



Village of Oak Park RainReady Pilot Program Work Plan

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Prepared By: Center for Neighborhood Technology

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1.0 Program Overview

The Village of Oak Park (the Village) has allocated funding for a RainReady pilot program, administered by Center for Neighborhood Technology (CNT). The pilot program is intended to provide flood risk reduction to homeowners experiencing non-sewer backup flooding, through a suite of green infrastructure solutions. The pilot program will complement the Village's existing Sewer Backup Protection Grant Program, which provides up to a 50 percent cost share to eligible homeowners who install an overhead sewer or backflow prevention valve.

The primary objectives of the Village of Oak Park RainReady pilot program are:

- ❖ Reduce residential basement flooding due to poor landscaping conditions
- ❖ Reduce burden on the municipal sewer system through residential stormwater infiltration
- ❖ Complement the Village's Sewer Backup Protection Grant, Rain Barrel Program, and other environmental initiatives
- ❖ Raise awareness of nature-based solutions for reducing flood risk
- ❖ Collect data to inform the expansion of the program
- ❖ Position the Village to seek external funding for stormwater management

High-quality design, nature-based solutions, data-driven assessment and evaluation, and strong project management and customer service are key elements of this program. CNT will conclude the pilot program by evaluating the program impact, producing a case study of one home, and developing recommendations for program expansion.

1.1 Eligibility

All applicants must be residents of the Village of Oak Park, and currently have a functioning sewer backup protection system. Applicants must own and occupy a single-family home and meet other Village compliance requirements. The program will fund green infrastructure measures constructed at the exterior of the residence.

Table 1. Eligible Building Types

- Owner-Occupied Single Family Home

Table 2. Eligible Flood Mitigation Measures ¹

- Rain garden
- Bioswale
- Re-grading tied to flood mitigation
- Permeable pavement
- Cistern
- Dry well
- Other green infrastructure measures, as approved by CNT and the Village of Oak Park

1. Homeowners are expected to have disconnected downspouts, or received a waiver to maintain connected downspout(s), through previous participation in the Sewer Backup Protection Grant Program.



1.2 Cost Share Budget

The pilot program will offer cost-share grants to 10 homeowners. Project costs above maximum cost share percentage and/or maximum grant amount will be paid by the homeowner. The full cost of the project must be paid by the homeowner prior to reimbursement from the Village. Only one reimbursement payment will be issued after project construction has been completed.

Table 3. Eligible Reimbursement Costs

- Design and Engineering Services
- Labor and Equipment Rental
- Materials and Construction related to the Scope of Work
 - Debris removal
 - Site restoration
 - Soil placement
 - Waste disposal
- Village Construction Permit Fees

Table 3. Ineligible Reimbursement Costs

- Landscaping and other Construction not specified in the Scope of Work
- Tree removal
- Watering and maintenance of trees, grass or plants
- Private construction inspection services hired by the homeowner
- Costs associated with utility staking
- Surveying, above and beyond project staking

Table 4. Grant Cost Share Percentage

- Up to 50% of eligible approved project costs

Table 5. Maximum Grant Amount

- \$1,300 Per Applicant

1.3 Application Process

Targeted outreach will be conducted for previous participants in the Village's Sewer Backup Protection Grant Program. Initial homeowner contact will be performed by the Village. Outreach will include a CNT-hosted RainReady community event, and email and telephone direct contact. Homeowners will be invited to complete the RainReady application and grant and maintenance agreement. Applications will be available online, at the Village Hall, at the RainReady community event, and directly emailed by CNT.

CNT will review the applications to identify 10 homeowners to participate in the pilot program. The homeowner selection process will evaluate whether the pilot program is suitable for the homeowner and building. CNT will notify the selected homeowners and confirm their participation.

Table 6. Program Participation Conditions

Responsibilities and Liabilities

- Applicant must execute a grant and maintenance agreement.
- Projects must be maintained by the property owner for a minimum of three years.
- It is the applicant's responsibility to start and complete work once the project has been approved.
- The applicant must obtain applicable permits from the Village before work begins.
- The Village and CNT are not liable for personal injury or property damage.
- Approved projects do not carry a warranty with the Village or CNT.

Project Schedule

- Applicant must submit a construction bid for approval within one month of the assessment.
- The project must be completed by Spring 2017.

Project Budget

- Applicant must pay a refundable deposit to the Village towards the home assessment cost.
- Applicant must submit all final costs and receipts and submit to the Village for reimbursement.
- Maintenance costs are the responsibility of the property owner.

Property Access

- Applicant must grant access to the property to CNT and Village of Oak Park officers and employees for assessment, construction and maintenance inspections.
- Applicant must grant the access to the property to Village of Oak Park officers and employers for the duration of the maintenance term.

1.4 Project Implementation

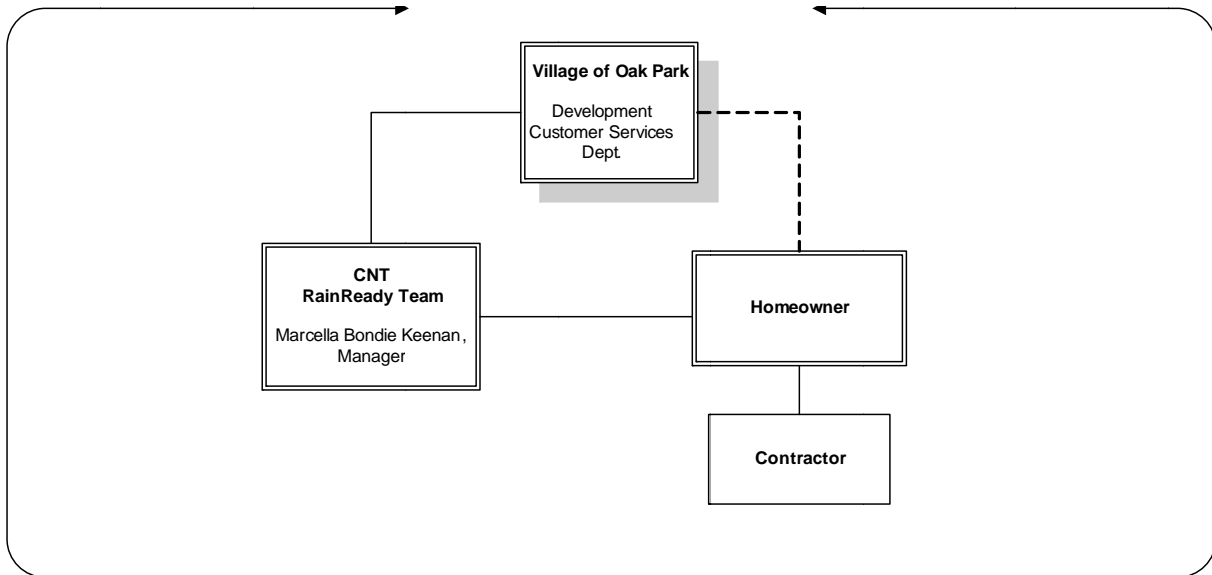
Each selected homeowner will receive a RainReady Home assessment for the property exterior. Based on the assessment, the RainReady Home assessor will prepare a recommended construction scope of work that includes eligible flood mitigation measures. CNT will present the scope of work to the homeowner for acceptance. The homeowner may decline any recommendation or present an alternative recommendation, for approval by CNT and the Village. Upon accepting the scope of work, the homeowner will solicit and select a construction bid, oversee the construction, issue payment to the contractor, and submit the grant reimbursement form. The Village will provide assistance to property owners to obtain necessary permits, if applicable. Upon completing the project, the homeowner will submit a reimbursement form, including supporting documents, to the Village. CNT will visit the property to document the final conditions and issue a notification of completion, and invite the homeowner to participate in a post-construction monitoring and evaluation program.

Table 7. Program Documents

- Program Application
- Grant and Maintenance Agreement
- Construction Scope
- Construction Bid
- Notification of Completion
- Grant Reimbursement Form
- Homeowner Resource and Referral Packet
- Outreach Communications Material

2.0 Program Work Plan

2.1 Organizational Chart

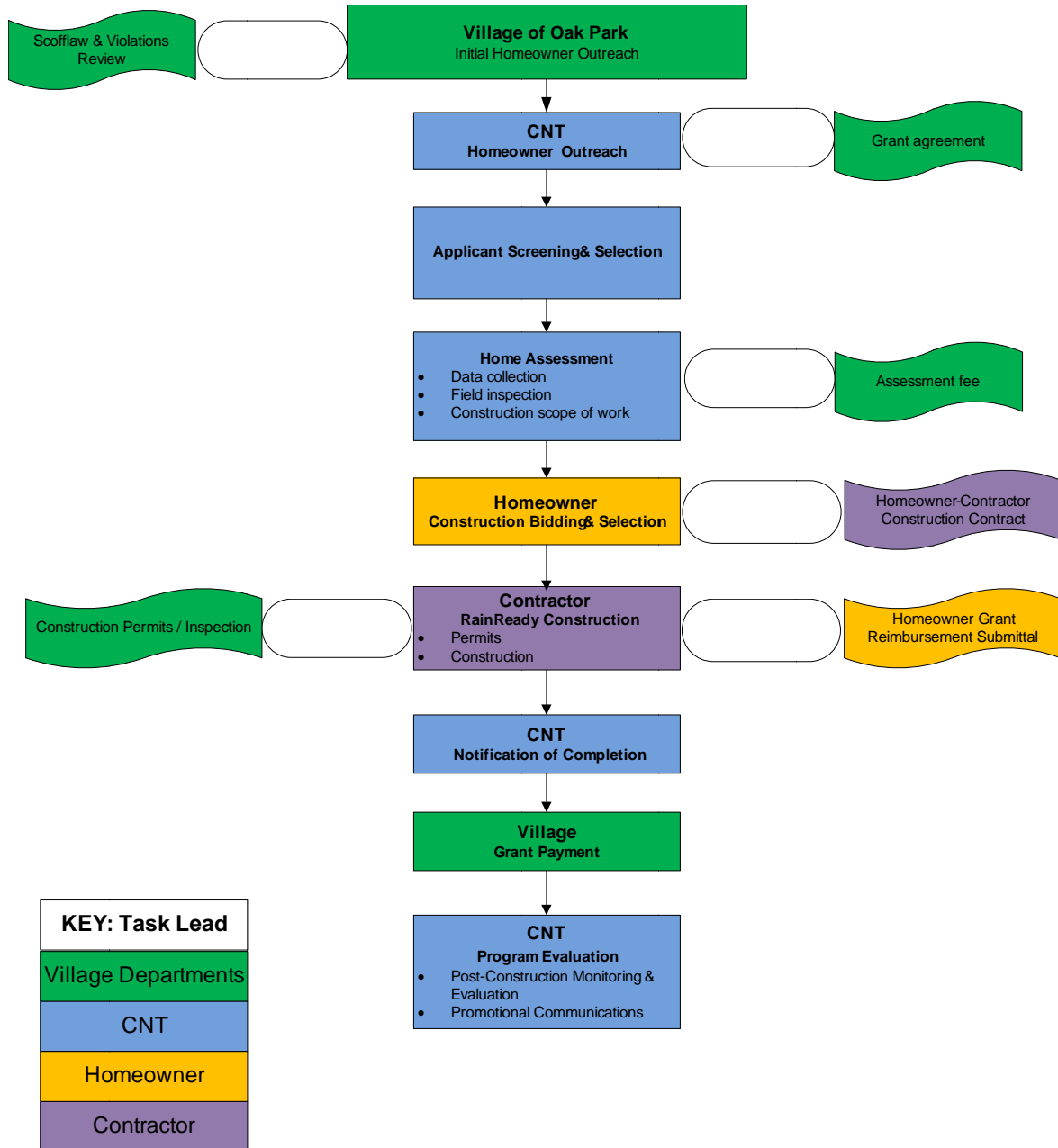


Village of Oak Park RainReady Pilot Program

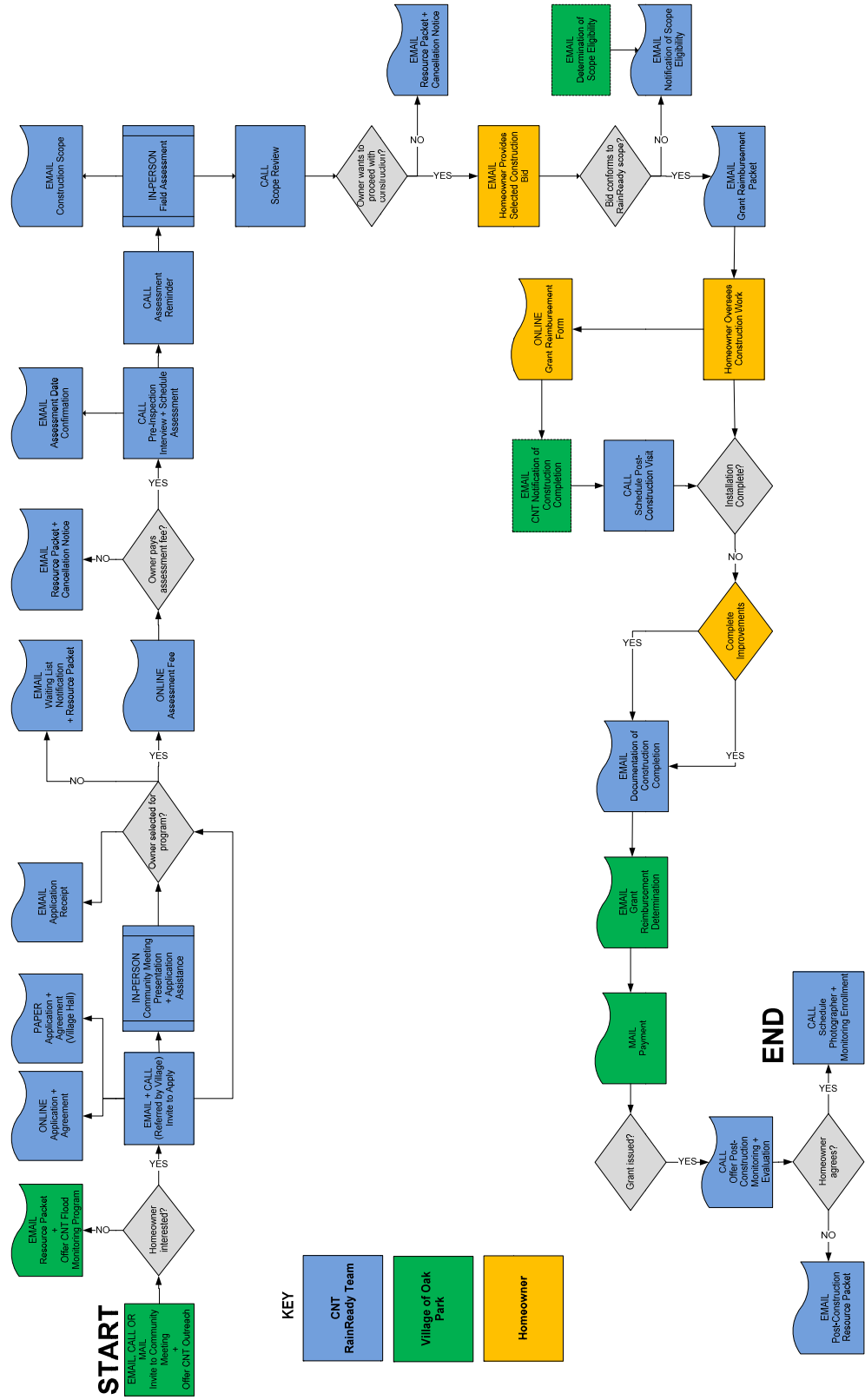
2.2 Program Team Roles and Responsibilities

Organization	Role	Responsibilities
Village of Oak Park	Program Funder	<ul style="list-style-type: none"> Homeowner scofflaw and code compliance review Initial homeowner outreach Grant agreement documents Refundable assessment fee collection Construction permits Homeowner grant payments
CNT	Program Administrator	<ul style="list-style-type: none"> Program design and monitoring Program communications Homeowner outreach Applicant screening and selection Pre-assessment interview Home assessment and scope of work Notification of work completion Program evaluation
Homeowner	Program Participant	<ul style="list-style-type: none"> Program application Grant agreement documents Contractor selection and oversight Grant reimbursement application
Contractor	Contractor to Homeowner	<ul style="list-style-type: none"> Construction permits Construction work

Village of Oak Park RainReady Pilot Program Process Flow



Village of Oak Park RainReady Pilot Program Homeowner Experience Chart



2.3 Program Schedule

Deliverable and Task(s)	Responsible Party	2016					2017			
		Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Program Design										
Design program and deliver workplan	CNT									
Educational Outreach										
Design informational materials	CNT									
Perform initial homeowner outreach	Village									
Promote program through community event + outreach	CNT									
Document work with professional photography	CNT									
Deliver online photo essay	CNT									
Application Screening and Participant Enrollment										
Design + distribute program application	CNT									
Screen + enroll applicants	CNT									
Execute grant participation agreement	Homeowner									
RainReady Home Assessments and Construction Services										
Collect data: Homeowner interview + GIS	CNT									
Conduct home assessments + Deliver construction scopes	CNT									
Solicit + selection construction bid	Homeowner									
Construction work	Homeowner									
Document completion of project	CNT									
Submit grant reimbursement form	Homeowner									
Issue grant payment	Village									
Pilot Program Evaluation and Recommendations										
Deliver case study(ies)	CNT									
Deliver evaluation report	CNT									



3.0 Project Delivery

3.1 Process Flow: Individual Home

No.	Process Flow Step	If True/A	If False/B
1.	Village will perform initial homeowner outreach and confirm that homeowner has no unpaid obligations, outstanding code violations or other compliance barriers. Upon receiving interested homeowner referral, contact applicant and provide application assistance.	Next	Document number of attempts and methods. Notify Village.
2.	Review application and grant agreement documents for completeness.	Next	Notify applicant, encourage them to complete, and send Application Incomplete email.
3.	Evaluate suitability of building for green infrastructure using application information, aerial photography, and County Assessor data.	Next	Send Waiting List email.
4.	Evaluate suitability of site for green infrastructure using CNT Flood Solutions Tool and FEMA FIRM.	Next	Send Waiting List email.
5.	Evaluate suitability of homeowner for green infrastructure using application information.	Next	Send Waiting List email.
6.	Prioritize relative need of homeowner for flooding solution using application information and census data.	Next	Send Waiting List email.
7.	Prioritize opportunities for coordinated or clustered green infrastructure, using program data.	Next	Send Waiting List email.
8.	Obtain photo and PIN from County assessor website. Use PIN to pull deed from CCRD. Ensure deed matches applicant.	Next	Contact applicant to resolve issue with additional proof. If insufficient proof, send Application Ineligible email.
9.	Notify applicant of program approval and direct to Village to pay reimbursable assessment fee. Confirm with Village that applicant has paid assessment fee.	Next	If applicant declines to pay assessment fee, send Project Cancellation email and document.
10.	Call applicant to confirm preferred date of field assessment and conduct pre-assessment questionnaire.	Next	If applicant declines assessment, send Project Cancellation Letter, document reason(s), and flag for Village notification.
11.	Conduct flood prevention field assessment, and identify recommended green infrastructure measures.	Next	Send Project Cancellation Letter if building conditions are not suitable (do not match application). Refer to other assistance programs, as needed.
12.	Verify that assessor photo matches building.	Next	Resolve discrepancies and confirm ownership if necessary.
13.	Develop and email flood prevention scope of work to homeowner. Call homeowner to discuss and confirm intent to perform construction. Confirm	Next	If bid is not selected by deadline, notify applicant, encourage them to complete, and send Project

No.	Process Flow Step	If True/A	If False/B
	due date for homeowner to select construction bid.		Incomplete email. If applicant declines construction, send Project Cancellation Letter, document reason(s), and flag for Village notification.
14.	Homeowner emails selected bid. Review bid for conformance with RainReady scope of work.	Next	Contact applicant to resolve discrepancy. If homeowner prefers contractor scope, flag for discussion with Village. Notify applicant of Village scope eligibility determination.
15.	Email grant reimbursement documents. Call homeowner to discuss. Confirm anticipated construction completion date.	Next	If homeowner does not report project completion by anticipated date, contact applicant and confirm new anticipated completion date. If applicant declines construction, send Project Cancellation Letter, document reason(s), and flag for Village notification.
16.	Homeowner emails notification that construction is complete. Conduct final field visit to obtain final documentation. Confirm presence of approved green infrastructure measures.	Next	Contact applicant to resolve discrepancy. If homeowner wishes to submit unapproved measures for reimbursement, flag for discussion with Village. Notify applicant of Village scope eligibility determination.
17.	Send construction documentation and determination to Village and send Project Complete Letter to Homeowner.	Next	If approved construction work is not completed, send Project Cancellation Letter, and document reason(s).
18.	Confirm grant reimbursement with Village. Call homeowner to invite to participate in a case study and post-construction monitoring.	Next	Email post-construction resource packet.
19.	Enroll in monitoring program. Photograph installation.	End	



3.2 Applicant Outreach

Intent

To offer program assistance to eligible homeowners, and to ensure that eligible persons from all groups and/or populations least likely to apply, are fully informed of available services, encouraged to apply for services, and given the opportunity to improve their residences.

Requirements

The Village of Oak Park will use the Sewer Backup Protection Grant Program grantee database to identify homeowners who may be eligible to participate in the RainReady pilot program. Homeowners who have received the Sewer Backup Protection grant have demonstrated 1) concern about flooding; 2) willingness to invest in flood mitigation; 3) an existing sewer backup protection system at the home; 4) previously disconnected downspout(s), or connection waiver; 5) ability to complete required program documents; 6) ability to solicit, select, and oversee a construction contractor; and 7) general eligibility requirements, including ownership and occupancy of a 1 – 4 unit home, and no unpaid Village obligations or violations of Village of Code.

The Village will perform a scofflaw and code compliance review for each potential applicant, and contact potentially eligible individuals to notify them of the program. The Village will invite the homeowner to attend a CNT-hosted community meeting and ask if they would like to be contacted by CNT. The Village will forward contact information of interested homeowners to CNT for outreach. The Village may wish to provide uninterested homeowners with an emailed flood prevention information and/or an invitation to participate in CNT's ongoing flood monitoring program.

CNT will perform outreach to each potential applicant encouraging them to apply for the RainReady pilot program. During the pilot program period, CNT will not perform wider outreach to the general community. However, all individuals who have an existing sewer backup protection system and on-going non-sewer backup basement flooding are eligible to apply to the program and receive the same information, and they will all be evaluated using the same criteria.

All potential applicants will be invited to a community event hosted by CNT in the Village of Oak Park. CNT will present information about the RainReady Pilot Program, and provide additional educational content about residential flooding prevention. CNT will offer in-person application assistance at the event.

CNT will facilitate the enrollment process for each selected homeowner. CNT will be a point of contact for questions about the program requirements, rebates, and other Village programs or incentives that the homeowner may be eligible to participate in. All potentially eligible homeowners not selected for the pilot program will be placed on a waiting list for future program services.

Process

No.	Process Flow Step	If True/A	If False/B
1.	Upon receiving a referral from the Village of an interested homeowner, contact and provide application assistance.	Next	Document number of attempts and methods. Notify Village.
	<ul style="list-style-type: none"> Attempt to reach the potential applicant by email and telephone, up to three times (see SOP: Outreach Attempts). Leave a voicemail briefly explaining the purpose of the call and inviting the applicant to call CNT. After the first voicemail, send the community event invitation and application packet to the listed address or email. Document each attempt in Salesforce. If the applicant is reached by phone, explain the program services, invite them to the community event, and state that the application will be emailed. State that CNT can provide assistance with completing the application via telephone, and encourage the applicant to apply. Document the call 		



and the application email in the client's phone log in Salesforce.

- Offer in-person application assistance at the RainReady Pilot Program community event.
- If, after three outreach attempts and the community event, there is no response from the client, the CNT Project Manager will notify the Village and make a cancellation determination.

Resources

- RainReady community workshop presentation template
- RainReady outreach scripts
- CNT Salesforce database
- Salesforce trailhead

3.3 Applicant Screening

Intent

To ensure that pilot program funds are delivered to households which are suitable for the program services and receive positive impact from green infrastructure improvements.

Requirements

The following threshold requirements must be met for an applicant to be eligible for assistance through the program. Eligibility does not assure assistance, since it is expected that there will be more eligible applicants than can be served with available funds. The following process will be used when reviewing an applicant's written application. Application review should be completed within 10 business days of receipt of a complete application with all supporting documentation.

Process

No.	Process Flow Step	If True/A	If False/B
2.	Review application for completeness. <ul style="list-style-type: none">• Update Salesforce with applicant data and building data.• Applicant must sign the grant and maintenance agreement prior to beginning the screening process.• If applicant applies without being referred by the Village, request a scofflaw and compliance review from the Village. If the Village identifies outstanding compliance or other issues, the applicant is not eligible to participate in the program.	Next	Notify applicant, encourage them to complete, and send Application Incomplete email.
3.	Evaluate suitability of building for green infrastructure using application information, aerial photography, and County Assessor data. <ul style="list-style-type: none">• Identify basement, foundation, downspout and landscaping conditions.• Identify current flooding concerns and issues, including date of last flooding, flooding type, and depth of flooding. Identify existing flood prevention improvements installed by homeowner.• Calculate percent impermeable area. Calculate total square feet and total permeable square feet. Perform preliminary stormwater calculations.	Next	Send Waiting List email.
4.	Evaluate suitability of site for green infrastructure using CNT Flood Solutions Tool and FEMA FIRM.	Next	Send Waiting List email.

No.	Process Flow Step	If True/A	If False/B
	<ul style="list-style-type: none"> Conduct flow path analysis mapping with CNT Flood Solutions Tool. Map property using <u>FEMA FIRM</u> search. Save PDF to project file. Properties in a Special Flood Hazard Area or experiencing severe and chronic overland flooding from a water body or neighboring right of way are not suitable for the program. Send flood insurance information packet to homeowners who are mapped within a SFHA. 		
5.	Evaluate suitability of homeowner for green infrastructure using application information. <ul style="list-style-type: none"> Identify current landscaping/green infrastructure conditions, maintenance practices, and attitudes. 	Next	Send Waiting List email.
6.	Prioritize relative need of homeowner for flooding solution using application information and census data. <ul style="list-style-type: none"> Identify basement occupancy and homeowner estimated flood damage. Identify aggregated socioeconomic data for the census tract and compare to community median. 	Next	Send Waiting List email.
7.	Prioritize opportunities for coordinated green infrastructure. <ul style="list-style-type: none"> Perform heat map analysis of all program applications to identify clusters of applicants. 	Next	Send Waiting List email.
8.	Obtain photo and PIN from County assessor website. Use PIN to pull deed from CCRD. Ensure deed matches applicant. <ul style="list-style-type: none"> See the Cook County Recorder's Office FAQ on <u>checking a deed</u>. Warrant Deed or Deed in Trust should be in applicant's name, or applicant to provide proof of beneficiary if in trust. Take a screen shot and save to applicant's file. The home may have been received as an inheritance, and a new deed may not yet be recorded. Marriage (for a surviving spouse) or probate documents may be acceptable. Complicated situations may require the homeowner to get a deed correctly recorded. 	Next	Contact applicant to resolve issue with additional proof. If insufficient proof, send Application Ineligible email.
9.	Notify applicant of program approval and direct to Village to pay reimbursable assessment fee. Confirm with Village that applicant has paid assessment fee.	Next	If applicant declines to pay assessment fee, send Project Cancellation email and document. End.

Resources

- Cook County Assessor
- Cook County Recorder
- FEMA FIRM
- US EPA EJScreen
- CMAP Community Data Snapshot – Oak Park
- US Census Bureau American Fact Finder
- US Census Bureau American Housing Survey
- RainReady Flood Solutions Tool
- ESRI, *Getting to Know ArcGIS*



3.4 Home Assessment

Intent

To determine cost-effective green infrastructure measures to reduce future flooding risk at each participating property.

Requirements

The RainReady team must perform a home assessment to identify appropriate green infrastructure flood prevention measures. Based on the field assessment, the RainReady assessor must create a scope of work suitable for obtaining and comparing construction bids. CNT must submit the scope of work to the homeowner for use in obtaining construction bids.

Process

No.	Process Flow Step	If True/A	If False/B
10.	Call applicant to confirm preferred date of field assessment and conduct pre-assessment questionnaire. <ul style="list-style-type: none">Contact the applicant within seven business days of application approval to schedule a site visit. Site visit must occur when the property exterior is clearly visible, e.g., not covered in snow.Complete <u>pre-assessment questionnaire</u> during a phone call. Confirm detailed information concerning flooding history and concerns, and priorities for program participation.Explain home assessment process and requirements.Document in Salesforce.	Next	If applicant declines assessment, send Project Cancellation Letter, document reason(s), and flag for Village notification.
11.	Conduct flood prevention field assessment, and identify recommended prepare preventative green infrastructure measures. <ul style="list-style-type: none">Document the assessment, scope of work, and other field data. Take photos and notes, prepare a site sketch, and complete the RRH field data collection form.As needed and appropriate, evaluate the property for green infrastructure suitability, by conducting infiltration testing and a simple level survey.Review green infrastructure and flood prevention educational materials with the homeowner.	Next	Send Project Cancellation Letter if building conditions are not suitable (do not match application). Refer to other assistance programs, as needed.
12.	Verify that assessor photo matches building. <ul style="list-style-type: none">RainReady assessor to confirm during inspection.	Next	Resolve discrepancies and confirm ownership if necessary.

Resources

- RainReady data collection sheets and field tools checklist
- RainReady SOP – Green Infrastructure Feasibility Assessment
- RainReady homeowner educational materials
- ICLR, *Handbook for Reducing Basement Flooding*
- ASHI, *Home Inspection Handbook*
- Soil Characterization Laboratory, *Describing and Documenting Soil Conditions*

3.5 Scope of Work

Intent

To ensure that scopes of work developed for home flood mitigation projects meet the requirements of RainReady Home, include only items of a necessary and reasonable expense, provide contractors with enough information to be able to successfully bid, and provide sufficient detail to evaluate performance against the agreement.

Requirements

The RainReady Home assessor will develop a scope of work based upon the site assessment for mitigation work. The scope will be reviewed to ensure that it meets program requirements for eligible measures. The homeowner will have the option to reject any scope items.

Table A. Eligible Flood Mitigation Measures	
<ul style="list-style-type: none"> • Rain garden • Bioswale • Re-grading tied to flood mitigation • Permeable pavement • Cistern • Dry well • Other green infrastructure measures, as approved by CNT and the Village of Oak Park 	

Process

No.	Process Flow Step	If True/A	If False/B
13.	Develop and email flood prevention scope of work to homeowner. Call homeowner to discuss and confirm intent to perform construction. Confirm due date for homeowner to select construction bid.	Next	If bid is not selected by deadline, notify applicant, encourage them to complete, and send Project Incomplete email.

The RainReady assessor should consider the following factors when developing the scope of work. See also SOP – Green Infrastructure Feasibility Assessment.

- Homeowner maintenance practices (rain garden, bioswale, permeable pavement)
- Land length available to obtain stormwater retention time (bioswale)
- Land slope, elevation, and general topography
- Soil drainage (bioswale, rain garden, permeable pavement)
- Sufficient overflow area, to avoid discharge into neighboring properties (dry well)
- Size, location and condition of disconnected downspouts

For each scope item, the RainReady project manager will confirm that the item meets the following criteria:

- Is implementing a flood mitigation measure to 1) infiltrate stormwater onsite, and 2) reduce risk of water intrusion into the home. There exists in the project file documentation for how the item fits one or both of these categories.
- The item includes information that defines the location and work to be performed, such that a skilled person unfamiliar with the project site would be able to determine from the item what to do. Includes standard planting lists, site sketch, and/or rendering, as appropriate.
- The item avoids reference to particular brands or service marks, allowing for purchase of any product or approach that meets the need. If a particular brand or propriety service is referenced,



No.	Process Flow Step	If True/A	If False/B
	there must be a good rationale for why an alternative would be not acceptable (such as no alternatives being available).		
	For the final scope of work in its entirety, the reviewer should confirm the appropriate boilerplate elements are included: <ul style="list-style-type: none">• Requirements for warranty information, delivered in writing to the homeowner, for equipment and labor if applicable. Installed products should carry their manufacturer's warranty, and labor should be warrantied for at least 12 months. Additional warranty language or waivers are included as appropriate for mitigation measures.• Requirement for compliance with all the Village grant terms.		
	Should the reviewer identify missing elements or other concerns, the scope will be returned to the site assessor for revisions or additions. If the scope passes review, the scope reviewer will prepare the project for submittal to the homeowner.		
	The RainReady Assessor will compile the findings of the pre-assessment interview, home assessment, and scope of work into an internal summary memo and database for the purpose of program monitoring and evaluation.		
	The RainReady Assessor will present the scope of work to the homeowner for acceptance. The Assessor will answer any questions concerning the scope and provide educational material, as needed.		

Resources

- Scope of work template
- Scope review checklist
- Homeowner referral and resource list



3.6 Project Closeout

Intent

To verify the completion of grant-funded construction projects, and provide homeowners with an opportunity to participate in post-program monitoring and evaluation.

Requirements

Each project will receive a final site visit from CNT to verify that the approved construction work was completed, and to document final conditions. CNT will not certify work, issue punch lists, or investigate disputes or claims.

Process

No.	Process Flow Step	If True/A	If False/B
14.	Homeowner emails selected bid. Review bid for conformance with RainReady scope of work.	Next	Contact applicant to resolve discrepancy. If homeowner prefers contractor scope, flag for discussion with Village. Notify applicant of Village scope eligibility determination.
15.	Email grant reimbursement documents. Call homeowner to discuss. Confirm anticipated construction completion date.	Next	<p>If homeowner does not report project completion by anticipated date, contact applicant and confirm new anticipated completion date.</p> <p>If applicant declines construction, send Project Cancellation Letter, document reason(s), and flag for Village notification.</p>
16.	Homeowner completes grant reimbursement application. Village notifies CNT that construction is complete. Conduct final field visit to obtain final documentation. Confirm presence of approved green infrastructure measures.	Next	<p>Contact applicant to resolve discrepancy. If homeowner wishes to submit unapproved measures for reimbursement, flag for discussion with Village. Notify applicant of Village scope eligibility determination.</p> <ul style="list-style-type: none">• Upon notification that all work has been completed, the RainReady assessor will schedule a final site visit with the homeowner.• The RainReady assessor will take dated final completion photos of work performed as outlined in the Scope of Work. The RainReady assessor will also verify with the Village that any required permits were obtained and any permit inspections were completed satisfactorily.• Should the final site visit determine that the approved work was not completed, the RainReady assessor will inform the homeowner of the conditions. If the additional work is relatively simple, the contractor may submit a photograph of the completed work to the RainReady assessor. The photograph will be included in the project file. If the work, in the opinion of CNT, is extensive, then another final site visit will be scheduled.

No.	Process Flow Step	If True/A	If False/B
17.	Send construction documentation and determination to Village and send Project Complete Letter to Homeowner.	Next	If approved construction work is not completed, send Project Cancellation Letter, and document reason(s). End.
	<ul style="list-style-type: none"> The RainReady Assessor will contact applicant and confirm that the project has been completed, ask if they have any additional questions or concerns, and remind them of ongoing obligations. The RainReady Assessor will review the electronic records of the project to ensure all mandatory fields have been completed and the status information is correct to facilitate the proper reporting of project information. 		
18.	Confirm grant reimbursement with Village. Call homeowner to invite to participate in a case study and post-construction monitoring.	Next	Email post-construction resource packet.
	<ul style="list-style-type: none"> The RainReady Project Manager contacts the Village on a monthly basis to confirm grant payments. The RainReady Assessor contacts the applicant to invite them complete the customer satisfaction survey and to enroll in RainReady's post-construction monitoring program. If the participant indicates they have had a positive experience with the program, the RainReady assessor will invite them to complete the CNT Media Consent Form. Outcomes will be documented in Salesforce, including interest in participating in ongoing monitoring and media pieces. 		
20.	Enroll in monitoring program. Photograph installation.	End	
	<ul style="list-style-type: none"> Upon completion of the homeowner participation, the project will be marked as closed and records retained in accordance with CNT's record retention policies. 		

Resources

- CNT media consent form
- RainReady customer satisfaction survey



4.0 Program Evaluation and Communications

Intent

To document and communicate the impact of the pilot program. To provide the Village with recommendations for program expansion.

Requirements

Key Objective	Measurement
Reduce residential basement flooding due to poor landscaping conditions	Number of homeowner-reported flood incidents during monitoring period
Reduce burden on the municipal sewer system through residential stormwater infiltration	Average calculated gallons of stormwater infiltrated or diverted by improvements, per home
Complement the Village's Sewer Backup Protection Grant, Rain Barrel Program, and other environmental initiatives	Types of eligible improvements selected by homeowners. Number of improvements tied to previously disconnected downspouts.
Raise awareness of nature-based solutions for reducing flood risk	Number of community event attendees and applicant referrals
Collect data to inform the expansion of the program	Percentage of homeowners enrolled in post-construction monitoring and evaluation
Position the Village to seek external funding for stormwater management	Social media tracking metrics for post-pilot communications material

Homeowners who have completed the pilot program will be invited to participate in post-construction monitoring and evaluation. CNT will prepare one or more case studies, which will provide a profile of the building, flooding history, grant-funded improvements, and metrics associated with the flooding and flood prevention measures.

CNT will evaluate the pilot program and document the findings, using qualitative and quantitative data. Qualitative data will evaluate program design and process, such as outreach outcomes, and resident feedback. The evaluation memo will provide program design recommendations for a wider roll-out of the program.

CNT will document the construction work with professional photography. The photos will be incorporated into an online photo essay and other social media that communicates the pilot program impacts.

Resources

- RainReady Home Monitoring Tool
- CNT Green Values Stormwater Toolbox
- CNT, *Green Infrastructure Data Quantification and Assessment*
- CNT et al., *Integrating Valuation Methods to Recognize Green Infrastructure's Multiple Benefits*
- CNT & American Rivers, *The Value of Green Infrastructure: A Guide to Recognizing Its Economic, Environmental and Social Benefits*
- CNT, American Rivers, The Great Lakes and St. Lawrence Cities Initiative, *Upgrade Your Infrastructure: A Guide to the Green Infrastructure Portfolio Standard and Building Stormwater Retrofits*