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 
   
   [fill in source of authority].
   
   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:
   
   • __________________________________________________________________________
   
   • __________________________________________________________________________
   
   • __________________________________________________________________________
   
   • __________________________________________________________________________
   
   • __________________________________________________________________________

HELPFUL HINTS FOR COMPLETING THE TEMPLATE

Your community identified its existing authority to establish an SI/SD process. Examples include your floodplain management ordinance, zoning/land use ordinance, and/or building codes. See page 3 of the Guided Community Self-Assessment.

Examples of these agreements include MOUs, Volunteer Contracts, State Emergency Management Assistance Compact. See page 4 of the Guided Community Self-Assessment.

Use the communication resources your community identified in the Guided Community Self-Assessment. See page 6.

List where communication methods are documented, e.g., your Emergency Operations Plan, and identify your timeline for evaluating those methods.
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:

In the box, capture your community’s SI/SD organizational structure. Please note, this may be different than your day to day structure.

*This can be the organizational chart as referenced on page 13 of the Guided Community Self-Assessment.*
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.

• {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.

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.
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:

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 _______

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.

HELPFUL HINTS FOR COMPLETING THE TEMPLATE

How will your community determine these percentages? For example, will they be based on market value, tax assessed value, or otherwise.

Define the timeframe within which preliminary structure evaluations are conducted.

To classify damaged structures, community-defined indicators can be utilized. For example, some communities use high water marks to estimate damage in certain neighborhoods.

Identify the threshold percentage(s) your community will apply when determining where to conduct further assessments.

For example, “between 40 and 60% 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:

- ________________________________________________________________
- ________________________________________________________________
- ________________________________________________________________
- ________________________________________________________________

**HELPFUL HINTS FOR COMPLETING THE TEMPLATE**

Some communities choose to conduct more detailed assessments for structures in the 40-60% (or even 30-70%) damaged window to make sure the process is applied consistently.

Identify tools and methodology your community will use to conduct assessments.

*Refer to page 19 of the Guided Community Self-Assessment.*

List the data item and source.

*Refer to the list your community developed on page 20 of the Guided Community Self-Assessment.*
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.

HELPFUL HINTS FOR COMPLETING THE TEMPLATE

- It may be helpful to develop a similar section for community to county communications, if that applies to your jurisdiction.
- Identify the circumstances through which State partners will be contacted.
- Identify the circumstances through which Federal partners will be contacted.
- Remember, federal partners may not be authorized to deploy until a Federal Disaster Declaration is issued.

See page 22 of the Guided Community Self-Assessment for partners your community has identified.
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/SD determinations are accurate, consistent, and defensible. The process includes:

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

Helpful Hints for Completing the Template

- 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: