Interview Guide Tool and Engagement

Interview Sampling and Timeline
We plan to interview around 120 practitioners who participated in one of the three modes of engagement. The interviews will be conducted online, after the post-survey. Conducting the interviews post the surveys will give sufficient time for practitioners to complete the vulnerability assessment (the part that is not done during the engagement).

Online Interview Script

Introductory Script

Hi, my name is _____. I am a _____ at _____. I would like to talk to you about your experience working on the Floodwise Communities vulnerability assessment over the past few months. Our goal is to take what we've learned from this project to support other cities in the region and across the country to do similar work. Your feedback about what worked and what didn't will be very helpful as we reflect on how to scale up the project, so thank you for making the time.

The interview should take no more than an hour. We will not collect any personal information from you, and your responses will remain anonymous. Participation in this study is completely voluntary. Even if you decide to participate, you may change your mind and stop at any time. You may choose not to answer questions, or to stop participating in the interview for any reason.

With your consent, we would like to record this interview. The recording will be destroyed once the interview is transcribed. *Do you give consent to be recorded: yes OR no?*

Thank you.

*****start recording*****

- **Personal Information:** Can you tell me about your role in your [village/city/county/parish], and your experience with stormwater systems or other natural hazards?
    - **[Probe]** How long have you worked in this role?

- **Program Expectations:**
    - **Program draw:** Why did you, personally, participate in Floodwise Communities?

        - **[Probe]** Who brought you to the project? Why did they want you to be on the team?
        - **[Probe] Program information:** How did you learn about FloodWise Communities?
    - **Program expectations**: What did you hope that the program would offer you, at the beginning of engagement?
        - **[Probe if they didn't have any expectations]** Why did the program appeal to you?

    - **Program reservations:** Was there anything that you were concerned about in regards to participating in the program?

    - **Possible engagement prep:** Looking back, is there anything you wish you had known about the program ahead of time?
        - **[Probe]** Is there anything you wish FloodWise Communities had communicated to you?
- **Recruitment:**
    - **Intersectional Recruitment**: Do you think your FloodWise Project Team made an effort to include people from different departments and external organizations?
    - **[If made effort, but no other departments/external orgs joined]** What was the impact of recruiting people from different departments and external organizations?
    - **[If made effort, and others joined]** What was the impact of involving people from different departments and external organizations?

    - **Intersectional Perceived Value:** Are there any departments or external organizations you wish would have participated in the engagement, but didn't?
        - **[Probe]** Why do you wish they had participated?
        - **[Probe]** Why do you think they did not participate?
    - **[only for self-guided engagements] Pre-engagement work** What were the challenges to get your team set up to start the assessment?

TRANSITION: Now we're going to talk about your actual experience in the program.

- **Program Assessment:**
    - **General impression of value**: How valuable was participating in this program? (**Note: Some of the following questions may be answered in this question, so adjust which ones you ask based on their response to this first question)**
        - **[Probe]** Why was it useful/not useful?
        - **Most impactful aspect for particular respondents:** What do you consider to be the most important contribution of the FloodWise Communities program to you, personally, in your current role? [E.g. learning about vulnerable communities, getting caught up in a new role, understanding where to find data]
        - **Most impactful aspect for the project team:** What do you consider to be the most important contribution of the FloodWise Communities program to [village/city/county/parish name] team? [include here some examples if

they need some ideas. Otherwise, don't provide examples. E.g. work with technicians from different departments, learn about the holistic aspect of stormwater management, sitting in the same room and devoting time to the issue, etc.]

- **Most impactful aspect for community**: What do you consider to be the most important potential contribution of the FloodWise Communities program to your [village/city/county/parish name]? [include here some examples if they need some ideas. Otherwise, don't provide examples. E.g. develop a vulnerability assessment, learn in-depth about the current and future climate, learn about vulnerable groups, etc.]
- **[May be redundant with answers above; use discretion] Applicability to the local context**: How do you think you are going to use what you learn in the program in [village/city/county/parish name]?
    - How do you think you will use the different program outputs in [village/city/county/parish name]? (e.g. Climate Profile, Vulnerability assessment, Neighborhoods at Risk)

- **[only for in-person and online engagements] Post-engagement work:** Did you keep working on your assessment after the workshop? How was that process for you?
- **Co-production aspect:** As you saw in the post-survey, the FloodWise Communities tool was developed by practitioners and scientists in 5 Great Lakes cities to address stormwater concerns. Was this apparent in your engagement at all? [For example: was this part of the reason you chose to join the engagement, did the tools seem to be a better or worse fit for your decision-making context, were the types of data in the engagement relevant, etc.]
- **Program experience**:
    - **Program timeline:** At what point did you join the program? (e.g. beginning, middle, end, etc)
    - **Program components:** Was there any particular aspect of the program that you personally spent the most time on? (i.e. watching the webinars/attending workshops, filling out the sensitivity assessment, AC assessment, exploring Neighborhoods at Risk tool, exploring Climate Profile, formatting assessment, etc.)
        - **[Probe]** Why did you spend the most time here, as opposed to the other aspects?
    - **Lateral scaling-up:** Out of the resources that were made available to your project team that was not directly engaged with during the vulnerability assessment - Neighborhoods at Risk (online map, pdf report, excel, and shapefiles), executive summary of vulnerability assessment, customizable report - which ones were you aware of before this interview?
        - Which ones, if any, might be useful to you? Why?

- **Assessment of level of engagement and support:** How do you feel about the level of support that you received from our team while completing the assessment using the Floodwise Communities tool?

- **Support for each of the elements**: Think about your experiences working with the following elements (Vulnerability assessment, Climate Profile and Neighborhoods at Risk). How easy was it to use/navigate each of them?
    - [Probe for any elements that they forget to talk about]
- **Credibility of information providers:** To refresh your memory, most of the climate modeling in the Climate Profile was created by our partners at SCIPP at the University of Oklahoma, and the information in Neighborhoods at Risk was a combination of census data and FEMA data. Did you find their information credible? Why or why not?
    - Did you find their information relevant to your work? Why or why not?
- **Legitimacy of information providers:** Do you feel like GLISA, SCIPP, Adaptation International and Headwaters Economics were qualified to help your community with its stormwater management? Why or why not?
    - **[For in person and webinar]** Do you feel like your facilitators, specifically, were qualified to help your community with stormwater management? Why or why not?
- **Contextual factors**: Did any factors {e.g. recent weather event, covid-related delays, losing team members, etc. } make it more challenging to complete the vulnerability assessment?
    - Did any factors make it easier to complete the vulnerability assessment?
- **External help:** Did you consult with anyone outside the project team to complete your vulnerability assessment?
    - [If yes] Could you tell us who you consulted and the reason why?

- **Previous vulnerability assessment experience**: Have you had an opportunity to do an assessment for stormwater vulnerability before?
- **[If yes]** How did that assessment compare with this one?

- **Other systems:** Would you consider using this vulnerability assessment for systems in your community other than stormwater, if given the chance? [e.g. other natural hazards]
    - [If yes]: Which other system/natural hazards? Why would you consider using the vulnerability assessment in this/these system(s)/natural hazard(s)?
- **Engagement mode appeal:** Would you have participated in the program if the only options were for a [the two options that were not assigned for this city. E.g. self-guided/webinar/in person] workshop? Why or why not?
- **Networks/learning**: Do you or your colleagues intend to share what you learned in this experience with anyone else? Why/why not?
    - [If yes] With whom? Why?
- **Suggestions for improvement**: If it were up to you, is there anything you would have changed about the vulnerability assessment?

- [Same questions as above, for Neighborhoods at Risk and Climate Profile]

Now we'll be pivoting to discuss questions relating to your [city/county/parish/village]'s disaster experience and adaptive capacity.

Adaptive Capacity

- **Disaster experience informing perception**: Could you describe any previous disasters that impacted [village/city/county/parish name] and how they prepared you for future natural hazards?
- **Previous adaptation actions:**
  - **Previous adaptation actions**: Before participating in the program, did you undertake any adaptation actions relating to stormwater management? [Give examples if they cannot come with any. e.g. built a seawall, redesigned pipelines, outreach educational programs]
    - [If no]: What specific types of resources might enable you to undertake adaptation actions? [Refer examples they used in the workshop - funds/personnel/administration/data/engineering and infrastructure]
    - [If yes] Could you walk us through [first action, then second action, etc.]?
      - **[Probe: MOTIVATION]:** What prompted you to undertake [insert action here]?
      - **[Probe: RESOURCES]** What specific types of resources (e.g. funds/personnel/administration/data/engineering and infrastructure) enabled you to undertake [insert action here]?
      - **[Probe: CHALLENGES]**: What were major challenges that you encountered when implementing [insert action here]? How were these overcome?

- **AC perception and future actions:**
  - **Priority changes**: How has participating in this program affected your sense of what your priorities are in relation to natural hazard adaptation?

  - **Impact of the program on future efforts**:
    - How has participating in the FloodWise vulnerability assessment changed your view about what communities need to adapt to future natural hazards?
    - After participating in the program, do you think you are better prepared for future stormwater management? How so?
    - After participating in the program, have you planned any new action to deal with future stormwater management issues? What are they?
      - **[Probe if yes] Responses from others**:
      - Do you think decision-makers in your [city/county/parish/town] would be supportive of future efforts to deal with stormwater? [Based on the concrete examples given by the respondee]
      - How will residents in your [city/county/parish/town name] respond to future efforts to deal with stormwater management issues?

- **Scalability/Success in the implementation:** From your experience, what do you think might be needed for encouraging adaptive action in smaller or mid-sized cities in your region?

Now we'll be pivoting to discuss questions relating to your [city/county/parish/village]'s social vulnerability and equity.

Vulnerability and Equity

- **Vulnerability and equity perceptions:** How do you define social vulnerability to natural hazards?
  - **[Probe]:** How do you think the term applies to your community?
- **Equity**: How do you define equity in relation to natural hazards?
  - **[Probe]:** How do you think the term applies to your community?
- **Equity and Social Vulnerability:** In your opinion, how does social vulnerability relate to equity in terms of natural hazards?
- **Prior Social Vulnerability Actions:** Before participating in the program, did any of your disaster risk management efforts address social vulnerability or equity?
  - [Probe if yes] Could you describe these efforts?
  - [Probe if they do have efforts to describe] Can you describe any challenges your [department/city/county/parish] faced when designing or implementing these efforts?
- **Social Vulnerability Shift**: Based on your experience in the program, did your perception or understanding of social vulnerability change? How so?
  - [Probe]: For example, did participation help to identify places that are more at risk because of their social characteristics? if yes please explain?
- **EJ shift:** Has your understanding of equity and justice related to natural hazards changed after participating in FloodWise Communities? How?

- **Action Informed:** In what ways is participating in the FloodWise Communities program going to inform equity or social vulnerability choices in your [village/town/city/parish] in the future adaptation actions?
  - [Probes]: For example, did access to the Neighborhoods at Risk tool lead to a greater understanding of social vulnerability? Did the Vulnerability Assessment help to come up with strategies for including the needs of socially vulnerable groups in future actions?
  - **Intention shift:** Based on your experience in the program, has your intention to include social vulnerability or equity in climate adaptation actions changed? Why? How?
  - **Challenges:** Are there any major challenges you anticipate will come up when implementing these social vulnerability actions?

Now we're going to wrap up with a few closing questions about your overall experience in the program.

- **Suggested changes** [For webinar and in-person]: Is there anything you would change about the engagement process? [For self-guided]: is there anything you would change about the tutorial elements?

- **Potential for post-engagement support:** What additional technical resources or support that we did not offer would help you complete your vulnerability assessment?

- **Wrap-up:** Is there anything else you would like to share?

Thanks for taking the time to speak with me, if you have any additional thoughts or questions, please feel free to email them to me, or we can schedule a follow up call at your convenience.