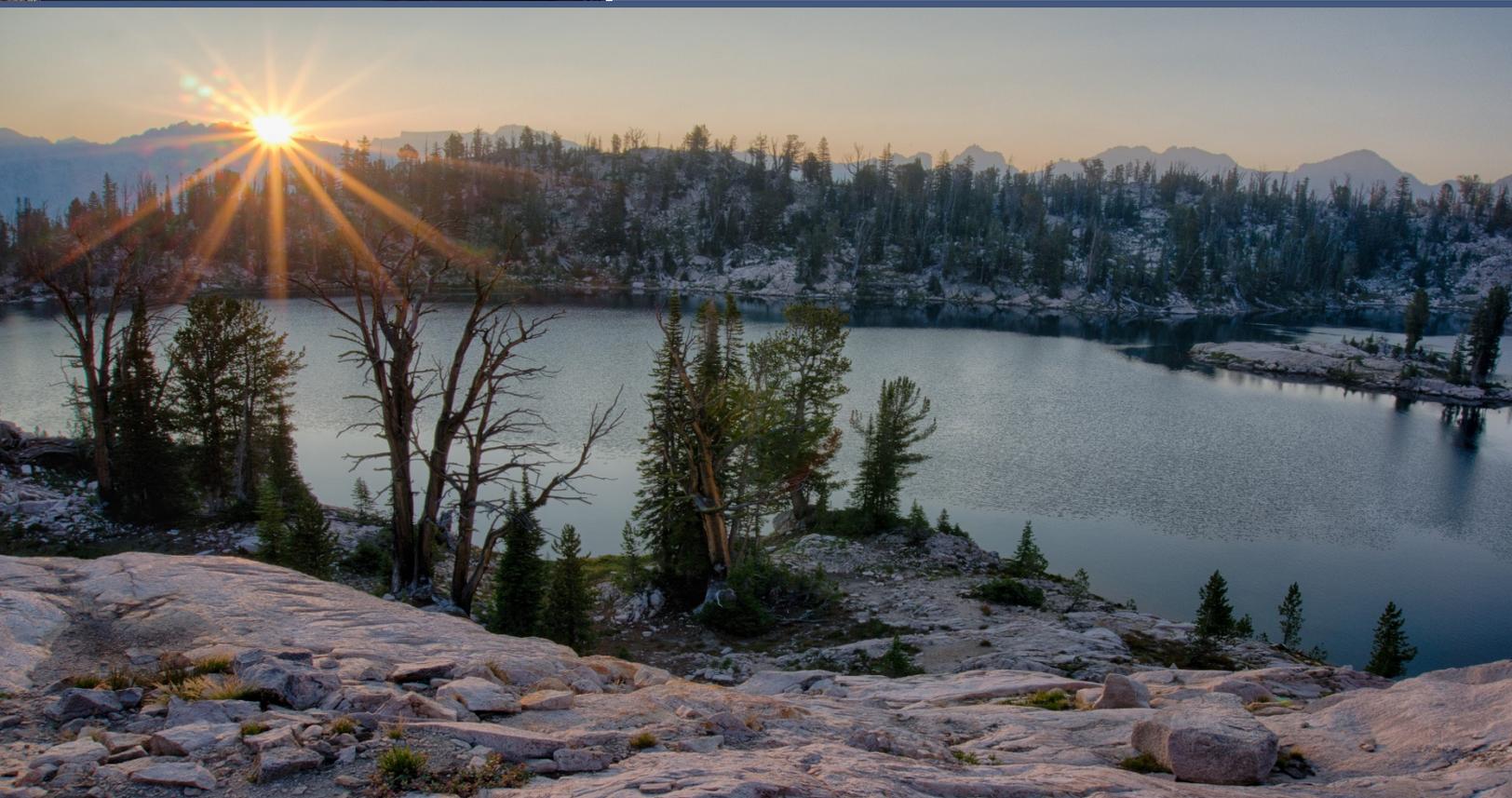




IDAHO DEPARTMENT OF ENVIRONMENTAL QUALITY
STRATEGIC PLAN
2020-2023



VISION FOR THE FUTURE

MISSION STATEMENT

To protect human health and the quality of Idaho's air, land, and water

VISION STATEMENT

An Idaho where the quality of our environment enhances healthy living and supports thriving communities

DIRECTOR'S MESSAGE

I am pleased to present the Idaho Department of Environmental Quality's (DEQ's) strategic plan for fiscal years 2020–2023. This forward-looking plan outlines the goals, objectives, and specific measures the agency will use to protect and improve human health and the environment.

Under our newly established performance measures, goals, and objectives, DEQ worked to gather data, evaluate resources, and begin to implement processes that will increase our performance and show more effectively how we protect air, land, and water in the state and benefit the people of Idaho.

In addition to accomplishing several of our new objectives, we continue to respond to fiscal, regulatory, and environmental realities through our core functions and services:

- Manage air quality to ensure compliance with federal health-based standards.
- Protect soil and water from hazardous, solid, and mining wastes, and petroleum contamination.
- Manage, mitigate, and remediate contaminated areas.

- Protect public health and the environment at and around the Idaho National Laboratory.
- Maintain and improve surface and ground water quality.
- Ensure delivery of safe and reliable drinking water from public water systems.
- Prevent, prepare for, and respond to public health emergencies.
- Encourage and empower Idaho citizens, businesses, and communities to be environmentally responsible.

The Idaho Pollutant Discharge Elimination System (IPDES) Program issued its first permit to the City of Shoshone on April 1, 2019. The agency is currently drafting another 10 permits that we anticipate issuing in 2019 while building capacity to take on individual industrial permits on July 1, 2019. IPDES compliance and enforcement continues to actively monitor facilities across the state and works with facilities to ensure ongoing compliance with permits. DEQ provided six trainings in June 2019 for facilities using our web-based E-Permitting system for submitting applications and compliance reports.

In 2019, we saw the culmination of a multiyear effort with EPA’s approval of DEQ’s human health criteria. DEQ began this effort in 2014 with public meetings to identify policy issues needing public input and coming to consensus on those issues. DEQ submitted the final rule to EPA for approval in late 2016. EPA’s approval of these criteria reaffirms DEQ’s position that Idaho’s process is the best and most appropriate way to make decisions that affect and impact Idaho’s waterways.

To centralize and consistently track permits, DEQ is implementing a permit tracking system to ensure permits are processed on schedule and to increase transparency. The new system allows staff from all programs to better manage agency permits.

An improved safety culture at DEQ resulted in a reduced incident rate from 4.07 to 2.14, which represents a significant reduction in recordable accidents and about one-half of the Bureau of Labor Statistic’s average of 4.7 for agencies our size that perform similar work.

To continue our efforts to foster improvement in the agency, we completed Lean Champion training in June 2019 and also completed two sessions of 4-hour Lean Practitioner training, bringing the number of DEQ employees trained

in continuous improvement to 29. Fifteen improvement projects were identified by staff who participated in these trainings. For one of our continuous improvement goals, we updated the performance measurement to conduct 50 lean improvement projects per year, which will include training 80% of DEQ staff to a Lean Practitioner level by June 2020, developing a project training database, and identifying a pilot program for a visual management tool that links data and people.

In 2019, Governor Little issued Executive Order 2019–02, the Red Tape Reduction Act. The order directs state agencies to repeal or significantly simplify at least two existing rules for each new proposed rule. DEQ reviewed 25 chapters of Idaho’s administrative rules and is eliminating redundant or outdated language and will continue to streamline existing rules.

In 2020, we will continue to work toward fulfilling DEQ’s core functions and use our financial resources efficiently and effectively. Over the next 4 years, we will challenge ourselves by implementing agency-wide performance measures, developing new objectives, tracking and reporting our progress, and showing our commitment to positively impacting the environment and Idaho’s citizens.



John Tippetts, Director

YOUR DEQ

The Idaho Department of Environmental Quality (DEQ), established by the Idaho Environmental Protection and Health Act (Idaho Code §39-101 et seq.), protects human health and the environment.

DEQ implements and enforces delegated federal programs under the Clean Air, Clean Water, Safe Drinking Water, and Resource Conservation and Recovery Acts, and state environmental laws and rules. This regulatory responsibility covers activities that ensure Idaho's air, land, water, and citizens are protected from the adverse impacts of pollution.

- Environmental monitoring assesses conditions and ensures health-based standards are met.
- Permits are issued to facilities that manage wastes or release pollutants to limit the amounts to safe levels.
- Inspections of pollution sources and responses to complaints ensure compliance with environmental regulations and standards.
- Remediation removes or neutralizes contaminants in soil, ground water, and surface waters. Compliance is voluntary or enforcement action may be taken.
- Oversight includes cleanup, pollution reduction, and drinking water and wastewater infrastructure improvements.
- Outreach and education facilitates compliance with environmental requirements.

To accomplish our environmental and human health protection mission, DEQ works collaboratively with federal and state agencies; the Board of Environmental Quality; city, county, and tribal governments; businesses; community organizations; and Idaho's citizens.



Protect

Enhance



Support



AGENCY PERFORMANCE—ACCOUNTABILITY AND COMMITMENT

Idaho statute requires each state agency to develop a strategic plan to establish performance commitments and assess progress toward achieving agency goals (Idaho Code §67-1903). Based on the state fiscal year (July 1–June 30), the plan covers a 4-year horizon, starting with the year the plan is developed.

- Our goals describe the broad environmental human health conditions the agency is trying to achieve and how we want to serve Idaho’s citizens.
- Our objectives are the incremental steps we will take to achieve each goal.
- Our performance measures tell us how we know we are making progress.

This strategic plan provides Idaho’s legislature with planning and performance commitments and accounts for the statutory authority granted to the agency and its appropriated annual budget.

With new performance measures, goals, and objectives, we successfully completed several objectives this year. The Air Quality Division’s work to reduce particulate matter emissions in Salmon and increase woodstove outreach in the state achieved measureable improvements in air quality. Water Quality’s regional divisions continue to establish internal processes to engage Basin Advisory Group support in prioritizing impaired waters in the state. The Waste Management and Remediation Division successfully identified and determined the status of new, existing contaminated sites, and added these to the inventory. Results for agency-wide objectives were also achieved—we updated permit applications materials on the website; created consistency across divisions; standardized operating procedures for permit handoffs; and conducted a technical assistance workshop on the new hazardous waste generator rule. In the coming year, DEQ will continue to make action-based progress with updated performance measures and objectives.

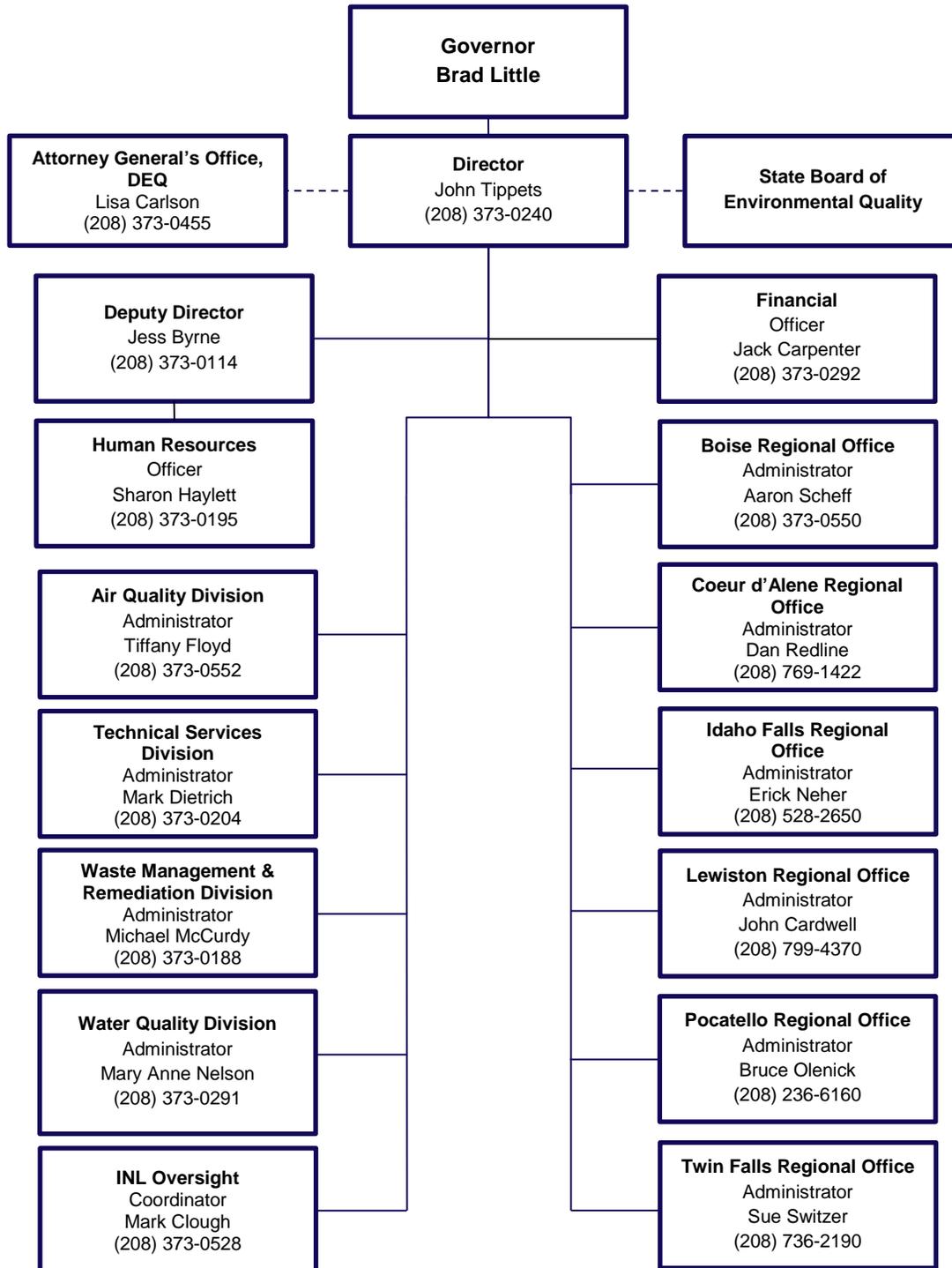


DEQ’s FY2020 performance commitments.

Benchmark Performance Measure	FY 2020 Target
Reduce number of unhealthy days based on the Air Quality Index throughout the state.	0 days
Increase the percentage of assessed rivers and streams supporting beneficial uses.	35%
Reduce the number of known contaminated sites.	213 sites (10% reduction from current 237 sites)
Increase the percentage of complete permit applications and facility plan and specification submittal packages on initial submittal.	82%
Increase the compliance rate of inspected facilities.	82%
Increase the percentage of permits issued before deadline.	81%
Conduct 50 lean improvement projects per year	100%

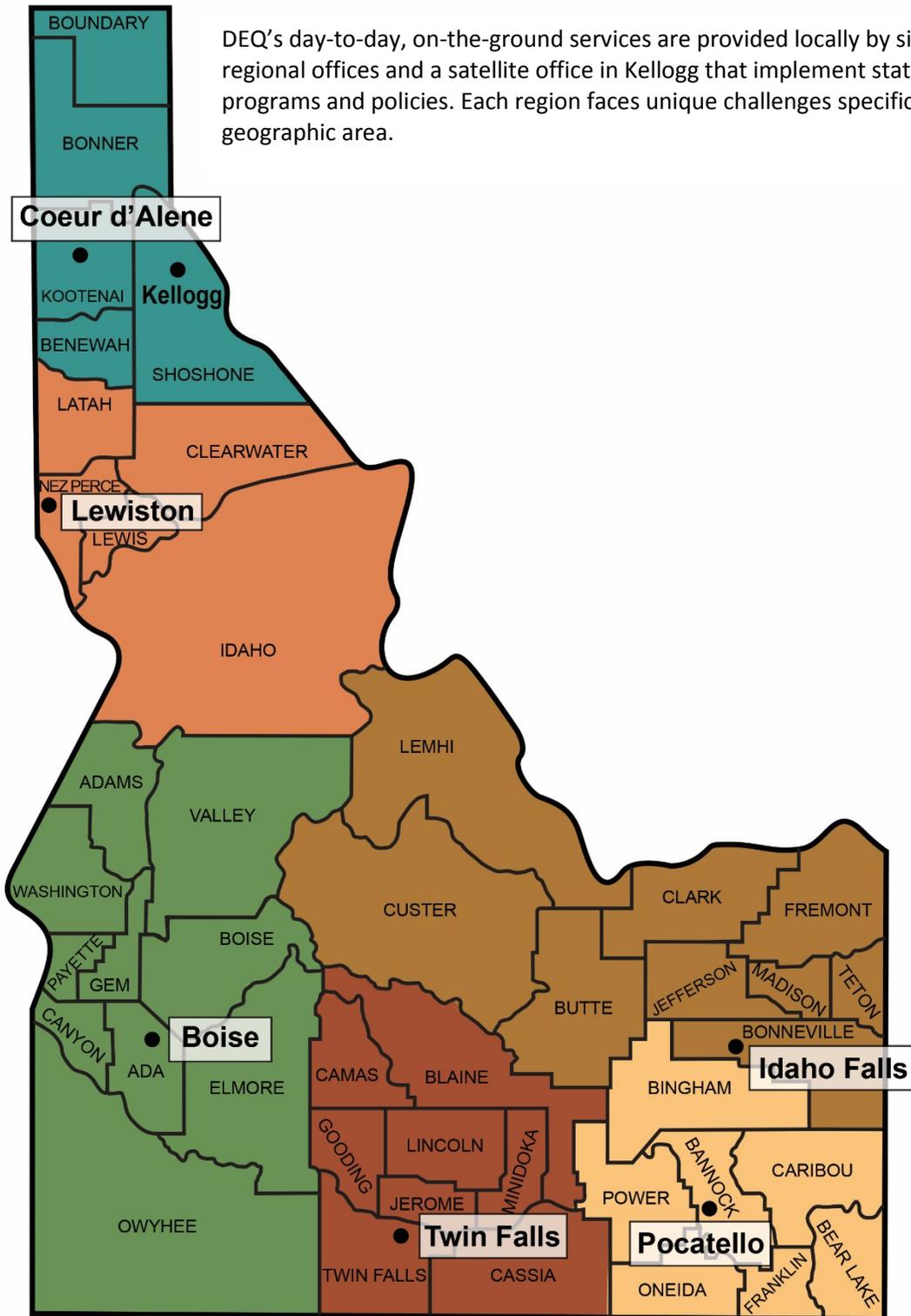
AGENCY SUPPORT—STATEWIDE

DEQ is headquartered in Boise and has four divisions, six regional offices, and a satellite office focused on developing and administering programs and policies.



REGIONAL OFFICES

DEQ's day-to-day, on-the-ground services are provided locally by six regional offices and a satellite office in Kellogg that implement state-wide programs and policies. Each region faces unique challenges specific to its geographic area.



GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

GOAL 1—MAKE RECOGNIZABLE AND MEASURABLE ENVIRONMENTAL IMPROVEMENTS

Objectives—Air quality

- 1.1 By June 2020, engage St. Maries in participating in the voluntary PM Advance Program.
- 1.2 By June 2020, complete 30 woodstove replacements in Salmon, focusing on low-income residences.
- 1.3 Use targeted outreach efforts described in the communications plan to increase awareness and the rate of changeout for old, noncertified woodstoves statewide.
- 1.4 By June 2020, identify future opportunities to improve regional smoke management.
- 1.5 By June 2021, complete the rules for prescribed burning to help reduce smoke impacts.
- 1.6 By December 2021, develop an advisory committee to evaluate the prescribed burning rules.

Performance Measure

Reduce number of unhealthy days based on the Air Quality Index throughout the state.

Benchmark—0 days

This performance measure is determined by any single air monitor reaching unhealthy (red) air quality levels statewide at any time during the year. If multiple air monitors reach unhealthy air quality levels on the same day, it is still counted as 1 day.



Air Quality—

DEQ's monitoring network assesses compliance with the National Ambient Air Quality Standards, supports smoke management programs, and identifies emergency situations from wildfires or dust to protect air quality.

Above—N-Core site at St. Lukes in Meridian, Idaho
Left—Air quality monitor in Preston, Idaho

Objectives—Water quality

- 1.7 By June 2020, regionally prioritize impaired waters to focus state and federal resources based on cost per pound pollutant removed or the greatest decrease in pollutants impacting the impairment.
- 1.8 By July 2021, redirect Clean Water Act §401 certification resources to §404 permit site evaluations and other water quality projects.

Performance Measure

Increase the percentage of assessed rivers and streams supporting beneficial uses.

Benchmark—35%

Derived from DEQ's 2014 Integrated Report, this performance measure includes river miles from assessed rivers and streams that support beneficial uses.



Water Quality—

A vital resource in Idaho, around 9 billion gallons of ground water are withdrawn every day. Most of the ground water is withdrawn for agricultural and industrial purposes, while about 4% is used for drinking water.

Objectives—Waste management and remediation

- 1.9 By July 2020, increase site owners' and operators' use of DEQ's cleanup and remediation programs by implementing informational outreach efforts.

Performance Measure

Reduce the number of known contaminated sites.

Benchmark—213 sites (July 2018 through June 2019, achieved 15% reduction; 237 open contaminated sites; 2,770 total known contaminated sites; added 222 sites to inventory; and closed 260 sites).



Waste Management and Remediation—

DEQ's Voluntary Cleanup Program encourages innovation and cooperation among state, local communities, and private parties to revitalize properties with hazardous substance or petroleum contamination.

This performance measure includes leaking underground storage tanks (USTs) and general remediation sites. Contaminated site closure is complete when contaminant concentrations meet acceptable risk-based or other approved criteria through assessment or remediation activities. This performance measure excludes sites under the Comprehensive Environmental Response, Compensation, and Liability Act (Superfund), including *mega sites*, such as the Idaho National Laboratory and Bunker Hill, Department of Defense cleanup sites, hazardous waste sites, and solid waste facilities.

GOAL 2—PROVIDE FIRST-CLASS CUSTOMER SERVICE AS A TRUSTED SOURCE FOR ENVIRONMENTAL LEADERSHIP

Objectives—Permit applications and plans and specifications complete

- 2.1 By December 2019, provide examples of quality reuse permit application submittal packages on the website.
- 2.2 By December 2019, provide guidance on how to submit an approvable engineering study and plan and specification documents.
- 2.3 By December 2019, research options for an electronic permit application submittal software for all types of permits.
- 2.4 By June 2020, reorganize permit application materials on the website so they are readily accessible and user friendly.

Performance Measure

Increase the percentage of complete permit applications and facility plan and specification submittal packages on initial submittal.

Benchmark—82%

This performance measure is based on wastewater reuse applications, IPDES applications, drinking water and wastewater plan and specification submittals, air quality permit applications, and hazardous waste permit applications.

Objectives—Compliance of inspected facilities

- 2.5 By December 2019, report on results of permit handoff meeting process.
- 2.6 By June 2020, implement one technical assistance workshop per year to deliver informational material on application submittals, rules, and regulations.

Performance Measure

Increase the compliance rate of inspected facilities.

Benchmark—82%

This performance measure is based on 5-year averages across programs. Each program measures compliance differently. Annual updates will be made to the benchmark.



Idaho Pollutant Discharge Elimination System—
As the permitting authority for municipal treatment plants, DEQ issued the first IPDES permit to the City of Shoshone Wastewater Treatment Plant in 2019.

GOAL 3—FOSTER A CULTURE OF CONTINUOUS IMPROVEMENT

Objectives—Permits issued before deadline

- 3.1 By January 2020, deploy an internal web page to electronically track permit progress.
- 3.2 By June 2020, redesign DEQ’s website.
- 3.3 By December 2023, deploy an enterprise-wide platform to consolidate software applications that currently use individual applications with unique, outdated, or unsecure computer languages.

Performance Measure

Increase the percentage of permits issued before deadline.

Benchmark—81%

This performance measure includes air quality permits to construct, water quality reuse and IPDES permits, and hazardous waste permits. The IPDES Program inherited a permit backlog that will require 1-to-2 permit cycles (5–10 years) to meet the national goal of 90% current permits.

Objectives—Lean improvement projects

- 3.4 By July 2019, develop project training database.
- 3.5 By November 2019, using lean practices, streamline data and performance measure tracking efforts to optimize resources.
- 3.6 By January 2020, identify a pilot program for a visual management tool that links data and people.
- 3.7 By June 2020, train 80% of DEQ staff to the lean practitioner level.

Performance Measure

Conduct 50 lean improvement projects per year.

Benchmark—100%

Continuous improvement is a long-term approach to systematically target and incrementally change processes to improve efficiency and quality within the agency. Using the kaizen philosophy and a lean process focus, DEQ will continue to examine our processes in detail and determine output improvements. All staff are encouraged to suggest and implement changes that create continuous improvement within the regions and across the agency.



Beneficial Use Reconnaissance Program—

BURP is a cost-effective, efficient monitoring survey of Idaho’s streams and lakes. Staff collect and measure key water quality parameters to aid in determining whether a water body is supporting its beneficial uses.

EMERGING ISSUES AND OPPORTUNITIES

On a 4-year horizon, issues may arise that are short-term or may lead to a shift in the agency's focus and priorities. By anticipating future challenges, DEQ will be better positioned to adjust if needed, while continuing to support our core functions and services. Emerging issues and opportunities are identified below.

Volkswagen settlement

Volkswagen agreed to settle the 2016 lawsuit alleging it manufactured diesel cars sold and operated in the United States beginning in 2009 with systems intended to defeat emissions tests, which resulted in vehicles emitting nitrogen oxide (NOx) at levels up to 40 times the amount allowed under the Clean Air Act. Settlements were reached for 2.0- and 3.0-liter diesel vehicles. Under the settlements, Volkswagen must fund a \$2.92 billion Environmental Mitigation Trust used to offset the air pollution emitted by vehicles violating the Clean Air Act. Named a designated beneficiary in January 2018, the State of Idaho can potentially receive \$17.3 million from this trust. As required by the trust, Idaho developed a Beneficiary Mitigation Plan summarizing how the state allocation of mitigation funds will be distributed among eligible mitigation projects to reduce NOx emissions. The mitigation plan was submitted to the trust in May 2018 and included proposed projects for vehicle replacement and electric vehicle charging stations. The project application period for DEQ's Vehicle Replacement Program closed January 2019. The Governor's Office of Energy and Mineral Resources, Electric Vehicle Supply Equipment project application period will remain open until funding for the program is executed. Projects will be evaluated on criteria outlined in the mitigation plan to reduce excess NOx emissions caused by violating vehicles. For qualifying projects, DEQ will request funds from the trust and award projects for approved applications by summer 2019.

Prescribed fire

Prescribed fire has long been used as a forest management tool in Idaho, and its use is expected to increase due to large wildfires becoming more frequent in the western United States. If not managed properly, smoke from prescribed burning may endanger human health. DEQ's prescribed burning rules have two goals: protect public health and provide flexibility to land managers who use prescribed fire as a management tool. Through the negotiated rulemaking process, DEQ is engaging stakeholders to update the agency's prescribed burning rules and address the increase in prescribed fire use while still protecting public health.

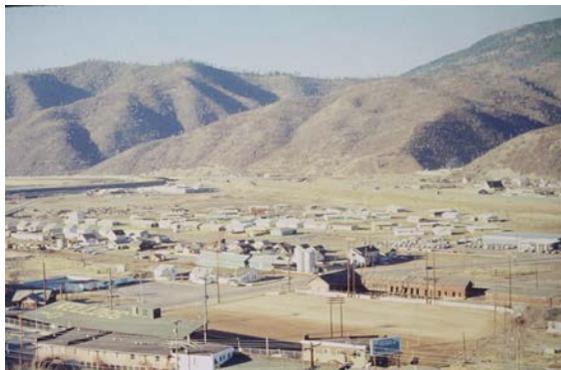
Hazardous waste pharmaceuticals

On February 22, 2019, EPA published a new rule establishing cost-saving, streamlined standards for handling hazardous waste pharmaceuticals to better fit the operations of healthcare facilities and reverse distributors while protecting human health and the environment. This rule will reduce the amount of hazardous waste pharmaceuticals entering our waterways by prohibiting all facilities subject to the rule from disposal in sewer systems. Over-the-counter nicotine replacement therapies (i.e., nicotine patches, gums, and lozenges) will no longer be considered hazardous waste when discarded, which will result in significant cost savings and reduce the burden in managing these wastes. The rule also clarifies nonprescription pharmaceuticals and other unsold retail items are not solid waste if they have a reasonable expectation of legitimate

use, reuse, or reclamation. This rule will be included in DEQ's state fiscal year 2021 proposed rulemaking as part of the annual incorporation by reference of federal regulations to ensure state rules remain consistent with the federal regulations. The ban on sewer disposal of hazardous waste pharmaceuticals becomes effective nationwide August 21, 2019. The remainder of the rule will become effective in Idaho in spring 2021 following incorporation by reference into state rules. DEQ will educate Idaho's healthcare facilities and pharmacies and create outreach materials explaining the new rule.

Redevelopment initiative at Bunker Hill Superfund site

In 2018, EPA's Superfund Task Force added the Bunker Hill Superfund site in northern Idaho on the national Superfund Redevelopment Focus List. This list highlights Superfund sites with significant potential for redevelopment. The Bunker Hill site features over 7,000 residential and commercial properties that have been remediated through partial removal of soils impacted by historic mining wastes and installation of clean barriers to protect human

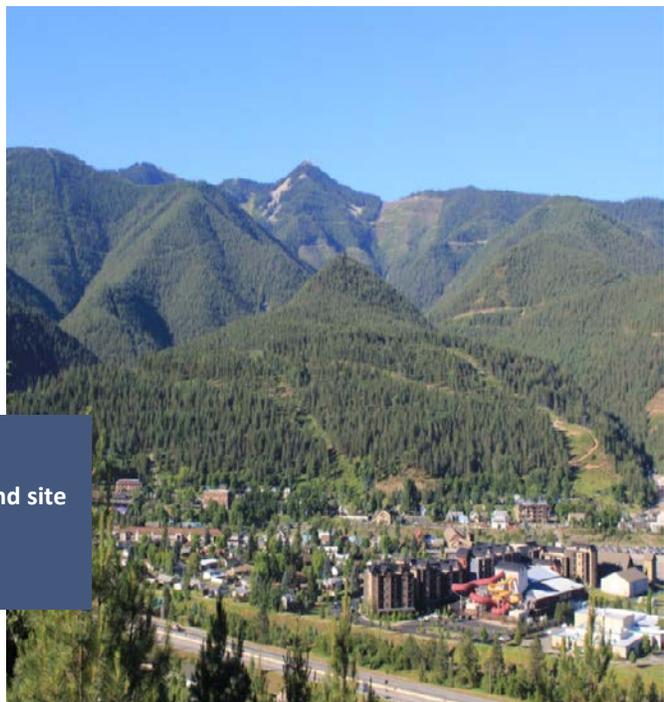


Waste Management and Remediation—
Environmental cleanup at the Bunker Hill Superfund site allows for opportunities to reuse and redevelop remediated lands within the Silver Valley.

health. EPA's Superfund Redevelopment Initiative assists communities with exploring reuse and redevelopment options for remediated lands. DEQ and the Panhandle Health District are partnering with EPA's initiative to evaluate ways to help the Silver Valley continue to grow and prosper. During spring 2019, community planning meetings and a public open house were held to gather ideas. One focus area was DEQ-owned properties (35 properties totaling over 800 acres) available for future redevelopment. Where private development is feasible, revenue from sale or lease of these properties will be used to fund long-term operations and maintenance obligations. DEQ will coordinate with the community as ideas and options for redevelopment are identified.

Solid waste management

Due to issues with current facilities accepting nonhazardous liquid waste and increased interest in using surface impoundments to manage nonhazardous liquid waste, the Solid Waste Program is developing guidance to assist current and proposed nonhazardous solid waste impoundment owners and operators



understand the regulatory framework for their facilities. The guidance will apply to facilities commercially receiving solid waste from off site where (1) the facility is not within the site-certified area of an approved landfill, (2) the waste does not pass the paint filter test before placement in the impoundment unit, and (3) operations are not otherwise regulated under a discharge or land application permit.

Underground storage tank program

During the 2019 legislative session, the Idaho Petroleum Marketers and Convenience Store Association was successful in passing legislation that delayed certain testing and inspection deadlines for UST owners and operators to September 2021. The effective date for this delayed compliance date is July 1, 2019. The UST Program will begin developing an outreach plan that focuses on service providers and includes classroom training to meet the new compliance date and other new requirements approved during the 2019 legislative session.

Harmful algal blooms

Warmer temperatures and increased levels of nutrients lead naturally occurring cyanobacteria populations to rapidly increase and *bloom* in water bodies throughout the state. Cyanobacteria produce and use compounds during their life cycle that are harmful or toxic to vertebrates. Blooms that produce toxins present a health risk to humans, pets, and livestock.

Scientific research into cyanobacteria and the toxins they produce (cyanotoxins) is relatively new and currently expanding. Because cyanobacteria are a new public health issue, across the country most local, state, and federal agencies are developing investigation and monitoring programs. Funding for investigation, monitoring, and public education and outreach programs is critically important to provide the information people need to recognize a

potential bloom and minimize their risk when recreating in our lakes and rivers.

DEQ works with the public as well as health and natural resource agencies to investigate potential blooms and determine whether toxins are present in concentrations that pose a risk to recreators or drinking water sources. We coordinate with local health districts and water body managers to warn the public of any potential health risks and identify locations with blooms through the “Recreational Water Quality Health Advisory” website and social media outlets.



Weston City Drinking Water Project—

In 2019, EPA awarded the City of Weston with the WATERS Award for exceptional improvements in drinking water storage and transmissions upgrades. The project was funded through DEQ’s Drinking Water State Revolving Fund Green Project Reserve.

Drinking water and wastewater small system loan assistance

DEQ entered into a multiyear contract with the Idaho Rural Water Association to assist small systems successfully compete for and complete state revolving fund loan projects. Additionally, DEQ is funding a small loan program through the Rural Community Assistance Corporation to fund the replacement of failing individual septic systems.

CYBERSECURITY

Under the State of Idaho's Executive Order 2017-02, DEQ has implemented the National Institute of Standards and Technology Cybersecurity Framework Center for Internet Security goals. The status of each goal is provided below:

- CSC 1—Partially in compliance with risk accepted on port-level controls. Waiting for guidance from state ITS for a solution.
- CSC 2—Partially in compliance. Software is being inventoried by Ivanti, but the control solutions are manual at this time.
- CSC-3—In compliance with all requirements.
- CSC-4—Partially in compliance. Dual-factor authentication is not implemented. Waiting for a state-wide solution.
- CSC-5—Risk accepted on all requirements.
- CSC 6 and 7—In compliance with all requirements.
- CSC 8—Partially in compliance. ASLR, DNS and Powershell logging not being monitored.
- CSC 9—Partially in compliance. Risk accepted on switchport/hardware mapping. All other requirements implemented on some systems.
- CSC 10—In compliance with all requirements.
- CSC 11—Partially in compliance. Most requirements are manually controlled. Dual-factor authentication not implemented. Waiting for a state-wide solution.
- CSC 12—In compliance with all requirements.
- CSC-13—Partially in compliance. All processes are manual and risk accepted.
- CSC 14—Partially in compliance. Implemented on most or some systems. Automated on some systems.
- CSC 15—Partially in compliance. Most controls are implemented, with only a few controls not fully implemented systemwide.
- CSC 16—Partially in compliance. Controls are implemented on most systems, but the solution is not automated or reported.
- CSC 17—In compliance with all requirements. Using DHR training solution.
- CSC 18—Risk accepted on all requirements. All controls are manual.
- CSC 19—Risk accepted on all controls. Waiting for state-wide solutions for all controls.
- CSC 20—Risk accepted on all controls. Waiting for state-wide solutions for all controls.

DEQ will continue to implement these cybersecurity goals with additional training over the next few years.

RED TAPE REDUCTION ACT

The Red Tape Reduction Act (Executive Order 2019-02) requires state agencies to comprehensively review their administrative rules to identify costly, ineffective, or outdated regulations. DEQ is working toward repealing or significantly simplifying at least two existing rules for each rule proposed. By the July 19, 2019, deadline for proposed rules, the agency will have more information on eliminating the number of chapters, words, and restrictive terms from our administrative rules. Once negotiated rulemaking concludes in July 2019, proposed rules for several dockets will be available.

To date, DEQ has accomplished preliminary steps to adhere to the reduction act:

- Designated a rules review officer and rulemaking manager.
- Designated rule contacts and rule review managers for each program.
- Reviewed 25 chapters of Idaho’s administrative rules.
- One chapter in the “Small Communities Improvement Program Rules” (IDAPA 58.01.19) was not readopted by the Idaho Board of Environmental Quality and will expire on July 1.
- The Air Quality Division proposed removing some sections of code: IDAPA 58.01.01.590–591, 845–848, and 855–859 (Docket No. 58-0101-1903). Negotiated rulemaking for this docket concluded, and the proposed rule will be published in the August bulletin.
- The Water Quality and Waste Management and Remediation Divisions identified rules to be deleted or simplified. Negotiated rulemaking will begin in August.
- Word and page reductions are in the negotiated rulemaking stage for several rule dockets.

Further progress will be reported in DEQ’s performance measurement report, which will be submitted on August 30, 2019.

CONCLUSION



DEQ reports performance accountability to the state legislature through benchmark performance measures. This year staff worked across state and regional offices to successfully reach many of our new objectives, further develop existing objectives, and create new objectives that bring us closer to achieving meaningful performance measures. Our commitment to protecting public health and Idaho’s environment is reaffirmed through the work we do, our partnerships, and the communities we work with. Our agency-wide benchmark performance measures reflect tangible, achievable public health and environmental outcomes for Idaho and drive us to continue to improve and serve as a trusted resource for Idahoans.

IDAHO DEPARTMENT OF
ENVIRONMENTAL QUALITY
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Your DEQ—PROTECT, ENHANCE, SUPPORT

While the core of DEQ's work is defined by our air quality, water quality, and waste and remediation management divisions, that work is sustained by support staff in a variety of areas.

- **INL Oversight**—Independently evaluates the effectiveness of the Idaho National Laboratory's public health protection programs.
- **Technical Services**—Provides peer-reviewed scientific and engineering support to DEQ's air, water, and waste divisions and six regional offices.
- **Pollution Prevention**—Empowers businesses and citizens to engage in behaviors that protect public health and preserve Idaho's environment.
- **Communications and Outreach**—Raises awareness and understanding of health and environmental issues through social media and clear, concise documentation.
- **Financial**—Manages DEQ's budget and expenditures and facilitates grant applications and funds.
- **Human Resources**—Acts as a liaison between DEQ and Idaho Division of Human Resources and provides compensation and benefits guidance.
- **Facilities**—Oversees buildings and communications systems and maintains vehicle fleet.