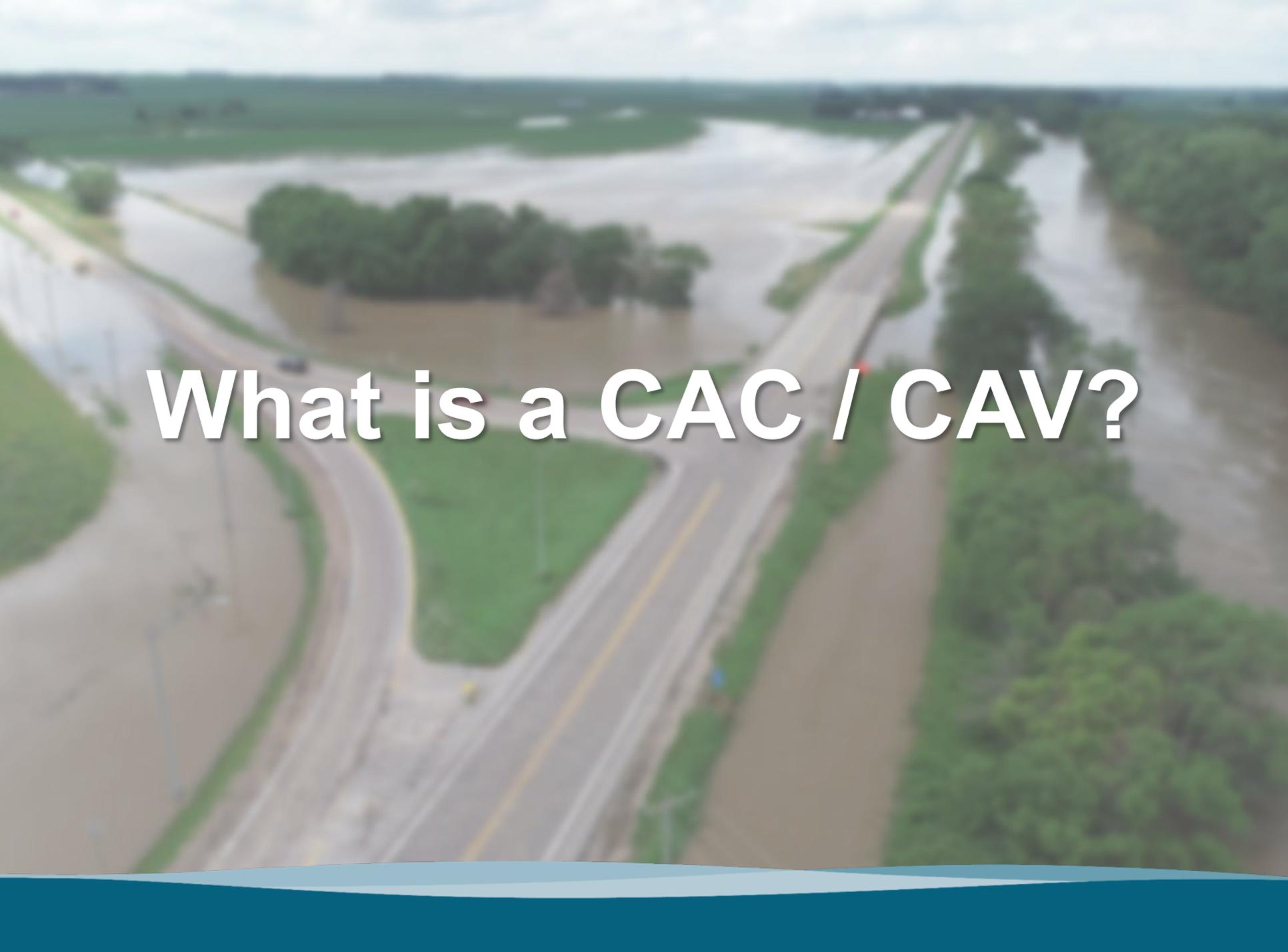




Introducing the Community Assistance Contact / Visit

Agenda

- 1) What is a CAC/CAV?
 - 2) The CAC Process
 - 3) The CAV Process
 - 4) How to Prepare for Your CAC/CAV
 - 5) When Your Community May Have One
- 

An aerial photograph showing a multi-lane highway interchange that is partially submerged in floodwater. The water is a muddy brown color, contrasting with the green grass and trees on the surrounding land. The sky is overcast with grey clouds. A large, white, bold text overlay is centered on the image, reading "What is a CAC / CAV?".

What is a CAC / CAV?

Community Assistance Contact (CAC)

- A means to establish or re-establish contact with an NFIP community for the purpose of determining any existing problems or issues and to offer assistance if necessary.



Community Assistance Contact (CAC)

- Can occur by phone, virtually or in person
- Typically consists of:
 - Floodplain Ordinance review
 - 1 to 2 sites of interest
 - Permit and documentation review
 - Discussion about administrative procedures
 - Can lead to a CAV

Community Assistance Visit (CAV)

- A visit to a community by a FEMA staff member or staff of a State agency on behalf of FEMA that serves the dual purpose of providing technical assistance to the community and assuring that the community is adequately enforcing its floodplain management regulations.



Community Assistance Visit (CAV)

- Will usually occur in person
- Comprehensive analysis of floodplain program
- Typically consists of:
 - Ordinance review
 - 5+ sites of interest
 - Permit and documentation review of all sites
 - Discussion about administrative procedures
 - Correction of open items for up to 270 days

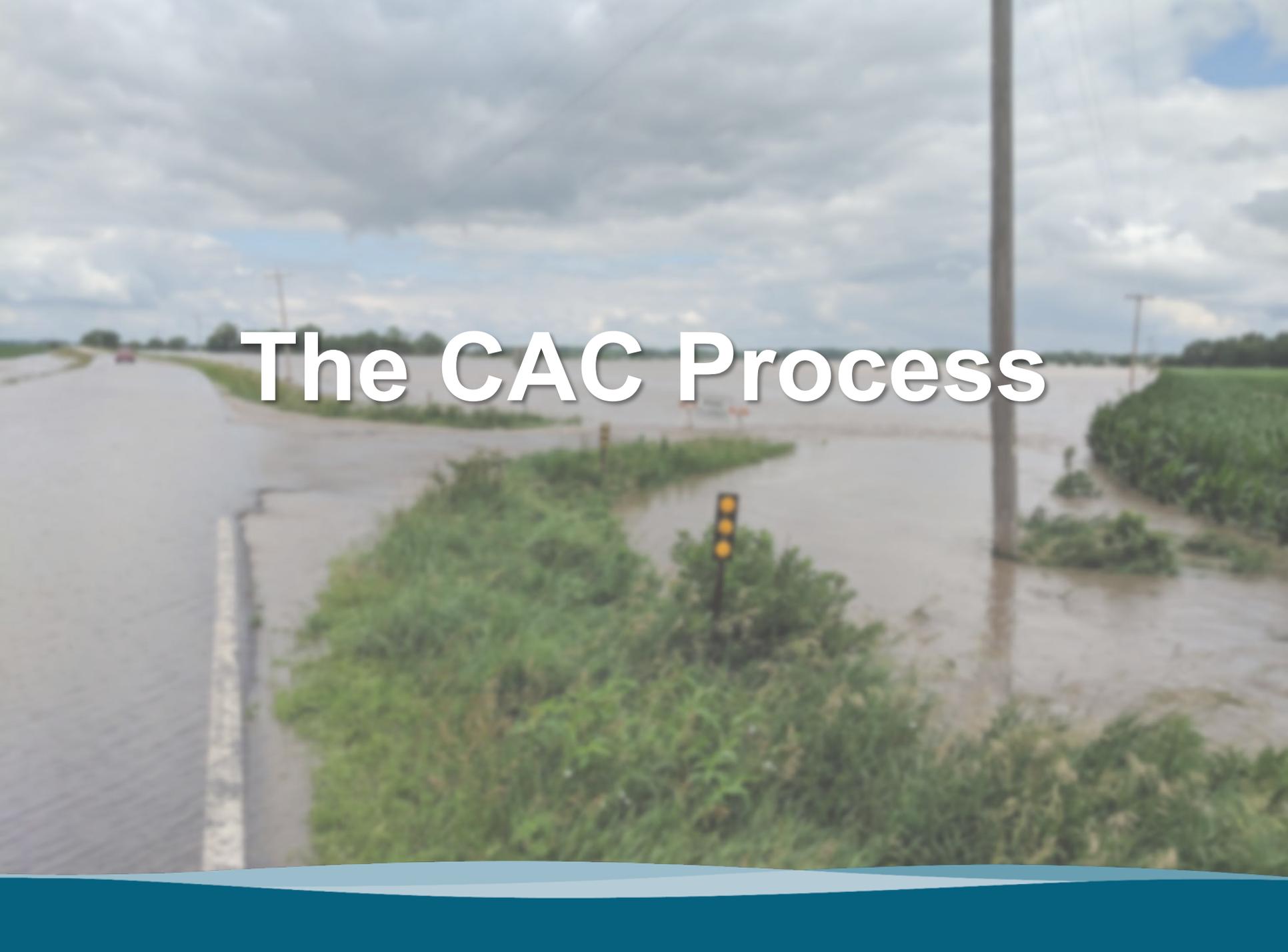
CACs/CAVs are necessary to...

- Confirm or provide assistance towards NFIP compliance
- Encourage communication and cooperation between the State, FEMA, and the community

Help us help you!



The CAC Process

A photograph showing a flooded road intersection. The water is murky brown and covers the road surface. In the foreground, there is a traffic light with three yellow lights. To the right, there is a utility pole. The background shows a cloudy sky and some greenery. The text "The CAC Process" is overlaid in white with a black outline.

Step 1 – Scheduling

- NeDNR will contact your community when it is your turn for a CAC
 - We are flexible! We understand FPAs often wear many hats
- Will call or email the FPA depending on the contact information available
 - Visit our Community Search Tool to verify that your contact information is correct

Key Term:

Floodplain Administrator (FPA) – The floodplain administrator is authorized and directed to administer, implement, and enforce all provisions of the community's floodplain ordinance.

Step 2 – Initial Screening

- Once the CAC is scheduled, we will request:
 - A copy of your community's floodplain ordinance
 - Documentation on 1 to 2 sites of potential interest
- Should be sent prior to the meeting
- Review your floodplain regulations and procedures
- Think of questions you may have

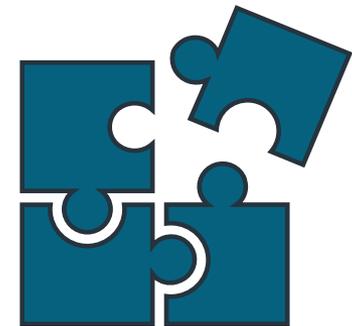


Step 3 – The CAC Meeting

- 1 – 1.5 hours
- Will discuss:
 - Floodplain regulations
 - Floodplain maps
 - The permitting/administrative process
 - NFIP and community information
 - Follow-up

Step 4 – Follow-up

- Anything not covered or provided during the CAC meeting must be addressed as follow-up
 - Copies of permits, ordinance, or other documents
- Some follow-up items may require the community to take action to remedy deficiencies



Common Types of Follow-up

- Ordinance update
 - NeDNR will complete a review of your floodplain ordinance
 - If anything is missing or out of compliance, a new ordinance will need to be drafted
 - Missing permit documentation
 - Whether the permits cannot be found or were never written
 - Violations
 - Correcting administrative procedures
- 

Step 5 – Closure

- Until all follow up items are addressed, the CAC will remain open
- Once all items are cleared, a closure letter will be sent to the community
 - Should be kept in community's records
 - Reviews topics discussed and action items
 - Contains recommended best practices

To Summarize CACs

- Focus on the ordinance and administrative procedures
 - Are typically held as a quick 1 – 1.5 hr virtual meeting
 - Primarily used to establish contact with community
 - Reaffirm the floodplain program and responsibilities of the floodplain administrator
- 

A photograph of a flooded residential street. The water is murky and brown, covering the road and surrounding areas. Utility poles with power lines are visible on the left side. Bare trees and houses are in the background under an overcast sky. The text 'The CAV Process' is overlaid in the center in a large, white, bold font with a slight shadow.

The CAV Process

Step 1 – Notification of CAV Selection

- NeDNR conducts around 4 CAVs / year
- If your community is selected, a notification will be sent to begin scheduling
- CAV dates are less flexible due to travel requirements



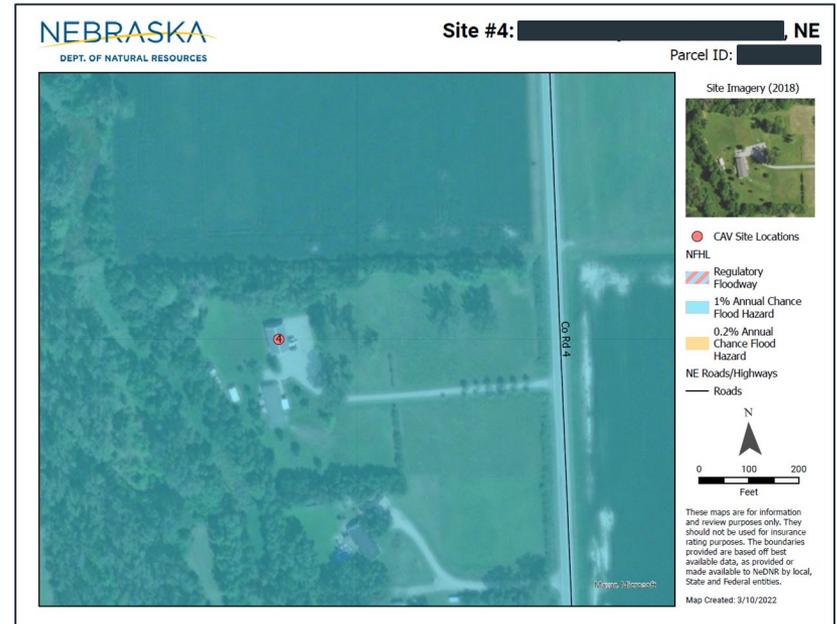
Step 2 – Preparation for CAV Meeting

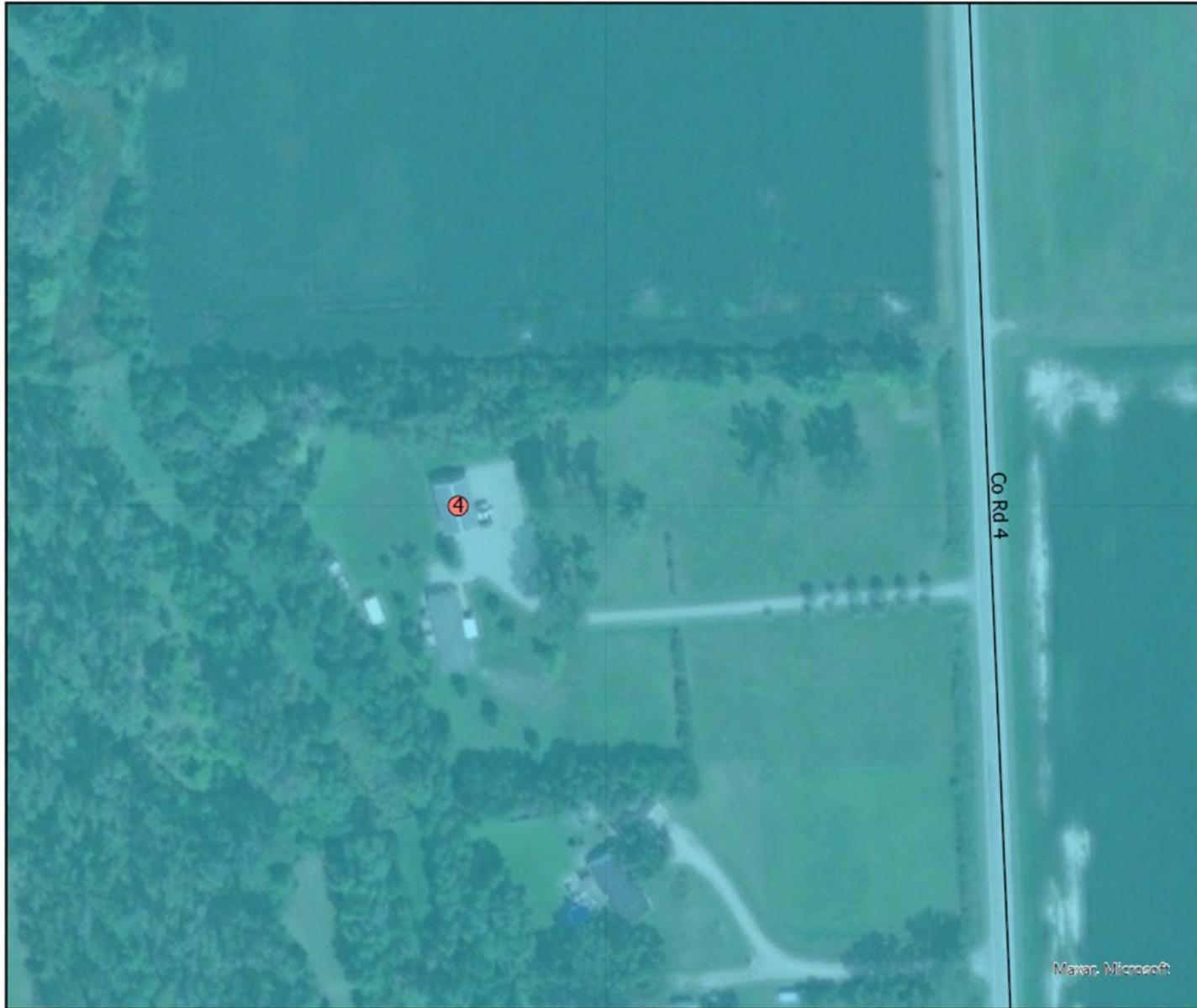
- Similar to the pre-CAC process, NeDNR will request a copy of your floodplain ordinance
- Community will be sent a site packet highlighting potential new developments (usually 5 or more)
 - Contain address and parcel number
 - Community will be expected to provide permitting documents on each site



Site Packet

- Sent as a series of maps
- Show new structures/developments of interest relative to floodplain
- May include comparison imagery showing development is new

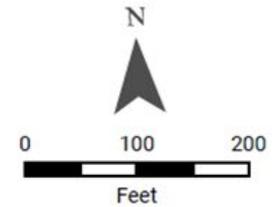




Site Imagery (2018)



-  CAV Site Locations
- NFHL
-  Regulatory Floodway
-  1% Annual Chance Flood Hazard
-  0.2% Annual Chance Flood Hazard
- NE Roads/Highways
-  Roads



These maps are for information and review purposes only. They should not be used for insurance rating purposes. The boundaries provided are based off best available data, as provided or made available to NeDNR by local, State and Federal entities.

Maxar, Microsoft

Step 3 – CAV Tour

- Involves driving to each site identified in the packet
- FEMA or NeDNR representative will take pictures of site
- May take 2 – 4+ hours depending on size of jurisdiction



Step 4 – CAV Meeting

- Takes place after the site tour (can be on separate day)
- Closely aligns with the CAC process, but is more extensive
- Review of sites and site tour
 - Must provide documentation on each site
 - Anything not provided during the CAV meeting must be provided as follow-up

Step 5 – Follow-up

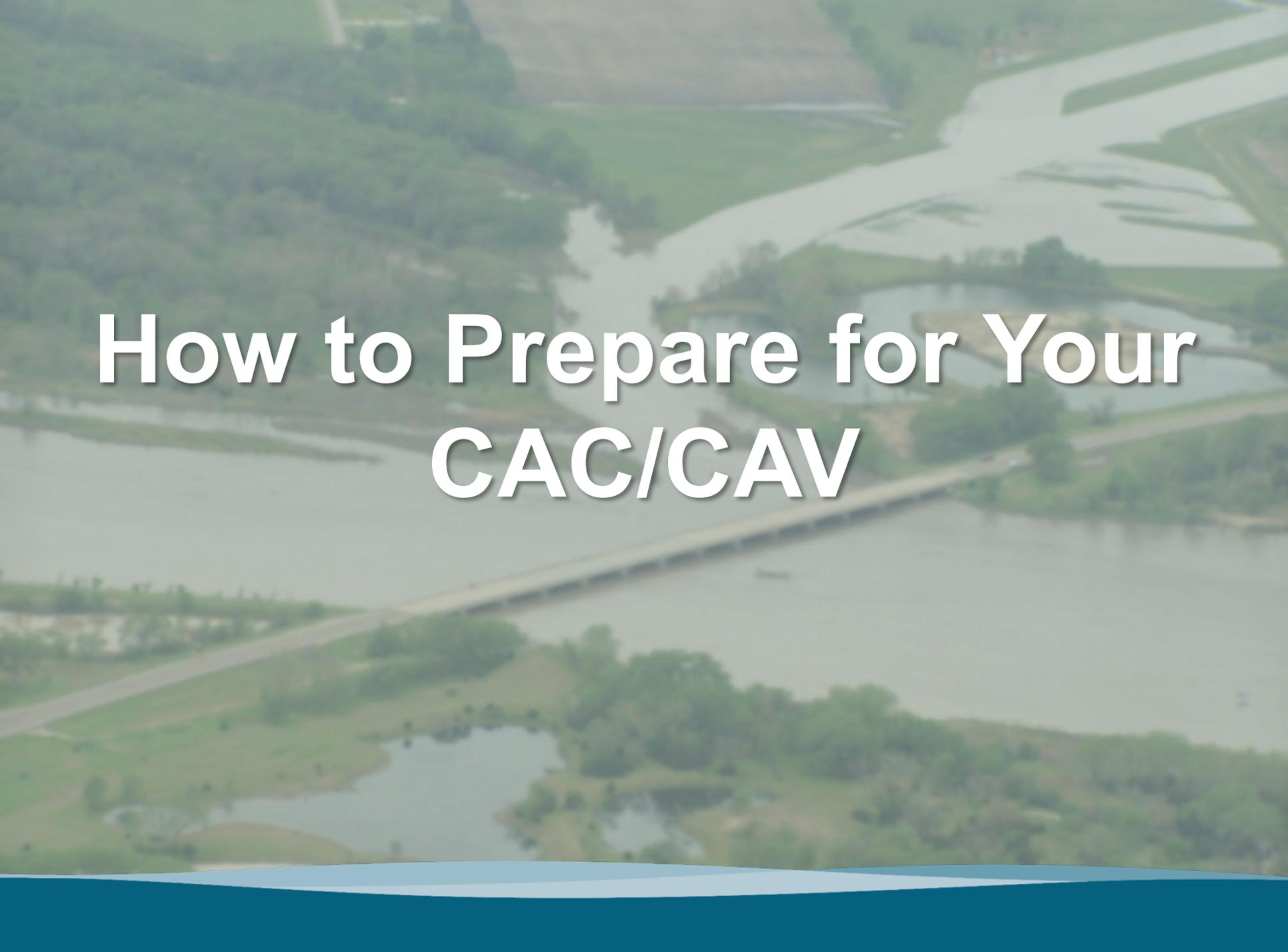
- After the CAV meeting, a follow-up letter is sent to the community describing all action items required for closure
 - Stage 1: Community has 90 days after receiving letter to remedy violations to maximum extent possible
 - Stage 2: Review meeting after initial 90 days, and extension granted if necessary
 - Stage 3: Another review, community must close all items or formally request another extension
 - Stage 4: If violations remain without good faith efforts to resolve issues, will be sent to FEMA

*No more than 270 days total

Step 6 – CAV Closure

- Occurs after all items are closed
 - Item closure is determined by FEMA or State representative
- Closure letter sent to community summarizing CAV
- FEMA is notified that the community is compliant



An aerial photograph of a water treatment facility. A long dam spans across a wide river. Upstream of the dam, there are several large reservoirs and smaller ponds, some with green vegetation around them. The surrounding landscape is a mix of green fields and wooded areas. The image is slightly faded to make the text stand out.

How to Prepare for Your CAC/CAV

Scheduling

- NeDNR will contact your community
- CAC scheduling can be more flexible than CAVs
- Use the time between notification and the meeting to gather documents
- Expect a contact at least once every 5 years

Documents



- Read the CAC/CAV notification information closely to determine what documents are needed for the meeting
 - Ordinance (always)
 - Floodplain development permits for selected developments
 - Elevation Certificates
 - LOMAs/LOMR-Fs
- The more documents you can provide, less follow-up is required

Documents



- Has your community annexed or changed its boundaries?
 - Be prepared to discuss, or have copies of the new boundaries
- Do you have written procedures?
- Any documentation or proposals for mitigation projects?

Documents



- If you cannot find your community's ordinance, don't fret! We will help to pass a new one.
 - The same applies if the ordinance does not pass review
- Additionally, if you cannot find permit documentation for a selected property:
 - We will provide information to help address the situation
 - Only is an issue with community inaction

Tips for a Successful CAC

- Review your ordinance before the meeting
- Know your jurisdiction
- Elevator speech on administrative/permitting procedures (including for disasters!)
- Understand your community's flood history
- Come with questions!



Tips for a Successful CAV

- Contact the site owners before the tour
- Have the site location maps printed or downloaded
- Have a meeting location ready and near your floodplain documents
- Be ready with questions!



And not to state the obvious, but...

The best way to prepare for a CAC is to always follow the provisions of your ordinance, even when not being audited!



A photograph of a flooded road with muddy water, surrounded by trees and a cloudy sky. The text is overlaid on the image.

When Your Community May Have a CAC/CAV

Why a Contact May be Scheduled

- New floodplain administrator?
- New community to the NFIP?
- Have you had a CAC in the last 3 years?
 - If so, expect a contact at least once every 5 years
 - If not, may be one soon

Why a Contact May be Scheduled

- Are there any violations present in your community?
- Does your community have a high rate of growth?
 - Population or development?



When to Expect a Contact

- If your community has not had a CAC/CAV in the last 3 years or more, expect one soon!
- Contacts will take place at least once every 5 years
 - Or on an as-needed basis

Questions?



Contacts

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