

THE CARE & FEEDING OF YOUR CERTIFIED COLLECTION CENTERS

NEW RESOURCES
FOR OPP
RECIPIENTS



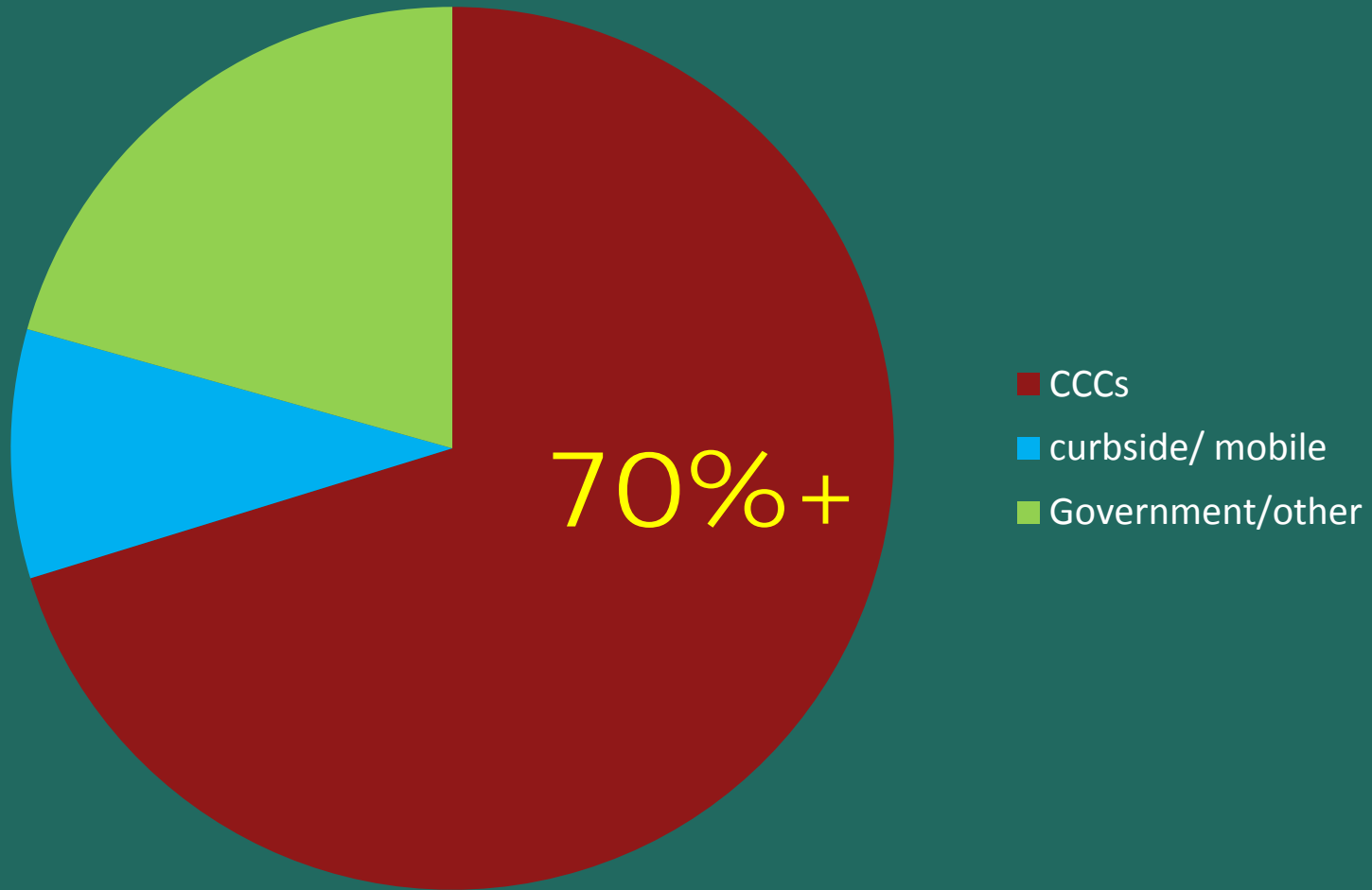
Connie Cloak, C2: Alternative Services

Used Oil / HHW Conference

Universal City

April 9, 2015

CCCs are critically important to our Used Oil Recycling programs



Are we doing everything we can to support them?

- CalRecycle contract:
 - Develop materials for CCCs and for OPP recipients
 - Conduct trainings for local jurisdictions



- Started with a needs assessment:
lots of interviews
- Our own experience: 20+ years
working with CCC programs
- Key Goal:

CONNECT

- CCCs to resources
- OPP recipients to their CCCs

CCC Operators Guide

- Stand-alone sections
- Web page www.UsedOilCCC.org
- Accessible for CCC operators
- Useful for OPP recipients

Certified Collection Center Operator's Guide

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Certified Collection Center Basics 3

PROGRAM DETAILS

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Advertising Your Status as a Certified Collection Center 33

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 Keeping the Shop Clean

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Self-calculating Incentive Claim Form



State of California
USED OIL RECYCLING INCENTIVE PAYMENT CLAIM
 CalRecycle 31 (Rev. 03/15)

Department Of Resources Recycling & Recovery (CalRecycle)

Instructions for completing this form can be found on the reverse.
 Print legibly in ink or type.
 Indicate N/A for any items which are not applicable.

Mail To:
 DEPARTMENT OF RESOURCES RECYCLING & RECOVERY
 CALRECYCLE ACCOUNTING OFFICE
 P. O. BOX 4025
 SACRAMENTO CA 95812-4025

CLAIMANT INFORMATION

- Certification Number: _____
- Name of Entity: _____
 Dba: _____
- Payment address: _____
- Contact person: _____
 Email address: _____
 Telephone number: _____

REPORTING PERIOD

- (Check ONLY One Box) Enter Year _____
- Jan 1 – Mar 31/Due May 14
 Apr 1 – Jun 31/Due Aug 14
 Jul 1 – Sep 30/Due Nov 14
 Oct 1 – Dec 31/Due Feb 14
- Tank Size: _____
 Extra Drums: _____

5. Check here if filing as a multiple-certified used oil collection center. Must also complete CalRecycle 31-B form and attach to claim.

Data collection for informational purposes. Please complete:		
6. Lubricating oil purchased during this reporting period or since the last claim was submitted. _____ gallons		
7. Total number of recycled oil filters from Do-It-Yourselfers: _____ <small>Use log entries or estimate (Filters: uncrushed drum=250, crushed drum=750)</small>		
USED LUBRICATING OIL COLLECTED FROM THE DO-IT-YOURSELF PUBLIC		
#8 _____ gallons	Incentive amount claimed at 40¢ per gallon	#9 \$ 0.00 _____
USED LUBRICATING OIL GENERATED ON SITE		
#10 _____ gallons	Incentive amount claimed at 16¢ per gallon	#11 \$ 0.00 _____
TOTAL GALLONS HAULED AWAY		
#12 0.00 _____ Gallons		
#13 CLAIM TOTAL		\$ 0.00 _____
ATTACH COPIES OF ALL MANIFESTS		

DECLARATIONS AND SIGNATURES

14. I declare under penalty of perjury under the laws of the State of California that I am authorized to legally bind Claimant and that to the best of my knowledge and belief the following statements are true and correct: 1) that the information provided in this claim is complete and correct; and 2) that no other claim has been submitted for the above claimed oil; and 3) that Claimant has operated in compliance with all Federal, State and local requirements pertaining to the management of this oil.

PRINT, SIGN, AND RETURN

Signature of Representative of Claimant _____ Date _____
 Name and Title of Representative (print) _____

DO NOT WRITE BELOW - FOR STATE USE ONLY

Claim Number _____ Postmark Date _____ Amount Approved \$ _____
 Vendor Number _____ Claim Reviewer _____
 Supervisor Approval _____ Date _____

1

USED LUBRICATING OIL COLLECTED FROM THE DO-IT-YOURSELF PUBLIC		
#8 _____ gallons	Incentive amount claimed at 40¢ per gallon	#9 \$ <u>0.00</u>
USED LUBRICATING OIL GENERATED ON SITE		
#10 _____ gallons	Incentive amount claimed at 16¢ per gallon	#11 \$ <u>0.00</u>
TOTAL GALLONS HAULED AWAY		
#12 <u>0.00</u> Gallons		
#13 CLAIM TOTAL		\$ <u>0.00</u>
ATTACH COPIES OF ALL MANIFESTS		

2

USED LUBRICATING OIL COLLECTED FROM THE DO-IT-YOURSELF PUBLIC		
#8 <u>47.00</u> gallons	Incentive amount claimed at 40¢ per gallon	#9 \$ <u>18.80</u>
USED LUBRICATING OIL GENERATED ON SITE		
#10 _____ gallons	Incentive amount claimed at 16¢ per gallon	#11 \$ <u>0.00</u>
TOTAL GALLONS HAULED AWAY		
#12 <u>47.00</u> Gallons		
#13 CLAIM TOTAL		\$ <u>18.80</u>
ATTACH COPIES OF ALL MANIFESTS		

3

USED LUBRICATING OIL COLLECTED FROM THE DO-IT-YOURSELF PUBLIC		
#8 <u>47.00</u> gallons	Incentive amount claimed at 40¢ per gallon	#9 \$ <u>18.80</u>
USED LUBRICATING OIL GENERATED ON SITE		
#10 <u>758.00</u> gallons	Incentive amount claimed at 16¢ per gallon	#11 \$ <u>121.28</u>
TOTAL GALLONS HAULED AWAY		
#12 <u>805.00</u> Gallons		
#13 CLAIM TOTAL		\$ <u>140.08</u>
ATTACH COPIES OF ALL MANIFESTS		

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THANK YOU for being a "Certified Collection Center"



By accepting used motor oil from do-it-yourself oil changers, you are providing a valuable public service. Without an easy and convenient way for people to recycle their oil, some of it would likely find its way into our soil and water, causing damage to the environment and human health. Recycling used oil also preserves resources and helps reduce our dependence on foreign oil.

This overview is designed to review the basics about your participation in this program. More details are available at www.UsedOilCCC.org, a website specifically for businesses that accept used oil and filters from do-it-yourselfers (DIYers) in California.

Your Sonoma County Used Oil Recycling Program manager is Lisa Steinman, Sonoma County Waste Management Agency. She can be reached at (707)565-3632 or Lisa.Steinman@sonoma-county.org.

C² Alternative Services is the company contracted to assist the used oil recycling program in Sonoma County.

Contact Chris Carrieri (707)568-3783 or chris@c2alts.net

— The items marked with a **Required** are your obligations under this program. —
Other information is here for your information and assistance.

Required → Display the **blue and gold oil drop sign** where it is visible from the street. There are different versions of the sign including window cling and hard plastic, in Spanish and English, and a "combo" version that includes both used oil and filters. Replacement signs are available to you anytime, free of charge. You can order them through www.UsedOilCCC.com.

Required → **If asked**, you **must** give do-it-yourselfers 40¢ for each gallon of oil brought to you. If you prefer, you can offer a coupon with a value at least double this amount instead.

Required → Accept used motor oil from the public for free during normal business hours. You can set the amount you will accept from any one person, within these limits: you must accept at least 5 gallons per person per day, and may not accept more than 55 gallons per person per day.

Required → Know where to refer DIYers who bring used oil that may be contaminated. Be sure this information is posted where it is available to your staff:

The **Household Toxics Facility** is at the Central Disposal Site, 500 Meacham Rd. in Petaluma.

The facility is open Thursday, Friday and Saturday from 7:30 am to 2:30 pm. There are also **Community Toxics Collections** scheduled throughout the County- check the Sonoma County Recycling Guide for details, or go to www.recyclenow.org.

Required → Keep your Certified Collection Center certificate on file, and maintain records for at least 3 years.

ZERO WASTE MARIN

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USED OIL FILTERS

Thank you for accepting filters since do-it-yourselfers need to be able to legally dispose of these as well. Since some people don't know that oil filters must be recycled, it's helpful if you ask DIYers, "Hey, where's your filter?"

APPLYING FOR THE INCENTIVE PAYMENT

You are not required to submit paperwork on the used motor oil that you collect from the public unless you wish to obtain



THANK YOU
for being a "Certified Collection Center"



By accepting used motor oil from do-it-yourself oil changers, you are providing a valuable public service. Without an easy and convenient way for people to recycle their oil, some of it would likely find its way into our soil and water, causing damage to the environment and human health. Recycling used oil also preserves resources and helps reduce our dependence on foreign oil.

This overview is designed to review the basics about your participation in this program. More details are available at

USED OIL FILTERS

You are strongly urged to accept filters since do-it-yourselfers need to be able to legally dispose of these as well. Since some people don't know that oil filters must be recycled, it's helpful if you ask DIYers, "Hey, where's your filter?"

For more information on how Sacramento can help with filter recycling including financial support, please contact Doug Huston with the City of Sacramento Recycling and Solid Waste at (916) 808-4935.

APPLYING FOR THE INCENTIVE PAYMENT

You are not required to submit paperwork on the used motor oil that you collect from the public unless you wish to obtain the recycling incentive payments from CalRecycle. If you do wish to receive these funds, you will need to submit quarterly incentive payment claims and attach hauler manifests. (If you are the manager of a chain store, the recycling incentive claims are probably being handled by your corporate office.)

You can claim 40¢ per gallon for used motor oil brought to you by DIYers, and 16¢ per gallon for oil you generate yourself. You will need to document the quantities of each, either by keeping a log of oil brought by do-it-yourselfers or one of oil you generate yourself. You also have the option of simply claiming all of the oil at 16¢ per gallon. Complete details and instructions for filing the recycling incentive claim including a self-calculating form are at www.UsedOilCCC.org.

ILLEGAL DUMPING

If people leave used oil or worse yet, other hazardous wastes outside your business, you are unfortunately **legally responsible for properly disposing of them**.

If illegal dumping is a problem at your location, please contact Doug Huston with the City of Sacramento Recycling and Solid Waste at (916) 808-4935 for assistance.

It is always a good idea to call law enforcement every time you experience illegal dumping. Your calls will be noted and may result in increased patrols. If a perpetrator is caught, the word may get around in the community: **illegal dumping of hazardous materials carries a fine of up to \$10,000!**

CONTAMINATED OIL

To avoid accepting contaminated oil, train your employees to ask whether oil has anything in it besides lubricating oil, and to reject oil that is suspicious (discolored or smells different).

If you do get contaminated oil, there are funds available to reimburse you for any extra hauling costs. Details are available at www.UsedOilCCC.org

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Certified Center Site Visit Checklist

Center Name: B and B Foreign Car Service	CalRecycle ID: 28-C-04307	Date of last claim: April - June 2009
Street Address: 1750 Tanen St	Phone: (707) 255-7588	
City/Zip: Napa / 94559	Tank Size: 200 gal	
Accepts filters: Yes	(Note any drums) Click here to enter text.	
Contact last visit: Click here to enter text.	Current visit date: Click here to enter text.	
Contact this visit (Name, Title): Click here to enter text.	Visiting OPP Representative: Click here to enter text.	

Center Requirements and Assistance

Yes

No

	Yes	No
<p>1 Is the Certified Center sign posted so it is visible from the street? Note any issues with condition of signs, visibility etc. Click here to enter text.</p> <p>Note any new signs provided (include filter recycling, 'stop!' signs): Click here to enter text.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>2 Has this Center turned away anyone who brought used oil? If yes, why? <input type="checkbox"/> contaminated <input type="checkbox"/> too much quantity <input type="checkbox"/> tank full <input type="checkbox"/> other: Click here to enter text. Click here to enter text.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>3 Does the operator provide information on where to take contaminated oil? <i>(Assist as needed with copies from the Operators Guide)</i></p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>4 Does illegal dumping of oil and/or other materials happen at this location? Rank severity on a scale of 1-5: 1= happened once 2= happens rarely 3= happens several times/ year 4= happens several times/ month 5= happens more than weekly Discuss options, follow-up: Click here to enter text.</p>	Click here to enter text.	
<p>5 Is this location filing incentive claims? <i>(note: chain locations are generally filing through corporate offices)</i> If yes: Questions or problems? Using the self-calculating form? If no: Aware of the incentive claim? Would like help to apply? Click here to enter text.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>6 Reviewed Operator's Guide and any updates with the Center staff/manager? Describe any issues, follow-up needed: Click here to enter text.</p>	<input type="checkbox"/>	<input type="checkbox"/>

Center Requirements and Assistance		Yes	No
1	<p>Is the Certified Center sign posted so it is visible from the street?</p> <p>Note any issues with condition of signs, visibility etc.</p> <p>Note any new signs provided (include filter recycling, 'stop!' signs):</p>	<input type="checkbox"/>	<input type="checkbox"/>
2	<p>Has this Center turned away anyone who brought used oil? If yes, why?</p> <p><input type="checkbox"/> contaminated <input type="checkbox"/> too much quantity <input type="checkbox"/> tank full</p> <p><input type="checkbox"/> other:</p>	<input type="checkbox"/>	<input type="checkbox"/>
3	<p>Does the operator provide information on where to take contaminated oil? (Assist as needed with copies from the Operators Guide)</p>	<input type="checkbox"/>	<input type="checkbox"/>
4	<p>Does illegal dumping of oil and/or other materials happen at this location? Rank severity on a scale of 1-5:</p> <p>1= happened once 2= happens rarely 3= happens several times/ year</p> <p>4= happens several times/ month 5= happens more than weekly</p> <p>Discuss options, follow-up:</p>	—	
5	<p>Is this location filing incentive claims? (note: chain locations are generally filing through corporate offices)</p> <p>If yes: Questions or problems? Using the self-calculating form?</p> <p>If no: Aware of the incentive claim? Would like help to apply?</p>	<input type="checkbox"/>	<input type="checkbox"/>
6	<p>Reviewed Operator's Guide and any updates with the Center staff/ manager?</p> <p>Describe any issues, follow-up needed:</p>	<input type="checkbox"/>	<input type="checkbox"/>



- › Used Oil Grants and Payment Program Home
- › HHW Grants Home
- › Develop a Program
- › Model Projects
- › Forms
- › Grants Database Reports
- › Grant Contacts
- › Used Oil Home
- › HHW Home
- › CalRecycle Grants Home

Generate Site Visit Checklists

CalRecycle Used Oil Grantees can use this tool to search for used oil collection centers and generate Certified

- Use one or more of the fields below to find the center(s) you want.
- Check the centers for which you want to generate Site Visit Checklists (use the top checkbox to check all)
- Select Generate Checklist(s) to print a form for each selected center.

Recycling Center Name:

ZIP Code:

City:

County:

<input type="checkbox"/> ALL	CERTIFICATION NUMBER	CENTER NAME
<input type="checkbox"/>	50-C-10280	10 Minute Lube
<input type="checkbox"/>	50-C-02791	10 Minute Lube N' Oil
<input type="checkbox"/>	50-C-03912	10 Minute Lube N' Oil

- » Use one or more of the fields below to find the center(s) you want.
- » Check the centers for which you want to generate Site Visit Checklists
- » Select Generate Checklist(s) to print a form for each selected center.

Recycling Center Name:

ZIP Code:

City:

County:

Recycling Center Name:

ZIP Code:

City:

County:

[Generate Checklist\(s\)](#)

<input checked="" type="checkbox"/> ALL	CERTIFICATION NUMBER	CENTER NAME	CENTER ADDRESS
<input checked="" type="checkbox"/>	28-C-08695	Autozone #5515	698 Lincoln Avenue Napa, CA 94558
<input checked="" type="checkbox"/>	28-C-04307	B and B Foreign Car Service	1750 Tanen St Napa, CA 94559
<input checked="" type="checkbox"/>	28-C-10049	Imports Unlimited	2530 Stockton Street Napa, CA 94559
<input checked="" type="checkbox"/>	28-C-10279	Lopez Auto Service	1898 Imola Avenue Napa, CA 94559
<input checked="" type="checkbox"/>	28-C-10461	Napa Ford Lincoln	570 Soscol Avenue Napa, CA 94559
<input checked="" type="checkbox"/>	28-C-07738	Napa Valley Marina	1200 Milton Rd Napa, CA 94559
<input checked="" type="checkbox"/>	28-C-02480	O'Reilly Auto Parts #2566	2290 Jefferson St Napa, CA 94558

Recycling Center Name:
 ZIP Code:
 City:
 County:

[Generate Checklist\(s\)](#)

<input checked="" type="checkbox"/> ALL	CERTIFICATION NUMBER	CENTER NAME	CENTER ADDRESS
<input checked="" type="checkbox"/>	28-C-08695	Autozone #5515	698 Lincoln Avenue Napa, CA 94558
<input checked="" type="checkbox"/>	28-C-04307	B and B Foreign Car Service	1750 Tanen St Napa, CA 94559
<input checked="" type="checkbox"/>	28-C-10049	Imports Unlimited	2530 Stockton Street Napa, CA 94559
<input checked="" type="checkbox"/>	28-C-10279	Lopez Auto Service	1898 Imola Avenue Napa, CA 94559
<input checked="" type="checkbox"/>	28-C-10461	Napa Ford Lincoln	570 Soscol Avenue Napa, CA 94559
<input checked="" type="checkbox"/>	28-C-07738	Napa Valley Marina	1200 Milton Rd Napa, CA 94559
<input checked="" type="checkbox"/>	28-C-02480	O'Reilly Auto Parts #2566	2290 Jefferson St Napa, CA 94558

STATE OF CALIFORNIA
CalRecycle 664 (Rev 1/15)

Cert

Center Name: O'Reilly Auto Parts #

Street Address: 2290 Jeff

City

Center Name: B and B Foreign Car Service
Street Address: 1750 Tanen St
City/Zip: Napa / 94559

Accepts filters

Department of Resources Recycling and Recovery (CalRecycle)

Site Visit Checklist

Center Name: Napa Valley Marina
Street Address: 1200 Milton Rd
City/Zip: 94559
CalRecycle ID: 28-C-07738
Phone: (707) 252-8011
Date of last claim
Tank Size: 0 gal
{Note any drums}
Click here to enter text.

www.calrecycle.ca.gov/UsedOil/Forms/SiteVisit

Contact
Click here

Street Address: 698 Lincoln Avenue
City/Zip: Napa / 94558

Department of Resources Recycling and Recovery (CalRecycle)

Certified Center Site Visit Checklist

STATE OF CALIFORNIA
CalRecycle 664 (Rev 1/15)

Center Name: Imports Unlimited
Street Address: 2530 Stockton Street
City/Zip: Napa / 94559

Accepts filters: Yes

Contact last visit: Click here to enter text.

Contact this visit (Name, Title):
Click here to enter text.

CalRecycle ID: 28-C-10049
Phone: (707) 255-6155
Tank Size: 250 gal

Date of la

STATE OF CALIFORNIA
CalRecycle 664 (Rev 1/15)

Center Name: Lopez Auto Service
Street Address: 1898 Imola Avenue
City/Zip: Napa / 94559

Accepts filters: Yes

Certified Center Site Visit Checklist

CalRecycle ID: 28-C-10279
Phone: (707) 254-9365

Tank Size: 160 gal

Date of last

STATE OF CALIFORNIA
CalRecycle 664 (Rev 1/15)

Department of Resources Recycling and Recovery (CalRecycle)

Certified Center Site Visit Checklist

Center Name: Napa Ford Lincoln	CalRecycle ID: 28-C-10461	Date of last claim:
Street Address: 570 Soscol Avenue	Phone: (707) 255-2580	
City/Zip: Napa / 94559	Tank Size: 480 gal	
Accepts filters: No	(Note any drums) Click here to enter text.	
Contact last visit: Click here to enter text.	Current visit date: Click here to enter text.	
Contact this visit (Name, Title): Click here to enter text.	Visiting OPP Representative: Click here to enter text.	

Center Requirements and Assistance

Yes No

1	Is the Certified Center sign posted so it is visible from the street? Note any issues with condition of signs, visibility etc. Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>
	Note any new signs provided (include filter recycling, 'stop!' signs):		

5

1 Is the Certified Center sign posted so it is visible from the street?
Note any issues with condition of signs, visibility etc.
Click here to enter text.
Note any new signs provided (include filter recycling, 'stop!' signs):
Click here to enter text.

6

2 Has this Center turned over to you?
 contaminated
 other: Click here to enter text.
Click here to enter text.

3 Does the operator have a valid license?
(Assist as needed)

{Note any drums}
Click here to enter text.

at visit date:
Click here to enter text.

OPP Representative:
Click here to enter text.

Yes No

why?

ed oil?

ion?

Click here to enter text.

Certified Center Site Visit Checklist

Center Name: B and B Foreign Car Service	CalRecycle ID: 28-C-04307	Date of last claim:
Street Address: 1750 Tanen St	Phone: (707) 255-7588	April - June 2009
City/Zip: Napa / 94559	Tank Size: 200 gal	
Accepts filters: Yes	(Note any drums) Click here to enter text.	
Contact last visit: Click here to enter text.	Current visit date: Click here to enter text.	
Contact this visit (Name, Title): Click here to enter text.	Visiting OPP Representative: Click here to enter text.	

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Recycling Center Name:
 ZIP Code:
 City:
 County:

[Generate Checklist\(s\)](#)

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<input checked="" type="checkbox"/>	28-C-10461	Napa Ford Lincoln	570 Soscol Avenue Napa, CA 94559
<input checked="" type="checkbox"/>	28-C-07738	Napa Valley Marina	1200 Milton Rd Napa, CA 94559
<input checked="" type="checkbox"/>	28-C-02480	O'Reilly Auto Parts #2566	2290 Jefferson St Napa, CA 94558



Certified Center Site Visit Checklist for merge from spreadsheet - Microsoft Word

File Home Insert Page Layout References Mailings Review View Developer Acrobat Design Layout

Envelopes Labels Start Mail Merge Select Recipients Edit Recipient List Highlight Merge Fields Address Block Greeting Line Insert Merge Field Rules Match Fields Update Labels Preview Results Find Recipient Auto Check for Errors Preview Results Finish & Merge Merge to Adobe PDF Acrobat

STATE OF CALIFORNIA
CalRecycle 664 (Rev 1/15)

Department of Resources Recycling and Recovery (CalRecycle)

Certified Center Site Visit Checklist

Center Name:	«Center_Name»	CalRecycle ID:	«Certification_Number»	Date of last claim:	
Street Address:	«Center_Address»	Phone:	«Phone»	«Date_of_Last_Claim»	
City/Zip:	«City», «Zip_Code»	Tank Size:	«Tank_Size_Gal»		
Accepts filters:	«Accepts_Filters»	(Note any drums)			
Contact last visit:	«Contact_Last_Visit»	Current visit date:			
Contact this visit (Name, Title):	Visiting OPP Representative: Chris Carrieri C2 for City of Napa				
Center Requirements and Assistance				Yes	No
1	Is the Certified Center sign posted so it is visible from the street? Note any issues with condition of signs, visibility etc.	<input type="checkbox"/>	<input type="checkbox"/>		
	Note any new signs provided (include filter recycling, 'stop!' signs):				

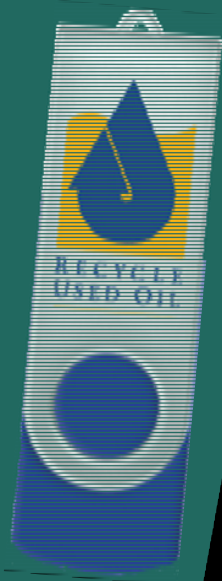
Certified Center Site Visit Checklist

Center Name: B and B Foreign Car Service	CalRecycle ID: 28-C-04307	Date of last claim: April - June 2009
Street Address: 1750 Tanen St	Phone: (707) 255-7588	
City/Zip: Napa, 94559	Tank Size: 200	
Accepts filters: Yes	(Note any drums)	
Contact last visit: Jim Cole	Current visit date:	
Contact this visit (Name, Title):	visiting OPP Representative: Chris Carrieri C2 for City of Napa	

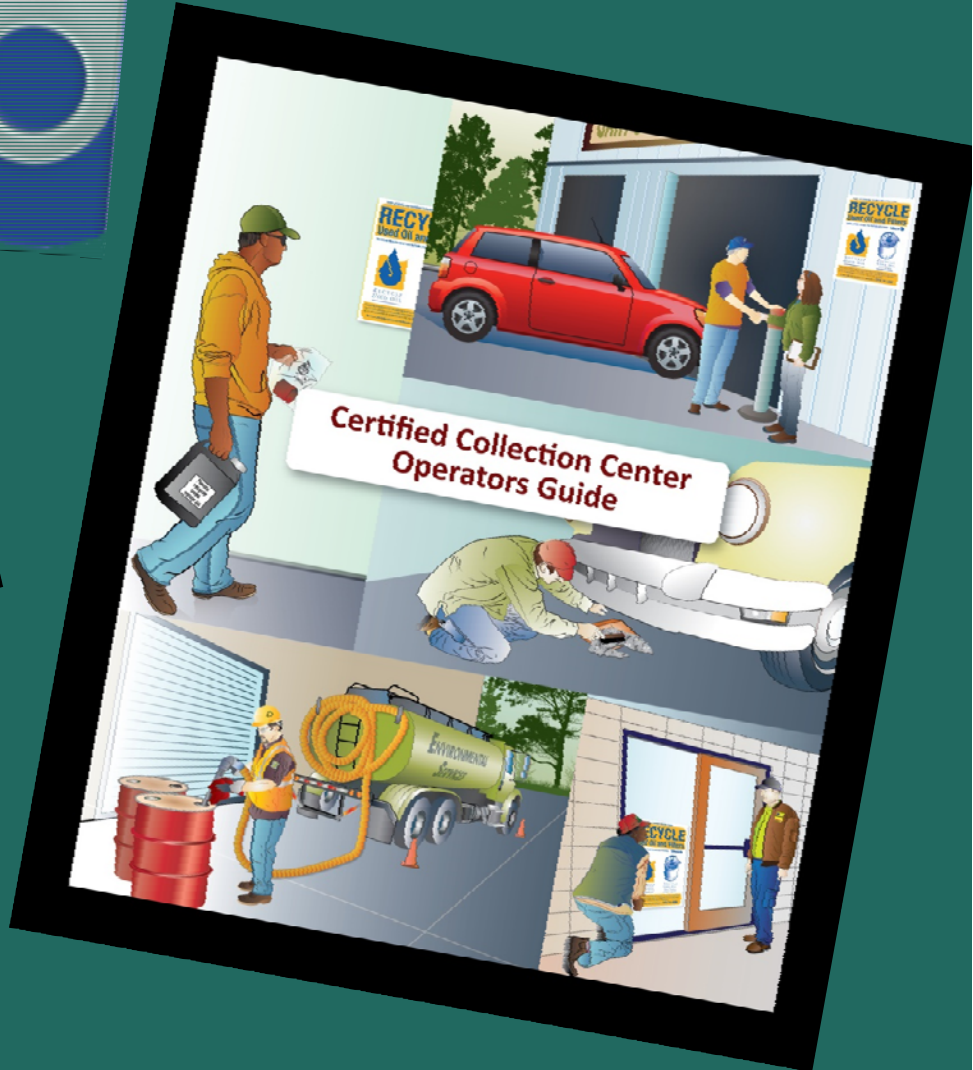
Center Requirements and Assistance

Yes No

1	Is the Certified Center sign posted so it is visible from the street? Note any issues with condition of signs, visibility etc. Note any new signs provided (include filter recycling, 'stop!' signs):	<input type="checkbox"/>	<input type="checkbox"/>
2	Has this Center turned away anyone who brought used oil? If yes, why? <input type="checkbox"/> contaminated <input type="checkbox"/> too much quantity <input type="checkbox"/> tank full <input type="checkbox"/> other:	<input type="checkbox"/>	<input type="checkbox"/>
3	Does the operator provide information on where to take contaminated oil? (Assist as needed with copies from the Operators Guide)	<input type="checkbox"/>	<input type="checkbox"/>
4	Does illegal dumping of oil and/or other materials happen at this location? Rank severity on a scale of 1-5: 1= happened once 2= happens rarely 3= happens several times/ year 4= happens several times/ month 5= happens more than weekly Discuss options, follow-up:	—	
5	Is this location filing incentive claims? (note: chain locations are generally filing through corporate offices) If yes: Questions or problems? Using the self-calculating form? If no: Aware of the incentive claim? Would like help to apply?	<input type="checkbox"/>	<input type="checkbox"/>
6	Reviewed Operator's Guide and any updates with the Center staff/ manager? Describe any issues, follow-up needed:	<input type="checkbox"/>	<input type="checkbox"/>



Managing Local CCC Programs
A Guide for OPP Recipients



Certified Collection Center
Operators Guide

SITE VISIT TIPS

- **DITCH THE CLIPBOARD**
- **IDENTIFY YOURSELF AS A PARTNER, NOT A REGULATOR**
- **RESPECT THEIR TIME**
- **BEAR GIFTS**
- **THANK AND ACKNOWLEDGE**

SITE VISIT TIPS

