

Staff Training

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Expert Review Panel

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Problem and Recommendation

- Problem: ELAP staff members lack the qualifications and expertise to perform on-site assessments of laboratories
- Recommendation: Invest in staff training

We are developing existing staff

- Professional Writing
- Communicating with Tact and Professionalism
- Basic Inspector Academy
- US EPA Certification Officer Training
- Ethics
- Environmental Crimes
- Laboratory Safety
- Cryptosporidium
- Vibrio (Shellfish)
- Food Pesticide Residue
- Chemistry Trainings
- Microbiology Trainings
- Radiochemistry
- PCR
- Ion Chromatography
- GC/MS Data Review
- Method Update Rule – Method Detection Limits
- Revised Total Coliform Rule

Shadowing Staff

- We have baseline assessments for all our staff
 - They've been shadowed for technical ability by Maryam Khosravifard
 - They've also been shadowed for customer service skills by Christine Sotelo
- Moving forward, staff will be shadowed:
 - Once per year for senior staff
 - Twice per year for junior staff
- Successes and deficiencies will be discussed with assessor immediately following shadows
 - They will also be documented in yearly performance reviews

Assessor Training Program

- State Board recognized the need for ELAP assessors to be trained by technical experts
 - They authorized up to \$1.5 million for a training contract
- We released an Invitation for Bids
 - Last day to submit was January 27th
- We expect to award the 3-year contract in February
 - We are just beginning the final phase – checking bidders' references and verifying qualifications

Two Main Components

- Classroom training courses
 - Take place at the beginning of the contract
- On-site assessment training
 - Begins in Year 1 and runs through the conclusion of the contract term

Part 1: Training Course Curriculum

- Drinking Water Act analytical methods and representative technologies
- TNI, Volume 1 (with modifications TBD)
- On-Site Assessment Skills
- Off-Site Data Assessments
- Ethics and Fraud Detection

Refresher Courses

- Assessors will receive follow up support in a group of forum
- One refresher course will be held every six months following conclusion of classroom instruction

Part 2: On-Site Assessments

- Contractor will assess all California Drinking Water laboratories over the three year contract term
- ELAP trainees initially shadow Contractor's assessors on audits
- After 3-5 shadows, trainees take over and the Contractor's assessors will assist and evaluate

Assessment Reports and Corrective Actions

- Following assessment, the Contractor's assessors will train ELAP staff on how to write a deficiency letter
- They will also train staff on how to evaluate a laboratory's corrective action response

Bonuses

- ELAP will receive Drinking Water analytical method checklists
- The Contractor will draft Standard Operating Procedures:
 - On-Site Assessment Preparation
 - Conducting an On-Site Assessment
 - Conducting an Off-Site Assessment
 - Writing a Deficiency Letter
 - Reviewing a Corrective Action Report
- Four public workshops on implementation of the TNI standard

Future ELAP Assessor Training Program

- We want this program to live on past the three year contract term
- The Contractor will train two ELAP staff members as trainers to administer the training program
 - They'll be trained by the end of Year 2 to assist in implementing the final year
- We call this the “train-the-trainer” model



Questions?