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## September 2, 2020

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# **Program Updates**

## **CTP Summer Course Recap: Virtual Setting Expands Participation While Maintaining Engagement**

The CTP Summer Course was held virtually via Zoom on August 3-5, 2020. The course focused on Communication and Outreach Topics, with a special focus on the emerging field of Community-Based Social Marketing (CBSM). The CBSM plenary and workshop was led by the CBSM founder and world-renowned psychologist, Dr. McKenzie-Mohr. These sessions focused on innovative approaches to overcoming barriers to increase mitigation at the local level. The course also included four CTP Peer Presentations, allowing presenters to share best practices and knowledge with their fellow CTPs.

The course was highly successful, with an average participation of 80-85 students per day representing every FEMA Region and HQ. There was continuous active discussion and information exchanged both verbally and virtually, and the chat window allowed presenters and participants to share resources and ask questions. Virtual "break-out rooms" were used successfully for the CBSM Workshop exercises. Students submitted highly positive feedback about the course, including insights for RMD Communications and CTP leadership. Many attendees expressed an interest in having a similar course offering and format in the future to supplement the in-person courses at EMI that are traditionally offered on a biannual basis.

## All course materials, including recordings and presentations, are saved <u>on</u> the CTP Collaboration Center.

Dates and topics of the upcoming 2021 CTP Special Topics Courses are listed below. Additional guidance about in-person versus virtual delivery will be released in the coming weeks, in addition to the registration link.

**Technical Focus Course** 

- April 19-21, 2021
- Aligned to the Risk MAP mapping lifecycle, this course will focus on the technical components of a study, such as data collection, modeling techniques, 1D versus 2D studies, FIRM production, flood risk products, Guidelines & Standards, and more.

### **Communications and Outreach Focus Course**

• August 23-26, 2021

Overview Course

**Training Hotlinks** 

#### General Announcements

Have a CTP Best Practice to Share?

Check out the CTP Discussion Board

CTP Program Volunteer Opportunities

Send Us Your Article Ideas

#### **USEFUL LINKS**

Need help with ND Grants? Visit <u>FEMA.gov</u>. For assistance, please reach out to your FEMA Region CTP Lead.

Best Practice Templates are located in the <u>Best</u> <u>Practices</u> section on the CTP Collaboration Center.

Register for Access to the CTP Collaboration Center

Click the link below to register for access to the CTP • Agenda details are forthcoming in future CTP Monthly communications

# Ready.gov Celebrates September as National Preparedness Month

FEMA aims to build a culture of preparedness by sharing resources, building awareness, and educating families and communities on the importance of being prepared should a disaster strike. Each September, Ready.gov acknowledges National Preparedness Month to encourage family and community disaster planning.



The 2020 National Preparedness Month theme is: "Disasters Don't Wait. Make Your Plan Today"

MAKE YOUR PLAN TODAY

Throughout National Preparedness Month, each week is broken down into key themes to help families and communities build a foundation of preparedness. This year, as COVID-19 continues to impact communities across the country, there is no better time to learn more and help educate communities on how they can prepare for the next disaster.

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#### Week 1 September 1-5: Make A Plan

The first week of National Preparedness Month highlights the importance of friends and families discussing how they will communicate before, during, and after a disaster. Week one also emphasizes the importance of ensuring that personal Collaboration Center.



Click below to access the CTP Collaboration Center



#### **Need Assistance?**

If you have questions about the CTP Collaboration Center, or are having trouble accessing the site, click below.



financial, insurance, medical and other records are easily located and accessible as they are a crucial step in starting the recovery process quickly and efficiently post-disaster. The <u>Family Emergency Communication Plan</u> is a great resource to help families plan for an emergency today.

Due to coronavirus, Ready.gov recommends that families update their emergency preparedness plan based on the Centers for Disease Control recommendations.

#### Week 2 September 6-12: Build A Kit

The second week of National Preparedness Month discusses how families can prepare ahead of a disaster by building a preparedness kit. A disaster supplies kit is a collection of basic items households may need in the event of an emergency. During the process of building a preparedness kit, families should educate themselves on what kind of disasters their community may encounter to ensure proper supplies are included. For more information on what should be included in a preparedness kit, download a copy of the <u>Emergency Supplies List</u> and prepare your household for the next disaster.

Kits and supplies should be updated based on recommendations by the Centers for Disease Control.

#### Week 3 September 13-19: Prepare for Disasters

Week three emphasizes the importance of families understanding their risk for a disaster. Disasters can look differently across the country. To help prepare, households should:

- 1. Learn about their risk and check their insurance coverage,
- 2. Know what disasters and hazards could affect their area,
- 3. Understand how to get <u>emergency alerts</u>,
- 4. Know where to go in case of evacuation and,
- 5. Make a plan and practice it often.

As families remain home due to the impacts of COVID-19, additional preparedness measures can be taken from the comfort of home such as participating in an online preparedness course. Taken as a family, these courses can help ensure that every family member is ready, even if an unexpected emergency were to occur.

#### Week 4 September 20-26: Teach Youth About Preparedness

The final week of National Preparedness Month encourages families to discuss the importance of preparedness with their children. It is crucial for kids to be involved in the preparedness process to help them understand what to expect before, during or after a disaster. It is especially important for them to know what to do in case they are ever separated during a disaster. Getting children involved in the preparedness process ensures they are confident should disaster strike.

#### Spread the word!

Each September, National Preparedness Month reminds us to help our communities prepare for the disasters and emergencies that could happen at any time. Help spread awareness about the importance of disaster preparedness with your networks.

- 1. Print or share free disaster preparedness resources and publications.
- 2. Include emergency preparedness messages in your social media, email signature, monthly newsletters, or other messaging tools.
- 3. View and share safety videos created in partnership with the CDC.
- Encourage individuals to <u>Download the FEMA app</u> for disaster resources, weather alerts, and safety tips.
- 5. Sign up for preparedness text messages: Text PREPARE to 43362 (4FEMA) to receive preparedness tips(msg/data rates apply).

For more information or to learn more visit Ready.gov/September.

## **Best Practices**

### Early Outreach and Engagement for Communities

### along the Milk River in Montana

The Milk River Basin in northeast Montana is home to a large rural community. The Milk River watershed project area is massive, spanning four counties, 17 communities, and 21,000 square miles. It is also home to more than 34,000 people. In preparation for a Risk MAP update that would revise the flood hazard data for more than 2,300 stream miles along the Milk River (including eight levee systems) the Montana Department of Natural Resources and Conservation (DNRC) conducted early outreach to impacted communities.

The engagement of rural communities with FEMA has varied in the past. Some communities have resisted new flood maps because of their potential to increase insurance rates, perceived cost, and a general distrust of government programs. There have also been difficulties in sharing accurate information in rural communities with limited media and accessibility.



Milk River Study Area

In preparation for the mapping project, the DNRC knew it was critical to reach out early and engage stakeholders proactively before the mapping efforts began. The DNRC collaborated with FEMA to conduct proactive, informative, and transparent outreach through events, partnerships, and consistent in-person engagement to prepare communities and ensure the information they needed was shared. These activities took place in the target communities before any official Risk MAP activities began. These advance efforts helped secure community buy-in, participation, and continued future engagement while informing and educating individuals about the process.

Early engagement with communities proved to be a success. The DNRC was able to include letters of support from most of the Milk River communities in the project application, proving that the preemptive outreach helped reinforce these communities' support and commitment for the Risk MAP project. With the positive effects of their outreach in mind, the DNRC plans to continue supporting communities throughout the Risk MAP project process.

For more information on how the Montana DNRC engaged stakeholders proactively, please see <u>the full Best Practice located on the CTP Collaboration</u> <u>Center</u>. You can also explore the <u>full library of CTP Best Practices</u>. If you need to request access to the CTP Collaboration Center, please fill out <u>this brief survey</u>.

## NAFSMA Goes Virtual for August 2020 Conference

More than 145 participants, including representatives from many of RMD's Cooperating Technical Partners Program, attended the National Association of Flood & Stormwater Management Agencies (NAFSMA) 2020 Virtual Flood and Stormwater Conference. The two-day conference, held August 11-12, included virtual skills workshops, policy updates, panel discussions, and presentations from representatives across RMD and FIMA.



On August 12, Deputy Associate Administrator for FIMA David Maurstad led a session featuring several presentations from FIMA. First, Engineering and Modeling Director Luis Rodriguez kicked off the panel with an update on the Future of Flood Risk Data (FFRD) initiative. Then National CTP Program Coordinator Laura Algeo provided an update on the CTP program and CTPs' contributions to FFRD, and Deputy Assistant Administrator for Risk Management Angie Gladwell discussed the role CTPs play in the National Mitigation Investment Strategy. The panel closed with a presentation from Assistant Administrator for Mitigation Katherine Fox on the Building Resilient Infrastructure and Communities (BRIC) program, and she was followed by a dynamic virtual question and answer session moderated by Mr. Maurstad.

The conference also featured a workshop by RMD Communications Lead Peter Herrick on the power of experiential storytelling and the role that behavioral science plays in risk communications. Peter also gave an overview of communitybased social marketing and shared new tools in RMD's CERC Playbook that aim to equip FEMA staff, CTPs, and providers with the knowledge necessary to empower communities to use this powerful and effective methodology.

Both sessions were fantastic and had some great questions and feedback, showing once again that virtual meetings and conversations can be wonderful opportunities for sharing and relationship building!

For more information, please reach out to Vince Brown at <u>Vincent.Brown@fema.dhs.gov</u>.

## Carson Water Subconservancy District Hosts Successful Virtual Public Meeting

In the context of social distancing, virtual conferences, and teleworking due to COVID-19, the Carson Water Subconservancy District (CWSD) has tackled the challenge of holding virtual public meetings. CWSD recently held a public meeting over Zoom to present the results of the <u>South Dayton Valley Area Drainage Master</u> <u>Plan</u> to residents in Lyon County, Nevada. Their experience resulted in positive take-aways as well as insights for future virtual engagement.

Zoom was chosen as the platform to conduct the virtual public meeting because its webinar format allowed the host to control the meeting, other team members to post comments so panelists could respond, and residents attend and post questions. Once the platform was chosen, postcard invitations were mailed to residents two weeks prior to the meeting. The postcards, shown below, included links to the study and instructions for signing up to attend and posting questions ahead of time.

## VIRTUAL PRESENTATION OF THE PROPOSED

#### SOUTH DAYTON AREA DRAINAGE MASTER PLAN

South Dayton residents are invited to learn more about the South Dayton Area Drainage Master Plan. Residents will have the opportunity to virtually meet with drainage experts regarding the study results related to their specific neighborhood and flood zone.



If you are unable to attend or would like to view the plan and presentation prior to the meeting. it will be uploaded to https://www.lyon-county.org/1015/South-Dayton-Valley-Drainage-Master-Plan, no later than one week prior to the meeting.

Postcard Invitation to the Virtual Public Meeting on the South Dayton Valley Area Drainage Master Plan

The presentation team, which included Lyon County planners, its contract engineers, JE Fuller and Lumos & Associates contractors and CWSD staff, prepared carefully ahead of time. Critical preparation steps included being well versed in the study results and identifying potential concerns of residents. It was also essential to assign clear roles before the meeting, including who would welcome attendees, introduce panelists, control muting/unmuting attendees, monitor questions posted in the chat box, and record the meeting and save the chat log. A trial run was conducted a week before the public meeting so any glitches could be identified.

The team's thorough preparation allowed the meeting to run smoothly. The table below includes details on what went particularly well, and what could be improved upon.

What CWSD did well:	What could be improved:
Preparation: data tour, planning meeting & practice run contributed to a well-run meeting.	Preregistration that includes first and last name, email, and zip code.
Residents were able to preview study and submit questions prior to meeting.	Consider social equity: how to engage residents who are not tech-savvy or do not have computer access:
	<ul> <li>Include call-in phone number on postcard so residents can listen by phone.</li> </ul>
	<ul> <li>Advertise that tech support is available to assist attendees who may have trouble logging onto Zoom. Provide the tech support phone number on postcards and at the start of the meeting.</li> </ul>
	<ul> <li>Make sure a team member is assigned to answer tech support questions in the chat window.</li> </ul>
Reply to registrants confirming they were	Ice breaker poll question to be answered in chat.

registered with links to study and other pertinent information.	
Digital housekeeping: letting attendees know the format of the meeting, and how their questions will be received and answered.	Consider whether resident questions should be anonymous to protect privacy.
	Follow up with an email thanking participants, reminding of future public meetings and providing contact information and links to the study and presentation.

While the virtual format added a layer of complexity and required more preparation by CWSD, it was widely considered to be a success. More than 30 people attended, which was a similar rate of attendance to past in-person meetings. Providing a space for public outreach and an opportunity for residents to ask questions and receive timely answers is critical for a project to succeed. With social distancing, the venues and means of providing this space is altered, but with technology and thorough planning a successful public meeting can be accomplished.

For more information, please contact Deborah Neddenriep at debbie@cwsd.org.

# **Training Opportunities**

## Sept 9<sup>th</sup> CERC Webinar: Pursuing Innovative Partnerships to Link Risks to Community Concerns

Can you use "mitigation" and "arts" in the same sentence? How about "mitigation" and "public health" or "mitigation" and "agriculture"? Yes, it can be done. FEMA Regions are building innovative partnerships with industry sectors, bringing hazard mitigation to life by linking it to everyday concerns.

Join this 1-hour Community Engagement and Risk Communication (CERC) webinar to hear how:

- FEMA Region II is initiating conversations with non-traditional groups in the arts, public health, and other sectors to make investments in mitigation relevant and risk information accessible to communities;
- Enterprise Community Partners, a nationwide nonprofit and FEMA Region II partner, is assisting communities to develop housing that can sustain impacts of natural hazards and incorporate innovative resiliency ideas into post-event reconstruction; and
- FEMA Region II's Guide to Expanding Mitigation series encourages others to explore innovative and emerging partnerships for mitigation.

Presenters will include Jack Heide (FEMA Region II), Kelly Pflicke (FEMA Region II), Laurie Schoeman (Enterprise Community Partners), and Jenny Gutierrez (Resilience Action Partners).

Date: Wednesday, September 9, 2020

Time: 1 pm ET

Call Details:

- Participate via <u>this WebEx Link</u> on September 9 at 1 pm ET
- Audio Connection: We suggest using the WebEx "call me" feature when you log in. Inbound phone lines may be limited. You can also try to connect by dialing 571-209-6390 and entering access code 991 501 822#.

This course has been approved for one ASFPM CEC. For additional information, please see the full <u>announcement and attachments on the CTP Collaboration</u> <u>Center</u>.

### FEMA's Emergency Management Institute (EMI): COVID-19 Update

#### COVID-19 Update

Emergency Management Institute training at the National Emergency Training Center (NETC) and at field locations is cancelled through at least October 1, 2020. This suspension supports CDC social distancing recommendations and allows EMI students to focus on their families and communities. If you were scheduled for a class at NETC, the Admissions Office will contact you to reschedule. EMI will work to reschedule courses for later in the year to the maximum extent possible.

#### Training Opportunities

Despite some delays and cancellations due to COVID-19, EMI is still offering many courses. For information on EMI classes and webinars, please visit the <u>EMI</u> website.

## Online Training: The Cooperating Technical Partners (CTP) 101 Overview Course



The <u>CTP 101 eLearning course</u> is available on the Emergency Management Institute (EMI) training website. This course is designed for communities and Regional and State agencies that are participating in the CTP Programs. The course provides a foundational overview of the CTP Program and addresses specific areas such as funding, resources, eligible activities and Program evolution. The advantages to taking this eLearning course are:

**New CTPs (1-3 years):** Gain a detailed overview of the Program from funding basics to the future of the Program. New CTPs gain a basic understanding of Program elements, functions, terms, concepts and helpful tools.

**Mid-Level CTPs (4-10 years):** Review the Program basics, receive clarification of foundational concepts, explore available tools and resources and be introduced to evolution and Program direction.

**Senior CTPs (>10 years):** Review the Program basics and receive clarification of concepts, Program evolution details and direction.

**Other Stakeholders:** This course is also valuable to organizations who desire to become CTPs, FEMA Risk MAP Staff and providers. These audiences can build foundational program knowledge, an overview of programmatic processes and program history.

Students receive 0.2 CEUs.

The course is also available via mobile technology. You can take course via smart phone, tablet or computer. Compatible systems include iOS and Android. <u>Click</u> <u>here to take the course</u>.

## **Training Hotlinks**

The CTP Program offers a number of training opportunities. Some of our top training resources are:

- 1. The Self-Assessment Tool
- 2. In-Person Training at the Emergency Management Institute
- 3. The CTP 101 Course
- 4. Various CTP Program Webinars
- 5. The CTP Collaboration Center Discussion Board

## **General Announcements**

### Have a CTP Best Practice to Share?

Over the past year, the CTP Program has been capturing best practices and developed a template to share those practices across the program. To expand that information sharing and education, the Program is collecting new best practice examples.

To share a best practice created by your CTP organization, download and complete the "<u>Best Practices Template</u>" and send it to <u>CTPAdmin@riskmapcds.com</u> for review. If accepted, the best practice will be included on the CTP Collaboration Center and featured in the Collaboration Monthly.

For more information, a CTP Program Webinar Series titled **Show Your Work -Creating CTP Program Best Practices** was given at the CTP CoP General Committee Meeting. The <u>webinar</u> can be found on the CTP Collaboration Center. Click <u>here</u> to see past CTP Best Practices.

# Have Questions? Need Answers? Check out the CTP Program Discussion Board!

CTPs and FEMA staff, particularly if they are new to the program, often have questions. A great way to find answers is to post a question to the <u>CTP Program</u> <u>Discussion Room</u> on the CTP Collaboration Center. There are several ways we can help get your questions answered:

- 1. **Mentoring Needs:** If you need mentoring in a topic, we can find someone to work with you.
- 2. **CTP Program Process Questions:** If you need help with the grants process or other CTP Program-related process questions, we can work with you to answer your questions directly.
- 3. **CTP-CTP Collaboration:**CTPs can post questions broadly throughout our CTP Program network.
- 4. **CTP-FEMA Collaboration:**CTPs can pose questions for FEMA and we'll reach out to the appropriate person to answer your query.
- 5. **Need Tools and Resources:** If you cannot find something you may post a question asking for a resource or where to find it. We'll get back to you personally to help you find it!

Use this Discussion Board to your advantage. Ask questions! Get answers!

## **CTP Program Volunteer Opportunities**

There are several ways to get more involved in the CTP Program!

- Talk to your Region about participating in the CoP Steering Committee. The CoP Steering Committee meetings quarterly to discuss the CTP Program's operational goals and objectives
- Join the CTP Training and Mentoring Working Group
   Volunteer to be a webinar subject matter expert
   Sign up to be a Mentor
- 3. Join the CTP Recognition Program Ops Plan Working Group
- 4. Join the Performance Measures Ops Plan Working Group
- 5. Join the Communications Products and Outreach Ops Plan Working

Group

6. Join the LOMR Review Partners Program Ops Plan Working Group!

Contact <u>CTPAdmin@riskmapcds.com</u> if you are interested in participating in any of these opportunities.

## CTP Collaboration Monthly and RMD News Flash: Send Us Your Article Ideas!

The CTP Program is always looking for CTPs to submit topics or articles for the CTP Collaboration Monthly and the Risk Management National News Flash. If you have a topic or article to submit, or if you or your colleagues are not on the email distribution list for the Collaboration Monthly or News Flash, please contact <u>CTPAdmin@riskmapcds.com</u>



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