1. **Getting Started**
To increase compliance in getting all well alterations approved (permits), educate the Amish Community on the well permit and to develop a process to have a well alteration permit applied for before contractors/homeowners alter the well.

2. **Assemble the Team**
Team was led by Vaughn Anderson, Director of Environmental Health, and includes Chuck Basler, Daniel Hackett, Margie Mullen, and Steve Rich. Facilitated by Jennifer Momchilov.

3. **Examine the Current Approach**
The team went over the procedure for when a well alteration application is received. The team discussed the issue was permits were not being attained before well alterations were being done.

4. **Identify Potential Solutions**
   - Initiate well permit reminder letter during plumbing inspections and after septic inspection.
   - Letter to Amish Bishops regarding well alterations.
   - Letter to Contractors regarding the well alteration permits.

5. **Develop an Improvement Theory**
   By sending well permit reminder letters during plumbing/septic inspections, letters to Amish Bishops and local contractors regarding the well alterations permit, well alteration permits issued will increase by 80% by December 31, 2017.

6. **Test the Theory**
The well permit reminder letter during plumbing and septic inspections and letter to Amish Bishops were implemented from April 1, 2017 to Oct. 26, 2017. The letter to local contractors will be sent by November 30, 2017.

7. **Check the Results**
The data showed improvement of home owners/contractors attaining the well alteration permits.

   **Year 2015**
   - # Permits Issued: 138
   - # Permits Not Approved: 18
   - # Permits Approved: 120
   - % Permits Approved: 87
   - # Permits Disapproved: 7
   - % Permits Disapproved: 5.1

   **Year 2016**
   - # Permits Issued: 167
   - # Permits Not Approved: 31
   - # Permits Approved: 136
   - % Permits Approved: 77.8
   - # Permits Disapproved: 21
   - % Permits Disapproved: 12.6

8. **Standardize the Improvement or Develop New Theory**

   **Adopt:**
The changes were accepted. It is now mandatory to have well permit reminder letters given out at plumbing and septic inspections, to keep the Amish Bishops and local contractors informed about the well alteration permits.

9. **Establish Future Plans**
Reconvene in 1 year from date of project adoption (10/26/2017), to check on well alteration permit compliance. If there are major concerns before this time, the team can reconvene to address these concerns.