Mapping
INFORMATION PLATFORM

Work Instruction
Producer - Manage Appeal Activities

Purpose

This work instruction is used to provide an overview of the activities performed by the Producer during the Manage Appeal portion of the workflow. These activities include:

- Create BFE Notice
- Distribute BFE Notice
- Receive BFE Publication Affidavit
- Record Appeal or Protest
- Review Appeal or Protest
- Prepare Appeal Package
- Distribute Appeal Resolution

Prerequisites

- The Determine if Appeal Period is Required activity is completed and indicates an appeal is required

Navigation

Via Menu Path	**Log in to the MIP > Workbench > Work Items >**
	and
	Claim > Create BFE Notice

Work Steps

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

1. Click on: [Claim] to claim the activity

2. Click on: [Create BFE Notice] to enter the Create BFE activity

| | **Create BFE Notice -** This activity only appears on the Producer's Work Item List if appeals were indicated in the Determine if Appeal Period is Required activity.

The Producer enters the newspaper name and the proposed second newspaper publication date for each community with BFE changes and indicates that the BFEs are going to be published on the internet.

Submitting the BFE Notice to FEMA is also known as submitting for QR4. |
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Mapping
INFORMATION PLATFORM

Work Item Details - Project # 09-04-0015S

BFE Notice | Review

Create BFE Notice

* indicates a required field.

Enter newspaper notification information about BFEs for each Community and click "Continue".

Community Name:	DICKSON COUNTY *
Community ID:	470046
*Second Publication Date:	
*Newspaper:	
Community Name:	WHITE BLUFF, TOWN OF
Community ID:	470248
*Second Publication Date:	
*Newspaper:	
Community Name:	DICKSON, CITY OF
Community ID:	470335
*Second Publication Date:	
*Newspaper:	
Community Name:	BURNS, TOWN OF
Community ID:	470433
*Second Publication Date:	
*Newspaper:	
Community Name:	CHARLOTTE, TOWN OF
Community ID:	470434
*Second Publication Date:	
*Newspaper:	

ⓘ	Outside the workflow, ensure the federal register is published prior to the first actual publication date in local newspaper.
	The three month appeal period begins at the second publication date.

3. Click to enter the Second Publication Date

4. Click to enter the Newspaper name

5. Continue to enter the second publication date and newspaper for each community.

Community Name:	WHITE BLUFF, TOWN OF
Community ID:	470248
*Second Publication Date:	12/13/2007
*Newspaper:	Dickson County News
Community Name:	DICKSON, CITY OF
Community ID:	470335
*Second Publication Date:	12/13/2007
*Newspaper:	Dickson County News
Community Name:	BURNS, TOWN OF
Community ID:	470433
*Second Publication Date:	12/13/2007
*Newspaper:	Dickson County News
Community Name:	CHARLOTTE, TOWN OF
Community ID:	470434
*Second Publication Date:	12/13/2007
*Newspaper:	Dickson County News
Community Name:	SLAYDEN, TOWN OF
Community ID:	470435
*Second Publication Date:	12/13/2007
*Newspaper:	Dickson County News
Community Name:	VANLEER, TOWN OF
Community ID:	470436
*Second Publication Date:	12/13/2007
*Newspaper:	Dickson County News
*Prepared By:	bobproducer
BFEs on the Web Notification:	☐

Save and Close   Continue >

| | Per PM42, all BFE Notifications are required to be completed through the BFE on the Web tool located on the FEMA web page. The BFE tool must be completed no later than 30 days prior to the anticipated mailing date of the BFE determination letters to the CEO. |

6. Click on: ☐ to indicate BFEs on the Web Notification

7. Click on: **Continue >** to move to the Review screen

click to view the workflow history for this project.

Community Name:	DICKSON COUNTY *
Community ID:	470046
Second Publication Date:	12/13/2007
Newspaper:	Dickson County News
Community Name:	WHITE BLUFF, TOWN OF
Community ID:	470248
Second Publication Date:	12/13/2007
Newspaper:	Dickson County News
Community Name:	DICKSON, CITY OF
Community ID:	470335
Second Publication Date:	12/13/2007
Newspaper:	Dickson County News
Community Name:	BURNS, TOWN OF
Community ID:	470433
Second Publication Date:	12/13/2007
Newspaper:	Dickson County News
Community Name:	CHARLOTTE, TOWN OF
Community ID:	470434
Second Publication Date:	12/13/2007
Newspaper:	Dickson County News
Community Name:	SLAYDEN, TOWN OF
Community ID:	470435
Second Publication Date:	12/13/2007
Newspaper:	Dickson County News
Community Name:	VANLEER, TOWN OF
Community ID:	470436
Second Publication Date:	12/13/2007
Newspaper:	Dickson County News
Preparded by:	bobproducer
BFEs on the Web Notification:	Yes

< Back   Save and Close   Complete Task

❌	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.

8. Review the information and when satisfied, click **Complete Task**

The next activity, Approve BFE Notice, (also known as QR4) is completed by the RSC or MOD HQ. The workflow is then moved to the Review BFE Docket, completed by FEMA. Upon completion of those activities, the next activity for the Producer is Distribute BFE Notice.

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

9. Click on: **Claim** to claim the activity

ℹ️	**Distribute BFE Notice -** This activity is performed by the Producer after FEMA reviews and approves the BFE notice. The Producer enters the date the BFE notice is sent to the communities.

10. Click on: **Distribute BFE Notice** to enter the Distribute BFE Notice activity

11. Click to enter the Date Notice Sent to Communities

12. Click **Continue >** to move to the Review screen

Mapping INFORMATION PLATFORM

Work Item Details - Project # 09-04-0015S

BFE Notice | **Review**

Distribute BFE Notice

Review the information. Click "Complete Task" when done or click "Back" to make changes. Once complete, this task will be removed from your Work Item List and you will not be able to view or update this task.

Click to view the workflow history for this project.

BFE Notice

FEMA Approver:	rmcsam
Date of Approval:	01/22/2009
Approver Comments:	
Date Notice Sent to Communities:	12/01/2007

| < Back | | Save and Close | Complete Task |

	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.

13. Review the information and when satisfied, click **Complete Task**

The next activity, Receive BFE Publication Affidavit, is completed by the Producer.

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

14. Click on: **Claim** to claim the activity

Mapping INFORMATION PLATFORM

	Receive BFE Publication Affidavit - In this activity, the Producer enters information regarding the publication of the BFE notification for each community. The Producer enters the date the publication affidavit (also known as the newspaper tear sheet or virtual tear sheet) was received from the newspaper. They also enter the 1st Actual Publication Date, 2nd Actual Publication Date, and the date BFEs were posted on the web.

15. Click on: Receive BFE Publication Affidavit to enter the receive BFE Publication Affidavit activity

16. Click to enter the Newspaper name

17. Click to enter the Affidavit Date

18. Click to enter the 1st Actual Publication Date

19. Click to enter the 2nd Actual Publication Date

20. Click to enter the BFEs on the Web Posting Date

21. Continue to enter the name of the newspaper and the affidavit, 1st actual publication, 2nd actual publication and BFE posting dates for all communities.

Mapping
INFORMATION PLATFORM

*BFEs on the Web Posting Date   11/13/2007

TN
Dickson County
CHARLOTTE, TOWN OF, 470434

*Newspaper	Dickson County News
*Affidavit Date	01/05/2008
*1st Actual Publication Date	12/07/2007
*2nd Actual Publication Date	12/14/2007
*BFEs on the Web Posting Date	11/13/2007

TN
Dickson County
SLAYDEN, TOWN OF, 470435

*Newspaper	Dickson County News
*Affidavit Date	01/05/2008
*1st Actual Publication Date	12/07/2007
*2nd Actual Publication Date	12/14/2007
*BFEs on the Web Posting Date	11/13/2007

TN
Dickson County
VANLEER, TOWN OF, 470436

*Newspaper	Dickson County News
*Affidavit Date	01/05/2007
*1st Actual Publication Date	12/07/2007
*2nd Actual Publication Date	12/14/2007
*BFEs on the Web Posting Date	11/13/2007

Save and Close   Continue >

22.   Click on: **Continue >**   to move to the Review screen

CHARLOTTE, TOWN OF, 470434		
Newspaper:	Dickson County News	
Affidavit Date:	01/05/2008	
Actual Publication Date (first):	12/07/2007	
Actual Publication Date (second)	12/14/2007	
BFE on the Web Posting Date	11/13/2007	

TN
Dickson County
SLAYDEN, TOWN OF, 470435

Newspaper:	Dickson County News
Affidavit Date:	01/05/2008
Actual Publication Date (first):	12/07/2007
Actual Publication Date (second)	12/14/2007
BFE on the Web Posting Date	11/13/2007

TN
Dickson County
VANLEER, TOWN OF, 470436

Newspaper:	Dickson County News
Affidavit Date:	01/05/2007
Actual Publication Date (first):	12/07/2007
Actual Publication Date (second)	12/14/2007
BFE on the Web Posting Date	11/13/2007

< Back   Save and Close   Complete Task

	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.

23. Review the information and when satisfied, click **Complete Task**

The next activity, Prepare Federal Register Proposed Rule, is completed by the RSC or MOD HQ. The next activity for the Producer is Record Appeal or Protest, but this activity does not appear until the end of the appeal period which is the 2nd Actual Publication Date plus 90 days.
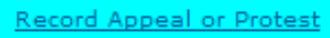
Mapping
INFORMATION PLATFORM

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

24. Click on: **Claim** to claim the activity

ℹ️	**Record Appeal or Protest -** The Producer receives the Record Appeal or Protest activity after the appeal period has ended and enters the details of appeals and protests received for the specific community. If no appeals or protests were received, do not enter any data in the activity and continue to move forward in the workflow.

25. Click on: **Record Appeal or Protest** to enter the Record Appeal or Protest activity

❌	If no Appeals/Protests were received for the study, **leave all fields blank and click Continue.**

The following section of the work instruction outlines how to add an appeal and protest.

26. Click the Community dropdown box to select the community where the appeal/protest applies

27. Click the Type dropdown box to select appeal or protest

28. Click to enter the Date Received

29. Acknowledgement Date is the date the appellant was contacted to be informed his/her appeal or protest was received.   Click to enter the Acknowledgement Date

30. Date Community Contacted is the date the community was contacted if more information was needed. Click to enter the Date Community Contacted

31. Click to enter the Appellant Name

32. Click the Appellant Type dropdown box to select the appropriate appellant type

33. Click to enter Comments about the appeal/protest

⚠	Always click Add Appeal/Protest before continuing. If you click Save and Close or Continue before Add Appeal/Protest, all previously entered information will be lost.

34. Click on: **Add Appeal/Protest** to add appeal / protest

35. Continue to add additional appeals and/or protests, as applicable

36. Once all appeals and protests have been added, click **Continue >** to move to the Review screen

Work Item Details - Project # 09-04-0015S ❓

Record Appeals or Protests | **Review**

< Back   Save and Close   Complete Task

Record Appeal Or Protest

Review the information. Click "Complete Task" when done or click "Back" to make changes. Once complete, this task will be removed from your Work Item List and you will not be able to view or update this task.

Click to view the workflow history for this project.

Appeals and/or Protests for DICKSON, CITY OF

Type	Date Received	Acknowledgement Date	Date Community Contacted	Appellant Name	Appellant Type	Comments
Appeal	03/13/2008	03/14/2008	03/14/2008	Alisa Heiden	Community	BFE for the cross section is incorrect

Appeals and/or Protests for BURNS, TOWN OF

Type	Date Received	Acknowledgement Date	Date Community Contacted	Appellant Name	Appellant Type	Comments
Protest	03/03/2008	03/05/2008	03/06/2008	Stuart Eller	Community	Street name incorrect on the FIRM

< Back   Save and Close   Complete Task

❌	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.

37. Review the information and when satisfied, click **Complete Task**

The next activity, Review Appeals and Protests, is completed by the Producer.

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

38. Click on: **Claim** to claim an activity

ℹ️	**Review Appeals and Protests -** This activity is performed by the Producer after all appeal and protest resolution recommendations have been developed.
	The Producer enters the recommendation summary for each appeal and protest.

39. Click on: **Review Appeals and Protests** to enter the Review Appeals and Protests activity

40. Click to enter the Recommendation Summary for each appeal and/or protest

❌	If you do not check the Protests Can be Resolved in the LFD check box, you will be unable to send out the LFD.

41. Click on: ☐ to indicate Protests Can be Resolved in the LFD

42. Click on: **Continue >** to move to the Appeals and Protests Review screen

43. Click on: [ ] to indicate Reviewed with FEMA Contact

44. Click to enter the Date of Review

45. Click to indicate any appeals or protests valid

46. Click on: **Continue >** to move to the Review screen

Click to view the workflow history for this project.

State:	TN
County:	Dickson County
Community:	DICKSON, CITY OF
CID:	470335
Appeal ID:	1101370
Date Received:	03/13/2008
Acknowledgement Date:	03/14/2008
Date Community Contacted:	03/14/2008
Apellant Name:	Alisa Heiden
Apellant Type:	Community
Comments:	BFE for the cross section is incorrect
Recommendation Summary:	Appeal Valid - FIRM modified
State:	TN
County:	Dickson County
Community:	BURNS, TOWN OF
CID:	470433
Protest ID:	1101371
Date Received:	03/03/2008
Acknowledgement Date:	03/05/2008
Date Community Contacted:	03/06/2008
Apellant Name:	Stuart Eller
Apellant Type:	Community
Comments:	Street name incorrect on the FIRM
Recommendation Summary:	Protest Valid - FIRM modified
Protests Can be Resolved in the LFD:	Yes
Reviewed With FEMA Contact:	Yes
Date of Review:	04/10/2008
Are any appeals or protests valid?	Yes

< Back   Save and Close   Complete Task

⊗	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.

47. Review the information and when satisfied, click **Complete Task**

Mapping
INFORMATION PLATFORM

The next activity, Prepare Appeal Package, is completed by the Producer.

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

48. Click on: **Claim** to claim the activity

ℹ️	**Prepare Appeal Package -** This activity is performed by the Producer after all appeal and protest resolution recommendations have been reviewed with FEMA. The Producer indicates which items were completed for the appeal package and which date the package was sent to FEMA.

49. Click on: **Prepare Appeal Package** to enter the Prepare Appeal Package activity

50. Click on: ☐ to indicate Resolution Letter

51. If the appeals/protests result in a Revised Preliminary FIRM or FIS, click the next two check boxes to indicate that.

52. Click to enter the Date Package Sent to FEMA

53. Click on: **Continue >** to move to the Review screen

Resolution Letter:	Yes
Revised Preliminary FIRM:	Yes
Revised Preliminary FIS Report:	Yes
Backup Material:	No
Other:	
Date Package Sent to FEMA:	04/17/2008
Comments:	

❌	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.

54. Review the information and when satisfied, click **Complete Task**

The next activity, Review Appeal Resolution, is completed by FEMA. Upon completion, the next Producer activity is Distribute Appeal Resolution.

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

55. Click on: [Claim] to claim the activity

	Distribute Appeal Resolution - This activity is performed by the Producer after FEMA reviews and approves the appeal resolution package.
	The Producer enters the date the appeal resolution was distributed to the community and appellant.
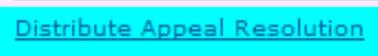
56. Click on: [Distribute Appeal Resolution] to enter the Distribute Appeal Resolution activity

57. Click to enter the Distribution Date

58. Click on: [Continue >] to move to the Review screen

Mapping INFORMATION PLATFORM

Work Item Details - Project # 09-04-0015S ❓

Distribute Resolution | **Review**

Distribute Appeal Resolution

Review the information. Click "Complete Task" when done or click "Back" to make changes. Once complete, this task will be removed from your Work Item List and you will not be able to view or update this task.

Click to view the workflow history for this project.

Community CID:	470335
Community Name:	DICKSON, CITY OF
Distribution Date	04/25/2008

[< Back]   [Save and Close] [Complete Task]

❌ 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.

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59. Review the information and when satisfied, click [Complete Task]

Results
The Manage Appeal process is now complete. The workflow now moves to the Prepare LFD Docket and Produce Final Map Products activities, both completed by the Producer.

Last updated: March 2009