



# Cooperating Technical Partners: Looking to Tomorrow

A presentation for NAFSMA

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**August 24, 2016**



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# Overview

- About the CTP Program
- CTP Program Accomplishments
- CTP Program Five-Year Operations Plan
- CTP Program Communications





# About the CTP Program

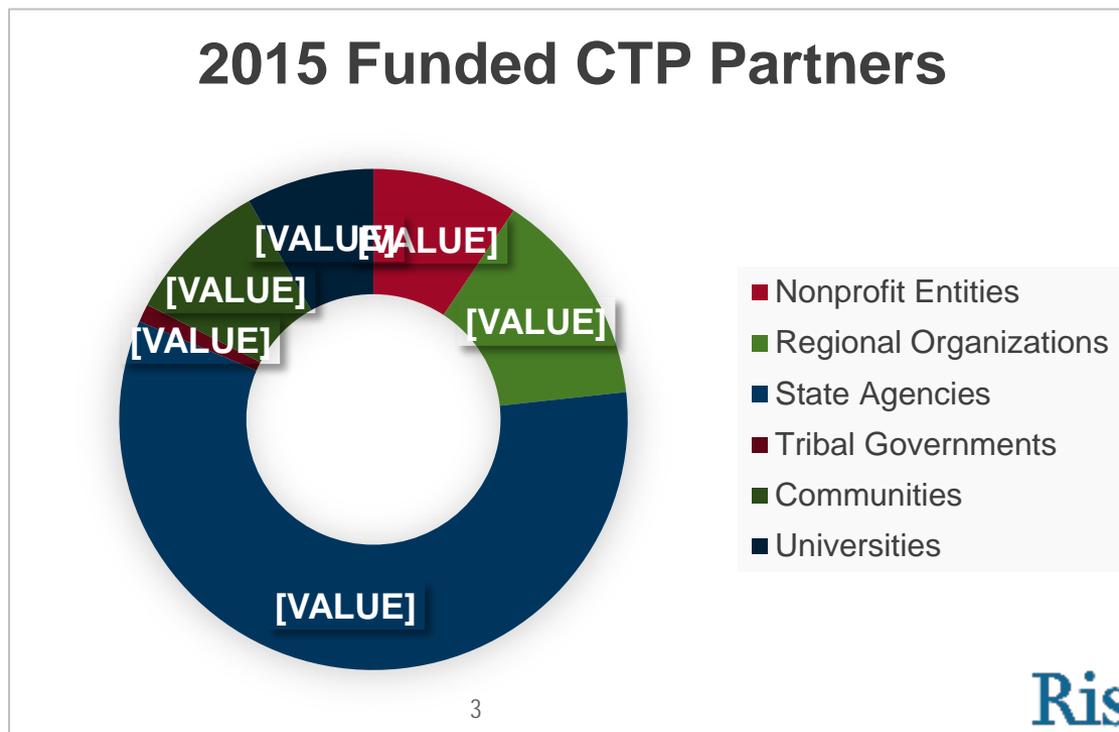


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# Cooperating Technical Partners (CTP) Eligible Partners



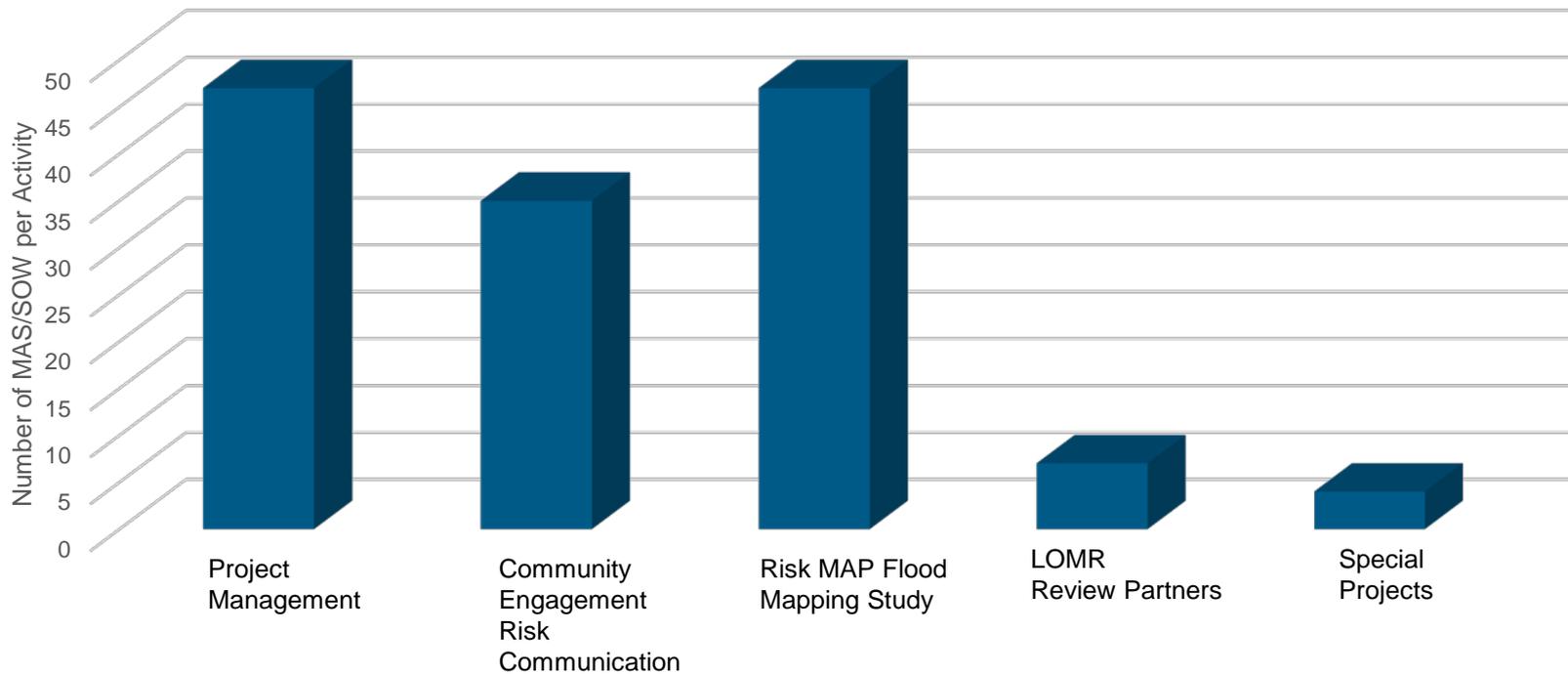
The Cooperating Technical Partners (CTPs) assist FEMA with mapping activities by providing mapping and communications experts to update maps and increase community awareness about flood risk. FEMA's CTP Program leverages available funding provided by some CTPs to obtain more mapping with available resources. Partnerships with CTPs allow for the pooling of resources to extend the productivity of limited public funds.



# Types of Eligible Activities

## Eligible Activities for the following types of Mapping Activity Statement (MAS) or Statement of Work (SOW)

Types of MAS/SOW  
2015



# CTPs and FEMA Have Shared Value



## **FEMA-CTP partnerships all for a number of opportunities and benefits as CTPs can:**

- Share resources (financial, technical and non-technical expertise)
- Match local maps with FEMA maps
- Provide broader access and awareness to existing FEMA data through community outreach activities
- Increase community awareness of flood risk
- Easily access FEMA training, technical assistance, and mentoring
- Close collaborative efforts between CTP and FEMA
- Aid in getting maps completed more quickly in close coordination with local processes



# Program Foundational Elements





# CTP Program Accomplishments



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# CTP Program Feedback Survey

**In 2015, the CTP Program conducted a survey to support future planning for the program**

2015 CTP Program Accomplishment Snapshot	
Activity	Accomplishment
<b>Conducted a CTP Program Feedback Survey, Analysis and Survey Report</b>	<ul style="list-style-type: none"> <li>Surveyed 331 CTP Program Stakeholders</li> <li>Identified key findings and objectives for the Five-Year Operations Plan</li> <li>Identified next steps for the CTP Program based on training, innovation and other programmatic needs</li> </ul>
<b>Evaluated Training Needs</b>	<ul style="list-style-type: none"> <li>Leveraged information provided by past EMI course participants to provide more specific and more comprehensive training topics</li> <li>Pulled data from the CTP Program Feedback Survey Report to identify other specific training areas for 2016 and beyond</li> </ul>



# Survey Findings

<b>Themes:</b>	CTP value	Communication and consistency	Grants process	Risk MAP process confusion
<b>Drivers:</b>	Better project budgeting and planning	Understand project process workflow	Project Tools - Federal Register frustrations	Outdated process and/or Concerns, i.e. MIP/KDP
<b>Outcomes:</b>	Funding stability and input to project planning	Clear program metrics	Training	Training/process updates

# CTP Program Accomplishments

**In 2015, the CTP Program accomplished a series of initiatives to support future planning for the program**

2015 CTP Program Accomplishment Snapshot	
Activity	Accomplishment
Identified and provided proposals for common questions with CTP:	<ul style="list-style-type: none"> <li>▪ Develop performance measures that align to Risk MAP metrics               <ul style="list-style-type: none"> <li>▪ Metrics Attained, Schedule Performance Index (SPI)/Cost Performance Index (CPI) Threshold, Qualitative Questionnaire, and Quality Metrics</li> </ul> </li> <li>▪ Begin to Identify scalable CTP action as it relates to geography (size/scale)</li> <li>▪ Begin analyzing the cost-benefit of using CTPs versus other contractors</li> </ul>
Stood up a CTP Community of Practice (CoP)	<ul style="list-style-type: none"> <li>▪ Identified and met with a CTP CoP Steering Committee</li> <li>▪ Scheduled two CTP CoP General Meetings</li> <li>▪ Provided a CTP 101-Project Management Course as part of the CTP CoP Meetings</li> </ul>
Raised awareness / Identified Best Practices	<ul style="list-style-type: none"> <li>▪ Increased registration on Collaboration Center through an integrated internal communications outreach process by leveraging the CTP CoP, National Call, National Newsflash, IPTs and TMAC meetings</li> <li>▪ Launched an online publication, the <i>CTP Collaboration Monthly</i>, to spread awareness about CTP Program initiatives and activities</li> <li>▪ Developed initial set of Best Practices and Templates</li> </ul>

# Performance Measures

**Starting in 2017, the CTP Program is implementing new performance measures to help CTPs and FEMA improve project performance. These performance measures were developed a result of the Working Group’s evaluation current program measures and metrics**

<b>Quality Metric</b>	<b>Description</b>
<b>Metrics Attained</b>	▶ Metrics Proposed vs. Metrics Achieved
<b>Earned Value</b>	▶ Maintain a value of between 0.92 and 1.08 in Earned Value (SPI/CPI) or evaluation of Change Requests needed
<b>Qualitative Questionnaire</b>	▶ Regions would evaluate partnerships on a quarterly basis and provide the results to CTPs so they can be discussed and incorporated in quarterly reporting requirement
<b>Quality Metrics</b>	▶ PTS Contracting Officers Representatives (CORs) develop quality metrics for their contracts and provide measures to meet the CTP Program’s needs in the following areas: <ul style="list-style-type: none"><li>▶ Quality of Engineering and Mapping Deliverables</li><li>▶ Meetings/Trainings</li><li>▶ Messaging/Project Management</li></ul>

# Project Tiers

- The CTP Program developed a proposed tiering system to better define success and accountability measures based on size and scale of partners.
- The tiers will help better define program success and accountability for different types of Partners

## Tier 1 – Low Complexity

- 12-24 month projects
- PM, CERC
- *No Integrated Baseline Review (IBR) required*
- **2 performance measures**
- **Linear training requirements**
- Quarterly touchpoints

## Tier 2 – Mid-level Complexity

- Multi-year projects
- CTP provides leverage
- Other stakeholder *awareness*
- Quality Assurance Plan *developed*
- IBR *may be required*
- **4 performance measures**
- **Linear Training**
- Monthly or quarterly touchpoints

## Tier 3 – High Complexity

- Multi-year projects
- All levels of Production activities
- CTP more fully leverages
- Other stakeholder *engagement*
- Quality Assurance Plan *well managed*
- IBR *required*
- **6 performance measures**
- **Linear Training**
- Monthly touchpoints
- Robust outreach

NOTE: Not all cooperative agreements are equal. Some require more evaluation and some may be more hands off.

# 2016 CTP Program Planning



**In 2016, the CTP Program will adopt a Five-Year Operations plan as a road map for the program**

## 2016 Five-Year Operations Plan

### Theme: Transparency, Technology and Innovation

Focus	Supporting Activity
<p><b>Complete Five-Year Operations Plan:</b> Involves engagement with Regions and CTPs</p>	<ul style="list-style-type: none"> <li>▪ Developing a project schedule, identifying resources, and scheduling meetings for review and collaboration with the Regions, Operating Partners, and the CTP Community of Practice</li> <li>▪ Clarifying the program mission and goals                             <ul style="list-style-type: none"> <li>▪ Write a mission and vision statement for the CTP Program along with supporting themes and key messages which align with TMAC recommendations</li> </ul> </li> <li>▪ Highlighting structure (and flexibility) in program and project management</li> <li>▪ Developing a robust CTP Program training plan</li> <li>▪ Evaluating existing Risk MAP processes</li> <li>▪ Leveraging the survey data to inform the Five-Year Operations Plan</li> </ul>
<p><b>Continued Coordination with CTP Program Stakeholders:</b> Involves collaboration with TMAC, Operating Partners and CTP Community of Practice</p>	<ul style="list-style-type: none"> <li>▪ Continuing to inform stakeholders with updates on the Five-Year Operations Plan, program best practices, and other program updates through providing status updates at meetings and through the CTP Program Outreach Strategy</li> </ul>



# CTP Program Focus for 2016 and Beyond



The CTP Program will take the information from the CTP Program Feedback Survey and CTP Working Group to develop a comprehensive Five-Year Operations Plan. For planning purposes, the CTP Program will focus on the following four key topic areas listed below.

Key Finding	Implementation Tactics
Bring <b>innovation</b> to the program	<ul style="list-style-type: none"><li>Improve technologies, funding flexibility, improved collaboration and information sharing, and training</li></ul>
Increase <b>collaboration and information sharing</b>	<ul style="list-style-type: none"><li>Leverage the new Community of Practice (CoP) and the CTP Collaboration Center</li></ul>
Improve and increase <b>training opportunities</b>	<ul style="list-style-type: none"><li>Add training courses on Project Management, grants process, KDP and MIP, and communication/outreach</li></ul>
Consider the <b>community awareness</b> metric and how to measure it.	<ul style="list-style-type: none"><li>Engage communities in order to increase their level of understanding around both risk and risk mitigation</li></ul>





# CTP Program Five-Year Operations Plan



# Five-Year Operations Plan Program Mission and Vision statements



**The Mission and Vision Statements were streamlined after receiving comments from stakeholders**

## Mission Statement

The mission of the Cooperating Technical Partners (CTP) Program is to strengthen the effectiveness of the National Flood Insurance Program (NFIP) and support FEMA's mitigation objectives by leveraging partnerships to deliver high-quality hazard identification and risk assessment products, provide outreach support, and empower communities to take action to reduce risk based on informed multi-hazard based data and resources.

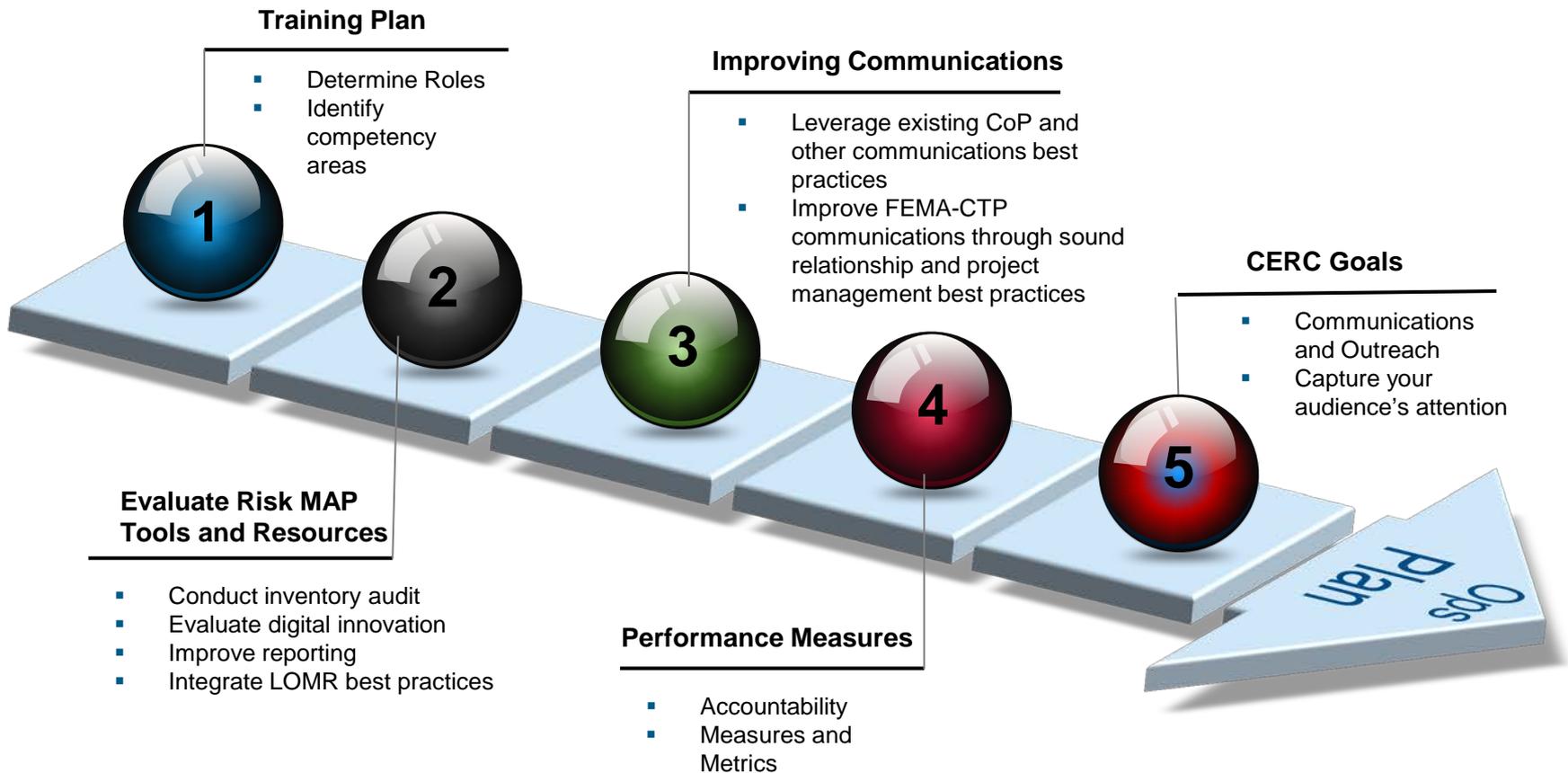
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## Vision Statement

FEMA envisions a successful Risk MAP program where CTPs are supported in the delivery of high-quality mapping products, risk assessment tools, and planning & outreach support, which enables communities to take action to reduce risk based on informed multi-hazard based data and resources. FEMA supports a CTP Program with CTP partnership capability growth and leveraged local community-level experience, data, and funding. This will be accomplished by increasing CTP Program ownership and accountability throughout the Risk MAP Process, by providing a framework of support through training and communication tools and resources, by promoting sound program management guidance and best practices, and by validating the CTP best practices and community engagement successes through collaborative information and data sharing for the benefit of all its partners.



# The Ops Plan Goals driven by the vision statement and the CTP Program feedback Survey



# A Planning Group of CTP and FEMA stakeholders meet to discuss program goals



**The CTP Programmatic Goals were placed in five main categories. The Ops Plan IPT will focus on The training component on May 18 as well as provide feedback on the other goals**

## Ops Plan Goal



**Goal 1:** To develop and implement a training program to train CTP stakeholders and FEMA staff on topics relevant to the program

## Proposed Outcome(s) – These come from our CTP Program Topic Areas

- To provide a framework of support through training and outreach tools and resources; promote sound program management guidance and best practices
- To increase CTP and FEMA knowledge and accountability in the areas of program management, grants management and reporting
- To enhance project management skillsets and resources (e.g., process, reporting, best practices)



**Goal 2:** To evaluate and improve Risk MAP tools and resources, as well as CTP Program processes and pilot initiatives

- To inventory and leverage current tools and resources and propose updates or new products (e.g., Blue Book updates)
- Evaluate possible program innovation (e.g., digitizing maps, technology and project improvements)
- To improve reporting processes and best practices as well as provide tools and resources to help CTPs become more efficient with project reporting
- To incorporate program innovation (e.g., digitizing maps, technology and project improvements)
- LOMR Review Process

**NOTE:** The Ops Plan IPT will need to provide input on tools and resources, new areas of innovation, and LOMR updates.

To provide feedback, email Laura Algeo ([Laura.Algeo@fema.dhs.gov](mailto:Laura.Algeo@fema.dhs.gov)) and Alix Shutello ([Ashutello@LeapFrogit.com](mailto:Ashutello@LeapFrogit.com))



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# An Operations Plan Integrated Planning Group of CTP stakeholders meet to discuss program goals



## Ops Plan Goal



**Goal 3:** To leverage feedback mechanisms in order to share CTP Program best practices and information

## Proposed Outcome(s) – These come from our CTP Program Topic Areas

- To increase collaboration and transparency across the program
- To improve FEMA-CTP communications through sound relationship and project management best practices, better reporting, transparency and feedback
- To identify suggestions for improving communication and collaboration opportunities (two ways – FEMA to CTPs, CTPs to FEMA)
- To enhance project management skillsets and resources (e.g., process, reporting, best practices)



**Goal 4:** To integrate performance measures, outcomes and metrics into the CTP Program in order to improve and/or evaluate Risk MAP Program planning and grants processes

- To ensure accountability/measurement (both CTPs and FEMA; performance measures and evaluating program success)
- To coordinate consistent approaches within the grants process (e.g., MAS/SOW, funding flexibility)
  - As part of these “consistent approaches,” there was a suggestion to include reasonable parameters for program operations across Regions
- Suggestion to include language about advancing action



**Goal 5:** To evaluate and integrate, as needed, the CERC program goals

- Determine CERC needs, resources or enhancements at the CTP level
- Develop and/or increase better program planning at the project level



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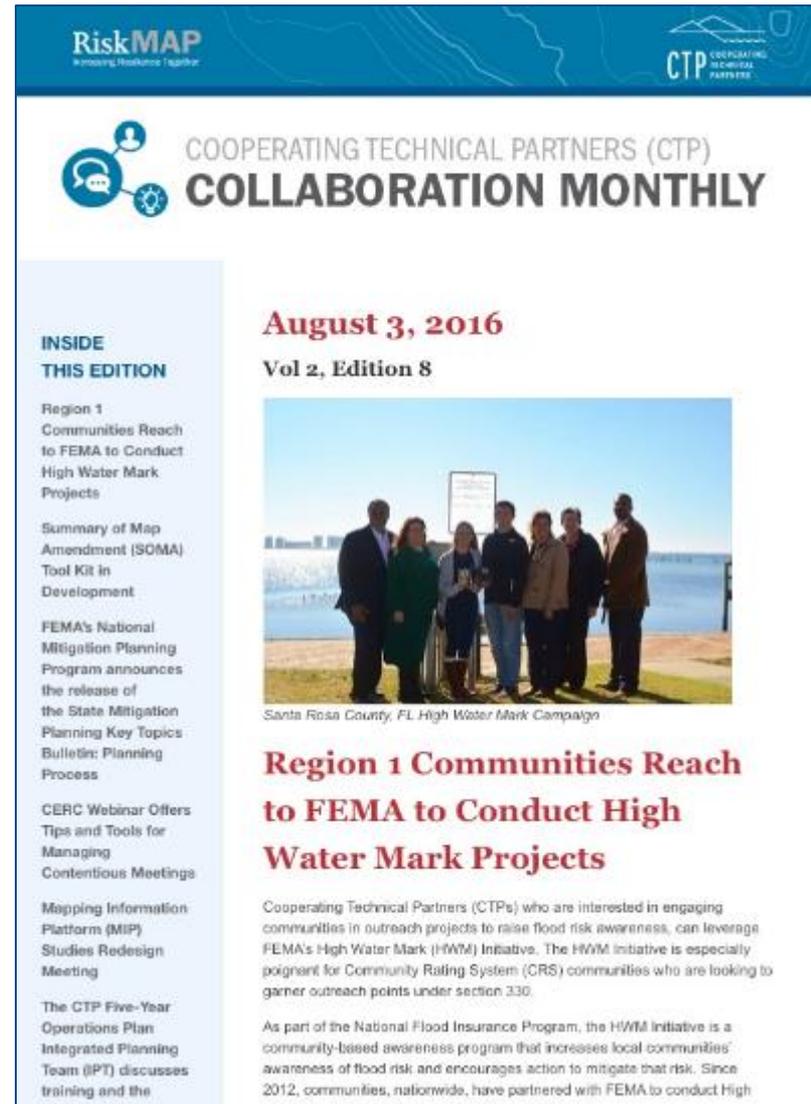
# Program Communications



# Keeping CTPs informed through communications and collaboration

## The CTP Program provides a number of communication and collaboration opportunities for CTP stakeholders:

- Bi-annual Community of Practice: (Steering Committee and General Meetings)
- Quarterly Operating Partners Meetings with ASFPM and NAFSMA
- State and National Conferences
- Monthly Risk Management Directorate Calls
- Online portal – CTP Collaboration Center
- Monthly communications – CTP Collaboration Monthly



**RiskMAP**  
Knowing Resilience Together

CTP COOPERATING  
TECHNICAL  
PARTNERS

COOPERATING TECHNICAL PARTNERS (CTP)  
**COLLABORATION MONTHLY**

**August 3, 2016**  
Vol 2, Edition 8

**INSIDE THIS EDITION**

- Region 1 Communities Reach to FEMA to Conduct High Water Mark Projects
- Summary of Map Amendment (SOMA) Tool Kit in Development
- FEMA's National Mitigation Planning Program announces the release of the State Mitigation Planning Key Topics Bulletin: Planning Process
- CERC Webinar Offers Tips and Tools for Managing Contentious Meetings
- Mapping Information Platform (MIP) Studies Redesign Meeting
- The CTP Five-Year Operations Plan Integrated Planning Team (IPT) discusses training and the

**Region 1 Communities Reach to FEMA to Conduct High Water Mark Projects**

Cooperating Technical Partners (CTPs) who are interested in engaging communities in outreach projects to raise flood risk awareness, can leverage FEMA's High Water Mark (HWM) Initiative. The HWM initiative is especially poignant for Community Rating System (CRS) communities who are looking to garner outreach points under section 330.

As part of the National Flood Insurance Program, the HWM initiative is a community-based awareness program that increases local communities' awareness of flood risk and encourages action to mitigate that risk. Since 2012, communities, nationwide, have partnered with FEMA to conduct High Water Mark

*Santa Rosa County, FL High Water Mark Campaign*

# CTP Program Tools and Resources

## CTP Collaboration Center

### ANNOUNCEMENTS

Submissions

Comment Period for Risk MAP Guidance and Standards	8/11/2015
FY 2015 NOFO has been released	7/22/2015
8th Annual Hazus User Conference Details Released	7/14/2015
Thank you February E241 students!	2/27/2015
February E241 Peer-to-Peer Presentations are up on SharePoint!	3/23/2015
Guidance and Standards have been updated	11/5/2014
Changes to Federal Grants Administration	

[Add new announcement](#)

### GUIDANCE AND BEST PRACTICES

- Guidance & Best Practices Link
- Guidelines and Standards on FEMA.gov
- Guidelines and Standards Policy Memo
- Guidance Compendium
- Technical Reference Compendium
- Templates and Resources
- Knowledge Sharing Site
- CTP Best Practice - Carson River
- CTP Best Practice - Georgia
- CTP Best Practice - Indiana
- CTP Best Practice - Kentucky
- CTP Best Practice - Lycoming County

### DISCUSSION BOARD

Topic	Last Updated
MAS Templates	5/21/2015 9:32 AM
Mapping	5/21/2015 9:32 AM
Tools and Resources	12/15/2015 2:36 PM
Mitigation Ideas	6/12/2015 2:55 PM
NOFO Questions and Concerns	8/4/2015 10:28 AM
Regulatory Products	6/29/2015 2:51 PM
Training Opportunities	6/29/2015 2:53 PM
Conferences and Collaboration	8/25/2015 2:26 PM
CTP Program Feedback Survey Comments	1/5/2016 6:06 PM

### CALENDAR

Event	Start Time	Location
ND Grants 3.0 Online Training	3/22/2016 1:00 PM	
ND Grants Training: Program Office Functions	3/23/2016 1:00 PM	
Spring EMI Course	4/4/2016 12:00 AM	Emergency Management Institute, Emmitsburg, MD
CTP Collaboration Monthly Newsletter	4/6/2016 12:00 AM	
Engineering &	4/7/2016 12:00 AM	

### TRAINING AND MENTORING

- Grants Gov
- Non-Disaster Grants
- Payment And Reporting System
- System For Award Management
- CTP Course at EMI
- Eligible Activities

### CTP DOCUMENTS

- Mitigation Planning
- Non-Disaster Grants
- RiskMAP
- Risk Map
- Miscellaneous

## CTP Collaboration Monthly



<http://tinyurl.com/CollaborationSiteRegistration>

Best Practices Templates



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