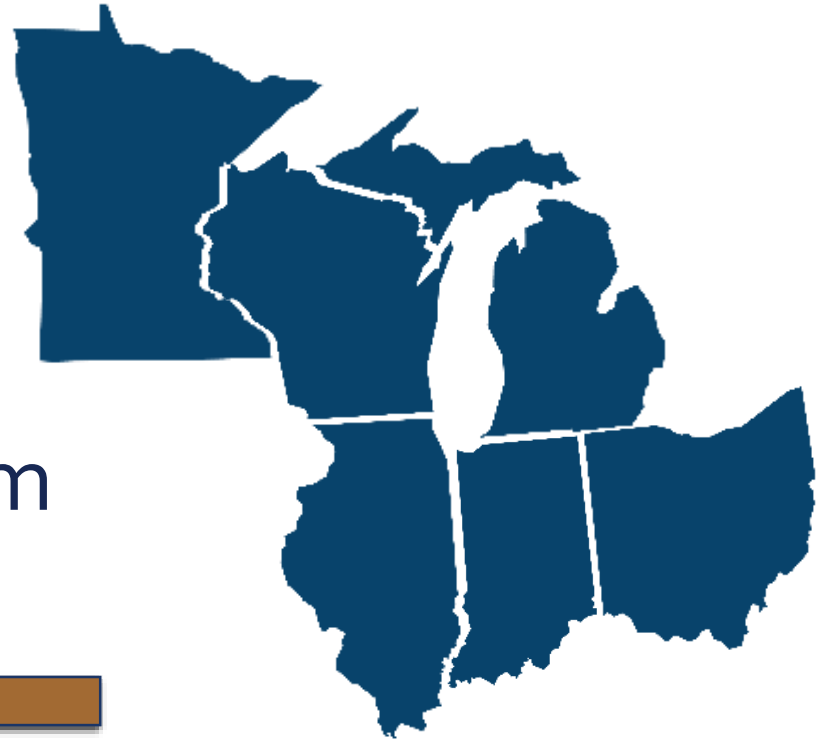


FEMA Region V
Community Action
Engagement Program
+ Best Practices and
Lessons Learned

2014-2016





Program Overview

- From 2014-2016, FEMA Region V engaged 159 communities with the goal of:
 - Identifying a mitigation action the community is interested in taking,
 - Providing technical assistance to support the identified action, and
 - Monitor the community's progress in advancing the mitigation action.

- The project schedules included about:
 - 3 months of pre-meeting coordination, 1 month for in-person meeting engagement, 3 months to finalize an action to advance and desired technical assistance.
 - 12 months for technical assistance and to monitor the community's action progress.



Project Types

- All projects included
 - A Core Team approach
 - Community Meeting(s)
 - Technical Assistance
 - A focus on mitigation action(s)
- Tier 1 Projects included
 - Individual community meeting(s)
 - More technical assistance
- Tier 2 Projects included
 - Group community meeting(s)
 - Less technical assistance
- Pre-Defined Pilot Projects included:
 - A mitigation action that was pre-defined by the Core Team
 - Individual community meeting(s)
- Assessing Community Needs Pilots Pilot Projects included
 - A strong focus on assessing community needs
 - Individual Community Meetings



Awareness



Action

A central tenet of Risk MAP is that Awareness leads to Action

Many Awareness Indicators were Achieved and should be Celebrated



Best Practice: While Action Measure 2 was the goal for the Action Engagement Program, other successes should be identified and celebrated, including:

- Outreach and Education to the public
- Community Participation in a Flood Hazard Identification, Reduction, or Mitigation Program or Effort
- Enhanced Planning Activities
- Mitigation Activities



Examples of Successes Outside of AM2

Community Participation in a Flood Hazard Identification, Reduction, or Mitigation Program or Effort as a result of Risk MAP

- Join NFIP (unmapped community)
- Join or move up in CRS
- Participate in a state/regional program
- **Participate in another agency program (example, using erosion hazard maps from POLIS center)**
- **Apply for a mitigation grant or competition (any source)**
- Many, many more

Outreach and Education to the public as a result of Risk MAP

- **Create and send Property Flood Profiles to floodplain residents**
- Installation of high water mark information
- Promote the use of a county, state, regional, federal, website or tool that promotes mitigation or risk awareness
- Complete a program for public information
- **Provide natural hazard risk information to citizens**
- **Promote the purchase of flood insurance**
- Many, many more

***Non-AM2 Successes achieved in at least one CAE community as a result of engagement are in blue**



Examples of Successes Outside of AM2

Enhanced Planning Activities as a result of Risk MAP

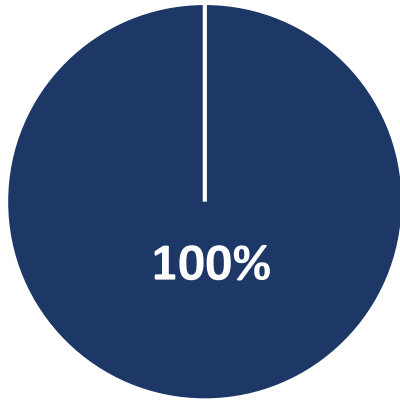
- Interest in increasing FPM staffing
- Integrate natural hazards into planning mechanisms
- Use flood risk data/information to assess potential mitigation actions
- Develop GIS database of culverts to improve stormwater/flood management by increasing culvert capability
- Develop detention basin criteria to address impacts of flooding events
- Develop a critical facilities/hazmat dataset for use in planning
- Many, many more

Mitigation-Supporting Activities as a Result of Risk MAP

- Host safe room workshop to help communities through grant process to get safe room built
- Redundancy efforts (installation of a backup generator, hardening of emergency facilities, backup flood warning system, etc.)
- Implement or upgrade emergency radio service
- Reduce flooding and debris buildup during storm events through maintenance and upgrades to stormwater infrastructure as needed
- Stream bank stabilization activities
- Erosion control activities
- Many, many more

*Non-AM2 Successes achieved in at least one CAE community as a result of engagement are in blue

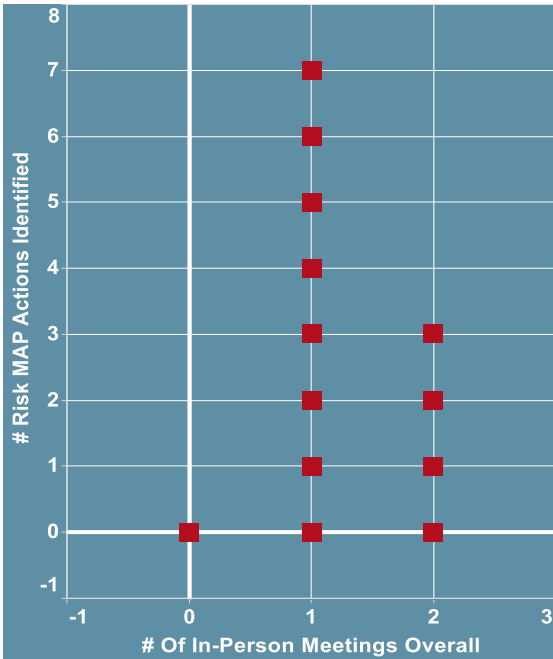
Pre-Defined Mitigation Action
Pilots that had a change to
the originally-identified action



Identified vs Advanced

The majority of actions
identified did not advance.
Where advanced, approximately
12 ideas were needed to
advance 1

- Lesson Learned: Pre-defining mitigation actions is not an effective practice
- Of the 5 Pre-Defined Mitigation Action Pilot Projects, none of the pre-defined actions were moved forward
- In all cases, the community action and associated technical assistance was revised once engagement with the community was initiated
 - Allow for the identification of multiple actions. It took 12 Identified Actions for every 1 Action Advanced



Best Practice: One well-planned community meeting is sufficient to identify a mitigation action and lead to advancement of that action

- Of the 9 cases where 2 meetings were held, only one advanced an action, whereas 5 actions were advanced resulting from the single-meeting engagements

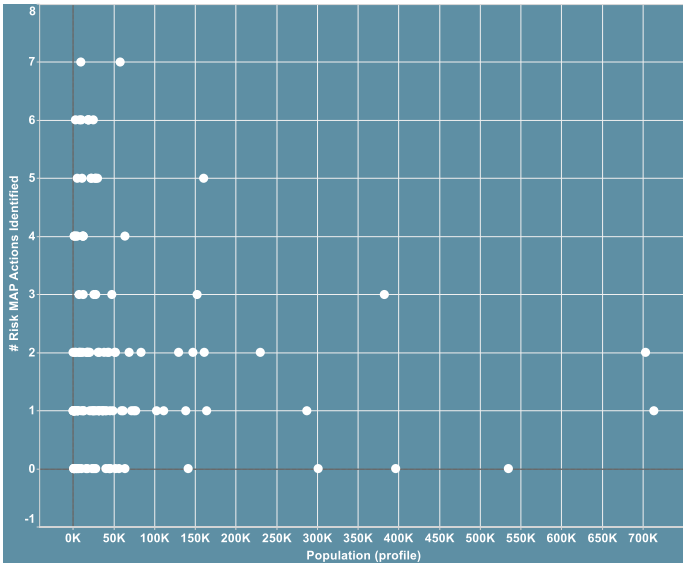
Number of Meetings

Having two meetings did not increase actions identified per community



Best Practice: Engage communities of all sizes

- Smaller communities identified more actions than larger communities under this effort
- The average community population was around 146,000



Community Size

Smaller communities identified more actions than larger communities

Planning Recommendations

- State Partners, including CTPs and SHMOs, are an important part of the planning process, as they have close ties to communities, insights into mitigation interest and ability, and can tie in state mitigation priorities.
- Engagement goals and project expectations should be clear.
- In selecting communities to engage, a good starting point is communities identified through Action Discovery.
 - Phased Discovery is a smart and effective way to identify AM1 Actions and identify communities likely to take steps toward AM2 advancement.

Engagement Recommendations

- Involvement from the Core Team, especially the SHMO and FEMA Planner, is essential.
- Individual community meetings allow for in-depth discussions and detailed planning for risk reduction.
- Messaging should be determined before engagement, preferably aligning with State mitigation goals and priorities.
- Meeting goals should include advancement on community-selected mitigation goals, rather than just a focus on Action Measure 2 requirements for action advancement.

Technical Assistance/ Action Recommendations

- A list of recommended technical assistance or mitigation actions to potentially advance may be helpful in community selection of “AM2” actions to advance. This is especially true if the end goal is specifically AM2 Advancement, and “soft” mitigation efforts (such as public information and education) are not.
 - A state-specific list could focus on state issues and resources.
 - Such a list could manage expectations about limited technical assistance, and allow the discussion to move toward pre-approved tech assist, such as depth grids.



Questions?

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