

**LOCAL CONSERVATION CORPS
USED OIL PROGRAM RESOURCES**

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Disclaimer:

This resource document and related video material (where applicable) is for the exclusive use of participants in the California Local Conservation Corps Grant Program (LCCs). The purpose of this resource is to provide information and reference links to assist LCCs in management of the material collection programs funded by the CalRecycle Local Conservation Corps Grant Program. Use of this material by persons or organizations other than LCC's may result in compliance violations.

This resource document does not supplant grantee responsibility to read and comply with all relevant statutes and regulations whether included, or omitted from this document. Grantees are further responsible to monitor and comply with relevant changes related to regulatory and statutory requirements.

Purpose of Sign Reviews

The California Department of Resources Recycling and Recovery's (CalRecycle) Used Oil Recycling Program develops and promotes alternatives to illegal disposal of used oil by establishing a statewide network of collection opportunities and undertaking outreach efforts to inform and motivate the public to recycle used oil. The web page below contains all the information regarding the CalRecycle Used Oil Program.

<https://www.calrecycle.ca.gov/UsedOil/>

Local Conservation Corps conduct sign reviews at over 5,000 Certified Collection Centers (CCC) throughout the state. Corpsmembers visit to see if required Used Oil sign is visible from the street, if signs are missing or damaged, and provide a replacement sign if needed. Corpsmembers give the businesses written information about the CCC program, verify each CCC's address and business name; note whether the business is still in operation, or if the business no longer wants to be part of the CCC program. This work is part of the LCC's conservation service to the public where to dispose of Do-It-Yourself (DIY) used oil.

Assigned List of Certified Collection Center (CCC) Locations

A new list is generated at the start of each fiscal year. The list cannot be produced until the current cycle quarter four *CCC Review Progress Report* has been reviewed and approved by the Grant Manager. Corrections delay generation of new lists for all Corps. Please respond to requests for corrections as soon as possible so other Corps can begin their CCC reviews in the new cycle.

Occasionally you may find duplicate listings with either the same Certification number or address, or even same store names at the same location with different certification numbers. Do not delete the duplicates. Below are instructions on how the duplicates are reviewed. Part of the CCC Sign Review work is to make corrections to the list by physically checking the locations to determine what the correct information is and making note on the Field Form and CCC Review Progress Report.

CCC Review Progress Report (Excel sheet) contains an Instruction tab that explains the function of each column and defines the drop down menus which are selected on each cell and for every row. Common errors found on the reports is when 'No' is selected for a sign posted (column H) but it is reported in Column M that the sign is Visible. The reverse has been reported where a sign is posted, but then it is marked as Not Visible.

Each corps' new list is generated by extracting the just completed reviews for the entire cycle from all CCC sites in the geographic region that the Corp normally serves. This sorting produces a two-year cycle so all CCCs in the region will be reviewed every other year.

Corps may receive requests from CalRecycle to review remote CCC locations outside of their normal geographic service area. Corps have the option to accept the request

based on their availability and budget. These locations may require extensive driving time and possibly overnight stays. Remote reviews will only be requested on a four-year cycle.

Conducting Sign Reviews

Ordering Signs

Before going out to conduct sign reviews in the field, check your inventory of the Used Oil signs. LCCs can order 50 of the 18 X 24 cling style signs for the year in both English and Spanish at <https://www2.calrecycle.ca.gov/Forms/UsedOil/SignRequest> . LCCs may only order the static cling signs in English and in Spanish. LCCs may not order other kinds of signs on behalf of the businesses; however, the business owner may order additional signs on the web site free of charge. The on-line form will ask for a Certification Number, skip that cell. Since you will be filling in your Organization name, the order will be identified as coming from an LCC that conducts Used Oil sign reviews. Allow four to six weeks to receive the shipment.

Signs are provided to businesses only when a replacement is needed for missing or damaged signs. They are not to be handed out as a 'freebie' give away to the public.

Suggestion: Put a reminder in your Outlook calendar at the start of Quarter 4 - April 1, to check your inventory and order more signs if needed for the next grant cycle.

Creating the Routing List for Reviews

Each fiscal year CalRecycle provides each LCC a list of CCCs to visit in an Excel workbook called the *CCC Review Progress Report* (Excel sheet), Using the assigned list of CCCs for the cycle, a routing list can be made. This is easily done by selecting the sort pull-down at the top of column F titled *CCC City*.

1. In the pull-down, deselect the box titled "Select All" and then select just the cities you want.
2. Next fill out the Field Forms for the CCCs that you want to review (See Appendix A)
3. Provide the filled in form with the CCC Site info to the CMs for completion in the field at the time of the review

Additional sorting can be done to narrow the list by any of the header columns.

Corpsmembers Training

Corpsmembers should use only the site visit script provided (See Appendix B). All Corpsmembers conducting the CCC reviews must be trained and rehearse the script. At no time when visiting a CCC site should a Corpsmember state they are conducting an "inspection" or an "audit". Auto parts stores undergo many inspections related to the environmental and safety regulations due to the large amount of chemicals on premises and other items like car batteries. Business owners and staff are sensitive to government / non-profit representatives appearing unannounced to conduct any type of

review of their operation. In order to lower their level of concern, it is very important that Corpsmembers identify themselves and clearly state the purpose of their visit. Doing so in an open and friendly manner will help put the staff and owner at ease. Showing up unannounced in a uniform and in a marked vehicle and incorrectly stating that an "inspection" or "audit" is happening can create unneeded apprehension for the business and create public relations issues for both your Corps and CalRecycle.

Be sure to also review the Field Form with the Corpsmembers so they are clear on what information is required.

CCC Information Flier

Review the handout flier (See Appendix C) with Corpsmembers so they know what information is being provided. The flier provides information for the CCC to order signs other than what LCCs have on hand.

There are no forms and nothing that needs to be signed by the CCC. Corpsmembers should not ask staff or owners to sign anything at any time. As stated above, stores can order signs on-line free of charge if they choose to do so.

Overview of the CCC Review Progress Report & Sign Review Process

Note: The information below is also in the excel workbook tab titled "Instructions":

As noted, new list of assigned reviews is issued at the start of each fiscal year.

- All sites assigned are to be completed by the end of Q4 on June 30.
- If any sites were not reviewed by June 30, those sites are to be left un-done. Do not continue reviews using the current list, CalRecycle will provide a new list to begin work in the new fiscal year.
- The *CCC Review Progress Report* (Excel sheet), is to be uploaded to GMS every quarter with the Quarterly Progress Reports even if no sites were reviewed in a particular quarter
- CCC sites are to be reviewed once and once only during the cycle. LCCs are not to return to see if the business put up the sign
- CCC sites in your region will be rotated from a master list so that the locations will be reviewed every other year. (2 year cycle)
- All applicable criteria on the *CCC Review Progress Report* (Excel sheet), should have been assessed while in the field and the information entered into to the Excel sheet. Incomplete reports will be returned for correction
- Do not do a mass data sort on the entire sheet content. Doing so will corrupt the calculation formulas. Use the sort feature already embedded at the top of each column to sort information you need such as adjacent cities to create an efficient route list
- The completed hard copy field forms should be kept on file for 3 years, stapled by quarter, and all four quarters filed together by fiscal year noting the grant cycles under which they were done

- Sign orders: CCC businesses and Corps may place orders on the web site found on the Flier sheet. The static cling version sign is available to the Corps for handout in English and in Spanish. As noted above, Corps can order up to 50 signs to have on hand to give to sites but **only** when replacement is needed. The signs are program assets, not swag.

Excel Sheet Duplicates:

Before the CCC **Review Progress Reports (Excel sheet)**, are issued, a duplicate search is done and any duplicate sites found are highlighted. Not all duplicates may be identified though. Please follow the instructions below about how duplicates should be handled.

For all listed duplicates generate a separate Field Form (Appendix A) for each Certification ID # and address. This is so Corpsmembers can validate what they find and you will have the information for each listed location to note accordingly on the *Review Progress Reports (Excel sheet)*.

Auto Dealerships- Different dealers may share a location with the same address. However, the used oil storage tanks for each site might be at different corners of the building, thus appearing in the list as two different businesses. Federal ID numbers are what establishes operators and more than one number at an address is why there may be a need for two Used Oil certification numbers. Each location or dealer service center will collect their oil from the vehicles they have serviced into their own storage tank. There may be more than one sign if each dealer has their own service center desk or department. If you see these duplicates on your list be sure that both service centers have been checked for CCC signs displayed. If there is just one service center, fill out both Field Forms and enter data into the Excel sheet to cover both Used Oil Certification IDs.

Auto Parts Stores - If you find the same address, and the same certification number listed but different store names it may mean that the store has a new owner. Please verify which is the correct store name and enter info from the Field Form for the correct name of the CCC location. For the former store name, provide the date and respond **NO** to the question, "Is the CCC Location in business?" Then please make note in the Comment column: **"Former store name, do not use."**

Corpsmember Sign Review Process

- Corpsmembers are to make the sign visibility observation from the curb in front of the locations.
- Be sure they know to respond to every applicable question on the Field Form.
- Review and practice the script, the Field Form, and the Flier with Corpsmembers before conducting the sign reviews. Coach Corpsmembers on ways to deal with hostile owners or employees and how to de-escalate a tense encounter.

- Corpsmembers should never stay at a business where the owner or employee asks them to leave. They should simply note this on the Excel spreadsheet in the notes.
- Be sure to provide information in the Notes column if the store is temporally closed. This may be evident by a sign of notice on the door. If no sign was visible and the store is closed, this info will support why a sign if needed was not left, or no one was contacted. Stores that are permanently closed could be evidenced by lack of any signage, an empty space, a new type of business operating at the address, or that windows are covered on the inside.

End of Excel Workbook Instructions

Completing CCC Review Progress Report

The information from the Field Review form is input into the CCC Review Progress Report and then checked for errors. Upload the completed form to GMS with the Quarterly Progress Reports by the due date.

Even if no CCC reviews were completed during any quarter, the CCC Review Progress Report is still uploaded each quarter.

Note: the three top things that CMs need to review and fill out on the form:

1. Sign Visibility
2. Is the CCC in Business
3. Were the CCC Signs Posted or Damaged and was a sign left

Please review your report before uploading to GMS. Incomplete CCC Review Progress Reports will be returned to the LCC for correction.

It is important to provide detailed information in the Notes column regarding any duplicates, locations that no longer are in business, or any assigned CCCs that are not in your area.

Marketing and Outreach Materials

All marketing materials must be reviewed and pre-approved by the Grant Manager before they are reproduced for distribution. Unlike the other three grant material funds, the Used Oil program requires the use of both the CalRecycle, and the Used Oil oil-drop logos.

Logos may be obtained at the following web sites:

<https://www.calrecycle.ca.gov/UsedOil/Graphics>

<https://www.calrecycle.ca.gov/Gallery/>

Other Used Oil Approved Activities

Outreach Tabling Events

Corps can partner with local government agencies and auto parts stores for tabling at hosted events meant for educational purposes. CCCs may hold a used oil and filter collection drive where LCCs may provide educational materials, materials for do-it-yourselfers (DIY) like used oil collection pans, and vouchers for oil filter exchanges.

Dockwalkers Program

The Dockwalkers Program is a productive activity for expending Used Oil Funds. Below is the link to the Dockwalkers program main page.

http://dbw.parks.ca.gov/?page_id=29199

The Division of Boating and Waterways administers the Dockwalkers program, which is a state government organization. LCCs must complete training from the Dockwalkers program trainers to participate in the outreach activities.

Dockwalkers Training

LCC Staff only are approved to attend the training, and then provide the training to Corpsmembers to conduct the Dockwalkers activity. **Dockwalkers training is valid for three years only.** Please keep track when staff were last trained and visit the Dockwalkers web site page titled **Trainings** http://dbw.parks.ca.gov/?page_id=29230 for the list of current class schedules. There are limited classes offered each year so please plan accordingly.

It may not be practical to send Corpsmembers to the trainings, but staff members must attend every three years. Please be sure you are approved by the Dockwalkers program instructors to offer the training in-house to Corpsmembers. This is so there are no misunderstandings should you encounter Dockwalkers Program personnel at a marina. It is advisable that you track Corpsmember names and the dates that you conducted the Dockwalkers Training. Be sure only Corpsmembers that were trained participate in Dockwalkers outreach.

The Dockwalkers Handbook is available in the training web page above. The Handbook is a companion to the training and provides Dockwalkers with a written version of the information presented during the Dockwalkers training. It is not to be used in lieu of attending the Dockwalkers Training.

Dockwalkers TOOLS/Tips web page:

http://dbw.parks.ca.gov/?page_id=29233

Participants are requested to track and report Dockwalker's outreach efforts by keeping track of the number and location of boater kits distributed. Use the Dockwalkers tracking form on-line **or the provided PDF** to help the Dockwalkers leadership make this program more valuable in the future. If you fill out the forms in PDF or MS Word, return

the completed forms by December 1st each year by mailing them to the address listed on the web site.

Storm Water Drain Stenciling

Municipalities are held to certain regulated standards when it comes to run-off pollutants in waterways. One pathway for pollutants to enter waterways is through storm water drainage. In an effort to prevent illegal dumping of toxic materials, storm water drain inlets can be stenciled, or a medallion applied with a clear message about not dumping toxics.

LCCs can provide the labor as leveraged funding of drain marking projects. The labor for the work can be expensed to the Used Oil grant funds. CalRecycle recommends that the supplies should be purchased by the municipality.

Appendices

- A. Field Forms
- B. CM Site Visit Script
- C. CCC Information Flier
- D. FAQ's

Appendix A: Field Form

Please see the following two pages.



USED OIL CERTIFIED COLLECTION CENTER SIGNAGE VERIFICATION FORM

Local Conservation Corps: _____

Date of visit: _____ Time of visit: _____ CalRecycle CCC Number: _____

CCC Name: _____

CCC Street Address: _____ CCC City: _____

CCC County: _____

CCC Signs You May See (Available in English, or Spanish)

1



2



3



4 - No longer available, but you might see



1. Is the CCC in business? If no, do not answer # 2 - 7 simply initial here _____		
	Yes	No
2. Were the CCC signs posted?	<input type="checkbox"/>	<input type="checkbox"/>
3. If none posted did you leave a sign?	<input type="checkbox"/>	<input type="checkbox"/>
Or if the sign was posted then look for:		
4. If the sign is posted, was it damaged?	<input type="checkbox"/>	<input type="checkbox"/>
5. If damaged, did you leave a sign?	<input type="checkbox"/>	<input type="checkbox"/>
6. Visibility of sign (There should be one type of sign posted in the front, either Sign # 1 or Sign # 2 - see above): <div style="text-align: center;"> <input type="checkbox"/> Partially Visible <input type="checkbox"/> Visible <input type="checkbox"/> Not Visible </div>		
7. Program Participation (Six possible responses based on what you were told by CCC staff): <div style="list-style-type: none; padding-left: 0;"> <input type="checkbox"/> No longer wants to participate (They want out of the program) <input type="checkbox"/> Does not collect public oil / filters. <input type="checkbox"/> Staff referred us to Corporate. <input type="checkbox"/> No Longer a CCC (They already requested to be removed from the program) <input type="checkbox"/> Manager not available. <input type="checkbox"/> Will order own sign. </div>		

Please provide the name and title of the person you spoke to at the CCC:

Name_____

Title_____

8. Comments - record additional info that was observed but not asked in questions 2 to 7 on the first page

Information on signs – A CCC must have at least one sign displayed - either version # 1 or # 2.

If sign # 3 is observed in the front of the store, please make a note in the Comments section above.

Sign # 1 – The static cling version for this sign is available to the Corps for handout in English. This sign is for CCCs that collect both used oil and filters. Auto Parts Stores can order at the CalRecycle web site (below) in window static cling or styrene style.

Sign # 2 – Auto Parts Stores can order at the CalRecycle web site (below) and is for stores that collect used oil only. Available in window static cling or styrene style.

Sign # 3 – Auto Parts Stores can order at the CalRecycle web site (below). Available in aluminum for wall mount.

Sign # 4 – This sign is no longer available, but you may still see it. Ok to let CCC know they can replace with sign # 1 or # 2, depending on what they collect.

CalRecycle Web Site: All signs are available in English, Spanish or Chinese. There are a variety of sizes and types of signs that can be ordered on-line.

<https://www2.calrecycle.ca.gov/Forms/UsedOil/SignRequest/>

Appendix B: CM Site Visit Script

Please see the following three pages.

Auto Parts Stores, Oil Change Businesses & Auto Dealerships

PART 1 - Introduction

Hello, my name is (your name), I'm working with the (your Corps' name). We are working in partnership with CalRecycle's Used Oil **Certified Collection Center** (CCC) program. I'm here with (the CMs name that is with you) today to provide information about the Used Oil CCC program and to see if you need window signage.

Are you the person I should talk to about the Oil Recycling Program sign?

No: Repeat the introduction with the person identified. Then go to **PART 2 - The Offer**

Yes: But person is too busy now, please come back later.

When would be a good time for us to return? OK, thank you, we will come back later. Thank you for your time. Exit without going to Exit Statement

NOTE – Corpsmembers should not carry in the clip board with the Field Form as we do not want to give the impression that this is an audit or inspection. You are there simply to give out the information flier, and to see if the Used Oil sign is posted in the window and if the sign is visible from the curb. You can also offer a replacement sign **IF** one is needed. If you do speak to someone at the CCC please make a mental note of their name so you can fill it in on the Field Form in #7

PART 2 - The Offer

Scenario 1: We see your sign is up and in good condition. Go to **Exit Statement**

Scenario 2: We see your sign may need to be replaced. If it is okay, we can leave a replacement sign. Go to **Exit Statement**

Scenario 3: We noticed that there is no Used Oil / Filter Collection sign in the front of the store.

Would you like us to leave a sign that you can put up?

Yes: Leave sign for them and record that one was left

No: They have a sign, or will order one and put up the sign themselves

Go to **PART 3 - Exit Statement**

(See back for Part 3 – Exit Statement)

PART 3 - Exit Statement

Thank you for participating in the CCC program, we appreciate the important work you do for your community by recycling used motor oil.

Here is information about the program. There is contact information on where you can order more signs and additional information about the program.

Thank you for your time and have a great day!

After returning to the vehicle immediately fill out the Field Form and complete any last bits of info for sections 4, 6 & 7.

Things to Keep in Mind for All Types of Certified Collection Centers

Be Friendly

This is a helpful visit.

- Be yourself! The tone should always be helpful, friendly and cooperative.

Be Respectful

Business is their first job.

- Always wait for them to finish with customers and always defer to customers.

Show Gratitude

The State needs their help.

- Thank them for their participation in the California's Used Oil Certified Collection Center program and let them know how much the oil and filter collection service they provide for their community is appreciated.

Give Reassurance

We are not inspectors.

- If they seem hesitant or nervous, assure them the visit isn't an inspection or compliance check visit.

Offer Resources

You have free stuff they need!

- Let them know you are from the (name of corps) and that you have a partnership with CalRecycle to ensure they have the signs they need. Explain that we noticed that their sign was missing or damaged and we can provide the sign that they need.

Refer Questions

Know who to point them to for questions.

- Don't worry about having to answer other questions about the program. If they have questions that are not related to obtaining a sign, let them know staff at CalRecycle (UsedOilCCC@CalRecycle.ca.gov) or their local city representative can answer them.

Write Reports

Track what you did.

- If they don't have time to put the sign up while you're there, that's fine. Just make a note of who accepted the sign. Be sure to include this information on the form so the local jurisdiction can follow up.

Appendix C: CCC Information Flier

Please see the following page.

DEPARTMENT OF RESOURCES RECYCLING AND RECOVERY



WE THANK YOU FOR BEING A CERTIFIED COLLECTION CENTER!

This sign is being provided at no charge because your business is a Used Oil Certified Collection Center and has agreed to accept used motor oil from the public.

By providing this environmental service to your customers, you can receive incentive funds of up to 40 cents per gallon from CalRecycle.

Certified Collection Center basics, all CCC operators must:

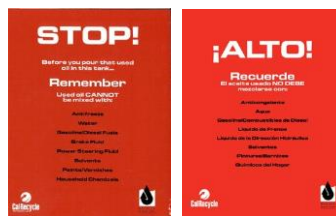
- Display the sign where it is visible from the street.
- Accept used motor oil from the public at no cost during normal business hours.
- Provide Do-It-Yourselfers the recycling incentive of 40 cents per gallon or an in-store coupon equivalent to twice that amount, if requested.

Additional signage is available at no charge, by visiting the link below:

<http://www.calrecycle.ca.gov/UsedOil/CertCenters/SignOrder.htm>



STOP! Aluminum
(Outside use)
English and Spanish
(18"X24")



Stop Laminated Sign
(sticker for tank)
English and Spanish
(9"X11")



Symbolic Oil Collection
English and Spanish
(18"X24")



Combo Oil Drop &
Filter Sign
English and Spanish
(18"X24")

If you have questions about your responsibilities as a CCC:

<http://www.calrecycle.ca.gov/UsedOil/CertCenters>

Certified Collection Center Program Contacts: Call (916) 341-6690 or e-mail questions to:

UsedOilCCC@CalRecycle.ca.gov

Incentive Claim Questions? Send an e-mail to: UsedOilClaims@CalRecycle.ca.gov

**Thank you again for providing this valuable service
for your customers and our community!**

Appendix D: FAQ's

Please see the following page.

Additional Qs for Used Oil

Q3. If we did not complete the list of CCC Signage Reviews by the end of the Fiscal Year can we continue to visit the sites in Q1 of the next cycle?

A: No, please stop doing site visits at the end of the Fiscal Year. This will keep the Progress reporting data accurate as the number of sites you are assigned are for the Fiscal Year. Also, the data you report for the site visits done is now reported as percent completed of the total assigned, not the number of sites complete.

Q4. Why do I need to upload the Excel Tracker with the list of CCC Site if I didn't do any that Quarter?

A: If you did not upload the Tracker each quarter the Grant Manager would have no way of knowing if there were either no sites visited that quarter, or that you simply forgot to upload the report

Q5. How often should we visit a CCC location in the Fiscal Year? If we provided a new sign should we go back to check if it is displayed?

A: CCC sites should be visited just once in the Fiscal Year. Most Corps will be on a two-year rotation of assigned CCC Sites. So, if you provided a new sign on the next visit you should see that it was posted

Q6. Our Corps was asked to make site visits to CCC location that are out of the normal area that we have done in the past. How often is it expected that we will need to visit those sites?

A: The rotation of the out of area locations (adjoining counties) will be about every two years. If your Corps is located near other Corps the rotation may cycle between your Corps and the neighboring Corps, so it could be that the rotation ends up being every four years

Q7. I'm interested in the Dockwalker's Program. Can Used Oil funds be spent on that program?

A: Yes, Used Oil funds may be spent on the Dockwalker's program. The priority of course is the CCC site reviews, both the budget spent and manhours used. Other programs such as the Dockwalker's and Storm Drain stenciling are an allowable way to spend down the Used Oil funds but must not be done to the exclusion of completing the CCC Site reviews. For more information on the Dockwalker's program, and to sign up for the required training go to http://dbw.parks.ca.gov/?page_id=29199 Only select staff need to attend the training so that they can train the Corps members. Training is renewed every three years.