

CalEPA Complaint Management & System Demo Daniel Alden, Kristen McKinley, & **Matthew Buffleben** February 2, 2021



What's in This Presentation for You!

- Managing Complaints
 - CUPAs are required to have a protocol for receiving, responding, and investigating complaints
- > Features of CalEPA Complaint System
- Live System Demonstration



Why Do We Care About Complaints?

> The public and whistler blowers can provide us with valuable information on potential violations

- Success Stories
 - San Mateo County Water Pollution Prevention Program



Complaint System Goals

> Enforcement

Coordinated government investigation & response

> Accountability

Track of complaint as they are reviewed and investigated

> Transparency

Communications with complainants



CalEPA Agencies

- > Air Resources Board
- Department of Pesticide Regulation
- > CalRecycle
- Department of Toxic Substances Control
 - Certified Unified Program Agencies (CUPAs)
- > State and Regional Water Boards



Session Poll #1



Complaint System Features

- Modernized, simplified public complaint form
 - Mobile-friendly
 - GPS location capability
 - Ability to attach photos, videos, documents
 - Spanish version
- > Enhanced ability to track and respond to complaints
 - Referral and report-back functionality
 - System-generated emails



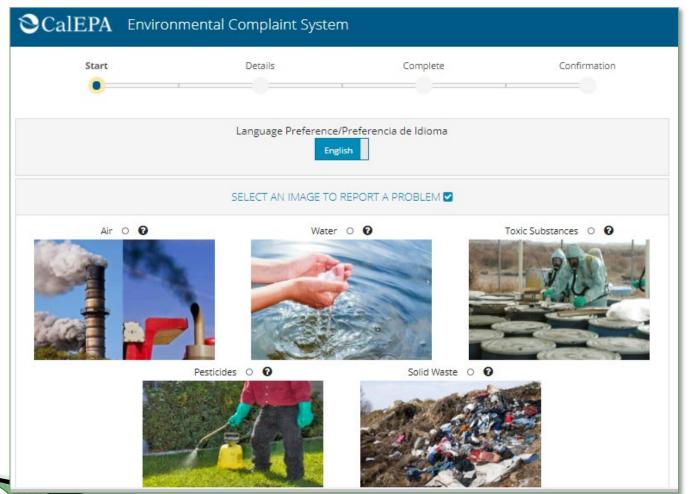
Public Portal

https://calepacomplaints.secure.force.com/complaints/Complaint

> Look for this:









Complainant Communications

- > Confirmation Email
 - Includes complaints@calepa.ca.gov contact info
- > 7-day Status Email
 - Includes name & contact info for agencies handling complaint, including local partner agencies
- Closure Email



Referrals to Local Agencies

- > Improved and simplified referral process
 - Ability to send & track referrals to CUPAs and other local agencies
 - Improved process for receiving follow-up info from CUPAs and local agencies
- > 600 external partner agencies in the system
- External Partner Portal
 - https://calepacomplaints.secure.force.com/ExternalPartnerPortal/externalpartnerlogin



Session Poll #2







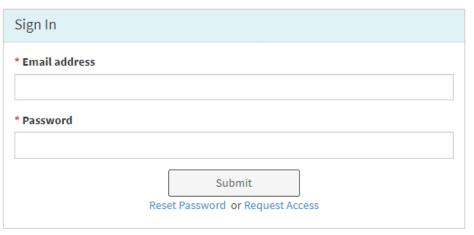


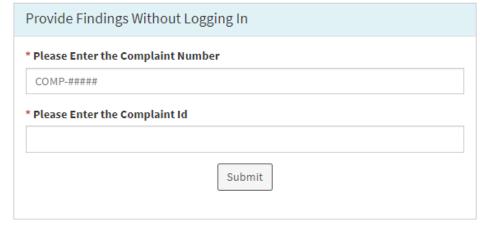




Complaint External Partner Portal

The Complaints External Partner Portal gives you access to view the complaints that CalEPA has referred to your agency and provide findings for those complaints.







Referrals and Findings

- Referrals outside of CalEPA are sent by email to external agency contacts
- > Referral email contains key information:
 - Complaint details
 - Link to findings form
 - CalEPA complaints agent contact information
- > Findings allow for CalEPA to determine whether further investigation is necessary



Session Poll #3



System Demo

- > How to gain access
 - Login reset
- > Dashboard
 - Filters
- Finding Forms
- > Contact Maintenance



Moving Forward

- Please contact us if you have any concerns with the data you see in the External Partner Portal
- We welcome input and thoughts on how the system and portal can be improved
- > Please email us with suggestions!

complaints@calepa.ca.gov





Any Questions?

complaints@calepa.ca.gov

Program Questions Kristen McKinley

Kristen.McKinley@calepa.ca.gov

