

# Work Instruction Task Lead - Process Request

## **Purpose**

This work instruction is used to outline the process conducted by the Task Lead who conducts the detailed review. The steps include:

- Review, add, edit, or delete contents on each screen
- Enter the Project Description and Basis of Request
- Enter the 7 elements of community information
- Enter letter information

### **Prerequisites**

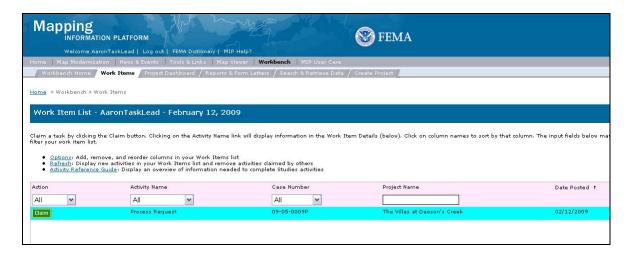
- The Review Data Received activity is complete
- · All data and fees were received and recorded

# Navigation

Via Menu Path	Log in to the MIP → Workbench → Work Items →		
	and Claim → Process Request		
	Ciailii 7 Process Request		



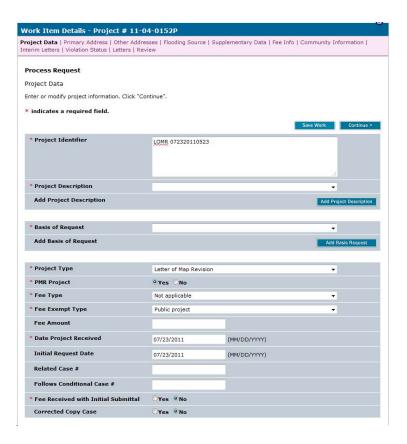
### **Work Steps**





Only claim an activity that you are certain you own or have been instructed to claim. Contact your manager if you claimed an activity in error.

- 1. Click on: Claim to claim the activity
- 2. Click on: Process Request to enter the Process Request activity





At any point, click the ? to access helpful hints and definitions for information on this screen.



This screen is primarily the same as it appears in the Review Data Received activity. The only features added are the Project Description and Basis of Request fields. The values input for each of these areas will be generated on the determination document. Additionally, selections made in these drop downs will automatically populate appropriate corresponding paragraphs within the Determination Document (such as the paragraph for fill placement and operation and maintenance of structures).



Select Levee if the request involves a levee, as this is used for tracking purposes. If Other is selected, it must be replaced with specific language on the Determination Document.

**3.** Click the Project Description dropdown box and select the appropriate option



The Add Project Description button must be clicked in order to save the information after *each* entry or data will not be saved.

- 4. Click on: Add Project Description to add the entry to the table
- **5.** If applicable, enter additional project descriptions the same way.



Select Alluvial Fan Analysis if the request involves an alluvial fan, Update if the case is to correct a recently effective DFIRM or FIS Report, and Floodway if the revision involves a change to a floodway or establishment of a new floodway. These selections are used for tracking purposes.

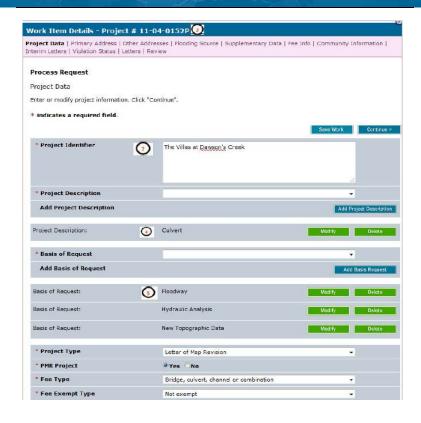
**6.** Click the Basis of Request dropdown box and select the appropriate option



The Add Basis Request button must be clicked in order to save the information after *each* entry prior or data will not be saved.

- 7. Click on: Add Basis Request to add the entry to the table
- **8.** If applicable, enter additional basis of request the same way.





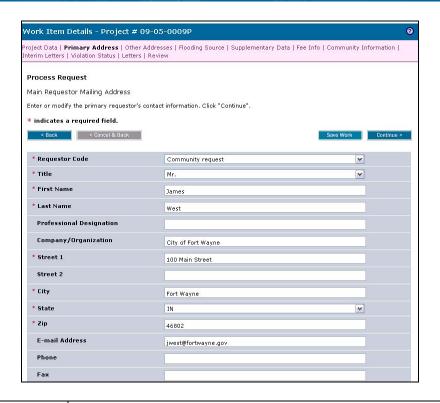
Notice the fields correspond to the variables in the determination document sample shown at the end of this work instruction.



Additionally, the Culvert populates the operation and maintenance of structures paragraph (17B) and the Floodway populates the floodway paragraph (17A).

9. Click on: Continue > to move to the Primary Address Screen



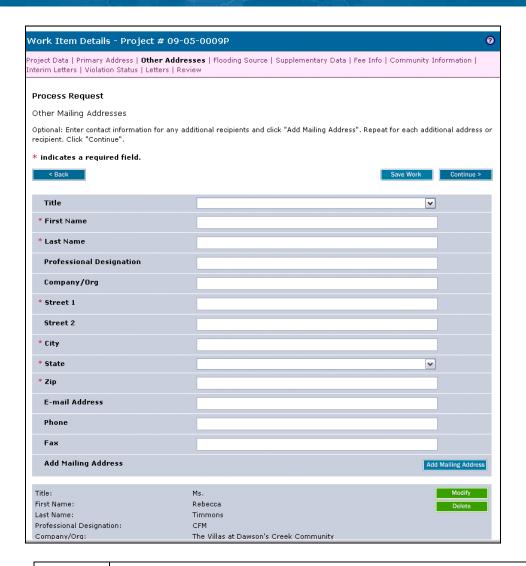




The entry on this screen is populated on the carbon copy list of the Determination Cover Letter.

10. Review and click Continue > to move to the Other Addresses screen



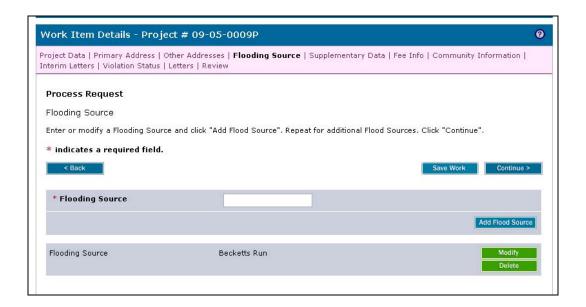




Entries on this screen are populated on the carbon copy list of the Determination Cover Letter.

11. After reviewing the addresses at the bottom, click Flooding Source screen to move to the

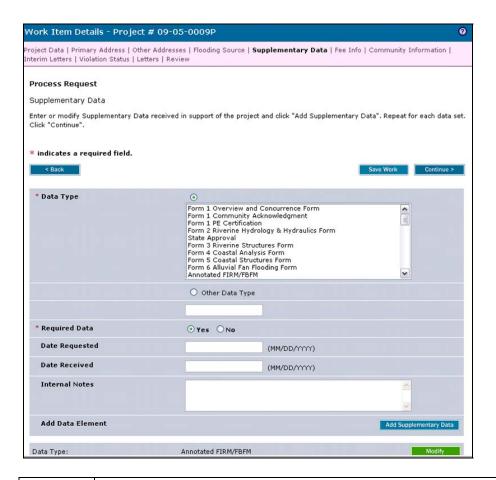






The flooding source(s) information may have been entered by the Project Administrator when the project was created. The Task Lead should verify that the flooding source name was entered exactly as it appears on the FIRM, and modify if necessary. All flooding sources affecting the revision should be entered. If applicable, enter an additional Flooding Source and click the Add Flood Source button to add another field to the table.

12. Review and click continue > to move to the Supplementary Data screen





In order for a project to proceed to the Process Request activity in the workflow, all data and fees must have been received. However, the Task Lead may still request additional data by entering it in the Supplementary Data screen. If there are no outstanding required data that need to be requested, bypass this screen without entering any information.

13. Review and click to move to the Fee Info screen





14. Review and click Continue > to move to the Community Information screen





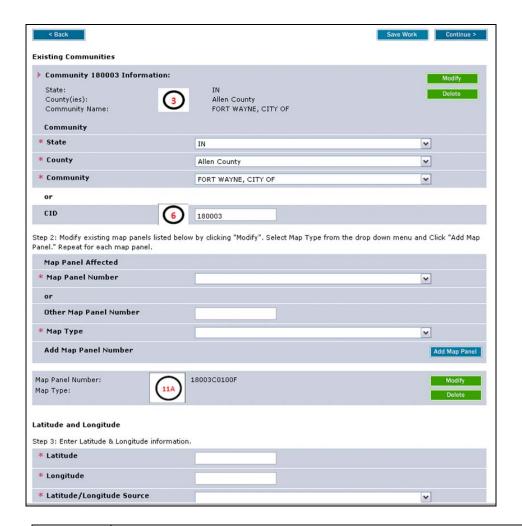
The Community Information screen appears significantly different than in previous activities. Each community will need to be modified in order to add information. The information entered in this screen will be used to populate fields on the determination document.



NOTE: The Save Work button does not work on the Community information screen while information is being modified. It will only save work after all required information has been entered and Update Community has been clicked.



15. Step 1: Click on: Modify

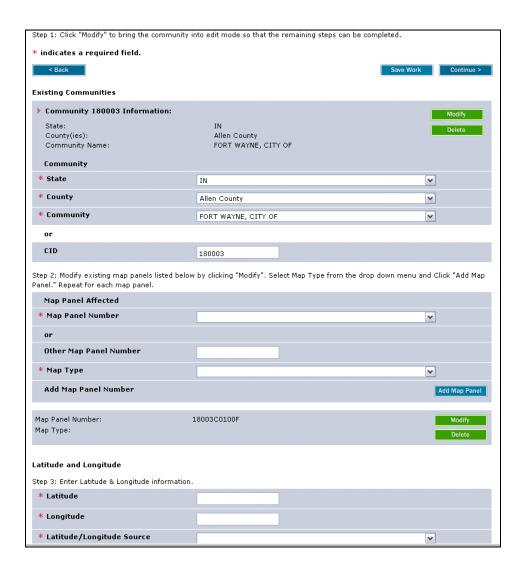




Notice the fields correspond to the variables in the determination document sample shown at the end of the work instruction.

**16.** The existing community is now in edit mode; make any appropriate edits to the Existing Community section

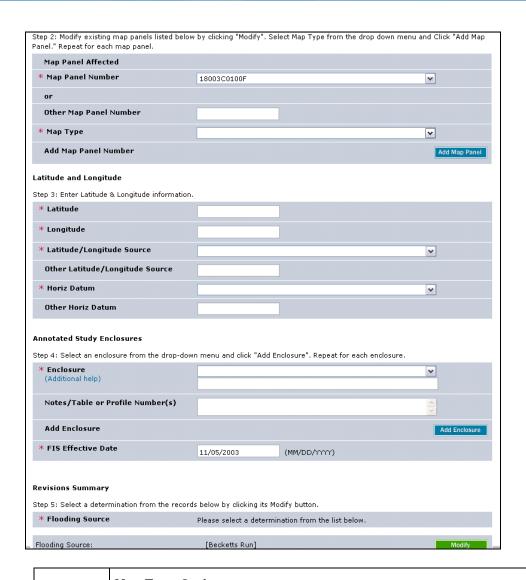




#### Proceed to Step 2: Map Panel Affected

17. Click on: Modify to add a Map Type to each existing map panel.





#### **Map Type Options:**



FIRM - Flood Insurance Rate Map

FHBM - Flood Hazard Boundary Map

FBFM - Flood Boundary and Floodway Map

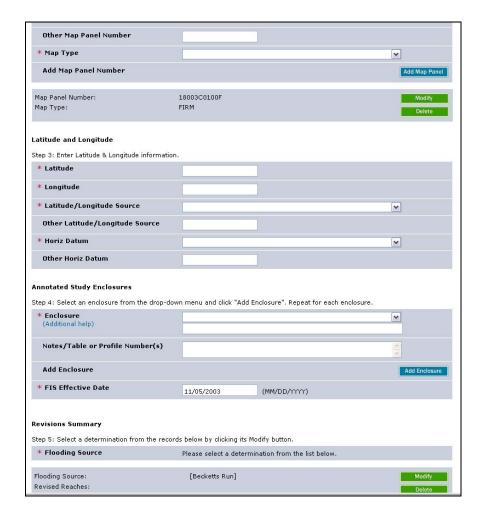
**18.** Click the Map Type dropdown box and select the appropriate option



The Add Map Panel button must be clicked in order to save the information after *each* entry or data will not be saved.

19. Click on: Add Map Panel to add the entry to the table





**20.** If applicable, enter additional map types the same way.

#### Proceed to Step 3: Latitude and Longitude

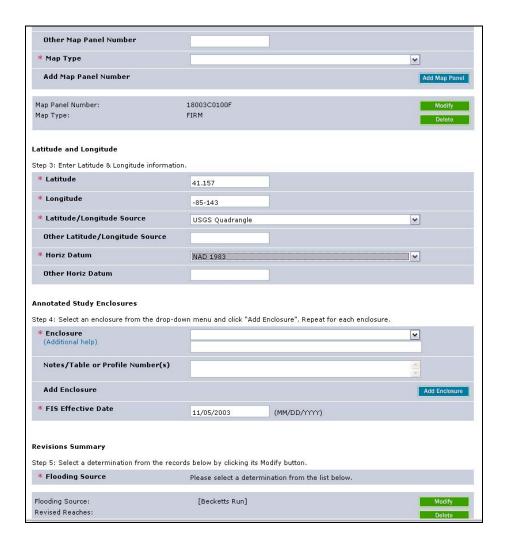
- **21.** Click to enter Latitude. Value must be positive and entered in the xx.xxx format
- 22. Click to enter Longitude. Value must be negative and entered in the xx.xxx format
- **23.** Click the Latitude/Longitude Source dropdown box and select the appropriate option



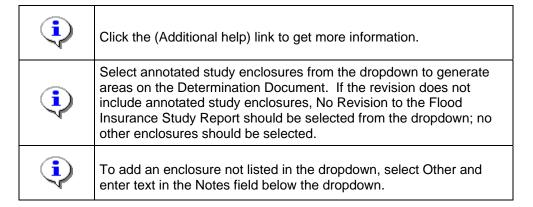
To enter a value not included in the dropdown, select Other and enter text in the Other Horiz Datum field.

- **24.** Click the Horiz Datum dropdown box and select the appropriate option
- **25.** Notice the data from Step 3 appears in Variable 8 of the sample determination document to the right.





#### **Proceed to Step 4: Annotated Study Enclosures**



- **26.** Click the Enclosure dropdown box and select the appropriate option
- **27.** Click to enter profile panel numbers or table numbers in the Notes/Table or Profile Number(s) field so that it will populate on the determination document.





The Add Enclosure button must be clicked in order to save the information after *each* entry or data will not be saved.

28. Click on: Add Enclosure to add the entry to the table



The entries inn the table correspond to Variable 11B of the sample determination document.

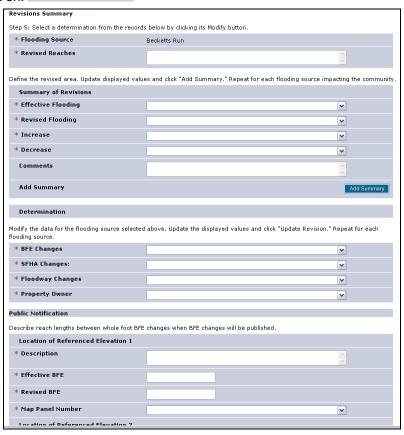
**29.** If applicable, enter additional enclosures the same way.

#### **Proceed to Step 5: Revisions Summary**



The user must modify each flooding source in the MIP. Additional flooding sources can be added as required.

30. Click on: Modify







Enter the extent of the revision along the flooding source for the entire revision (not community specific). This populates Variable 9 on the Determination Document.

- **31.** Click to enter Revised Reaches. See the help text for examples.
- **32.** Click the Effective Flooding dropdown box and select the appropriate option
- **33.** Click the Revised Flooding dropdown box and select the appropriate option
- **34.** Click the Increase dropdown box and select the appropriate option
- **35.** Click the Decrease dropdown box and select the appropriate option



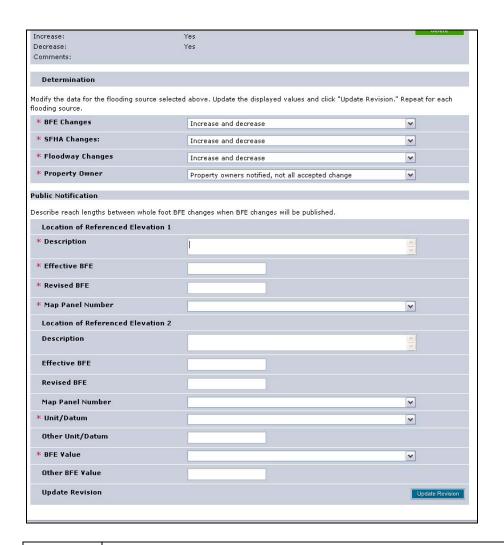
The Add Summary button must be clicked in order to save the information after *each* entry or data will not be saved.

- **36.** Click on: Add Summary to add the entry to the table
- **37.** If applicable, enter additional summaries the same way.



Proceed to enter values for BFE Changes, SFHA Changes, Floodway Changes, and Property Owner Notification. These values determine the Letter Code (i.e. 102-D, 102-I-A-C, etc.) on the determination document. These values also determine the appropriate Paragraph 20 to be automatically populated on the last page of the determination document under the Public Notification section.

- **38.** Click the BFE Changes dropdown box and select the appropriate option
- **39.** Click the SFHA Changes dropdown box and select the appropriate option
- **40.** Click the Floodway Changes dropdown box and select the appropriate option
- **41.** Click the Property Owner dropdown box and select the appropriate option





In the Public Notification section, enter values for Location of Referenced Elevation 1 (upstream BFE Location) and Location of Referenced Elevation 2 (downstream BFE Location). These locations are used for public notification of BFE changes.

A sample determination document with these fields filled in is available for reference at the end of this work instruction.



Data is required in the Public Notification section if any value other than Not Applicable or No Change was selected from the BFE Changes dropdown above.

#### **42.** Click to enter Description



If BFE changes are not applicable or do not change, only fill out the Unit/Datum and the BFE value fields.

#### 43. Click to enter Effective BFE



- 44. Click to enter Revised BFE
- **45.** Click the Map Panel Number dropdown box and select the appropriate option
- **46.** Click to enter Description
- 47. Click to enter Effective BFE
- 48. Click to enter Revised BFE
- **49.** Click the Map Panel Number dropdown box and select the appropriate option



If the appropriate Unit/Datum is not in the dropdown list, select Other and enter information in the subsequent field.

**50.** Click the Unit/Datum dropdown box and select the appropriate option



If the appropriate BFE Value is not in the dropdown list, select Other and enter information in the subsequent field.

**51.** Click the BFE Value dropdown box to select the appropriate option



The Public Notification information appears in Variable 20 on the last page of the determination document.

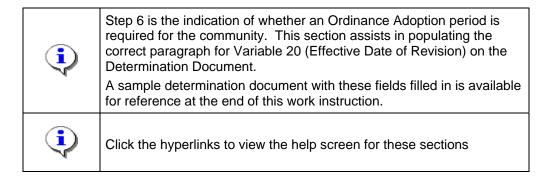
A sample determination document with these fields filled in is available for reference at the end of this work instruction.

- **52.** Click on: Update Revision to save the entry to the table
- **53.** If additional Flooding Sources existed, the follow the same steps to update the information.





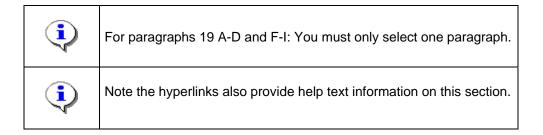
#### **Proceed to Step 6: Ordinance Adoption**



- **54.** Select the Yes radio button if the community requires an ordinance adoption period; or keep the default answer of No
- 55. Click on: Update Community



#### **Proceed to Step 7: Community Information**



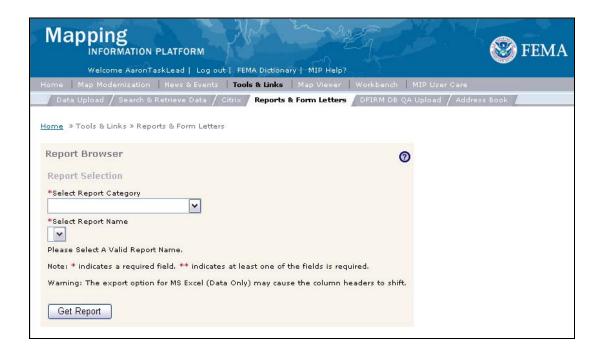
- **56.** Select appropriate paragraphs under Community Information.
- **57.** Click on: Save Work to update the community table
- **58.** If applicable, click Modify for any additional communities to complete the same 7 steps.



At this point, save the work and go to Reports and Form Letters to print the Revisions Cover Letter and Revisions Determination Document.

**59.** Click the Reports & Form Letters tab





- **60.** Click the Select Report Category dropdown box and select Form Letters
- **61.** Click the Select Report Name dropdown box and select Revision Cover Letter
- **62.** Click to enter Project Number



If the Task Lead has multiple communities, enter the Community ID to print a report for each community.

**63.** Click on:

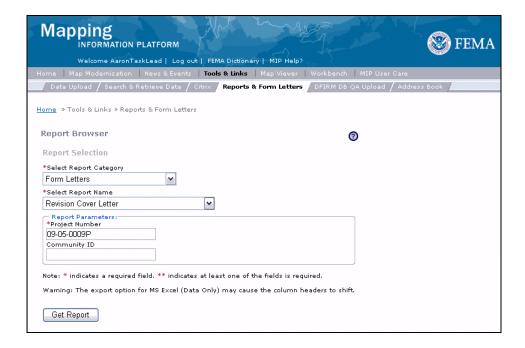


A new window opens with the document.



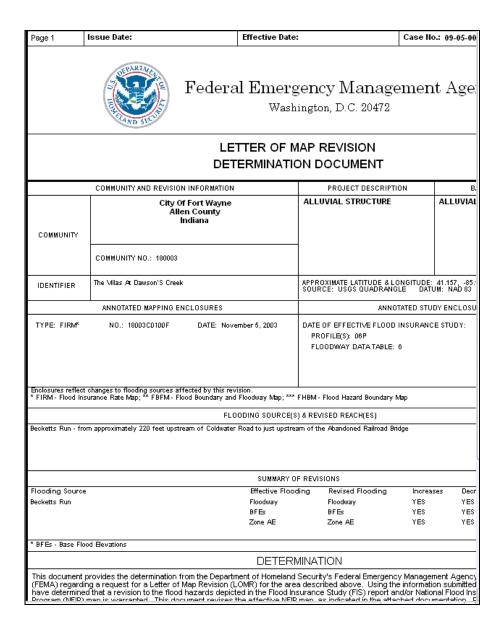
**64.** To export this document, click the envelope icon and select MS Word from the menu.

Follow the same steps to run the determination document.





- 65. Click the Report Name dropdown box and select Revision Determination Document
- **66.** Click to enter Project Number
- 67. Click on: Get Report

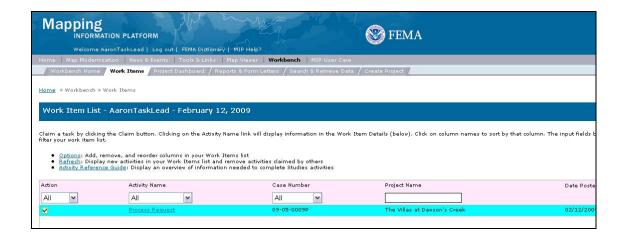


**68.** The Determination Document now appears on a new window.

Return to the Process Request activity to complete.

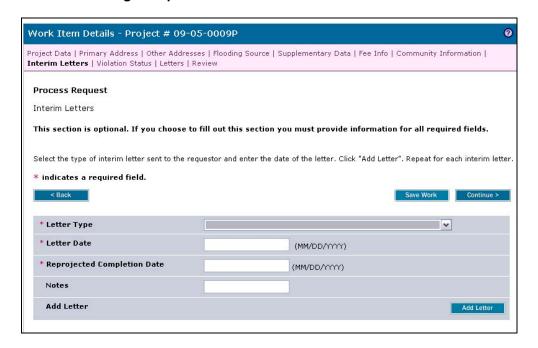


69. Click on: Workbench



70. Click on: Process Request to re-enter the Process Request activity

#### Click Continue through the previous screens to return to the Interim Letters screen.

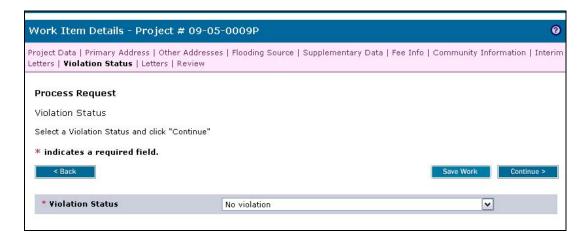


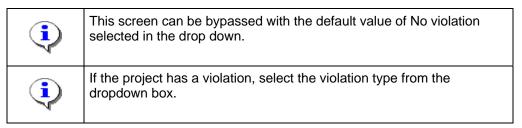


If the project has taken longer than the regulatory 90 days to process, then an interim letter (316-INT) is sent and information is captured within this screen. The user should notify FEMA before sending this letter.

**71.** In this project, an interim letter was not sent; Click Continue to bypass this screen without entering any information.







72. Click on: continue > to move to the Letters screen





If no additional data was requested in the Supplementary Data module and determination information was entered in the Community Information module, then Determination letter to FEMA should be selected as the Letter Type within this module.



#### **Letter Types:**

**Request Additional Data** - Corresponds to a 316-AD. Letter to requester for CLOMR and LOMR; requests additional information to process request

**Request Additional Data Due to Incomplete Data** - Corresponds to a 316-AD/INC. Letter to requester for CLOMR and LOMR; informs requester that additional data submitted are incomplete and restates remaining required items

**Request Additional Fee** - Corresponds to a 316-FEE. Letter to requester for non-fee-exempt request for CLOMR and LOMR; acknowledges receipt of request and informs requester of additional fee required to process request



**Determination Letter to FEMA** - Corresponds to a LOMR or CLOMR.

**Violation Letter to FEMA** - Corresponds to Violation Transmittal. Transmittal form used to send violation memo to community and letter to FEMA for signature.

**Special Response Letter to FEMA** - Corresponds to a BADL or other Special Response Letter. Best Available Data Letter (BADL) issued when technical data is reviewed and accepted, but LOMR/PMR cannot be issued; technical data may be used by community for floodplain management purposes.

**Denial Letter to FEMA** - A special letter used when the requested changes are not incorporated by a LOMR or when proposed changes as part of a CLOMR do not meet NFIP Regulations and are not accepted by FEMA

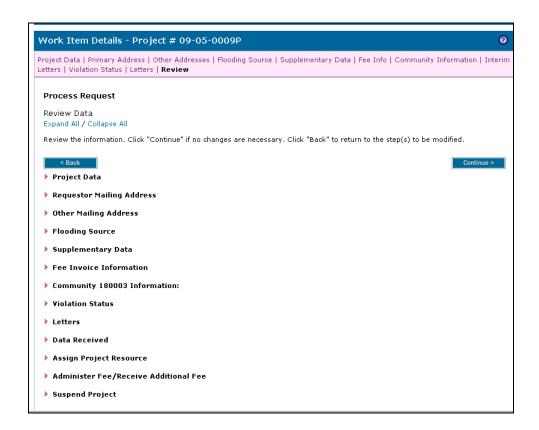
- **73.** Click the Letter Type dropdown box and select the appropriate option
- 74. Click to enter Letter Date in MM/DD/YYYY format



Do not upload files on this screen at this time.

75. Click on: Continue > to move to the Letters screen







On the Review screen, click the twisties to the left of the listed name to expand a single element. To view all elements, click the Expand All hot link to show all data fields and information entered.

#### **76.** Review and click

Continue >







Once you click Complete Task you cannot return to this task. Confirm all information is correct before clicking the Complete Task button. Click the Back button to make any changes to previous screens.

77. Click on: Complete Task to complete activity

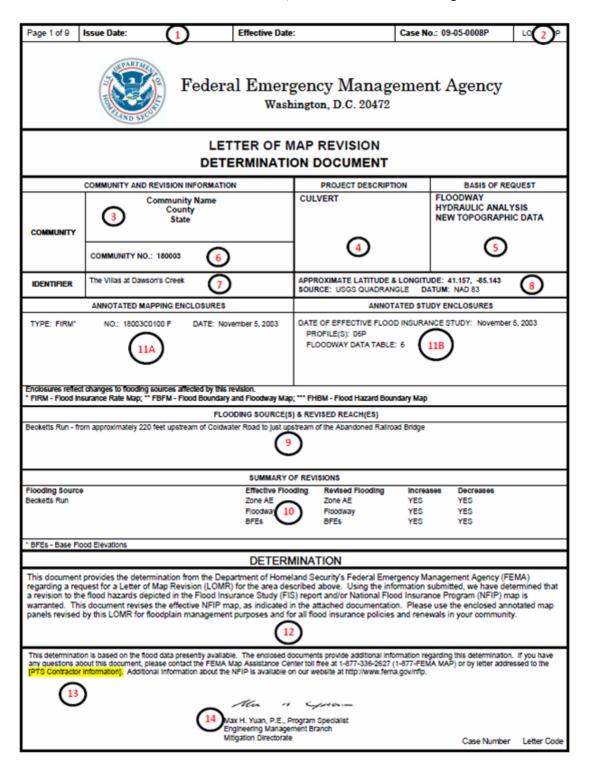
#### Results

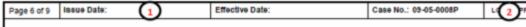
The activity is now complete. The next activity is Audit Determination conducted by the Audit Lead. Other possible activities, depending on whether additional data or fees were requested, are Receive Additional Data for the Task Lead or Receive Additional Fee for the Fee Administrator.

Last updated: February 2015



Example pages from a Determination Document. This screen includes the sections of the determination document, as referenced in the steps above.







#### Federal Emergency Management Agency Washington, D.C. 20472

# LETTER OF MAP REVISION DETERMINATION DOCUMENT (CONTINUED)

#### PUBLIC NOTIFICATION OF REVISION

#### PUBLIC NOTIFICATION

FLOODING SOURCE	LOCATION OF REFERENCED ELEVATION	BFE VALUE (UNIT/DATUM)		MAP PANEL
		EFFECTIVE	REVISED	NUMBER(8)
Becketts Run	Location of Referenced Elevation 1	798	799	18003C0100 F
	Location of Referenced Elevation 2	813	814	18003C0100 F

#### 20A: [SFHA and/or Floodway Decrease]

This revision is effective as of the date of this letter. Any requests to review or alter this determination should be made within 30 days and must be based on scientific or technical data.

#### 20B: [BFE Decrease] OR [BFE Decrease and SFHA and/or Floodway Decrease]

Within 90 days of the second publication in the local newspaper, any interested party may request that we reconsider this determination.

Any request for reconsideration must be based on scientific or technical data. This revision is effective as of the date of this letter.

However, until the 90-day period has elapsed, the revised BFEs presented in this LOMR may be changed.

A notice of changes will be published in the Federal Register. This information also will be published in your local newspaper on or about the dates listed below.

LOCAL NEWSPAPER Name: A LOCAL NEWSPAPER

Dates: 00/00/0000 00/00/0000

#### 20C: [SFHA and/or Floodway Increase] (Compliant - N)\*

This revision will become effective 30 days from the date of this letter. Any requests to review or alter this determination should be made within 30 days and must be based on scientific or technical data.

This determination is based on the flood data presently available. The enclosed documents provide additional information regarding this determination. If you have any questions about this document, please contact the FEMA Map Assistance Center to lifee at 1-877-336-2627 (1-877-FEMA MAP) or by letter addressed to the IPTS Contractor information]. Additional information about the NFIP is available on our website at http://www.fema.gov/infip.



Ma a your

Max H. Yuan, P.E., Program Specialist Engineering Management Branch Mitigation Directorate

Case Number Letter Code