KLICKITAT COUNTY VIRTUAL MEETING FACILITATION GUIDE
WEDNESDAY, DECEMBER 14, 6-8 P.M. PT

KEY MEETING DETAILS

MEETING OBJECTIVES	During a Public Open House, attendees can talk one-on-one with a mapping specialist, insurance specialist, or a local FEMA representative. Attendees can also review their property on the updated map.
DESIRED OUTCOMES	1. Community members understand the FEMA flood map updates and how the updates affect them. 2. Community members know the resources they can use and whom to reach out to for one-on-one support or more information.
MEETING DETAILS	**Platform Details / Zoom Information** • **CLICK TO JOIN** https://fema.zoomgov.com/j/16185517189 Passcode: 952547 • **CALL IN** (551) 285-1373 Meeting ID: 161 8551 7189
LOGISTICS	**Project Team Communications:** • If you have questions or concerns during the meeting, use the Teams Chat: Klickitat Virtual Open House Project Team Chat. • If there are issues with the chat, contact CERC. Use the information provided in the contact list below. • If you are in a breakout room and need immediate help, click the "Ask for Help" button on Zoom. CERC will send help to your breakout room. • You can find contact information for the project team in the next section of this document.
	Breakout Rooms: • Alyvia Schaad/Lisa Adair (CERC) are responsible for creating the breakout rooms and moving people from the lobby into their room. • When someone is done in their current room, direct them back to the lobby using the "Leave Room"/"Leave Breakout Room" button on Zoom. From there, they will indicate where they would like to go next; Alyvia/Lisa will move them there.

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LOGISTICS	**Chat Messaging (to be inserted into chat by the CERC Team):** Welcome to the Klickitat Virtual Open House! There is no formal presentation tonight; we have experts from FEMA, Klickitat County, Goldendale, Bingen and White Salmon on hand to answer your questions. You can talk with experts in breakout rooms on these topics: - Property Identification and Digital Mapping - Flood Insurance and Floodplain Regulations - Flood Study and Engineering - State Partners - Klickitat County - Bingen - Goldendale - White Salmon - Trout Lake If you would like to speak with someone, please let us know and we will move you into a breakout room. We have several resources available for download: FTP LINK *(*Note: Materials are still being finalized. The CERC Team will share the link via the Teams Channel on the day of the Open House).* - Welcome Card - Frequently Asked Questions - Comment and Appeals Form Do you want to learn more about the flood map update? Visit the virtual resource at bit.ly/klickitatmapupdate.

CONTACT INFO (PROJECT TEAM):

Please communicate via the Teams channel, found here. If you have trouble accessing Teams for any reason, please reach out to any of the below team members.

NAME	EMAIL/NUMBER (TEXT)
Devon DelVecchio	devon.delvecchio@mbakerintl.com / (774) 266-6003
Megan Main	megan.main@mbakerintl.com / (517) 414-8963
Sarah Halle	sarah.halle@mbakerintl.com / (860) 866-7288
Alyvia Schaad	alyvia.schaad@mbakerintl.com / (919) 259-4292
Lisa Adair	lisa.adair@mbakerintl.com / (509) 954-3707

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ROOM ASSIGNMENTS

ROOM	ROOM ASSIGNMENT	SPECIAL NOTES
LOBBY	**WELCOME:** Devon DelVecchio Megan Main **BREAKOUT ROOMS:** Alyvia Schaad Lisa Adair **SLIDE DECK MANAGEMENT / HELP ASSISTANCE:** Sarah Halle	All guests will enter through the lobby. The CERC team will welcome guests and put information in the chat. Insert the welcome message and FTP link with every new attendee. If the message gets buried, resend it in the chat. This way, it is the most recent message. Alyvia/Lisa – Track the room waitlist If the waitlist gets longer than a few people, Devon and Megan will encourage individuals to rejoin the meeting later. Devon and Megan can also collect their contact information for the project team to follow up with them later.
PROPERTY IDENTIFICATION AND DIGITAL MAPPING "INTERNAL LOBBY"	Josha Cowley Rae Wade Sydney Hall Marshall Rivers Kara Jacobacci	The project team will wait together in this room. When a guest is ready to talk, Alyvia or Lisa will come into this room and see who is ready to talk or who can best answer the questions. Alyvia or Lisa will move you and the guest into the breakout room. When you are done with your guest and leave the breakout room, Alyvia or Lisa will move you back into this "internal lobby" or waiting room.
PROPERTY IDENTIFICATION AND DIGITAL MAPPING ROOMS (Five total)		There will be five other rooms for the project team to talk one-on-one with attendees. When an attendee says they would like to talk to the mapping team alone, a project team member will be moved into one of these rooms with them.
FLOOD INSURANCE AND FLOODPLAIN REGULATIONS LOBBY	Scott Van Hoff Dennis Jeney, Jr. Meagan Hayes (Floating)	The project team will wait together in this room. When attendees have questions about floodplain regulations or flood insurance, they will be moved to this room. If the room gets too crowded, or people would like to speak privately, notify Alyvia/Lisa and they will move that person and a project team member into the other breakout room.
FLOOD INSURANCE AND FLOODPLAIN REGULATIONS (Two total)		There will be another room for the project team to talk one-on-one with attendees. If an attendee says they would like to talk to a flood insurance or floodplain regulations representative alone, a project team member will be moved into one of these rooms with them.

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ROOM	ROOM ASSIGNMENT	SPECIAL NOTES
FLOOD STUDY AND ENGINEERING LOBBY	Anil Nampally Jonathan Johnson Ted Perkins	The project team will wait together in this room. When attendees have questions about the flood study, they will be moved to this room. If the room gets too crowded, or people would like to speak privately, notify Alyvia/Lisa and they will move that person and a project team member into the other breakout room.
FLOOD STUDY AND ENGINEERING BREAKOUT ROOMS (Two total)		There will be two other rooms for the project team to talk one-on-one with attendees. When an attendee says they would like to talk to the Engineering team alone, a project team member will be moved into one of these rooms with them.
STATE PARTNERS LOBBY	Jerry Franklin Sandra Floyd Meagan Hayes (Floating)	The project team will wait together in this room. When attendees have questions about state resources, they will be moved to this room. If the room gets too crowded, or people would like to speak privately, notify Alyvia/Lisa and they will move that person and a project team member into the other breakout room.
STATE PARTNERS BREAKOUT ROOM (One total)		There will be another room for the project team to talk one-on-one with attendees. When an attendee says they would like to talk to a State Resources representative alone, a project team member will be moved into one of these rooms with them.
COMMUNITY ROOM	KLICKITAT COUNTY Jeff King Frank Hewey Mo-chi Lindblad GOLDENDALE Dustin Conroy	The project team will wait together in this room. When attendees have questions about community resources/regulations, they will be moved to this room. If the room gets too crowded, or people would like to speak privately, notify Alyvia/Lisa and they will move that person and a project team member into the other breakout room.
COMMUNITY BREAKOUT ROOMS (Two total)	TROUT LAKE Joanna Turner WHITE SALMON Bill Hunsaker	There will be two other rooms for the project team to talk one-on-one with attendees. When an attendee says they would like to talk to a community representative, a project team member will be moved into one of these rooms with them.

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TIMELINE

TIME	WHAT	NOTES
5:00 p.m.	CERC Login Time	• CERC will log on an hour prior to the start time to let the project team set up, check tech, etc. • Alyvia Schaad (CERC) will make 17 breakout rooms and name them appropriately.
5:30 p.m.	Project Team Login Time	• The project team will log on to the Zoom by 5:30 p.m. at the latest. They will test microphones, cameras, etc. • The project team will review any last-minute questions in the main lobby before placing project team members into their assigned (see below) breakout rooms. • Sarah Halle (CERC) will share the screen with the automated slide deck. • Devon DelVecchio (CERC) will put the FTP link in the chat each time a new attendee enters.
6:00 p.m.	Virtual Open House Start Time	Meeting start time: • At 6:00 p.m., the host will let participants enter the Zoom lobby. • Devon and Megan will welcome the guests and direct them to download the materials in the FTP link. Hosts will ask guests what questions they have and direct them to the appropriate breakout room. • Alyvia or Lisa will check with the appropriate breakout room to make sure they are available and ready for a guest. • When you are finished with your guest, you can direct them to click on the "Leave Breakout Room" button and return to the lobby. If they do not have any other questions, they can leave the meeting. • When you are finished with a guest, rejoin the lobby; Alyvia or Lisa will put you back into your individual team room.
8:00 p.m.	Virtual Open House End Time	Meeting end time: • Check in with Devon, Megan, Sarah, Alyvia or Lisa before leaving the meeting.