

00:00:02 Interviewer 1

Great. Thank you, Super Carol. Thank you. OK, so now we've turned on the recording. OK. All right. Well, let's go ahead and hop in. So before we begin, I want to let you know we're asking about disaster response activities that were carried out by community adaptation partners. These groups included, I guess, St. John's Episcopal Church, who you're somewhat familiar with, as well as the Community Action Agency of Butte County. Am I saying that correctly? OK Lake County Community Foundation and North Coast Opportunities, organizations that may have helped with things like shelter, food supplies, translation or emotional support during the California wildfires. We'll refer to these organizations as CAP or CAP partners during the interview and we're interested in hearing your thoughts on how they supported your community. OK, so the the first sort of section of questions is about quality and quality of responses by by CAP partners. So the first question is compared to past disasters, how was your community's experience receiving help this time? And maybe I should back up just a second. I, I apologize, I don't know if there was sort of one set of California wildfires. I'll say I always hear in my mind, I feel like I hear about a number of them. So if you could just clarify that.

00:01:37 Respondent

OK, So I'm just going to go back to our last event, which was the Park Fire. And we had obviously Red Cross was on our our campus along with several other local agencies. And sadly, I'm going to say it went incredibly smoothly because we're now all veterans of, of these fires. And so our first real, you know, dipping the toe into this disaster world started in 2018 with the campfire. And from that point forward, our specifically our county has been working together to eliminate the silos that existed with all the other organizations. And so a lot of collaborative work has has started that definitely started with us in 2018 because we opened our campus and I really feel as though our campus was kind of a, A prelude to a, a cap program. We opened it up and we became the, we became the helpers to the helpers. We provided office space. We, we hosted Team Rubicon so that they could stay for several weeks. So just opening the campus and in a new way that we had never done before when we were approached.

00:03:18 Interviewer 1

Go ahead, Sherry. I'm sorry. I just wanted to clarify by campus you mean the the church property buildings, etcetera? OK. Thank you.

00:03:25 Respondent

I'll refer to it as a campus. We have 5 separate buildings and so separated into office space and kitchen and all of all of that stuff that goes with the church world. OK yeah. So with the, the park fire being the last event that we've dealt with, we had multiple agencies that utilized our space in several different ways. And you know, we're also familiar with, with our space And so they knew exactly what they were walking into and how best their organization could use it. So I don't know if that answers the question. I I feel like I went really broad there, so.

00:04:15 Interviewer 1

No, no worries. Yeah, Maybe just to dig a little deeper, was the disaster response. You would kind of said you're kind of veterans at this. I'm wondering if you're able to tease out at all anything that was better, specifically better this this last time than others. You remember what felt different.

00:04:38 Respondent

There was certainly more organization with with each entity communicating and determining how they were going to use the space and who was going to show up as opposed to just people coming and going. Do you, do you have Rome? Do you have space? Can we do this and having duplication of services. So this time it was very specific. You know, a pop up was going to show up, what kind of items were going to be distributed, who was going to present it and who was going to work. And even though the the pop up may have been presented by one organization, we had volunteers from different organizations. We had Red Cross, we had St. John's volunteers, we had obviously the people who worked with that group show up. So there was some unity that developed as well as just that ability to to ensure that we are all working together and going in the same direction. Great.

00:05:45 Interviewer 1

Thank you. And during my next question is during the Park Fire, did you notice any of the partners that we mentioned like your church as well as Community Action Agency of Butte County, Lake County Community Foundation and North Coast Opportunities working in the community and what kind of help did they offer?

00:06:15 Respondent

Red Cross, obviously we were here, you said Community, Community Foundation.

00:06:24 Interviewer 1

Yeah. Lake County Community Foundation, Lake and North Coast Opportunity. Yeah.

00:06:30 Respondent

Lake County, I'm pretty sure they had some folks. They probably weren't on our in our space. So I I can't tell you if they were or elsewhere. I can tell you that at the local assistance center that opened up after after the fire, we had agencies from from every place and that was something that was created. I'm I'm sure you're familiar with the the local assistance centers that get set up and agencies from across the several counties will show up if they have resources that are available. So Lake County was definitely there. Butte Collaborative was there, which included multiple agencies and Jim. Jim was also there. OK.

00:07:27 Interviewer 1

Great. And did you see or hear about these groups providing sort of specific things like food, shelter, supplies or information? Do you have familiarity with what they were doing?

00:07:41 Respondent

I don't know what they were doing specifically our our connection has been space providing for those agencies. They typically will let us know what they're bringing so we can do a comparison. And then at the local assistance center that is managed by a different, a different organization usually put up by either city or county set up so they would know specifically what was coming. I they do, if they are within the collaborative that I'm that I'm connected with, I will typically get some type of notification about what kind of work they're doing and what they're providing.

00:08:27 Interviewer 1

OK, OK. But these ones were in a different, probably in a different collaborative you're saying? Yeah, OK, OK. Then could you tell me, you mentioned that St. John's that that you all provided sort of space for everyone to kind of set up shop and coordinate. Were there other specific services that you provide that St. John's provided in terms of food supplies, etcetera?

00:08:53 Respondent

Yes, that was so. That wouldn't have been St. John's specific, but through our Episcopal diocese. And so we provided gift cards for either gas or food. We also had kind of a a little bit of spiritual and emotional help set up with any time that we have, any time we have that we try to provide that with with some trained individuals. We also did just directions like giving people directions on who to go see. Our big push is always towards Butte 211. That can tell you about what resources are happening. But if we know of anything specific, if I know that, you know, the hope center is bringing a specific item, I could, you know, we could direct them to them specifically so that that's kind of where we are. And then we provided just volunteers for the pop ups and for the lack and any, any, any time there were bodies required qualified bodies. I I will say qualified bodies. OK.

00:10:06 Interviewer 1

Thank you. OK. And the next question is how easy or hard was it for people in your community to get help from CAP and CAP partners during the Park fire? So since you're most familiar obviously with your organization, please focus on that if you could, right?

00:10:30 Respondent

I think there is, we're always going to miss a population and part of it is just, I mean there are a lot of factors, you know, building trust. So we we may miss some of our folks that live up in those areas and they live in these kind of isolated areas for a reason. And so building trust with those folks has been a a journey and very proud to say that St. John's is a trusted partner within our community. So we do get a lot of contact with some of some of those folks. And then just the communication itself, you know, there are, there are lots of people, especially our older population, vulnerable population that don't necessarily know how to access. There's a little bug that's flying around. I apologize, I'm not blaming you. There's an

Italian thing where I was spreading my hands when I speak, but and that that mineral population that may not have the smartphone or the Internet and things like that. So that component I think always exists. And so how did we share that information? It was going out on, you know, on the radio. It was going out as as many ways as possible. But I know that we we still, because this happens during every event, there are always those people that come back and say, I never knew, I didn't know, I didn't know about FEMA, I didn't know about, I didn't know about. So I think our efforts were great and we did the absolute best that we could. And I think each organization, you know, did that just by staying connected through, you know, again, that anti siloing that we hear about so much, not sharing like what you're doing or how you're doing it. So staying connected through these collaboratives was incredibly beneficial. Great.

00:12:49 Interviewer 1

Great. I'm wondering if you're able to speak to how sort of the the outreach that you've done to some of these harder to reach groups, like how would that compare to other organizations in your community that maybe haven't participated and tap?

00:13:13 Respondent

We are currently working to, just as an example, we are currently working to connect with our just our communities during blue skies. And that is our whole focus is to make sure that we continue to reach out and share with people while things are OK and people are not having to make these stressful decisions and kind of just becoming this Evergreen trusted community partner. And and that's just a a continuation. And it's something that, you know, so right now we are focused on reaching out to our Latino community. That's something that we as a church are lacking. We we're very no other way to say it. We're just a very white church. Episcopalians have just, you know, historically been that. And so letting them know that we are a trusted source and in doing that, just trying doing our best to get some grants and using our own funds to reach out and make those connections. Great.

00:14:33 Interviewer 1

OK, thank you. Did CAP? Did the CAP itself and CAP partners do a good job of reaching the people who needed help the most?

00:14:48 Respondent

I can't speak to all of the members, but I can say that their efforts were great. There's I, I know that there are specific organizations and I can't tell you who they are and I'm sorry about that, but just really have the people and the capacity to take that, that piece on. And I think what I, what I enjoy so much about CAP is that everyone takes their strengths and runs with it. So that we're not having, you know, an A project being done by the C group and so matching them up appropriately, but still with the understanding that everyone, everyone does what they can, but knowing that there is at least one organization that is, that has the wherewithal and, and capabilities to go further than a lot of us.

00:15:47 Interviewer 1

Great. OK. Were services offered by the CAP and CAP partners a good fit? Kind of talked about this a little already, but a good fit for your community's cultural or language needs.

00:16:05 Respondent

I, from what I saw, I would say, yes, we had several folks that, you know, were Spanish speakers, even our own priest. Being able to connect and, and communicate with those folks that came in that, you know, under stressful situations, being able to speak in their, their native tongue was helpful. I know that Red Cross had people that, that were there and, and we had people that were there. So I can only speak to our part. But from what I, what I saw, I think it was definitely the effort was put out to make sure that we had some folks there to meet those, those, you know, those needs in the language barrier side.

00:16:59 Interviewer 1

Great. So you said a little bit about Spanish speakers. Do you know, was food information or other support like appropriate for people that were affected? And are you able to say how this compares with other organizations in your community?

00:17:18 Respondent

We Butte County alone has we have some food desert areas. We have areas that are very food sourced an expense that just don't meet the needs of our our people. So we have a lot of food programs including fresh food and multiple food banks. So those people were also out and made sure that they were available. And in fact, they also coordinated with food drop off so that we could provide that for people who came in during our our pop up. Thank you. OK.

00:18:09 Interviewer 1

And during the fires, were there any new types of help available that hadn't been offered in in past experiences with fires?

00:18:27 Respondent

I'm going from from point A to point Z here. There's always change, as I'm sure you know, we're always trying to improve, always trying to improve communication, always trying to improve our support for other organizations that that is our strength because we're just not a big, we're not as big an entity as those around us. I will say communications definitely increased and being able to sort and and share information and I can speak to being on the DART team for the Episcopal side, Episcopal Diocese. Some of the fire events that we've attended, again, that was, you know, great improvement in getting information from our fire survivors. You know, it used to be just at the example, every table that they went to, they're pulling out their ID and they're pulling out what little pieces of information they have that may have survived. Whereas now they can walk into a center, give their information and, and give the information in a really safe environment. Because again, we're dealing with people who are living in areas because they don't necessarily want to communicate or be a

part of a, a bigger community. They're very happy where they are. So but being able to go in and know that their information is safe and it's not going to be shared. In a way that could cause them grief or trouble or make them afraid. And then letting them just come to the tables and meet with the agencies that are able to help them. They're not having to pull out their ID. They're not having to try to recreate or or convince someone that they, they deserve some services. And so that's been, that's been huge.

00:20:46 Interviewer 1

Great. Did these, did these kinds of types of help in this, these kind of safe spaces, did that come from either did were, did you guys have a role in that or any of the CAP partners that we mentioned previously?

00:21:08 Respondent

Again, I'm just going to speak from my collaborative connection. These were really tough questions that were asked because we have, we have organizations that did not want to share information. They felt very, you know, they, they were deeply concerned that this information was going to go out and be used against people. And so, and then also just the, the individuals themselves, you know, that fear of sharing information. So I think it was a very collaborative move talking to people because we have the Office of Emergency services. They want all kinds of information because they want demographics, they want all of this stuff. And then we had, you know, the board and, and all you know, and for us, we don't want any information. We, we want your name and an address or a phone number, because if we can't provide what you need right away, we want to be able to call you later and tell you if we haven't. And so a lot of organizations were working that way, but those required pieces from some of those agencies can sometimes cause some grief. And so I think they finally narrowed it down to get enough information to meet the needs of those that needed it without putting people at risk. This last fire, I didn't hear about people complaining or showing concern, not really complaint, but just being concerned for their, their folks that they're being put in a tough spot. And so I I didn't hear that. And like I said, coming in and doing it one time I think made our our survivors feel like that one piece was done and and they could move on. Got. It they.

00:23:17 Interviewer 1

Didn't have to keep giving their like when you go to the doctor you have to fill out the form every time it.

00:23:23 Respondent

Was amazingly traumatic to watch. Watch those folks do that because they are walking in literally with. A. Paper bag, a plastic bag with what survived, sometimes just little scraps of paper, sometimes just an envelope that had their address on it to try to prove that that's where they lived. And so having to go through that and they just come in highly traumatized and, and just there and so reactionary. As soon as they sit down, they're like, Oh, I know you're going to ask, you're going to want and to just be able to say no, that that's not what

we're here for. We're here to check on you, to make sure you're OK, to tell you that we're glad you're here with us, that you're safe. And we're going to try to, you know, navigate this together and, and get you back to some form of normalcy in your life. So that type of improvement is, is so dramatic on both sides, you know, So instead of us sitting there trying to calm someone down, to tell them that we just want your name and phone number so we can contact you to be able to say you're OK. You don't have to show me that. Let's talk about your needs. Let's talk about what you need and how we can help you. That sounds huge, yeah.

00:24:50 Interviewer 1

Oh, thank you. Did any of that cap partners or you know, you guys sort of help for a longer period of time than usual?

00:25:04 Respondent

I am still I still represent the physical Diocese of Northern California as a funder on the campfire and it's been seven years. So yes, we we do our best to stay in for the long haul. And I know that every agency, every nonprofit, every NGO has limitations. You know, there's only so much that we can do. We've had to step away when we've run out of money and we've been able to come back. So we have that flexibility as being one of the partners, but we also know that some don't and and that's OK. Yeah. Thank you. Yeah.

00:26:01 Interviewer 1

Were there any services provided by CAP partners that would not have been delivered if CAP partners had not been engaged?

00:26:18 Respondent

I don't, I don't know if I can answer that one because I'm not sure. Totally fair. They operated, yeah.

00:26:27 Interviewer 1

I mean, just to it does sound a little bit like certainly the preparation that at least some cap partners did to sort of work out this, this system where folks didn't have to keep repeating and justifying where they were from. I mean, that sort of sounds like a contribution that is somewhat new.

00:26:48 Respondent

Yes, that was definitely new. And like I said, I every event causes us to adjust our sales. I'm a sailor. I love, I love using these kinds of ethanism, but we do every event causes us to adjust our sales to see how we can best benefit our community. So and that might even include us, you know another agency taking on another role or or including another piece in in their role if they have that capacity. So it's in a constant flux. Again, I know there is some rigidity to some of our organizations only because that's who they are and that's what they have to do. And that's OK because, you know, big rocks, little rocks, you know, we fill in

where we can. And that's what I love about this particular program. Great. That's a great way to.

00:28:04 Interviewer 1

Great couple quotes there. I'm glad my.

00:28:08 Respondent

Name's not attached. People are going to know what?

00:28:15 Interviewer 1

If I make conversely, would you, we've talked about, you know the positives, but were there any challenges, breakdowns or unmet expectations?

00:28:25 Respondent

Oh, sure. And that always happens, you know, an organization's planning on showing up and you've got your volunteers ready and their truck doesn't get there until two hours after the fact. And now I've got volunteers waiting, but now they have to leave and I've got to find the other volunteers, you know, and it's not anyone's fault, but, you know, delivery systems, broken down trucks, people that didn't realize that they were on for Tuesday, but they showed up on Wednesday. I mean, I can't even get people to RSVP to a barbecue at the church, let alone, you know, so this is what happens. Or we have people that show up that really aren't qualified to be there, you know, dealing with a traumatized individual. And they are talking about their own traumas and unintentionally, but they they think they're making that connection when in reality they're just laying someone else's trauma on top of someone who's recently traumatized. So those are issues that we always have to look at maybe being short handed the right kind of people and working again during those blue skies to make sure we've trained people to to be available. And I think, I think every organization encounters that and we just have some people who just cannot do that one-on-one type of thing, but they can do other things. And so that's the that's always the challenge, finding the right people for the right job and then also having enough people to do the right job.

00:30:14 Interviewer 1

Thank you. Did the CAP and CAP partners coordinate well with each other and other local organizations? Like did it feel like services were duplicated or were groups working together to cover more ground?

00:30:33 Respondent

From what I saw, I thought they worked very well. Again, many of these folks are all in a collaborative and so they were talking to each other. There was a lot of communication. You know, there's a lot of we always, you know, military is like there's a lot of radio chatter out there. Everyone was talking to everyone, like who can be there? What can you bring? Where can I go? And so, you know, lots of Zoom calls and everyone was working to ensure that we



were in the right place at the right time. I won't say that there weren't glitches because what would this world do with everything was perfect. So we you would have to do.

00:31:19 Interviewer 1

This in the first place.

00:31:22 Respondent

Yeah, and so I'm sure those things happened. I didn't necessarily hear about that, but you know, I, I have gotten calls saying, hey, we, we don't have anyone here, can someone show up? So gathering volunteers or you know, finding gift cards or bringing our disaster bins, that's what the Episcopal Diocese provides. We, we work, work that particular piece of the puzzle. So yes, anytime there is an event, we would be naive to think that there weren't going to be glitches and things weren't going to go wrong. But I think in the overall, again, it works the best that it can work at the time. And our after action reports allow us to make those tweaks and adjust our sales so that the next time we'll get to work on another issue, you know, and every event is very different, you know. Yeah. Could I ask?

00:32:23 Interviewer 2

Just a a follow up question about the Collaborative can.

00:32:26 Interviewer 1

You talk a little.

00:32:26 Interviewer 2

More about the collaborative and how the collaborative formed, and what Cap's role was in helping to both form the collaborative and keep the collaborative moving.

00:32:36 Respondent

Sure. So the collaborative was was brought to our attention by Nate Millard with Red Cross and he just, you know, started looking at these agencies that we were kind of stepping on each other or or missing gaps and really not communicating as well as we should. And so we started the the and again, there are, there are other collaboratives, but I belong to the Resilience Collaborative. So he contacted people to come in and have some really tough discussions about what our goals were, how we were going to achieve them and how each agency could bring their best foot forward. And there were, you know, we, we were meeting, we started off meeting once a week and then once a month. And, and now we've broken off into subgroups working on specific pieces, which I at first I didn't think we were ever going to get there. And at one point I thought, this is not the place for me because, you know, you'd leave there angry because someone, you know, was, you know, in my world, I'm like, why are you reacting this way? Well, because that's how their, that's how their agency worked. And they were, they had to stay in their lane, you know, and you know, I just, I, I was looking for fluidity and I, I wanted everyone to be that way. And it, it just doesn't work that way. So which I know better after being a funder, I know there have been

times when I've had to say no to something. But just being able to discuss that and communicate with government agencies and independent agencies and non government agencies, that was a really, those were tough months, you know, and there were hurt feelings, but it's like a family, right? Uncle John's not coming to Thanksgiving dinner again this year, you know, until he learns to be nice. But we all had to learn to be nice and play nice and share. And that's why we really discussed siloing and what that does to our community and understanding that Butte County has some of the highest Aces scores. Like I said, some food deserts, we're not, you know, overly funded, you know, county. So there's there were a lot of negative marks against us and the only way we're going to get through that and really be effective is to work together. So that collaborative came together and we started sorting out, you know, and, and everyone's priority. That was the other thing, you know, was it food? You know, was it the food issue? Was it the environment? Was it our lack of participation with brown people? You know, are we addressing our tribal, you know, neighbors? All of this had to come together and all of it was a priority for all of. So, you know, how do you, how do you address all of it and how do you make it work for everyone without deluding the need or, or the stress of what was happening? So this, this plan, this idea that was brought forward has really solidified how we respect each other and how we acknowledge each other's weaknesses and strengths. So these collaboratives like, like the CAP, bringing all these organizations together is what will make especially counties like ours so strong. What I'm hearing about LA or you know, the fires down there, lots of siloing, lots of siloing. And you know, for us up here, we're like, wait, wait, don't do that. Talk to each other, you know and you will accomplish so much more. We still butt heads, that's that's normal. But there is an understanding and a respect for for each organization and what they are trying to do well.

00:37:19 Interviewer 2

Thank you. And it seems like it seems like you had a lot of time to sort of work things through and, and, and understand each other and understand the priorities that each organization had. And then when you were put to the test during the Park fire, you really saw the benefits of of of of work in a collaborative way.

00:37:40 Respondent

Definitely, definitely. Because what would have happened before someone would have said we want to do a pop up and you know, no one would have known, it wouldn't have been communicated. Someone would have shown up on our campus and can we do this? And I would have been like, who are you? And we have no idea. And of course, flash bags to the campfire where they said we want to do donations. And at one point I had the top of a bikini and a little Louis Vuitton bag that one of our, you know, college students dropped off 'cause I was sure she just wanted to help. And like over 50% of the donations that were useless to our fire victims. And so this coordination was so important and so helpful for all of us. The, the stress. I mean, I would go home literally and pour myself a glass of wine because I was just like, I'm, I'm done. I cannot accept one more item or one more bag of someone's stuff that they were going to throw away. You know, so now we have these organizations that are

working together and coordinating, like I mentioned, Jim, who is the general empowerment movement or something like that. But they came in with tents and camp stoves, right? And we had disaster events so that people could have, you know, make, make meals if they found a place to, to live or just if they're camping, they still need, you know, dishes, they still need a pot in a pan and all of those things. So we were coordinating on what was needed. Everyone was sharing what they had. So and once we, we finish that, we, you know, say don't bring any more here, but we know that there's another spot and looking at our area, where and what was going to be the best location, you know, logistics played a huge part. And so being able to coordinate and provide and share that information with all of our partners was really, really important.

00:40:10 Interviewer 2

Thank you. I'm going to turn it back over to Tina.

00:40:13 Interviewer 1

Carol, Yeah, good question. So now I'm going to move to just one question about one or two questions about cost from what you observed, did CAP partners such as yourselves use their own local supplies, services and volunteers during the response?

00:40:36 Respondent

Yes, yes, we definitely did. We also, we had some financial assistance and again, I, I'm always wearing 2 hats. So as St. John's Church as an individual piece and then being a part of the diocese. So we received grant funds to be able to, you know, support that. They are very supportive of the fact that we are a hub and, you know, encourage that and incorporate what we do as a diocese as well. So again, they, they encourage us to be a part of this community. I always say we suffer from FOMO. We do not, you know, the fear of missing out. We do not want to isolate ourselves. We are a part of this community just as the other organizations that are out there like our food banks and Red Cross and and sometimes that's a difficult piece to promote because we had that weird little word at the end of our name, which says church and that can sometimes create a barrier with some of some of our folks. So our big piece in all of this is promoting us as a very inclusive and helpful and you know part and we and a secular part of it for the people that may be receiving services from us. But for us it's just our, it's what we're supposed to do. It's our baptismal covenant, so.

00:42:27 Interviewer 1

Thank you for that. And did you feel that I know you're speaking mostly about your own organization or organizations, but were you able to observe whether any other cat partners used their own supplies or services or because they were in the other collaborative so it's harder to for you to say they.

00:42:50 Respondent

They used their people, OK, Just used their people.

00:42:56 Interviewer 1

Super. And it's. Am I correct to think that that helped to make things run more smoothly?

00:43:04 Respondent

Just kind of being able to.

00:43:05 Interviewer 1

Provide your own.

00:43:06 Respondent

Yeah, great. Now I know that they had. And again, I always use Red Cross as my example, but you know, we had Red Cross here on campus. We had Hope Center on campus. We had all of these people that were coming and they were whether they were just the delivery people or they were the people, you know, handing out items or doing the sorting. So we had a vast array of individuals and people from other organizations that took the time to volunteer and, and be a part of what was happening. Now, again, on the specific side, you know, for us, we're pretty fluid. We, we send our volunteers out to help where they can. But, you know, for some of those organizations, they had to, they had to use only their own people. And and do what they do. You know, our case managers and things like that. But overall we had we had a really nice array of volunteers from different organizations. Great. Thank you.

00:44:10 Interviewer 1

OK. Then I wanted to ask a question or two about speed. And did the CAP and CAP partners help provide services more quickly than in past disasters? We talked about a lot of other aspects, but maybe not about speed per SE.

00:44:28 Respondent

And again, I will say every time we improve because we are veterans at this. I mean, as soon as something happens, we either already have things in place, you know, we have a, we have a procedure, we know what we're going to do. If anything, I would say sometimes we jump the gun. We, you know, we're, we're on it. We're at the LAX center. Everything is happening, but we haven't given our, our survivors enough time to think about what they need to do. And so for the first day, you know, all of us crazy volunteers are like, where's everybody? What's happening before they even have an opportunity to think about how they're going to get there and what they need and, and get in a mindset to do that. So we do have to be very careful that because we have done this before that we don't overstep and start something before it needs to be done. It's out of enthusiasm and love. But you know, that's something to to always think about. And that was something that we we talked about on that with the Park fire was did we did we start too soon? You know, should we have waited a few more days? You know, we were ready, but our our folks weren't ready to approach us.

00:45:58 Interviewer 1

If I can follow up on that, Sherry, you, you mentioned earlier that you you all had done an after action review. Is that something that's publicly available or would be available to to Red Cross folks or I'm curious how that was?

00:46:15 Respondent

Yeah, it's just, it's just part of our meetings that we have. We just kind of talk about what everyone, you know, what was your part? How did you play? Were you able to be a part of it? You know, it, it's kind of just part of our general conversations that we have.

00:46:35 Interviewer 1

Got it. Pretty informal.

00:46:37 Respondent

Yeah, it is pretty informal, OK. Cool.

00:46:40 Interviewer 1

Yeah, just wondering if you had anything written, it might be an interesting for this exercise, but.

00:46:45 Respondent

But this is great.

00:46:46 Interviewer 1

Yeah, yeah, yeah. OK. And I, I wanted to ask about 1 aspect, additional aspect. So it sounds like most of the groups you're talking about are local, but then you have mentioned Red Cross a number of times as an entity. I guess I'm, I'm not sure if other kind of more national groups were involved, but just wondering your opinion about whether sort of the use and of local groups help to speed things up. Like I don't know if you have any point of comparison with that.

00:47:21 Respondent

Well, we definitely have our VO ads and so they immediately set up and they are very seldom at this point have they stood down. You know, they'll, they'll stand down for a short period of time, but we just always have something happening. So Voad is quick to stand up and their members are, are very active and we're part of that part of that VOAD too. So once we get a call, you know, once an event occurs, we're either reaching out saying this is what we can do. Everyone starts kind of filling the pool and saying these are the services that we have available and then we kind of make that determination of when do you need it. In the past, like with the campfire, we did have a lot of non local organization. We had small business, we had Catholic Social Services, we had Red Cross, we had Team Rubicon. So it really is dependent upon what the event is. Park Fire was not declared. So we didn't have FEMA, we didn't have. So that's that's kind of what makes that determination. So got you.

00:48:52 Interviewer 1

And did you see, could you say a word about sort of how the response differed? Like is it better or worse more or or is that more of a function of you guys have just kind of learned over time and so that's kind of the bigger factor.

00:49:11 Respondent

Yeah, when it just it, it'll causes it again, it causes you to adjust your sales, right. We were all waiting. Is this going to be declared because that determines on funding. You know, do we, we put all of our funds into this? Do we hold off and wait? Because once FEMA leaves, they're gone, You know, they only have X amount of time to file, you know, small business, all of that, that that happens in that in in a very regimented way. And so our funds, do we hold those back so that we'll be there for the long haul. And so that that really was a determination on. And once we got word no, that was not going to happen, then we knew what we were supposed to do. And always in the beginning our local organizations rally and they're going to take care of immediate needs. So those are the guest cards and the food carts that get people somewhere safe. That is our ultimate goal to get someone safe so that they can begin to focus on recovery. And I, I think most of the local organizations are, are pretty much in that same category as us. Our, our, our first and foremost is to ensure the safety and well-being of people and get them to a safe spot. And then we can start looking at that just puts us in a in a quicker lane to start looking at recovery.

00:50:52 Interviewer 1

Great. And I think that you've already really touched on this, but I'll throw out this question in case you want to add anything. What helped cap and cap partners respond quickly or what slowed them down? Certainly you've mentioned you know the experience communication, but is there anything else you'd like to mention there?

00:51:13 Respondent

I cannot express to you enough communication. If there were one word I was going to pick in my vocabulary, that would be it. Without it, we're lost and we have wasted time and wasted resources. So any organization that comes in needs to play nice. We need to be, you know, definitely kindergarten mode where you come in and you shake a hand and you smile and you say who you are and what what toys you brought to the game. Because that way we, we all win, you know, and we can serve our populations so much quicker and efficiently and effectively and really get them back to recovery. And that doesn't, and that is applicable to any event and having that, you know, having the right people in place, having your, you know, people who know what they're doing on the, you know, boots on the ground as well as your command, You know, you have your Internet command set up. Know who's going to be in charge, Who's you know, who's going to be your communicator, Who's going to, you know, ensure that the flow of your product is going out and that you have access to it. You know it. And this happens and we can't stop it. But because you're inundated with so, so many, you know, survivors that you will run out, but knowing when your end is so that you can plan for as opposed to sitting there waiting for more supplies to come and they're not

coming. And then you have to turn those people away. And they have now wasted hours instead of directing them to somewhere else. So that constant communication is imperative for success.

00:53:26 Interviewer 2

Tina, just a suggestion. Since we only have 4 minutes left, we may want to just skip, you know, combine question questions for two and for three, what should be done in the future and and and what should be done differently. And then and then and then move to the last.

00:53:43 Respondent

Question. Thanks.

00:53:44 Interviewer 1

OK, so do do you want me to skip 4.1 or go ahead and do that?

00:53:50 Interviewer 2

Just skip 4.1 because I think, I think we just answered that. Thank you.

00:53:53 Respondent

Yeah, OK.

00:53:56 Interviewer 1

OK. So then I'm going to combine 2 questions for you here that fit together. Are there things that worked well during this disaster that you think should be done again in future responses? And then what should cap and cap partners do differently at the time?

00:54:15 Respondent

Yes. And yes. Yes, there were a lot of things that worked really well. And again, I think that was that those agencies reaching out individually and asking where they could fill in. Again, you know, we need help. What can you do? Sharing space, sharing responsibility that I think always makes things run so much smoother. Were there things that the CAP committee could do? And again, that's those, those agencies I think looking at what they do and where they can maybe shore up their own agency fallacies and and increasing flexibility that I think that's always, always on the table. And again, understanding that the the campfire was different from the Mill fire with that was different from the Park fire and there are there is some continuity in it, but there's always those. Exceptions so that need for flexibility. For the flexibility, OK. Great.

00:55:43 Interviewer 1

And our final question is, is there anything else you think's important to share about how the CAP and CAP partners helped during the the Park Fire and California wildfires?

00:55:58 Respondent

The the cap with this this whole invention right? I think it has created a lot of solidarity amongst our community and our agencies. Again, it's that elimination of siloing and distance and distrust even amongst other agencies, you know, that that always existed. I mean, we always talk about the right hand not knowing what the left hand is doing or you know, Police Department doesn't trust the Sheriff's Department that doesn't trust the feds, you know, and it just goes on and on. And we have got to get over that. It's just got to start adulting. And so having these agencies talking to each other and even if it's not the friendliest, even if it's a complaint session, but understanding where everyone is in, in their community and in their job and, and their agency's requirements and, and constraints because we all have them. And you can't have an expectation that those will drop. So again, that word communication, just a continuation of that. So cap working on that. And that is just going to be an ongoing project for all of us. It it that it will be an Evergreen event. As more people come in and and people you know move on to other jobs, I hope they take that experience and share it and and get these other places to work the same way.

00:57:55 Interviewer 1

Great. Thank you so much. Sherry. Carol, do you want to say any final last words?

00:58:01 Interviewer 2

Well, I just want to thank you again for all of your work during disaster responses and working with the CAT program and working with the Red Cross and, and all the community partners. I know you've had your hands full over the past couple years. And we just want to express our gratitude for everything that you do for your community. And, and, and thank you for taking the time because we know you're really busy and taking an hour to, to speak with us today was really was really helpful And your, your thoughtful insights and experiences. They are really going to, are really going to help us to improve our program and learn from the experiences of our program and, and improve communication hopefully for, for all of our, our communities and all of our partners. So if you have any thoughts after this interview, so if you, you get off the call and you think, wow, there were like 10 questions they should have asked me, Please feel free to feel free to drop, drop us a call. You have our information from the, the meeting invite. And, or if you have things that you think, oh, wait, I, I should have said something additional to some of those questions, feel free just to drop us a note because we're, you know, we'd love to hear from, you know, any, any additional thoughts that you might have. And I just thank you again. And we hope you have a wonderful weekend and and we just really appreciate your your help on this process.

00:59:17 Respondent

Well, thank you both very much. And I, I really feel like I'm the small cog and the big wheel. And I know that there are a lot of other folks that you'll be talking to that can give you more detailed information, but I do appreciate you listening to me and.

00:59:33 Interviewer 2

You're so important, so you know, don't ever.



00:59:36 Respondent

Think I always like so important. Are you sure you want to talk to us?

00:59:41 Interviewer 2

People you both know how important you are and the family that you you provided services know how important you are so.

00:59:49 Respondent

We. We. Love, we love our community and we love what is happening here. So thank you for taking this information. I hope it is useful and yeah, let's we've got a lot to get through right now. This is a a weekend of of a lot of activities and a lot of a lot of turmoil and so. Disasters come in all different shapes and sizes. So let's we'll get through this and and move forward. So, yeah. All right. Thank you. Thank you. Thank you. Very good. Thanks.

01:00:26 Interviewer 1

Bye bye, take good care, bye bye.