



Lessons Learned from a CRS 5-year Recertification

Effingham County, GA case study



Lessons Learned from a CRS 5-year Recertification (aka CRS-101)

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What we will cover...

- History of Effingham County's Program
- Elements of the Community Rating System (CRS) program
- Effingham's stumbling blocks
- Solutions
- Results
- Q&A



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OUR VISION is to be the solution to a better, more sustainable tomorrow

MWBE Leadership

Locally owned & operated

Regional Workforce Model

Multi Service Model



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Where we were at...

- Joined CRS in 2012 ('07 manual)
- Class 7 Community (15% Ins. Disc.)
- Excessive turnover in recent years
- EOM hired to provide engineering and Stormwater services in 2018
- Notification of the CRS visit in June '19
- We quickly realized the County had dropped the ball on program and data management. Never updated to '13 or '17 manual



The Community Rating System (CRS)

- 300 Public Information Activities
 - 310 Elevation Certificates
 - 320 Map Information Service
 - 330-370 are focused on outreach and education
- 400 Mapping and Regulations
 - 410 Flood Hazard Mapping
 - 420 Open Space Preservation
 - 430 Higher Regulatory Standards
 - 440 Flood Data Maintenance
 - 450 Stormwater Management
- 500 Flood Damage Reduction Activities
 - 501 Repetitive Loss
 - 510 Floodplain Management Planning
 - 530 Flood Protection
 - 540 Drainage System Maintenance
- 600 Warning and Response
 - 610 Flood Warning and Response





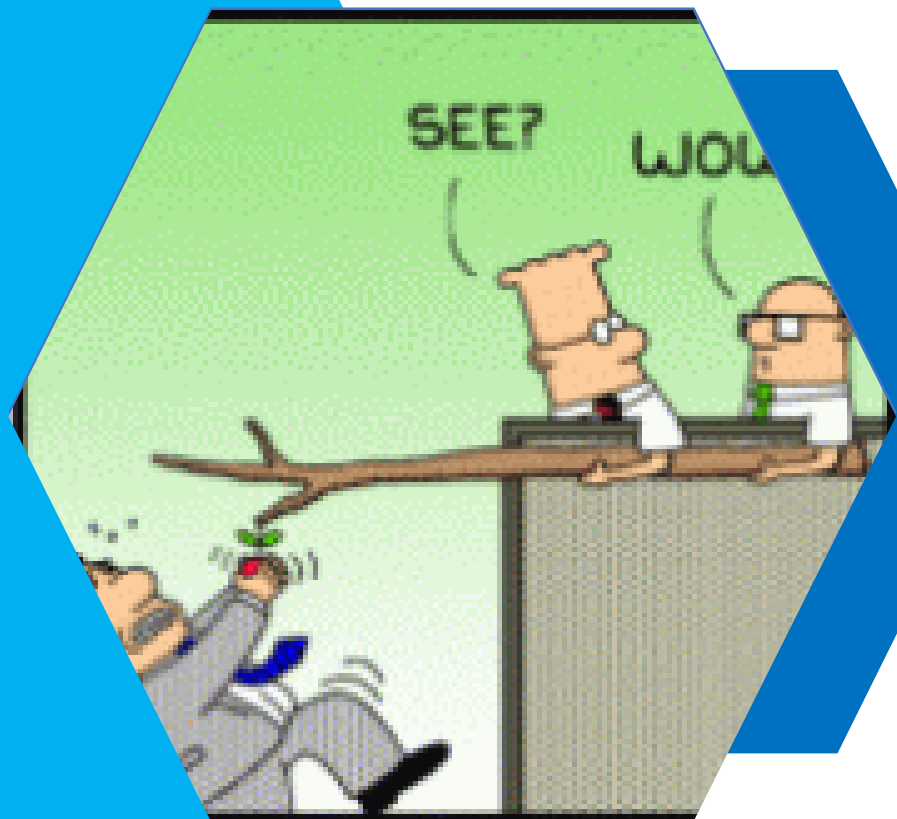
Low hanging fruit...

- We found an old box of FIRMs, work products
- GIS map layer of DFIRM maps, searchable by address
- Floodplain ordinance was current, required freeboard; 2018 IBC



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Low hanging fruit...

- Website fixes ASAP
- MS4 community too, resulting in good data management for Stormwater O&M
- Small number of repetitive loss properties. $B/C \ll 1$



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Rocks & Hard Places...

- Elevation Certificates had become voluntary submittals
- No check of EC for accuracy
- No log of inquiries
- Documentation of permits issued in floodplain was difficult to query
- Current staff was unaware of needed annual outreach and targeted notifications



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Rocks & Hard Places...

- The library has thrown out the FEMA documents because they hadn't been checked out in years
- Open space wasn't documented; not a mappable layer in GIS
- Structures in floodplain weren't mapped either
- MS4 map was for only a small portion of the County and did not have ditches and natural channels



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Rocks & Hard Places...

- LOMRs not in GIS layer
- No warning system in place
- No flood response and mitigation plans within the EMA office
- No list of flood prone properties



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Square Pegs & Round Holes...

- Notifications to property owners, lenders and public notices after the fact
- Numerous quick website updates to check off the box
- We spent a lot of time tracking down surveyors to correct EC & creating Memos of Review for Correctness & Completion



Square Pegs & Round Holes...

- We had to create a Stormwater “system” map using best available data without the time to do field work
- Created Stormwater SOP narratives to meet the requirements of Activity 540



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Square Pegs & Round Holes...

- Site inspections for construction and post-construction maintenance were hand selected and visited prior to the CRS visit
- EMA compiled a summary of emergency response and mitigation action items from multiple sources





The Silver Lining...

- Leadership is now involved
- Staff is very knowledgeable now
- ISO (Verisk) VERY helpful
- Procedures in place for proactive EC review, floodplain inquiry tracking
- Library back up to date
- SOP in place for public outreach
- Website better



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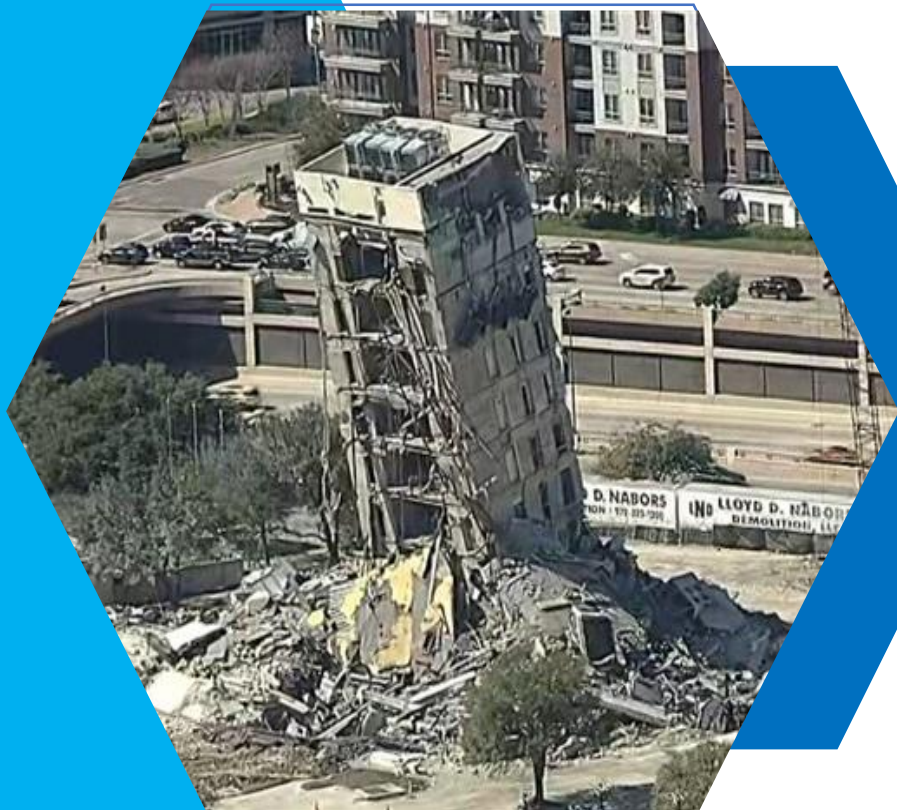
Outcomes...

- Rating update pending
- We expect to drop 1 or 2 classes
- May have to hire a surveyor to create EC where missing
- Cross train staff involved in FPM
- Data management changes



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Outcomes...

- Tighten up regulations
- Open Space inventory to be updated
- EMA setting up Reverse 911 for flood notifications
- EMA creating a flood response plan
- Train your FPM!



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Questions?

We may or may not have answers

A high-angle photograph of a worker in a blue shirt with a white 'EOM' logo on the back, working on a blue and yellow machine in a utility setting. The worker is wearing a red cap and is positioned in the center of the frame. The background shows various pipes and equipment. The text 'THANK YOU' is overlaid in large, light blue, sans-serif capital letters.

THANK YOU

EXPECT MORE. LIVE BETTER.