

NEXT STEPS FOR YOUR UTILITY

Now that you have completed the Sustainable Management of Rural and Small Systems Workshop, there are a number of important follow-up steps that your system should consider in moving forward. This should help you implement the kinds of changes in your operations based on the Self-Assessment you did at the workshop.

Approximate Timeframe	Recommended Activities
1-4 weeks after the workshop	<p>Hold a follow-up meeting within your system – include any utility managers or leaders from all departments at your utility, and/or other staff members who can help with sustainability-related activities. You can:</p> <ul style="list-style-type: none">✓ Discuss results of Self Assessment activity✓ As necessary, run the Self Assessment activity with them to supplement the work you accomplished during the workshop – you can make use of the team exercise Workshop in A Box materials available from USDA and EPA✓ Complete the preliminary Utility Improvement Plan Worksheet <p>Your workshop facilitator or technical assistance provider will contact you to see if you have questions or technical assistance needs as you move through the workshop materials, including help in completing the preliminary Improvement Plan Worksheet</p>
4-8 weeks after the workshop	<p><i>If they have not already been involved in the process up to this point</i> – consider reaching out to utility board members and/or community leaders (e.g., city manager or mayor) whose roles relate to or influence utility operations.</p> <ul style="list-style-type: none">✓ Explain the Workshop content and the results of the Self Assessment✓ If appropriate, run the Self Assessment activity with them to supplement the work you accomplished during the workshop – you can make use of the team exercise Workshop in A Box materials available from USDA and EPA.✓ Share your preliminary Utility Improvement Plan and modify the plan based on their feedback, as needed✓ Gain any necessary approval needed to move forward with implementing the Utility Improvement Plan <p>Your workshop facilitator or technical assistance provider will follow up with you 3-4 weeks after your first check-in to see if you have any additional questions about the Improvement Plan or other workshop materials. If needed, a site visit or other meeting will be scheduled.</p>
8-12 weeks after the workshop	<p>Begin to implement the Utility Improvement Plan, based on timelines identified in Utility Improvement Plan worksheet.</p>

12-15 weeks after the workshop	<p>Hold an internal follow-up meeting to assess progress on Utility Improvement Plan activities and adjust plan as needed.</p> <p>Your workshop facilitator or technical assistance provider will follow up with you to discuss how the implementation of your Improvement Plan is progressing and offer any assistance you may need.</p>
Ongoing	<ul style="list-style-type: none"> ✓ Hold periodic regular meetings to assess Utility Improvement Plan activities ✓ Periodically, revisit the Self Assessment activity to identify emerging Priority Management Areas ✓ Complete new Improvement Plan Worksheets as additional Priority Management Areas are identified ✓ Share success stories and challenges with technical assistance providers (e.g., workshop facilitators, hosting organizations)