

# SRF Customer Handbook Changes

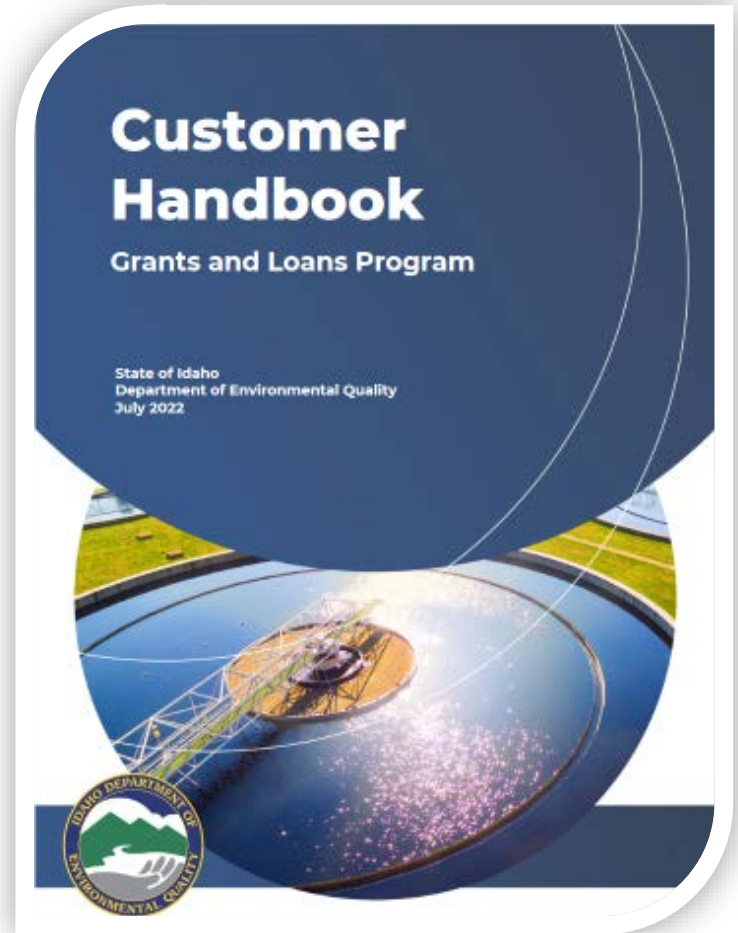


STATE OF IDAHO  
DEPARTMENT OF  
ENVIRONMENTAL QUALITY

MaryAnna Peavey, Grants and Loans Bureau Chief

# Agenda

- 4 Handbooks vs 2
- Old handbook issues
- New handbook improvements
- DEQ internal manual and toolkit
- New video walkthroughs for handbook, LGTS and the internal toolkit



# 4 handbook vs 2 handbooks



# Old handbook issues

Repeat  
information  
in the four  
handbooks

Too many  
attachments

Unclear as  
to the  
intended  
audience

Terminology  
and wordiness  
lead to  
unclear  
passages



# New handbook improvements



28 Pages



19 Attachments



Simplified language

# Revamp Process

1. Created the vision
2. Split out what was for the customer and what was for staff
3. Identified what was necessary
4. Internal brown bags with regional and state office staff



5. Technical Writers
6. Internal review/EPA review/AG review
7. Public Comment
8. Website overhaul
9. Implementation

# DEQ internal manual and toolkit



Internal DEQ SRF  
manual and toolkit  
is available for  
employees

## Implementation and Training Manual

*Idaho's State Revolving Fund Program*



State of Idaho  
Department of Environmental Quality



DRAFT (August 2022)

[www.deq.idaho.gov](http://www.deq.idaho.gov)



# New video walkthroughs for handbooks, LGTS and the internal toolkit

Video tutorials for handbook, LGTS and the toolkit are available for distribution



# Questions?

<https://www.deq.idaho.gov/water-quality/grants-and-loans/>



STATE OF IDAHO  
DEPARTMENT OF  
ENVIRONMENTAL QUALITY

MaryAnna Peavey, [MaryAnna.Peavey@deq.idaho.gov](mailto:MaryAnna.Peavey@deq.idaho.gov)