthy Washington Roadmap to Recovery Plan the following general requirements for COVID safety for meetings held in the Board of Commissioners Board Room are as follows:

1. All attendees are encouraged to provide contact information on a sign in sheet which will be retained for 28 days for contact tracing purposes.
2. Public seating areas and Board member seating must be arranged to ensure physical distancing is maintained.
3. Meeting attendees must wear a proper face covering and maintain six feet of physical distance between other persons.
4. No food or drink should be consumed in the BOCC Board Room.
5. Meeting organizers shall clean or arrange to have cleaned high-touch surfaces before and after each meeting.
6. Hand sanitizing stations will be available in the BOCC Board Room.
7. Keep doors and windows open where possible to improve ventilation.
8. The Chair of the meeting shall ensure masking and social distancing practices are enforced and practices by all event attendees.

This meeting can be viewed on a live stream at this link: <http://www.clallam.net/features/meetings.html>

If you would like to participate in the meeting via Zoom audio only, call 253-215-8782 and join with Meeting ID: 935 7343 5754 and Passcode: 095863

If you would like to participate in the meeting via Zoom video conference, visit <https://zoom.us/j/93573435754> join with Meeting ID: 935 7343 5754 and Passcode: 095863

Public comment and questions can be directed to the Director of Health and Human Services at 360-417-2523 or klopickolo@co.clallam.wa.us

- Call to Order, Roll Call
- Request for Modifications/Approval of Agenda
- Approval of Draft Meeting Minutes for April 20, 2021
- Public Comment for Agenda Items – *Please limit comments to three minutes*
- Introductions
- Presentations and Discussion
- Board of Health Member Discussion
 - Onsite Septic Systems – Operation and Maintenance Update
- Old Business and Information Items
- Health Officer
 - COVID-19 Update
- Environmental Health Director
- HHS Director
- Future meeting agenda items
 1. Clallam Health Network
 2. PIC (Pollution, Identification and Correction) Update

3. Vaccination Rates
 4. Chronic Disease CHIP
 5. Air Quality and Noise Ordinance
 6. Climate Change
 7. Update on Behavioral Health Organization (BHO)
 8. Olympic Peninsula Healthy Communities Coalition
- Public Comment – *Please limit comments to three minutes*
 - Adjournment

NEXT MEETING – May 18, 2021

TO: Clallam County Board of Health

FROM: Clallam County Environmental Health Services

RE: On-site Septic System Operations and Maintenance Management Program
Stable Funding

DATE: May 14, 2021

Summary

Clallam County Environmental Health is proposing assessing an operating fee to each on-site septic system countywide. This fee will generate revenue to allow for implement the On-Site Septic (OSS) Operation and Maintenance (O&M) program. Clallam County's On-Site Septic System Management Plan guides the O&M Program activities. This program has not been fully implemented since the plan's adoption in 2007 due to an inability to secure stable funding.

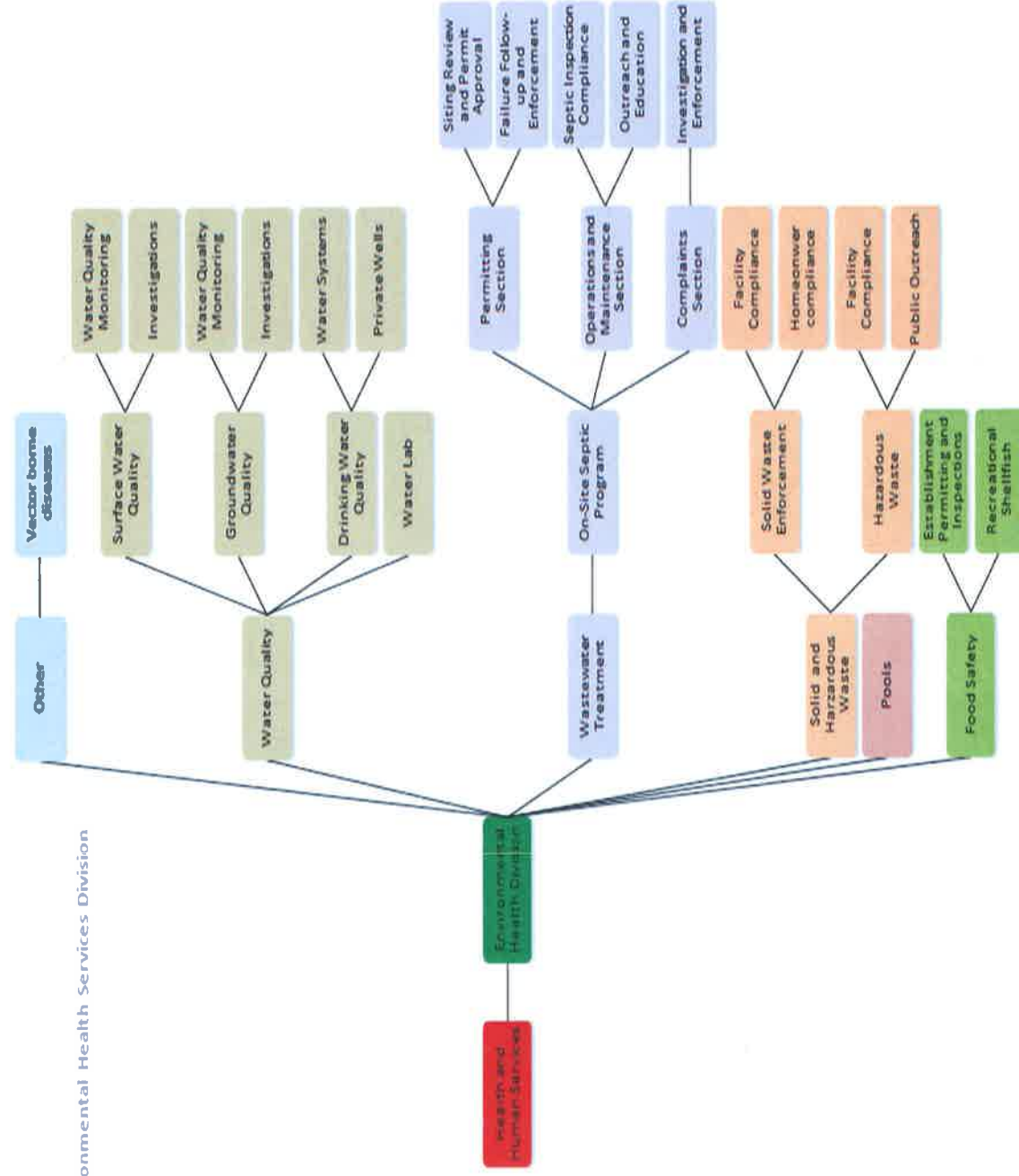
Introduction

Clallam County Health and Human Services' (CCHHS) mission statement states that, "through leadership and community partnerships, Clallam County Department of Health and Human Services envisions a community in which individuals make healthy choices, access the health and human services they need, and live in a safe and healthy environment." Environmental Health (EH), working under the umbrella of CCHHS, operates with this mission as guidance and further aims "to assist in the protection of our community's health through the prevention and control of environmentally related communicable diseases and through the minimization of exposure to environmental health hazards."

CCEH employs a variety of Environmental Health Specialists and support staff to fulfill our mission. Figure 1 outlines EH's programming.

The OSS program is divided into three sections: permitting, complaints, and O&M. The O&M program is tasked with implementing Clallam County's On-Site Septic System Management Plan, which recommends activities for the County to comply with 246-272A WAC. These activities include enforcing septic inspection activities. To fund activities, the plan recommends the assessment of a per-parcel fee to be collected via the property tax billing and collection process. It states all fees should be designated for implementation of Clallam County's On-Site Septic System Management Plan, whose activities are carried out through EH's OSS O&M Program.

Figure 1: Environmental Health Division Program Workflow



Project Details

All objectives and activities support the O&M Program goal, which is to prevent premature failures of on-site septic systems through normalizing regular maintenance. Clallam County's On-Site Septic System Management Plan guided the development of O&M Program activities, and activities were planned using a ten-year timeframe to help prioritize and evaluate program outcomes. Table 1 describes the program's overall goal and short-term, intermediate and long-term objectives.

Table 1: O&M Program Goal and 10-year objectives

Program Goal	Short-term objective (1-3 years)	Intermediate objective (4-5 years)	Long-term objective (6-10 years)
<i>Prevent premature failures of onsite septic systems through normalizing the need for regular maintenance</i>	By 2025, increase inspection compliance to 50% by providing outreach to homeowners about O&M requirements and benefits.	By 2027, increase inspection compliance to 75% and 75% of home sales current by providing outreach to homeowners and realtors.	By 2032, inspection compliance will increase to 90% countywide due to outreach conducted through the EH O&M program.

The program will utilize multiple modalities to deliver services. These include:

- Providing a robust education and outreach program in an effort to educate homeowners about their systems and the benefits of maintenance
- Issuing rebates to help offset the cost of maintenance
- Providing technical assistance to homeowners and O&M service providers
- Evaluating water resources to ensure they safe for drinking and shellfish harvesting, and safe for recreation
- Maintaining public records

Tables 2 and 3 below provide more details about program objectives, activities, outcomes, and timelines.

Table 2: O&M Program Overview

Objective	Activities	Outcome	Timeframe (year)	Cost (\$)/year
Normalize inspection compliance required by Chapter 246-272A WAC and Clallam County Code 41.20.170	Prioritize and target non-compliant properties about regulations using septic inspection compliance letter writing workflow	Increase awareness of inspection requirement and benefits, and increase compliance rates, reduce preventable failures	Ongoing	77,980
	Implement outreach plan using multiple modalities (direct mail, radio and print advertising, public events, in-person training, social media)		Ongoing	
	Educate realtors and new homeowners about pre-sale inspection requirement and OSS maintenance requirements and benefits	75% of home sales will be compliant with inspections at point-of-sale	1-3	
	Provide technical assistance to OSS owners and industry	Increase and ensure accuracy of inspections conducted by providers and DIY inspectors	3-10	
Reduce financial burden and barriers to compliance	Provide rebate program for low-income homeowners	Increase compliance rate and develop homeowner capacity to conduct maintenance	ongoing	50,150
	Conduct in-person training for DIY inspection certification*	Increase capacity of homeowners to conduct their own inspections and reduce		
Maintain database	Maintain records	Provide accessible data to providers, homeowners, realtors, etc.	ongoing	55,750
	Quality Assurance(QA)/Quality Control(QC)	Assure accuracy and accessibility of database functions	ongoing	
	Assist IT with database changes	New database supports program needs	1-3	
Improve water quality	Monitor water quality and investigate potential OSS sources in sensitive areas	Increased recreational and commercial harvestable shellfish acreage	3-5	60,800
		Decreased exposure to public in recreational waters	ongoing	
	Conduct assessment sensitive areas defined in Clallam County's OSS Management Plan	Determine where water quality monitoring and investigation efforts should be	1-3	
Program Evaluation	Systematically collect information about the activities and outcomes	Improve program effectiveness and inform decisions about the future program activities	3, 5, and 10 years	\$7,000
Annual Cost:				\$251,680
10 year cost:				\$2,516,800

Table 3: Specific O&M Program Activities (2 pages)

Objective	Program Activities	Specific Activities	Timeframe	Responsible Staff
Normalize inspection compliance required by Chapter 246-272A WAC and Clallam County Code 41.20.170	Prioritize and target non-compliant properties about regulations using septic inspection compliance (SEPTIC INSPECTION COMPLIANCE) letter writing workflow	Prioritize non-compliant properties by proximity to sensitive areas; rank order of sensitive areas by risk and impacts to public health	Ongoing	All
		Track SOM cases for inspection compliance in database		Database Specialist
		Follow SEPTIC INSPECTION COMPLIANCE Enforcement Workflow for letter writing timeline (J:\eh\ONSITE\INSPECTION COMPLIANCE\Enforcement workflows timelines\OSS SEPTIC INSPECTION COMPLIANCE enforcement workflow Mar 2021.pdf)		O&M Specialist
		Track voluntary compliance after starting timeline		O&M Specialist
	Implement marketing plan using multiple modals (direct mail, radio and print advertising, public events)	Send annual postcards to all OSS homeowners to promote OSS awareness and education	Annually	O&M Specialist
		Research, write, and record content for KONP radio ads as needed; select package	As needed	O&M and Admin Specialists
		Develop print advertising content for Sound Publishing publications countywide 3-5 times/year	Annually	O&M Specialist
	Educate realtors and new homeowners about pre-sale inspection requirement and OSS maintenance requirements and benefits	Develop realtor education packets	1, 2-10	O&M and Admin Specialists
		Provide education at realtor meetings	2-10	O&M and Admin Specialists
		Develop and disseminate homeowner education packet	1, 2-10	O&M and Admin Specialists
	Provide technical assistance to OSS owners and industry	Verify inspections at point of sale	Ongoing	Database and Admin Specialists
		Develop inspection audit program	1	O&M Specialist
		Conduct audits	2-10	O&M Specialist

Objective	Program Activities	Specific Activities	Timeframe	Responsible Staff
Reduce financial burden and barriers to compliance	Provide rebate program for homeowners	Target reimbursement at 100% of inspection costs for low-income homeowners	1-3	O&M and Admin Specialists
		Reimburse low-income homeowners 100% and homeowners \$50 through "repayment plan"	4-10	O&M and Admin Specialists
	Conduct in-person training for DIY inspection certification	Evaluate training and update; develop recertification process and materials	1	O&M and Admin Specialists
Maintain database	Data entry	Record inspection reports	ongoing	Database and Admin Specialists
		Upload O&M agreements		
		Record and track complaints		
	Quality Assurance(QA)/Quality Control(QC)	Query and provide records/data as requested	ongoing	Database Specialist
	Assist IT with database changes	Resolve issues; ensure functionality and accuracy		
Improve and protect water quality	Monitor water quality and investigate potential OSS sources	Assist IT with incorporating program needs and functions into database	1-3	Water Quality Specialist and Streamkeepers
		Assess sensitive areas defined in Clallam County's OSS Management Plan for fecal coliform, E.coli, or nitrates	1-3	
		Conduct dye-testing to confirm failing OSS	ongoing	
		Conduct quarterly water quality monitoring countywide at highest priority	4-10	
Provide technical assistance to OSS owners and industry	Develop inspection audit program	Develop staff skills	1	O&M Specialist
		Create audit rubric; generate educational materials	1	O&M Specialist
	Conduct audits	Prioritize parcels and select DIY homeowners and providers to conduct audits with	2-10	O&M Specialist
Program Evaluation	Systematically collect information about the activities and outcomes	Gather metrics using evaluation rubric's guidelines	3,5,10	All
		Determine what processes need to be modified and make necessary changes		

Spending Plan

The O&M Program spending plan includes all activities, required technology, and personnel time to perform activities. Table 4 provides an overview of the spending plan, and Table 5 highlights how each objective's activities will utilize the funds. Surplus funds would be absorbed by the rebate program.

Table 4: General Spending Plan

O&M Program Proposed Annual Budget				
Theme	Item	Cost	Qty.	Total
Outreach/Ed.	Room Rental (classes)	\$100	10	\$1,000
	Event Booth	\$500	2	\$1,000
	Radio Ads (monthly)	\$425	12	\$5,100
	Newspaper Ads (monthly)	\$3,000	1	\$3,000
	Direct Mailing	\$4,000	1	\$4,000
	Postage	\$6,000	1	\$6,000
	Poster/Banner/Printing	\$500	1	\$500
	Banner Space	\$330	1	\$330
	Incentives	\$150	100	\$15,000
	Supplies/Materials	\$500	1	\$500
Training	Travel (meetings and training)	\$1,500	4	\$6,000
Inter-Departmental	Streamkeepers	\$5,000	1	\$5,000
	IT assistance	\$5,000	1	\$5,000
Other	Water Lab	30-35	400	\$12,500
	Dye Testing	\$1,000	1	\$1,000
	Abatement	\$2,000	1	\$2,000
Staffing	GIS Tech. (0.5 FTE)	\$25,000	1	\$25,000
	Admin. Specialist (1 FTE)	\$37,500	1	\$37,500
	O&M EH Specialist (1 FTE)	\$50,000	1	\$50,000
	WQ EH Specialist (0.40 FTE)	\$18,750	1	\$18,750
Benefits	Benefits @ 40%	\$52,500	1	\$52,500
Total Annual O&M Expenses:				\$251,680
Projected annual revenue:				\$260,000
Annual Variance:				\$8,320
10-year expenses:				\$2,516,800
Projected 10-year revenue:				\$2,600,000
10-year variance:				\$83,200

Table 5: Activity spending breakdown

	Normalize and increase inspection compliance: Target non-compliant properties; implement outreach plan; Target realtors and new homeowners; provide technical assistance	Data Management: QA/QC; Maintain records; Query and provide data/records as requested; Assist IT with database changes	Improve water quality: Assess sensitive areas, monitor water quality; data entry	Assist in off-setting the burden of cost of inspections: process rebates, promote and provide DIY certification training	Program Evaluation: Systematically collect information about the activities and outcomes; Make judgements about program efficacy	Totals
Personnel:						131,250
EHS: O&M	23750		12500	12500	1250	50,000
EHS: WQ			17500		1250	18,750
Admin	\$11,250	\$12,500		\$12,500	\$1,250	37,500
Tech		\$23,750			\$1,250	25,000
Fringe Benefits	\$14,000	\$14,500	\$12,000	\$10,000	\$2,000	52,500
Training:						6,000
Travel	\$4,000					0
Registration	\$2,000					0
Equipment						0
Supplies	\$50		\$300	\$150		500
Contractual						18,100
Newspaper ads	\$3,000					
Radio ads	\$5,100					
Mailing service	\$4,000					
Postage	\$6,000					
Other						43,330
Event Booths	\$1,000					
Banners	\$830					
Rebates				\$15,000		
Room rental	\$1,000					
CCEH Lab			\$12,500			
IT		\$5,000				
Streamkeepers			\$5,000			
Dye Testing			\$1,000			
Abatement	\$2,000					
Total	\$77,980	\$55,750	\$60,800	\$50,150	\$7,000	251,680

Financing Options

Clallam County's On-Site Septic System Management Plan recommends a flat fee between \$10-20 be collected via the property tax billing and collection process, and states fees should only be used for the implementation of program activities. EH agrees a flat fee per system will best support program activities, but multiple fee structures were developed based on different criteria. These fee structures are in Table 6. The variance between the spending plan and each funding option are in in Table 7.

Table 6: Fee Structure Options

*Meets O&M budget proposal		
Option 1: Flat \$13 Fee*		
Number of OSS	Fee	Total
20,000	\$13	\$260,000
Option 2: MRA at \$15, non-MRA at \$5		
Number of OSS	Fee	Total
12,500	\$15	\$187,500
7,500	\$8	\$60,000
TOTAL:		\$247,500
Option 3: Tiered rate for SIC status*		
Number of OSS	Fee	Total
10,000	\$6	\$60,000
10,000	\$20	\$200,000
TOTAL:		\$260,000

Table 7: Variances of program expenses and funding options revenue

Total Annual O&M Expenses -->	\$251,680	Difference
Option 1:	\$260,000	\$8,320
Option 2:	\$247,500	(\$4,180)
Option 3:	\$260,000	\$8,320

Program Evaluation

EH plans to assess the O&M Program's efficacy by conducting formal evaluations at year 3, 5 and 10. We will measure the success of each objective and/or activity as follows:

- Normalize inspection compliance/public acceptance of requirements

- Quantitative data: septic inspection compliance rate
 - Qualitative data: Gauged through public response
- Complete unknown systems work
 - <100 remaining unknowns at year 10
- Failures found and repaired
 - Quantitative data: Homeowner experience
 - Qualitative data: Increased rate as septic inspection compliance increases; decreased over time
- Failures prevented
 - Quantitative data: Tracked on inspection report
 - Qualitative data: Provider narratives
- Increased DIY participation
 - Quantitative data: Change in DIY certified homeowner; increase in recertified homeowners; # of DIY reports submitted; inspection audits rubric
 - Qualitative data: Inspection audits narrative
- Water quality improvement/impairment prevention
 - Number of septs of concern identified in sensitive areas
 - # found failing and repaired
 - # ruled out
 - Fecal coliform, E.coli and nitrate monitoring data
- Reduce economic and health disparities
 - # of failures prevented, esp. for those using rebate program
 - # of inspections rebate applications declaring financial hardship
 - Number of Craft3 and USDA loans provided
 - Number of cost-share funded repairs

Program Limitations

EH recognizes that the O&M Program will have limitations. Each limitation is numbered below with a description of how the program will address each limitation.

1. The number of licensed O&M providers may not be adequate to provide services to meet program goals
 - a. Discuss how to promote and train future industry providers with providers
2. Reach to low-income homeowners
 - a. Outreach – do the best we can with the tools we have
 - i. Direct mailings
 - ii. New homeowner packets
 - iii. Website
 - iv. Social Media
 - v. Events
 - vi. DIY training

- vii. Technical assistance
 - viii. Septic compliance letters
 - b. Reasonable enforcement and reduce fines/fees to reasonable amounts with voluntary compliance
 - c. Encourage industry to reach out to homeowners regarding septic inspection compliance
- 3. May never reach >75% of property sales – cash sales, bank requirements, etc. will allow the requirement to be circumvented.
 - a. Provide information to new homeowners and realtors about requirements
 - b. Try to educate homeowners through our website and chamber of the requirements and benefits of being compliant at time of sale (chamber homeowner packet?)
 - c. Realtors education
- 4. Buy-in from subset of public who have “septics are free” mindset
 - a. Getting inspection and realizing it prevented a failure
 - b. Experience a failure
 - c. Experience Enforcement
- 5. Accuracy of DIY inspections
 - a. Audits for providers and DIY homeowners as funding allows
 - b. Begin at start of program and gradually increase