



New Jersey Department of Environmental Protection
Compliance & Enforcement

PROJECT CHARTER

TRAINING SEMINARS OUTREACH & EDUCATION

Project Sponsor: Wolfgang Skacel, Assistant Commissioner

Project Manager: Michele Kropilak, Environmental Specialist 3

The Project Charter formally recognizes the existence of a project. It describes the project at a high level and explains the business need for it; it also outlines the scope - what is in the project, and what is out. The Charter authorizes the Project Manager to plan the project, and the other members of the team to expend resources to complete the project. The charter must be signed by the Leadership Team.

THIS PROJECT SUPPORTS/ALIGNS WITH THE FOLLOWING:

DEPARTMENT TRANSFORMATION PRIORITIES:

- Improving customer service by establishing processes for the flow of information to improve communication efforts with the Department's internal as well as external constituencies, to ensure that staff, stakeholders and the general public are accurately informed about our decisions and activities.
- Structure processes and policies to help change the culture outside of the Department, to make regulated entities and their consultants more responsible for the quality of submittals.
- Base enforcement priorities and actions on environmental risk. Establish a better connection between the enforcement and permitting programs.

COMPLIANCE & ENFORCEMENT STRATEGIC PLAN GOALS:

- Build a work environment that attracts, develops and retains dedicated, motivated and talented employees.
- Effectively balance compliance assistance, enforcement, and education to achieve compliance and move the regulated community and the public towards environmental stewardship.
- Improve productivity, accountability, and operational efficiency.

INTRODUCTION/BACKGROUND:

Historically, Compliance & Enforcement (C&E) has offered various education, outreach and training seminars individually within their programs based on need and staff/time constraints. Some programs have a more extensive outreach and education program than others at this time.

In response to overwhelming input from both internal and external stakeholders, it has been determined that there is a need to implement this project to provide a framework to unilaterally, across C&E, provide consistent and focused education, outreach materials and training seminars to the public and regulated communities we serve.

This will, in turn, focus our education resources to provide targeted, timely training to increase understanding and compliance with NJDEP regulations, encourage the regulated community towards better behavior, to go beyond compliance and embrace environmental stewardship, and promote/improve/encourage an open dialogue between C&E and its customers.

PROJECT DESCRIPTION/SCOPE:

First, this project requires execution and centralized documentation of recent and near term training to be scheduled within each C&E program (Phase 1). Next, it will build a comprehensive and sustainable Compliance & Enforcement training, education, and outreach program structure with a detailed strategic training plan (Phase 2). This structure will provide consistency amongst the programs within C&E and allow the programs and management to measure and adapt training needs/demands in a more coordinated manner. The last phase of this project will seek to devise longer term training system enhancements for future consideration and implementation. This system will track and analyze metrics obtained from ongoing training events in order to allow for continuous improvements in training (Phase 3). The following will be included:

Phase 1:

- Coordination with each C&E program lead to ensure execution of new, near term external training events (March /April, 2011)

Deliverables:

- a. One seminar per program on new topics or newly devised
- b. Summary of all training provided and scheduled

Phase 2:

- Identify training needs/gauge industry needs -target audiences/stakeholders (Minimum 2 target audiences per year per program)
- Customize seminar content to audience
- Instructor selection - knowledge of subject/appropriate for audience
- Instructor development- ensure training for instructor to improve seminars (public speaking training/powerpoint training/technical training etc.)
- Enhanced/leveraged use of multimedia training/partnerships where appropriate
- Minimum frequency of seminars (minimum 2 per year per program)
- Training facility selection

- Training seminar announcements/publicity/promotion/marketing
- Seminar materials provided prior to/at the seminar
- Seminar content (materials) focus is environment based - training to focus on the why? of the regulation - how the environment benefits from compliance with regulation
- Each seminar to include information on stewardship program
- Pre test/ post test to measure retention
- Standardize Data collection from seminar- sign in sheets/emails etc
- Standardized end of seminar survey to improve training processes
- Justification for proposed training - determine cost benefit of proposed training- # attendees/target audience/does it correlate to significant environmental benefit
- Ongoing centralized tracking of completed seminars

Deliverables

- a. Seminar planning checklist
- b. Any related SOP or guidance needed for standardized execution of training
- c. Updated C&E -wide training schedule records in Access database
- d. Implementation recommendations

Phase 3:

- Explore future use of webinars/online posting of seminars/materials/guides
- DEP Intranet Centralized C&E Training Resources (training facilities info/survey forms/listservs etc)
- Use of NJEMS to track compliance assistance training/attendance
- Public/private partnerships to conduct training events
- Enhanced use of metrics/data collection to further target education opportunities
- Other ideas as explored.....

Deliverables

- a. List of prioritized enhancement recommendations with project/resource estimates

This project DOES NOT include the following at this time:

- No internal training/staff cross training component
- Not intended as a Department wide training plan at this time. For C&E use only.

PROJECT OBJECTIVES/GOALS:

- Create a comprehensive, sustainable education/training system which adapts training needs based on feedback from stakeholders and metrics for continuous improvement
- Facilitate behavior changes through increased education = increased compliance, stewardship, and promotion of environmentally sound operations and practices to protect and conserve our State's natural resources
- Proactive/partnership approach to compliance-prevention of violations through education/training. Achieve long term improvements in compliance through education.

- Economic benefit to customers and citizens of New Jersey - the prevention of violations through education vs. costly cleanups/remediation due to lack of knowledge/ignorance of regulations.

PROJECT CONSTRAINTS:

- Immediate implementation required.
- Limited Staff allocation and time to devote to the project.
- No additional funding available so must use available resources to implement plan
 - low cost/no cost training locations/materials etc.

SUCCESS CRITERIA:

- Within 6 months all training provided by C&E will conform to the new standards set in phase 2, including ongoing performance measurement as described next.
- At least one tangible improved outcome per program will be achieved within 6 months as measured in one of the following metrics in order of the most preferred to the minimal:
 - General improvement in compliance/behaviors/actions and/or increased participation in the C&E Stewardship Program
 - Improvement in compliance/behaviors/actions for the program and topics of concern
 - Improvement in compliance/behaviors/actions by attendees or participants
 - Retention of new knowledge by attendees or participants
 - Increased training attendance or participation

PROJECT MEMBERS:

Leadership Team

Project Sponsor:	Wolfgang Skacel, Assistant Commissioner
Transformation Steering Group:	Knute Jensen, Manager
Project Manager:	Michele Kropilak, Env'tl Specialist 3

Project Work Team - Project Manager +

Air Program Training Lead:	Larry Si
Water Program Training Lead:	Rich Paull
Hazardous Waste Training Lead:	Bret Reburn
Solid Waste Training Lead:	Terri Slack
Land Use Training Lead:	Michele Kropilak
Pesticides Training Lead:	Terri Slack
UST Training Lead:	Jonathan Berg

MAJOR MILESTONES/DELIVERABLES/WORK PLAN:

TASK	TIMELINE	RESPONSIBILITY
Develop Project Charter	March 11, 2011	Michele Kropilak
Present Draft Project Charter to Steering Group	March 18, 2011	Michele Kropilak
Update Project Charter based on feedback	March 25, 2011	Michele Kropilak
Appoint Project Team Program Training Leads	March 25, 2011	Wolfgang Skacel
Project Charter Approved: - signed off by Sponsor	By April 7, 2011	Wolfgang Skacel
<i>PHASE 1 :</i>		
Coordinate with each Project Program Lead to ensure execution of new near term training events	By March 28, 2011	Michele Kropilak & Project Program Leads
Create Centralized C&E spreadsheet to document training events	By March 28, 2011	Michele Kropilak
Phase 1 Completion	By March 28, 2011	
<i>PHASE 2 :</i>		
Project Team meetings- Develop/draft model training project plan, training seminar checklist, and standardized post seminar survey/training materials	By August 16, 2011	Michele Kropilak & Project Program Leads
Present draft Training plan To Sponsor & Steering Group for feedback	By August 30, 2011	Project Work Team
Training Plan Approved: - signed off by Sponsor	By September 15, 2011	Wolfgang Skacel

MAJOR MILESTONES/DELIVERABLES/WORK PLAN: (continued)

TASK	TIMELINE	RESPONSIBILITY
PHASE 2 - CONTINUED		
Post Intranet - Training Plan -Materials/Training Database for use by all C&E programs	By September 15, 2011	Michele Kropilak + Knute Jensen (via Art Cencetti)
Phase 2 Completion	By September 15, 2011	
PHASE 3:		
Project Team Meetings/ Devise a summary list of future enhancements ordered by needs/cost benefit	By September 30, 2011	Project Work Team
Present Training Enhancements List to Sponsor & Steering Group	By October 15, 2011	Project Work Team
Phase 3 Completion	By October 15, 2011	

APPROVALS:

We, the undersigned, acknowledge our role as members of the Leadership Team. We agree with the content as presented in this charter, and we agree to use this charter as a basis for the project. We agree to actively support the project, and to participate in all activities required or expected of the Leadership Team.

 Wolfgang Skacel, Assistant Commissioner

 Date

 Knute Jensen, Transformation Steering Group

 Date

 Michele Kropilak, Project Manager

 Date