

Community Rating System Newsletter



Community Rating System Program Operations Update

The Federal Emergency Management Agency (FEMA) operates the National Flood Insurance Program (NFIP) Community Rating System (CRS) program as a federal program with support from Insurance Services Office (ISO) provided through a federal contract. The operations experienced a disruption from April 1 through May 12, 2024. FEMA was only able to provide limited CRS information during the interruption, and CRS operations resumed May 13. The interruption has been resolved. FEMA posted a CRS program update on the FEMA CRS website that includes frequently asked questions about the interruptions. Read the [fact sheet regarding the disruption of CRS services](#).

Update on FEMA Fact Sheet on Obtaining an ISAA and Access to Repetitive Loss Data

In the February/March 2024 edition of the “NFIP CRS Newsletter,” a link to FEMA’s fact sheet to assist communities in accessing repetitive loss and severe repetitive loss data was included. FEMA is currently revising the handout to make clarifications. When it is posted on fema.gov, the CRS team will send an email to the newsletter mailing list.

The handout includes steps communities and FEMA need to take to establish an Information Sharing Access Agreement (ISAA). ISAA’s are good for three years and communities may request NFIP data anytime within that window. The handout recommends communities begin the process of obtaining an ISAA by contacting their FEMA Regional Flood Insurance Liaison (listed below), and you may do that at any time. Also, your CRS Specialist can tell you the CRS Repetitive Loss Category of your community as of your last cycle visit, such as a Repetitive Loss Category A community (zero repetitive loss properties), Category B (1-49 repetitive loss properties), or Category C (50 or more repetitive loss properties).

Current List of Regional Flood Insurance Liaisons (RFILs)

Region 1

Robert Desaulniers, 617-416-4034, Robert.Desaulniers@fema.dhs.gov

Region 2

Marianne Luhrs, 347-515-4874, Marianne.Luhrs@fema.dhs.gov

Region 3

William (Bill) Bradfield, 202-880-5906, William.B.Bradfield@fema.dhs.gov



Region 4

Dewana Davis, 202-805-6459, Dewana.Davis@fema.dhs.gov & Virgilio (Chris) Perez, 404-536-1262, Virgilio.Perez@fema.dhs.gov

Region 5

James Sink, 202-285-8519, fema-r5-nfip-datarequest@fema.dhs.gov

Region 6

Gilbert (Gil) Giron, 940-383-7253, Gilbert.Giron@fema.dhs.gov & Jeremy Hughes, 940-208-3054, Jeremy.Hughes@fema.dhs.gov

Region 7

Christopher (Chris) Parsons, 202-702-7012, Christopher.Parsons@fema.dhs.gov

Region 8

Diana Herrera, 720-480-8338, Diana.Herrera@fema.dhs.gov

Region 9

Edith (Edie) Lohmann, 510-912-6333, Edith.Lohmann@fema.dhs.gov

Region 10

Scott Van Hoff, 425-892-4152, Scott.Vanhoff@fema.dhs.gov

Also in this Issue:

CRS Award for Excellence Request for Nominations Extended to July 1

FEMA CRS Regional Coordinator

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Training Opportunities



CRS Award for Excellence Request for Nominations Extended to July 1

The CRS Award for Excellence recognizes an individual who has provided leadership in the area of alerting residents to the dangers of flooding and promoting the purchase of flood insurance through the NFIP. To learn about the Award for Excellence, [read the announcement letter](#).

The NFIP is seeking nominations for the 2023 CRS Award for Excellence. Please read the [2023 award announcement letter](#), and download either a [PDF](#) or [Word version](#) of the 2023 nomination form. Please submit the form no later than July 1, 2024 to FEMA-CRS@fema.dhs.gov and FEMA-CRSOPS@fema.dhs.gov with the subject line "CRS Award Nominations."

Previous CRS Award for Excellence Recipients

2023	Nominations Open		
2022	Carolyn Steffan	City Administrator	Tehama, CA
2021	Choyce Morrow	Floodplain Administrator	Houston, TX
2020	Joe Rossi	Joe Flood Ins. Brokerage Inc.	Marshfield, MA
2019	Shannon Hulst	Floodplain Specialist	Barnstable County, MA
2018	Sean Lanier	City Engineer	Ocala, FL
2017	Lisa Foster	Floodplain Administrator	Pinellas County, FL
2016	Ken Evans	Insurance Agent	Gloucester County, VA
2015	Joseph Gies	Floodplain Administrator	Shelby, OH
2014	Steven Dodd	Building and Zoning Official	Dorchester County, MD
2013	Mike Sutfin	Building and Zoning Official	Ottawa, IL
2012	Romin Khavari	City Engineer	Grand Prairie, TX
2011	Beverly Collins	Building and Zoning Official	Grand Forks, ND
2010	Bill White	Insurance Agent	Freeport, NY



FEMA CRS Regional Coordinators

Each FEMA region designates a FEMA CRS Regional Coordinator to assist NFIP communities that participate in the CRS or are interested in joining the CRS. Below is the current list with contact information. For future reference, the [CRS website](#) maintains any updates to the list.

- Region I:** John Grace, (857) 205-2839, john.grace@fema.dhs.gov
- Region II:** Jonathan Smith, (202) 285-9235, jonathan.smith@fema.dhs.gov
- Region III:** Bobby Cobelli, (202) 674-9244, bobby.cobelli@fema.dhs.gov
- Region IV:** Roy McClure, (770) 220-8835, roy.mcClure@fema.dhs.gov
- Region V:** Eric W. Kuklewski, (312) 408-5230, eric.kuklewski@fema.dhs.gov
- Region VI:** Gilbert Giron, (940) 383-7253, gilbert.giron@fema.dhs.gov
- Region VII:** Todd Tucker, (816) 283-7515, todd.tucker@fema.dhs.gov
- Region VIII:** Marijo Brady, (303) 241-5278, marijo.brady@fema.dhs.gov
- Region IX:** Antoinette Stein, (202) 288-1697, antoinette.stein@fema.dhs.gov
- Region X:** John Graves (425) 487-4737, john.graves@fema.dhs.gov



Take Part in One-on-One Reviews during the Association of State Floodplain Managers Annual Conference Salt Lake City, Utah - Salt Palace Convention Center - June 23-27, 2024

One-on-One reviews of the CRS program are being offered by ISO staff during the [ASFPM Annual National Conference](#) in person in Salt Lake City, or virtually. You can take this opportunity to discuss your overall CRS program and potential classification improvements, specific CRS activities or elements, or even work toward completion of your annual CRS recertification.

ISO staff will be available throughout the conference, and will do their best to work around your participation in offered workshops and activities. If you do not have available time during the conference, schedule a meeting at your convenience any time during the year! Also, feel free to stop by and see us at Booth 430 in the exhibit hall. Scheduled meetings will be for one hour unless otherwise requested. To schedule an appointment, please email nfipcrs@iso.com and provide the following information:

- Community name and county
- Current contact name, email and direct phone number
- Name and title of the person(s) meeting, and phone number where they can be contacted on the day of scheduled meeting
- Brief overview of topics to be discussed during the meeting

If you forward your documentation in advance, it may be feasible to complete the review during your meeting.



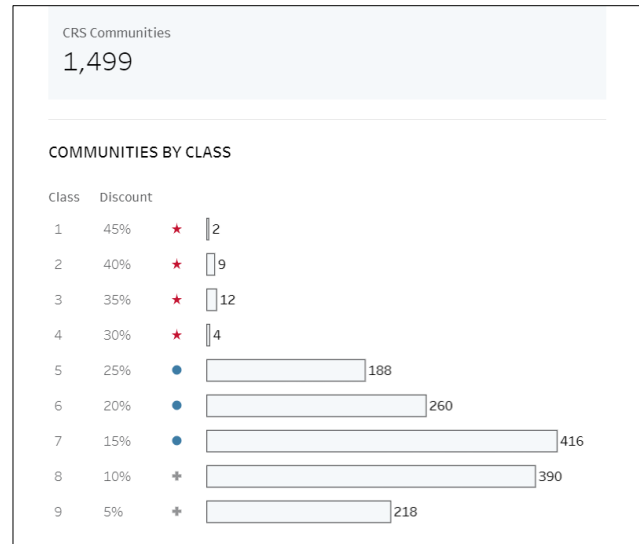
FEMA

CRS Data Visualizations News

[CRS Data Visualizations](#) are available on FEMA’s CRS webpage!

In the visualizations there are different tabs, views, and displays. With the narrow page display, scroll right or left to see all the available information. The icons at the bottom right allow users to share, download, or go to a full screen mode.

The data visualizations allow users to search, visualize, and interact with data connected to the CRS. There are two tabs to navigate, CRS Participation and State Profiles, which include participation maps and community lists, classification charts, state vs. national comparisons, and scoring information. By hovering, clicking, and filtering, users can drill down into the information that’s most useful to them.



The FEMA CRS Data Visualizations will update each April and October. The current visualizations are for April 2024.

Q&A

Q: What Engineering Opening Certificate does ISO Accept?

A: ISO accepts two kinds of engineered opening certificates. The main thing you need to know is who manufactured the openings so you can track down the engineered opening certificate. Once you know that, you can go to the engineered opening manufacturer’s website to see if they have an ICC-ES certificate. Remember, the ICC-ES certificate will say that on there. For example, if you go to the [Smart Vent website](#), you can download their ICC-ES certificate. It is six pages in length and provides the model numbers, how much square footage each vent covers, etc.

If the certificate is not an ICC-ES certificate, all individual engineered opening certificates must meet the following requirements:

1. It must identify the building (by address).
2. It must show the design professional’s name, title, address, type of license, the state issuing the license, and the signature and seal.
3. It must have a statement certifying that the design of the openings will automatically equalize hydrostatic loads and allow for automatic entry/exit of water.
4. A description of the range of flood characteristics tested for which the certification is valid.



FEMA Elevation Certificate & Floodproofing Certificate News

On July 7, 2023, the new FEMA Elevation Certificate (EC) and Dry-Floodproofing Certificate for Non-Residential Structures (Floodproofing) forms became available. On August 9, 2023, FEMA released the Write Your Own (WYO) Company [Bulletin w-23007](#), which extends the use of the previous EC and Floodproofing forms until November 1, 2023.

For CRS communities and CRS annual requirements, this means that any EC or Non-Residential Floodproofing Certificate signed and certified on or after November 1, 2023, must be on the latest FEMA form. It is an error for CRS purposes if a previous form is submitted with a date on or past November 1, 2023.

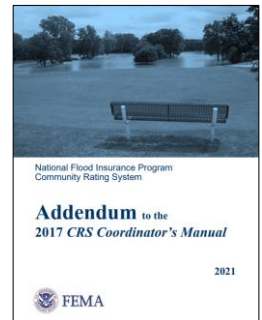
If you have any questions about the new forms, please contact the ISO Resource Specialist that handles your annual recertifications and construction certificate reviews, or your ISO/CRS Specialist who handles your cycle verifications.

The 2021 “Addendum to the 2017 CRS Coordinator’s Manual”

The [2021 “Addendum to the 2017 CRS Coordinator’s Manual”](#) is available and being used in conjunction with the current CRS [“Coordinator’s Manual.”](#) It serves as a bridge between the 2017 guidance materials and the more comprehensive update that is anticipated when FEMA fully implements its National Flood Insurance Program (NFIP) transformation. Page A-4 of the “Addendum” explains, “How to Use the 2021 Addendum.”

The “Addendum” includes two new prerequisite requirements, several new CRS credit opportunities, and some updates and modifications aimed at simplifying credit and reporting requirements. A collection of frequently asked questions about the Addendum is also available.

Also available is [“A Supplement to CRS Credit,”](#) which is a guide Community CRS Coordinators may refer when their program does not exactly match the scoring criteria in the “Coordinator’s Manual” and/or the “Addendum,” and partial credit is made available. Nothing in this document constitutes a change in the CRS or a change to any current scoring policies or procedures. Its goal is to help ensure that all possible CRS credit, including partial credit, is provided to communities



Remember Your Recertification Schedule

A recertification is a yearly check-in to confirm that your community is performing the annual requirements pursuant to the current “Coordinator’s Manual” and “Addendum.” This normally includes annual outreach requirements, publicizing and tracking services, preparing progress reports for plans, and records showing proper maintenance of your drainage system. Recertifications take place every year except for the year of your cycle verification visit.

The table below lists when your annual recertification is due. Each quarter, communities are notified 45 days ahead of the deadline and given the recertification packet to sign and return. If you do not receive a recertification packet, you can assume you were not required to recertify that year. This happens when you recently went through your cycle verification, are currently going through your cycle verification, or have a cycle verification scheduled for later in the year. Please pay attention to the emails you receive about this.

Direct any questions to the ISO/CRS Resource Specialist who contacts you for your recertification or Construction Certificate review. We now have [four ISO/CRS Resource Specialists](#) responsible for processing annual recertifications and reviewing Construction Certificates. They will be happy to help you.

CRS Annual Recertification Schedule			
CC-213 Recertification and Required Documentation Due to ISO By:			
1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
February 1	May 1	August 1	October 15
Alaska Connecticut Florida: Miami-Dade County Florida: Monroe County Illinois Indiana Iowa Kansas Maine Michigan Minnesota Mississippi New Hampshire New York North Dakota Ohio Pennsylvania Rhode Island South Dakota Vermont Wisconsin	Colorado Delaware Florida: All Others Kentucky Massachusetts Missouri Nebraska Puerto Rico West Virginia	Arkansas California Idaho Louisiana Montana North Carolina South Carolina Utah Virginia Wyoming	Alabama Arizona Georgia Hawaii Maryland Nevada New Jersey New Mexico Oklahoma Oregon Tennessee Texas Washington
Annual Recertification Information Distributed to Community By:			
December 15	March 15	June 15	September 1



Online Resources



If you cannot find information about the CRS or a document you need, please notify your ISO/CRS Specialist or NFIPCRS@iso.com. Below are helpful guidance documents and general information that can be found on the CRS Resources website.

Webinar Schedule—This is posted on the [Training & Videos page](#) of the CRS Resources website. All classes begin at 1 p.m. Eastern/10 a.m. Pacific.

- July 16 Annual CRS Requirements
- July 17 CRS & Floodplain Species Assessment
- August 20 CRS and Natural Floodplain Functions
- August 21 Watershed Master Planning
- September 17 Annual CRS Requirements
- September 18 Repetitive Loss Properties and the CRS
- October 15 Introduction to the CRS
- October 16 CRS and Higher Regulatory Standards
- November 19 Preparing a Verification Visit
- November 20 Developing a Flood Insurance Assessment

[Making Corrections to the Repetitive Loss List](#) is a one-page CRS handout that describes the new procedure communities submit to FEMA corrections to the repetitive loss list, using the Repetitive Loss Update Worksheet, also known as the AW-501.

[CRS Credit for Stormwater Management](#) is a full guide, including examples, to help communities tailor their stormwater management and watershed management programs in ways that reduce flood losses, protect natural processes, and earn CRS credit. This 2020 edition provides background on the creditable management techniques, discusses the legal aspects of such management, and describes various ways to document the creditable activities.

Issues of the “NFIP/CRS Update” newsletter (and now the “Community Rating System Newsletter,” can be found [here](#). The new newsletter will be posted on FEMA.gov soon.

[Success with CRS](#) is a website with articles about the many ways communities have found their own types of success through the CRS.

Resources to Promote Flood Insurance

The [FloodSmart website](#) and its [agents page](#) have an array of materials targeted toward consumers and insurance specialists. [NFIP Claims Handbook \(FEMA F-687\)](#) guides policyholders in filing claims for flood damage. There are free materials available from [FEMA’s media library](#).



Keep Your Contact Information Current

If there are any staff changes (such as a new CRS Coordinator) or contact information updates in your community, please let your ISO/CRS Specialist know so we can update our files. If we cannot get in touch with the right person at cycle or recertification time, it creates unnecessary delays and difficulty with maintaining your classification.

About the Emergency Management Institute

FEMA's Emergency Management Agency (EMI) in Emmitsburg, Maryland, offers training on topics related to floodplain management, mitigation, and construction, including the basic Community Rating System course (E0278). These courses are oriented to local building, zoning, planning, and engineering officials.

Tuition is free for state and local government officials, travel stipends are available, and on-campus lodging is free. Free transportation is provided from the airport to the campus and back to the airport. The only out-of-pocket expense is a meal ticket, which includes an all-you-can-eat breakfast, lunch and dinner. Go to the [EMI Welcome Package page](#) for details. The Welcome Package also includes on-campus health and safety requirements.

The application to attend can be found [on this page](#) on the EMI website or call EMI at (800) 238-3358 or (301) 447-1035. Signed applications should be submitted through the state's Emergency Management Training Officer.

Workshops and Training related to the CRS

Community Rating System (E0278) (Field-deployed course is L0278)

This is the all-purpose training course for the Community Rating System. It is taught at FEMA's Emergency Management Institute (EMI) and at sites throughout the country at the request of interested communities, groups, or states, pending available funding. Attendees of E0278 CRS courses based on previous CRS Coordinator's Manuals may want to repeat this course. Therefore, restrictions on repeat attendance have been waived. No more than two persons per community may attend at one time. Two CRS courses are anticipated to be offered at EMI between October 1, 2024 and September 30, 2025, however the dates have not been determined. The FY25 course schedule for EMI will be available soon.

For continuing education credit (CECs) for certified floodplain managers (CFMs), the Association of State Floodplain Managers (ASFPM) will award CECs earned at the E0278 CRS course.

Prerequisite: To enroll in the Community Rating System course, you must be a Certified Floodplain Manager, have completed the National Flood Insurance Program course (E0273), or be a full-time floodplain manager with more than two years of floodplain management experience.

Earn CRS credit points: CRS communities can receive CRS credit points after their staff members complete certain training sessions.



Under Section 432.o, regulations administration (element RA) of the “Coordinator’s Manual,” five points are provided for each member of a community’s floodplain permit staff who graduates from the following courses: E0194, E0273, E0278, E0282, E0284, or E0386 (up to 25 points).

Graduating from E0279 is worth up to five points under Activity 360 (Flood Protection Assistance).

Managing Floodplain Development through the NFIP (E0273)

- September 9-12, 2024: December 9-12, 2024

E0273 is also field deployed periodically. Contact your State NFIP Coordinator for more information.

Unified Hazard Mitigation Assistance—Developing Quality Application Elements (E0212)

- July 22-25, 2024, June 23-26, 2025

Unified Hazard Mitigation Assistance—Application Review and Evaluation (E0213)

- July 21-23, 2025

Unified Hazard Mitigation Assistance Project Implementation & Program Closeout (E0214)

- September 9-11, 2025

Fundamentals of Building Science (E0312)

- August 5-8, 2024

There are no classes scheduled at this time for the following:

- Advanced Floodplain Management Concepts I (E0194)
- Retrofitting Flood-prone Residential Building (E0279)
- Residential Coastal Construction (E0386)
- Advanced Floodplain Management Concepts III (E0284)

Statement of Purpose

The “Community Rating System Newsletter” is a publication of the National Flood Insurance Program’s Community Rating System. It provides local officials and others interested in the CRS with news they can use.

The “Community Rating System Newsletter” is produced in alternate months by the Insurance Services Office, Inc. (ISO), which is the Lead Service Provider to the Federal Emergency Management Agency for the CRS.

The newsletter is distributed electronically, at no cost, to local and state officials, consultants, and other interested persons.

Communities are encouraged to copy and/or circulate the “Community Rating System Newsletter” and to reprint its articles in their own local, state or regional newsletters. No special permission is needed.

To become a subscriber or to suggest a topic that you would like addressed, contact NFIPCRS@iso.com.

