



Environmental Finance Center Network Training and Assistance Topics

The EFCN works directly with communities, states, and others to tailor training and assistance topics to meet local needs and build capacity. The list below is a non-exhaustive list of training and assistance topics we have provided since 2012. Topic relevance to drinking water (DW) and/or wastewater (WW) are indicated in parentheses after each topic.

Topic descriptions are available, [here for drinking water](#), and [here for wastewater](#). These lists are being updated as new training topics are added.

- Access Infrastructure Funding Programs (DW, WW)
- Accessibility: ADA in the Utility Workplace (DW, WW)
- Affordability and Customer Assistance (DW, WW)
- Aging Infrastructure (DW, WW)
- Assessing Your Utility's Financial Position (DW, WW)
- Asset Management – Introductory, Intermediate, and Advanced (DW, WW)
- Basic Activated Sludge Processes (WW)
- Basic Water/Wastewater Math (DW, WW)
- Board/Elected Official Training (DW, WW)
- Building Resilience by Planning for an Uncertain Future (DW, WW)
- Capacity Development (DW, WW)
- Capital Improvement Planning & Financing (DW, WW)
- Chlorine Disinfection Workshop (DW, WW)
- Climate Adaptation/Infrastructure Hazards and Resilience (DW, WW)
- Climate Vulnerability Assessment (DW, WW)
- Collaboration Strategies (DW, WW)
- Collection System Asset Management and Rehab (WW)
- Compassionate Communication (DW, WW)
- Compliance Topics (various, as needed) (DW, WW)
- Customer Service (DW, WW)
- Diversity, Multiculturalism, and Inclusion in the Utility Workplace (DW, WW)
- Drought: Is your water utility prepared? (DW)
- Effective Utility Management (DW, WW)
- Energy Management (DW, WW)
- Engaging a Multi-Generational Workforce (DW, WW)
- Engaging the Public in Communication and Decision Making (DW, WW)
- Equipment Repair and Replacement (DW, WW)
- Financial Management (DW, WW)
- Financial Metrics for Your Utility (DW, WW)
- Funding Program Research (DW, WW)
- Gender Diversity in the Utility Workplace (DW, WW)
- Geographic Information Systems (Beginner and Advanced) (DW, WW)
- Green Asset Management: Incorporating Green and Natural Assets (DW, WW)
- Green Infrastructure (DW, WW)
- Homeowner Lagoon Maintenance (WW)
- Introduction to Surface Water Treatment (DW)
- Lead Service Line Replacement (DW)
- Leadership and Communication (DW, WW)
- Managing Difficult Conversations (DW, WW)
- Managing Your Water System into the Future (DW)
- Mapping and Data Collection (DW, WW)
- Microaggressions in the Workplace (DW, WW)
- Multiple Barrier Approach (DW)
- Nutrient Removal (WW)
- One Water planning across Multiple Community

Utilities and/or Jurisdictions (DW, WW)

- Onsite and/or Decentralized System Training (DW, WW)
- Operations and Maintenance (DW, WW)
- Operator Certification (DW, WW)
- The Power of Partnerships, Peer-to-Peer Exchange, and Regional Approaches (DW, WW)
- Process Development (DW, WW)
- Protecting Your Drinking Water Using the Multiple Barrier Approach (DW)
- Rates and Fiscal Planning (DW, WW)
- Regulatory Topics (various, as needed) (DW, WW)
- Safe Zone (DW, WW)
- Source Water Protection (DW, WW)
- Strategic Planning Tools for Small Water/Wastewater Systems (DW, WW)
- Sustainable Planning and Management (DW, WW)
- Technical Topics (various, as needed) (DW, WW)
- Unconscious Bias/Bystander Intervention (DW, WW)
- Understanding the Root Cause of a Problem (DW, WW)
- Unpacking Whiteness in the Workplace (DW, WW)
- Water Conservation Planning (DW, WW)
- Water Distribution Systems (DW, WW)
- Water Efficiency (I/I) (DW, WW)
- Water Loss Control & Auditing (DW, WW)
- Water Treatment Systems (DW, WW)
- Work in Water Career Exploration Program (DW, WW)
- Workforce Planning (DW, WW)
- Working with Consultants and Engineers (DW, WW)