



# **Western Ohio CRS for Community Resilience Workshop: Proceedings Report**

Oak Harbor, Ohio  
September 20, 2017

By: Association of State Floodplain Managers & Coastal States Organization

## Acknowledgements

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## Introduction

The Western Ohio CRS for Community Resilience Workshop was held on September 20, 2017 in Oak Harbor, Ohio. This workshop is part of a larger initiative created jointly by the Association of State Floodplain Managers (ASFPM) and the Coastal States Organization (CSO) in 2015 called the [Community Rating System \(CRS\) for Community Resilience Project](#). The goal of this project was to increase the number of communities making voluntary, effective measures to increase coastal resiliency. To achieve this end, this project attempted to promote CRS participation, provide guidance on activities that increase community ratings under this program, and work directly with communities to increase their resiliency through the CRS process. This project focused on community-level participation in elements of the CRS that protect or enhance the natural and beneficial functions of floodplains. Examples of relevant CRS activities included in the scope of this project are open space preservation, stormwater management regulations, and acquisition and relocation.

Through CRS for Community Resilience project ASFPM and CSO produced one primary deliverable, the [CRS Green Guide](#). The CRS Green Guide is an online guidebook this is designed to be used alongside the [CRS Coordinator's Manual](#) and focuses specifically on the “green” elements of the CRS. In order to deliver the lessons learned through the development of the Green Guide directly to communities, ASFPM and CSO hosted 4 workshops, 2 in Rhode Island and 2 in Ohio. These materials and trainings were developed with the help of funding from the National Fish and Wildlife Foundation's Hurricane Sandy Coastal Resiliency Competitive Grant Program.

Planning for the Western Ohio CRS for Community Resilience workshop began in May of 2017. With the help of a workshop planning committee (Appendix A) comprised of Ohio officials from various levels of government as well as one non-profit organization, ASFPM and CSO staff created a pre-workshop survey designed to gauge the level of experience that local officials' had with the CRS as well as their interest in various elements of the CRS program. Unfortunately, the results of this survey were not conclusive. Thus, ASFPM and CSO staff relied heavily on the workshop planning committee to develop the workshop audience, objectives, and agenda (Appendix B), target elements of the CRS to provide training on, and identify potential speakers to share their insights on the CRS and/or related programs (Appendix C).

Specifically, ASFPM, CSO, and the workshop planning committee hoped that participants would have the baseline knowledge of the CRS program and related tools and resources necessary to complete the following tasks after the conclusion of the workshop:

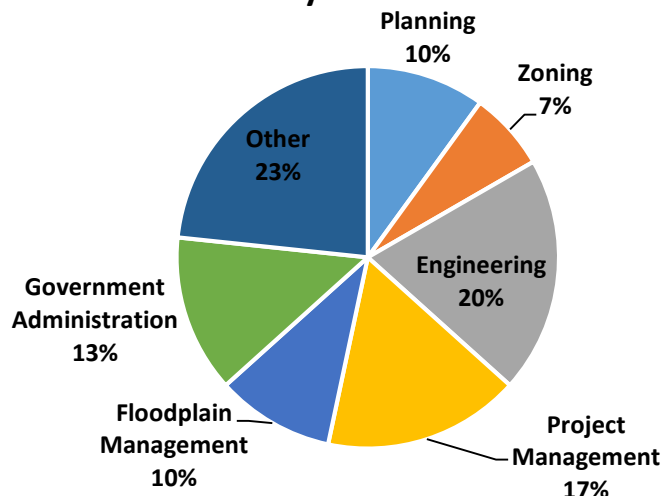
- Identify natural and beneficial functions of floodplains and how they increase community resilience,
- Understand how to use the CRS Green Guide and other tools to improve their community's scores in CRS with elements that enhance community resilience,
- Discover best practices for achieving success in the CRS program, and
- Recognize actions that are credited through specific elements of the CRS program.

This proceedings report is intended to summarize the information presented at this half-day workshop and the lessons learned from participants' feedback. Copies of all the materials presented at this workshop can be [found online at ASFPM's Flood Science Center](#).

## Participant Demographics

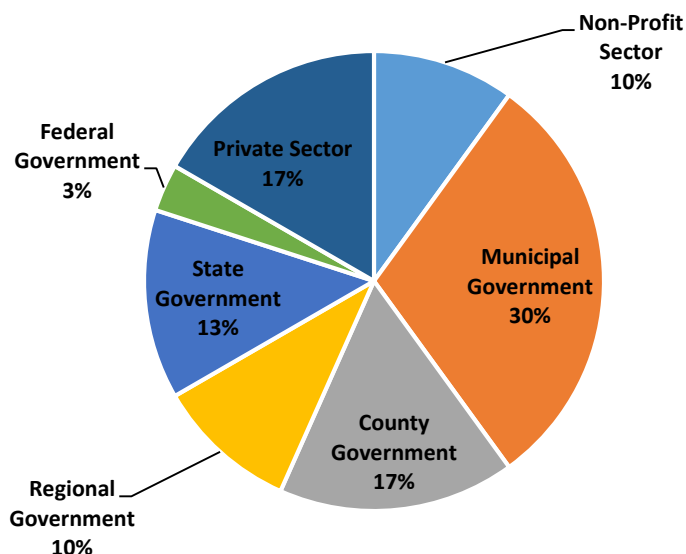
More than 30 individuals registered to attend the Western Ohio CRS for Community Resilience workshop (Appendix D). There was a substantial amount of variation in the job titles and organizations represented by registrants. Common job titles included planner, zoning code enforcer, floodplain manager, engineer, and government administrator (Figure 1).

**Figure 1. Summary of Workshop Registration by Job Title**



Attendees also represented a variety of sectors (Figure 2). Not surprisingly, public sector staff were well-represented at the workshop, comprising nearly 75% of attendees. While private sector and the non-profit sector were not as well represented.

**Figure 2. Summary of Workshop Registration by Sector**





Both of these statistics are in-line with expectations of the workshop planning committee that identified the target audience for the workshops as, primarily, floodplain managers not in CRS, CRS Coordinators new to CRS, CRS Coordinators looking for more information (especially the natural and beneficial functions of floodplains), community officials seeking to improve CRS scores, and secondarily, public/elected officials, CRS User Groups, and conservation groups/organizations. Based on the CRS-related research conducted by ASFPM and CSO, CRS Coordinators common work with planners, engineers, code enforcement officials, within their community in order to collect the needed documentation to comply with the program. Furthermore, most CRS Coordinators do not have “CRS Coordinator” listed as their job title. Rather, they are planners, stormwater engineers, and city administrators that are assigned the task in addition to their regular duties. Moreover, these are the departments in local governments that CRS Coordinators need to collaborate with in order to collect data and documentation necessary to participate in the program. As a result, it seems as though the workshop successfully attracted members of our target audience.

That said, there was a fairly high rate of no-shows on the day of the workshop. Of the 30 individuals that registered to attend, just 20 actually showed-up on the day of the workshop. Little is known as to why these individuals failed to attend. In addition, just two attendees were CRS Coordinators for their communities. While this number on its face seems small, as of November 2017 there are only 13 CRS communities in the entire state of Ohio, approximately half of which are located in northern part of the state ([FEMA, 2014](#); [FEMA, 2017](#)). As a result, while CRS Coordinator attendance was lower than anticipated, it was still relatively well attended by those that were in driving distance of the event.

## Workshop Presentations – Overview and Feedback

The Ottawa National Wildlife Refuge in Oak Harbor, Ohio hosted the event which lasted for four hours, taking place between 9:00 am and 1:00 pm. This location allowed the workshop to attract attendees from across Western and Central Ohio.

The workshop was organized into three main parts: introductory materials, Activity 420: Open Space Preservation and Activity 520: Acquisition and Relocation. Introductory materials would provide a sound foundation for more novice attendees new to the CRS and provide context for the program. A survey to potential workshop attendees highlighted that they would like to learn more about how to create open space and maximize the points earned for those activities. As a result, the Ohio Workshop Planning Committee and ASFPM chose Activity 420 as a main focal point, since it both stands alone as an activity with many different, yet related, elements, as well as serves as a broader foundation for eligible activities in Activity 520.

Presentations that introduced attendees to the CRS began the workshop. Robyn Wiseman from ASFPM opened the day with some background on the project, process, funders, and general information about how the CRS fits into the National Flood Insurance Program (NFIP). Shortly after, Amanda Gowans from ISO detailed more information about the CRS, highlighting some of the trends of CRS community participation over time. Information presented by Ms. Gowans began to highlight the importance of Natural and Beneficial Functions (NBF). Ms. Wiseman expanded upon the benefits of NBF and highlighted the connection between NBF and the Green Guide. NBF helped to inform some of the key benefits of using the Green Guide, since many communities who implement activities focused on NBF

earn credit across many categories in the CRS, often without having to implement new initiatives or administer new standards or codes.

After a quick demonstration of the Green Guide website so participants could get the look and feel of the site, Ms. Wiseman presented on some ways that CRS program managers can sell the program to local elected officials. Many techniques were highlighted in the best practice sections of the Green Guide, with additional resources shared with participants that were available for no charge online.

Next, Ms. Wiseman explained Activity 420 eligibility, criteria and elements to participants, highlighting the similarities and differences between the various NBF-focused elements under Activity 420. Ms. Wiseman profiled each element in more detail, highlighting credit calculation tips or difficulties, the ease of implementing an element, and the ease of documenting each element. Elements in Activity 420 vary in difficulty level and requirements; a main focus was enabling attendees to decide which elements they may earn credit for without implementing new initiatives or ones that could require lower time and effort.

Elaine Vaudreuil from NOAA then demonstrated a credit calculation tool and GIS workflow to support the Activity 420-related material. Attendees were shown the various checklists and ideas for data sources that they could easily access to both map the creditable open space and calculate adjusted credits for their communities.

After a short refreshment break, Joseph Gies, CFM, provided a segue from Activity 420 to Activity 520 by highlighting some of the successes reaped by the City of Shelby, Ohio through acquisition, demolition and relocation efforts. Shelby continues to experience numerous flooding disasters; however, the City was able to partner with various state and local agencies to acquire repetitively-flooded structures, demolish structures, and relocate crucial community functions outside of the floodplain to become more resilient. After undertaking large projects to return much of the floodplain back to natural open space, the City was able to create gathering spaces as amenities to their community. Mr. Gies had numerous photos to tell the story of his community, fielding questions from attendees throughout his presentation.

Ms. Wiseman explained Activity 520 in greater detail, highlighting how communities could acquire parcels in the regulatory floodplain, return them to open space, and deed restrict land. This activity not only earns a great deal of credit for communities with large floodplain areas, but also increases flood



*Figure 3: Joseph Gies from Shelby, Ohio presents on the experience of his City with Activities 420 and 520 in the CRS.*

storage and conveyance, while removing residents and responders from danger during times of major floods.



*Figure 4: Steve Ferryman from OEMA highlights various mitigation grant program funding opportunities through FEMA at the Western Ohio CRS Workshop.*

Steve Ferryman from the Ohio Emergency Management Agency (OEMA) presented on some of the programs available through FEMA mitigation grants to achieve resiliency and real life examples of communities using these programs to return key floodplain areas to open space. It was particularly helpful to have Mr. Ferryman highlight samples of deed restrictions placed on open spaces that meet FEMA and CRS requirements, as well as show how communities can see projects that were already implemented in their communities. OEMA retains a database of all completed projects, as well as copies of Warranty Deeds that could be used as documentation to earn

CRS credit. It was also particularly effective to provide real life examples of how communities throughout Ohio have not only acquired and deed-restricted land in open space, but created community resources that add value to the residents through parks, tractor pull competition facilities, spaces for youth projects, and centers of community engagement.

Last, Donna Kirkbride from the Ohio Public Works Commission shared information about another state-level funding opportunity: Clean Ohio Fund. Clean Ohio is a program similar to the FEMA mitigation grants in the sense that they can be used to return lands to open space by creating opportunities for people to connect with nature. Communities can apply for grant funding to create parks, trails, and other outdoor recreation opportunities, by committing to pay for part of the non-state cost share and agreeing to maintain the facility for the facility's future.

Ms. Wiseman provided workshop evaluation forms and collected them from attendees before they left the event. Attendees provided comments that informed the results of the workshop below.

## Workshop Evaluation Results

At the workshop attendees were asked to evaluate whether the workshop achieved its learning objectives, the quality of the presentations given, the extent to which the information presented is actionable, and if the activities, facilities, visual aids, etc. met the expectations of attendees. Overall, the workshop evaluation results were very positive. Notably when asked about whether they learned something at the workshop that they will implement in their work or future decisions, 88% of respondents indicated that they did. In addition, approximately 94% of attendees at responded to the evaluation indicated that the information presented at the workshop was useful and that they would recommend this workshop for others to attend. Moreover, when asked how they would change the



workshop in order to make it more useful to their job, a majority of respondents stated that they would not change anything about the training. All of these responses indicate that the training provided information that was not only valuable to attendees but also immediately actionable.

With respect to whether the workshop achieved its stated learning objectives, responses were also very positive. For example, when asked to reflect on workshop content and delivery more than 94% of respondents gave a rating of “good” or “excellent” in response to the statement “learning objectives were outlined and achieved.” In addition, respondents reflected favorably on the relevance of the topics presented on, the organization of the agenda, as well as the quality of the workshop facilities. These factors taken together, indicate that the workshop was appropriately advertised and executed. They also indicate that the workshop curriculum presented at the workshop provided the appropriate amount and level of information.

That said, the workshop evaluation results did show that the workshop could be improved. Specifically, several attendees indicated on their evaluation that the workshop was in need of additional activities. This sentiment was also reflected in one attendee’s comment on the workshop which stated “A hands-on activity – perhaps of a hypothetical or potential example of an open space opp. [would] break up presentations nicely and encourage engagement.” Given the variation in attendees’ knowledge of the CRS program, the creation of activities and exercises that can be feasibly completed by all individuals in the room on the day of the workshop posed a significant challenge to the workshop planning committee. In addition, these kinds of activities typically require localized datasets in order to design. In the absence of a local partner, it was not possible to obtain these data prior to the workshop. As a consequence, we were not able to offer an activity/exercise at this workshop.

## Conclusions and Next Steps

The Western Ohio CRS workshop provided participants the opportunity to learn about the CRS and better-understand how initiatives to preserve open space in their communities can provide many benefits to their communities. Not only can Activities 420 and 520 provide high amounts of CRS credit to reduce insurance premiums to their residents, but these Activities can help enhance community resources and resiliency, providing many NBF amenities to their residents. Attendees were also connected with programs that provide financial resources to enact these projects locally, as well as the subject matter experts who implement these programs on a regional and statewide basis.

ASFPM will work to adapt the content of future workshops based on the comments received during and after the event. One key follow-up will be to engage participants with more hands-on activities to evaluate challenges posed by preserving open space. Since we now have established relationships with state, regional and local officials engaged in open space preservation, ASFPM may be able to reach out to use local datasets, ordinances, and maps to carry out future exercises at these sorts of workshops.

ASFPM will follow-up with workshop participants, providing a final copy of this report, appendices, and presentations. Workshop evaluation information and participant data will be shared with funders through our grant agreement.

## Appendix

### Appendix A. Workshop Planning Committee

Name	Organization	Email Address
Christopher Thoms	Ohio Department of Natural Resources	christopher.thoms@dnr.state.oh.us
Scudder Mackey	Ohio Department of Natural Resources Office of Coastal Management	scudder.mackey@dnr.state.oh.us
Frank Lopez	Old Woman Creek National Estuarine Research Reserve	frank.lopez@dnr.state.oh.us
Emily Kuzmick	Old Woman Creek National Estuarine Research Reserve	Emily.Kuzmick@dnr.state.oh.us
Heather Elmer	Chagrin River Watershed Partners	helmer@crwp.org
Alicia Beattie	Chagrin River Watershed Partners	abeattie@crwp.org
Bradley Watson	Coastal States Organization	bwatson@coastalstates.org
Jeff Stone	Association of State Floodplain Managers	jeff@floods.org
Robyn Wiseman	Association of State Floodplain Managers	robyn@floods.org
Bridget Faust	Association of State Floodplain Managers	bridget@floods.org

## Western Ohio Community Rating System (CRS) for Community Resilience Workshop

*Sponsored by the Association of State Floodplain Managers (ASFPM) and the Coastal States Organization (CSO)*

Location & Time	Workshop Description
<p><b>Date:</b> September 20, 2017</p> <p><b>Time:</b> 9:00AM—1:00PM Eastern Time</p> <p><b>Location:</b> Ottawa National Wildlife Refuge 14000 OH-2, Oak Harbor, OH</p> <p><b>Credits:</b> Workshop approved for 4 CECs for CFMs.</p>	<p>The CRS is a federal incentive program that provides flood insurance policyholders with discounts on their premiums in exchange for their community taking actions to reduce flood risk. This free workshop will specifically highlight how communities can achieve success in the "green" elements of the CRS program.</p> <p>By the end of this workshop, participants will be able to:</p> <ul style="list-style-type: none"> <li>• Identify natural and beneficial functions of floodplains and how they increase community resilience;</li> <li>• Explain how to use ASFPM and CSO's CRS Green Guide and other tools to improve their community's scores in CRS with elements that enhance community resilience;</li> <li>• Describe best practices for achieving success in the CRS program; and</li> <li>• Recognize actions that are credited through specific elements of the CRS program</li> </ul>
Agenda	
<p>9:00 AM - 9:15 AM</p> <p>9:15 AM - 9:45 AM</p> <p>9:45 AM - 10:00 AM</p> <p>10:00 AM - 10:20 AM</p> <p>10:20 AM - 11:05 AM</p> <p>11:05 AM - 11:20 AM</p> <p>11:20 AM - 11:40 AM</p> <p>11:40 AM - 11:55 AM</p> <p>11:55 AM - 12:40 PM</p> <p>12:40 PM - 12:55 PM</p> <p>12:55 PM - 1:00 PM</p>	<p>Welcome and Workshop Objectives</p> <p>Introduction to the Community Rating System, CRS Green Guide, and NBF</p> <p>The CRS and Elected Officials: How to Sell the Program</p> <p>CRS Activity 420: Open Space Preservation</p> <p>NOAA's Open Space Credit Calculation Tool</p> <p>Break</p> <p>Achieving CRS Success Through Acquisition and Relocation in Shelby, OH</p> <p>CRS Activity 520: Acquisition and Relocation</p> <p>Ohio Emergency EMA: Acquisition/Demolition and Deed-Restricted Land</p> <p>Funding Open Space Protection: The Clean Ohio Fund</p> <p>Closing Remarks and Course Evaluations</p>
<p><b>Thank you to our workshop planning partners!</b></p> <div data-bbox="415 1656 1198 1743"> </div> <p><small>Funding for this project is provided by the Department of the Interior through a grant from the National Fish and Wildlife Foundation's Hurricane Sandy Coastal Resiliency Competitive Grant Program.</small></p>	

## Appendix C. Speaker Biographies

### **Steve Ferryman, CFM**

*Mitigation Branch Chief*

Ohio Emergency Management Agency

Mr. Ferryman joined the Ohio Emergency Management Agency in December 2008 and serves as the Mitigation Branch Chief for Ohio. The Mitigation Branch administers FEMA's Hazard Mitigation Assistance programs for the State. The Mitigation Branch is also responsible for maintaining the State of Ohio Hazard Mitigation Plan.

Prior to joining the Ohio EMA, Mr. Ferryman worked at the Ohio Department of Natural Resources, Division of Water, Floodplain Management Program for nine years. Major responsibilities included assisting communities in maintaining National Flood Insurance Program compliance and providing technical assistance and information about floodplain management to Ohio communities. Mr. Ferryman helped develop and implement the Floodplain Management Program's first grant to Ohio communities, which provided funding and technical assistance to create local natural hazard mitigation plans.

Mr. Ferryman graduated from The Ohio State University in 2000 with a Bachelor of Science in Sustainable Resource Management with an emphasis in Water Resources. He is a Certified Floodplain Manager and member of the Association of State Floodplain Managers.

### **Joe Gies, CFM**

*Project Coordinator*

City of Shelby, OH

Joe Gies is the Project Coordinator for the City of Shelby located in Richland County. Among many other duties including planning and zoning, Joe serves at the Floodplain Administrator for the city. Joe became a Certified Floodplain Manager in 2011 and was awarded the Ohio Floodplain Management Association Floodplain Manager of the year in 2012. He was also awarded by FEMA the 2015 CRS Award for Excellence. Joe is a veteran of major flood events in 2007, 2011 and 2013. As a result of the flooding, the City of Shelby applied and was awarded mitigation grants for over 50 homes and businesses. The City of Shelby has been working with the Muskingum Watershed Conservancy District to create flooding solutions for the city and area. Joe has been an integral part of this process. Joe is also a member of the Development Advisory Committee for the Muskingum Watershed District. He is married to his wife Heather and has two children, Andy and Allie.

### **Amanda Gowans, CFM**

*ISO/CRS Specialist*

Verisk Insurance Solutions



Amanda Gowans is an ISO/CRS Specialist for Maryland, Pennsylvania, and Delaware. As CRS specialist, Amanda assists communities in joining the Community Rating System and maintaining their CRS classification. Prior to joining ISO, she worked for several local governments providing stormwater and flood information, including Mecklenburg County, North Carolina Stormwater Services and Hamilton County, Ohio, public works department. Amanda is a Certified Floodplain Manager, has more than 20 years of experience in Geographic Information Systems and is a graduate of Pittsburgh Technical Institute.

**Donna Kirkbride**

*Program Representative*

Ohio Public Works Commission

Donna Kirkbride is a Program Representative for Ohio Public Works Commission based in Columbus, Ohio. Since 1994, she has provided technical assistance and project management guidance to counties around the State of Ohio. She currently covers 20 counties including the Columbus, Dayton and Toledo areas as well as a large portion of Northwest Ohio. (Ashland, Crawford, Defiance, Erie, Fulton, Hardin, Henry, Lucas, Marion, Montgomery, Ottawa, Paulding, Richland, Sandusky, Seneca, Wayne, Williams, Wood and Wyandot Counties.) Prior to her work with Ohio Public Works Commission, Donna was in the mortgage business for over 11 years.

With a strong background in financing and superb customer service skills, Donna works closely with communities to maximize the effectiveness of the dollars available while meeting the needs and concerns of individual communities. Managing roughly \$80 million in active projects on an ongoing basis, she provides financial oversight and administrative guidance to local communities and organizations who rely on OPWC funding.

Donna grew up in Marietta, Ohio and holds a Bachelor of Arts degree from the College of Wooster, in Wooster, Ohio.

**Elaine Vaudreuil**

*Land Use Planner*

National Oceanic and Atmospheric Administration

Elaine Vaudreuil is a land use planner at the National Oceanic and Atmospheric Administration (NOAA) specializing in coastal land conservation and its use to achieve multiple benefits in coastal areas, whether for species habitat, improved water quality, or reducing flood risks. She has managed NOAA's Coastal and Estuarine Land Conservation Program since 2002 and has been working to develop a new online training resource on "How to Map Open Space for Community Rating System credit. Elaine has a Master of Regional Planning from UNC-Chapel Hill and Bachelor of City Planning from the University of Virginia.

**Robyn Wiseman, CFM**

*Research Scientist*

Association of State Floodplain Managers

Robyn Wiseman supports a variety of projects at ASFPM's Flood Science Center as a research scientist. Before coming to ASFPM, she worked in emergency management for the state of Wisconsin, serving as the state public assistance officer and delivering the FEMA Public Assistance Program statewide. Wiseman participated in disaster field operations in four federally-declared disaster declarations and helped manage recovery and mitigation projects across nine declarations in hazard mitigation and recovery. Her passion for combining land use planning, floodplain management and disaster response and recovery experience stems from background in state and local emergency management. She holds a B.A. in economics from the University of Wisconsin-Eau Claire, an M.S. in urban and regional planning (land use and environmental planning emphasis) from the University of Iowa, and is a Certified Floodplain Manager.

## Appendix D. Registration List

<b>Western Ohio CRS for Community Resilience Workshop Public Registration List</b>					
<b>#</b>	<b>First</b>	<b>Last Name</b>	<b>Email</b>	<b>Job Title</b>	<b>Company</b>
1	Erik	Adkins	eadkins@findlayohio.com	Zoning Code Enforcement	City of Findlay
2	Jim	Armstr	jarmstrong@ccbh.net	Program Manager	Cuyahoga County Board of Health
3	Jennifer	Biegala	jennifer.biegala@gmail.com	Treasurer	Friends of Ottawa National Wildlife Refuge
4	Tracy	Buhrow	tbuhrow@co.ottawa.oh.us	flood plain administrator	Ottawa County
5	Stephanie	Deibel	sdeibel@summitswcd.org	Stormwater Specialist	Summit SWCD
6	Roger	Dietrich	rdietrich@co.marion.oh.us	Sanitary Engineer	Marion County
7	Leanne	Exum	lexum@painesville.com	City Engineer	City of Painesville
8	Steve	Ferryman	saferman@dps.ohio.gov	Mitigation Branch Chief	Ohio EMA
9	Joe	Gies	joegies@shelbycity.oh.gov	Floodplain Administrator	City of Shelby
10	Amanda	Gowans	Amanda.Gowans@verisk.com	ISO/CRS Specialist	Verisk Insurance Solutions
11	Shirley	Haar	shaar@perrysburgtownship.us	Fiscal Officer	Perrysburg Township
12	Donna	Kirkbride	donna.kirkbride@pwc.state.oh.us	Program Representative	Ohio Public Works Commission
13	Emily	Kuzmick	emily.kuzmick@dnr.state.oh.us	Coastal Training Program	ODNR Old Woman Creek Reserve
14	Jodi	Mathias	jodimathias@findlayohio.com	Zoning Enforcement Officer	City of Findlay
15	Mark	Messa	mmessa@co.ottawa.oh.us	Director of Regional Planning	Ottawa County
16	Karen	Okonta	kokonta@nthconsultants.com	Sr. Project Professional	NTH Consultants, Ltd.
17	Steven	Pilcher	spilcher@whitehouseoh.gov	Director of Public Service	Village fo Whitehouse
18	James	Resar	jimresar@yahoo.com	President	J.A.R. Engineering & Surveying, Inc
19	Todd	Richard	trichard@findlayohio.com	Zoning/Floodplain Administrator	City of Findlay
20	John	Ryan-Henry	jryan-henry@coastalstates.org	Knauss Coastal Policy Fellow	Coastal States Organization
21	Janine	Rybka	jrybka@cuyahogawcd.org	District Administrator	Cuyahoga SWCD
22	Alicia	Silverio	alicia.silverio@dnr.state.oh.us	Senior Environmental Specialist	Ohio DNR - Floodplain Management
23	Dave	Steiner	wsteiner@co.wood.oh.us	Director	Wood County Planning Commission
24	Andrew	Stoll	astoll@eng.utoledo.edu	Project manager	Neorsd
25	Robert	Vargo	rvargo@painesville.com	Senior Engineer	City of Painesville
26	Elaine	Vaudreuil	elaine.vaudreuil@noaa.gov	Land Use Planner	NOAA
27	Melinda	Warner	mwarnar@cityofdefiance.com	City Engineer	City of Defiance
28	Robyn	Wiseman	robyn@floods.org	Research Scientist	ASFPM

## Appendix E. Evaluation Results

<b>Workshop Evaluation Results</b>					
<b>Sample size: 20, Response rate: 85%</b>					
<b>How did you hear about this workshop?</b>					
From ASFPM	Workshop Planning Partners	Work of Mouth	Email Notice	Other	
8	1	0	8	1	
<b>Please select all that apply:</b>					
ASFPM Member	ASFPM State Chapter Member	CFM Certified	AICP	Other	
4	1	4	0	4	
<b>Did you learn something that you will implement in your work or future decisions?</b>					
Yes	No	Maybe	N/A, Prefer not to answer		
15	0	2	1		
<b>Have we given you the tools to implement this information in your work?</b>		Yes	16	No	0
<b>Have we given you information that is useful?</b>		Yes	17	No	0
<b>Would you recommend this workshop for others to attend?</b>		Yes	16	No	0
<b>Participation was a good use of my time:</b>					
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A, Prefer not to answer
6	10	1	0	0	0
<b>How much did this workshop increase your knowledge of the topic presented?</b>					
A great deal	A lot	Some	A little	Not at all	N/A, Prefer not to answer
3	10	4	0	0	0
<b>What about this workshop is relevant to your work?</b> <ul style="list-style-type: none"> <li>Resources presented</li> <li>I often partner with communities and organizations who could join the CRS</li> <li>Online resources</li> <li>Information on how to go about getting credits that will make the greatest result</li> <li>Protecting and preserving riparian and floodplain through different funding sources. Help assist communities in prioritizing flood prone areas.</li> <li>Ties into the county's floodplain administration</li> <li>Some of the additional funding sources and CRS open space possibilities</li> </ul>					



<ul style="list-style-type: none"> <li>• How to present this material usefully to local staff</li> <li>• CRS/Mitigation/etc...</li> <li>• Open space presentation</li> <li>• My role as a floodplain administrator</li> <li>• Designing open spaces in new development</li> <li>• I am the floodplain manager</li> <li>• Mitigation/CRS points system and website</li> <li>• Points that can be earned in CRS for having open areas.</li> </ul>
<p>How would you change the course to make it more useful to you in your job?</p> <ul style="list-style-type: none"> <li>• Nothing</li> <li>• I wouldn't. A lot of useful information was presented and has sparked some ideas on what we can do in our county.</li> <li>• More examples of processes communities went through to join CRS</li> <li>• Printed CRS Green Guide ☺</li> <li>• No change</li> <li>• N/A</li> <li>• N/A</li> </ul>
<p>What else do you think we should know or would you like to share with us about this training?</p> <ul style="list-style-type: none"> <li>• County Commissioners, Mayors/Managers</li> <li>• List of most recent communities or projects to participate</li> <li>• Everything presented was useful and I'm excited to get back to the office and see what I can implement in our county.</li> <li>• Well organized and run. No one took more than budgeted time.</li> <li>• ?</li> <li>• Thanks to all the partners for making it happen</li> <li>• N/A</li> </ul>

**Please Evaluate the Workshop:**

Workshop Content & Delivery	Excellent	Good	Fair	Poor	N/A
Learning Objectives were Outlined and Achieved	11	6	0	0	0
Content was Relevant to Topic	13	4	0	0	0
Course Covered Topics as Expected / Advertised	15	2	0	0	0
Workshop Agenda was well organized	15	2	0	0	0

Workshop Facilities	15	2	0	0	0
Overall Rating	14	3	0	0	0

Workshop Materials & Information	On Target	Too Much	Needs Other	Too Few	Not on Target	N/A
Activities / Exercises	10	0	2	0	0	5
Handout Materials	15	1	1	0	0	0
Visual Aids	16	0	1	0	0	0
Amount of Information	16	1	0	0	0	0
Level of Information	17	0	0	0	0	0

#### **Comments on Content Delivery and Materials:**

- A hands-on activity – perhaps of a hypothetical or potential example of an open space opp. – break up presentations nicely and encourage engagement
- Activities and information are enough to get started. Enough references and guidance on where to go for more in depth information

#### **General Comments:**

- Thank you for doing this!
- I'd be interested to learn more about which communities could or would be eligible for CRS in OH – also communities looking to join.
- Robyn has a great knowledge of CRS Activity 420!
- Looking forward to trying the NOAA OSP Tool
- The flood photos of Shelby told a great story – very impactful\ Loved seeing the state examples of buyouts
- Great workshop!
- Good workshop – well worth my time.
- It was really a nice job.