The purpose of this document is to outline how (Name of Community) will administer and implement steps to fulfill the Substantial Improvement/Substantial Damage (SI/SD) requirements.

1. RECOGNIZING REGULATORY AND LEGISLATIVE AUTHORITY
   
   A. Location of SI/SD Regulatory Language
   Substantial Improvement/Substantial Damage (SI/SD) procedures in (Name of Community) are established and regulated as per (Name of Community)’s
   ____________________________
   ____________________________
   
   Other applicable authority is established through ____________________________
   ____________________________
   
   Additionally, SI/SD procedures and other information pertaining to the SI/SD can be found in (Name of Community)’s ____________________________
   ____________________________

   B. Ancillary SI/SD Authorities
   (Name of Community) has established the following agreements that enable (Name of Community) to access external SI/SD resources in the event additional assistance is required:
   
   • ____________________________
   • ____________________________
   • ____________________________
   • ____________________________
   • ____________________________

2. COMMUNITY ENGAGEMENT AND THE CURRENT STRUCTURE
   
   A. Communication Methods
   The following communication methods are employed pre- and/or post-event to communicate permitting and process information to the public:
   
   • ____________________________
   • ____________________________
   • ____________________________
   • ____________________________
   • ____________________________
   • ____________________________
B. Communication Pre-Event
Outreach information provided pre-event includes: ____________________________________________
__________________________________________________________________________________.

C. Communication Post-Event
SI/SD information provided in post-event communication includes:___________________________
__________________________________________________________________________________.

D. Communication Process Location
The application of the above-listed methods in communicating SI/SD information is documented in __________________________________________________
__________________________________________________________________________________.

E. Effectiveness of Communication Process Implementation
The effectiveness of the above-listed methods is evaluated _____________________________
__________________________________________________________________________________.

3. DETERMINING IMPACT AREA
Immediately after an event, community officials will undertake an initial review of the extent of damage including a broad characterization of the number of buildings impacted and the level of anticipated damage.

In some cases, the initial survey is followed by an official Preliminary Damage Assessment (PDA) coordinated by the local emergency manager and performed by teams (may include representatives from local building officials, floodplain managers, and if there is a large enough impact, the State and/or FEMA as well). {Name of Community} will use the results of the PDA to help identify significant damage and coordinate SI/SD inspections.

A. Extent of Impacted Areas
To determine the extent of the impact area, {Name of Community} will use ______
__________________________________________________________________________________.

B. Resources to Make Extent Determination
This ____________________________(map/table/other) is available at ____________________________(location) and updated by ____________________________(position/department).

Emergency “just-in-time” training for the use of the resource(s) identified will be provided as needed. See section 4 for further information on personnel training.
The following steps outline how the resource(s) identified will be used to determine the impact area:

Under the NFIP guidance for SI/SD determinations, only properties with boundaries that overlap with the Special Flood Hazard Area are required for inspection. (Name of Community) will estimate the number of damaged structures using the following steps:

HELPFUL HINTS FOR COMPLETING THE TEMPLATE

In the box, include a detailed explanation of how your community will use its identified resources to determine the impact area.

During the initial post-event “windshield review” and when determining the impact area, your community should also determine the approximate percentage of damaged structures in the Special Flood Hazard Area.

In the box, include a detailed explanation of how your community will estimate this percentage.

It is also important to identify properties in the SFHA as they may have additional requirements and opportunities.

Remember, if your community has higher standard, the requirements may extend beyond the SFHA.
4. IDENTIFYING AVAILABLE PERSONNEL

People
Based on training and availability during an emergency, [Name of Community] will utilize the following staff and/or departments to conduct damage assessments:

• 
• 
• 
• 

The SI/SD team comprises the following positions and associated responsibilities:

• 
• 
• 
• 

The following chart defines the [Name of Community]’s scalable organizational structure for the SI/SD team.

Sample Organizational Chart:
As part of {Name of Community}’s agreement(s) identified in section 1 of this procedure document, {Name of Community} will also utilize available personnel from outside resources to conduct damage assessments as needed. These individuals/agencies will be included in the organizational chart here.

HELPFUL HINTS FOR COMPLETING THE TEMPLATE

In the box, identify where third party contractors and other resources would plug into your community’s SI/SD organizational chart. For instance, will the contractors be split by role? Or perhaps all report to the SI/SD Manager?

Define your community’s thresholds for requesting external resources and assistance.

• {Name of Community} will utilize outside resources as provided through these agreements when an event impacts ___________________________ or if ___________________________ of {Name of Community}’s available staff are impacted by the disaster.

• Should an event impact ___________________________, {Name of Community} will request additional external support beyond existing agreements.

• The equation developed in section 6 to determine the timeframe to complete the assessments influences these thresholds.
Training

{Name of Community} will ensure that all internal and external personnel involved in the SI/SD process who require emergency “just-in-time” training will receive such training according to the following plan:

HELPFUL HINTS FOR COMPLETING THE TEMPLATE

In the box, identify how your community will provide emergency training when needed. This may include a list of personnel and/or positions/roles and what training is required. For instance, some communities find that augmenting permitting staff would require more training than can be provided “just-in-time,” while conducting SI/SD assessment training can be completed relatively quickly with the right materials.

If your personnel do not have the training, please include information on how you will bridge that gap. Please also consider what training the “just-in-time” trainers may need.

The process/procedure for getting these resources trained is documented in

_______________________________________________________________________.

The position/department responsible for updating the training documentation is

_______________________________________________________________________.
5. DETERMINING TIMEFRAMES

(Name of Community) will use the following inputs to estimate level of effort and duration. The process to estimate will be ________________________________

______________________________

______________________________

(Name of Community) will calculate the time it will take to conduct SI/SD assessments using a variation on the below equation:

The position/department responsible for estimating this will be ________________

______________________________

For each structure type to be assessed, (Name of Community) will determine the amount of time necessary for completing all SI/SD assessments.

A. Threshold for Requesting Assistance

In addition to accounting for varying conditions related to structure types and land use patterns, when estimating timeframes, (Name of Community) will identify other obstacles that may prevent the timely completion of assessments, such as areas with heavy debris blocking access or gated communities.

If the timeline calculated using the equation identified above estimates that SI/SD assessment cannot be completed within ________________________________

______________________________

______________________________

______________________________, (Name of Community) will request external resources.

HELPFUL HINTS FOR COMPLETING THE TEMPLATE

As an example for the equation to the left, if a community has 200 damaged structures in the SFHA, and each takes 15 minutes to assess and 15 minutes to get to the next structure, and there are only 3 teams, the SI/SD assessment would likely take 30-35 hours.

Your community may find a different equation is preferable based on the data you will have available.

Calculating timeframes will vary by available staffing. Your community should revisit section 3 and consider any external resources and the time to get those resources activated when estimating timeframes.

Remember, most rebuilding work begins within the first seven days after an event!
6. ESTABLISHING A SUBSTANTIAL IMPROVEMENT/SUBSTANTIAL DAMAGE DETERMINATION PROCESS AND METHODOLOGY

Structures damaged between 50 and 100 percent are considered substantially damaged and are required to be brought into compliance with both the local building code and the local floodplain development regulations. A structure that is damaged to 55 percent (e.g., of its market value) is not treated differently than a structure that is 90 percent damaged in terms of floodplain development regulations. {Name of Community} will determine these percentages based on ___________________________.

Preliminary Structure Determinations: Screening and Categorizing (All Damaged Structures)

A. Timeframe

{Name of Community} will conduct preliminary structure evaluations within _________.

{Name of Community} will conduct preliminary structure evaluations to classify damaged structures into the following categories: 0 to 40 percent damaged, 40 to 60 percent damaged, and 60 percent or more damaged. This initial classification of damaged structures is based on the following criteria:

B. Initial Screening

This initial screening of the structures in an area(s) is based on the following criteria: ___________________________.

After the preliminary evaluations, {Name of Community} will refine the delineation of the impact area and differentiate areas with structures that are between 40 and 60 percent damaged.
C. Assigned Structures to Damage Percentage Categories

Zero to 40% Damaged
For structures that are less than 40 percent damaged, the process will be

Greater than 60% Damaged
For structures identified as more than 60 percent damaged, the process will be

Damaged 40%- 60%
For structures that are more likely to be controversial in the 40-60 percent damaged, the process will be

Conducting Determinations (Structures Damaged 40-60%)

To conduct SI/SD assessments for structures damaged between 40 and 60 percent, {Name of Community} will utilize ________________

The process is outlined as follows:

{Name of Community} will utilize the following data to conduct SI/SD assessments:
• _____________________________________________________________
• _____________________________________________________________
• _____________________________________________________________
• _____________________________________________________________
7. COMMUNICATING DAMAGE TO PARTNERS (Local/State/Federal)

State Communications
A. Position Responsible
The position responsible for communicating SI/SD information to State partners is ________________________________.

B. State Partnering Agencies
State partners include:
• _____________________________________________________________
• _____________________________________________________________
• _____________________________________________________________
• _____________________________________________________________

C. Communication Method
As determined in section 4, and based on the equation developed in section 6, State partners will be contacted if _________________________________________________________________.

D. Timeframe for Response to Support Request
In agreement with State guidance, State partners will be available to deploy and/or arrive within ___________________ hours/days.

Federal Communications
A. Position Responsible
The position responsible for communicating SI/SD information to Federal partners is ________________________________.

B. Federal Partnering Agencies
Federal partners include:
• _____________________________________________________________
• _____________________________________________________________
• _____________________________________________________________
• _____________________________________________________________

C. Communication Method
As determined in section 4, and based on the equation developed in section 6, Federal partners will be contacted if _________________________________________________________________.

D. Timeframe for Response to Support Request
In agreement with Federal guidance for your region, Federal partners will be available to deploy and/or arrive within ___________________ hours/days.
8. COMMUNICATING SUBSTANTIAL IMPROVEMENT/SUBSTANTIAL DAMAGE INFORMATION TO STRUCTURE OWNERS

A. Determine Timeframe
Residents will be notified of the SI/SD determination within _______________ of an SI/SD assessment as per the detailed process identified in section 5.

B. Determine Delivery Method
{Name of Community} will use the following means of communication for notifying structure owners of SI/SD determinations and the appeal process:

- ________________________________
- ________________________________
- ________________________________
- ________________________________

Appeals

A. Location of Appeals Language
The SI/SD appeals process is documented in {Name of Community}’s ________________________________.

B. Appeals Review Body
{Name of Community}’s appeals process allows for structure owners to voice dissent and potentially change the process. The community will also work to ensure SI/SI determinations are accurate, consistent, and defensible. The process includes:

HELPFUL HINTS FOR COMPLETING THE TEMPLATE

See page 23 of the Guided Community Self-Assessment for the information your community collected on post-disaster outreach and the appeals process.

Identify the timeframe within which structure owners are notified of SI/SD determinations.

Identify the document that establishes your community’s appeals process. List all requirements of the process in the box.
The following methods of determination are recognized as valid and legally sound:

- ________________________________________________________________
- ________________________________________________________________
- ________________________________________________________________
- ________________________________________________________________

The outcome of any appeal will be documented in ___________________________
__________________________________________________________________

9. MONITORING AND REINTEGRATION

Any external resources requested will be demobilized and the continuity of the SI/SD process will be maintained based on the following:

(.Name of Community) will integrate SI/SD follow-up into the regular permitting and appeals process based on the following: