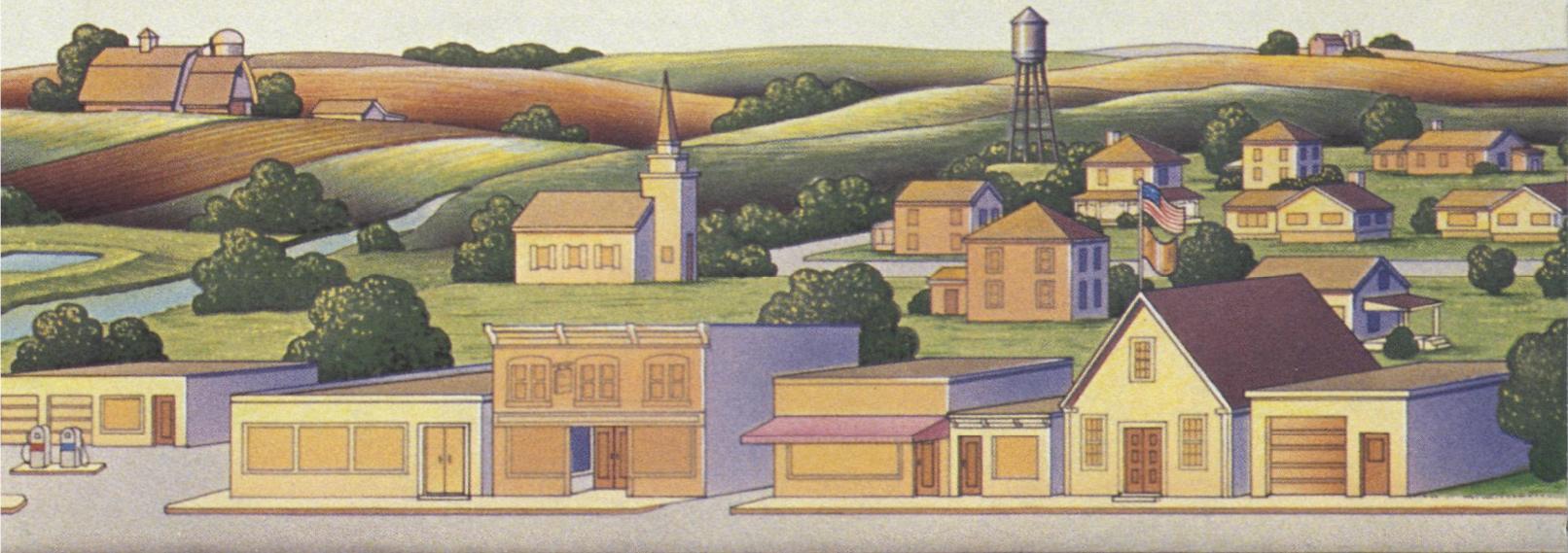
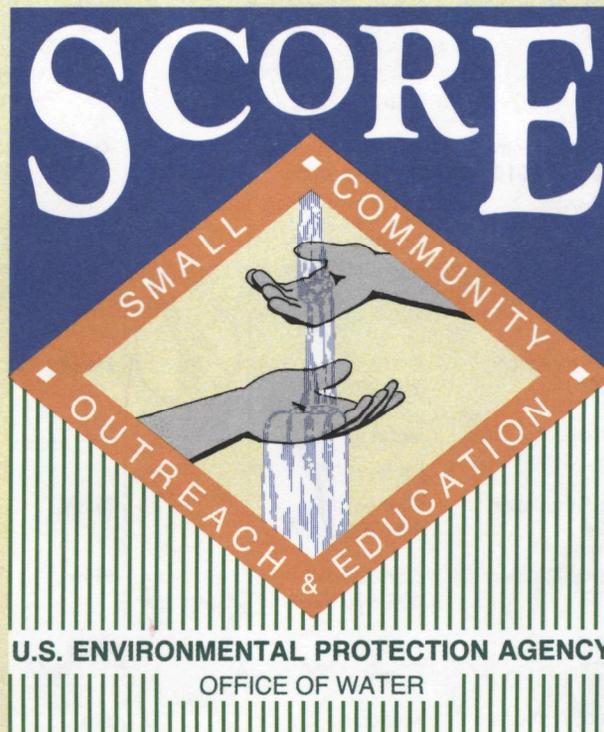




Do More with SCORE

Small-Community Outreach & Education
Helps Solve Wastewater Problems



DO MORE WITH SCORE

Small-Community Outreach & Education Helps Solve Wastewater Problems

Your small town's a nice place to live and you want to keep it that way. As a local official you want to solve your wastewater problems. You need to build a new system or improve the one you have. But what changes are needed and how will you pay?

EPA's Small-Community Outreach and Education (SCORE) program can help you find the answers.

WHAT SCORE IS

SCORE is EPA'S wastewater information and technical assistance program for small communities.

WHY SCORE?

EPA's Office of Water created SCORE in 1988 to help small communities build and maintain self-sufficient wastewater facilities that meet clean water standards.

WHAT SCORE SAYS

SCORE's message is that the keys to self-sufficient wastewater facilities are appropriate technology, sound financial management and operations, pollution prevention, and public education.

WHAT SCORE DOES

SCORE works with states, federal agencies, public-interest and advocacy groups, and educational institutions to help deliver SCORE's messages to its audiences.

SCORE AUDIENCES

SCORE'S **primary** audience is composed of local officials, wastewater managers, their consultants, and citizens in small communities (fewer than 10,000 people) with wastewater problems. **Secondary** audiences include the organizations that help deliver SCORE messages and assistance.

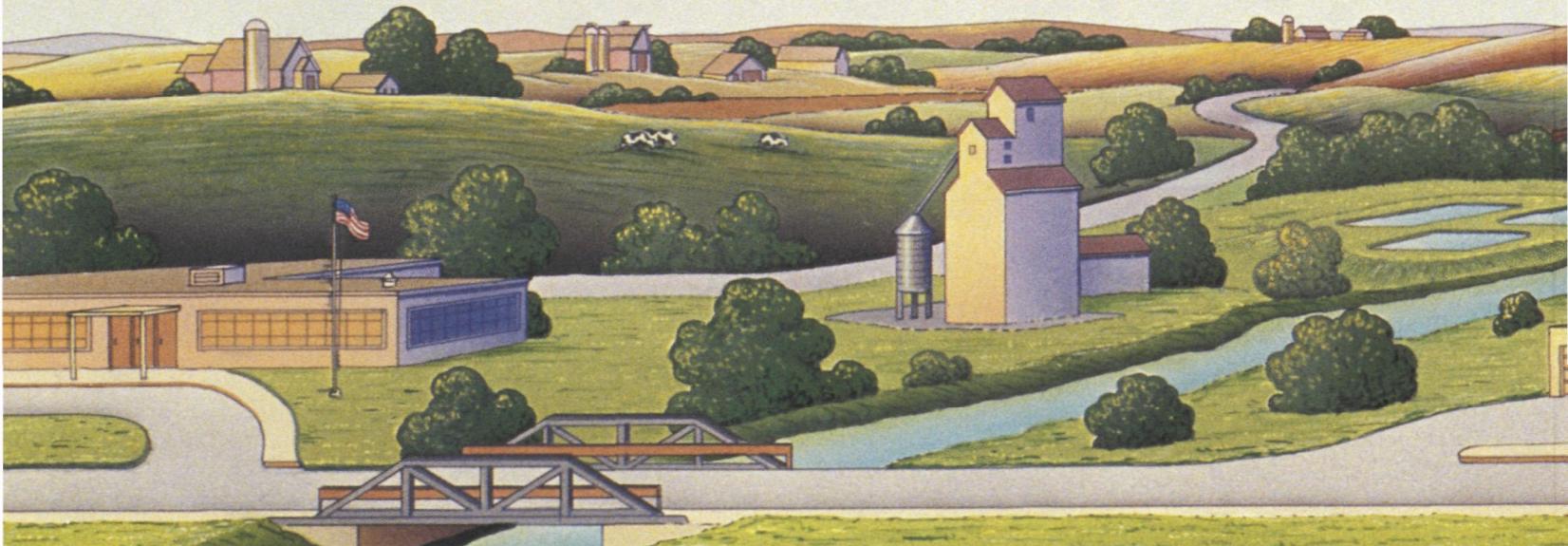
HOW SCORE WORKS:

SCORE enlists the expertise and resources of many organizations. Among them are federal, state, and sub-state agencies; public interest and advocacy groups, and educational institutions.

States play the key role in outreach delivery to their communities. EPA headquarters and regions, the National Small-Flows Clearinghouse and the National Environmental Training Center at West Virginia University, as well as the other participants form the SCORE network.

SCORE PRODUCTS

Workshops, help directories and other publications, videos, exhibits, toll-free telephones, information networks, outreach demonstration projects, and technical assistance are some of SCORE's products.



SCORE ASSISTANCE

INFORMATION SUPPORT

Financial

Financial management of wastewater facilities, including user charges.

Technological

Small wastewater systems such as septic systems, lagoons, overland-flow land treatment, constructed wetlands, and systems operation and maintenance.

Public education

Communication activities on how to win citizen support for increased revenues, pollution prevention, and water and energy conservation.

TECHNICAL ASSISTANCE

National Small-Flows Clearinghouse

Provides information and technical assistance on small wastewater systems. Products include workshops, toll-free telephone, electronic bulletin board, free newsletters, and referrals.

National Environmental Training Center

Develops training materials for environmental trainers and state and local officials. Subjects include wastewater, drinking water, and solid waste.

State environmental training centers

39 states have centers. They offer classroom and onsite assistance to small wastewater facilities.

EPA Operator Training Program

States supply onsite operation and management support to small wastewater facilities.

(See "Help" chart inside)



SCORE PARTICIPANTS: THE NETWORK

STATES

Every state has an outreach coordinator who works to build state outreach programs.

U.S. ENVIRONMENTAL PROTECTION AGENCY

Regions. Every region has a SCORE coordinator who helps develop regional and state outreach activities.

Headquarters. SCORE promotes cooperative activities with organizations that have small-community expertise and communication networks. Among these are other federal agencies, public-interest and advocacy groups, educational institutions, and other environmental programs.

OTHER FEDERAL AGENCIES

Agencies who work with SCORE include:

- Dept. of Housing and Urban Development:
Community Development Block Grant program.
- Dept. of Agriculture:
Cooperative Extension Service;
Farmers Home Administration.
- Dept. of Health and Human Services:
Indian Health Service.

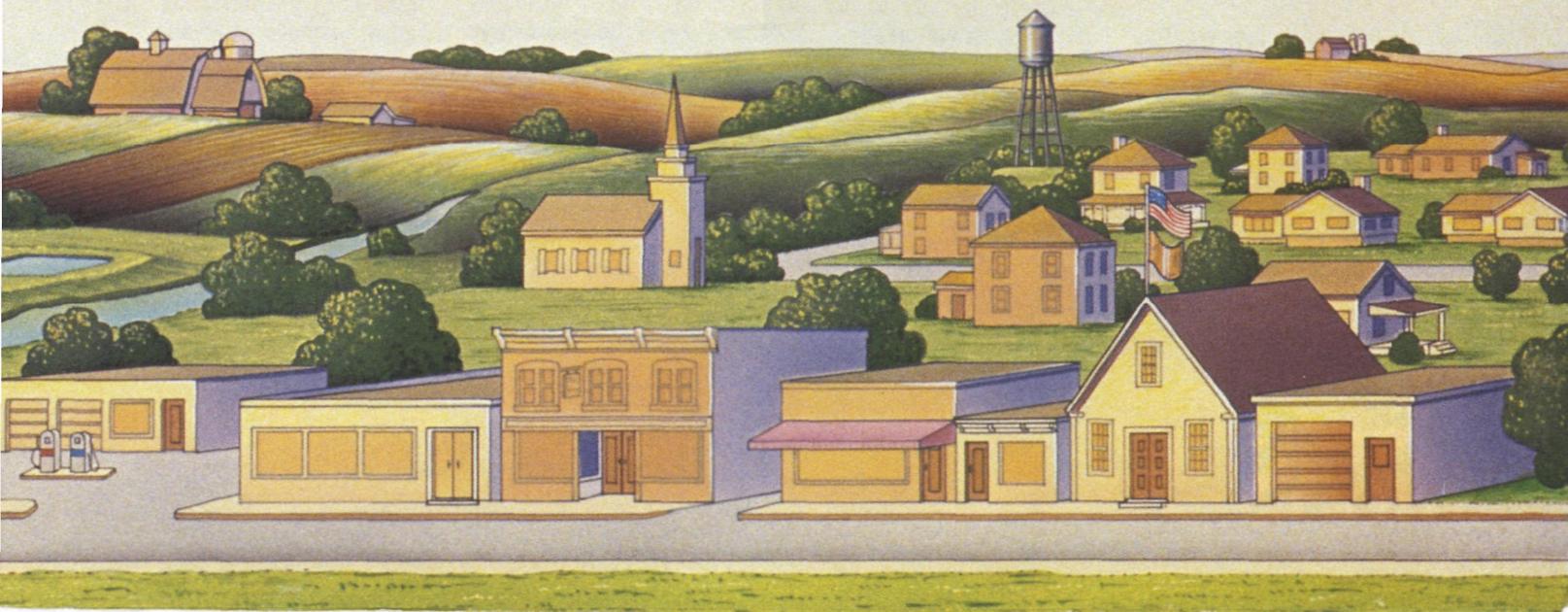
PUBLIC-INTEREST and ADVOCACY GROUPS

Organizations that work with SCORE include:

- Coalition of Environmental Training Centers;
- Government Finance Officers Association;
- National Association of Towns and Townships;
- Rural Community Assistance programs;
- Water Environment Federation.

NATIONAL SMALL-FLOWS CLEARINGHOUSE and the NATIONAL ENVIRONMENTAL TRAINING CENTER

The Clearinghouse produces and distributes SCORE products and gives technical assistance on small wastewater systems. The Training Center develops environmental training materials.





United States
Environmental Protection
Agency
Office of Wastewater
Enforcement and
Compliance (WH-547)
Washington, DC 20460

HELP! WHERE TO GET IT



U.S. ENVIRONMENTAL PROTECTION AGENCY
OFFICE OF WATER

| ORGANIZATION | TYPE OF HELP / OTHER INFORMATION | ADDRESS / OTHER | TELEPHONE |
|---|---|---|------------------------------|
| National Small-Flows Clearinghouse | Information, technical assistance on small wastewater systems. Electronic database, case studies. Distributes SCORE & other products. | West Virginia University P.O. Box 6064 Morgantown, WV 26506-6064 | Toll-free: 1-800-624-8301 |
| National Environmental Training Center | Develops environmental training materials. | West Virginia University See above | Toll-free: See above |

STATE AGENCIES

| | | | |
|---|---|---|-----------------------------|
| *Small-Community outreach coordinator for wastewater. (All states have.) | Information & referrals on financial mgt, small systems, public education. | | See below* |
| **Environmental Training centers: (39 states have.) | Onsite & classroom assistance in financial mgt & O&M for small wastewater plants. | Contact state Ctr** or Coalition of Environmental Training Centers 2930 E. Camelback Rd, Phoenix, AZ 85016-4412 | See below** 602-956-6099 |

U.S. GOVERNMENT AGENCIES

| | | | |
|--|---|--|--|
| EPA regional office Water Div. coordinators for: SCORE, O&M, small communities. | Information & technical assistance: outreach, small systems, financial management. | See back cover for EPA regional office addresses | See back cover this publication |
| Dept of Agriculture: Extension Service | Education in wastewater & other environmental subjects for local officials & citizens. | USDA Extension Service Natural Resource & Rural Development Program S.Agriculture Bldg, Rm 3865 Wash. DC 20250 | 202-447-7185 |
| Farmers Home Administration (FmHA) | Loans/grants to rural areas or communities w/fewer than 10,000 people unable to get credit to build or improve wastewater facilities. | FmHA state or district ofc. FmHA Water & Waste Disposal Division S.Agriculture Bldg, Rm 6322 Wash. DC 20250 | See your local directory 202-720-9583 |
| Rural Information Ctr Nat'l Agricultural Library | Information/referrals on rural issues, incl. wastewater funding, publications. | USDA, NAL, RIC Rm 304 Beltsville, MD 20705 | 1-800-633-7701 |
| Health & Human Services Indian Health Service | Funds to build sanitation facilities for Native Americans; onsite O&M assistance. | HHS, IHS; Rm 5A-39 5600 Fishers Lane Rockville, MD 20857 | 301-443-1046 |
| Housing & Urban Development (HUD): Community Development Block Grants (CDBG) | Need-based grant program administered by states incl. grants for water & wastewater needs. | State government. HUD State-Small Cities Div Rm 7184; Seventh St. SW Wash. DC 20410 | See your local directory 202-708-1322 |

PUBLIC-INTEREST & ADVOCACY GROUPS

| | | | |
|--|---|---|--|
| American Academy of Environmental Engineers | Guidebook of certified environmental engineers. | 130 Holiday Ct, Suite 100 Annapolis, MD. 21401 | 301-266-3311 |
| Council of State Govts: Center for Environment | National information clearinghouse on environmental subjects. | P.O. Box 11910 Iron Works Pike Lexington, KY 40578 | 606-231-1826 |
| Government Finance Officers Assn. | Wastewater financial mgt guidance for local govts. | 1750 K St NW, Suite 200 Wash. DC 20006 | 202-429-2750 |
| National Assn of Towns & Townships (NATA/T) | Mgt & technical training for local officials through state affiliates. | 1522 K St NW, Suite 600 Wash. DC 20005 | 202-737-5200 |
| National Assn of Development Organizations (NADO) | Information & assistance on regional solutions to rural problems, incl. wastewater. | 400 N. Capitol St NW Suite 372 Wash. DC 20001 | 202-624-7806 |
| National Assn of Regional Councils (NARC) | Network of sub-state agencies that help local govts meet regional needs, incl. wastewater. | 1700 K St NW Wash., DC 20006 | 202-457-0710 |
| National League of Cities: Small Cities Council | Info & referrals for local officials. Works with state municipal leagues. | 1301 Pennsylvania Ave NW Wash. DC 20004 | 202-626-3000 |
| National Rural Water Assn (NRWA) | Onsite assistance & classroom training for water/wastewater personnel. | P.O. Box 1428 Duncan, OK 73534 | 405-252-0629 |
| Rural Community Assistance Program (RCAP) | National network of 6 regional centers that help rural, low-income communities solve water/wastewater problems. | Hq: 602 S. King St. Suite 402 Leesburg, VA 22075 Springdale, Ark. Sacramento, Calif. Winchendon, Mass. New Prague, Minn. Fremont, Ohio Roanoke, Va. | 703-771-8636 703-478-8652 501-756-2900 916-447-2854 508-297-1376 800-822-2981 419-334-8911 703-345-1184 |
| Water Environment Federation (WEF) | Numerous information materials on wastewater issues. State member associations. | 601 Wythe St. Alexandria, VA 22314-1994 | 703-684-2400 |

EDUCATIONAL INSTITUTIONS

| | | | |
|--|--|---|--|
| State land-grant universities and others | Work w/U.S. Dept of Agriculture Cooperative Extension Service: education/training in wastewater financial mgt & technology. | State land-grant university | See your local directory |
| Rensselaerville Institute: Self-Help Program in cooperation w/N.Y. State Depts of State, Environmental Conservation, & Health | Onsite guidance & technical assistance for local officials & citizens for selected water & wastewater projects. Citizens do some tasks professionals usually do. | Rensselaerville Institute Rensselaerville, NY 12147 | 518-797-3783 |
| Univ. of Tennessee: Municipal Technical Advisory Service (MTAS) | State wastewater mgt team gives onsite technical assistance to local officials. | Univ. of Tennessee (MTAS) 600 Henley St, Suite 120 Knoxville, TN 37996-4105 Nashville Jackson | 615-974-0411 615-256-8141 901-423-3710 |
| West Virginia Univ. | See Nat'l Small-Flows Clearinghouse | See first entry in this directory | |

STATE *SMALL-COMMUNITY OUTREACH COORDINATORS AND **ENVIRONMENTAL TRAINING CENTERS

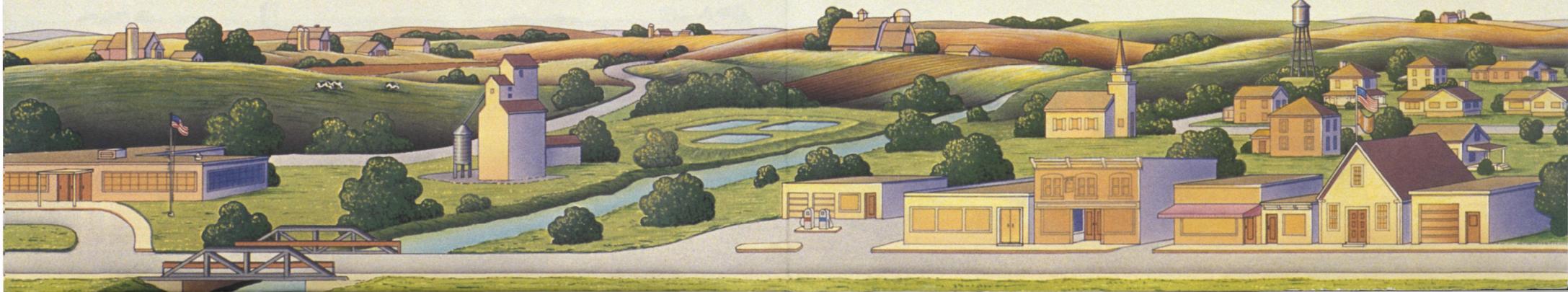
| STATE | *OUTREACH COORDINATOR | **ENV. TRAINING CTR. |
|--------|---|-------------------------------|
| Ala. | Dept of Env. Mgt 205-271-7801 | Moundville 205-371-6750 |
| Alaska | Dept. of Env. Conservation 907-465-2612 | None. Contact 907-465-2673 |
| Ariz. | Dept. of Health 602-257-2231 | Tucson 602-722-7872 |
| Ark. | Dept of Pollution Control & Ecology: 501-562-8910 | East Camden 501-574-4550 |
| Calif. | Water Resources Control Board: 916-739-2725 | San Marcos 619-744-4150 |
| Colo. | Dept of Health 303-331-4830 | Lakewood 303-980-9165 |
| Conn. | Dept of Env. Protection 203-566-3282 | Bethany 203-393-2705 |
| Del. | Natural Resources & Env. Control: 302-739-5081 | None |
| Fla. | Dept of Env. Regulation 904-488-4524 | Gainesville 904-392-9570 |
| Ga. | Dept of Natural Resources 404-656-4769 | Carrollton 404-836-6656 |
| Hawaii | Dept of Health 808-548-4127 | Honolulu 808-548-6005 |
| Idaho | Dept of Health & Welfare 208-334-5855 | Meridian 208-888-1740 |
| Ill. | Ill. Env. Protection Agency 217-782-2027 | Edwardsville 618-692-2030 |

| STATE | *OUTREACH COORDINATOR | **ENV. TRAINING CTR. |
|-------|---|-------------------------------|
| Ind. | Dept of Env. Mgt 317-232-8622; -8603 | None. Contact 317-633-0756 |
| Iowa | Dept of Natural Resources 515-281-8869 | Cedar Rapids 319-398-5678 |
| Kans. | Dept of Health & Env. 913-296-5513 | Topeka 913-296-5510 |
| Ky. | Natural Resources & Env. Protection: 502-564-3410 | Frankfort 502-564-3410 |
| La. | Dept of Env. Quality 504-342-0067 | Lafayette 318-231-6231 |
| Maine | Dept of Env. Protection 207-289-7804 | So. Portland 207-767-2539 |
| Mass. | Dept of Env. Quality Engineering: 617-292-5711 | Millbury 508-756-7281 |
| Md. | Dept of Environment 410-631-3752 | La Plata 301-934-2251 |
| Mich. | Dept of Env. Mgt 517-373-0997 | None. Contact 517-243-4752 |
| Minn. | Pollution Control Agency 612-296-9274 | None. Contact 612-296-7218 |
| Miss. | Dept of Natural Resources 601-961-5171 | None |
| Mo. | Dept of Natural Resources 314-751-7537 | Neosho 417-451-3583 |
| Mont. | Dept of Health & Env. Sciences: 406-444-2406 | Havre 406-265-4150 |

| STATE | *OUTREACH COORDINATOR | **ENV. TRAINING CTR. |
|--------|--|-------------------------------|
| Nebr. | Dept of Env. Control 402-471-4207 | Hastings 402-463-9811 |
| Nev. | Dept of Env. Protection 702-885-5870 | None. Contact 702-885-4670 |
| N.C. | Dept of Nat. Resources & Comm Dev.: 919-733-6900 | None. Contact 919-733-5083 |
| N.Dak. | Dept of Health 701-224-4827 | Bismarck 701-224-2354 |
| N.H. | Dept of Env. Services 603-271-3503 | Concord 603-271-3503 |
| N.J. | Dept of Env. Protection 609-633-1170 | New Brunswick 201-932-9271 |
| N.Mex. | Health & Environment Dept 505-827-2812 | Las Cruces 505-527-7583 |
| N.Y. | Dept of Env. Conservation 518-457-3810 | Albany 518-457-7297 |
| Ohio | Env. Protection Agency 614-644-2798 | Columbus 614-268-6826 |
| Okla. | Dept of Health 405-271-5205 | Midwest City 405-733-7364 |
| Oreg. | Dept of Env. Quality 503-229-5398 | Albany 503-928-2361 |
| Pa. | Dept of Env. Resources 717-787-3481 | None. Contact 717-787-8184 |
| P.R. | Env. Quality Board 809-767-8073 | None |

| STATE | *OUTREACH COORDINATOR | **ENV. TRAINING CTR. |
|--------|--|-------------------------------|
| R.I. | Dept of Env. Mgt 401-277-3961 | None |
| S.C. | Dept of Health & Env. Control: 803-734-5300 | Sumter 803-778-1961 |
| S.Dak. | Dept of Water & Natural Resources: 605-773-4216 | Pierre 605-773-4219 |
| Tenn. | Dept of Health & Env. 615-741-0638 | Murfreesboro 615-898-8090 |
| Tex. | Texas Water Commission 512-463-8215 | None. Contact 408-845-6247 |
| Utah | Dept of Health 801-538-6146 | Orem 801-226-5000 |
| Va. | State Water Control Board 804-257-1025 | Richmond 804-367-6425 |
| V.I. | Dept of Planning & Natural Resources: 809-774-3320 | None |
| Vt. | Dept of Water Resources & Env. Eng.: 802-244-8744 | Waterbury 802-244-8744 |
| W.Va. | Dept of Natural Resources 304-348-0641 | Ripley 304-372-7015 |
| Wash. | Dept of Ecology 206-438-7044 | Auburn 206-833-9111 |
| Wis. | Dept of Natural Resources 608-266-5896 | Madison 608-266-8907 |
| Wyo. | Dept of Env. Quality 307-777-7781 | Casper 307-268-2670 |

This publication isn't meant to be a comprehensive list of organizations that provide information or technical assistance to small communities. It tries to acquaint small communities with some organizations that provide information or assistance.



DO MORE WITH SCORE

Small-Community Outreach & Education Helps Solve Wastewater Problems

| INFORMATION | TECHNICAL ASSISTANCE | COOPERATIVE NETWORK | |
|---|--|---|--|
| Financial Technological Public Education | National Small-Flows Clearinghouse State Environmental Training Centers | EPA States | Federal Agencies Public-Interest & Advocacy Groups |
| <p>HELP! WHERE TO GET IT</p> <p>SCORE links the person who has the problem with the person who may have the solution.</p> <p>See inside panels for organizations that can help you.</p> <p>Or check with your EPA regional office SCORE Coordinator and the National Small-Flows Clearinghouse listed below.</p> | | <p>THE SCORE NETWORK</p> <p>If your small community needs to:</p> <ul style="list-style-type: none"> ■ Build a new wastewater facility ■ Upgrade the one you have, or ■ Improve operation and management: <p>Tap into the SCORE network. It may save you time, money, energy, materials.</p> | |

MORE INFORMATION FROM:

NATIONAL SMALL-FLOWS CLEARINGHOUSE

West Virginia University;
P.O. Box 6064;
Morgantown, WV 26506-6064;
Toll-free: 1-800-624-8301.

YOUR EPA REGIONAL OFFICE (SCORE COORDINATOR):

1. Boston

(Conn., Maine, Mass., N.H., R.I., Vt.);
JFK Federal Bldg, WCM-510;
Boston, MA 02203;
617-565-3492.

2. New York

(N.J., N.Y., P.R., V.I.);
26 Federal Plaza; New York, NY 10278;
212-264-8969.

3. Philadelphia

(Del., Md., Pa., Va., W.Va., Wash. D.C.);
841 Chestnut Bldg; Philadelphia, PA 19107;
215-597-6526.

4. Atlanta

(Ala., Fla., Ga., Miss., N.C., S.C., Tenn., Ky.);
345 Courtland St. NE;
Atlanta, GA 30365;
404-347-3633.

5. Chicago

(Ill., Ind., Ohio, Mich., Minn., Wis.);
77 W. Jackson Blvd.; Chicago, IL 60604;
312-886-0246.

6. Dallas

(Ark., La., Okla., Tex., N.Mex.);
1445 Ross Ave., Suite 1200;
Dallas, TX 75202;
214-655-7130.

7. Kansas City

(Iowa, Kans., Mo., Nebr.);
726 Minnesota Ave.;
Kansas City, KS 66101;
913-551-7217.

8. Denver

(Colo., Utah, Wyo., Mont., N.Dak., S.Dak.);
999 - 18th St., Suite 500;
Denver, CO 80202-2405;
303-294-1176.

9. San Francisco

(Ariz., Calif., Guam, Hawaii, Nev., Amer. Samoa, Trust Territories of the Pacific);
75 Hawthorne St.;
San Francisco, CA 94105;
415-744-1935.

10. Seattle

(Alaska, Idaho, Oreg., Wash.);
1200 Sixth Ave.; Seattle, WA 98101;
206-553-8575.

