

#	Project	Distribution	Responsible Party/Location	Frequency	Target Audience	Activity	Priority Topics	Message	2025 Outcome/Evaluation	Status	inventory on hand
OP0	RLA notice	Postcard/Targeted	CFMs	Annual Feb	Residents in RLA areas	501	Know your risk	Your property is within an area where there have been repetitive flood claims paid	Postcard to be mailed to physical addresses mapped using 12/1/2024 RLA dataset. Returned to be hand-delivered to front doors. CFMs will be updating and analyzing RLA datasets monthly to inform the Floodplain Management Plan effort.	Mailout scheduled for 5/30/2025; 513 WB; 3069 EB. This activity is a postcard due to postage costs.	N/A
OP1	Elevation Certificates	PZ office, website	CFMs	Always Available	General Public	310	Know your flood hazard	Your property may be in a special flood hazard area, build above the risk	Increase number of individuals that know their flood zone and associated risk.	This ilist is published and will be increasing as.	N/A
OP2	Map Information Service	Website / CFMs	GIS/CFMs	Website is always available; CFMs available during office hours	Homeowners and Contractors	320	Know your flood hazard (2 wats)-- Insure your property -**RE: Mandatory purchase rqt; Build responsibly; Protect natural functions;	Your property may be in a Special Flood Hazard Area, you may be required to have insurance and you may want to retrofit your new/renovated home. Contact the floodplain administrator to determine your flood zone and building requirements.	Increase the number of inquiries to CFMs related to flood designation of properties	CFMs are testing new public-facilng map information service produced by GIS Dept; full reports coving each MIS Activity (1,4,6,7) distributed upon consult and entered on communication log	N/A
OP2.1	Map Information Service advert	Emails	CFMs	Quarterly email to regular users	Surveyors, builders, lenders, realtors,	320	Know your flood hazard, mandtory purchase requirements	CFMs are available to help with flood map information	Professionals know the services CFMs offer	Emails sent quarterly	N/A
OP2.2	Map Information Service advert	Postal Patron	CFMs	annual mailer to postal patron	General Public	320		Flood Map Information available from local CFMs	Postcard to be mailed to Postal Patron May 15th annaually	Postcards in design	N/A

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OP3+A5:K5	Know your flood hazard online map tool	Website	LSU Ag Center	Always Available	General Public	320,350			CFMs requested that LSU Ag update their product to eliminate post-Katrina ABFEs which are no longer in effect and which may have had erroneous information regarding datum conversions. The issue highlights the importance of having CFMs manage Flood Map Information (See OP2, 2.1 and 2.2.)	Cancel!!! Users including surveyors, builders, and residents who have used the service have been confused regarding ABFE data this is no longer accurate or used for regulatory purposes--in fact, the DATUM note on the ABFEs re: a .21 conversion factor between NAVD and NGVD have produced erroneous elevations	N/A
OP4	WWL Hurricane Guide	Television	WWL TV	Annual	General Public	330	Know your hazard, protect your property, protect people	Make family disaster plan examples and information can be found by watching WWL-TV or log onto wwltv.com for the latest storm updates.	To increase the number of homeowners who are prepared for hurricanes and floods in the community.	CFM will check all local stations for similar data and send web address to PIO for updating Flodplain Management webpage	N/A
OP5	DMV Poster	Poster	DMV	Ongoing	General Public	330	Protect natural floodplain functions	Keep Louisiana beautiful, don't litter	Decrease in litter clogging stormwater conveyances	CFM is obtaining verification	N/A
OP6	A Citizen's Guide	Brochure / postal patron	CFMs	Annual/ April	General Public	330	Know your hazard, Protect your Property, Protect People, Flood Insurance, Drainage Maintenance, Natural Functions	Know your flood hazard. Purchase flood insurance. Be safe in a flood. Protect your property from flood damage. Get necessary permits. Clean catch basins.	Citizens will be better prepared for floods and have fewer flood claims; increase number of flood zone determination requests; protect natural habitats.	Sent to postal patrons annually during PRIOR TO Hurricane Season (Sept 15)	380 on hand/1 digital
OP7	Be Prepared	Brochure	EOC	Annual/ May	General Public	330	Protect your property, Protect people, Evacuation	Hurricane season BE PREPARED. Protecting your home. Sheltering in place. Parish contact info. Assisted evacuation. Info for pet owners. Recovery resources.	Residents will be more prepared for weather hazards. Increase the number of people who are aware of the hazard	The "Be Prepared" document has been updated to the "Hurricane Preparedness Guide" that the Parish mails annually. CFMs are developing a senior-targetted "Be Prepared" for distribution through the Council on Aging	N/A

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OP8	Know Your Risks	Brochure	CFMs/	Annual/ October	General Public/Postal Patron	330	Know your hazard, Protect your Property, Protect People, Flood Insurance, Drainage Maintenance, Natural Functions	Weather emergencies, Protective actions, Evacuation Routes, Disaster Planning, Safety Tips	Number of people aware of risks is increasing	Brochure is being updated for distribution to postal patrons September 2025	1 digital
OP9	Website	<a href="#">Stcharlesparish-Floodplain Managment</a>	SCP Planning & Zoning	Always Available	General Public	330	Know your hazard, Protect your Property, Protect People, Flood Insurance, Drainage Maintenance, Natural Functions	Parish related information about floods and flood safety.	Information is available; links are reviewed regularly	Website revisions: add EC list, add links to trusted local TV preparedness resources (OP4); add link to CCRE (OP13); UNO Chart (OP20--verify effectiveness of this site; add link to LA Sea Grant (OP21) and CSFI (OP22),	N/A
OP10	Turn Around Don't Drive	Signage	SCP Planning & Zoning	Always Available	General Public	330	Protect people, protect property	Turn around don't drown. A car can be swept away in 2 feet of swiftly moving water.	Drivers do not drive through the Spillway when floodwaters are present.	Sign remains in place	N/A
OP11	Weather Alert	PA System	SCP Emergency Operations Center	Monthly	General Public	330	Protect people, protect property	When you hear the siren broadcast from the parish services, listen closely for what action(s) you should take.	Residents are notified of flood watches and warnings.	This is ongoing by EOC	N/A
OP12	Trash Bash	Event	Parks and Rec	Annual/April- Love the Boot Week	General Public	330	Protect your property from the hazard, Drainage Maintenance, Natural Functions	Protect waterways, don't litter	Reduced litter in waterways and stormwater conveyance system	CFMs are aligning with MS4 and PR outreach activities regarding this OP	N/A

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OP13	Market the business case for coastal restoration in Louisiana	<a href="https://gnoinc.org/business-climate/coastal-restoration">https://gnoinc.org/business-climate/coastal-restoration</a>	<b>Coalition for Coastal Resilience and Economy (CCRE)</b>	Ongoing	Businesses in Southeast Louisiana; General Public	330	Know your flood hazard; protect people from the hazard; protect your property from the hazard; build responsibly; protect natural floodplain functions; hurricane protection, general preparedness and flood education	CCRE is a business-led group whose mission is to: market the business case for coastal restoration in Louisiana. Maximize RESTORE and other federal funds that are allocated to Louisiana. Ensure that RESTORE and other funds are spent on their intended purposes (LA Coastal Master Plan).	Number of local businesses involved in coastal restoration is increasing	Website revisions: add EC list, add links to trusted local TV preparedness resources (OP4); add link to CCRE (OP13); UNO Chart (OP20--verify effectiveness of this site; add link to LA Sea Grant (OP21) and CSFI (OP22),	N/A
OP14	"Keep Your Business in Business"	FEMA Brochure	Lobby of STP Planning and Permit Office and Economic Development	January	Businesses	330	Protect your property from the hazard	Flood insurance can protect your business.	Under evaluation	ongoing	5 in lobby; 12 in reserve; 1 digital
OP15	"Flood Insurance Requirements for Recipients of Federal Disaster Assistance"	FEMA Brochure	Lobby of STP Planning and Permit Office	Always Available	Homeowners and Contractors	330	Protect your property from the hazard	Flood insurance can protect your home and/or business.	Recipients are aware of the obtain/maintain requirements for flood insurance.	ongoing	5 in lobby; 10 in reserve; 1 digital
OP16	"Homeowner's Guide to Retrofitting: 6 Ways to Protect Your House from Flooding "	FEMA Brochure	Lobby of STP Planning and Permit Office	Always Available	Homeowners and Contractors	330	Protect your property from the hazard	Protect your property from the hazard and provides information on financial assistance	Under evaluation	ongoing	5 in lobby; 10 in reserve; 1 digital
OP17	"Mold & Mildew: Cleaning up your Flood-Damaged Home"	FEMA Brochure	Lobby of STP Planning and Permit Office	Always Available	Homeowners and Contractors	330	Repairing your flooded home	Cleanup after a flood and ways to reduce damages from future disasters	Residents are aware of best practices for mold remediation after a flood	ongoing	5 in lobby; 4 in reserve; 1 digital
OP18	"Preparing Your Pets for Emergencies Makes Sense. Get Ready Now."	FEMA Brochure	Lobby of STP PZ and Animal Control	Always Available	Pet Owners	330	Protect people and pets from the hazard; Protect yourself and your property from hurricanes; Be prepared for natural	Hurricane season is June 1 through November 30, with peak season in September, be prepared and prepare your pets.	Residents understand flood risks to pets	ongoing	5 in lobby; 12 in reserve; 1 digital

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OP19	Realtors Association comments/updates to REB	Emails, phone calls, shared workspace	CFMs/Realtor Association	May	Locally-based realtors	REB	Know your flood hazard, flood insurance	CFMs will initiate a review of the REB with local realtors annually. CFMs will complete edits, print and distribute to realtors in July.	There is increased awareness of flood hazard and how flood insurance can help in a flood event. Impact on # of policies-in-force is under review.	ongoing	N/A
OP 19.1	REB Brochure	Brochure	CFMs/Realtors	July	New home owners/new residents		Know your Flood Hazard	Know your flood hazard; Insure your property for your flood hazard; Build responsibly	30 printed copies delivered to 20 local firms	ongoing	1 digital
OP20	UNO-CHART Website	Website: floodhelp.uno.edu	UNO-CHART	Always Available	General Public	350	Know your hazard, Protect your Property, Protect People, Flood Insurance, Drainage Maintenance, Natural Functions	Properties in St. Charles parish may be experience flooding. Visit floodhelp.uno.edu to learn more about way your risk and ways to protect your family and property.	Under evaluation	CFMs are working with UNO-CHART to update informtion. Resurces are dated 2014 (Preparing for Storms in Louisian Student Manul) and 2015 (Community Continuity and Resilience Manual); other links (FLOAT, RLA for SJBP appear to be broken	N/A
OP21	Homeowners Handbook	Louisiana Homeowner's Handbook, a 100+ page booklet, created by Sea Grant Louisiana and the Gulf of Mexico Alliance	CFMs/Louisiana Sea Grant	Paper copies available upon request/link on website	General Public	350	Know your hazard, Protect your Property, Protect People, Flood Insurance, Drainage Maintenance, Natural Functions	Protect yourself and your home from hurricanes, tornadoes, and floods by building responsibly and insuring your property.		Website revisions: add EC list, add links to trusted local TV preparedness resources (OP4); add link to CCRE (OP13); UNO Chart (OP20--verify effectiveness of this site; add link to LA Sea Grant (OP21) and CSFI (OP22),	1 digital--2020; 1 paper

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OP22	Coalition for Sustainable Flood Insurance	<a href="https://csfi.info/">https://csfi.info/</a>	<b>Coalition for Sustainable Flood Insurance (CSFI)</b>	Ongoing	General Public	350	Know your flood hazard; insure your property for your flood hazard; protect people from the hazard; protect your property from the hazard; build responsibly	The Coalition for Sustainable Flood Insurance (CSFI) works to ensure that flood insurance offered through the National Flood Insurance Program is affordable for primary residential and commercial properties while assuring that the NFIP is run in an efficient, fiscally sound manner. Keeping flood insurance affordable encourages homeowners to purchase flood insurance.	Residents are following efforts to keep flood insurance affordable; CFMs discuss the importance of understanding the impact of flood insurance premiums on properties affected by the mandatory purchase requirement	Website revisions: add EC list, add links to trusted local TV preparedness resources (OP4); add link to CCRE (OP13); UNO Chart (OP20--verify effectiveness of this site; add link to LA Sea Grant (OP21) and CSFI (OP22),	N/A
OP23	Flood insurance awareness month	Web campaign	CFMs	Annual	General Public	370	Protect people from the hazard	Get information on your flood risk and prepare now with an emergency plan, which should include purchasing flood insurance to protect property and possessions from flood damage.	Under evaluation	The Flood Aware Committee is considering the best month for this activity.	N/A
OP24	Video of CFMs or elected officials discussing flood risk, flood insurance, NFIP waiting period, & being prepared posted on Parish website, septv, and social media	Video	CFMs/PIO/speaker	May, July	General Public	370	Insure your property for your flood hazard	Nine priority messages	To increase the number of flood insurance policies in St. Charles Parish	Under revision	N/A



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OP25	<del>"A Small Investment Protects You from a Big Problem"</del>	FEMA Brochure	CFMs	Always Available	Homeowners and Contractors	370	Insure your property	<del>Flood insurance is available in the Parish and almost all properties are protected by levees and a complex drainage system.</del>	<del>Brochure does not seem to be available</del>	<del>Flood Aware Committee is seeking a more current resource for this priority message</del>	<del>0 on hand; digital not found; replaced with</del>
OP25	"Why Do I Need Flood Insurance?"	FEMA Brochure	CFMs	Always Available	General public/homeowners, renters,	370	Insure your property for the risk	Flod insurance is available in St. Charles Parish where almost all properties are protected by levees, but still have some risk of flooding	Number of policies-in-force in SFHA and X-zones s under reivew	ongoing	5 in lobby; 1 digital
OP26	9 Priority messages	Social Media/SCPTV	CFMs/PIO	Feb, May, Aug, Nov	General Public	330	9 Priority messages	Language will reflect the message and the particular season	social media followers received the 9 priority messages multiple times through the year.	ongoing	N/A
OP27	6 Priority Messages	Water bill insert	CFMs/PIO	Quarterly/dates TBD	Residents/property owners	330	6 CRS priority messages	Language and graphics will reflect the message and the season	water bill receipients received the six (6) priority messages 2x in 2024	ongoing	N/A
OP28	Flood Damange Prevention Program outreach table	CMFs with outreach kit including brochures and FEMA pubs that are germane to the event and laptop/tablet for Map Information	CFMSs	Fairs, festivals, outdoor events: Trash Bash, Bridge Run, Alligator Festival, workshops, conferences, and business organization meetings	General Public/Targetted audiences		Depends on event	9 priority messages	CFMs have prepared the outreach kit	ongoing	1 on hand
OP29	DRT - Door Hanger	Door Hanger	CFMs/Code Enforcement	Post-event; during PDAssmt	People who have flooded	330	Know your hazard, protect people, protect property, build responsibly, natural fuctions	Repairing your home after a disaster can be difficult. Consider options to build smarter to prevent future damager	CFMs and Code Officers placed door hangers re: permit requirements during preliminary damage assessment for 4 floor events; post-event permit applications increased; Council waived permit fees after Hirricane Ida to help residents build back stronger.	ongoing	0 on hand/1 digital
OP30	FEMA ICC Trifold Brochure	Brochure	Distribute after flood	Always Available	General Public	330	Insurance, Build Responsibly	Elevating your home after a flood can prevent future damages	Increased awareness of of ICC coverage to people who experienced flooding	ongoing	160 on hand/1 digital

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OP31	MS4 Trifold	Brochure	MS4 Coordinator	Always Available	Car care providers/general public	450	Protect natural floodplain functions	Keep automotive fluids out of waterways	Increased compliance with storm water quality regulations	ongoing	5 in PZ lobby; 1 digital
OP32	MS4 priority message	Scoail Media	MS4/PIO	Quarterly	General public	450	Protect natural floodplain functions	Know Parish regulations for stormwater quality	Increased compliance with storm water quality regulations	ongoing	N/A



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ST. CHARLES PARISH FUTURE OUTREACH PROJECTS											
FOP1	Raindrop Mascot	Physical Appearances	SCP Planning & Zoning	Upon Request/Annually	General Public	330	Know your Flood Hazard	Be prepared & plan	To increase the number of flood insurance policies in the community.		
FOP2	Welcome Package/Door Hanger	Brochures	SCP Planning & Zoning	Ongoing	Owners/residents of new houses	330	Flood Risk Awareness & Resources	Be informed & protect your property	To increase the number of flood insurance policies in the community.		
FOP3	Adopt a Catch Basin	Website	MS4	Ongoing	General Public	330	Stormwater Management, Know your flood hazard; Protect natural floodplain functions; Protect your property from the hazard.	Community engagement & property protection. Clean debris from in front of catch basin to reduce street flooding; Clear trash to ensure only rain goes down the drain	To reduce debris blocking drains; to reduce trash & chemicals flowing into drain; to increase resident participation.		