



# Conference Exhibit

Integrated Regional Water Management 2.0

The Next Generation

San Diego, CA

May 21-22, 2015

*Draft Excerpts from:*  
*Strategies for the Future of IRWM in California*  
**(in development)**

*California Department of Water Resources*

## DRAFT VISION FOR THE FUTURE OF IRWM

The value of water is recognized by the People of California and their elected representatives; integrated management is practiced to its full potential throughout the state to ensure reliable water supplies, adequate flood protection, sustainable ecosystems, and resilient water systems; agency policies, statutes, programs, and regulations are aligned to support IRWM; and economic stability, and social and environmental justice are achieved.

## ACRONYMS AND ABBREVIATIONS

BIA	Bureau of Indian Affairs
CalEPA	California Environmental Protection Agency
CEQA	California Environmental Quality Act
DAC	Disadvantaged Communities
DWR	California Department of Water Resources
GSA	Groundwater Sustainability Agency
GSP	Groundwater Sustainability Plan
IRWM	Integrated Regional Water Management
MOU	Memorandum of Understanding
ROL	Region Office Leads
RSR	Regional Service Representative
RWMMG	Regional Water Management Group
RWQCB	Regional Water Quality Control Board
SGMA	Sustainable Groundwater Management Act
SWRCB	State Water Resources Control Board
Tribes	California Native American Tribes

# About This Exhibit

Over a period of more than two years, the California Department of Water Resources engaged IRWM practitioners and other stakeholders in an extensive dialog about the practice of Integrated Regional Water Management (IRWM) and its future. What emerged from stakeholder input is a draft Vision for the Future of IRWM and a comprehensive set of strategies and actions necessary for sustaining and broadening the practice of IRWM into the future. This conference exhibit provides an advance look at the draft vision, strategies, and actions to be included in the upcoming report, "*Strategies for the Future of Integrated Regional Water Management in California.*" This information is intended to enrich conference discussions about IRWM.

For more information, please stop by to talk with DWR staff at the Conference Tools Expo and visit the project website at: <http://www.water.ca.gov/irwm/stratplan/>

- Strategy 1**    **Embrace IRWM and Share its Values and Successes**  
Official Recognition — Information Sharing — Education
- Strategy 2**    **Align Government Programs and Regulatory Actions to Support IRWM**  
Alignment Planning and Support — Non-Regulatory Programs —  
Regulatory Programs
- Strategy 3**    **Strengthen Regional Governance, Capacity, and Practices**  
Regional Capacity Building Support — Regional Governance —  
Regional Practices
- Strategy 4**    **Enhance Regional Assistance**  
Customer Services Principles and Practices — IRWM Grant Program —  
Technical Support

(Note: All non-DWR related actions are voluntary. DWR related actions are subject to existing funding and authority.)

# Strategy 1

## Embrace IRWM and Share its Values and Successes

OFFICIAL RECOGNITION

INFORMATION SHARING

EDUCATION

### OFFICIAL RECOGNITION ACTIONS

#### Intrinsic Value Recognition

Officially recognize and adopt the practice of IRWM for its intrinsic value and collaborate on regional multi-benefit integrated projects, with or without State incentives.

*Implementing Entities: RWMGs and Local Agencies*

#### Legislative Recognition

Consider adding language to Section 10531 of the California Water Code to officially recognize IRWM as a key means of increasing regional self-reliance and helping achieve sustainable management of California's water resources.

*Implementing Entity: Legislature*

#### State Administrative Directive

Consider directing all State agencies involved in, or affecting, any aspect of water management to officially recognize IRWM and work cooperatively in promoting and supporting IRWM by aligning their policies, programs, and regulations with IRWM, to the extent possible.

*Implementing Entity: State Administration*

#### Agency Recognition

Modify existing operating principles to officially recognize the critical role of IRWM in water management and support integration across "all levels of government."

*Implementing Entities: State Agencies, Local and Regional Agencies, Federal Agencies, Tribal Agencies*

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# Strategy 1

## Embrace IRWM and Share its Values and Successes *continued*

OFFICIAL RECOGNITION

**INFORMATION SHARING**

EDUCATION

### INFORMATION SHARING ACTIONS

<b>IRWM Information Officer</b>	<p>Establish a full-time position to serve as the statewide “IRWM Information Officer” responsible for collaborating with the IRWM Roundtable of Regions and other stakeholders to develop statewide IRWM information, including value and accomplishments.</p> <p><i>Implementing Entity: DWR</i></p>
<b>Performance Metrics</b>	<p>Work with the IRWM Roundtable of Regions and other stakeholders to develop performance metrics and reporting processes to measure and track the value and accomplishments of IRWM in accordance with bond accountability requirements and other needs.</p> <p><i>Implementing Entity: DWR</i></p>
<b>Information Sharing Tools</b>	<p>Establish, in collaboration with the IRWM Roundtable of Regions and other stakeholders, tools for collecting and reporting information on the value and accomplishments of IRWM.</p> <ul style="list-style-type: none"><li>• <i>IRWM Atlas</i> — Publish and maintain a Web-based “IRWM Atlas,” summarizing the make-up of IRWM regions across the state and their water management challenges and successes.</li><li>• <i>Printed Materials</i> — Develop and provide general, as well as region-specific, printed IRWM informational materials for use by RWMGs, water agencies, local decision makers, community groups, disadvantaged communities (DACs), California Native American Tribes (Tribes), and public and private schools.</li><li>• <i>Web-based Sharing Center</i> — Maintain a Web-based tool to readily allow RWMGs to publish and share IRWM case studies, lessons learned, and success stories.</li><li>• <i>Educational Videos</i> — Develop and distribute informational videos about the values and accomplishments of IRWM for public officials and the general public.</li></ul> <p><i>Implementing Entity: DWR</i></p>
<b>Reporting</b>	<p>In coordination with DWR, collect and report IRWM project benefit information to document the value and accomplishments of IRWM.</p> <p><i>Implementing Entities: RWMGs and Local Agencies</i></p>
<b>Lessons Learned</b>	<p>Share unique and innovative water management solutions and “lessons learned” with DWR and other RWMGs on an ongoing basis.</p> <p><i>Implementing Entities: RWMGs and Local Agencies</i></p>
<b>IRWM Region Websites</b>	<p>Continue to maintain and enhance publicly accessible IRWM region websites with up-to-date information about regional water challenges, IRWM projects and benefits, and other relevant information.</p> <p><i>Implementing Entity: RWMGs and Local Agencies</i></p>

# Strategy 1

## Embrace IRWM and Share its Values and Successes *continued*

OFFICIAL RECOGNITION

INFORMATION SHARING

EDUCATION

### EDUCATION ACTIONS

#### Curricula

Develop IRWM educational curricula.

- *K-12 IRWM Curricula* — Work with the State Department of Education, appropriate education foundations, the IRWM Roundtable of Regions, and other stakeholders to develop IRWM-related educational materials for use in K-12 classrooms to instill the value of water resources and integrated water management.
- *University Curricula* — Work with the IRWM Roundtable of Regions and other stakeholders to engage universities in the development of curricula for various majors with a connection to integrated water management, including environmental engineering, civil engineering, hydrology, geology, geography, biology, ecology, urban planning, natural resources economics, and public administration. The purpose of the curricula is to instill the need for, value of, and methods of integrated water management, and the interdisciplinary collaboration necessary to support it.
- *Curricula Promotion* — Work with universities, school boards, and teachers to promote the use of IRWM curricula in the classroom.

*Implementing Entity: DWR*

#### Local Media

Work with local media, where feasible, to promote understanding of water management issues and the values and successes of IRWM.

*Implementing Entities: RWMGs and Local Agencies*

# Strategy 2

## Align Government Programs and Regulatory Actions to Support IRWM

ALIGNMENT PLANNING AND SUPPORT

NON-REGULATORY PROGRAMS

REGULATORY PROGRAMS

### ALIGNMENT PLANNING AND SUPPORT ACTIONS

<b>Task Force for Regulatory Alignment</b>	<p>Expand the composition of the task force of “federal, state and local permitting and flood management agencies” identified in Action 8 of the Governor’s Water Action Plan to include RWMG representatives. This task force, in addition to its responsibilities under the Water Action Plan, should identify policy, program and regulatory misalignments and inefficiencies that impede, or are inconsistent with, IRWM. The task force should also define specific remedies to establish a “path to alignment” with IRWM.</p> <p><i>Implementing Entity: State Administration</i></p>
<b>DWR Support of Regulatory Alignment</b>	<p>Collaborate with the Water Action Plan task force (referenced in “Task Force for Regulatory Alignment” action above) and RWMGs to support regulatory alignment with IRWM. Initiate a focused study of specific regulations and policies that impede or increase the transactional cost of IRWM projects and/or that do not improve regional outcomes.</p> <p><i>Implementing Entity: DWR</i></p>
<b>Agency Support of Regulatory Alignment</b>	<p>Collaborate with DWR and RWMGs to improve the efficiency of regulatory processes to support IRWM projects, improve regional outcomes, and reduce transactional costs, wherever possible.</p> <p><i>Implementing Entities: State, Federal, and Local Agencies</i></p>
<b>IRWM CEQA Incentives</b>	<p>Work with the State Office of Planning and Research to investigate the potential for fulfilling California Environmental Quality Act public disclosure requirements for projects that are fully vetted through a functionally equivalent IRWM public involvement process and are included in an adopted IRWM plan, to reduce CEQA compliance costs.</p> <p><i>Implementing Entity: DWR</i></p>
<b>IRWM Alignment Support Funding for State Agencies</b>	<p>Provide funding for alignment and related coordination and collaboration activities to support and advance IRWM. This funding is to enable State agencies (other than DWR) and federal agencies to implement actions related to alignment.</p> <p><i>Recommended Level of Investment: To be determined by individual organizations.</i></p> <p><i>Implementing Entities: Legislature and State Administration</i></p>

# Strategy 2

## Align Government Programs and Regulatory Actions to Support IRWM

continued

ALIGNMENT PLANNING AND SUPPORT

NON-REGULATORY PROGRAMS

REGULATORY PROGRAMS

### NON-REGULATORY PROGRAMS ACTIONS

<b>Agency Program Alignment</b>	<p>Align water-related programs to the degree possible to support IRWM.</p> <p><i>Implementing Entities: State Agencies, Local and Regional Agencies, Federal Agencies, Tribal Agencies</i></p>
<b>Funding Program Alignment</b>	<p>Coordinate with other State and federal agencies to improve the alignment of grant and loan programs, calendars, application processes, and funding criteria for all water-related projects relevant to IRWM.</p> <ul style="list-style-type: none"><li>• <i>Water Grants Inventory</i> — Develop and maintain a public Web-based inventory of water-related grants and loan programs administered by State, federal, regional, and local agencies.</li><li>• <i>Funding Alignment Opportunities</i> — Complete a study of regulations and requirements governing various water-related grant and loan programs, including the identification of synergies, gaps, and opportunities to support IRWM through the alignment of application schedules, processes, and selection criteria.</li></ul> <p><i>Implementing Entity: DWR</i></p>
<b>IRWM Incentives for non-IRWM Grants</b>	<p>Direct State agencies administering water management related grant and loan programs to take necessary steps to implement the provisions of California Water Code Sections 10544 and 10608.50 to give preference to projects included in an adopted IRWM plan, to the extent allowed by funding program statutes. (Preferences for IRWM projects could be in the form of reduced matching fund requirements and/or additional points in competitive scoring.)</p> <p><i>Implementing Entity: State Administration</i></p>
<b>DWR Program Alignment</b>	<p>Better align all DWR programs to support IRWM to the extent possible. These programs include, but are not limited to, California Water Plan (CWP) updates, inter-regional and statewide flood planning, climate change, data programs, sustainable groundwater management, and water use efficiency.</p> <ul style="list-style-type: none"><li>• <i>Program Integration Work Group</i> — Establish a multi-divisional “Program Integration Work Group” within DWR and accelerate ongoing efforts to identify (1) opportunities for better alignment of various DWR programs, (2) options for changes and integration of programs and policies, and (3) costs associated with each option. (The Program Integration Work Group should publish a report describing its findings and recommendations.)</li><li>• <i>Sustainable Groundwater Management Act (SGMA) Implementation</i> — Implement the provisions of SGMA in a manner that supports IRWM and promotes consistency and continuity with IRWM statutes and guidelines.</li><li>• <i>Funding</i> — Seek funding through the State budget process to implement preferred options for the alignment of DWR programs with IRWM, where funding is needed.</li></ul> <p><i>Implementing Entity: DWR</i></p>

# Strategy 2

## Align Government Programs and Regulatory Actions to Support IRWM

continued

ALIGNMENT PLANNING AND SUPPORT

NON-REGULATORY PROGRAMS

REGULATORY PROGRAMS

### REGULATORY PROGRAMS ACTIONS

<b>One-Stop Shop</b>	<p>Direct DWR to work with State and federal regulatory agencies to create a pilot program for “one-stop shop” environmental permitting for integrated regional water projects included in an adopted IRWM plan to support the practice of IRWM, reduce transactional costs (time and money), and improve regional outcomes.</p> <p><i>Implementing Entity: State Administration</i></p>
<b>Delegated Authority</b>	<p>Work with RWMGs to evaluate the need for, and possible means of, delegating some RWQCB regulatory authorities to RWMGs, upon mutual consent, for improved regional solutions and reduced transactional costs.</p> <p><i>Implementing Entity: State Water Resources Control Board</i></p>
<b>Local Planning Requirements Alignment</b>	<p>Direct DWR to collaborate with RWMGs, SWRCB, and other State agencies to conduct case studies on required water management plans in various watersheds to determine the extent that multiple planning requirements support, or fail to support, an “integrated” approach to water management. DWR should use these case studies to develop recommendations for regulatory and funding changes, pursuant to Water Code Section 10608.50, to improve alignment of State-required plans to better support IRWM.</p> <p><i>Implementing Entity: State Administration</i></p>
<b>General Plan Integration</b>	<p>Consider expanding upon California Government Code Section 65352.5(a) and enact legislation to change General Plan guidelines to encourage cooperation, coordination, and consultation with RWMGs, and to incorporate relevant components of adopted IRWM plans into General Plans to ensure “water wise” development. (This action should be coordinated with the “Update Land Use Planning Guidelines” sub-action under Action 2 of the Governor’s Water Action Plan.)</p> <p><i>Implementing Entity: Legislature</i></p>



# Strategy 3

## Strengthen Regional Governance, Capacity, and Practices

REGIONAL CAPACITY BUILDING SUPPORT

REGIONAL GOVERNANCE

REGIONAL PRACTICES

### REGIONAL CAPACITY BUILDING SUPPORT ACTIONS

<b>Base-Level Funding for IRWM Regions</b>	<p>Provide noncompetitive base-level funding, subject to State accountability requirements, for individual IRWM regions to help support key operations.</p> <p><i>Purpose:</i> Strengthen State partnerships with IRWM regions by providing stable State funding to help support stakeholder engagement, coordination and collaboration, IRWM plan updates, and participation of underrepresented groups such as DACs and local agencies with budget constraints.</p> <p><i>Recommended level of investment:</i> \$12 million per year (\$250,000 per year for each of the 48 current IRWM regions), beginning as soon as possible.</p> <p><i>Implementing Entity:</i> Legislature</p>
<b>Regional Priorities Funding</b>	<p>Continue to provide funding for competitive grants to IRWM regions to help address regional water management needs and priorities.</p> <p><i>Purpose:</i> Accelerate and leverage local and regional water investments by continuing State investments in IRWM through competitive IRWM grants.</p> <p><i>Recommended level of investment:</i> \$600 million every four to six years, which is comparable to the \$510 million allocation for IRWM in Proposition 1, passed in 2014. The first such cycle could begin after Proposition 1 IRWM funds have been fully allocated.</p> <p><i>Implementing Entity:</i> Legislature</p>
<b>Inter-Regional and Statewide Priorities Funding</b>	<p>Provide funding for noncompetitive grants to IRWM regions to address inter-regional and designated statewide water management priorities.</p> <p><i>Purpose:</i> Broaden IRWM practices to address inter-regional and statewide water management priorities.</p> <p><i>Recommended Level of Investment:</i> \$200 million every four to six years, beginning as soon as possible.</p> <p><i>Implementing Entity:</i> Legislature</p>
<b>Capacity Needs Identification</b>	<p>Work with member agencies and DWR to identify local agency capacity-building needs (technical, organizational, and financial) for practicing IRWM and communicate those needs to DWR.</p> <p><i>Implementing Entity:</i> RWMGs</p>
<b>Interregional Cooperation and Collaboration</b>	<p>Promote inter-regional cooperation and collaboration, and work with RWMGs to identify and resolve barriers to inter-regional water management planning and implementation.</p> <p><i>Implementing Entity:</i> DWR</p>

# Strategy 3

## Strengthen Regional Governance, Capacity, and Practices *continued*

### REGIONAL CAPACITY BUILDING SUPPORT

### REGIONAL GOVERNANCE

### REGIONAL PRACTICES

#### REGIONAL CAPACITY BUILDING SUPPORT ACTIONS *continued*

##### **Tribal Participation**

Provide funding to federally recognized Tribes to support participation in IRWM planning and implementation.  
*Implementing Entity: United States Bureau of Indian Affairs*

##### **IRWM Conferences**

Work with the IRWM Round Table of Regions and other stakeholders to organize IRWM Conferences for sharing experiences and advancements in IRWM.  
*Implementing Entity: DWR*

##### **DAC Involvement**

Establish a DAC Task Force that includes DWR, DAC and RWMG representatives to facilitate and monitor the implementation of necessary actions to increase DAC involvement in IRWM. The initial activities of the DAC Task Force should include:

- *DAC Coordinator* — Secure stable funding for a DAC Coordinator to serve DACs and RWMGs and act as a single point of contact for information about IRWM and DACs.
- *DAC Identification* — Collaborate with RWMGs, DACs, the SWRCB, the California Environmental Protection Agency (CalEPA), cities, and counties to establish improved criteria and methods for identifying DACs.
- *Coordination* — Collaborate with RWMGs, DACs, and the SWRCB to identify tools and processes for improving coordination and collaboration with DACs.
- *DAC Capacity Building and Technical Assistance* — In collaboration with DACs and RWMGs, determine the capacity building and technical assistance needs of DACs.
- *Targeted Education for DACs* — In coordination with RWMGs, the SWRCB, and local health departments, develop a training program for DAC representatives to enhance understanding of roles, responsibilities, policies, and procedures related to DWR's IRWM Program services (technical, facilitation, communication, coordination, and financial assistance), and other State agency services.
- *Training* — Identify the training needs of RSRs and RWMG representatives to improve communication and collaboration with DACs.

*Implementing Entity: DWR*

# Strategy 3

## Strengthen Regional Governance, Capacity, and Practices *continued*

REGIONAL CAPACITY BUILDING SUPPORT

REGIONAL GOVERNANCE

REGIONAL PRACTICES

### REGIONAL CAPACITY BUILDING SUPPORT ACTIONS *continued*

#### **Tribal Involvement**

Establish a Tribal Task Force that includes Tribal and RWMG representatives to facilitate and monitor the implementation of necessary initiatives and actions to increase the involvement of the Tribes in IRWM. The initial activities of the Tribal Task Force should be:

- *Tribal Liaison* — Secure sustained funding for a staff position to serve as the special liaison between DWR’s IRWM Program and Tribes.
- *Needs Identification* — Collaborate with Tribes and RWMGs to identify tribal needs and identify approaches for enabling tribal involvement in IRWM processes.
- *Coordination* — Collaborate with Tribes and RWMGs to identify tools and processes necessary for improved coordination and collaboration with Tribes.
- *Tribal Capacity Building and Technical Assistance* — In collaboration with the United States Bureau of Indian Affairs (BIA) and other federal agencies, determine the capacity building and technical assistance needs of Tribes.
- *Targeted Education for Tribes* — In coordination with Tribes, BIA, SWRCB, and RWMGs, develop a training program for tribal representatives to enhance understanding of roles, responsibilities, policies, and procedures related to DWR’s IRWM Program services.
- *Training* — Identify the training needs of RSRs and RWMG representatives to improve communication and collaboration with Tribes.

*Implementing Entity: DWR*

# Strategy 3

## Strengthen Regional Governance, Capacity, and Practices *continued*

REGIONAL CAPACITY BUILDING SUPPORT

**REGIONAL GOVERNANCE**

REGIONAL PRACTICES

### REGIONAL GOVERNANCE ACTIONS

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**Strengthened Governance**

Evaluate whether the existing means of governance in a region provides an adequate framework for sustaining IRWM and achieving regional water management goals and strengthen governance, where appropriate.

*Implementing Entity: RWMGs*

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**Adaptation to New Legislation**

Evaluate, on an on-going basis, whether the existing means of governance in a region should be modified to address the provisions of any newly enacted legislation (e.g., Sustainable Groundwater Management Act) and make changes, as appropriate.

*Implementing Entity: RWMGs*

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**Representation in Governance**

Evaluate, in coordination with Tribes, whether the existing means of governance in a region should be modified to improve tribal representation in IRWM and make necessary changes, as appropriate. Also, in coordination with DACs, evaluate whether the existing means of governance in a region should be modified to improve DAC representation in IRWM and make necessary changes, as appropriate.

*Implementing Entities: RWMGs and Local Agencies*

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**Collective Representation**

Collaborate with other IRWM regions to establish a representative advocacy association for regional water management groups and other IRWM stakeholders.

*Implementing Entities: RWMGs and Local Agencies*

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# Strategy 3

## Strengthen Regional Governance, Capacity, and Practices *continued*

REGIONAL CAPACITY BUILDING SUPPORT

REGIONAL GOVERNANCE

REGIONAL PRACTICES

### REGIONAL PRACTICES ACTIONS

<b>Land Use Alignment</b>	Work together on a regional basis to align water management plans, projects, and decisions with land use planning. <i>Implementing Entities: RWMGs and Local Agencies</i>
<b>Consistency of IRWM Projects</b>	Improve consistency between IRWM projects and local water agency capital improvement and operational plans, as appropriate. <i>Implementing Entities: RWMGs and Local Agencies</i>
<b>Plan Updates</b>	Update IRWM Plans, as needed, to remain relevant and adequately reflect regional conditions, priorities, and progress. <i>Implementing Entities: RWMGs and Local Agencies</i>
<b>Inter-regional Collaboration</b>	Collaborate, where appropriate, with neighboring IRWM regions and DWR to share information and work toward addressing inter-regional water management issues, such as flood management, groundwater sustainability, source water protection, forest management, and federal land management. <i>Implementing Entity: RWMGs</i>
<b>Promote IRWM Projects</b>	Encourage RWMG member agencies and others to develop and implement IRWM projects and help member agencies overcome barriers to project implementation. <i>Implementing Entity: RWMGs</i>
<b>Resource Pooling</b>	Identify and leverage opportunities for pooling fiscal and personnel resources among RWMG member agencies and neighboring IRWM regions, where appropriate (e.g., cost sharing for regional environmental mitigation banking and joint project coordinator positions). <i>Implementing Entities: RWMGs and Local Agencies</i>
<b>Funding Source Identification</b>	Seek funding for IRWM projects from multiple potential sources, including federal, State, and private organizations, and coordinate with DWR to update the Water Grants Inventory, as referenced in the “Funding Program Alignment” action. <i>Implementing Entities: RWMGs and Local Agencies</i>
<b>Participation Barriers</b>	Identify barriers to participation in IRWM processes within regions and, to the extent possible, work to resolve them. <i>Implementing Entities: RWMGs and Local Agencies</i>

# Strategy 3

## Strengthen Regional Governance, Capacity, and Practices *continued*

REGIONAL CAPACITY BUILDING SUPPORT

REGIONAL GOVERNANCE

**REGIONAL PRACTICES**

### REGIONAL PRACTICES ACTIONS *continued*

<b>Promote Participation</b>	Encourage stakeholders to participate in IRWM, including sharing information about the need for, and benefits of, participation. <i>Implementing Entity: RWMGs</i>
<b>Agency Participation</b>	Establish policies, protocols, and budgets, where needed, to enable increased levels of participation in IRWM planning processes. <i>Implementing Entities: Local and Regional Water Agencies, RWMGs</i>
<b>DAC Participation</b>	Work with DWR and DAC representatives, where needed, to enable increased DAC participation in IRWM planning and implementation. <i>Implementing Entity: RWMGs</i>
<b>Tribal Participation</b>	Consider establishing policies, protocols, and budgets, where needed, to enable increased Tribal participation in IRWM planning and implementation. <i>Implementing Entity: California Native American Tribes</i>
<b>Grant Management Support from RWMGs</b>	Continue to improve local agency project management controls, where needed, to ensure compliance with, and timely fulfillment of, IRWM grant agreement terms and conditions. <i>Implementing Entity: RWMGs</i>

# Strategy 4 Enhance Regional Assistance

CUSTOMER SERVICES PRINCIPLES AND PRACTICES

IRWM GRANT PROGRAM

TECHNICAL SUPPORT

## CUSTOMER SERVICE PRINCIPLES AND PRACTICES ACTIONS

### DWR IRWM Program Operating Principle

Adopt a program operating principle, such as:

*“To help all IRWM regions successfully practice integrated water management and increase regional self-reliance by forging stronger partnerships between DWR and IRWM regions, founded on respect for regional decisions and improved services.”*

*Implementing Entity: DWR*

### Customer Service

Establish procedures to support enhancing customer service to IRWM regions.

- *IRWM Stakeholder Advisory Group* — Form a stakeholder advisory group with representatives of the IRWM Roundtable of Regions and other stakeholders to advise DWR about ways to improve its regional assistance services and grant administration processes.
- *Performance Standards and Metrics* — Develop explicit performance standards and metrics for the continuing evaluation of regional assistance services and grant administration processes.
- *Feedback Survey* — Conduct annual customer feedback surveys of IRWM program customers and other stakeholders and post survey results on a publicly accessible website.

*Implementing Entity: DWR*

### Regional Service Representative (RSR) Training

Identify the coordination and support needs of IRWM regions and provide comprehensive training to RSRs to meet those needs.

*Implementing Entity: DWR*

# Strategy 4

## Enhance Regional Assistance *continued*

CUSTOMER SERVICES PRINCIPLES AND PRACTICES

IRWM GRANT PROGRAM

TECHNICAL SUPPORT

### IRWM GRANT PROGRAM ACTIONS

<b>Deference to IRWM Regions</b>	<p>Work with the IRWM Stakeholder Advisory Group (established under the “Customer Service” action) to recommend provisions and clarifications in IRWM grant guidelines to ensure maximum deference to regional project priorities and decision-making processes consistent with legislative intent and regional integration.</p> <p><i>Implementing Entity: DWR</i></p>
<b>Diversity Accommodation</b>	<p>Continue to promote IRWM in all regions through the IRWM grant program by accounting for the widely ranging needs and circumstances of IRWM regions (technical and fiscal capacity, experience, history, geography, water resource conditions, stakeholder interests, economic conditions, DACs, rural agencies, and Tribes) to ensure that no regions are left behind.</p> <p><i>Implementing Entity: DWR</i></p>
<b>Strengthened Inter-Regional Partnerships</b>	<p>Seek necessary authority from the Legislature to develop appropriate grant funding guidelines that will help reduce inter-IRWM region competition and strengthen cooperation within grant funding areas.</p> <p><i>Implementing Entity: DWR</i></p>
<b>Plan Update Flexibility</b>	<p>Include explicit provisions in future grant guidelines for simplified IRWM plan update processes to allow RWMGs to exercise discretion in responding to changes in IRWM plan requirements, either through addenda to plans, or new editions of plans, to reduce costs and delays.</p> <p><i>Implementing Entity: DWR</i></p>
<b>Improved Contracting Processes</b>	<p>Work with appropriate State offices to improve the timeliness and efficiency of grant agreement and contract execution.</p> <p><i>Implementing Entity: DWR</i></p>
<b>Contract Management Training</b>	<p>Periodically provide joint training to both DWR and grantee contract managers to ensure consistent understanding and application of grant contract management requirements.</p> <p><i>Implementing Entity: DWR</i></p>
<b>Improved Reimbursement Processes</b>	<p>Work with appropriate State fiscal management offices to identify and implement further means of simplifying grantee invoices and invoice submittal protocols for public agency grantees willing to assume increased fiduciary responsibilities and accountability to reduce grantee administrative costs and delays.</p> <p><i>Implementing Entity: DWR</i></p>



# Strategy 4

## Enhance Regional Assistance *continued*

CUSTOMER SERVICES PRINCIPLES AND PRACTICES

IRWM GRANT PROGRAM

TECHNICAL SUPPORT

### IRWM GRANT PROGRAM ACTIONS *continued*

<b>DAC Listening Sessions</b>	Hold DAC “listening sessions” before issuing water-related grant guidelines, application requirements, and scoring criteria to ensure that DAC priorities are addressed by grant programs. <i>Implementing Entity: State Agencies</i>
<b>Increased Services to DACs</b>	Work with DAC representatives and RWMGs to develop simplified grant application criteria for DAC grants under Proposition 1 - <i>Water Quality, Supply, and Infrastructure Improvement Act of 2014</i> and other relevant funding programs to facilitate DAC capacity building and project implementation. <i>Implementing Entity: DWR</i>
<b>Advance Disbursement of Grant Funds</b>	Work with the Legislature and appropriate state offices (e.g., Department of Finance and State Treasurer’s Office) to develop and implement guidelines and procedures for the partial, full, or incremental advance disbursement of grant funds to certain grantees, possibly through the use of assigned trustees, to alleviate critical debt-holding burdens that are an impediment to participation in the IRWM grant program, such as for DACs, NGOs, and small agencies. During guideline development, seek input from stakeholders on advance disbursement eligibility criteria and payment processes. <i>Implementing Entity: DWR</i>

# Strategy 4

## Enhance Regional Assistance *continued*

CUSTOMER SERVICES PRINCIPLES AND PRACTICES

IRWM GRANT PROGRAM

TECHNICAL SUPPORT

### TECHNICAL SUPPORT ACTIONS

#### Needs Communication

Work with DWR's Regional Service Representatives (RSR) on an ongoing basis to inform DWR about technical, facilitation, communication, and coordination assistance needs and help identify and implement solutions.

*Implementing Entity: RWMGs*

#### Training

Provide training opportunities for IRWM practitioners and local agencies on such topics as public outreach, grant proposal preparation, project formulation and evaluation, economic analysis, State data resources, water resources stewardship, collaborative planning, conflict resolution, data management, climate change, and water resources modeling.

*Implementing Entity: DWR*

#### Technical Support Services for Water Budget Development

Work with RWMGs and Groundwater Sustainability Agencies (GSA) and provide technical support, when requested, for the development of local and regional water resource budgets.

- *Guidance Document, Tools, and Data* — Publish a guidance document and provide tools and data that could be used on a voluntary basis by RWMGs and local agencies for the development of water budgets to support integrated regional planning and meet the requirements of SGMA.
- *Technical Assistance and Training for RWMGs and GSAs* — Provide technical assistance and training to RWMGs and GSAs for developing water budgets, where needed.
- *Technical Assistance and Training for DACs and Tribes* — Provide technical assistance and training to DACs and Tribes to participate in water budget development processes.

*Implementing Entity: DWR*

#### Technical Support Services for Data Management

Work with RWMGs to determine individual and statewide IRWM data management needs and develop a plan for addressing those needs.

- *Assess Needs* — Work with RWMGs to complete an IRWM data management needs assessment for RWMGs and their member agencies, DACs, and Tribes.
- *Identify Data Management Solutions* — Work with RWMGs to identify regional data management solutions that can be adopted by RWMGs on a voluntary basis.
- *Implement Statewide Data Management Solutions* — Coordinate with RWMGs to implement statewide IRWM data solutions (e.g. a data warehouse) that can interface with regional data management systems.

*Implementing Entity: DWR*

# Strategy 4

## Enhance Regional Assistance *continued*

CUSTOMER SERVICES PRINCIPLES AND PRACTICES

IRWM GRANT PROGRAM

TECHNICAL SUPPORT

### TECHNICAL SUPPORT ACTIONS *continued*

#### Technical Support Services for Climate Change Analyses

Work with RWMGs to identify and assess technical and nontechnical challenges to addressing climate change in IRWM planning and implementation, and develop recommended approaches to address those challenges.

- *Readiness Assessment* — Assess the readiness and ability of IRWM regions to conduct climate change impact analyses for planning and implementation projects.
- *Climate Change Scenarios and Tools* — Identify climate change scenarios and related planning tools for IRWM regions with similar expected vulnerabilities and characteristics.

*Implementing Entity: DWR*

#### Center of Excellence

Seek long-term funding from the Legislature for a Center of Excellence to support the emerging technical needs of IRWM practitioners.

- *Research Partnership* — Engage with universities to develop research projects to provide information to support and help advance the practice of IRWM.
- *Information Dissemination* — Coordinate with universities and research organizations to help keep RWMGs informed about emerging integrated water management strategies and technologies.

*Implementing Entity: DWR*

#### Regional Assistance Funding to DWR

Provide funding for maintaining and enhancing the level of DWR's assistance services to IRWM regions, and State leadership in alignment and innovation. (Note: All DWR non-grant related services for IRWM will effectively end after June 30, 2015 due to a lack of funds.)

- *Purpose* — Improve IRWM practices throughout the state by providing adequate levels of support to RWMGs. Assistance would include technical, facilitation, communication, and coordination services to IRWM regions and State leadership for achieving alignment and innovation in water management.
- *Recommended Level of Investment* — \$12 million per year, beginning as soon as possible. This funding also includes support for twelve (12) DWR Regional Service Representative (RSR) positions to service 48 IRWM regions, four (4) Region Office Leads (ROL) positions to oversee RSR support activities in each of DWR's regional service areas, and one (1) Lead Statewide Coordinator position.

*Implementing Entity: Legislature*