

**State of Florida**  
**Community Assistance Program - State Support Services Element**

**Federal Fiscal Year 2009: Quarter Report ending 3-31-09**

**Submitted: April 27, 2009**

The award for this grant became official on March 28, 2009. Utilizing the FY 2008 CAP-SSSE grant, a state manager was hired and began work on March 2, 2009.

**Activity 1. New Enrollments**

No activity took place this quarter with regard to new enrollments, although the manager prepared to work with one of three selected communities in next quarter.

**Activity 2. Community Assistance Visits**

Florida scheduled three weeks in which to conduct Community Assistance Visits-- one week each in June, July and September. The manager also scheduled to join a FEMA staff person on a CAV of Pinellas County in March.

**Activity 3. Community Assistance Contacts**

There was no activity with regard to new Community Assistance Contacts, although the manager reviewed some of the FEMA CAC files from Tropical Storm Fay's Joint Field Office work in order to become more familiar with some of those communities and issues.

**Activity 4. Map Modernization Support**

We prepared to review ordinances from two communities (Chattahoochee and Quincy). This work will be finished in the next quarter.

**Activity 5. Professional Development and Training/ Education**

**Activity 5.1 Professional Development**

- The manager is scheduled to attend the Community Assistance Visit for Pinellas County to be conducted by Region IV staff on April 6 and 7, 2009.
- The manager is scheduled to attend an Elevation Certificate training on April 8, 2009.
- The manager is also scheduled to attend a County Commission workshop on CCCL and Substantial Improvement issues in Sarasota County on April 7, 2009.
- The manager has been researching a mixture of issues such as Grandfathering for insurance as new maps begin to affect communities, below BFE enclosures in Monroe County, Substantial Damage/ Improvement and Florida's Coastal Construction Control Line.

**Activity 5.2 Training/Education (local officials)**

- A scope of work for training and educating local officials and processing scholarships for the Association of State Flood Plain Managers' national conference in June has been developed
- Florida requested FEMA's CEO and FPM contact data, and distributed the data to each county's Local Mitigation Strategy coordinator with a request to have communities review and provide updates, which began to be returned for correction in the Community Information System database.
- Florida submitted an article for the Florida Floodplain Managers Association newsletter announcing the re-establishment of the Florida Floodplain Management Office.

**Activity 6. General Technical Assistance**

A significant number of calls and emails from the public and from local officials have been handled during the quarter. Contacts are received on the Division's recorded "help line," by email at [floods@em.myflorida.com](mailto:floods@em.myflorida.com), and by staff. Calls from communities that address substantive issues are being logged, and will be entered into the CIS in the next quarter.

To date, the majority of calls from citizens have been related to flood insurance and the effects of revised maps, especially if the caller's home was in an X Zone and is now in an AE Zone. The Office is spending several hours each week on these calls, planning to discuss this with Region IV and the NFIP contractor that is responsible for insurance agent training. While insurance agents should handle these calls, most citizens who contacted the Office have not been able to get clear answers from their agents. Indeed, most report that their premiums are going up sometimes by more than \$1,000, and their agents don't seem willing or able to explain how they can document "compliance" with the previous maps.

Florida is collecting collateral material from FEMA, some Florida communities, and other states. These materials do not clearly address the above situation. The manager anticipates developing a handout that can be provided to citizens.

**Activity 7. Disaster Deployment**

No disaster activity in this quarter.

**Activity 8. Other****Five-Year Floodplain Management Plan and Gap Analysis**

No activity on this in this quarter

**ASFPM Annual Conference in Orlando**

The Florida Floodplain Managers Association is willing to process these applications and reports for the use of FEMA funds for this purpose. A pass-through contract will be prepared and issued after all legal and financial requirements are met.

**Florida Building Code Initiative**

The Florida Floodplain Management Office manager has participated in this initiative to date by studying the issues presented by the workgroup, and anticipates attending upcoming meetings and workgroup meetings.

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**State of Florida  
Community Assistance Program - State Support Services Element**

**Federal Fiscal Year 2009: Quarter Report ending 6-30-09**

**Submitted: July 29, 2009**

**Activity 1. New Enrollments**

The State has been working with the following communities to complete the enrollment process:

- The Town of Hawthorne (CID #120000) We have been communicating and offering assistance to the town's attorney Audrie Harris since June 3. She has been tasked with drafting the Resolution of Intent and assisting in developing their flood damage prevention ordinance. On-going; Resolution of Intent expected to be passed in early August.
- The Town of Welaka (CID #120000) The state manager has been asked to meet with local officials on July 10.
- The Town of Greensboro (CID #120000) The state manager has been asked to present to the Town Council on July 13.
- State manager has been in contact with the Town of Bell in response to their inquiry about enrollment.
- FEMA DAE Brian Bartley was working with the Town of Laurel Hill in June toward enrollment.

**Activity 2. Community Assistance Visits**

Four CAVs were conducted in June: Hamilton County (6/22), Washington County (6/24), the town of Chipley (6/25) and Holmes County (6/26.)

**Activity 3. Community Assistance Contacts**

There was no activity with regard to new Community Assistance Contacts, although the manager reviewed all of the FEMA DAE field CAC files from FEMA- 1831- DR while in the Joint Field Office for seven weeks in order to become more familiar with those communities and potential issues. Due to this post-disaster work, the Scope of Work was modified.

**Activity 4. Map Modernization Support**

In support of the new maps, the state manager did work with the City of Pinellas Park in their ordinance, as well as met with FEMA's Henrietta Williams in June to discuss the Map Modernization

process and FEMA's perspective on ordinance review. The state manager also attended a workshop on the upcoming RISK Map initiative while at the ASFPM annual conference in Orlando in June.

## **Activity 5. Professional Development and Training/ Education**

### **Activity 5.1 Professional Development**

The state manager attended:

The Community Assistance Visit for Pinellas County conducted by Region IV's Bob Durrin on April 6/7, 2009.

A FEMA Elevation Certificate workshop in Lakeland on April 8, 2009.

A County Commission workshop on Substantial Improvement issues in Sarasota County on April 7, 2009.

FEMA's "Toolbox for FPM Enforcement", June 7, 2009 in Orlando at the ASFPM Conference. Workshop was offered by FEMA Rachel Sears and Rhonda Montgomery.

Other workshops on flood insurance, floodplain management, Community Assistance Visits, multiple policy issues, etc. while at the ASFPM annual conference in Orlando, FL June 2009

FEMA's "Residential Substantial Damage Estimator" training, June 19, 2009 (3 hours) offered by FEMA DAE Walter Cain in Tallahassee, FL.

### **Activity 5.2 Training/Education (local officials)**

Florida requested FEMA's CEO and FPM contact data, and distributed the data to each county's Local Mitigation Strategy coordinator with a request to have communities review and provide updates. Nearly all data have been returned and input in spreadsheet that will be delivered to FEMA HQ for upload to for correction in the Community Information System database.

Initiated negotiations with the Florida Floodplain Management Association to support training, newsletter, and distribution of technical information to all communities.

Worked with FEMA post-disaster to encourage local officials to attend RSDE training offered by FEMA across northern Florida.

Worked with the Florida Floodplain Managers Association to provide scholarships to the ASFPM conference in June; please see Article 8 below.

## **Activity 6. General Technical Assistance**

General Technical Assistance was delivered to 31 local officials and/ or government representatives during the period between April 1 and June 30, 2009.

## **Activity 7. Disaster Deployment**

The state manager was deployed to the Joint Field Office for FEMA-1831-DR for seven weeks beginning May 1, 2009. There she worked closely with FEMA disaster assistance employees as they conducted almost 50 field CACs, offered insurance agent training and RSDE training across the state and served the

citizens of Florida with regard to this flood event. Due to the deployment and to the fact that so many field CACs were conducted by the FEMA DAE staff, a modification to the FY09 CAP-SSSE Scope of Work was submitted, replacing scheduled CACs with disaster work for this grant period.

### **Activity 8. Other**

#### **Five-Year Floodplain Management Plan and Gap Analysis**

The state manager attended the GAP Analysis Tool training webinar on June 3, 2009 and examined the request to respond to survey. A determination was made that it is not appropriate to respond because the survey requests reporting of estimates of effort actually expended.

No work was accomplished on the 5-year plan during this period.

#### **ASFPM Annual Conference in Orlando**

The Florida Floodplain Managers Association processed 65 scholarship applications and report and invoice will be sent to the state in July. The state manager attended this conference and made a presentation during the Florida Floodplain Managers segment.

#### **Florida Building Code Initiative**

The Florida Floodplain Management Office manager has participated in this initiative. Meetings and work is proceeding as planned.

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## **State of Florida Community Assistance Program - State Support Services Element Federal Fiscal Year 2009: Quarter Report ending 9-30-09**

**Submitted: October 24, 2009**

### **Activity 1. New Enrollments**

During the previous year, the State began to work with the following communities toward the goal of enrollment. As of October 24, 2009, their status is:

#### **Bell, Town of**

The town manager contacted the state manager on July 24th about enrollment procedures, and indicated the town (Gilchrist County) was interested. The state manager sent the town manager the enrollment package and instructions, and gave information about the development of an ordinance. This town has no SFHAs, but wanted to participate in the program.

#### **Greensboro, Town of**

The state manager presented benefits of enrollment to Greensboro's town council on July 13, 2009. In this meeting the town council voted to proceed with their enrollment application. The state manager is working with a town planner to draft a flood damage prevention ordinance.

**Hawthorne, Town of**

The state manager presented benefits of enrollment to Hawthorne's city commissioners in a commission meeting on August 4, 2009. In this meeting the city passed a Resolution of Intent to participate. The state manager is working with the city to draft a flood damage prevention ordinance, and spent time with the town attorney to this end (conference call) on October 14th.

**LaCrosse, Town of**

The County of Alachua has been encouraging LaCrosse to participate, and LaCrosse's ordinance was received by the State in September 2009 for review.

**Oakland, Town of**

The town of Oakland has submitted their application and Resolution of Intent to participate in the program. They are finalized their draft flood damage prevention ordinance, and sent it to Region IV on September 25th for review before adoption. Once adopted, their completed enrollment package will be submitted.

**Penney Farms, Town of**

Penney Farms mailed their enrollment package at the end of September for review by the State.

**Welaka, Town of**

The state manager presented benefits of enrollment to Welaka's mayor and other town officials, as well as to Putnam County officials on July 10th. The mayor decided that enrollment in the NFIP would be beneficial to his population, and agreed to work on drafting an ordinance. Putnam officials agreed to assist him with this process.

The state will continue to encourage and work with other non-participating communities until enrollment is achieved.

## **Activity 2. Community Assistance Visits**

During this quarter, the State conducted a Community Assistance Visit (CAV) in the following communities:

- Lake City, July 22, 2009
- Union County, July 23, 2009
- Lake Butler, July 24, 2009

The reports for Lake City and Union County were entered into FEMA's CIS database on October 16th; Lake Butler is pending.

4 CAVs are scheduled in Polk County for the last week of October, and at least 3 more will be conducted before December 31, 2009.

## **Activity 3. Community Assistance Contacts**

On June 19, 2009 this Activity was modified to reflect the two major disaster declarations in more than twenty counties and FEMA's assignment of DAE/ JFO staff to conduct field CACs in the declared communities. DEM coordinated with the DAE/ JFO staff as the field CAC results were reported. From May 14 through June 18, 2009, 97 field CACs were entered into the CIS by FEMA DAE staff. The State has examined the findings and has incorporated pertinent results into the scheduling of their Community Assistance Visits. The list of CACs conducted after this declaration is attached to this report. Modification of the FFY09 CAP Scope means that the State will conduct no CACs under this year's program (through 9/30/09.)

## **Activity 4. Map Modernization Support**

Due to FEMA Region IV's excellent and aggressive work on ordinance review throughout the Map Modernization process, and due to instruction from Region IV, the State has consistently directed communities to submit their final drafts to Henrietta Williams for review. Primarily because the FEMA letter directed communities to contact the state manager about ordinance compliance, she assisted some Map Mod communities with these questions in this quarter, including:

- City of Pinellas Park, Pinellas County
- Town of Medley, Miami-Dade
- Kenneth City, Pinellas
- City of North Miami Beach, Miami-Dade
- Orange County
- North Bay Village, Miami-Dade
- City of St. Petersburg, Pinellas
- Town of Golden Beach, Miami-Dade
- City of Ormond Beach, Volusia (in preparation for new maps)
- Town of Bal Harbour, Miami-Dade
- City of Aventura, Miami-Dade
- City of Hialeah, Miami-Dade
- City of Sweetwater, Miami-Dade
- Osceola County (upcoming map mod)

- City of Coral Gables, Miami-Dade
- City of Miami, Miami-Dade
- Town of Cutler Bay, Miami-Dade
- City of Tallahassee, Leon County
- City of Opa-Locka, Miami-Dade
- Village of Miami Shores, Miami-Dade
- City of Miami Beach, Miami-Dade
- City of Miami Springs, Miami-Dade
- Village of Pinecrest, Miami-Dade
- City of Edgewood, Orange County
- City of Winter Park, Orange
- Town of Eatonville, Orange
- City of Maitland, Orange County
- City of Winter Garden, Orange
- Village of Palmetto Bay, Miami-Dade
- City of Ocoee, Orange
- Village of El Portal, Miami-Dade
- City of Apopka, Orange

The state is in communication with the mapping contractors for upcoming Florida studies, and anticipates attendance at selected scoping meetings and preliminary DFIRM community coordination meetings in the next quarter.

## **Activity 5. Professional Development and Training/ Education**

### **Activity 5.1 Professional Development**

- State manager attended H2O's training for flood insurance agents on August 3 in Tallahassee.
- State manager attended the *E-194 "Advanced Floodplain Management Concepts"* at EMI in Maryland, August 10 thru 13, 2009.
- New NFIP planner Mollie Heibert attended the L-273 course offered in Milton, Florida, on August 31 thru September 3.
- State manager took the CFM exam on September 4th and passed, becoming a Certified Floodplain Manager whose certification expires on January 31, 2012.
- Mollie Heibert attended an NFIP Insurance webinar training on September 22nd.
- Both staff members attended the NFIP webinar training on September 24th regarding upcoming Program Changes in NFIP insurance.
- The state manager attended Florida's annual Dam Safety Workshop to learn about dam/ levee safety practices, in Hollywood, FL September 29 and 30.

### **Activity 5.2 Training/Education (local officials)**

- The state manager met with the Florida Floodplain Managers Association Board on July 27th to work out the details of a contract for the training of local officials. These activities will begin in October and end by December 31st.

**Activity 6. General Technical Assistance**

General Technical Assistance was delivered to 63 local officials and/ or government representatives during the period between July 1 and September 30, 2009.

**Activity 7. Disaster Deployment**

No disaster activity in this quarter.

**Activity 8. Other****Five-Year Floodplain Management Plan and Gap Analysis**

The state manager has drafted a 5-year Floodplain Management Plan which is currently under review within the Division of Emergency Management.

**ASFPM Annual Conference in Orlando**

The Florida Floodplain Managers Association coordinated the scholarships for 65 local officials to attend the ASFPM Annual Conference. A contract for this was drawn up between the Division of the FFMA, and all requirements have been met and paid for. Deliverable reports are on file at DEM, showing very favorable training results for those who were awarded scholarships.

**Florida Building Code Initiative**

The state manager has participated in this initiative to incorporate IC flood-resistant standards into Florida's Building Code. Currently, final proposals have been forwarded to the Building Commission, and draft language for legislative action affecting floodplain management is under review. Development of a companion model ordinance will take place in the next fiscal year.

**State of Florida**  
**Community Assistance Program - State Support Services Element**  
**Federal Fiscal Year 2009: Quarter Report ending 12-31-09**

**Submitted: January 29, 2010**

**Activity 1. New Enrollments**

Percent of work completed as referenced in the FY09 Scope of Work: 100%

**Oakland, Town of**

The State submitted all required enrollment documents for the Town of Oakland on December 21, 2009. As of January 28, 2010, we await FEMA's approval for this new NFIP participant.

**Hawthorne, Town of**

As of December 31, 2009, the Town of Hawthorne is still drafting their flood damage prevention ordinance. They have submitted their Resolution of Intent and town boundaries map, and the State continues to work with them on their ordinance. We anticipate submitting enrollment documents in January 2010.

**Activity 2. Community Assistance Visits**

Percent of work completed as referenced in the FY09 Scope of Work: 100%

During this quarter, the State conducted a Community Assistance Visit (CAV) in the following communities:

- City of Bartow, October 27, 2009
- City of Lakeland, October 28, 2009
- City of Eagle Lake, October 29, 2009
- City of Polk City, October 29, 2009
- City of Parker, December 10, 2009
- City of Mexico Beach, December 11, 2009
- City of Springfield, December 14, 2009
- City of Panama City, December 15, 2009

These CAV reports have yet to be entered into FEMA's CIS database. These CAVs complete the number listed in the State's FY09 Scope of Work: 15.

**Activity 3. Community Assistance Contacts**

Percent of work completed as referenced in the FY09 Scope of Work: 100%

On June 19, 2009 this Activity was modified to reflect the two major disaster declarations in more than twenty counties and FEMA's assignment of DAE/ JFO staff to conduct field CACs in the declared communities. DEM coordinated with the DAE/ JFO staffs as the field CAC results

were reported. From May 14 through June 18, 2009, 97 field CACs were entered into the CIS by FEMA DAE staff. The State has examined the findings and has incorporated pertinent results into the scheduling of their Community Assistance Visits. The list of CACs conducted after this declaration was attached to the Quarterly Report that ended 9-30-09.

#### **Activity 4. Map Modernization Support**

Percent of work completed as referenced in the FY09 Scope of Work: 100%+

Communities receiving assistance from the State with regard to revision of their ordinances in this quarter:

- Polk County (on behalf of all affected communities)
- City of North Bay Village
- Town of Eatonville
- Leon County
- City of Islandia

The State attended map scoping meetings and Preliminary DFIRM Community Coordination (PDCC) meetings in the following communities during this quarter:

- Collier County conference call, map issues, October 8, 2009
- Manatee County scoping meeting, November 2, 2009
- Osceola County scoping meeting, November 3, 2009
- Bradford County PDCC meetings, November 5, 2009
- Holmes County PDCC meeting, November 16, 2009
- Jackson County PDCC meeting, November 16, 2009
- Meeting with Northwest Florida Water Management District regarding mapping process, November 18, 2009

The state is in communication with the mapping contractors for upcoming Florida studies, and anticipates continued attendance at selected scoping meetings and preliminary DFIRM community coordination meetings.

#### **Activity 5. Professional Development and Training/ Education**

Percent of work completed as referenced in the FY09 Scope of Work: 100%

##### **Activity 5.1 Professional Development**

- CAP GAP Tool Webinar, November 13, 2009 (Joy Duperault)
- Construction in Coastal High Hazard Areas, Dunedin, FL, November 20, 2009 (Joy Duperault & Mollie Heibert)
- Lunch meeting video on Sea Level Rise, December 16, 2009 (Joy Duperault & Mollie Heibert)
- CFM Examination (passed), December 22, 2009 (Mollie Heibert)

**Activity 5.2 Training/Education (local officials)**

The State utilized an agreement with the Florida Floodplain Managers Association (FFMA, our state chapter) to coordinate the following training events:

- CRS Workshop (4 hours), Orlando, FL, October 9, 2009  
Instructor: Danny Hinson (former ISO agent); 31 participants
- Construction in Coastal High Hazard Areas (4 hrs), Miami Gardens, FL, Oct. 16, 2009  
Instructor: Mike Gambino (CFM, FPM); 54 participants
- CRS Workshop (4 hours), West Palm Beach, FL, October 23, 2009  
Instructor: Danny Hinson (former ISO agent); 63 participants
- CRS Workshop (4 hours), Gainesville, FL, October 29, 2009  
Instructor: Danny Hinson (former ISO agent); 38 participants
- CRS Workshop (4 hours), Tampa, FL, November 6, 2009  
Instructor: Danny Hinson (former ISO agent); 24 participants
- Construction in Coastal High Hazard Areas (4 hrs), Dunedin, FL, November 20, 2009  
Instructor: Gary Pailthorpe (Engineer); 30 participants
- L-273 “Managing Floodplain Development through the NFIP” (32 hours), Doral, FL  
Dec. 7- 10, 2009. Instructors: FEMA Prasad Inmula & Robert Durrin; 21 participants

Under the same agreement, the State supported FFMA’s website outreach by offering content for the biannual newsletter, “Plain Talk” as well as several technical articles that were posted on FFMA’s website. Dates of last quarter’s newsletters were October 28, 2009 and December 31, 2009. On the first date the newsletter was emailed to 783 individuals; the second newsletter was sent to 843 local officials, floodplain managers, CRS coordinators and other CFMs throughout the state.

The technical topics presented in the last calendar quarter of 2009 were:

- Tips on Record Retention for NFIP Communities
- Locating Historic FIRM Panels for Your Community (this was issued before FEMA’s Map Service Center no longer gives access to some of these historic maps)
- Making “FIRMettes” Online

The State is very pleased with the training offered to over 260 local officials during this period, and with FFMA’s dedication to supporting floodplain managers in Florida. Florida anticipates creating another training agreement with FFMA for training in FY2010.

**Activity 6. General Technical Assistance**

Percent of work completed as referenced in the FY09 Scope of Work: 100%

General Technical Assistance was delivered to 20 local officials and/ or government representatives during the period between October 1 and December 31, 2009. The state manager also assisted 6 communities with NFIP data (repetitive loss data, number of policies, status of participation, map dates, etc.) for their Local Mitigation Strategy updates. Additionally, there

were numerous calls from citizens, surveyors, consultants and others regarding a myriad of flooding, insurance, mitigation and floodplain management issues.

### **Activity 7. Disaster Deployment**

Percent of work completed as referenced in the FY09 Scope of Work: 100%

No staff from the state floodplain management office was deployed during this period.

### **Activity 8. Other**

Percent of work completed as referenced in the FY09 Scope of Work: 100%

#### **Florida Building Code Initiative**

The state manager continues to participate in the work to incorporate IC flood-resistant standards into Florida's Building Code. In the past quarter the workgroup submitted a final draft of revisions to the Building Commission, who have (along with various advisory committees) approved the changes. Draft language for legislative action affecting floodplain management was also submitted for review, but was not approved before December 31, 2009. Development of a companion model ordinance will take place in 2010, as well as the development of training modules for local officials.

#### **Coordination with Florida Department of Environmental Protection (DEP)**

The state manager attended a meeting on October 12, 2009 to learn about and complete a survey that will give DEP's Florida Coastal Management Program better data as they prepare for their FY2010 grant programs. This is a desire of the state manager—more interagency coordination on all things floodplain in Florida.

#### **Florida's State Hazard Mitigation Plan Update**

The state manager has participated deeply in the update of the State's Hazard Mitigation Plan, particularly regarding text and data for the NFIP and for flood events over the past three years. Dates of the State Hazard Mitigation Plan Advisory Team meetings include October 13, November 10, and December 8, 2009, but work was also conducted in team meetings for specific parts of the plan.

#### **Five-Year Floodplain Management Plan and Gap Analysis**

The State of Florida is on target with their 5-year plan (FY09 through FY14) and intends to submit the requested estimated data in the CAP GAP Analysis Tool by the requested date of March 31, 2010.

## State of Florida Five-Year Floodplain Management Plan (FY2009 – FY2014)

### I. Purpose

The Community Assistance Program – State Support Services Element (CAP-SSSE) program derives its authority from the National Flood Insurance Act of 1968, as amended, the Flood Disaster Protection Act of 1973, and from 44 CFR Parts 59 and 60. CAP funding supports State activities to provide technical assistance to communities in the National Flood Insurance Program (NFIP) and to evaluate community performance in implementing NFIP floodplain management activities. In this way, CAP-SSSE helps to:

- Ensure that the flood loss reduction goals of the NFIP are met,
- Build State and community floodplain management expertise and capability, and
- Leverage State knowledge in working with communities.

### II. State Authority

The Florida Division of Emergency Management implements floodplain management activities pursuant to broad authorities set forth in The Emergency Management Act, Chapter 252 of Title XVII Military Affairs and Related Matters, Florida Statutes.

### III. Florida, Floods and Flood Insurance

Floods occur because of rainfall and storm surge – they occur during hurricanes, tropical storms, severe storms, prolonged rains, and if impounding dams fail. The *State of Florida Hazard Mitigation Plan* (August 2007) includes lengthy profiles of hazards. The plan includes a “high level” overview of hazards and how their vulnerability impacts were ranked by the State Hazard Mitigation Plan Advisory Team. As shown in the excerpted summary below, the impacts of hurricanes and floods have critical and moderate impacts on property and people.

Table 3.2-1: Statewide Hazard and Risk Assessment Summary

Hazard Category	Frequency of Occurrence	Vulnerability impacts			
		Population	Property	Environment	Government Operations
<b>Floods (including related potential for dam failure)</b>	<b>2)</b> - Flooding occurs every year in Florida. In 1998, the worst flooding in Florida's history occurred in the Panhandle area; two years later flooding paralyzed 8 Miami-Dade communities for almost 10 days. Three flooding events were declared federal disasters totaling \$789 million since 1992.	M	M	H	L
<b>Hurricanes &amp; Coastal Storms</b>	<b>(2)</b> - Sixty (60) land falling hurricanes from 1900 through 2002. Between 1992 and 2001, the State of Florida has received 14 Presidential Declarations for tropical cyclones; totaling over \$1.8 billion in federal funds.	C	C	C	H

Additionally, since 1992 Florida has experienced 12 federally-declared flood events, 14 hurricanes, and 5 tropical storms.

**Population:** In a May 2007 release, the U.S. Census Bureau ranked Florida fourth in total population with over 18 million residents. Florida's local governments include 67 counties and approximately 410 cities and towns.

**NFIP Communities:** As of the end of 2008, 452 of Florida's 476 communities participate in the NFIP. Ten communities are identified as having flood hazard areas but have elected to not participate. After Tropical Storm Fay, FEMA staff from the Joint Field Office contacted these communities; only one indicated interest in joining the NFIP, however both FEMA and the State continue to encourage enrollment and did indeed enroll a new member (the Town of McIntosh) in the summer of 2009.

**Community Rating System:** As of October 2008, 213 communities are participating in the Community Rating System. The majority of Florida's NFIP policy holders enjoy discounts from 5% to 25%. Eleven communities have achieved CRS Class 5, which provides 25% discount on policies in mapped SFHAs and 10% discount on those outside of the mapped floodplain.

**NFIP Policies-in-Force:** As of November 30, 2008, 2,189,337 NFIP policies were in force in Florida (nearly 40% of all policies). A total of 145,141 claims had been paid (and 779 were pending). Thirty-five percent of all claims filed in Florida were "closed without payment", compared to 23% nationally that are closed without payment.

**Repetitive Loss Properties:** As of September 2008, more than 15,500 properties were listed by the NFIP as "repetitive loss" properties (2 or more claims of at least \$1,000). Of that total, the NFIP records more than 1,000 of them as "mitigated." The *State of Florida Enhanced Hazard Mitigation Plan (approved 9-5-2008)* identifies mitigation of repetitive flood damage as a priority. FEMA administers two grant programs that focus on mitigation of NFIP-insured, repetitive loss properties; both programs are funded by the NFIP. In FY09, Florida's allocations were:

- \$5.193 million, Flood Mitigation Assistance Program (18% of total)
- \$9 million, Severe Repetitive Loss Program (nearly 8% of total)

#### IV. Florida and Coordination of the NFIP

In 2008, after a hiatus of several years, the Florida Division of Emergency Management committed to developing and maintaining the capacity to coordinate the NFIP.

##### **State Staff:**

In FFY09, the Floodplain Management Office hired a State Manager (NFIP State Coordinator), and one planner. An additional planner and an Administrative Assistant will be hired in FFY10. The manager and planners are expected to obtain their Certified Floodplain Manager designation within 12 months of the date of hire.

**Manager:** The manager is the primary contact for FEMA and supervises the staff. The manager is responsible for developing the annual scope of work, long-term planning, managing the budget, monitoring performance, and progress and budget reporting. The manager is the primary contact for interagency coordination and represents the Floodplain Management Office on the State Hazard Mitigation Plan Advisory Team. The manager reviews and approves the work of staff; the manager conducts some CAVs and participates in some CACs.

**Planner(s):** The planners are the primary contacts for community floodplain administrators and will conduct the majority of CAVs and CACs. The planners are responsible for responding to inquiries from the public, coordinating with the Florida Floodplain Managers Association to plan and deploy training and workshops, writing newsletter articles, etc.

**Administrative Assistant:** The administrative assistant provides general support to the manager and planners. The assistant will support scheduling CAVs and CACs, maintaining the local contact information, and data input to FEMA's online system.

**CAP-SSSE Activities:** The following activities will be undertaken during FFY09 through FFY14:

1. Program Management
2. Community Assistance Visits and Community Assistance Contacts
3. General Technical Assistance
4. Interagency Coordination
5. Professional Development
6. Disaster Response and Recovery
7. Map Modernization Support
8. Outreach and Workshops
9. Community Rating System
10. Federal Database Management

### 1. Program Management

The Floodplain Management Office manager is responsible for supervising staff, preparing annual CAP-SSSE work plans, monitoring performance and budgets, submitting quarterly and year-end reports, and reviewing and revising the 5-year plan in coordination with FEMA R4.

### 2. Community Assistance Visits and Community Assistance Contacts

Community Assistance Visits (CAVs) and Community Assistance Contacts (CACs) are conducted in accordance with *FEMA Manual 78104.4, National Flood Insurance Program Guidance for Conducting Community Assistance Contacts and Community Assistance Visits* (FEMA Manual 78104.4, August, 1989) and instructions from FEMA R4. This activity includes monitoring community response, completion of actions identified for follow up and, if necessary, coordinating with FEMA R4 if a community fails to take action.

FFY09 Special Activity: develop a prioritization scheme, anticipated to be county-based to build on relationships between local governments and for geographic proximity to minimize travel. However, it is recognized that in any given year, some communities may be selected based on other factors, including recent flooding. The scheme is likely to include SFHA permit activity as a factor, as well as when CACs identify follow up is appropriate. Ideally, every county and the communities with considerable permit activity will be visited within a 5 year period.

	FFY10	FFY11	FFY12	FFY13	FFY14
Community Assistance Visits	30	36	36	36	36
Community Assistance Contacts	48	70	70	70	70

### 3. General Technical Assistance

Provide general technical assistance to communities, individuals, builders, design professionals, surveyors, and State agencies. Assistance is provided through telephone calls, electronic mail, and meetings, to respond to questions, clarify policy interpretations, provide ordinance support, resolve inconsistencies, offer advice on addressing noncompliance situations, review variance requests, etc. Maintain a log of contacts to track by issue and summarizing for quarterly reporting. Input community-specific technical assistance into CIS.

FFY10 Special Activity: As part of the Building Code initiative (see #4, Interagency Coordination), using the FEMA R4-approved model ordinance dated 2009 as the basis, the DEM will develop a version of the model ordinance that is a companion to the Florida Building Code. The new model ordinances will be distributed to all communities with a request that they review their ordinances for consistency. Communities will be asked to report the results of their reviews and action to address inconsistencies. Also under the Building Code initiative, DEM will revise the Florida floodplain management manual and develop a new stand-alone model ordinance for the State.

### 4. Interagency Coordination

State staff coordinates with other DEM offices and other state agencies on matters related to the *State Enhanced Hazard Mitigation Plan*, State development activities in floodplains, and the Florida Building Code.

FFY09-FFY10 Special Activity: DEM will coordinate with the Florida Building Commission to propose code changes to incorporate flood-resistant provisions into the Florida Building Code and to support the Commission's responsibility to provide interpretations and technical assistance to local officials who administer and enforce the code.

	FFY10	FFY11	FFY12	FFY13	FFY14
Attend SHMPAT meetings	2	2	2	2	2
Consultations with State agencies	4	4	4	4	4
Assistance to FL Building Commission	1	1	1	1	1
Other coordination	1	1	1	1	1

### 5. Professional Development

Staff will enhance capabilities to support communities that participate in the NFIP on an on-going basis and in the post-disaster recover period. State staff will obtain and maintain Certified Floodplain Manager certification. The office will hold in-house training on advanced topics such as substantial improvement, requirements for development other than buildings, resolving noncompliance, insurance implications and sanctions, installation of manufactured housing, etc. Staff will visit one or two other FEMA Region IV states for mentoring and training, as well as attend and participate in the following:

1. NFIP Insurance/Lender Agent Seminar
2. NFIP training session at EMI

3. FEMA R4 CAP-SSSE meeting
4. Other identified opportunities

	FFY10	FFY11	FFY12	FFY13	FFY14
Participate in training by others	2	3	4	4	4
Attend RO annual meeting	1	1	1	1	1
Other staff development activities	1	1	2	2	2

## 6. Disaster Response and Recovery

The Floodplain Management Office becomes engaged in disaster response activities under the direction and control of the State Coordinating Officer who is appointed by the Governor. It is anticipated that staff would be involved in providing guidance to communities who are charged with reviewing permit applications, making substantial damage determinations, and inspecting repair work. If federally-declared, the Floodplain Management staff may also support work with FEMA in the Joint Field Office as needed.

## 7. Map Modernization Support

The Water Management Districts are active partners with FEMA in the multi-year initiative to revise and modernize the flood maps. The Floodplain Management Office's staff will support Map Modernization by reviewing ordinances as needed in those communities identified by FEMA Region IV for NFIP consistency and, if necessary, required by revisions to the Flood Insurance Rate Maps.

## 8. Outreach, Workshops, and Other Training

The Floodplain Management Office will:

1. Update and maintain current contact information for local floodplain managers and elected officials in CIS.
2. Submit one article on a technical topic for each issue of the Florida Floodplain Managers Association's (FFMA) newsletter (two/year)
3. Develop at least two other items for distribution by FFMA to all NFIP communities (e.g., summaries of general technical assistance (e.g., in Q&A format), excerpts from ASFPM newsletters, policy memoranda from FEMA, etc.)
4. Coordinate with the Florida Floodplain Managers Association and FEMA R4 to support the Association's 5-year training plan and provide nominal funding support for training events. Potential courses: (a) Floodplain management workshops for building officials, code enforcement officers, builders and contractors; (b) Substantial improvement of existing buildings; (c) CRS enrollment or re-certification; (d) Workshops for local public works officials and Florida DOT engineers and contractors on Floodways, the "No-Rise Certification", and LOMACs; (e) Workshops for surveyors on Map Amendments and the Elevation Certificate. The Office will also support FFMA's annual training conference.
5. Identify and pursue opportunities to publish articles and present at conferences, trade shows, fairs, etc. Related organizations include the Florida Floodplain Managers Association, Building Officials Association of Florida, Florida League of Cities, Florida Association of Counties, Florida Alliance for Safe Homes, Florida Emergency Preparedness Association, Florida Association of Code Enforcement Officers, Florida

Surveying and Mapping Society, Florida Institute of Architects, Florida Engineering Society, Florida Association of Realtors, Governor's Hurricane Conference, Institute for Business and Home Safety and others.

	FFY10	FFY11	FFY12	FFY13	FFY14
FFMA newsletter articles	2	2	2	2	2
Other items for distribution by FFMA	2	3	3	3	3
Coordinate training events for local floodplain managers and related staff	10	10	10	10	10
Present at other organizations	1	2	2	2	2

### 9. Community Rating System

The State encourages communities to join the CRS program and to improve CRS classifications. However, because ISO is available to communities seeking assistance, this activity is not a high priority while the State redevelops the Floodplain Management Office, at least through FFY10.

### 10. Federal Database Management

The State has access to the FEMA/NFIP Community Information System (CIS). The CIS is the official record of CAP-SSSE activities that are community specific, including CAV/CAC reports and follow up activities and general technical assistance. The local contact information is used by FEMA to distribute the Biennial Report and other official notifications; it is used by the State to schedule CAVs and CACs and to distribute newsletters.

### V. Five-Year Staff Utilization Projections (%)

In FFY09, the Floodplain Management Office was staffed by the Manager and one planner. In FFY10, another planner is expected to join the staff, as well as an administrative assistant. The following table shows the projected utilization as a percentage of each position's time. Although the number of staff may change, barring any long-term vacancies, the distribution is deemed reasonable for each fiscal year. The actual distribution will be a function of priorities and whether a major disaster is declared.

	FFY10 & FFY11			FFY12, FFY13 & FFY14		
	Manager	Planner(2)	Asst	Manager	Planner(2)	Asst
1. Program Management	5%	--	10%	5%	--	10%
2. Community Assistance Visits and Community Assistance Contacts	35%	45%	15%	35%	50%	15%
3. General Technical Assistance	15%	15%	10%	15%	10%	10%
4. Interagency Coordination	15%	5%	--	15%	5%	--
5. Professional Development	10%	10%	--	10%	10%	--
6. Disaster Response and Recovery	★	★	★	★	★	★
7. Map Modernization Support	5%	5%	--	5%	5%	--
8. Outreach and Workshops	10%	10%	10%	10%	10%	10%
9. Community Rating System	--	5%	--	--	5%	--
10. Federal Database Management	5%	5%	55%	5%	5%	55%

★ Depends on whether disasters are declared and level of support required

## VI. Performance Measures

	CAP Outcome	Measurement
1. Program Management	<ul style="list-style-type: none"> <li>. Annual scope of work</li> <li>. Quarterly reports</li> </ul>	<ul style="list-style-type: none"> <li>. Annual scope of work submitted within the time-frame specified by R4 after the guidance becomes available.</li> <li>. Quarterly reports are submitted within 30-days of the close of the quarter.</li> </ul>
2. Community Assistance Visits and Community Assistance Contacts	<ul style="list-style-type: none"> <li>. CAV and CAC reports are completed and input to CIS</li> <li>. Actions identified to be performed by communities are monitored</li> </ul>	<ul style="list-style-type: none"> <li>. CAV and CAC reports are provided to communities within 30 days of the visit</li> <li>. Actions identified to be performed by communities are reported within 90 days</li> <li>. CIS records are kept up-to-date</li> </ul>
3. General Technical Assistance	<ul style="list-style-type: none"> <li>. General technical assistance inquiries are handled within 24 business hours and recorded in CIS</li> </ul>	<ul style="list-style-type: none"> <li>. GTA records are input to CIS regularly</li> <li>. Quarterly summary of GTA by topic</li> </ul>

4. Interagency Coordination	<ul style="list-style-type: none"> <li>. Interagency meetings may be initiated by state manager to facilitate statewide floodplain management discussion</li> <li>. Balance of outcomes are a function of agency requests</li> </ul>	<ul style="list-style-type: none"> <li>. State initiated meetings will be reported as they take place</li> <li>. Timing of responses is a function of the nature of the request</li> </ul>
5. Professional Development	<ul style="list-style-type: none"> <li>. Attendance at staff development training</li> </ul>	<ul style="list-style-type: none"> <li>. CFM certifications are maintained</li> </ul>
6. Disaster Response and Recovery	<ul style="list-style-type: none"> <li>. Function of disaster and community needs</li> </ul>	<ul style="list-style-type: none"> <li>. Not applicable</li> </ul>
7. Map Modernization Support	<ul style="list-style-type: none"> <li>. Reports on ordinances reviewed (if requested by R4)</li> </ul>	<ul style="list-style-type: none"> <li>. Reports are submitted to R4 within 2 weeks.</li> </ul>
8. Outreach and Workshops	<ul style="list-style-type: none"> <li>. FFMA newsletter articles</li> <li>. Other materials for distribution by FFMA</li> <li>. Support FFMA training and workshops</li> <li>. Articles/presentations for other organizations</li> </ul>	<ul style="list-style-type: none"> <li>. Articles for FFMA are submitted in time for publication</li> <li>. Other materials are distributed alternating with FFMA newsletters</li> </ul>
9. Community Rating System	<ul style="list-style-type: none"> <li>. Coordinate with ISO to support community requests</li> </ul>	<ul style="list-style-type: none"> <li>. Not applicable</li> </ul>
10. Federal Database Management	<ul style="list-style-type: none"> <li>. Applicable reports and data are input to the Community Rating System</li> </ul>	<ul style="list-style-type: none"> <li>. CAV and CAC reports are input within 2 weeks of completion of the reports</li> <li>. Community contact information is updated as changes are reported</li> <li>. General technical assistance is updated in CIS weekly</li> </ul>