

# »»» APPENDIX B

During the Risk MAP lifecycle, specific questions will arise about the mapping process, regulations, etc.

**The NFIP State Coordinator is an excellent resource.**

Officials, staff, and citizens can visit [www.fema.gov/about/organization/region-6](http://www.fema.gov/about/organization/region-6) for more information about FEMA's Region 6 Risk MAP effort. They can also review information and postings related to specific counties.

## GENERAL QUESTIONS

The **FEMA Mapping and Insurance eXchange (FMIX)** can answer questions about the mapping process, Letters of Map Change, or the effects of map changes on flood insurance requirements. The FMIX is also a good resource for local property owners with similar questions.

- **1-877-336-2627 (1-877-FEMA-MAP)**
- **Email:** FEMA-FMIX@fema.dhs.gov
- **Live chat** with a specialist. Chat service is available 8:00 am to 4:00 pm Central Time.

### HOURS OF OPERATION

The FMIX hours of operation are Monday through Friday, 7:00 am to 6:00 pm Central Time.

## FLOOD INSURANCE

**FloodSmart.gov** is an official site of the National Flood Insurance Program (NFIP). Insurance agents can refer to the [NFIP Flood Insurance Manual](#) for details on writing a policy. They can visit [www.Agents.FloodSmart.gov](http://www.Agents.FloodSmart.gov) for help with marketing and selling flood insurance.



[Learn more](#) about the flood insurance program

## HAZARD MITIGATION ASSISTANCE GRANTS

**FEMA'S Hazard Mitigation Assistance (HMA)** grant programs offer funding for eligible mitigation activities that reduce disaster losses and protect life and property from future disaster damages.



[Learn more](#) about HMA grant funding opportunities

## DISASTER PREPAREDNESS

**Ready.gov** is FEMA's national public service advertising campaign. It is designed to educate and empower everyone to prepare for and respond to emergencies. This includes natural disasters and potential terrorist attacks.



[Learn more](#) on how to be better prepared for a disaster in your area

In addition to the tools and templates in this Guidebook, there are many other resources online and through other federal agencies. These can provide you or your communications staff with more ideas and ways to conduct outreach. **Below are some of those resources that your team can use in your planning efforts.**

## SUGGESTED OUTREACH ONLINE COMMUNITIES

**Challenge.gov** features an online community for sharing outreach best practices. Some of the ideas could be adapted for your local outreach.

➤ [Learn more](#) on how you can take part in helping the government solve problems.

## REACHING OUT TO PEOPLE WITH DISABILITIES

The Department of Justice designed an **Americans With Disabilities Act (ADA)** best practices toolkit for state and local government officials. It teaches how to identify and fix problems that prevent people with disabilities from gaining access to state and local government programs, services and activities. The toolkit includes a checklist you can use to assess a state or local government's provision of effective communication.

➤ [Learn more](#) about the best practices toolkit.

## FREE OR LOW-COST OUTREACH IDEAS

The following ideas can be carried out at little or no cost. In some cases, these tools can be implemented and kept up to date to promote other community activities.

- **FLYERS** at libraries and other community buildings
- **ENVELOPE-STUFFERS** in utility bills
- **NOTIFICATIONS** in school children's backpacks
- **PRESS RELEASES**
- **SENDING PUBLIC SERVICE ANNOUNCEMENTS** to local radio and television stations
- **SPEAKING AT VARIOUS CIVIC ORGANIZATIONS** (e.g., Lions Club, Rotary, Homeowners' Association Meetings)
- **LINKS TO FEMA WEBSITES** on the community website ([www.ready.gov](http://www.ready.gov); [www.fema.gov/about/organization/region-6](http://www.fema.gov/about/organization/region-6))
- **CREATING SOCIAL MEDIA ACCOUNTS**

## USE OTHER FEDERAL CAMPAIGNS AS A SPRINGBOARD

FEMA, other federal agencies, and associations promote specific events at various times of the year. The following are examples of these campaigns. Local officials can use these activities and events as part of their discussions or outreach to strengthen the message and generate greater impact.

### FEMA's Ready.gov

- **SPRING FLOODING/SNOW MELT**  
[www.ready.gov/winter-weather](http://www.ready.gov/winter-weather)
- **HURRICANE SEASON**  
June 1 – November 30  
[www.ready.gov/hurricanes](http://www.ready.gov/hurricanes)
- **CHILDREN'S CAMPAIGNS**  
[www.ready.gov/kids](http://www.ready.gov/kids)

### Fire Prevention Week

- **NATIONAL FIRE PROTECTION ASSOCIATION**  
[www.firepreventionweek.org/](http://www.firepreventionweek.org/)