



**NFIP Call Center Pilot Program**

FEMA’s top priority is to support disaster survivors and help communities recover from the devastating effects of disasters. To accomplish this mission, FEMA made changes and improvements to the National Flood Insurance Program (NFIP).

FEMA launched an NFIP call center pilot program to better serve and support policyholders, insurance agents, and real estate agents who have questions on the NFIP.

Since opening June 11, 2015 the center has been tracking the total number of calls offered to the Hotline and some of the Key Performance Indicators (KPI’s) as described in the following table:

NPSC NFIP Support Line Pilot	Total (Project to Date)
Calls Offered	11,749
Calls Answered	11,721
Answer Rate	99.80%
Service Level	98.60%
Average Speed of Answer (sec)	00.06

**Top 5 States with the most calls (%)**

- TX = 15%
- NJ = 5%
- FL = 13%
- NY = 7%
- CA = 7%

**Hot Line Call Trends:**

The majority of the calls are relatively quick, average handle time is 2 ½ minutes and the majority of the questions are about the following:

1. Why did my rates increase so much? (25%)
2. What is the Homeowner’s Flood Insurance Affordability Act or HFIAA and how does it affect me? (12%)
3. How high should I elevate to get the best insurance rate? (2%)
4. How do I assign my flood policy over to a new buyer? (5%)
5. What is a Letter of Map Amendment and how do I get one? (10%)
6. How do I understand my elevation certificate? (15%)
7. My lenders flood zone determination is different than my agents. How do I fix it? (10%)
8. How do I prove my structure is my primary residence? (15%)
9. Other (6%)

The calls that come into the call center are evenly comprised of all our stakeholders (agents, lenders, policyholders and other FEMA call centers). A questionnaire to a random group of callers to get their feedback on the Call Center will be sent out and this should give insight as to who’s calling and the nature of their calls.

Tiers 1 and 2 are now combined - they answer the inquiries and offer technical assistance. Tier 3 is for callers who need specific policy information or for a more complex case. The Tier 3 team researches policies and makes contact with the Write Your Own (WYO) companies, Direct Service Agent (DSA)/NFIP Direct and the agents to resolve their issues.

Policyholders who may have questions about their flood policy can call 1-800-621-3362, Monday through Friday from 8 a.m. to 6 p.m. (CDT).

**NFIP Call Center, Continued from Page 2**

Specialists will be available to assist policyholders with the servicing of their claims, to provide general information regarding their policies or to offer technical assistance. The call center will also be open to disaster survivors who have general questions about the NFIP.

For those who prefer to put their concerns in writing, a "Request for Support" form will be posted at <http://www.fema.gov/national-flood-insurance-program-technical-support-hotline>, which can be e-mailed to [FEMA-NFIP-Support@fema.dhs.gov](mailto:FEMA-NFIP-Support@fema.dhs.gov).

Please direct any questions on the NFIP Call Center to Mark Lujan, R6 Insurance Specialist, 940-383-7327 or email [Mark.Lujan@fema.dhs.gov](mailto:Mark.Lujan@fema.dhs.gov).

**Changes to Increased Cost of Compliance (ICC)**

The National Flood Insurance Program (NFIP) provides Increased Cost of Compliance (ICC) coverage to pay up to \$30,000 towards the cost of compliance with State or local floodplain management laws or ordinances. The Standard Flood Insurance Policies (SFIP) provides two years from the date of loss for the policyholder to complete the ICC qualifying work.

In **FEMA bulletins w-13006 and w-13024**, the Associate Administrator for the Federal Insurance and Mitigation Administration exercised his waiver authority to:

- 1) conditionally allow for advance payments of ICC funds, up to half the amount for qualifying work or a maximum of \$15,000 and;
- 2) extended the two year time frame to complete the ICC mitigation to four years from the date of loss.

ICC benefits may also be used as the non-Federal cost share for FEMA mitigation grant projects where the cost share is the responsibility of the NFIP Policy holder.

**The mitigation grant process may often extend beyond four-years from the date of loss.**

With the publication of **FEMA bulletin w-15038**, the Associate Administrator for the Federal Insurance and Mitigation Administration has exercised his waiver authority to:

- **extend the four-year requirement to a six-year time frame** to complete the approved ICC mitigation measures starting on the date of the underlying flood insurance indemnity loss if the loss occurred on or after January 1, 2011.

In the event the required mitigation measures are not completed within the six years, any advanced payment sent to the policy holder will have to be returned and no additional ICC funds will be issued.

**Helpful Links:**

Write Your Own Bulletin: W-13006—<http://www.nfipiservice.com/Stakeholder/pdf/bulletin/w-13006.pdf>

Write Your Own Bulletin: W-13024—<http://www.nfipiservice.com/Stakeholder/pdf/bulletin/w-13024.pdf>

Write Your Own Bulletin: W-15038—<http://www.nfipiservice.com/Stakeholder/pdf/bulletin/w-15038.pdf>

Please direct any questions on ICC to Mark Lujan, R6 Insurance Specialist, 940-383-7327 or email [Mark.Lujan@fema.dhs.gov](mailto:Mark.Lujan@fema.dhs.gov).

## September is National Preparedness Month and October is The Great ShakeOut!

What are you doing in your community? Send us an email, [R6-Mitigation-Outreach@fema.dhs.gov](mailto:R6-Mitigation-Outreach@fema.dhs.gov), and let us know!

## **Federal Flood Risk Management Standard (FFRMS)**

To improve the nation's resilience to flooding and better prepare the nation for the impacts of climate change, the **President's Climate Action Plan (June 2013)** directs federal agencies to take the appropriate actions to reduce risk to federal investments, specifically to "update their flood-risk reduction standards."

The **FFRMS** applies to all Federal Actions and the Floodplain Management Guidelines For Implementing **EO 11988** (Implementing Guidelines). It includes Federal Actions in or affecting floodplains and define a Federal Action as any Federal activity including: "(1) acquiring, managing, and disposing of Federal lands and facilities; (2) providing Federally undertaken, financed or assisted construction and improvements; and (3) conducting Federal activities and programs affecting land use, including but not limited to, water and related land use resource planning, regulating, and licensing activities."

In implementing the **Standard**, federal agencies will be given the flexibility to select one of three approaches for establishing the flood elevation and hazard area they use in siting, design, and construction:

- ⇒ Utilizing best-available, actionable data and methods that integrate current and future changes in flooding based on science,
- ⇒ Two or three feet of elevation, depending on the criticality of the building, above the 100-year, or 1%-annual-chance, flood elevation, or
- ⇒ 500-year, or 0.2%-annual-chance, flood elevation.

The **Applicability of Executive Order 136090 Fact Sheet** responds to several frequently asked questions regarding the intended scope of the President's "Federal Flood Risk Management Standard" and the anticipated impacts to the National Flood Insurance Program.

To keep up with the FFRMS as it evolves, visit <https://www.fema.gov/federal-flood-risk-management-standard-ffrms>.

Currently the Mitigation Framework Leadership Group (MitFLG) is revising the draft Implementing Guidelines, based on input received during the public comment period and listening sessions. The MitFLG will provide recommendations to the Water Resources Council. Until the Water Resources Council has issued amended Guidelines, which have been informed by stakeholder input, agencies will not issue or amend existing regulation or program procedures.

### **Helpful links:**

Executive Order 11988: <http://www.fema.gov/executive-order-11988-floodplain-management>

Applicability of Executive Order 136090 Fact Sheet: <https://www.fema.gov/media-library/assets/documents/106303>

President's Climate Action Plan: <https://www.whitehouse.gov/sites/default/files/image/president27sclimateactionplan.pdf>

Contact Sarah Carrino, R6 Environmental and Historic Preservation Specialist, at 940-297-0133 or email: [Sarah.Carrino@fema.dhs.gov](mailto:Sarah.Carrino@fema.dhs.gov) if you have questions.

## **Coming Soon—R6 EHP Web Page**

The Environmental and Historic Preservation (EHP) web page will provide information on what local officials need to do before, during, and after a disaster with regard to the environment and historic issues! Fact sheets, a sample Green Book, and other information will be available for you to become familiar with and to pass on to others!!

In the meantime, preview a video featuring Kevin Jaynes, R6 Regional Environmental Officer, which outlines the application process: <http://www.fema.gov/media-library/assets/videos/76657>

## What is Mitigation Planning and Why is it Important?



Planning Cycle Graphic from FEMA.gov

**Step 1—Organize Resources:** From the start, communities should focus on the resources needed for a successful mitigation planning process. Essential steps include identifying and organizing interested members of the community as well as the technical expertise required during the planning process.

**Step 2—Assess Risk:** Next, communities need to identify the characteristics and potential consequences of hazards. It is important to understand how much of the community can be affected by specific hazards and what the impacts would be on important community assets.

**Step 3—Develop a Mitigation Plan:** Armed with an understanding of the risks posed by hazards, communities need to determine what their priorities should be and then look at possible ways to avoid or minimize the undesired effects. The result is a hazard mitigation plan and strategy for implementation.

**Step 4—Implement Plan and Monitor Progress:** Communities can bring the plan to life in a variety of ways, ranging from implementing specific mitigation projects to changes in day-to-day organizational operations. To ensure the success of an ongoing program, it is critical that the plan remains relevant. Thus, it is important to conduct periodic evaluations and make revisions as needed.

### ***Did you know?***

- ⇒ Hazard Mitigation Plans are **REQUIRED** by the Stafford Act for communities to apply for or receive a Mitigation Grant – this includes Non-Disaster grants and the Hazard Mitigation Grant Program (HMGP) available after a Major Disaster Declaration.
- ⇒ State, tribal, and local governments engage in the mitigation planning process to identify risks and vulnerabilities associated with natural disasters and establish a long-term strategy for protecting people and property in future hazards events. State mitigation plans are one of the conditions of eligibility for certain FEMA assistance, such as Public Assistance Categories C-G and Hazard Mitigation Assistance. States are required to update the state mitigation plan every five years. Visit the FEMA Mitigation Planning website for more information:

<https://www.fema.gov/multi-hazard-mitigation-planning>

**What is Mitigation Planning and Why is it Important? Continued from Page 5**

⇒ On March 6, 2016 FEMA will begin using the new **State Mitigation Plan Review Guide** as the official policy on the natural hazard mitigation planning requirements at Title 44 Code of Federal Regulations (CFR) Part 201, and FEMA's interpretation of federal regulations for state hazard mitigation plans, inclusive of the District of Columbia and five U.S. territories. The Guide is available from the FEMA Library:

<https://www.fema.gov/media-library/assets/documents/101659>

Have Mitigation Planning Questions? Contact Bart Moore, 940-898-5363, or email [Bart.Moore@fema.dhs.gov](mailto:Bart.Moore@fema.dhs.gov).

**New Tools for Your Use:**

1. **Living With Dams: Know Your Risks** is a booklet designed to help answer questions about dams: what purposes they serve, associated risks, guidance for those living near dams, and where to find further information. It provides a general overview of dams and dam safety, and answers the following questions:

- ⇒ Why should I care about dams?
- ⇒ What are the risks associated with dams?
- ⇒ Could I be affected by a dam? What is the dam failure flood inundation area?
- ⇒ Once I determine that my property is in a dam break inundation area, what's next?

Living near a **levee or dam or in a coastal community** brings with it unique risks. FEMA resources can help you better understand and reduce that risk.

Get a visual overview of what FEMA flood maps are and how the map update process works by clicking on <http://www.fema.gov/blog/2014-02-21/what-goes-flood-map-infographic>

**Helpful Links:**

Dam Safety: <https://www.fema.gov/dam-safety>

Living with Levees: <http://www.fema.gov/living-levees-its-shared-responsibility>

Coastal Flood Risks: <http://www.fema.gov/coastal-flood-risks-achieving-resilience-together>

FEMA's Risk Mapping, Assessment and Planning (Risk MAP): [www.fema.gov/risk-mapping-assessment-and-planning-risk-map](http://www.fema.gov/risk-mapping-assessment-and-planning-risk-map)

2. FEMA has committed under the National Earthquake Hazard Reduction Program (NEHRP) to support implementation of new knowledge and research results for improving seismic design and building practices in the nation. This FEMA NEHRP document, FEMA P-1026 **Seismic Design of Rigid Wall-Flexible Diaphragm Buildings: An Alternate Procedure** is a new design resource that applies recent research and testing results in addressing the seismic performance issue of "big box" buildings.

To download or print a copy of this new guidance visit: <https://www.fema.gov/media-library/assets/documents/105764>

Contact Prince Aryee, R6 Earthquake and Dam Safety Program Specialist, 940-898-5393, or email [Prince.Aryee@fema.dhs.gov](mailto:Prince.Aryee@fema.dhs.gov) if you have questions. On the next page you will find the names and contact information for the Dam and Earthquake Program Managers in your state.

***Need Publications for Outreach on Earthquakes, Wildfire,  
Floods, High Winds, or Tornadoes?  
Contact the FEMA Publication Warehouse at 1-800-480-2520***

**Points of Contact for Dam Safety and Earthquake Programs in Region 6 States:****Dam Safety Officers**

AR—Trevor Timberlake  
LA—Edward M. Knight, P.E.  
NM—Charles N. Thompson, P.E.  
OK—Yohanes Sugeng, P.E., CFM  
TX—Warren Samuel

**Earthquake Program Managers**

AR—Katie Belknap  
LA—Does Not Participate  
NM—Wendy Blackwell  
OK—Bonnie McKelvey  
TX—Does Not Participate

To see a list of all of our R6 Mitigation Partners including their contact information, visit: [www.fema.gov/region-VI-mitigation-partners](http://www.fema.gov/region-VI-mitigation-partners)

- The nonprofit **Federal Alliance for Safe Homes (FLASH)**® partnership launched its latest creative take on disaster safety awareness with the introduction of a social gaming app entitled, **Last House Standing**. The free smartphone and tablet app uses fun to introduce the next generation of homebuyers, homebuilders, homeowners, and renters to one central point—that how and where you build is the most fundamental element of disaster survival for families and homes. To download the app, go to:
  - Landing page on FLASH.org – <http://flash.org/lasthousestanding/>
  - Download from Google Play – <https://play.google.com/store/apps/details?id=com.nthdegreefx.stormstruck>
  - Download from iTunes – <https://itunes.apple.com/us/app/last-house-standing/id958724832?mt=8>
- FEMA, in coordination with the Department of Homeland Security, the Advisory Council on Historic Preservation, and the Council on Environmental Quality, announces the release of the **Unified Federal Environmental and Historic Preservation Review Guide for Federal Disaster Recovery Assistance Applicants (Applicant Guide)**. To view the guidance visit: [http://www.fema.gov/media-library-data/1440713845421-9bdb5c0c8fe19ab86d97059ccb26e3b4/UFR\\_Applicant\\_Guide\\_Final\\_508.pdf](http://www.fema.gov/media-library-data/1440713845421-9bdb5c0c8fe19ab86d97059ccb26e3b4/UFR_Applicant_Guide_Final_508.pdf)

**Advisory Base Flood Elevation (ABFE) Maps for Residents in the Guadalupe River Basin, TX**

To help property owners in the Guadalupe River Basin make informed rebuilding decisions after recent devastating flooding, the Federal Emergency Management Agency (FEMA) has released Advisory Base Flood Elevations (ABFEs) for portions of Hays, Guadalupe, and Caldwell counties in Central Texas. These advisory maps indicate how high flood-water may rise during a major flood based on the most current data and latest technology.

To produce ABFEs, FEMA used updated flood risk data and analysis previously developed by the Guadalupe-Blanco River Authority in partnership with local communities, the State of Texas, the U.S. Army Corps of Engineers, and the U.S. Geological Survey.

The information FEMA and the State is sharing is advisory in nature and will not increase current flood insurance premiums or change Federal flood insurance purchase requirements at this time. However, property owners should consider this information now as it will be used to develop updated flood insurance rate maps in the near future.

ABFEs are available for portions of Hays, Caldwell, and Guadalupe Counties in Texas including:

- Blanco River and Cypress Creek near Wimberley
- Blanco River near San Marcos

Additional resources for property owners are available on [www.riskmap6.com](http://www.riskmap6.com), including the ABFE maps online, a link for the map viewer, and a link to learn more about ABFEs. We encourage homeowners to look to this updated flood risk data as they rebuild safer and stronger in Texas.

**Non-Disaster Grants: What are they and How are they used?**

FEMA offers two nationally competitive non-disaster Hazard Mitigation Assistance (HMA) Grant programs to assist state, tribal and local governments in implementing cost-effective, long-term hazard mitigation measures. Both of the HMA programs share the same purpose of protecting communities from natural disasters, though each have their own eligibility considerations. The following is a brief description of the two non-disaster HMA Grant Programs:

- ⇒ **Pre-Disaster Mitigation (PDM):** PDM provides funds on an annual basis for hazard mitigation planning and the implementation of mitigation projects prior to a disaster. The goal of the PDM program is to reduce overall risk to the population and structures, while at the same time, reduce reliance on federal funding from actual disaster declarations.
- ⇒ **Flood Mitigation Assistance (FMA):** FMA provides funds on an annual basis so that measures can be taken to reduce or eliminate risk of flood damage to buildings insured under the National Flood Insurance Program (NFIP).

**Cost Share:**

In general, HMA funds may be used to pay up to 75 percent of the eligible activity costs. The remaining 25 percent of eligible activity costs are derived from non-Federal sources. Exceptions to the 75 percent Federal and 25 percent non-Federal share are as follows and described in the Cost-Share Requirement Table below:

**Pre-Disaster Mitigation (PDM):** Small impoverished communities may be eligible for up to a 90 percent Federal cost share.

**Flood Mitigation Assistance (FMA):**

- ⇒ FEMA may contribute up to 100 percent Federal cost share for severe repetitive loss properties.
- ⇒ FEMA may contribute up to 90 percent Federal cost share for repetitive loss properties.
- ⇒ FEMA may contribute up to 75 percent Federal cost share for properties that are NFIP-insured but do not meet the repetitive loss or severe repetitive loss definitions.

**Cost-Share Requirement Table—From 2015 Hazard Mitigation Assistance Guidance**

<b>Programs</b>	<b>Mitigation Activity (Percent of Federal/Non-Federal Share)</b>	<b>Recipient Management Costs (Percent of Federal/Non-Federal Share)</b>	<b>Subrecipient Management Costs (Percent of Federal/Non-Federal Share)</b>
<b>HMGP</b>	75/25	100/0	—/(1)
<b>PDM</b>	75/25	75/25	75/25
<b>PDM – subrecipient is small and impoverished community</b>	90/10	75/25	90/10
<b>PDM – Tribal Recipient/ subrecipient is small and impoverished</b>	90/10	90/10	90/10
<b>FMA – insured properties and planning grants</b>	75/25	75/25	75/25
<b>FMA – repetitive loss property(2)</b>	90/10	90/10	90/10
<b>FMA – severe repetitive loss property(2)</b>	100/0	100/0	100/0

- (1) Subapplicants should consult their State Hazard Mitigation Officer (SHMO) for the amount or percentage of **HMGP** subrecipient management cost funding their State has determined to be passed through to subrecipients.
- (2) To be eligible for an increased Federal cost share, a FEMA-approved State or Tribal (Standard or Enhanced) Mitigation Plan that addresses repetitive loss properties must be in effect at the time of award, and the property that is being submitted for consideration must be a repetitive loss property.

**Non-Disaster Grants: What are they and How are they used? Continued from Page 8**

Each of the non-disaster grant programs are managed by the state grantee, which has the primary responsibility for selecting and administering these mitigation activities within their state. The application period for these two grants opens annually in late spring for 90 days. Project selections are made by the end of the same calendar year and funding will be available early the next calendar year.

For specific information on available HMA grant funding and priorities, please contact your State Hazard Mitigation Officer (SHMO). To find a R6 SHMO visit: <http://www.fema.gov/regionvi-mitigation-partners>

**Helpful Links:**

Pre-Disaster Mitigation Assistance: <http://www.fema.gov/pre-disaster-mitigation-grant-program>

Flood Mitigation Assistance: <http://www.fema.gov/flood-mitigation-assistance-grant-program>

2015 Hazard Mitigation Assistance (HMA) Guidance: <https://www.fema.gov/media-library/assets/documents/103279>

***Hazard Mitigation Grant Program (HMGP) Best Practice:  
Lower Onion Creek Flood Mitigation Buyout Project Gets Kudos from Home-owners***

TRAVIS COUNTY, TX – In 2013, floods hit Austin in the early hours of Halloween morning killing five people and damaging more than 500 homes. Some parts of the city received nearly 10 inches of rain in 24 hours. Austin's rivers, creeks, and streams rose to historic levels. Onion Creek and several adjacent neighborhoods were overwhelmed with flood waters from the storm.

But, thanks to a prior acquisition project, partly funded by the Federal Emergency Management Agency's Hazard Mitigation Grant Program (HMGP), 323 properties had already been removed from the flood's path. This still left a total of 532 homes at risk.

"The hardest-hit neighborhoods in the Onion Creek watershed originally consisted of 855 properties subject to flooding in a 100-year flood event, said Kevin Shunk, Physical Engineer and Certified Floodplain Manager with the city of Austin Watershed Protection Department Engineering Division. "In addition to the Halloween Flood of 2013, this area of lower Onion Creek also had experienced flooding in 1998 and 2001."

In 1998, the city began partnering with the U.S. Army Corps of Engineers (USACE) to evaluate several flooding problems in Austin, Sunset Valley, and Travis County, including lower Onion Creek. USACE began a comprehensive study, evaluating structural and non-structural solutions."

Because of the depth and extent of the floodplain in the area, the study determined that acquiring the flood-prone properties and relocating the residents would be more effective than more extensive structural solutions to the flooding problem.

After Hurricane Rita in 2006, 114 properties were acquired by the city using a \$7.8 million FEMA grant. An additional 209 were acquired with funding from other sources. Immediately following the Halloween Flood of 2013, the city pulled together funding to offer recovery buyouts to many of the remaining 533 properties, the majority of which were deemed substantially damaged.

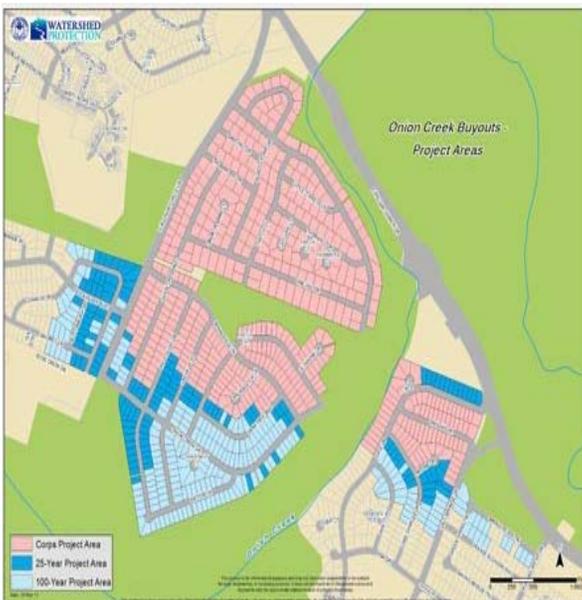
(Photo of flooded homes in Onion Creek neighborhood courtesy of the City of Austin Watershed Department Engineering Division)



## Hazard Mitigation Grant Program (HMGP) Best Practice, Continued from Page 9

“Cost savings from completed projects elsewhere in the city and other planned projects were indefinitely delayed so that their funding could be used for these buyouts,” said Shunk. “A flood like the Halloween storm, one of the largest ever in the city of Austin, tends to clarify a city’s flood-risk priorities and prompt community, government, and political action. The city has worked hard to capitalize on this focus through the acceleration of the floodplain mitigation buyout project in Onion Creek.”

FEMA provided \$1.5 million for the acquisition of 10 of the 533 properties. Under FEMA mitigation guidelines, the acquired homes must be razed, and the cleared property left as permanent open space. In September 2014, the Austin City Council authorized \$60 million in funding for the Watershed Protection Department to buy out additional properties in the 100-year floodplain. On March 5, 2015, the council authorized the department to begin voluntary buyouts for 232 houses.



(Photo of an Onion Creek neighborhood layout courtesy of the City of Austin Watershed Department Engineering Division)

“We are approaching this area in phases. Homeowners were given the opportunity to let us know when they wanted to be bought,” said Shunk. “Phase 1 includes those who asked to be bought right away and whose houses had damage from the Halloween Flood. Everyone in Phase 1 has been given a ranking based on depth of flooding. When two houses had the same amount of flooding, the house with the highest risk was placed first. We will start the buyouts with houses one through 15, and believe we will have contacted all Phase 1 properties before the summer of 2016.”

Shunk noted the Halloween Flood of 2013 confirmed that the earlier buyouts, which moved residents out of harm’s way, are an effective way to protect people from flooding. He added that most of the residents who have been through the buyout process have given the department positive feedback.

While buyouts are an important way to reduce the risk of future disasters, FEMA does not buy houses directly from the property owners. Acquisition or buyout projects, while 75 percent funded by FEMA, are administered by the state and local communities who work together to identify areas where buyouts make the most sense.

For additional information on the Lower Onion Creek Flood Mitigation Buyout Project, visit: <https://www.austintexas.gov/department/watershed-protection> and <http://www.fema.gov/mitigation-best-practices-portfolio>.

## **Training Opportunities:**

1. **Emergency Management Institute (EMI)** – Emmitsburg, MD—<https://training.fema.gov/>
  - ArcGIS for Emergency Managers (E190) - October 5-8
  - Planning for Emergencies: What Teachers Need to Know (E360) - October 5-7 and November 9-11
  - Multi-Hazard Emergency Planning for Schools (E361) – October 19-22 and November 2-4
  - HAZUS-MH for Hurricane (E170) – October 26-29
  - HAZUS-MH for Earthquake (E174) – November 16-19
  - Managing Floodplain Development through the NFIP (E273) – November 16-19
  - Basic HAZUS-MH (E313) - December 7-10
  - HAZUS-MH for Floodplain Managers (E176) December 14-17
2. **Homeowner’s Insurance Affordability Act (HFIAA) Webinars** will be held in October 2015. If you would like to be included in the invite, please send an email to [R6-Mitigation-Outreach@fema.dhs.gov](mailto:R6-Mitigation-Outreach@fema.dhs.gov) to inform our Outreach Staff of your interest.

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**Training Opportunities Continued from Page 10****3. EMI Training—Offsite**

- Unified Hazard Mitigation Assistance Application Development (L212) - **September 21-24 - Austin, TX.** To Register visit: <https://www.preparingtexas.org/ViewCourse.aspx?courseid=ea3d53f7-f2b8-4a36-bbbf-1d44cce3ac80> - There are 2 pre-requisites to be completed and you must provide scanned copies of your certificate of completion.
- Unified Mitigation Assistance Benefit Cost Analysis (L276) - **October 13-14 - Austin, TX.** To register visit: <https://www.preparingtexas.org/DeliveryDetails.aspx?classid=230d3992-5b22-496f-a9e7-d3329c799da8>
- Unified Hazard Mitigation Assistance Application Review and Evaluation (L213) – **October 26-27 – Austin, TX**
- Unified Hazard Mitigation Assistance Project Implementation and Programmatic Closeout – (L214) – **October 28-29 – Austin, TX**

**NOTE: To participate in any of the above courses you must be a state or federal official. Contact Christie King, [Christina.King@dps.texas.gov](mailto:Christina.King@dps.texas.gov), to sign up.**

- National Flood Insurance Plan/Community Rating System – (L278) – **September 14-17 - on the campus of Louisiana State University (LSU) Baton Rouge, LA – to participate please contact Pam Lightfoot, 225-379-3016.**

**4. Virtual “Brown Bag” for local community GIS and technical staff**

These online training sessions are designed to teach pairing local datasets with Flood Risk Data to develop products useful for communicating risk, informing hazard mitigation plans, identifying project areas, emergency planning and more. Datasets covered in the monthly sessions include: Depth Grids, Changes Since Last FIRM, Percent Annual Chance and Percent 30 Year Chance Grids, Water Surface Elevation Grids, and the Average Annualized Loss (AAL). Sign up at <https://r6virtualbrownbag.eventbrite.com>.

**5. Texas Floodplain Management Association (TFMA)** is offering the following trainings for their Members through the end of 2015:

- **Managing Floodplain Development through the NFIP**  
Texarkana: September 21 – 24, with a CFM Exam on the 25th
- **2015 NFIP Refresher and Ethics in Floodplain Management**
  - Abilene: November 5
  - Denton: November 9

TFMA is working on plans for two other 4-day classes before the end of the year - watch the TFMA website, [www.tfma.org](http://www.tfma.org), or contact the TFMA Office at 512-260-1366 for more information on training opportunities.

**6. For State NFIP Coordinators and Floodplain Management Association Leadership - November 3-4, 2015 Fall CAP-SSE Meeting**, Best Western Premier Crown Chase Inn and Suites - Contact Lisa Jennings, R6 FM&I Team Lead, [Lisa.Jennings@fema.dhs.gov](mailto:Lisa.Jennings@fema.dhs.gov)

**7. For State Hazard Mitigation Officers (SHMO)** - November 17-19, 2015 - Partnership Building and Hot Topic Updates - Location TBD - Contact Melissa Wise, R6 HMA Branch Chief, [Melissa.Wise@fema.dhs.gov](mailto:Melissa.Wise@fema.dhs.gov).

## Useful Web Pages:

Region 6 Mitigation Division: <http://www.fema.gov/region-vi-mitigation-division>

Region 6 Mitigation Partners: <http://www.fema.gov/region-vi-mitigation-partners>

Region 6 Mitigation Contacts: <http://www.fema.gov/who-can-we-contact-region-vi-about-mitigation-programs>

Region 6 Hazard Mitigation Grant Program (HMGP): <http://www.fema.gov/region-vi-hazard-mitigation-grant-program-hmgp>

Risk MAP for Region 6: <http://riskmap6.com/> or <http://maps.riskmap6.com>

FEMA Map Service Center: <http://msc.fema.gov/portal>

Texas CHART: <http://txchart.com/>

Homeowner's Flood Insurance Affordability Act (HFIAA) Updates: <http://www.fema.gov/flood-insurance-reform>

FloodSmart: [www.floodsmart.gov](http://www.floodsmart.gov)

Preparedness Information: [www.ready.gov](http://www.ready.gov)

ShakeOut - Earthquake Information - [www.shakeout.org](http://www.shakeout.org)

**REMINDER: The ShakeOut National Drill is October 15, 2015 at 10:15am**

## Disaster Web Pages:

### Arkansas:

- <http://www.fema.gov/disaster/4226>
- <http://www.fema.gov/arkansas-disaster-mitigation>

### Oklahoma:

- <http://www.fema.gov/disaster/4222>
- <https://www.fema.gov/oklahoma-disaster-mitigation>

### Texas:

- <http://www.fema.gov/disaster/4223>
- <http://www.fema.gov/texas-disaster-mitigation>

***Have ideas for the next edition or feedback on "Keeping Current?" Submit them to***

***[R6-Mitigation-Outreach@fema.dhs.gov](mailto:R6-Mitigation-Outreach@fema.dhs.gov)***