Theme	Sub-theme	Code	Document	Quote	Quote Elaboration
			Transcript		Local CAP credibility enables introductions
	Trusted community access: partners open	Hyperlocal trusted partners as gateways	Region_Chapter_Staff_Steady_State_Caedy_Minole	I can trust those CAP team members with any, with any	and access to elected officials and
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	tti_2025_0904.docx	elected official.	community networks.
			Transcript		Partners' local standing and networks
	Trusted community access: partners open	Hyperlocal trusted partners as gateways	CAP_StaffSteady_StateGaby_Perez_Albarracin_	they work with different organizations that may have a little	provided CAP immediate legitimacy and
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	2025 0904.docx	bit of weight in the community	community entry points.
, ,		9 9 1	Transcript	,	Resourcing hyperlocal organizations builds
	Trusted community access: partners open	Hyperlocal trusted partners as gateways		they have engaged so many organizations, you know,	trust and practical channels into underserved
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	5_0827.docx	hyperlocal grassroots organizations	communities.
77	The state of the s		Transcript	77 6	Trusted local individuals' visible attendance
	Trusted community access: partners open	Hyperlocal trusted partners as gateways	CAP_StaffSteady_StateApril_Jones_2025_082	we have trusted people within a community that will show	creates approachable contact points for
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	7 (1).docx	un	residents.
riyportocat paranoiompo ana taot	accide to mare to roadin populations	to marginatized groups	Transcript	up	Partners rapidly mobilized material support,
	Trusted community access: partners open	Hyperlocal trusted partners as dateways	CAP_Staff_Steady_State_Kristi_Collins_2025_082	we got it here. It's ready for you. Come get it. Do you want us	resolving logistical barriers and accelerating
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	6.docx	to deliver it?	assistance.
Trypertocal partiterships and trust	doors to maid-to-reach populations	to marginatized groups		to deliverit:	assistance.
	Trusted on mounity access partners and	Lhunaria ani truatad nastnara an datawaya	Transcript Region Chapter Steady State Region Line# 2025	they have sometical their Areas ures duids and a resource	A partner recourse director approximation aligns
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Hyperlocal trusted partners as gateways to marginalized groups	Region_Chapter_Steady_State_Rachel_Lipoff_2025 _0908.docx	they have compiled their. A resource guide and a resource listing using all of their partners.	A partner resource directory operationalizes local referrals in disaster response workflows.
nypertocat partiferships and trust	uoois to naid-to-leach populations	to marginatized groups			·
			Transcript	But it's easier for us now to make referrals for these clients	Stronger partnerships streamlined referral
	Trusted community access: partners open			because of the strengthening of the partnerships that have	pathways, improving access to clients in
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	25_0905.docx	been developed there.	underserved areas.
			Transcript		Partners now directly notify CAP about
	Trusted community access: partners open	1	I	So, one of the changes that we've seen is folks reach out to	incidents, connecting hard-to-reach
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	1.docx	the CAP team directly when there's a home fire.	households to support.
			Transcript		
	Trusted community access: partners open	Hyperlocal trusted partners as gateways	CAP_Staff_Steady_State_Simone_Moore_2025_08	it is best to lead with a partner organization and to go hand in	Leading with partners legitimizes entry into
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	21.docx	hand	communities lacking Red Cross presence.
			Transcript		Partner-led service delivery reached
	Trusted community access: partners open	Hyperlocal trusted partners as gateways	CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d	They, they directly serve that area. And so we've done a	neighborhoods the chapter did not previously
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	осх	smuggle, arm install campaign with them.	penetrate.
			Transcript		Local connectors' social capital opens doors
	Trusted community access: partners open	Hyperlocal trusted partners as gateways	CAP_Staff_Steady_State_Katrina_Long_2025_0802	She was part of the Eagle Point Chamber of Commerce, and	into insular communities resistant to
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	6.docx	she just seemed to know everybody.	outsiders.
			Transcript		Food banks and Hispanic community
	Trusted community access: partners open	Hyperlocal trusted partners as gateways	Region_Chapter_Staff_Steady_State_Shawn_Schul	partnerships with the food banks and how they've got them	partners provided trusted conduits into
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	ze_2025_0826.docx	to kind of buy on	digitally excluded, vulnerable populations.
			Transcription		A partner's personal relationship enabled
	Trusted community access: partners open	Hyperlocal trusted partners as gateways	Region_ChapterSteady_State_Alicia_Dougherty_	That family would not have received Red Cross support and	case identification and joint response to reach
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	2025_0908 (1).docx	services without that community partner calling	that family.
			Transcript		Partner links enabled access to workplace
	Trusted community access: partners open	Hyperlocal trusted partners as gateways	CAP_Staff_Steady_StateMatt_Henry2025_091	So we've leveraged some of these partnerships into getting	and institutional populations for events like
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	1.docx	some new blood drives, which I think was a positive thing.	blood drives.
,	· ·	·	Transcript		Microgrants and funding helped partners host
	Trusted community access: partners open	Hyperlocal trusted partners as gateways	Region_ChapterSteady_State_Jacquelyn_Clites_	I definitely think the grants that were done in the areas have	services and built relationship-based access
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	2025 0902.docx	gone a long way towards building relationships.	points.
,, p sp		0	Transcript	CAP has helped us get into communities we probably	Partners' credibility transferred to CAP,
	Trusted community access: partners open	Hyperlocal trusted partners as gateways	CAP_Staff_Steady_StateMargarita_Moreno_2025	wouldn't have gotten into through our partners and	enabling entry into previously unreachable
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	_0902 (2).docx	relationships.	communities.
Alt a series because and	The state of the s		Transcript	The state of the s	Investing in partner infrastructure created
	Trusted community access: partners open	Hyperlocal trusted partners as dateways	Region_Chapter_StaffSteady_State_Michelle_Ave	For example, Rancho Cielo, we recently put in some new	operational channels and access to at-risk
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	rill 2025 0825 (1).docx	workstations there and got some solar generators going.	youth and services.
2 pararoronipo una aust	222.5 to make to reason populations		Transcript		Training partners as implementers expanded
	Trusted community access: partners open	Hyperlocal trusted partners as datoways	CAP_Staff_Steady_State_Nate_Millard_2025_0903	They are a Red Cross organization who is now trained and	local capacity to deliver preparedness
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	.docx	they can do CPR and Pedro and sound the alarm	activities and reach communities.
Try percocat partitionally allu tiust	assis to natu-to-reach populations	to marginatized groups	.uoux	and can about name read and sound the atains	activities and reach confillullines.
			Transprints		Dortners outpolied tongil-1
	T	I be and a self-mental as the se	Transcripts	The OAT are seen asset and the	Partners supplied tangible resources enabling
Humaria ani martnarahina and tariat	Trusted community access: partners open	1	Region_Chapter_Steady_State_Jennifer_Capps_20	The CAT program purchased the smoke alarms and they	household-level interventions like smoke
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	25_08_20.docx	also purchased weather radios and first aid kits.	alarm installations and preparedness kits.
			Transcript	B 6 3 1 3 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	Sustained on-the-ground presence builds
	Trusted community access: partners open			Definitely the community knows that we are there because	recognition and trust, facilitating partner-
Hyperlocal partnerships and trust	doors to hard-to-reach populations	to marginalized groups	_0828 (3).docx	as we always say, presence is a mission.	mediated community access.

	1		T	T	T
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Hyperlocal trusted partners as gateways to marginalized groups	Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx	they vouch for the work y' all are doing on a day to day.	Local partners vouching for Red Cross work transfers trust and opens community doors.
	Trusted community access: partners open	Enablement: training, microgrants, and capacity building for partner‑led	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minole		Training partners equips them to lead local service delivery and open doors to
Hyperlocal partnerships and trust	doors to hard-to-reach populations Trusted community access: partners open	delivery Enablement: training, microgrants, and capacity building for partner⣑led	tti_2025_0904.docx Transcript CAP_Staff_Steady_StateGaby_Perez_Albarracin_	so that they are trained and ready to serve teaching them how Red Cross functions in a way that is not	communities. Partner training demystifies Red Cross activities, enabling partners to confidently
Hyperlocal partnerships and trust	doors to hard-to-reach populations Trusted community access: partners open	delivery Enablement: training, microgrants, and capacity building for partner⣑led	2025_0904.docx Transcript Region_ChapterSteady_State_Maria_Center_202	intimidating providing them with pop up kitchens, with panel trucks, with	refer and host services. Microgrants and equipment investments strengthen partner capacity and credibility to
Hyperlocal partnerships and trust	doors to hard-to-reach populations Trusted community access: partners open doors to hard-to-reach populations	delivery Enablement: training, microgrants, and capacity building for partner‑led delivery	5_0827.docx Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	generators We're trying to make sure that Organization A is serving that community, has all the tools that they need	reach communities. CAP equips partners with tools and support so they can deliver services locally with credibility.
Hyperlocal partnerships and trust Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Enablement: training, microgrants, and capacity building for partner‑led delivery	Transcript CAP_StaffSteady_StateApril_Jones_2025_082 7 (1).docx	work with nonprofit organizations and in building relationships so that communities can come resilient	Relationship-focused capacity building enables partners to strengthen community resilience and access.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Enablement: training, microgrants, and capacity building for partner‑led delivery	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_082 6.docx	the support that we're able to work with and do enhancements and grow capacity	Support and access. Support and enhancements build partner capacity and trust, enabling broader community outreach.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Enablement: training, microgrants, and capacity building for partner‑led delivery	_0908.docx	A resource guide and a resource listing using all of their partners	Operational partner directory embeds partner capacity into response workflows for trusted referrals and services.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Enablement: training, microgrants, and capacity building for partnerâ& led delivery	Transcript Region_Chapter_Steady_StatePriscilla_Fuentes2025_9909.docx	maybe we need to trust our partners by like, giving them the resources and then allowing them to do it	Microgrants and trust empower partners to lead delivery, opening access to hard-to-reach communities.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Enablement: training, microgrants, and capacity building for partner‑led delivery	Transcript Region_ChapterSteady_State_Rose_Taravella_20 25_0905.docx	have brought over a million in grants to the community	Grants and partner funding expanded local resources and support, enabling deeper community engagement.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Enablement: training, microgrants, and capacity building for partner‑led delivery	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_08 21.docx	the goal is to get people to volunteer for Red Cross and do dual service	Partner volunteer pathways train and onboard community members for sustained joint service delivery.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Enablement: training, microgrants, and capacity building for partner‑led delivery	Transcript CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d ocx	That money helped build trust with the Red Cross directly with that organization.	Targeted funding builds partner trust and unlocks willingness to host and deliver services locally.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Enablement: training, microgrants, and capacity building for partner‑led delivery	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_0802 6.docx	I will go out and train them as kind of a way to pull them into Red Cross	Direct training of partner volunteers builds capacity and creates local recruitment and delivery channels.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Enablement: training, microgrants, and capacity building for partnerâ&'led delivery	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx	they have all these enhancements and the enhancements are normally just for them to give money to a partner	Enhancements (grants) often fund partners, but must be structured to build operational capacity, not just transactions.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Enablement: training, microgrants, and capacity building for partner‑led delivery	Transcription Region_ChapterSteady_State_Alicia_Dougherty_ 2025_0908 (1).docx	we gave them a little more in depth overview so that they were even more knowledgeable	Internal capacity-building increases CAP credibility when engaging partners and representing Red Cross services.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Enablement: training, microgrants, and capacity building for partner‑led delivery	Transcript CAP_Staff_Steady_StateMatt_Henry2025_091 1.docx	working with the hyper local partners and building relationships has got to be central	Hyperlocal partnership and relationship- building are core capacity-building approaches to enable partner-led delivery.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Enablement: training, microgrants, and capacity building for partner‑led delivery	Transcript CAP_Staff_Steady_StateMargarita_Moreno_2025 _0902 (2).docx	CAP has helped us get into communities we probably wouldn't have gotten into through our partners and relationships	CAP-enabled introductions and partner engagement open access to previously unreachable communities.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Enablement: training, microgrants, and capacity building for partner‑led delivery	Transcript Region_Chapter_StaffSteady_State_Michelle_Ave rill_2025_0825 (1).docx	they are working with the Monterey Food bank and training their workers or their volunteers when they're out delivering food	Training routine service providers (e.g., food bank staff) embeds CAP tasks into everyday partner workflows to reach homes.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Enablement: training, microgrants, and capacity building for partner‑led delivery	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903 .docx	these little micro funding that we're doing across the region	Small microgrants effectively build partner capacity and trust, enabling local service delivery.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Enablement: training, microgrants, and capacity building for partner‑led delivery	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_ 0909.docx	do it in a way that is less transactional and more transformational	Transformational, not transactional, partnerships require resourcing and capacity-building to enable partner-led delivery.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Operational channels: partner venues, mobile units, and volunteer pipelines	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minole tti_2025_0904.docx	I know our volunteer recruiters have, you know, asked if they could host like volunteer Q and A sessions	Partner sites hosted recruiter events, enabling volunteer pipelines and local venue access for CAP activities.

		I	Transavint	<u> </u>	Dortner curported conversing and CAD
	Trusted community access: partners open	Operational channels: partner venues	Transcript CAP_StaffSteady_StateGaby_Perez_Albarracin_	CAP went and supported and we brought more	Partner-supported canvassing and CAP presence translated into appointments and
Hyperlocal partnerships and trust	doors to hard-to-reach populations	mobile units, and volunteer pipelines	2025_0904.docx	appointments which were successfully installed and things.	completed installations.
Trypertocal partiterships and trust	doors to flatd-to-leach populations	mobile units, and volunteer pipetines	Transcript	appointments which were successfully instalted and things.	_ ·
	Trusted community access: partners open	Operational channels: partner venues	Region_ChapterSteady_State_Maria_Center_202	They're visible, they're on the streets, they are volunteering	Visible partner presence and resourcing built trust and enabled access into underserved
Hyperlocal partnerships and trust	doors to hard-to-reach populations	mobile units, and volunteer pipelines	5_0827.docx	their time, they're checking out these organizations.	communities.
Trypertocal partiteiships and trust	doors to flatu-to-reach populations	mobile units, and volunteer pipelines	Transcript	dien dine, die y ie checking out diese organizations.	Locally embedded partners reduce outsider
	Trusted community access: partners open	Operational channels: partner venues	1	And not calling Pod Cross a stranger, but we are strangers	status, enabling entry and trusted volunteer
Hyportogal partnerships and trust	Trusted community access: partners open		29.docx	And not calling Red Cross a stranger, but we are strangers	mobilization.
Hyperlocal partnerships and trust	doors to hard-to-reach populations	mobile units, and volunteer pipelines		because we're coming into their neighborhood.	
	Trusted as mounity assessed partners and	Operational abannalas partnar vanuas	Transcript CAR Stoff Stoody Stote Cindy Magnuson 2025	There had been two years already invested in growing that	Sustained partner investment created
Lhunaria aal nartaarahina and trust	Trusted community access: partners open		CAP_Staff_Steady_State_Cindy_Magnuson_2025.	There had been two years already invested in growing that relationship with that partner.	credibility, opening venue access and
Hyperlocal partnerships and trust	doors to hard-to-reach populations	mobile units, and volunteer pipelines	docx	retationship with that partiter.	volunteer collaboration opportunities.
	T	0	Transcript		Partners rapidly mobilized material resources
	Trusted community access: partners open		CAP_Staff_Steady_State_Kristi_Collins_2025_082	six partners that were like, we, you know, we got it here. It's	and offered venues, easing access to hard-to-
Hyperlocal partnerships and trust	doors to hard-to-reach populations	mobile units, and volunteer pipelines	6.docx	ready for you.	reach residents.
			Transcript		CAP coordinates partners and mobile units to
	Trusted community access: partners open			your services and they can bring the mobile unit and just	deliver services directly into neighborhoods
Hyperlocal partnerships and trust	doors to hard-to-reach populations	mobile units, and volunteer pipelines	_0908.docx	have people come in.	with limited access.
			Transcript	it is best to lead with a partner organization and to go hand in	Leading with partners provides joint entry and
	Trusted community access: partners open			hand. You're holding hands and you're walking through the	legitimacy into communities lacking Red
Hyperlocal partnerships and trust	doors to hard-to-reach populations	mobile units, and volunteer pipelines	21.docx	door together.	Cross presence.
			Transcript	Well, we have 15 partners. So I think with those 15 partners,	Large partner volunteer pools provide an
	Trusted community access: partners open		CAP_Staff_Steady_State_Katrina_Long_2025_0802	for example, one of our hearts for seniors, they have over	operational pipeline for outreach and surge
Hyperlocal partnerships and trust	doors to hard-to-reach populations	mobile units, and volunteer pipelines	6.docx	100 volunteers.	staffing during events.
					Trusted food-bank and Hispanic community
			Transcript		partners provided culturally relevant
	Trusted community access: partners open	Operational channels: partner venues,	Region_Chapter_Staff_Steady_State_Shawn_Schul	the partnerships with the Hispanic community that they've	channels into digitally excluded
Hyperlocal partnerships and trust	doors to hard-to-reach populations	mobile units, and volunteer pipelines	ze_2025_0826.docx	created down in South Texas. And	neighborhoods.
			Transcript		CAP brokered employer partnerships,
	Trusted community access: partners open	Operational channels: partner venues,	CAP_Staff_Steady_StateMatt_Henry2025_091	helped facilitate a blood drive at one of the, the largest steel	enabling events like workplace blood drives
Hyperlocal partnerships and trust	doors to hard-to-reach populations	mobile units, and volunteer pipelines	1.docx	mills	reaching otherwise inaccessible populations.
			Transcript	a relationship with them that when we go into disaster	Operational partner investments created food
	Trusted community access: partners open	Operational channels: partner venues,	Region_Chapter_StaffSteady_State_Michelle_Ave	response mode, they're going to be able to help us with	and mobilization channels for disaster feeding
Hyperlocal partnerships and trust	doors to hard-to-reach populations	mobile units, and volunteer pipelines	rill_2025_0825 (1).docx	feeding. And	and outreach.
			Transcript		Training partners expanded local delivery
	Trusted community access: partners open	Operational channels: partner venues,	CAP_Staff_Steady_State_Nate_Millard_2025_0903	They are a Red Cross organization who is now trained and	capacity, creating volunteer pipelines and
Hyperlocal partnerships and trust	doors to hard-to-reach populations	mobile units, and volunteer pipelines	.docx	they can do CPR and Pedro and sound the alarm.	decentralized service provision.
			Transcript		Partners advocate and recruit unaffiliated
	Trusted community access: partners open	Operational channels: partner venues.	Region_Chapter_Steady_State_David_Hicks_2025_	they can be such a good advocate for us in recruiting others	community members, broadening volunteer
Hyperlocal partnerships and trust	doors to hard-to-reach populations	mobile units, and volunteer pipelines	0829.docx	that aren't involved in any organization volunteering.	pipelines and local reach.
, ,	, ,		Transcript	, ,	CAP brokering partner venues and
	Trusted community access: partners open	Sustained presence and relational	Region_Chapter_Staff_Steady_State_Caedy_Minole		introductions expands trusted recruitment
Hyperlocal partnerships and trust	doors to hard-to-reach populations	practice to transfer and maintain trust	tti 2025 0904.docx	our CAP team has helped facilitate that relationship.	and outreach into local networks.
	no populario		Transcript		Sustained partner resourcing and presence
	Trusted community access: partners open	Sustained presence and relational	Region_ChapterSteady_State_Maria_Center_202		build reputational trust, unlocking access to
Hyperlocal partnerships and trust	doors to hard-to-reach populations	practice to transfer and maintain trust	5 0827.docx	I believe that they have built trust in these communities	underserved community networks.
y, p		, and the state of	Transcript	,	Being invited by trusted partners legitimizes
	Trusted community access: partners open	Sustained presence and relational	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	invited as an honored guest because we also were trusted by	
Hyperlocal partnerships and trust	doors to hard-to-reach populations	practice to transfer and maintain trust	docx	that partner	hesitant households.
Vi Familia and adot	and the second populations	r	Transcript	- 1- 1	Partners rapidly mobilize resources and
	Trusted community access: partners open	Sustained presence and relational	CAP_Staff_Steady_State_Kristi_Collins_2025_082		deliveries, enabling access where logistical
Hyperlocal partnerships and trust	doors to hard-to-reach populations	practice to transfer and maintain trust	6.docx	Do you want us to deliver it?	barriers exist.
Vi Paranta Supported Goot	and the second populations	r		. ,	
			Transcript		Operational partner directories embed trusted
	Trusted community access: partners open	Sustained presence and relational	Region_Chapter_Steady_State_Rachel_Lipoff_2025		referrals into response workflows, facilitating
Hyperlocal partnerships and trust	doors to hard-to-reach populations	practice to transfer and maintain trust	0908.docx	resource guide and a resource listing using all of	immediate community connections.
1.13 postoout partiferenipa ana tiaat	acord to mare to reach populations	process to during and maintain dust	_	1000 and guide und a resource tisting using att or	
	Trusted community access; partners area	Sustained presence and relational	Transcript Region Chapter Steady State Rose Tarayella 20	They feel like they're part of what wo do, and we feel like	Regular face time and mutual integration
Hyperlocal partnerships and trust	Trusted community access: partners open	practice to transfer and maintain trust	25_0905.docx	They feel like they're part of what we do, and we feel like	create reciprocal relationships that open doors to vulnerable clients.
Hyperlocal partnerships and trust	doors to hard-to-reach populations	practice to transier and maintain trust		we're part of what they do.	
	T	S	Transcript		Leading with partners together reduces
	Trusted community access: partners open	Sustained presence and retational	CAP_Statt_Steady_State_Simone_Moore_2025_08	it is best to lead with a partner organization and to go hand in	outsider barriers and builds immediate
Hyperlocal partnerships and trust	doors to hard-to-reach populations	practice to transfer and maintain trust	21.docx	hand.	community acceptance for Red Cross.

			Transcript		Partner organizations embedded in
	Trusted community access: partners open	Sustained presence and relational		They're the only non profit in the county that works directly	neighborhoods enable direct service delivery
Hyperlocal partnerships and trust	doors to hard-to-reach populations	practice to transfer and maintain trust	OCX	with that neighborhood.	where Red Cross presence is limited.
riypertocat partiferships and trust	doors to flatu-to-reach populations	practice to transfer and maintain trust		with that heighborhood.	i
	T	C t - i d d l - t l	Transcript		Food banks and Hispanic community
Live or a collecte or a big a condition	Trusted community access: partners open	T T T T T T T T T T T T T T T T T T T	Region_Chapter_Staff_Steady_State_Shawn_Schul	the partnerships with the food banks and how	partners serve as trusted gateways reaching
Hyperlocal partnerships and trust	doors to hard-to-reach populations	practice to transfer and maintain trust	ze_2025_0826.docx	the partnerships with the food banks and how	digitally excluded, vulnerable households.
			Transcription	That family would not have received Red Cross support and	Personal partner relationships and language-
	Trusted community access: partners open		Region_ChapterSteady_State_Alicia_Dougherty_	services without that community partner calling the person	concordant staff enabled access to otherwise
Hyperlocal partnerships and trust	doors to hard-to-reach populations	practice to transfer and maintain trust	2025_0908 (1).docx	she had a relationship with	unreachable families.
			Transcript		Partners enable institutional access to
	Trusted community access: partners open		CAP_Staff_Steady_StateMatt_Henry2025_091	we've leveraged some of these partnerships into getting	workplace populations, expanding outreach
Hyperlocal partnerships and trust	doors to hard-to-reach populations	practice to transfer and maintain trust	1.docx	some new blood drives	beyond typical community channels.
			Transcript		Transformational, hyperlocal partnerships
	Trusted community access: partners open		Region_Chapter_Steady_State_Barry_Falke_2025_	do it in a way that is less transactional and more	replace transactional ties and enable durable,
Hyperlocal partnerships and trust	doors to hard-to-reach populations	practice to transfer and maintain trust	0909.docx	transformational.	trusted community access.
			Transcripts		Partner influence opens doors into
	Trusted community access: partners open	Sustained presence and relational	Region_Chapter_Steady_State_Jennifer_Capps_20		institutionally organized groups and targeted
Hyperlocal partnerships and trust	doors to hard-to-reach populations	practice to transfer and maintain trust	25_08_20.docx	use her partnership and influence with the naacp	populations for tailored events.
		Coordination, attribution,	Transcript		Example of coordination and crediting
1	Trusted community access: partners open		Region_Chapter_Staff_Steady_State_Caedy_Minole	a fundraising visit. A CAP manager, one of my board	between CAP, boards, and fundraising teams
Hyperlocal partnerships and trust	doors to hard-to-reach populations	for sustainability	tti_2025_0904.docx	members, and a fundraising team member all went together.	for sustainability.
		Coordination, attribution,	Transcript	5	Stresses fundraising coordination and aligned
	Trusted community access: partners open			Being on the same page with your fundraising development	messaging needed to sustain partner access
Hyperlocal partnerships and trust	doors to hard-to-reach populations	for sustainability	2025 0904.docx	team is imperative.	and shared credit.
113 postocut pararerampa anu aust	asons to make to reach populations	Coordination, attribution,	Transcript	coam to importative.	Argues targeted resourcing builds partner
	Trusted community access: partners open		T	local organizations and providing them with pop up	capacity and reputational sustainability for
Hyperlocal partnerships and trust	doors to hard-to-reach populations		Region_ChapterSteady_State_Maria_Center_202	kitchens, with panel trucks, with	continued community access.
riypertocat partiferships and trust	doors to flatu-to-reach populations	for sustainability		kitchens, with pariet trucks, with	i
	T	Coordination, attribution,	Transcript		Emphasizes sustained partner presence as
		1		we have trusted people within a community that will show	capacity-building and a prerequisite for
Hyperlocal partnerships and trust	doors to hard-to-reach populations	forsustainability	7 (1).docx	up and	sustainable trusted access.
		Coordination, attribution,	Transcript		Example of partner mobilization delivering
		1	CAP_Staff_Steady_State_Kristi_Collins_2025_082	six partners that were like, we, you know, we got it here. It's	resources quickly, but requires coordination
Hyperlocal partnerships and trust	doors to hard-to-reach populations	for sustainability	6.docx	ready for you. Come get it.	for sustained response capacity.
		Coordination, attribution,	Transcript		Shows centralized coordination and partner
	Trusted community access: partners open			have compiled their. A resource guide and a resource listing	mapping aiding sustainable referrals and
Hyperlocal partnerships and trust	doors to hard-to-reach populations	for sustainability	_0908.docx	using all of their partners.	tracked access pathways.
		Coordination, attribution,	Transcript		Illustrates funding boosted partner capacity,
		measurement, and capacity constraints	Region_ChapterSteady_State_Rose_Taravella_20		but requires coordination and attribution for
Hyperlocal partnerships and trust	doors to hard-to-reach populations	for sustainability	25_0905.docx	and have brought over a million in grants to the community.	sustainability.
		Coordination, attribution,	Transcript		Links partner engagement to measurable
	Trusted community access: partners open	measurement, and capacity constraints	CAP_Staff_Steady_State_Gilda_Ebanks_2025_082	these jurisdictions there was an increase because CAP	demand increases, underscoring need to
Hyperlocal partnerships and trust	doors to hard-to-reach populations	for sustainability	1.docx	partners were engaged, People knew to go to cap	track and credit contributions.
		Coordination, attribution,	Transcript		Warns many partnerships are funding-
	Trusted community access: partners open		Region_Chapter_Staff_Steady_State_Shawn_Schul	they have all these enhancements and the enhancements	focused, limiting operational access and
Hyperlocal partnerships and trust	doors to hard-to-reach populations	for sustainability	ze_2025_0826.docx	are normally just for them to give money to a partner.	sustainability without coordination.
		Coordination, attribution,	Transcription		Describes training and role expansion as a
	Trusted community access: partners open		Region_ChapterSteady_State_Alicia_Dougherty_	CAP partners not only can just educate the community, but	sustainability strategy, but needs capacity and
Hyperlocal partnerships and trust	doors to hard-to-reach populations	for sustainability	2025_0908 (1).docx	they also might want to become a DAP responder.	measurement.
y, and promption	and the second s	Coordination, attribution,	Transcript	, , , , , , , , , , , , , , , , , , , ,	Highlights partner capacity limitations that
	Trusted community access: partners open	measurement, and capacity constraints	CAP_Staff_Steady_StateMatt_Henry2025_091	are so small and have such a small volunteer base	constrain sustainable outreach without
Hyperlocal partnerships and trust	doors to hard-to-reach populations	for sustainability	1.docx	themselves, there's really not much to tap into	further resourcing.
11) portocal pararersinps and dust	acord to make to reach populations	·		We now have a relationship with them that when we go into	-
	Trusted community access narrows and	Coordination, attribution,	Transcript Pogion Chapter Staff Steady State Michelle Ave	,	Demonstrates investing in partner
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	measurement, and capacity constraints for sustainability	Region_Chapter_StaffSteady_State_Michelle_Ave rill_2025_0825 (1).docx	disaster response mode, they're going to be able to help us with feeding.	infrastructure increases capacity, requiring coordination for sustainable response.
riypertocat partiferships and dust	uoois to Haiu-to-reach populations	·		with recuiring.	·
	T	Coordination, attribution,	Transcript	and a fabric between the automorphisms of 19	Emphasizes that sustained, willing
	Trusted community access: partners open		Region_Chapter_Steady_State_Barry_Falke_2025_	one of the biggest barriers always is like, are we working with	partnershipsâ€"not transactional tiesâ€"are
Hyperlocal partnerships and trust	doors to hard-to-reach populations	for sustainability	0909.docx	the organizations or the partners that truly want a partner	essential for durable, trustworthy access.
		Coordination, attribution,	Transcript		Advocates leader-to-leader coordination to
	Trusted community access: partners open	measurement, and capacity constraints		partner with the executive director, make that initial meeting	secure institutional buy-in and sustainable
Hyperlocal partnerships and trust	doors to hard-to-reach populations	for sustainability	_0828 (3).docx	to the mayor.	access.
			Transcript		Leadership conversations and presence
	Relational presence: sustained, visible	Trust and partner-led attribution as the	CAP_StaffSteady_StateGaby_Perez_Albarracin_	Just having those conversations with the regional leadership	prompt partners to remember and refer Red
Hyperlocal partnerships and trust	engagement builds referral pathways	core referral mechanism	2025_0904.docx	and say, like, we are here	Cross services.

	1		Transcript		Consistent visibility increases recognition,
	Relational presence: sustained, visible	Trust and partner-led attribution as the	CAP_StaffSteady_StateApril_Jones_2025_082	People are much more aware of the American Red Cross and	,
Hyperlocal partnerships and trust	engagement builds referral pathways	core referral mechanism	7 (1).docx	what we do	to refer Red Cross services.
Trypertocat partiterships and trust	engagement builtus teletiat patitways	core referrat mechanism	Transcript	wildt we do	Low-friction referral forms translate relational
	Relational presence: sustained, visible	Trust and partner-led attribution as the		case managers can fill out to engage our team to help. So	
Hyperlocal partnerships and trust	engagement builds referral pathways	core referral mechanism	CAP_Staff_Steady_State_Kristi_Collins_2025_082 6.docx	case managers can fill out to engage our team to help. So that just	presence into rapid partner-requested activations.
nypertocat partiferships and trust	engagement buitus telenat patitways	core referrat mechanism		uidtjust	
	B. C.		Transcript		Stronger partnerships simplify referral
	Relational presence: sustained, visible	Trust and partner-led attribution as the		But it's easier for us now to make referrals for these clients	processes, increasing two-way referrals and
Hyperlocal partnerships and trust	engagement builds referral pathways	core referral mechanism	25_0905.docx	because of the strengthening of the partnerships	practical partner support.
			Transcript		Joint-entry with trusted partners lowers
	Relational presence: sustained, visible	Trust and partner-led attribution as the	1		barriers and leverages partner credibility for
Hyperlocal partnerships and trust	engagement builds referral pathways	core referral mechanism	21.docx	is best to lead with a partner organization	referrals.
			Transcript		Targeted resourcing strengthened trust,
	Relational presence: sustained, visible	Trust and partner-led attribution as the	1	That money helped build trust with the Red Cross directly	enabling partners to reliably mobilize and refer
Hyperlocal partnerships and trust	engagement builds referral pathways	core referral mechanism	ocx	with that organization	services.
			Transcript		Reciprocal invitations and shared spaces
	Relational presence: sustained, visible	Trust and partner-led attribution as the	Region_ChapterSteady_StateKrista_Coletti_20	It's that ability to be invited to each other's meetings and be	build familiarity that supports partner-led
Hyperlocal partnerships and trust	engagement builds referral pathways	core referral mechanism	25_0905.docx	in each other's space	referrals.
			Transcript		On-site partner visibility turns partners into
	Relational presence: sustained, visible	Trust and partner-led attribution as the	Region_Chapter_Staff_Steady_State_Shawn_Schul	they could be a conduit for us for telling the story about	conduits that drive community members to
Hyperlocal partnerships and trust	engagement builds referral pathways	core referral mechanism	ze_2025_0826.docx	what we do so more people will call us	contact Red Cross.
			Transcript		Consistent CAP presence signals reliability,
	Relational presence: sustained, visible	Trust and partner-led attribution as the	CAP_StaffSteady_State_Glama_Carter2025	The relationship constant with the Red Cross is our CAP	prompting partners to route referrals and
Hyperlocal partnerships and trust	engagement builds referral pathways	core referral mechanism	docx	relationship with them because they know we're there	resources through the Red Cross.
	7		Transcript		Broadly sharing introductions multiplies
	Relational presence: sustained, visible	Trust and partner-led attribution as the	Region_ChapterSteady_State_Jacquelyn_Clites_		access points and increases partner-led
Hyperlocal partnerships and trust	engagement builds referral pathways	core referral mechanism	2025_0902.docx	sharing the relationships and making the introductions again	referrals across regions.
,			Transcript		Established partner commitments during
	Relational presence: sustained, visible	Trust and partner-led attribution as the	1	when we go into disaster response mode, they're going to be	=
Hyperlocal partnerships and trust	engagement builds referral pathways	core referral mechanism	rill_2025_0825 (1).docx	able to help us with feeding	partner-led referral during responses.
Trypertocat partiteismps and trust	cingagement bultus retenut patitivays	core recenta meenamam		able to neep as wan recaing	
	Relational presence: sustained, visible	Trust and partner-led attribution as the	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025		Consistent presence signals commitment and primes communities and partners to
Hyperlocal partnerships and trust	engagement builds referral pathways	core referral mechanism	_0828 (3).docx	Definitely the community knows that we are there because	make referrals.
riypertocat partiferships and trust	engagement builtus leienat patitways	core referrat mechanism		Definitely the community knows that we are there because	
	Deletie e el mese en en enterio en enterio en	T	Transcript		Co-presenting with partners leverages their
	Relational presence: sustained, visible	Trust and partner-led attribution as the	Region_Chapter_Steady_State_David_Hicks_2025_	Let's go and do dual presence and sit among them and a	advocacy and eases warm introductions for
Hyperlocal partnerships and trust	engagement builds referral pathways	core referral mechanism	0829.docx	show of support	referrals.
	81.5		Transcript		Visible engagement at events prompts
lling and a self-residence bisses and describ	Relational presence: sustained, visible	Routine, hyperlocal partner presence	Region_Chapter_Steady_State_Alex_Taylor_2025_	people came up and they were like, thank you for what you	community inquiries, creating immediate
Hyperlocal partnerships and trust	engagement builds referral pathways	enabling warm handoffs	0905.docx	do. How do we volunteer?	volunteer and referral opportunities.
			Transcript		Partner-facilitated warm handoffs lower
	Relational presence: sustained, visible	Routine, hyperlocal partner presence	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	using a CAP partner to open those doors and facilitate that	barriers, improving access for hard-to-reach
Hyperlocal partnerships and trust	engagement builds referral pathways	enabling warm handoffs	docx	warm handoff	residents.
			Transcript		Personal familiarity from routine presence
	Relational presence: sustained, visible	Routine, hyperlocal partner presence	CAP_StaffSteady_StateApril_Jones_2025_082		encourages community trust and later
Hyperlocal partnerships and trust	engagement builds referral pathways	enabling warm handoffs	7 (1).docx	my face. They remember I showed up for	referrals to CAP.
			Transcript		Institutional meeting attendance
	Relational presence: sustained, visible	Routine, hyperlocal partner presence	CAP_Staff_Steady_State_Kristi_Collins_2025_082	we immediately started engaging with the region through our	institutionalizes relationships, producing
Hyperlocal partnerships and trust	engagement builds referral pathways	enabling warm handoffs	6.docx	quarterly regional meeting	predictable channels for partner referrals.
			Transcript		Regular tabling and event attendance
	Relational presence: sustained, visible	Routine, hyperlocal partner presence	Region_Chapter_Steady_State_Rachel_Lipoff_2025	The CAP team is always willing to table to attend events to	maintain relationships so partners route
Hyperlocal partnerships and trust	engagement builds referral pathways	enabling warm handoffs	_0908.docx	recruit volunteers.	people and resources.
			Transcript		Regular regional attendance creates familiarity
	Relational presence: sustained, visible	Routine, hyperlocal partner presence	Region_ChapterSteady_StateKrista_Coletti_20	So when I hold regional team meetings, the CAP team is	and invitations that foster partner referrals and
Hyperlocal partnerships and trust	engagement builds referral pathways	enabling warm handoffs	25_0905.docx	there	coordination.
·			Transcript		Physical co-branding at partner sites signals
	Relational presence: sustained, visible	Routine, hyperlocal partner presence	Region_Chapter_Staff_Steady_State_Shawn_Schul		availability and channels people into CAP
Hyperlocal partnerships and trust	engagement builds referral pathways	enabling warm handoffs	ze_2025_0826.docx	It needs to be more of a visible thing at their offices.	referrals.
At a contract of the contract	g-gy-oronac pauritays		Transcript CAP Staff-	and a second second	Event outreach creates repeated touchpoints
	Relational presence: sustained, visible	Routine, hyperlocal partner presence	_Steady_State_Shannon_Randolph_2025_0825.d	we go to as many health fairs or community gatherings as we	
Hyperlocal partnerships and trust	engagement builds referral pathways	enabling warm handoffs	ocx	can	clients.
17 percoeat partiferantpa and that	on Bubernent builtus reienat patilways	Chabang wann nandons		Cuii	
	Polational proconces suctained visible	Pouting hyporlocal partner press	Transcript Pegion Chapter Steady State Jacquelyn Clites	charing the relationships and mobing the introductions	Sharing relationships and introductions
Hyporlocal partnerships and trust	Relational presence: sustained, visible	Routine, hyperlocal partner presence enabling warm handoffs	Region_ChapterSteady_State_Jacquelyn_Clites_ 2025 0902.docx	sharing the relationships and making the introductions	expands referral reach beyond CAP team to regional partners.
Hyperlocal partnerships and trust	engagement builds referral pathways	cuantille Mailli Hallanii2	ZUZU_UUUCX	again.	regional partifers.

-		_			
			Transcript		Partner trust transfers to CAP, creating
	Relational presence: sustained, visible	Routine, hyperlocal partner presence	CAP_Staff_Steady_StateMargarita_Moreno_2025	service providers in their community. But that now	pathways for partners to refer clients and
Hyperlocal partnerships and trust	engagement builds referral pathways	enabling warm handoffs	_0902 (2).docx	community extending that trust to us as well.	credit services.
			Transcript		Agreed partner commitments during steady
	Relational presence: sustained, visible	Routine, hyperlocal partner presence		when we go into disaster response mode, they're going to be	state create reliable referral and mobilization
Hyperlocal partnerships and trust	engagement builds referral pathways	enabling warm handoffs	rill_2025_0825 (1).docx	able to help us with feeding.	channels during crises.
Trypertoeat partiteisings and trust	cingagement balkas referrat patriways	Chabling Wann Handons	Transcript	abte to neep as warrecamg.	Routine, embedded presence builds local
	B. C.		· · · · · · · · · · · · · · · · · · ·		*
	Relational presence: sustained, visible	Active facilitation, introductions, and		they are there, you know, three, four, five, seven days a week	trust and creates warm referral handoffs to
Hyperlocal partnerships and trust	engagement builds referral pathways	coalition-building to multiply pathways	29.docx	and they know the resident	reach residents.
			Transcript		Encouraging partners to 'use us' shows active
	Relational presence: sustained, visible	Active facilitation, introductions, and	CAP_StaffSteady_StateGaby_Perez_Albarracin_		facilitation, amplifying referral opportunities
Hyperlocal partnerships and trust	engagement builds referral pathways	coalition-building to multiply pathways	2025_0904.docx	We keep saying like, use us, use us, use us.	and partner-to-partner introductions.
			Transcript		Visible event attendance prompts inbound
	Relational presence: sustained, visible	Active facilitation, introductions, and	Region_ChapterSteady_State_Alex_Taylor_2025_	And people came up and they were like, thank you for what	volunteer inquiries and direct partner
Hyperlocal partnerships and trust	engagement builds referral pathways	coalition-building to multiply pathways	0905.docx	vou do. How do we volunteer?	introductions facilitating referral pathways.
Trypertocat partiteisinps and dust	engagement baltas ferenat patriways	countries building to matapty pairways	0000.00CX	you do. now do we volunteer.	introductions facilitating ferenal patriways.
			Transcript		Institutionalizing simple referral tools
L	Relational presence: sustained, visible	Active facilitation, introductions, and	CAP_Staff_Steady_State_Kristi_Collins_2025_082	So Joe came up with a form that the case managers can fill	converts relationships into rapid, repeatable
Hyperlocal partnerships and trust	engagement builds referral pathways	coalition-building to multiply pathways	6.docx	out to engage our team to help	partner engagements and service activations.
			Transcript		Training partners embeds service delivery into
	Relational presence: sustained, visible	Active facilitation, introductions, and	Region_Chapter_Steady_StatePriscilla_Fuentes_		partner workflows, creating consistent,
Hyperlocal partnerships and trust	engagement builds referral pathways	coalition-building to multiply pathways	_2025_0909.docx	we trained a couple of their people in home fire campaigns	partner-led referral opportunities.
			Transcript	But it's easier for us now to make referrals for these clients	Strengthened partnerships enable two-way
	Relational presence: sustained, visible	Active facilitation, introductions, and	Region_ChapterSteady_State_Rose_Taravella_20	because of the strengthening of the partnerships that have	referrals and practical resource connections,
Hyporlocal partnerships and trust	engagement builds referral pathways	1	25_0905.docx	been developed there	speeding client access to recovery supports.
Hyperlocal partnerships and trust	engagement builtus telehat patitways	coatition-building to mutuply pathways	25_0905.d0CX	been developed there	speeding chefit access to recovery supports.
			Transcript	when Red Cross doesn't have a presence in a community, it	Joint entry with trusted partners lowers barriers
	Relational presence: sustained, visible	Active facilitation, introductions, and		is best to lead with a partner organization and to go hand in	and creates immediate referral pathways in
Hyperlocal partnerships and trust	engagement builds referral pathways	coalition-building to multiply pathways	21.docx	hand	communities lacking Red Cross presence.
			Transcript		Coalition-building and resourcing build
	Relational presence: sustained, visible	Active facilitation, introductions, and	CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d	I think the biggest cap thing that we will be able to take to	partner trust, creating durable referral
Hyperlocal partnerships and trust	engagement builds referral pathways	coalition-building to multiply pathways	ocx	other geographic areas is the coalition building	networks and locally led mobilization.
, ,	, ,		Transcript		Accessing new community spaces increases
	Relational presence: sustained, visible	Active facilitation, introductions, and	CAP_Staff_Steady_State_Katrina_Long_2025_0802	building trust, being more visible. People see that we're	visibility and trust, enabling partner referrals
Hyperlocal partnerships and trust	engagement builds referral pathways	coalition-building to multiply pathways	6.docx	there.	and community engagement.
Trypertocat partiferships and trust	engagement bultus leienat patitways	Coalition-building to multiply patiways		urere.	
			Transcript CAP_Staff-		Strategic partner selection produces habitual
	Relational presence: sustained, visible	Active facilitation, introductions, and	_Steady_State_Shannon_Randolph_2025_0825.d	It really helps with the referral process later, too, because,	referral behaviors, making referrals fluid and
Hyperlocal partnerships and trust	engagement builds referral pathways	coalition-building to multiply pathways	OCX	you know, we can strategically pick these organizations	near-automatic.
			Transcript		Deep, sustained investment in partners builds
	Relational presence: sustained, visible	Active facilitation, introductions, and	CAP_StaffSteady_State_Glama_Carter2025	We go two miles deep. We have the time, we have the	trust and yields partner-driven referrals and
Hyperlocal partnerships and trust	engagement builds referral pathways	coalition-building to multiply pathways	docx	quality, we build the trust	collaborative actions.
			Transcript		Actively sharing relationships and making
	Relational presence: sustained, visible	Active facilitation, introductions, and	Region_ChapterSteady_State_Jacquelyn_Clites_	I think a large part of it is sharing the relationships and	introductions multiplies pathways and
Hyperlocal partnerships and trust	engagement builds referral pathways	coalition-building to multiply pathways	2025 0902.docx	making the introductions again	spreads referral capacity across teams.
Try portocal partitionings and addit	on Babanian balla i ordina padiwaya	occasion building to mutupty pathways	_	Trianing are an area and a decirity agains	1
	Deletional presentes and the "	Active facilitation is to division in	Transcript	I facilitated introduction from - highhlt	Deliberate facilitation of introductions
	Relational presence: sustained, visible	Active facilitation, introductions, and	CAP_Staff_Steady_StateMargarita_Moreno_2025	I facilitated introduction from a high school to our, you	connects institutions and staff, creating new
Hyperlocal partnerships and trust	engagement builds referral pathways	coalition-building to multiply pathways	_0902 (2).docx	know, volunteer engagement manager	referral and volunteer pipelines.
			Transcript	We now have a relationship with them that when we go into	Established partner commitments translate
	Relational presence: sustained, visible	Active facilitation, introductions, and	Region_Chapter_StaffSteady_State_Michelle_Ave	disaster response mode, they're going to be able to help us	into predictable referral and operational
Hyperlocal partnerships and trust	engagement builds referral pathways	coalition-building to multiply pathways	rill_2025_0825 (1).docx	with feeding	support during disaster responses.
			Transcript		A relationship‑mapping tool makes partner
			1		roles visible, lowering friction for staff to route
	Relational presence: sustained, visible	Active facilitation, introductions, and	CAP_Staff_Steady_State_Nate_Millard_2025_0903		
Hyperlocal partnerships and trust	• • • • • • • • • • • • • • • • • • •		T	who's the relationship manager attached to that organization	
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	T	who's the relationship manager attached to that organization	referrals correctly.
Hyperlocal partnerships and trust	• • • • • • • • • • • • • • • • • • •		.docx	who's the relationship manager attached to that organization	referrals correctly. Partnership creation converted into tangible
Hypertocal partnerships and trust	engagement builds referral pathways	coalition-building to multiply pathways	.docx Transcript		referrals correctly. Partnership creation converted into tangible partnerâ€'led services like blood drives,
	engagement builds referral pathways Relational presence: sustained, visible	coalition-building to multiply pathways Active facilitation, introductions, and	.docx Transcript Region_Chapter_Steady_State_Barry_Falke_2025_	the partnerships that have been created through the CAP	referrals correctly. Partnership creation converted into tangible partnerâ€'led services like blood drives, evidencing referrals and operational
Hyperlocal partnerships and trust Hyperlocal partnerships and trust	engagement builds referral pathways	coalition-building to multiply pathways	.docx Transcript		referrals correctly. Partnership creation converted into tangible partnerâ€'led services like blood drives,
	engagement builds referral pathways Relational presence: sustained, visible	coalition-building to multiply pathways Active facilitation, introductions, and	.docx Transcript Region_Chapter_Steady_State_Barry_Falke_2025_	the partnerships that have been created through the CAP	referrals correctly. Partnership creation converted into tangible partnerâ€'led services like blood drives, evidencing referrals and operational
	engagement builds referral pathways Relational presence: sustained, visible	coalition-building to multiply pathways Active facilitation, introductions, and	.docx Transcript Region_Chapter_Steady_State_Barry_Falke_2025_ 0909.docx	the partnerships that have been created through the CAP	referrals correctly. Partnership creation converted into tangible partnerâ€'led services like blood drives, evidencing referrals and operational collaboration.

		T	I	T	In
1			Transcript		Regular presence and communication prime
<u>.</u>	Relational presence: sustained, visible	Active facilitation, introductions, and	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	Definitely the community knows that we are there because	partners to recognize needs and refer
Hyperlocal partnerships and trust	engagement builds referral pathways	coalition-building to multiply pathways	_0828 (3).docx	as we always say, presence is a mission	residents to services promptly.
1		Institutional enablers: tools,	Transcript		Regular leadership briefings reinforce
	Relational presence: sustained, visible	embedding, training, and consistent	CAP_StaffSteady_StateGaby_Perez_Albarracin_	Just having those conversations with the regional leadership	consistent messaging and keep CAP visible
Hyperlocal partnerships and trust	engagement builds referral pathways	messaging	2025_0904.docx	and say, like, we are here.	for partner referrals.
		Institutional enablers: tools,	Transcript		Regular scheduled meetings institutionalize
1	Relational presence: sustained, visible	embedding, training, and consistent	Region_ChapterSteady_State_Alex_Taylor_2025_		partner coordination and enable predictable
Hyperlocal partnerships and trust	engagement builds referral pathways	messaging	0905.docx	We meet for a collaboration meeting every two weeks.	referral routing.
Trypertocal partiterships and trust	engagement builds referral pathways			We meet for a cottaboration meeting every two weeks.	-
İ	5.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1	Institutional enablers: tools,	Transcript		Simple outreach tools like booths create
l.,, ., ., .	Relational presence: sustained, visible	embedding, training, and consistent	CAP_StaffSteady_StateApril_Jones_2025_082	there matters because that opens the door for people to	visible entry points for referrals and partner
Hyperlocal partnerships and trust	engagement builds referral pathways	messaging	7 (1).docx	come to your booth to	conversations.
		Institutional enablers: tools,	Transcript		A simple referral form formalizes partner-to-
	Relational presence: sustained, visible	embedding, training, and consistent	CAP_Staff_Steady_State_Kristi_Collins_2025_082	So Joe came up with a form that the case managers can fill	CAP referrals, reducing friction and speeding
Hyperlocal partnerships and trust	engagement builds referral pathways	messaging	6.docx	out to engage our team to help.	response.
	1	Institutional enablers: tools,	Transcript		Standardized resource guides embed
	Relational presence: sustained, visible	embedding, training, and consistent		those clients receive the resource guide as part of that red	consistent messaging and make referrals
Hunaria ad partnershine and trust			0908.docx	folder	
Hyperlocal partnerships and trust	engagement builds referral pathways	messaging		lotuei	discoverable during responses.
		Institutional enablers: tools,	Transcript		Training partner staff transfers capacity and
	Relational presence: sustained, visible	embedding, training, and consistent	Region_Chapter_Steady_StatePriscilla_Fuentes_		embeds service delivery into everyday partner
Hyperlocal partnerships and trust	engagement builds referral pathways	messaging	_2025_0909.docx	we trained a couple of their people in home fire campaigns.	workflows.
<u> </u>		Institutional enablers: tools,	Transcript		Active introductions institutionalize
ĺ	Relational presence: sustained, visible	embedding, training, and consistent	CAP_Staff_Steady_State_Simone_Moore_2025_08	They're depending on us to make those introductions,	relationships, turning visibility into repeatable
Hyperlocal partnerships and trust	engagement builds referral pathways	messaging	21.docx	which it's what we're doing.	referral pathways.
Try percoeur pararersmps and trast	crigagement builds referral patriways			William to Wilde We to doing.	
İ		Institutional enablers: tools,	Transcript		Coalition-building plus funding embeds
	Relational presence: sustained, visible	embedding, training, and consistent	CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d	I think the biggest cap thing that we will be able to take to	partnerships and builds sustained referral
Hyperlocal partnerships and trust	engagement builds referral pathways	messaging	ocx	other geographic areas is the coalition building.	infrastructure and trust.
		Institutional enablers: tools,	Transcript		Regular invitations and shared meeting space
1	Relational presence: sustained, visible	embedding, training, and consistent	Region_ChapterSteady_StateKrista_Coletti_20	So when I hold regional team meetings, the CAP team is	institutionalize CAP presence and ease referral
Hyperlocal partnerships and trust	engagement builds referral pathways	messaging	25_0905.docx	there,	coordination.
		Institutional enablers: tools,	Transcript		Visible embedding into new spaces builds
İ	Relational presence: sustained, visible	embedding, training, and consistent	CAP_Staff_Steady_State_Katrina_Long_2025_0802		recognition and opens partner referral
16			6.docx	People see that we're there.	opportunities over time.
Hyperlocal partnerships and trust	engagement builds referral pathways	messaging		reopte see that we le there.	''
		Institutional enablers: tools,	Transcript CAP_Staff-		Strategic partner selection and ongoing
	Relational presence: sustained, visible	embedding, training, and consistent	_Steady_State_Shannon_Randolph_2025_0825.d	It really helps with the referral process later, too, because,	support institutionalize referral flows and
Hyperlocal partnerships and trust	engagement builds referral pathways	messaging	OCX	you know, we can strategically pick these organizations.	reduce reliance on ad hoc outreach.
1		Institutional enablers: tools,	Transcript		Deep, consistent investment and visible
	Relational presence: sustained, visible	embedding, training, and consistent	CAP_StaffSteady_State_Glama_Carter2025	We go two miles deep. We have the time, we have the	assistance build trust and transform partners
Hyperlocal partnerships and trust	engagement builds referral pathways	messaging	docx	quality, we build the trust.	into referral allies.
, p p p		Institutional enablers: tools,	Transcription	So with cap, with just focusing on one county and really	Hyperlocal focus institutionalizes presence,
1	Deletional accessors and circles		· · · · · · · · · · · · · · · · · · ·		
	Relational presence: sustained, visible	embedding, training, and consistent	Region_ChapterSteady_State_Alicia_Dougherty_	drilling down even more specifically to the community, it	enabling deeper partner trust and sustained
Hyperlocal partnerships and trust	engagement builds referral pathways	messaging	2025_0908 (1).docx	allows us deeper engagement.	referral pathways.
1		Institutional enablers: tools,	Transcript		Sharing relationships and making
1	Relational presence: sustained, visible	embedding, training, and consistent	Region_ChapterSteady_State_Jacquelyn_Clites_	I think a large part of it is sharing the relationships and	introductions embeds networks across
Hyperlocal partnerships and trust	engagement builds referral pathways	messaging	2025_0902.docx	making the introductions again.	teams, widening referral opportunities.
		Institutional enablers: tools,	Transcript		CAP teams acting as partnership experts
1	Relational presence: sustained, visible	embedding, training, and consistent	Region_Chapter_Steady_StateMark_Beddingfield	And the CAP teams, they're sort of that subject matter expert	provide partner identification and matching,
				The state of the s	I:
Hyperlocal partnerships and trust		messaging	2025 0828 docx	when it comes to nartnerships and things like that	
Hyperlocal partnerships and trust	engagement builds referral pathways	messaging	_2025_0828.docx	when it comes to partnerships and things like that.	enabling efficient referral connections.
Hyperlocal partnerships and trust				when it comes to partnerships and things like that.	
Hyperlocal partnerships and trust	engagement builds referral pathways	Institutional enablers: tools,	Transcript	when it comes to partnerships and things like that.	Consistent, concise service messaging equips
	engagement builds referral pathways Relational presence: sustained, visible	Institutional enablers: tools, embedding, training, and consistent	Transcript Region_Chapter_Steady_State_David_Hicks_2025_		Consistent, concise service messaging equips partners to accurately refer community
Hyperlocal partnerships and trust Hyperlocal partnerships and trust	engagement builds referral pathways	Institutional enablers: tools,	Transcript	when it comes to partnerships and things like that. They speak to all of our lines of service.	Consistent, concise service messaging equips
	engagement builds referral pathways Relational presence: sustained, visible	Institutional enablers: tools, embedding, training, and consistent	Transcript Region_Chapter_Steady_State_David_Hicks_2025_		Consistent, concise service messaging equips partners to accurately refer community
	engagement builds referral pathways Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging Operational constraints and	Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript		Consistent, concise service messaging equips partners to accurately refer community members to appropriate services. On-the-ground interactions convert visibility
Hyperlocal partnerships and trust	engagement builds referral pathways Relational presence: sustained, visible engagement builds referral pathways Relational presence: sustained, visible	Institutional enablers: tools, embedding, training, and consistent messaging Operational constraints and sustainment: follow-through, capacity,	Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript Region_ChapterSteady_State_Alex_Taylor_2025_	They speak to all of our lines of service.	Consistent, concise service messaging equips partners to accurately refer community members to appropriate services. On-the-ground interactions convert visibility into inbound referrals and volunteer leads,
	engagement builds referral pathways Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging Operational constraints and sustainment: follow-through, capacity, resources, and measurement	Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx		Consistent, concise service messaging equips partners to accurately refer community members to appropriate services. On-the-ground interactions convert visibility into inbound referrals and volunteer leads, needing timely operational follow-up.
Hyperlocal partnerships and trust	engagement builds referral pathways Relational presence: sustained, visible engagement builds referral pathways Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging Operational constraints and sustainment: follow-through, capacity, resources, and measurement Operational constraints and	Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx Transcript	They speak to all of our lines of service. we volunteer? And Nicole gave him her card. Yeah.	Consistent, concise service messaging equips partners to accurately refer community members to appropriate services. On-the-ground interactions convert visibility into inbound referrals and volunteer leads, needing timely operational follow-up. Sustained followâ6'through and presence
Hyperlocal partnerships and trust Hyperlocal partnerships and trust	engagement builds referral pathways Relational presence: sustained, visible engagement builds referral pathways Relational presence: sustained, visible engagement builds referral pathways Relational presence: sustained, visible	Institutional enablers: tools, embedding, training, and consistent messaging Operational constraints and sustainment: follow-through, capacity, resources, and measurement Operational constraints and sustainment: follow-through, capacity,	Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx Transcript CAP_Staff_Steady_State_April_Jones_2025_082	They speak to all of our lines of service. we volunteer? And Nicole gave him her card. Yeah. showing up for them, asking them questions and just being	Consistent, concise service messaging equips partners to accurately refer community members to appropriate services. On-the-ground interactions convert visibility into inbound referrals and volunteer leads, needing timely operational follow-up. Sustained followâ6'through and presence convert contacts into dependable referral
Hyperlocal partnerships and trust	engagement builds referral pathways Relational presence: sustained, visible engagement builds referral pathways Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging Operational constraints and sustainment: follow-through, capacity, resources, and measurement Operational constraints and	Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx Transcript	They speak to all of our lines of service. we volunteer? And Nicole gave him her card. Yeah.	Consistent, concise service messaging equips partners to accurately refer community members to appropriate services. On-the-ground interactions convert visibility into inbound referrals and volunteer leads, needing timely operational follow-up. Sustained followâ6'through and presence
Hyperlocal partnerships and trust Hyperlocal partnerships and trust	engagement builds referral pathways Relational presence: sustained, visible engagement builds referral pathways Relational presence: sustained, visible engagement builds referral pathways Relational presence: sustained, visible	Institutional enablers: tools, embedding, training, and consistent messaging Operational constraints and sustainment: follow-through, capacity, resources, and measurement Operational constraints and sustainment: follow-through, capacity,	Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx Transcript CAP_Staff_Steady_State_April_Jones_2025_082	They speak to all of our lines of service. we volunteer? And Nicole gave him her card. Yeah. showing up for them, asking them questions and just being	Consistent, concise service messaging equips partners to accurately refer community members to appropriate services. On-the-ground interactions convert visibility into inbound referrals and volunteer leads, needing timely operational follow-up. Sustained followâ6'through and presence convert contacts into dependable referral
Hyperlocal partnerships and trust Hyperlocal partnerships and trust	engagement builds referral pathways Relational presence: sustained, visible engagement builds referral pathways Relational presence: sustained, visible engagement builds referral pathways Relational presence: sustained, visible	Institutional enablers: tools, embedding, training, and consistent messaging Operational constraints and sustainment: follow-through, capacity, resources, and measurement Operational constraints and sustainment: follow-through, capacity, resources, and measurement	Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx Transcript CAP_Staff_Steady_State_April_Jones_2025_082 7 (1).docx	They speak to all of our lines of service. we volunteer? And Nicole gave him her card. Yeah. showing up for them, asking them questions and just being	Consistent, concise service messaging equips partners to accurately refer community members to appropriate services. On-the-ground interactions convert visibility into inbound referrals and volunteer leads, needing timely operational follow-up. Sustained followâ¢'through and presence convert contacts into dependable referral pathways requiring persistence.

Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Operational constraints and sustainment: follow-through, capacity, resources, and measurement	Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript	dual presence and sit among them and a show of support, you	Coâ¢'presence with partners provides visible endorsement that encourages referrals and quick mobilization when needed.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Micro‑grants as rapid, small‑dollar operational problem‑solvers	CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx	He said something like give partners money for, I don't know, first aid equipment.	Shows CAP uses small equipment grants to directly boost partner operational capability.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Micro‑grants as rapid, small‑dollar operational problem‑solvers	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minole tti_2025_0904.docx	So again, it wasn't dollars that would have come to the Red Cross. It might have even been in the form of gift cards or something.	Describes small cash-like supports (gift cards) as a rapid way to resource partners for immediate needs.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Micro‑grants as rapid, small‑dollar operational problem‑solvers	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_082 6.docx	And one of our partners that we bought a case management vehicle for, they have housing resources.	Vehicle and equipment grants directly extend partner mobility and service delivery capacity.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Micro‑grants as rapid, small‑dollar operational problem‑solvers	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025 _0908.docx	And the CAT program gave that grant and we did a whole ribbon cutting for three, three organizations that we, that we provided that.	Explicitly mentions providing grants to partners, supporting visibility and partner-led service delivery.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Microâ¢'grants as rapid, smallâ¢'dollar operational problemâ¢'solvers	Transcript	the investments that CAP has been Able to make like with a kitchen and the. The mobile unit for health care.	Equipment investments demonstrate CAP's capacity to materially enable partner-led services and credibility.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Micro⢑grants as rapid, small⢑dollar operational problem⢑solvers	Transcript		Illustrates modest grants can substantially increase partner readiness and value in rural contexts.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Micro‑grants as rapid, small‑dollar operational problem‑solvers	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_08 21.docx	getting the smoke alarms from	Indicates equipment provision (smoke alarms) enables partner events and shared delivery capacity.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Micro‑grants as rapid, small‑dollar operational problem‑solvers	Transcript CAP_Staff_Steady_StateJosh_Riddle_2025_0911.docx	of smoke alarms in their tool shed and then as they're talking to their. Their neighborhood every single day, they can just do these one off smoke alarm installs as they come	Stockpiling small supplies locally enables opportunistic partner-led interventions and faster responses.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Micro‑grants as rapid, small‑dollar operational problem‑solvers	Transcript Region_ChapterSteady_StateKrista_Coletti_20 25_0905.docx	the CAP in their, their first year had that, that money carrot to dangle, right is we're going to give you funding for this enhancement.	Describes early enhancement funding used as incentives to encourage partner participation and build capacity.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Micro‑grants as rapid, small‑dollar operational problem‑solvers	Transcript CAP_StaffSteady_State_Glama_Carter2025 docx	One is very tangible, which is definitely having the budget to help our partners increase their capacity because they have limited capacity.	Indicates targeted budgeted enhancements function like micro-grants to expand partner capabilities and volunteers.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Micro‑grants as rapid, small‑dollar operational problem‑solvers	Transcription Region_ChapterSteady_State_Alicia_Dougherty_ 2025_0908 (1).docx	Because the CAP team, they do bring in resources and other things that we don't have locally. You know, they have a budget that they can help enhance services.	Notes CAP budget supplements local partners, acting as small-scale funding to enhance services.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Micro‑grants as rapid, small‑dollar operational problem‑solvers	Transcript Region_ChapterSteady_State_Jacquelyn_Clites_ 2025_0902.docx	But then we also integrated sort of a micro grant process where cdpms can be out in the community.	Reports formal micro-grant process empowered local staff to address community needs with tailored solutions.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Microâ€'grants as rapid, smallâ€'dollar operational problemâ€'solvers	Transcript CAP_Staff_Steady_StateMargarita_Moreno_2025 _0902 (2).docx	Or a mini grant that hey, you get a competitive sort of mini Grant for schools who would like to start a club	Positions mini-grants as startup funding enabling under-resourced partners to launch activities and replicate.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Micro‑grants as rapid, small‑dollar operational problem‑solvers	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903 .docx	a couple thousand dollars to a small organization to repair their air conditioning unit goes a long way.	Demonstrates micro-grants (few thousand dollars) solve discrete operational barriers effectively.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Micro‑grants as rapid, small‑dollar operational problem‑solvers	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025 _0828 (3).docx	I think there was yet one of the pant food pantry pantries needed extra storage and we purchased a freezer.	Small appliance purchases resolve partner storage constraints and immediately enable service continuity.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Micro‑grants as rapid, small‑dollar operational problem‑solvers	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025. docx	we'll have to dip into some cap resources probably to provide that to our partners.	Describes using CAP resources to provision partners, functioning as seed funding to build trust and access.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Targeted equipment and in‑kind provisioning to expand operations	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx	He said something like give partners money for, I don't know, first aid equipment. You know, something like that.	Shows CAP directs small grants or equipment to external partners to boost their operational capabilities.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Targeted equipment and inâ€'kind provisioning to expand operations	Transcript CAP_StaffSteady_StateGaby_Perez_Albarracin_ 2025_0904.docx	utilize that CAP program in different ways as in like can they help with grant writing that is time consuming.	Indicates CAP supports partners through grant-writing facilitation rather than direct monetary microâ6' grants.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Targeted equipment and in‑kind provisioning to expand operations	Transcript Region_ChapterSteady_State_Maria_Center_202 5_0827.docx	They provided a million dollar, you know, anchorfunding forthis program	Anchor funding served as catalytic investment enabling partner support and initial capacity building.

			Transcript		Highlights how local equipment and training
	Partner resourcing: micro-grants and	Targeted equipment and in‑kind		be responders, they would be 10 minutes away instead of	drastically shorten response times, unlocking
Hyperlocal partnerships and trust	equipment unlock partner capacity	provisioning to expand operations	tti 2025 0904.docx	three hours away. That	partner effectiveness.
Try porto out paranerompe and a doc	oquipmont unto on pararor capacity	provisioning to expand operations	Transcript	and notice and and and	Stakeholders perceive CAP funding as the
	Partner resourcing: micro-grants and	Targeted equipment and in‑kind	Region_ChapterSteady_State_Alex_Taylor_2025_	directors are like, well, this is just cap, but without the	primary enabler for forming and sustaining
Hyperlocal partnerships and trust	equipment unlock partner capacity	provisioning to expand operations	0905.docx	money.	partnerships.
.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		P	Transcript	,	Equipment investments (kitchen, mobile
	Partner resourcing: micro-grants and	Targeted equipment and in‑kind	1	investments that CAP has been Able to make like with a	health unit) built partner credibility and
Hyperlocal partnerships and trust	equipment unlock partner capacity	provisioning to expand operations	n_2025_0825.docx	kitchen and the. The mobile unit for health care.	enabled tangible community services.
ny portocat partnersings and trast	ечиртите интоск раннег сараску	provisioning to expand operations	Transcript	Received and are. The mobile unit for freature care.	Argues for trusting partners with resources,
	Partner resourcing: micro-grants and	Targeted equipment and in‑kind	1 1 1 1	maybe we need to trust our partners by like, giving them the	letting inâ€'kind support and microâ€'grants
Hyperlocal partnerships and trust	equipment unlock partner capacity	provisioning to expand operations	2025 0909.docx	resources and then allowing them to do it.	enable autonomous delivery.
Trypertoeat partite simps and trust	ечиртите интоск раннег сараску	provisioning to expand operations	Transcript	resources and aren accowing them to do it.	
	Partner resourcing: micro-grants and	Targeted equipment and in‑kind	1 1 1 1	We had a nice press conference when we gave three partners	CAP distributed vehicles and organized material drives, expanding partner logistics
Hyperlocal partnerships and trust	equipment unlock partner capacity	provisioning to expand operations	25_0905.docx	each and an urban style vehicle.	and inâ€'kind resource distribution capacity.
Trypertocal partiterships and dust	equipment untock partner capacity	provisioning to expand operations		each and an arban style vernicle.	
	Darka a sana sana sana sana sana sana sana	Toward and in South and	Transcript		Illustrates CAP sourced smoke alarms to
	Partner resourcing: micro-grants and	Targeted equipment and inâ€'kind	CAP_Staff_Steady_State_Simone_Moore_2025_08		partners, enabling joint community
Hyperlocal partnerships and trust	equipment unlock partner capacity	provisioning to expand operations	21.docx	we're getting the smoke alarms from them anyway.	installation events and outreach.
	D	T	Transcript	4	Placing equipment locally enables partners to
Ultimated and an administration and desired	Partner resourcing: micro-grants and	Targeted equipment and inâ€'kind		they can just do these one off smoke alarm installs as they	perform routine, opportunistic installs
Hyperlocal partnerships and trust	equipment unlock partner capacity	provisioning to expand operations	OCX	come up	without centralized scheduling.
			Transcript		
	Partner resourcing: micro-grants and	Targeted equipment and in‑kind	Region_Chapter_Staff_Steady_State_Shawn_Schul	the enhancements are normally just for them to give money	Frames enhancements as partner grants that
Hyperlocal partnerships and trust	equipment unlock partner capacity	provisioning to expand operations	ze_2025_0826.docx	to a partner.	increase resilience and local service capacity.
			Transcript		Budgeted enhancement projects directly
	Partner resourcing: micro-grants and	Targeted equipment and in‑kind	CAP_StaffSteady_State_Glama_Carter2025	One is very tangible, which is definitely having the budget to	increase partner efficiency, enabling volunteer
Hyperlocal partnerships and trust	equipment unlock partner capacity	provisioning to expand operations	docx	help our partners increase their capacity	sharing and expanded services.
			Transcription		Confirms CAP provides budgeted resources
	Partner resourcing: micro-grants and	Targeted equipment and in‑kind	Region_ChapterSteady_State_Alicia_Dougherty_		that enhance local partner services and
Hyperlocal partnerships and trust	equipment unlock partner capacity	provisioning to expand operations	2025_0908 (1).docx	they have a budget that they can help enhance services.	capacity.
			Transcript		Example demonstrates equipment provision
	Partner resourcing: micro-grants and	Targeted equipment and in‑kind	CAP_Staff_Steady_StateMargarita_Moreno_2025	had provided laundry, like washer and dryer to a partner and	enabling partner services for disaster
Hyperlocal partnerships and trust	equipment unlock partner capacity	provisioning to expand operations	_0902 (2).docx	they were able to offer laundry services to home fire client.	survivors, expanding immediate support.
			Transcript		Shows significant local investment can be
	Partner resourcing: micro-grants and	Targeted equipment and in‑kind	Region_Chapter_Steady_State_Barry_Falke_2025_	we've been able to invest \$1.2 million in this county of	applied to build partner capacity, though not
Hyperlocal partnerships and trust	equipment unlock partner capacity	provisioning to expand operations	0909.docx	50,000 people.	scalable everywhere.
			Transcript		CAP-funded trainings strengthened partner
	Partner resourcing: micro-grants and	Capacity‑building: training,	CAP_Staff_Steady_State_Curtis_Morman_2025_08		skills and expanded community training
Hyperlocal partnerships and trust	equipment unlock partner capacity	grantâ€'writing, and resource mapping	29.docx	We have paid for cpr, AED training, first aid training.	reach.
			Transcript		CAP-supported grant-writing assistance helps
	Partner resourcing: micro-grants and	Capacity‑building: training,	CAP_StaffSteady_StateGaby_Perez_Albarracin_		partners pursue funding and build
Hyperlocal partnerships and trust	equipment unlock partner capacity	grantâ€'writing, and resource mapping	2025_0904.docx	can they help with grant writing that is time consuming.	sustainable resourcing capacity.
			Transcript		Engaging local funders expanded grant
	Partner resourcing: micro-grants and	Capacity‑building: training,	CAP_Staff_Steady_State_Kristi_Collins_2025_082	they help the community quite a bit with grants and different	opportunities that could indirectly strengthen
Hyperlocal partnerships and trust	equipment unlock partner capacity	grantâ€'writing, and resource mapping	6.docx	programs	partner resource bases.
			Transcript		CAP funding reaches organizations excluded
	Partner resourcing: micro-grants and	Capacity‑building: training,	Region_Chapter_StaffSteady_StateTerry_Stigdo	money they're able to give to these organizations that	from traditional grants, strengthening local
Hyperlocal partnerships and trust	equipment unlock partner capacity	grantâ€'writing, and resource mapping	n_2025_0825.docx	wouldn't qualify for other funding	partner sustainability and services.
			Transcript		Transparent grant allocations are needed so
	Partner resourcing: micro-grants and	Capacity‑building: training,	Region_Chapter_Steady_StatePriscilla_Fuentes_	I feel like we didn't, we didn't even know how much they	teams can coordinate priorities and partner
Hyperlocal partnerships and trust	equipment unlock partner capacity	grantâ€'writing, and resource mapping	_2025_0909.docx	were granting to specific partners.	expectations effectively.
			Transcript		Monthly grants workshops build partners'
	Partner resourcing: micro-grants and	Capacity‑building: training,	Region_ChapterSteady_State_Rose_Taravella 20	she holds a grants workshop once a month for all of her	grant-writing skills when direct micro‑grants
Hyperlocal partnerships and trust	equipment unlock partner capacity	grantâ€'writing, and resource mapping	25_0905.docx	partners	are unaffordable.
			Transcript	We can apply for some different enhancement fundings if	An application pathway enables targeted
	Partner resourcing: micro-grants and	Capacity‑building: training,	Region_ChapterSteady_StateKrista_Coletti_20	we determine there's a need we might be able to support in	enhancements but requires clear criteria and
Hyperlocal partnerships and trust	equipment unlock partner capacity	grantâ€'writing, and resource mapping	25 0905.docx	that community.	timely administrative processes.
		, , , , , , , , , , , , , , , , , , ,	Transcription	,	CAP's budget and introductions bolster
	Partner resourcing: micro-grants and	Capacity‑building: training,	Region_ChapterSteady_State_Alicia_Dougherty_	Because the CAP team, they do bring in resources and other	partner capacity by filling local resource gaps
Hyperlocal partnerships and trust	equipment unlock partner capacity	grantâ€'writing, and resource mapping	2025 0908 (1).docx	things that we don't have locally.	and enabling collaborations.
71		o	Transcript	G	Micro-grant processes empowered field staff
	Partner resourcing: micro-grants and	Capacity‑building: training,	Region_ChapterSteady_State_Jacquelyn_Clites_	we also integrated sort of a micro grant process where	to identify needs and deliver tailored
Hyperlocal partnerships and trust	equipment unlock partner capacity	grantâ€'writing, and resource mapping	2025 0902.docx	cdpms can be out in the community.	community solutions quickly.
1.7 porto out pararerompo ana dust	oquipinont untook partitor outlacity	Torantas withing, and resource mapping	_020_000Z.000X	oapmo oan oo outin the community.	oonmanity ootations quickty.

	<u> </u>	1	I	T	Ta
			Transcript		Small micro-grants address immediate
	Partner resourcing: micro-grants and	Capacity‑building: training,	CAP_Staff_Steady_State_Nate_Millard_2025_0903	like these little micro funding that we're doing across the	operational barriers and materially increase
Hyperlocal partnerships and trust	equipment unlock partner capacity	grantâ€'writing, and resource mapping	.docx	region, a couple thousand dollars to a small organization	partner service capacity.
			Transcript		Investing in local partners creates incentives
	Partner resourcing: micro-grants and	Capacityâ€'building: training,	Region_Chapter_Steady_State_Barry_Falke_2025_	And we have to fund the levers to encourage those	for collaboration and improves community-
Hyperlocal partnerships and trust	equipment unlock partner capacity	grantâ€'writing, and resource mapping	0909.docx	partnerships that are partners.	level preparedness capacity.
			Transcript		CAP supports partners via grantâ€'writing
	Partner recoursing micro grants and	Anchor and pooled funding strategies	CAP_StaffSteady_StateGaby_Perez_Albarracin_	utilize that CAP program in different ways as in like can they	facilitation, enabling funding access even
I have and a seal or and a seal him a seal demand	Partner resourcing: micro-grants and			1	
Hyperlocal partnerships and trust	equipment unlock partner capacity	for catalytic scaling	2025_0904.docx	help with grant writing	without direct micro‑grants.
			Transcript		Equipping local partners shortens response
	Partner resourcing: micro-grants and	Anchor and pooled funding strategies		those relationships and equip them to be responders, they	times, amplifying operational reach and
Hyperlocal partnerships and trust	equipment unlock partner capacity	for catalytic scaling	tti_2025_0904.docx	would be 10 minutes away instead of three hours	immediacy.
			Transcript		Stakeholders see CAP funding as essential
	Partner resourcing: micro-grants and	Anchor and pooled funding strategies	Region_ChapterSteady_State_Alex_Taylor_2025_	it sure is easy for CAP to come in and build partnerships if	incentive enabling partner engagement and
Hyperlocal partnerships and trust	equipment unlock partner capacity	for catalytic scaling	0905.docx	they've got the money to back it	collaboration.
		, ,	Transcript	had provided laundry, like washer and dryer to a partner and	Miniâ€'grants and equipment seed partner
	Dortner recoursing miero grante and	Anobar and no alad funding atratagion	l ·	they were able to offer laundry services to home fire client.	
	Partner resourcing: micro-grants and	Anchor and pooled funding strategies	CAP_Staff_Steady_StateMargarita_Moreno_2025		programs, enabling practical services and
Hyperlocal partnerships and trust	equipment unlock partner capacity	for catalytic scaling	_0902 (2).docx	And my take from that was not just that they	inspiring replication.
			Transcript		Highlights ambiguity about CAP's cash role;
	Partner resourcing: micro-grants and	Governance, transparency, and	CAP_StaffSteady_StateGaby_Perez_Albarracin_	been there. There's always this, like, wait, you're asking for	transparency over funding expectations is
Hyperlocal partnerships and trust	equipment unlock partner capacity	sustainability safeguards for resourcing	2025_0904.docx	money, but you're also giving money.	required.
			Transcript		Simple tracking improved transparency and
	Partner resourcing: micro-grants and	Governance, transparency, and	Region_Chapter_Staff_Steady_State_Caedy_Minole		matched donated items to partner needs
Hyperlocal partnerships and trust	equipment unlock partner capacity	sustainability safeguards for resourcing	tti_2025_0904.docx	create kind of a spreadsheet of needs and resources.	efficiently.
rijporto out paranoiompo ana taot	очиртот итто окранито оправлу	castantability careguatus for recoursing		oreate tains of a opression on the sac and reconstruct	
	Dada anno anno anno anno anno anno	0	Transcript		Perception that funding enables partnerships
	Partner resourcing: micro-grants and	Governance, transparency, and	Region_ChapterSteady_State_Alex_Taylor_2025_		underscores need for transparent, equitable
Hyperlocal partnerships and trust	equipment unlock partner capacity	sustainability safeguards for resourcing	0905.docx	this is just cap, but without the money.	allocation processes.
			Transcript		Indicates regional variation; governance
	Partner resourcing: micro-grants and	Governance, transparency, and	Region_Chapter_Staff_Steady_State_Shawn_Schul	it seems like down in South Texas, it's been used as more of	needed to standardize equitable use of funds
Hyperlocal partnerships and trust	equipment unlock partner capacity	sustainability safeguards for resourcing	ze_2025_0826.docx	a grant opportunity for our partners	and expectations.
			Transcript		Proposes competitive mini-grants for
	Partner resourcing: micro-grants and	Governance, transparency, and	CAP_Staff_Steady_StateMargarita_Moreno_2025	Or a mini grant that hey, you get a competitive sort of mini	schools; governance must define criteria,
Hyperlocal partnerships and trust	equipment unlock partner capacity	sustainability safeguards for resourcing	_0902 (2).docx	Grant for schools	transparency, and sustainability.
riypertocat partiferships and trust	equipment untock partite capacity	sustainability salegualus for resourcing		Office for Schools	<u> </u>
			Transcript		Proposes standardized micro-grant units and
	Partner resourcing: micro-grants and	Governance, transparency, and	CAP_Staff_Steady_State_Nate_Millard_2025_0903		pooled funds; governance needed for fair
Hyperlocal partnerships and trust	equipment unlock partner capacity	sustainability safeguards for resourcing	.docx	I could have served 200 partners at \$5,000 a piece.	distribution.
	Partner-led service delivery: partners		Transcript		Pilot trains partners to canvass
	facilitating smoke-alarm, home-fire, and	Partners as trusted local access points	CAP_Staff_Steady_State_Curtis_Morman_2025_08	fire campaign where they actually get the training from the	neighborhoods and install smoke alarms,
Hyperlocal partnerships and trust	blood-drive work	driving smoke-alarm outreach	29.docx	local	increasing local outreach capacity.
	Partner-led service delivery: partners		Transcript		CAP promotion with partners increased
	facilitating smoke-alarm, home-fire, and	Partners as trusted local access points	-	We have been promoting it with our partners, bringing more	appointments and successful smoke-alarm
Hyperlocal partnerships and trust	blood-drive work	driving smoke-alarm outreach	2025_0904.docx	awareness.	installations through trusted local channels.
1.1, postocat particionipo ana trast		and a stroke attain outleach		una.oooo.	1
	Partner-led service delivery: partners	la	Transcript	T. 04T	Partners attended and supported Sound the
	facilitating smoke-alarm, home-fire, and	Partners as trusted local access points	Region_ChapterSteady_State_Maria_Center_202	The CAT coordinator and some friends came to our smoke	Alarm events, leveraging trust to increase
Hyperlocal partnerships and trust	blood-drive work	driving smoke-alarm outreach	5_0827.docx	alarm installation event for Sound the Alarm.	community participation.
	Partner-led service delivery: partners	1	Transcript		Trusting partners enabled access to high-need
	facilitating smoke-alarm, home-fire, and	Partners as trusted local access points	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	we were able to capitalize on that trust to be able to increase	households, boosting smoke-alarm outreach
Hyperlocal partnerships and trust	blood-drive work	driving smoke-alarm outreach	docx	the results	reach.
	Partner-led service delivery: partners	_	Transcript		Partner clergy and local contacts went door-to
	facilitating smoke-alarm, home-fire, and	Partners as trusted local access points			door, increasing trust and smoke-alarm
Hyportogal partnerships and trust	_		CAP_Staff_Steady_State_Hansel_Ibarra_2025_081	your local paster with a Red Cross going door to door	_
Hyperlocal partnerships and trust	blood-drive work	driving smoke-alarm outreach		your local pastor with a Red Cross going door to door	uptake.
	Partner-led service delivery: partners	1	Transcript		Building trust through partner engagement
	facilitating smoke-alarm, home-fire, and	Partners as trusted local access points	CAP_Staff_Steady_State_Kristi_Collins_2025_082	Finding the partners, then, you know, building trust and	enabled home outreach and identification for
Hyperlocal partnerships and trust	blood-drive work	driving smoke-alarm outreach	6.docx	volunteering with them	smoke-alarm services.
	Partner-led service delivery: partners		Transcript		Partners attend Home Fire events, supplying
	facilitating smoke-alarm, home-fire, and	Partners as trusted local access points	l ·	They also attend home fire campaign, sound the alarm	volunteers and local reach for smoke-alarm
Hyperlocal partnerships and trust	blood-drive work	driving smoke-alarm outreach	0908.docx	events.	campaigns.
11. porto da partifoloripo una duat	1	S			
	Partner-led service delivery: partners	Dorton and the state of the sta	Transcript		Partner and chapter collaborations increased
	facilitating smoke-alarm, home-fire, and	Partners as trusted local access points		they're knocking it out of the park with smoke alarm	smoke-alarm installations and community
Hyperlocal partnerships and trust	blood-drive work	driving smoke-alarm outreach	n_2025_0825.docx	installations	coverage significantly.
	Partner-led service delivery: partners	1	Transcript		CAP is training partners for a partner-direct
	facilitating smoke-alarm, home-fire, and	Partners as trusted local access points	CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d	We are working on getting them trained to be able to do the	model so they lead future smoke-alarm
Hyperlocal partnerships and trust	blood-drive work	driving smoke-alarm outreach	осх	partner direct model	installs.

	Dorther led convice delivery portners		Transariat		Stratogy prioritizas partner arganizations as
	Partner-led service delivery: partners	Partners as trusted local access points	Transcript Pegian Chapter Steady State leal Sullivan, 202	not necessarily recruiting volunteers. We're recruiting	Strategy prioritizes partner organizations as local access points for outreach and smoke-
Hyperlocal partnerships and trust	facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Region_Chapter_Steady_State_Joel_Sullivan202 5 0822.docx	partners who help us with our job	alarm activities.
Trypertocal partiteiships and trust	Partner-led service delivery: partners	unving smoke-ataim outleach	Transcript	partiers wito freep as with our job	Partner-hosted signups converted to
	facilitating smoke-alarm, home-fire, and	Partners as trusted local access points	I ·	We used partner events to sign people up for, for sound the	installation teams, leveraging local events for
Hyperlocal partnerships and trust	blood-drive work	driving smoke-alarm outreach	6.docx	alarm and had teams go out and install them.	efficient smoke-alarm outreach.
, , ,		8		8	
	Partner-led service delivery: partners		Transcript		Partners received alarms, performed
	facilitating smoke-alarm, home-fire, and	Partners as trusted local access points	Region_Chapter_Staff_Steady_State_Shawn_Schul	We give them direct supply of smoke alarms and they go put	-
Hyperlocal partnerships and trust	blood-drive work	driving smoke-alarm outreach	ze_2025_0826.docx	them in and they come back and report the numbers	enabling decentralized smoke-alarm delivery.
, ,				That family would not have received Red Cross support and	,
	Partner-led service delivery: partners		Transcription	services without that community partner calling the person	Trusted partners' referrals connected reluctant
	facilitating smoke-alarm, home-fire, and	Partners as trusted local access points	Region_ChapterSteady_State_Alicia_Dougherty_	she had a relationship with and then being able to handle	households to Red Cross smoke-alarm and
Hyperlocal partnerships and trust	blood-drive work	driving smoke-alarm outreach	2025_0908 (1).docx	that together.	home-fire assistance.
	Partner-led service delivery: partners		Transcript		Policy shift empowers partners and chapters
	facilitating smoke-alarm, home-fire, and	Partners as trusted local access points	CAP_Staff_Steady_StateMatt_Henry2025_091	We want them to take over and do a sound the alarm	to lead localized Sound the Alarm campaigns
Hyperlocal partnerships and trust	blood-drive work	driving smoke-alarm outreach	1.docx	campaign	for better reach.
	Partner-led service delivery: partners		Transcript	they are working with the Monterey Food bank and training	Integrating smoke-alarm screening into
	facilitating smoke-alarm, home-fire, and	Partners as trusted local access points	Region_Chapter_StaffSteady_State_Michelle_Ave	their workers or their volunteers when they're out delivering	partner food deliveries identifies households
Hyperlocal partnerships and trust	blood-drive work	driving smoke-alarm outreach	rill_2025_0825 (1).docx	food.	for follow-up installations effectively.
	Partner-led service delivery: partners		Transcript		Growing partnerships enabled canvassing
	facilitating smoke-alarm, home-fire, and	Partners as trusted local access points	Region_Chapter_Steady_State_Barry_Falke_2025_	we definitely began to grow partnerships, began to	and targeted Home Fire events, increasing
Hyperlocal partnerships and trust	blood-drive work	driving smoke-alarm outreach	0909.docx	intentionally schedule home fire campaign events	smoke-alarm outreach capacity.
	Partner-led service delivery: partners		Transcripts		CAP provisioning of smoke alarms and
	facilitating smoke-alarm, home-fire, and	Partners as trusted local access points	Region_Chapter_Steady_State_Jennifer_Capps_20	program purchased the smoke alarms and they also	preparedness items enabled partners to
Hyperlocal partnerships and trust	blood-drive work	driving smoke-alarm outreach	25_08_20.docx	purchased weather radios and first aid kits.	distribute materials during outreach events.
	Partner-led service delivery: partners	L	Transcript		CAP-supported partner installs expanded
11	facilitating smoke-alarm, home-fire, and	Partners as trusted local access points	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	The CAP team has supported that program by helping install	local smoke-alarm coverage through trusted
Hyperlocal partnerships and trust	blood-drive work	driving smoke-alarm outreach	_0828 (3).docx	smoke alarms in the area.	community relationships and resources.
	Partner-led service delivery: partners	Darte and a structural land and a series	Transcript		Church partnership co-hosted Sound the
Hyperlocal partnerships and trust	facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx	we are actually doing it in partnership with one of the CAP originated partners, Gospel Temple Church	Alarm events, recruiting volunteers and improving neighborhood access.
Trypertoeat partiteisings and trust	Partner-led service delivery: partners	diving smoke dami oddeden	Transcript	onginated partners, cooper rempte onaren	
	facilitating smoke-alarm, home-fire, and	Partner-direct installations: training and	CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d	on getting them trained to be able to do the partner direct	CAP is training partners for a partner-direct model to enable independent future smoke-
Hyperlocal partnerships and trust	blood-drive work	authorizing partners to perform installs	ocx	model so that, so that they can do it next time.	alarm installs.
77	Partner-led service delivery: partners	S S S S S S S S S S S S S S S S S S S	Transcript	, , , , , , , , , , , , , , , , , , , ,	Occasional partner trainings occurred,
	facilitating smoke-alarm, home-fire, and	Partner-direct installations: training and	CAP_Staff_Steady_State_Katrina_Long_2025_0802		enabling some partner participation in
Hyperlocal partnerships and trust	blood-drive work	authorizing partners to perform installs	6.docx	we did have some partners get trained for that.	mitigation or response roles.
	Partner-led service delivery: partners	-	Transcription	·	Partners volunteered for and directly
	facilitating smoke-alarm, home-fire, and	Partner-direct installations: training and	Region_ChapterSteady_State_Alicia_Dougherty_	I know that they've volunteered and done home fire install,	participated in smoke-alarm installations and
Hyperlocal partnerships and trust	blood-drive work	authorizing partners to perform installs	2025_0908 (1).docx	you know, or smoke alarm installations.	education in communities.
	Partner-led service delivery: partners		Transcript		Chapter plans to authorize partner providers
	facilitating smoke-alarm, home-fire, and	Partner-direct installations: training and	CAP_Staff_Steady_StateMargarita_Moreno_2025	hoping to get authorized providers via partners to support	to perform home installations, aiming to
Hyperlocal partnerships and trust	blood-drive work	authorizing partners to perform installs	_0902 (2).docx	with the home installation.	reduce waitlists and backlog.
	Partner-led service delivery: partners	Partners providing logistical resources	Transcript		Piloting partner-led home-fire campaigns with
	facilitating smoke-alarm, home-fire, and	and recovery support for home-fire	CAP_Staff_Steady_State_Curtis_Morman_2025_08	CAP partner led home fire campaign where they actually get	chapter training to enable partner canvassing
Hyperlocal partnerships and trust	blood-drive work	response	29.docx	the training from the local chapter	and installations.
					Established partners continue facilitating
	Partner-led service delivery: partners	Partners providing logistical resources	Transcript	No. And the reason why is because the partnerships that we	home-fire and smoke-alarm activities, with
I beneate and a salar and the	facilitating smoke-alarm, home-fire, and	and recovery support for home-fire	CAP_StaffSteady_StateGaby_Perez_Albarracin_	have developed that already participated are continuing to	CAP promoting awareness and
Hyperlocal partnerships and trust	blood-drive work	response	2025_0904.docx	participate.	appointments.
	Partner-led service delivery: partners	Partners providing logistical resources	Transcript Region Chapter Steedy State Marie Center 202		Partners hosted blood drives and supported
Humaria aal nartnarahina and toota	facilitating smoke-alarm, home-fire, and	and recovery support for home-fire	Region_ChapterSteady_State_Maria_Center_202	One of the next are of the CAT ports are did a blood did:	sickle-cell donor recruitment, aiding targeted
Hyperlocal partnerships and trust	blood-drive work	Postnera providing Logistical recourses	5_0827.docx	One of the partners of the CAT partners did a blood drive.	collection goals.
	Partner-led service delivery: partners	Partners providing logistical resources	Transcript CAP Staff Steady State Hansel Ibarra 2025 081	we're working with our local volunteer services to try to get	Partners recruited and trained as shelter
Hyperlocal partnerships and trust	facilitating smoke-alarm, home-fire, and blood-drive work	and recovery support for home-fire response	CAP_Staff_Steady_State_Hansel_Ibarra_2025_081 9.docx	some of our CAB partners to become Red Cross shelter volunteers.	volunteers, enabling rapid team-based shelter activation during disasters.
, postocut partiferenipa anu trust	Partner-led service delivery: partners	Partners providing logistical resources	Transcript	Total total	Partners provided furniture and material
	facilitating smoke-alarm, home-fire, and	and recovery support for home-fire	CAP_Staff_Steady_State_Kristi_Collins_2025_082	no one Hungry, gave them a dining room set, and I believe it	supports directly to home-fire clients, aiding
Hyperlocal partnerships and trust	blood-drive work	response	6.docx	was a sofa and some end tables	recovery and reducing client burden.
yr	Partner-led service delivery: partners	Partners providing logistical resources	Transcript		Compiled partner resource guide used in red-
	facilitating smoke-alarm, home-fire, and	and recovery support for home-fire		they have compiled their. A resource guide and a resource	folder client packets to connect home-fire
Hyperlocal partnerships and trust	blood-drive work	response	0908.docx	listing using all of their partners	clients with local supports.
At the property of the same and		t to the state of	<u>(=</u>		1

	Partner led convice deliveny, partners	Partners providing logistical recourses	Transcript		CAR built partnerships secured denated food
	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and	Partners providing logistical resources and recovery support for home-fire		the relationships and the work they've done, they're able to	CAP-built partnerships secured donated food and resources to support rapid home-fire
Hyperlocal partnerships and trust	blood-drive work	response	n 2025 0825.docx	get food at no cost to the Red	response efforts.
Trypertocal partite simps and trust	Blood dive work	Гезропас	11_2020_0020.d00X	we trained a couple of their people in home fire campaigns.	response enorts.
	Partner-led service delivery: partners	Partners providing logistical resources	Transcript	So how to install educate document, gave them the	Chapter trained and equipped partner staff,
	facilitating smoke-alarm, home-fire, and	and recovery support for home-fire	Region_Chapter_Steady_StatePriscilla_Fuentes_	materials and then let them go ahead and do the	delegating smoke-alarm installations
Hyperlocal partnerships and trust	blood-drive work	response	_2025_0909.docx	installations	integrated into partners' ongoing casework.
	Partner-led service delivery: partners	Partners providing logistical resources	Transcript		Partners rapidly engaged and integrated,
	facilitating smoke-alarm, home-fire, and	and recovery support for home-fire	Region_ChapterSteady_State_Rose_Taravella_20	they caught on like a house of fire in Atlantic county, in	providing diverse services and routine support
Hyperlocal partnerships and trust	blood-drive work	response	25_0905.docx	Atlantic City and Egg harbor, they have a bunch of partners.	for home-fire affected clients.
	Partner-led service delivery: partners	Partners providing logistical resources	Transcript		Partners recruit households for smoke-alarm
	facilitating smoke-alarm, home-fire, and	and recovery support for home-fire	CAP_Staff_Steady_State_Simone_Moore_2025_08	our organizations and have them sign up for. For smoke	events; chapters then run installation days
Hyperlocal partnerships and trust	blood-drive work	response	21.docx	alarms.	leveraging partner outreach.
	Partner-led service delivery: partners	Partners providing logistical resources	Transcript		Pre-established partners mobilize rapidly to
	facilitating smoke-alarm, home-fire, and	and recovery support for home-fire	Region_Chapter_Steady_State_Joel_Sullivan202	CAP partners were there as we were getting there because we	support disaster responses, sometimes
Hyperlocal partnerships and trust	blood-drive work	response	5_0822.docx	notified them, hey, we could use your help.	arriving before chapter staff.
					Partners installed supplied alarms and
	Partner-led service delivery: partners	Partners providing logistical resources	Transcript		reported installation counts, demonstrating
	facilitating smoke-alarm, home-fire, and	and recovery support for home-fire	Region_Chapter_Staff_Steady_State_Shawn_Schul		measurable partner-led outputs
Hyperlocal partnerships and trust	blood-drive work	response	ze_2025_0826.docx	We give them direct supply of smoke alarms and they go	(~150–200 alarms).
	Partner-led service delivery: partners	Partners providing logistical resources	Transcript CAP_Staff-		Partners are formalized through training and
	facilitating smoke-alarm, home-fire, and	and recovery support for home-fire	_Steady_State_Shannon_Randolph_2025_0825.d	ha ia DAT tanàna dia makambana antana	Volunteer Connection, enabling them to
Hyperlocal partnerships and trust	blood-drive work	response	ocx	he is DAT trained and in volunteer connection.	participate in home-fire responses.
	Partner-led service delivery: partners	Partners providing logistical resources	Transcript		Partners act as first-alerts, notifying Red Cross
Live or a collecte or a big a condition	facilitating smoke-alarm, home-fire, and	and recovery support for home-fire	CAP_Staff_Steady_StateMargarita_Moreno_2025	they called up first and our debt rooms aders were doing out	so responders can be routed promptly to
Hyperlocal partnerships and trust	blood-drive work	response	_0902 (2).docx	they called us first and our debt responders were going out	home fires.
	Partner-led service delivery: partners	Partners providing logistical resources	Transcript Region Chapter Staff Steady State Michelle Ave	they are working with the Monterey Food bank and training	CAP trains partner staff/volunteers to identify
Hyperlocal partnerships and trust	facilitating smoke-alarm, home-fire, and blood-drive work	and recovery support for home-fire response	Region_Chapter_StaffSteady_State_Michelle_Ave rill_2025_0825 (1).docx	their workers or their volunteers	smoke-alarm needs during routine food distributions, expanding screening reach.
riypertocat partirerships and trust	blood-drive work	leapoliae	IIII_2023_0023 (1).00Cx	their workers of their votanteers	
	Portner led convice delivery portners	Dorth are providing lagistical recourses	Transprint	But walve seen literally hundreds and hundreds of mare	CAP-enabled partnerships coincided with substantial blood-collection
	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and	Partners providing logistical resources and recovery support for home-fire	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_	But we've seen literally hundreds and hundreds of more units collected over the last couple of years in that particular	
Hyperlocal partnerships and trust	blood-drive work	response	0909.docx	area.	specific jurisdictions.
Trypertoeat partnerships and trust	Partner-led service delivery: partners	Partners providing logistical resources	Transcripts	urcu.	Partner (Hotel Inc.) co-hosted home-fire
	facilitating smoke-alarm, home-fire, and	and recovery support for home-fire	Region_Chapter_Steady_State_Jennifer_Capps_20	have partnered with Hotel Inc. And done two home fire	campaigns, leveraging partner audiences for
Hyperlocal partnerships and trust	blood-drive work	response	25_08_20.docx	campaign	Sound the Alarm outreach.
77	Partner-led service delivery: partners	Partners providing logistical resources	Transcript		Local fire departments, supported by CAP
	facilitating smoke-alarm, home-fire, and	and recovery support for home-fire	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	Fire Department has, has been doing some installs outside	resources, are conducting smoke-alarm
Hyperlocal partnerships and trust	blood-drive work	response	_0828 (3).docx	of Red Cross. So they're	installations independent of Red Cross.
	Partner-led service delivery: partners	Partner-hosted blood drives and	Transcript		Partners expanded hosting options but
	facilitating smoke-alarm, home-fire, and	relationship-driven donor mobilization	CAP_StaffSteady_StateGaby_Perez_Albarracin_	Sometimes we have too many folks eager to host one and	staffing and scheduling limited blood-drive
Hyperlocal partnerships and trust	blood-drive work	gains	2025_0904.docx	like not as many staff or dates.	scaling.
	Partner-led service delivery: partners	Partner-hosted blood drives and	Transcript		
	facilitating smoke-alarm, home-fire, and	relationship-driven donor mobilization	CAP_Staff_Steady_State_Kristi_Collins_2025_082	I don't think any of our partners ever thought about hosting	CAP trained staff to identify hosting partners
Hyperlocal partnerships and trust	blood-drive work	gains	6.docx	a blood drive before.	and recruit venues for blood drives.
	Partner-led service delivery: partners	Partner-hosted blood drives and	Transcript		
	facilitating smoke-alarm, home-fire, and	relationship-driven donor mobilization		I know that there is a big push through the CAP team to	CAP actively brokers partner sites and Biomed
Hyperlocal partnerships and trust	blood-drive work	gains	_0908.docx	increase blood drive sites and locations.	connections to expand blood-drive locations.
	Partner-led service delivery: partners	Partner-hosted blood drives and	Transcript		
L	facilitating smoke-alarm, home-fire, and	relationship-driven donor mobilization	Region_Chapter_Steady_StatePriscilla_Fuentes_		CAP referrals catalyzed partner-initiated blood
Hyperlocal partnerships and trust	blood-drive work	gains	_2025_0909.docx	we had a couple of referrals for brand new blood drives.	drives in some local communities.
	Partner-led service delivery: partners	Partner-hosted blood drives and	Transcript	L 2.2	
	facilitating smoke-alarm, home-fire, and	relationship-driven donor mobilization	Region_Chapter_Steady_State_Joel_Sullivan202	We could have a CAP blood drive where they invite all their	Potential exists for CAP to mobilize partner
Hyperlocal partnerships and trust	blood-drive work	gains	5_0822.docx	partners to come in and give blood.	networks to host collective blood drives.
	Partner-led service delivery: partners	Partner-hosted blood drives and	Transcript	L	Partner relationships directly mobilized
Hyportogal partners his a seed to see	facilitating smoke-alarm, home-fire, and	relationship-driven donor mobilization		A lot of our partners went and donated because of our	donors and hosted drives, demonstrating
Hyperlocal partnerships and trust	blood-drive work	gains	6.docx	relationship.	relationship-driven donor turnout.
	Partner-led service delivery: partners	Partner-hosted blood drives and	Transcript CAP_Staff-		Partners' presentations and recruitment
Hyporlocal partnerships and trust	facilitating smoke-alarm, home-fire, and	relationship-driven donor mobilization	_Steady_State_Shannon_Randolph_2025_0825.d	thou did most their goal for units sall sated	helped drives meet collection targets, despite
Hyperlocal partnerships and trust	blood-drive work	gains	OCX	they did meet their goal for units collected.	coordination risks.
	Partner-led service delivery: partners	Partner-hosted blood drives and	Transcription		Partner-hosted diverse drives yielded many
Hyperlocal partnerships and trust	facilitating smoke-alarm, home-fire, and blood-drive work	relationship-driven donor mobilization gains	Region_ChapterSteady_State_Alicia_Dougherty_ 2025 0908 (1).docx	to collect a lot of sickle cell units,	sickle-cell compatible units, improving blood equity.
i iy periocat partiferships and tiust	produ-dilive work	Banis	2020_0300 (1).uucx	to contect a tot of sickle cell utilits,	equity.

Г	Dada and an dada dada an an	D-4	T		D-4
	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and	Partner-hosted blood drives and relationship-driven donor mobilization	Transcript CAP_Staff_Steady_StateMatt_Henry2025_091		Partners and employers initiated regular blood drives, broadening donor base and
Hyperlocal partnerships and trust	blood-drive work	gains	1.docx	started conducting regular blood drives and then	collection capacity.
Trypertoeat partiteisings and dust	Partner-led service delivery: partners	Partner-hosted blood drives and	Transcript	Stated conducting regular brood drives and then	Local blood bank partnerships mean CAP
	facilitating smoke-alarm, home-fire, and	relationship-driven donor mobilization	CAP_Staff_Steady_StateMargarita_Moreno_2025		supports rather than leads blood drives in
Hyperlocal partnerships and trust	blood-drive work	gains	0902 (2).docx	relationships, we let them lead	that area.
Try porto dat paranoiompo ana tado	Partner-led service delivery: partners	Partner-hosted blood drives and	Transcript	rotation po, no tot arom toda	Recurring partner-hosted drives at large
	facilitating smoke-alarm, home-fire, and	relationship-driven donor mobilization	Region_Chapter_StaffSteady_State_Michelle_Ave	That blood drive is going to happen quarterly with one of the	churches provided steady donor
Hyperlocal partnerships and trust	blood-drive work	gains	rill_2025_0825 (1).docx	large churches.	opportunities despite staffing constraints.
Trypertoeat partiteisings and dust	Partner-led service delivery: partners	Partner-hosted blood drives and	Transcripts	taige ortarenes.	Coordinator leverage with NAACP produced a
	facilitating smoke-alarm, home-fire, and	relationship-driven donor mobilization	Region_Chapter_Steady_State_Jennifer_Capps_20		partner-hosted sickle-cell drive reaching
Hyperlocal partnerships and trust	blood-drive work	gains	25_08_20.docx	a sickle cell blood drive two weeks	priority donors.
Try porto dat paranoiompo ana tado	Partner-led service delivery: partners	Partner-hosted blood drives and	Transcript	a district out blood and the fresh	Partners and CAT members participated as
	facilitating smoke-alarm, home-fire, and	relationship-driven donor mobilization	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	Some of the CAT members were at one of the blood drives	donors, supporting drives and community
Hyperlocal partnerships and trust	blood-drive work	gains	_0828 (3).docx	and donated blood.	engagement.
Try porto das paranoiompo ana sads	Partner-led service delivery: partners	Enablers and constraints: CAP	Transcript	Chatham County CAP RCAP got two vans and they have	CAP-funded vehicles expanded partner
	facilitating smoke-alarm, home-fire, and	resourcing, MOUs, capacity, and	Region_ChapterSteady_State_Maria_Center_202	been customized and logos and they've been wrapped and	outreach capacity but utilization metrics
Hyperlocal partnerships and trust	blood-drive work	measurement gaps	5_0827.docx	two very worthy organizations have these now.	remain undocumented.
Trypertoeat partiteisings and dust	Partner-led service delivery: partners	Enablers and constraints: CAP	Transcript	two very worthly organizations have these now.	Formal MOUs enabled trust and resource
	facilitating smoke-alarm, home-fire, and	resourcing, MOUs, capacity, and	CAP_Staff_Steady_State_Cindy_Magnuson_2025.		sharing but data integration and response
Hyperlocal partnerships and trust	blood-drive work	measurement gaps	docx	partner with CAP and to sign the mou.	roles remain unresolved.
113 postocut partiferorilpo anu truot	Partner-led service delivery: partners	Enablers and constraints: CAP	Transcript	paration that or a unit to sign alle mou.	Many partners lack staff capacity to perform
	facilitating smoke-alarm, home-fire, and	resourcing, MOUs, capacity, and	CAP_Staff_Steady_State_Kristi_Collins_2025_082	I don't see that a lot of our partners have the ability to go out	installations despite CAP outreach and
Hyperlocal partnerships and trust	blood-drive work	measurement gaps	6.docx	and do that, do the installations themselves.	engagement efforts.
riypertocat partiferships and dust	btood-drive work	measurement gaps	0.4000		engagement enorts.
				we trained a couple of their people in home fire campaigns.	
	Darte and add according delices as a set one	Fachland and acceptant AR	T	So how to install educate document, gave them the	Tarining and an exercise and in a second
	Partner-led service delivery: partners	Enablers and constraints: CAP	Transcript Paging Chapter Steady State Principle Fuentee	materials and then let them go ahead and do the	Training and material provision empowered
Live and a sell plants are bing and trust	facilitating smoke-alarm, home-fire, and blood-drive work	resourcing, MOUs, capacity, and	Region_Chapter_Steady_StatePriscilla_Fuentes_ 2025 0909.docx	installations as they were doing casework with people	partners to conduct installations, though
Hyperlocal partnerships and trust		measurement gaps		related to some of the 2020 wildfire follow up.	scale and outcomes are unquantified.
	Partner-led service delivery: partners	Enablers and constraints: CAP	Transcript	It's just It all somes down to the number of staff and	Staffing and partner organizational capacity
Live and a sell plants are bing and trust	facilitating smoke-alarm, home-fire, and blood-drive work	resourcing, MOUs, capacity, and	CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d ocx	It's just. It all comes down to the number of staff and	remain primary constraints limiting partner-led scale-up.
Hyperlocal partnerships and trust	blood-drive work	measurement gaps	OCX	capacity of that staff for a lot of organizations.	scale-up.
	B	5 11			0.0
	Partner-led service delivery: partners	Enablers and constraints: CAP	Transcript		CAP prioritizes recruiting partner organizations
Live and a sell plants are bing and trust	facilitating smoke-alarm, home-fire, and	resourcing, MOUs, capacity, and	Region_Chapter_Steady_State_Joel_Sullivan202	not necessarily recruiting volunteers. We're recruiting	over formal volunteers, an enabling strategy
Hyperlocal partnerships and trust	blood-drive work	measurement gaps	5_0822.docx	partners who help us with our job, with what they do best.	that alters capacity models.
	Partner-led service delivery: partners	Enablers and constraints: CAP	Transcript		Institutional limits and volunteer saturation
11	facilitating smoke-alarm, home-fire, and	resourcing, MOUs, capacity, and		I was told, no, that this, we were saturated and did not need	prevented expanded partner volunteer
Hyperlocal partnerships and trust	blood-drive work	measurement gaps	6.docx	any more DAP volunteers.	involvement despite training efforts.
	Partner-led service delivery: partners	Enablers and constraints: CAP	Transcript	We give them direct supply of smoke alarms and they go put	Supply provision enabled partners to install
11	facilitating smoke-alarm, home-fire, and	resourcing, MOUs, capacity, and	Region_Chapter_Staff_Steady_State_Shawn_Schul	them in and they come back and report the numbers and	alarms and report counts, though broader
Hyperlocal partnerships and trust	blood-drive work	measurement gaps	ze_2025_0826.docx	tum the documents.	measurement remains limited.
	Partner-led service delivery: partners	Enablers and constraints: CAP	Transcript CAP_Staff-	We have one partner who came to adapt boot camp for the	On-site partner training created registered DAT-
I have and a supplier of the s	facilitating smoke-alarm, home-fire, and	resourcing, MOUs, capacity, and	_Steady_State_Shannon_Randolph_2025_0825.d	purpose of responding to home fires. And so he is DAT	capable volunteers, enabling partner
Hyperlocal partnerships and trust	blood-drive work	measurement gaps	осх	trained and in volunteer connection.	operational capacity expansion.
				I think the partnerships that have been created through the	
			<u></u>	CAP program have absolutely led to an increase in blood	
	Partner-led service delivery: partners	Enablers and constraints: CAP	Transcript	drives, particularly in that northern northeast Arkansas	CAP partnerships correlated with substantial
L	facilitating smoke-alarm, home-fire, and	resourcing, MOUs, capacity, and	Region_Chapter_Steady_State_Barry_Falke_2025_	geography, both with some of the partners in Mississippi	blood-drive increases, showing strong
Hyperlocal partnerships and trust	blood-drive work	measurement gaps	0909.docx	county and I would say surrounding that area.	enabling effect despite limited granular data.
	Partner-led service delivery: partners	Enablers and constraints: CAP	Transcript	<u> </u>	Partnerships enabled joint Sound the Alarm
l., . , . , . , . ,	facilitating smoke-alarm, home-fire, and	resourcing, MOUs, capacity, and	Region_Chapter_Steady_State_David_Hicks_2025_	in partnership with one of the CAP originated partners,	events and recruited new volunteers, but
Hyperlocal partnerships and trust	blood-drive work	measurement gaps	0829.docx	Gospel Temple Church.	quantitative outcomes remain sparse.
	Early formal integration: onboarding		Transcript		Calls for leadership-inclusive orientation
Integration, governance and leadership	playbooks and joint briefings with chapter	Mandatory structured onboarding		Best practices, an orientation plan. And I just think the ED	plans to brief EDs and REs during early
stability	leadership	playbook with orientation and refreshers		needs to be brought in.	onboarding.
	Early formal integration: onboarding		Transcript	work with the ed, the cdpm, and then leadership within that	Advocates joint convenings with ED, CDPM,
Integration, governance and leadership		Mandatory structured onboarding	CAP_StaffSteady_StateGaby_Perez_Albarracin_	area and bring the CAP manager and CAP coordinators to all	and CAP staff to set shared goals and
stability	leadership	playbook with orientation and refreshers	2025_0904.docx	the table	onboarding expectations.
	Early formal integration: onboarding		Transcript		Reports early training occurred, suggesting
Integration, governance and leadership	playbooks and joint briefings with chapter	Mandatory structured onboarding	CAP_Staff_Steady_State_Kristi_Collins_2025_082		components for onboarding but not a formal
stability	leadership	playbook with orientation and refreshers	6.docx	We were trained in be Red Cross ready over the summer.	playbook.

	1	1			
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Mandatory structured onboarding playbook with orientation and refreshers		Definitely working hand in hand with the chapter leadership team or actually being a part of the chapter leadership team	Recommends embedding CAP within chapter leadership conversations to institutionalize onboarding and collaboration.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Mandatory structured onboarding playbook with orientation and refreshers	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_082 1.docx	I think having our DPS on at the beginning and keeping her involved in what we're doing adds another layer to that trust building.	Advocates involving DPS and EDs early in briefings to build trust and alignment.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Mandatory structured onboarding playbook with orientation and refreshers	Transcript Region_ChapterSteady_StateKrista_Coletti_20 25_0905.docx	There's a meeting every Friday morning with DCS and cap and so there's good information being shared.	Notes regular meetings exist but often focus on report-outs rather than forward-looking onboarding actions.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Mandatory structured onboarding playbook with orientation and refreshers	6.docx	And, and setting up things early on is probably a good idea as well.	Encourages early coordination and readiness to support new leaders during onboarding and initial briefings.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Mandatory structured onboarding playbook with orientation and refreshers	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx	mandatory orientation where they learn all about the region, all the work that	Demand for mandatory orientation including regional tours and disaster officer introductions at onboarding.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Mandatory structured onboarding playbook with orientation and refreshers	Transcription Region_ChapterSteady_State_Alicia_Dougherty_ 2025_0908 (1).docx	We've just, from day one, set the tone that they're part of our team.	Emphasizes day-one inclusion to ensure CAP becomes part of chapter team during onboarding.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Mandatory structured onboarding playbook with orientation and refreshers	Transcript CAP_Staff_Steady_StateMatt_Henry2025_091 1.docx	We were kind of unique in that we had came in early and we were trying to execute the program for the first two years.	Confirms early deployment efforts but lacks evidence of formal onboarding playbooks or templates.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Mandatory structured onboarding playbook with orientation and refreshers	Transcript Region_ChapterSteady_State_Jacquelyn_Clites_ 2025_0902.docx	if there's a way to integrate them again more into the region from the beginning instead of having them feel siloed.	Advocates early regional embedding to prevent CAP staff siloing and support integrated onboarding.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Mandatory structured onboarding playbook with orientation and refreshers	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903 .docx	had quarterly lunches with each of the lines of service and spent more time learning the lines of service better and	Supports routine, cross-service engagement as onboarding touchpoints to familiarize CAP with chapter functions.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Mandatory structured onboarding playbook with orientation and refreshers	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_ 0909.docx	all embedded now with various chapters for our chapter action	Describes embedding CAP staff into chapters as practical onboarding and integration mechanism.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Mandatory structured onboarding playbook with orientation and refreshers	Transcripts Region_Chapter_Steady_State_Jennifer_Capps_20 25_08_20.docx	I don't know that our current volunteers understand the CAP program because it's so specific to one county.	Local volunteers' poor understanding highlights need for formal onboarding and consistent orientation materials.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Mandatory structured onboarding playbook with orientation and refreshers	Transcript Region_Chapter_Staff_Steady_State_Kayla_Gonzal ez_2025_0904.docx	we put together, we call it a chapter success plan.	Describes weekly chapter success plan meetings as a routine onboarding and coordination mechanism.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Mandatory structured onboarding playbook with orientation and refreshers	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025 _0828 (3).docx	We did a lot of joint presentations in the area.	Describes coordinated joint presentations with chapter leadership as onboarding and community introduction tactics.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Mandatory structured onboarding playbook with orientation and refreshers	Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx	We were never informed or brought around the table for a basic orientation.	States absence of basic orientation, supporting mandatory onboarding and day- one briefings.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Day‑one joint briefing with EDs, regional execs and key chapter leaders	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minole tti_2025_0904.docx	an executive director in, in the role, I think the region may have learned about what the CAP team was and who	Says ED presence would communicate CAP goals and placement before day‑one arrival.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Dayâ€'one joint briefing with EDs, regional execs and key chapter leaders	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx	new chapter, we're meeting with the ed, we're meeting with the cdpm, we're talking	Describes mandatory initial meetings with EDs and DPMs to align priorities and partners.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Day‑one joint briefing with EDs, regional execs and key chapter leaders	Transcript Region_ChapterSteady_State_Alex_Taylor_2025_ 0905.docx	she has CAP report at every Georgia region meeting, as well as all the RLT meetings.	Shows routine briefings and standing meetings connecting CAP to regional leadership from the start.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Dayâ€'one joint briefing with EDs, regional execs and key chapter leaders	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_082 6.docx	Initially when our program started, we immediately started engaging with the region through our quarterly regional meeting.	Documents early engagement via regional meetings to brief EDs and integrate CAP from the outset.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Day⢑one joint briefing with EDs, regional execs and key chapter leaders	Transcript Region_Chapter_StaffSteady_StateTerry_Stigdo n_2025_0825.docx	Definitely working hand in hand with the chapter leadership team or actually being a part of the chapter leadership team, that would actually be ideal.	Advocates embedding CAP in leadership conversations so briefings and decisions are unified from day one.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Dayâ€'one joint briefing with EDs, regional execs and key chapter leaders	Transcript Region_Chapter_Steady_StatePriscilla_Fuentes2025_0909.docx	I was included on the interviews and then I don't think I ever really got a sense of like what the expectations were that were being set for the CAP program.	Notes missing expectation briefings to EDs; highlights need for formal day‑one orientation and agreements.

	Early formal integration: onboarding		Transcript	Christy Collins, our CAP lead, has already begun meeting	Shows CAP-led executive briefings and
Integration, governance and leadership	playbooks and joint briefings with chapter	Day‑one joint briefing with EDs,	Region_ChapterSteady_State_Rose_Taravella_20	with our three executive directors to give them tips on how to	coaching with EDs to enable joint partner
stability	leadership	regional execs and key chapter leaders	25_0905.docx	approach a partner, how to do discovery, how to engage.	engagement.
	Early formal integration: onboarding		Transcript		Plans regular attendance at regional
Integration, governance and leadership stability	playbooks and joint briefings with chapter leadership	Day‑one joint briefing with EDs, regional execs and key chapter leaders	CAP_Staff_Steady_State_Katrina_Long_2025_0802 6.docx	Priscilla did say she wants me to start attending the regional leadership meetings every week.	leadership meetings to ensure day‑one visibility and coordination.
Stability	Early formal integration: onboarding	regional exects and key chapter teaders	Transcript	I think as we educate CAP on these programs through our	Advocates briefing CAP and full staff via
Integration, governance and leadership		Day‑one joint briefing with EDs,	Region_Chapter_Steady_State_Joel_Sullivan202	meetings that we have educating the whole staff, because	meetings so chapter leadership supports and
stability	leadership	regional execs and key chapter leaders	5_0822.docx	everybody on the team can be recruiters.	recruits partners.
	Early formal integration: onboarding		Transcript		
Integration, governance and leadership		Day‑one joint briefing with EDs,	Region_Chapter_Staff_Steady_State_Shawn_Schul	I think it has to start from the day they start, the day they	Calls for day†one briefings so EDs are
stability	leadership	regional execs and key chapter leaders	ze_2025_0826.docx Transcript	begin.	informed and not surprised by CAP activity. Indicates lack of inâ€'person dayâ€'one
Integration, governance and leadership	Early formal integration: onboarding playbooks and joint briefings with chapter	Day‑one joint briefing with EDs,	CAP_StaffSteady_State_Glama_Carter2025	I haven't met yet with my regional executive director. We	briefing with regional execs despite virtual
stability	leadership	regional execs and key chapter leaders	docx	have talked virtually.	contact.
,	Early formal integration: onboarding	, ,	Transcription	,	
Integration, governance and leadership	playbooks and joint briefings with chapter	Day‑one joint briefing with EDs,	Region_ChapterSteady_State_Alicia_Dougherty_	Alex Taylor, she's the CAP manager, she actually joins my	CAP managers included in regional leadership
stability	leadership	regional execs and key chapter leaders	2025_0908 (1).docx	regional leadership team meetings too.	meetings from day one to ensure alignment.
lateration comments and landon his	Early formal integration: onboarding	Davido (and in in the single south ED	Transcript		Advocates keeping CAP/CAT managers
Integration, governance and leadership stability	playbooks and joint briefings with chapter leadership	regional execs and key chapter leaders	CAP_Staff_Steady_StateMatt_Henry2025_091 1.docx	They should be kept in the loop .	included in leadership briefings and decision channels.
Stability	Early formal integration: onboarding	regional exects and key enapter teaders	Transcript	They should be reprint the toop.	Establishes weekly leadership checkâ€'ins to
Integration, governance and leadership	, ,	Day‑one joint briefing with EDs,	Region_Chapter_StaffSteady_State_Michelle_Ave	I've set up a weekly meeting so that Patsy and Gabby and I	brief EDs and coordinate support needs early
stability	leadership	regional execs and key chapter leaders	rill_2025_0825 (1).docx	can sit down and talk about where are we?	on.
	Early formal integration: onboarding		Transcript		Recommends scheduled, recurring briefings
Integration, governance and leadership		Day†one joint briefing with EDs,	CAP_Staff_Steady_State_Nate_Millard_2025_0903	had guartariy lunghaq with each of the lines of conjectory	with lines of service to build shared
stability	leadership Early formal integration: onboarding	regional execs and key chapter leaders	.docx Transcript	had quarterly lunches with each of the lines of service and	understanding early. Describes embedding CAP staff within
Integration, governance and leadership	playbooks and joint briefings with chapter	Day‑one joint briefing with EDs,	Region_Chapter_Steady_State_Barry_Falke_2025_	are all embedded now with various chapters for our chapter	chapters to enable immediate leadership
stability	leadership	regional execs and key chapter leaders	0909.docx	action plans	briefings and coordination.
	Early formal integration: onboarding		Transcripts	And we may be at a disadvantage too, because we're one of	Reports delayed regional integration hindered
Integration, governance and leadership		Dayâ€'one joint briefing with EDs,	Region_Chapter_Steady_State_Jennifer_Capps_20	the, of the initial first group, we're one of the last ones to	early briefings and onboarding for chapter
stability	leadership	regional execs and key chapter leaders	25_08_20.docx	integrate into the region.	leadership.
	Early formal integration: onboarding		Transcript	Simply come in as regional leadership. Get everybody around the table and make sure you include all staff, current	Calls for inclusive regional briefings that
Integration, governance and leadership		Day‑one joint briefing with EDs,	Region_Chapter_Steady_State_David_Hicks_2025_	staff members, all board members, all CBLs, and that's	convene staff, boards, and community
stability	leadership	regional execs and key chapter leaders	0829.docx	quite a crowd.	leaders at outset.
	Early formal integration: onboarding	Recurring joint‑briefing cadence,	Transcript		Shows standing cadence of CAP
Integration, governance and leadership	playbooks and joint briefings with chapter	co‑location, and operational	Region_ChapterSteady_State_Alex_Taylor_2025_		representation in regional and RLT meetings
stability	leadership	embedding practices	0905.docx	she has CAP report at every Georgia region meeting	for visibility.
Integration, governance and leadership	Early formal integration: onboarding playbooks and joint briefings with chapter	Recurring joint‑briefing cadence, co‑location, and operational	Transcript CAP Staff Steady State Gaby Perez Albarracin	work with the ed, the cdpm, and then leadership within that	Recommends convening ED, CDPM, and CAP staff to set shared goals and joint
Integration, governance and leadership stability	leadership	embedding practices	2025 0904.docx	area	briefings.
	Early formal integration: onboarding	Recurring joint‑briefing cadence,	Transcript		Indicates onboarding and integration can take
Integration, governance and leadership	playbooks and joint briefings with chapter	co‑location, and operational	CAP_Staff_Steady_State_Cindy_Magnuson_2025.		over a year without structured playbooks or
stability	leadership	embedding practices	docx	before anybody has, you know, gone through all the steps	briefing cadences.
	Early formal integration: onboarding	Recurring jointâ€' briefing cadence,	Transcript		Describes rapid inclusion via quarterly
Integration, governance and leadership stability	playbooks and joint briefings with chapter leadership	co‑location, and operational embedding practices	CAP_Staff_Steady_State_Kristi_Collins_2025_082 6.docx	we immediately started engaging with the region through our quarterly regional meeting.	regional meetings as a recurring briefing mechanism.
Stability	Early formal integration: onboarding	Recurring joint‑briefing cadence,	Transcript	quantity regional meeting.	Advocates embedding CAP within chapter
Integration, governance and leadership	playbooks and joint briefings with chapter	co‑location, and operational	Region_Chapter_StaffSteady_StateTerry_Stigdo		leadership to normalize joint briefings and
stability	leadership	embedding practices	n_2025_0825.docx	working hand in hand with the chapter leadership team	operational collaboration.
	Early formal integration: onboarding	Recurring joint‑briefing cadence,	Transcript		Highlights missing upfront expectations and
Integration, governance and leadership	playbooks and joint briefings with chapter	co‑location, and operational	Region_Chapter_Steady_StatePriscilla_Fuentes_	I don't think I ever really got a sense of like what the	documentation that onboarding playbooks
stability	leadership	embedding practices	_2025_0909.docx	expectations were	would provide to chapter leadership.
Integration, governance and leadership	Early formal integration: onboarding playbooks and joint briefings with chapter	Recurring joint‑briefing cadence, co‑location, and operational	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_082	having our DPS on at the beginning and keeping her	Advocates including DPS/DPS equivalents early to build trust via joint briefings and
stability	leadership	embedding practices	1.docx	involved	engagement.
	Early formal integration: onboarding	Recurring joint‑briefing cadence,	Transcript		Shows executive‑level coaching and
Integration, governance and leadership	playbooks and joint briefings with chapter	co‑location, and operational		Christy Collins, our CAP lead, has already begun meeting	quarterly in‑person briefings to orient EDs
stability	leadership	embedding practices	25_0905.docx	with our three executive directors to give them tips	on partnership practices.

	Forth forms of intersections on the condition	D	Tourseint	I	Defended on the Calder beliefted to be the calder
Integration, governon as and loadership	Early formal integration: onboarding	Recurring jointâ€'briefing cadence,	Transcript Region Chapter Steady State Kriste Colletti 20		References regular Friday briefings, but notes
Integration, governance and leadership stability	playbooks and joint briefings with chapter leadership	co‑location, and operational embedding practices	Region_ChapterSteady_StateKrista_Coletti_20	There's a meeting every Friday morning with DCS and cap	meetings tend to be retrospective report‑outs.
stability	Early formal integration: onboarding	01		There's a meeting every Friday morning with DCS and Cap	'
Integration, governance and leadership	playbooks and joint briefings with chapter	Recurring joint‑briefing cadence, co‑location, and operational	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_0802		Demonstrates intentional weekly attendance to embed CAP within regional leadership
Integration, governance and leadership stability	leadership	embedding practices	6.docx	start attending the regional leadership meetings every week.	rhythms.
stability	Early formal integration: onboarding			start attenuing the regional teadership meetings every week.	,
Integration, development of and leadership	, ,	Recurring jointâ€'briefing cadence,	Transcript		Emphasizes using staff meetings as
Integration, governance and leadership stability	playbooks and joint briefings with chapter leadership	co‑location, and operational embedding practices	Region_Chapter_Steady_State_Joel_Sullivan202 5 0822.docx	aduante CAR on those programs through our meetings	onboarding channels to educate and recruit chapter staff.
stability		Ŭ,	_	educate CAP on these programs through our meetings	'
	Early formal integration: onboarding	Recurring jointâ€' briefing cadence,	Transcript		Provides concrete twice‑monthly
Integration, governance and leadership	playbooks and joint briefings with chapter	co‑location, and operational	Region_Chapter_Staff_Steady_State_Shawn_Schul	I think it's two times a month where I meet with both the	jointâ€'briefing cadence example for EDs and
stability	leadership	embedding practices	ze_2025_0826.docx	executive director	CAP risk reduction managers.
	Early formal integration: onboarding	Recurring joint‑briefing cadence,	Transcription		Describes dayâ€'one inclusion and
Integration, governance and leadership	playbooks and joint briefings with chapter	co‑location, and operational	Region_ChapterSteady_State_Alicia_Dougherty_	f	immediate coâ€'location practices
stability	leadership	embedding practices	2025_0908 (1).docx	from day one, set the tone that they're part of our team	embedding CAP into chapter routines.
	Early formal integration: onboarding	Recurring joint‑briefing cadence,	Transcript		Confirms early deployment focus and
Integration, governance and leadership	playbooks and joint briefings with chapter	coâ€'location, and operational	CAP_Staff_Steady_StateMatt_Henry2025_091	We were kind of unique in that we had came in early and we	recommends CAP presence in RLTs and
stability	leadership	embedding practices	1.docx	were trying to execute the program	leadership meetings for visibility.
	Early formal integration: onboarding	Recurring joint‑briefing cadence,	Transcript		
Integration, governance and leadership	playbooks and joint briefings with chapter	co‑location, and operational	Region_ChapterSteady_State_Jacquelyn_Clites_		Calls for early embedding to avoid siloing and
stability	leadership	embedding practices	2025_0902.docx	integrate them again more into the region from the beginning	clarify CAP role expectations.
	Early formal integration: onboarding	Recurring jointâ€'briefing cadence,	Transcript		Shows weekly leadership checkâ€'ins as a
Integration, governance and leadership	playbooks and joint briefings with chapter	co‑location, and operational	Region_Chapter_StaffSteady_State_Michelle_Ave	I've set up a weekly meeting so that Patsy and Gabby and I	recurring joint‑briefing practice for support
stability	leadership	embedding practices	rill_2025_0825 (1).docx	can sit down and talk	and coordination.
	Early formal integration: onboarding	Recurring joint‑briefing cadence,	Transcript		Suggests recurring informal briefings to build
Integration, governance and leadership	playbooks and joint briefings with chapter	co‑location, and operational	CAP_Staff_Steady_State_Nate_Millard_2025_0903	we could have easily had quarterly lunches with each of the	understanding across lines of service and
stability	Leadership	embedding practices	.docx	lines of service and spent more time learning	chapters.
	Early formal integration: onboarding	Recurring joint‑briefing cadence,	Transcript		Describes formal embedding of CAP staff into
Integration, governance and leadership	playbooks and joint briefings with chapter	co‑location, and operational	Region_Chapter_Steady_State_Barry_Falke_2025_		chapter action teams to operationally align
stability	Leadership	embedding practices	0909.docx	now with various chapters for our chapter action	work.
	Early formal integration: onboarding	Recurring joint‑briefing cadence,	Transcripts		Signals program isolation that hindered
Integration, governance and leadership	playbooks and joint briefings with chapter	co‑location, and operational	Region_Chapter_Steady_State_Jennifer_Capps_20		recurring joint briefings and consistent
stability	leadership	embedding practices	25_08_20.docx	CAP is very isolated in Kentucky	onboarding practices.
	Early formal integration: onboarding	Recurring joint‑briefing cadence,	Transcript		Illustrates a standing weekly operational
Integration, governance and leadership	playbooks and joint briefings with chapter	co‑location, and operational	Region_Chapter_Staff_Steady_State_Kayla_Gonzal	we call it a chapter success plan. That is where every	briefing (chapter success plan) aligning CAP
stability	leadership	embedding practices	ez_2025_0904.docx	Tuesday	and department managers.
	Early formal integration: onboarding	Recurring joint‑briefing cadence,	Transcript		Recommends inclusive leadership‑level
Integration, governance and leadership	playbooks and joint briefings with chapter	co‑location, and operational	Region_Chapter_Steady_State_David_Hicks_2025_	Simply come in as regional leadership. Get everybody	kickoff briefings to align staff, board, and
stability	leadership	embedding practices	0829.docx	around the table and make sure you include all staff	community partners.
	Early formal integration: onboarding	Onboarding content and	Transcript		Regular biweekly meetings provide a practical
Integration, governance and leadership	playbooks and joint briefings with chapter	communications: org context, unified	CAP_Staff_Steady_State_Curtis_Morman_2025_08		forum for joint briefings and onboarding
stability	leadership	messaging, and essential trainings	29.docx	In our local chapter, we have a bi weekly staff meeting.	discussions.
	Early formal integration: onboarding	Onboarding content and	Transcript		Advocates convening ED, CDPM, and CAP
Integration, governance and leadership	playbooks and joint briefings with chapter	communications: org context, unified	CAP_StaffSteady_StateGaby_Perez_Albarracin_	work with the ed, the cdpm, and then leadership within that	managers for shared goals and early
stability	leadership	messaging, and essential trainings	2025_0904.docx	area and bring the CAP manager	onboarding.
	Early formal integration: onboarding	Onboarding content and	Transcript		Indicates missing onboarding clarity;
Integration, governance and leadership	playbooks and joint briefings with chapter	communications: org context, unified	Region_Chapter_Steady_StatePriscilla_Fuentes_	I was included on the interviews and then I don't think I ever	recommends documented expectations and
stability	leadership	messaging, and essential trainings	_2025_0909.docx	really got a sense of like what the expectations were	early joint briefings with chapter leadership.
	Early formal integration: onboarding	Onboarding content and	Transcript		Advocates involving DPS early to build trust
Integration, governance and leadership	playbooks and joint briefings with chapter	communications: org context, unified	CAP_Staff_Steady_State_Gilda_Ebanks_2025_082	I think having our DPS on at the beginning and keeping her	and align messaging via onboarding and joint
stability	leadership	messaging, and essential trainings	1.docx	involved	briefings.
	Early formal integration: onboarding	Onboarding content and	Transcript		Shows executive-level joint briefings occur
	Early formal integration, orroboarding			Christy Collins, our CAP lead, has already begun meeting	quarterly, useful to formalize into
Integration, governance and leadership	playbooks and joint briefings with chapter	communications: org context, unified	Region_ChapterSteady_State_Rose_Taravella_20	Citisty Cottins, our CAP teau, has atteauy begun meeting	11.
Integration, governance and leadership stability		communications: org context, unified messaging, and essential trainings	Region_Chapter_Steady_State_Rose_Taravella_20 25_0905.docx	with our three executive directors	standardized onboarding playbooks.
	playbooks and joint briefings with chapter	=			
	playbooks and joint briefings with chapter leadership	messaging, and essential trainings	25_0905.docx		standardized onboarding playbooks.
stability	playbooks and joint briefings with chapter leadership Early formal integration: onboarding	messaging, and essential trainings Onboarding content and	25_0905.docx Transcript	with our three executive directors	standardized onboarding playbooks. Staff-wide education functions as
stability Integration, governance and leadership	playbooks and joint briefings with chapter leadership Early formal integration: onboarding playbooks and joint briefings with chapter	messaging, and essential trainings Onboarding content and communications: org context, unified	25_0905.docx Transcript Region_Chapter_Steady_State_Joel_Sullivan202	with our three executive directors educating the whole staff, because everybody on the team	standardized onboarding playbooks. Staff-wide education functions as onboarding, enabling chapters to brief
stability Integration, governance and leadership	playbooks and joint briefings with chapter leadership Early formal integration: onboarding playbooks and joint briefings with chapter leadership	messaging, and essential trainings Onboarding content and communications: org context, unified messaging, and essential trainings	25_0905.docx Transcript Region_Chapter_Steady_State_Joel_Sullivan202 5_0822.docx	with our three executive directors educating the whole staff, because everybody on the team	standardized onboarding playbooks. Staff-wide education functions as onboarding, enabling chapters to brief partners and mobilize volunteers.
stability Integration, governance and leadership stability	playbooks and joint briefings with chapter leadership Early formal integration: onboarding playbooks and joint briefings with chapter leadership Early formal integration: onboarding	messaging, and essential trainings Onboarding content and communications: org context, unified messaging, and essential trainings Onboarding content and	25_0905.docx Transcript Region_Chapter_Steady_State_loel_Sullivan202 5_0822.docx Transcript	with our three executive directors educating the whole staff, because everybody on the team	standardized onboarding playbooks. Staff-wide education functions as onboarding, enabling chapters to brief partners and mobilize volunteers. Lack of in-person meetings suggests need for
stability Integration, governance and leadership stability Integration, governance and leadership	playbooks and joint briefings with chapter leadership Early formal integration: onboarding playbooks and joint briefings with chapter leadership Early formal integration: onboarding playbooks and joint briefings with chapter leadership	messaging, and essential trainings Onboarding content and communications: org context, unified messaging, and essential trainings Onboarding content and communications: org context, unified messaging, and essential trainings	25_0905.docx Transcript CAP_Staff_Steady_State_Joel_Sullivan_202 5_0822.docx Transcript CAP_Staff_Steady_State_Glama_Carter2025	with our three executive directors educating the whole staff, because everybody on the team can be recruiters.	standardized onboarding playbooks. Staff-wide education functions as onboarding, enabling chapters to brief partners and mobilize volunteers. Lack of in-person meetings suggests need for formal onboarding and scheduled joint briefings with execs.
stability Integration, governance and leadership stability Integration, governance and leadership	playbooks and joint briefings with chapter leadership Early formal integration: onboarding playbooks and joint briefings with chapter leadership Early formal integration: onboarding playbooks and joint briefings with chapter leadership Early formal integration: onboarding	messaging, and essential trainings Onboarding content and communications: org context, unified messaging, and essential trainings Onboarding content and communications: org context, unified	25_0905.docx Transcript CAP_StaffSteady_State_Joel_Sullivan202 5_0822.docx Transcript CAP_StaffSteady_State_Glama_Carter2025docx	with our three executive directors educating the whole staff, because everybody on the team can be recruiters.	standardized onboarding playbooks. Staff-wide education functions as onboarding, enabling chapters to brief partners and mobilize volunteers. Lack of in-person meetings suggests need for formal onboarding and scheduled joint

	,	1	,		
	Early formal integration: onboarding	Onboarding content and	Transcript		Quarterly cross-service lunches foster
Integration, governance and leadership	playbooks and joint briefings with chapter	communications: org context, unified	CAP_Staff_Steady_State_Nate_Millard_2025_0903	we could have easily had quarterly lunches with each of the	relationship-building and serve as informal
stability	leadership	messaging, and essential trainings	.docx	lines of service	onboarding and briefing opportunities.
	Early formal integration: onboarding	Onboarding content and	Transcript		Structured training series acted like
Integration, governance and leadership	playbooks and joint briefings with chapter	communications: org context, unified	Region_Chapter_Steady_State_Barry_Falke_2025_	community mobilization series that our capture team led	onboarding, offering chapters consistent joint
stability	leadership	messaging, and essential trainings	0909.docx	this spring. They	briefing content and skill transfer.
Stability	'	messaging, and essential trainings		uns apring. They	
	Early formal integration: onboarding		Transcript		Calls for formal onboarding and executive-
Integration, governance and leadership	playbooks and joint briefings with chapter	Timing, ownership, accountability, and	Region_Chapter_Staff_Steady_State_Caedy_Minole		involved briefings to improve early
stability	leadership	measurement for integration	tti_2025_0904.docx	So, again, there was no formal format to communicate.	coordination and communication.
	Early formal integration: onboarding		Transcript	In our local chapter, we have a bi weekly staff meeting. So	Recommend routine staff meetings and pre-
Integration, governance and leadership	playbooks and joint briefings with chapter	Timing, ownership, accountability, and	CAP_Staff_Steady_State_Curtis_Morman_2025_08	we're all at the table sharing information and also sharing	integration relationship-building to ensure
stability	leadership	measurement for integration	29.docx	upcoming events.	readiness and shared understanding.
	Early formal integration: onboarding	_	Transcript	-	Establishes formal quarterly in-person
Integration, governance and leadership	playbooks and joint briefings with chapter	Timing, ownership, accountability, and	· ·	Meet in person with each of the three executive directors on a	briefings to maintain leadership alignment
stability	leadership	measurement for integration	25 0905.docx	quarterly basis.	and measure progress.
Stability		ineasurement for integration	_	qualiterty basis.	· -
	Early formal integration: onboarding		Transcript		Frames CAP as coaches; recommends
Integration, governance and leadership	playbooks and joint briefings with chapter	Timing, ownership, accountability, and	Region_Chapter_Steady_State_Joel_Sullivan202	Not other than being seen as coaches on how to do this	training-focused onboarding and shared
stability	leadership	measurement for integration	5_0822.docx	locally with chapter staff and volunteers.	leadership roles for accountability.
	Early formal integration: onboarding		Transcript		Advocates aligning integration with planning
Integration, governance and leadership	playbooks and joint briefings with chapter	Timing, ownership, accountability, and	Region_ChapterSteady_State_Jacquelyn_Clites_	really kind of making it so that all the pre work is done and	cycles and completing pre-work to ensure
stability	leadership	measurement for integration	2025_0902.docx	you are ready to go at integration.	readiness.
otability		modelar on one for integration	Transcript	you are rought to go at intogration.	
lateration and land and in	Early formal integration: onboarding	Timing and the second blick and			Recommends timing integration to fiscal-year
Integration, governance and leadership	playbooks and joint briefings with chapter	Timing, ownership, accountability, and	CAP_Staff_Steady_State_Nate_Millard_2025_0903	I would not integrate mid year into a region. I would make	starts to align planning, ownership, and
stability	leadership	measurement for integration	.docx	sure integration happened at the beginning of the fiscal year.	measurable goals.
	Early formal integration: onboarding		Transcripts		Late integration undermines ownership; align
Integration, governance and leadership	playbooks and joint briefings with chapter	Timing, ownership, accountability, and	Region_Chapter_Steady_State_Jennifer_Capps_20		rollouts to prevent delayed accountability
stability	leadership	measurement for integration	25_08_20.docx	we're one of the last ones to integrate into the region.	and measurement gaps.
	Early formal integration: onboarding		Transcript		Weekly chapter success plan meetings
Integration, governance and leadership	playbooks and joint briefings with chapter	Timing, ownership, accountability, and	Region_Chapter_Staff_Steady_State_Kayla_Gonzal	every Tuesday I have, we put together, we call it a chapter	provide operational accountability and clarify
stability	leadership	measurement for integration	ez_2025_0904.docx	success plan.	short-term integration tasks.
Stability	· ·	incasurement for integration		ouccess plan.	-
	Early formal integration: onboarding	***************************************	Transcript		Advocates inclusive leadership briefings to set
Integration, governance and leadership	playbooks and joint briefings with chapter	Timing, ownership, accountability, and	Region_Chapter_Steady_State_David_Hicks_2025_	regional leadership. Get everybody around the table and	expectations, ownership, and collective
stability	leadership	measurement for integration	0829.docx	make sure you include all staff, current	accountability from the outset.
			Transcript		Clarifies need for explicit role delineation and
Integration, governance and leadership	Clear roles and MOUs: defined reporting	MOU content, accountability, and	Region_Chapter_Staff_Steady_State_Caedy_Minole	The region doesn't know the difference between CAP and	education to prevent duplication across CAP
stability	lines to prevent duplication and confusion	shared-metric enforcement	tti_2025_0904.docx	cep. So we need education there.	and CEP.
			Transcript		MOU signing empowers partners with clarity
Integration, governance and leadership	Clear roles and MOUs: defined reporting	MOU content, accountability, and	CAP_StaffSteady_StateGaby_Perez_Albarracin_	Whenever they are signing an MOU and saying like we are	about disaster roles, reducing informal
stability	lines to prevent duplication and confusion		2025 0904.docx	doing what in a disaster?	duplication and confusion.
otability	times to provent aupticulari una comusion	onarea medio emercoment	Transcript	doing macin a disastor.	'
	0	MOU	· ·		Calls for clearer oversight and reporting lines
Integration, governance and leadership	Clear roles and MOUs: defined reporting	MOU content, accountability, and		more oversight because the ED doesn't, he doesn't report to	to ensure accountability and prevent
stability	lines to prevent duplication and confusion	snared-metric enforcement	0905.docx	the ed,	duplicate efforts.
			Transcript		NHQ reporting creates separation; formal
Integration, governance and leadership	Clear roles and MOUs: defined reporting	MOU content, accountability, and	Region_ChapterSteady_State_Maria_Center_202	They report to nhq. It's sort of separate from the chapter,	local escalation pathways needed to avoid
stability	lines to prevent duplication and confusion	shared-metric enforcement	5_0827.docx	from the region.	duplication and confusion.
			Transcript		MOUs were signed with partners, but contents
Integration, governance and leadership	Clear roles and MOUs: defined reporting	MOU content, accountability, and	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	to partner with CAP and to sign the mou. And they had never	and reporting responsibilities are not specified
stability	lines to prevent duplication and confusion		docx	done that	in transcripts.
, , ,	The second secon		Transcript		Regional approval chains slow MOU
Integration deverges as and load	Clear rates and MOLIas defined re-	MOU content accountability and		mara difficult to you know have an may that the track	
Integration, governance and leadership	Clear roles and MOUs: defined reporting	MOU content, accountability, and	CAP_StaffSteady_StateApril_Jones_2025_082	more difficult to, you know, have an mou then go through	finalization; authority streamlining
stability	lines to prevent duplication and confusion	strated-friedic enforcement	7 (1).docx	all the chains.	recommended to prevent delays.
			Transcript		Describes deference to departmental
Integration, governance and leadership	Clear roles and MOUs: defined reporting	MOU content, accountability, and	CAP_Staff_Steady_State_Hansel_Ibarra_2025_081	I can go ahead and do it, but always asking DCS first	authority; informal permission-seeking used
stability	lines to prevent duplication and confusion	shared-metric enforcement	9.docx	because you don't want to step on to post.	to avoid duplication instead of formal MOUs.
			Transcript		A centralized intake form creates a single
Integration, governance and leadership	Clear roles and MOUs: defined reporting	MOU content, accountability, and	CAP_Staff_Steady_State_Kristi_Collins_2025_082	Joe came up with a form that the case managers can fill out	notification channel, reducing duplicate
stability	lines to prevent duplication and confusion	1	6.docx	to engage our team to help.	responses and lost referrals.
Stubility	and to prevent auptication and comusion	Shared metric emolectricit		to engage our team to netp.	· ·
Interesting services of the first	Oleman I and MOU.	MOII	Transcript	The marks are in Rad Occasional in the second	MOUs used to formalize facility access and
Integration, governance and leadership	Clear roles and MOUs: defined reporting	MOU content, accountability, and		The partners in Red Cross work as volunteers and or as a	partner roles, though reporting lines remain
stability	lines to prevent duplication and confusion	shared-metric enforcement	25_0905.docx	provider of an MOU of some sort for facilities.	unspecified.

			Transcript		Shared strategic planning aligns stakeholders
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and	CAP_Staff_Steady_State_Simone_Moore_2025_08 21.docx	us presenting our strategic plan to not just the regional director, but also to the	functionally but needs formal MOUs for durable accountability.
Stability	tires to prevent duptication and comusion	Shaled-metric emolcement	Transcript	director, but also to the	Inconsistent labels create ownership
Integration, governance and leadership	Clear roles and MOUs: defined reporting	MOU content, accountability, and	Region_ChapterSteady_StateKrista_Coletti_20		confusion; standardized naming clarifies
stability	lines to prevent duplication and confusion		25_0905.docx	CAP partners? They're Red Cross partners.	responsibility and prevents duplication.
			Transcript		Lack of regional integration limits visibility and
Integration, governance and leadership	Clear roles and MOUs: defined reporting	MOU content, accountability, and	CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d	We're not integrated into the region yet, so we have very little	increases duplication risk; integration would
stability	lines to prevent duplication and confusion	shared-metric enforcement	ocx	knowledge of anything outside of our county.	clarify reporting channels.
Integration devergence and leadership	Clear roles and MOUs: defined reporting	MOU content, accountability, and	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul	mandatory orientation where they learn all about the region,	Mandatory onboarding and executive introductions embed CAP into regional
Integration, governance and leadership stability	lines to prevent duplication and confusion		ze_2025_0826.docx	all the work that the region does.	chains, reducing duplication and surprises.
			Transcript	8	CAP provides relational continuity, but
Integration, governance and leadership	Clear roles and MOUs: defined reporting	MOU content, accountability, and	CAP_StaffSteady_State_Glama_Carter2025	The relationship constant with the Red Cross is our CAP	institutionalized MOUs are needed for role
stability	lines to prevent duplication and confusion	shared-metric enforcement	docx	relationship with them because they know we're there.	clarity beyond individuals.
			Transcript		Acknowledges pervasive role ambiguity;
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and	CAP_Staff_Steady_StateMatt_Henry2025_091 1.docx	there's sometimes, you know, who's doing what and who's responsible for what.	recommends clearer organizational priorities and defined responsibilities.
Stability	tires to prevent duptication and comusion	Shaled-metric emolcement	Transcript	responsible for what.	Unclear inclusion on leadership teams
Integration, governance and leadership	Clear roles and MOUs: defined reporting	MOU content, accountability, and	CAP_Staff_Steady_StateMargarita_Moreno_2025	I wasn't on the regional LAT team and I didn't realize that I	signals missing role definitions and weak
stability	lines to prevent duplication and confusion		_0902 (2).docx	was supposed to be.	reporting communications.
			Transcripts	enough information myself about the fires that we respond	Insufficient incident information undermines
Integration, governance and leadership	Clear roles and MOUs: defined reporting	MOU content, accountability, and	Region_Chapter_Steady_State_Jennifer_Capps_20	to to know, like, if they're in a particular area that a CAT	alignment between responses and partner
stability	lines to prevent duplication and confusion	shared-metric enforcement	25_08_20.docx	partner would cover,	coverage, risking duplicated outreach.
				the initial, the initial challenge we had, you know, was more	
			Transcript	with DCS and understanding there was some boundaries	Documents boundary confusion and
Integration, governance and leadership	Clear roles and MOUs: defined reporting	MOU content, accountability, and	Region_Chapter_Steady_StateMark_Beddingfield	and stuff, you know, that DCS more was setting, not really	territoriality; clear MOUs and role charts would
stability	lines to prevent duplication and confusion	shared-metric enforcement	_2025_0828.docx	CAP and so that was a challenge in the beginning	alleviate these overlaps and conflicts.
			Transcript		Emphasizes local chapter collaboration to
Integration, governance and leadership	Clear roles and MOUs: defined reporting	MOU content, accountability, and	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	the best strategy, I think is working close with the local	clarify roles, though recommends
stability	lines to prevent duplication and confusion	snared-metric enforcement	_0828 (3).docx	chapter.	formalization to prevent duplication.
			Transcript		Stresses mutual awareness across teams; recommend documented handoffs,
Integration, governance and leadership	Clear roles and MOUs: defined reporting	MOU content, accountability, and	Region_Chapter_Steady_State_David_Hicks_2025_	we've got to make sure the left hand truly knows who, what	reporting, and shared metrics to prevent
stability	lines to prevent duplication and confusion	shared-metric enforcement	0829.docx	the right hand is doing.	overlap.
			Transcript	I think just having more oversight because the ED doesn't,	Calls for increased oversight where reporting
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Regional embedding and dotted-line	Region_ChapterSteady_State_Alex_Taylor_2025_	he doesn't report to the ed, you know, so I think just more	lines are unclear to ensure accountability and
stability	lines to prevent duplication and confusion	reporting to clarify oversignt	0905.docx Transcript	oversight for what they do and what they're reporting in	prevent duplication. Confirms MOUs were signed with partners,
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Regional embedding and dotted-line	CAP_Staff_Steady_State_Cindy_Magnuson_2025.		but document details of reporting lines
stability	lines to prevent duplication and confusion		docx	to partner with CAP and to sign the mou.	remain unspecified.
			Transcript		Endorses MOUs as explicit documents that
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Regional embedding and dotted-line		we can have an MOU and you can talk about the MOU and	can clearly state responsibilities and reduce
stability	lines to prevent duplication and confusion	reporting to clarify oversight	_2025_0909.docx	what we have explicitly stated.	ambiguity.
Integration, dovernance and leaders :-	Clear roles and MOUse defined rone die	Pegional ambadding and datted !:	Transcript CAR Staff Stoody State Simone Moore 2025 08	presenting our strategic plan to not just the region of director	Shared strategic planning used to align
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Regional embedding and dotted-line reporting to clarify oversight	CAP_Staff_Steady_State_Simone_Moore_2025_08 21.docx	presenting our strategic plan to not just the regional director, but also to the chapter	stakeholders when formal reporting lines are unclear.
otability	tines to provent auphousen and comucion	roporting to starily overeignt	Transcript	but also to the shaptor	Regional realignment created unfamiliar
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Regional embedding and dotted-line	CAP_StaffSteady_State_Glama_Carter2025	they realigned the regions and Central Florida is no longer	reporting relationships, necessitating clarified
stability	lines to prevent duplication and confusion		docx	one.	oversight and integration.
			Transcript		Recommends inclusive onboarding with
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Regional embedding and dotted-line	Region_Chapter_StaffSteady_State_Michelle_Ave	going into it, knowing who the partners are, setting up some	DPMs and shared goals to prevent overlaps
stability	lines to prevent duplication and confusion	reporting to ctarily oversignt	rill_2025_0825 (1).docx Transcript	goals and having the goals also include the DPMs.	and roadblocks. Defines informal ground rules to govern
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Regional embedding and dotted-line	Region_Chapter_Steady_StateMark_Beddingfield	very specific ground rules out of the way we were going to	interactions, addressing overlap absent
stability	lines to prevent duplication and confusion		_2025_0828.docx	interact and the way we were going to move forward.	formal MOUs.
			Transcript		Emphasizes embedding with local chapters to
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Regional embedding and dotted-line		the best strategy, I think is working close with the local	learn existing roles and avoid duplicative
stability	lines to prevent duplication and confusion	reporting to clarify oversight	_0828 (3).docx	chapter. You gotta, you know, know what is going on.	outreach.
Integration, governance and leadership	Clear roles and MOUs: defined rong ting	Centralized intake and single-point	Transcript CAP Staff Steady State Matt Henry 2025 091		Single-point contact aspiration supports clear notification; formal MOUs should designate
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion		CAP_Staff_Steady_StateMatt_Henry2025_091 1.docx	It's as simple as calling 1-800-Red Cross.	required call pathways.
			į vara		, . , p

			Transcript		Staff avoided duplicate volunteer intake due
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Centralized intake and single-point	CAP_Staff_Steady_State_Nate_Millard_2025_0903		to unclear roles; MOUs could authorize single
stability	lines to prevent duplication and confusion	notification protocols	.docx	taking away resources from the region, didn't want to	intake ownership.
			Transcripts		Lack of incident location details prevents
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Centralized intake and single-point	Region_Chapter_Steady_State_Jennifer_Capps_20	myself about the fires that we respond to to know, like, if	routing to appropriate CAP partners; single-
stability	lines to prevent duplication and confusion	notification protocols	25_08_20.docx	they're in a particular area	point notification would fix that.
			Transcript		Use MOUs and early shared-goal convenings
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Mandatory onboarding, inclusive		they are signing an MOU and saying like we are doing what in	to specify responsibilities and avoid
stability	lines to prevent duplication and confusion	convenings, and shared-goal setting	2025_0904.docx	a	overlapping efforts.
	0		Transcript		Regional-start onboarding and inclusive
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Mandatory onboarding, inclusive	Region_Chapter_Steady_State_Alex_Taylor_2025_		convenings clarify reporting lines and prevent
stability	lines to prevent duplication and confusion	convenings, and snared-goal setting	0905.docx	I don't know if it should have started in the region because.	duplicate efforts.
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Mandatory onboarding, inclusive	Transcript Region_ChapterSteady_State_Maria_Center_202	they met with the emergency managers and, oh, you can't	Inclusive convenings should name contacts and lanes to prevent territorial confusion and
stability	lines to prevent duplication and confusion		5 0827.docx	talk to the emergency managers. That's my relationship.	duplicated outreach.
Stability	tires to prevent duplication and comusion	convenings, and snaled-goal setting	_		'
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Mandatory onboarding, inclusive	Transcript CAP_StaffSteady_StateApril_Jones_2025_082	the restrictions, you know, far assigning partners and stuff, it's a bit more difficult to, you know, have an mou then go	Streamlined onboarding and clear authority for MOUs reduce delays and prevent role
stability	lines to prevent duplication and confusion		7 (1).docx	through all the chains.	confusion.
Stability	tines to prevent auptication and comusion	convenings, and shared goal setting	Transcript	I can't write you a letter of support, but we can have an MOU	MOUs should explicitly state tasks,
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Mandatory onboarding, inclusive	Region_Chapter_Steady_StatePriscilla_Fuentes_	and you can talk about the MOU and what we have explicitly	responsibilities, and reporting to prevent
stability	lines to prevent duplication and confusion		_2025_0909.docx	stated.	ambiguity and duplication.
otability	times to provent auptication and confident	conveninge, and charea goar colling		But by us presenting our strategic plan to not just the	unbigury and dupriodicin
			Transcript	regional director, but also to the chapter, I feel like	Shared planning and onboarding align
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Mandatory onboarding, inclusive	l ·	everybody's on one playing field and I think that it's going to	stakeholders, but MOUs still needed to codify
stability	lines to prevent duplication and confusion		21.docx	be okay.	reporting lines.
			Transcript		Standardized onboarding language and
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Mandatory onboarding, inclusive	l ·	CAP partners? They're Red Cross partners. And I'm like,	shared goals prevent division and clarify joint
stability	lines to prevent duplication and confusion		25_0905.docx	you're right, they are.	ownership of partner relationships.
-			Transcript		Mandatory orientation embeds CAP into
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Mandatory onboarding, inclusive	Region_Chapter_Staff_Steady_State_Shawn_Schul	mandatory orientation where they learn all about the region,	regional chains, clarifying reporting lines and
stability	lines to prevent duplication and confusion	convenings, and shared-goal setting	ze_2025_0826.docx	all the work that the region does. That should have	preventing duplicated initiatives.
			Transcript	I find myself in the brand new region where I don't know	Regional realignments require onboarding
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Mandatory onboarding, inclusive	CAP_StaffSteady_State_Glama_Carter2025	everyone yet. I haven't met yet with my regional executive	convenings to introduce leaders and clarify
stability	lines to prevent duplication and confusion	convenings, and shared-goal setting	docx	director.	reporting relationships and responsibilities.
				with not having a direct reporting structure, we probably	
			Transcript	could have implemented regularly scheduled meetings,	Establish direct reporting and scheduled
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Mandatory onboarding, inclusive	Region_ChapterSteady_State_Jacquelyn_Clites_	that sort of thing from the beginning to sort of to learn and	leadership convenings early to align roles and
stability	lines to prevent duplication and confusion	convenings, and shared-goal setting	2025_0902.docx	understand the folks that the CAP teams were talking to.	avoid duplication.
			Transcript		Inclusive onboarding with DPMs and shared
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Mandatory onboarding, inclusive	Region_Chapter_StaffSteady_State_Michelle_Ave	setting up some goals and having the goals also include the	goals aligns responsibilities and reduces
stability	lines to prevent duplication and confusion	convenings, and shared-goal setting	rill_2025_0825 (1).docx	DPMs.	roadblocks and duplication.
			Transcript	I think I would have put them under the regional executive to	Embedding CAP under regional leadership
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Mandatory onboarding, inclusive	Region_Chapter_Steady_State_Barry_Falke_2025_	begin with, to be honest, or in the, in the region, like	clarifies reporting lines and reduces
stability	lines to prevent duplication and confusion	convenings, and shared-goal setting	0909.docx	organizationally to begin with.	duplication between units.
	0		Transcript		Setting ground rules during initial convenings
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Mandatory onboarding, inclusive	Region_Chapter_Steady_StateMark_Beddingfield _2025_0828.docx	I laid some very specific ground rules out of the way we were	clarifies interaction norms, ownership, and
stability	lines to prevent duplication and confusion	convenings, and snaled-goal setting		going to interact and the way we were going to move forward.	prevents duplicate efforts.
		Manual atau a santing in alcoho	Transcript Region_Chapter_Steady_State_David_Hicks_2025_	Simply come in as regional leadership. Get everybody	Inclusive convenings led by regional leadership set shared goals and clarify who
	Clear rates and MOLIas defined reporting				teaueisiip set siialeu goats aliu ctalily wilo
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Mandatory onboarding, inclusive	1 - :		
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	_	0829.docx	around the table and make sure you include all staff,	owns which relationships.
stability	lines to prevent duplication and confusion	convenings, and shared-goal setting	0829.docx Transcript	around the table and make sure you include all staff,	owns which relationships. Clarifying program distinctions prevents
stability Integration, governance and leadership	lines to prevent duplication and confusion Clear roles and MOUs: defined reporting	convenings, and shared-goal setting Relationship norms, communication	0829.docx Transcript Region_Chapter_Staff_Steady_State_Caedy_Minole		owns which relationships. Clarifying program distinctions prevents duplicated outreach and supports defined
stability	lines to prevent duplication and confusion	convenings, and shared-goal setting Relationship norms, communication	0829.docx Transcript Region_Chapter_Staff_Steady_State_Caedy_Minole tti_2025_0904.docx	around the table and make sure you include all staff,	owns which relationships. Clarifying program distinctions prevents duplicated outreach and supports defined reporting and responsibilities.
stability Integration, governance and leadership stability	lines to prevent duplication and confusion Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	convenings, and shared-goal setting Relationship norms, communication rhythms, and capacity considerations	0829.docx Transcript Region_Chapter_Staff_Steady_State_Caedy_Minole tti_2025_0904.docx Transcript	around the table and make sure you include all staff, The region doesn't know the difference between CAP and cep.	owns which relationships. Clarifying program distinctions prevents duplicated outreach and supports defined reporting and responsibilities. Lack of clear oversight/reporting causes
stability Integration, governance and leadership stability Integration, governance and leadership	lines to prevent duplication and confusion Clear roles and MOUs: defined reporting lines to prevent duplication and confusion Clear roles and MOUs: defined reporting	convenings, and shared-goal setting Relationship norms, communication rhythms, and capacity considerations Relationship norms, communication	0829.docx Transcript Region_Chapter_Staff_Steady_State_Caedy_Minole tti_2025_0904.docx Transcript	around the table and make sure you include all staff, The region doesn't know the difference between CAP and cep. more oversight because the ED doesn't, he doesn't report to	owns which relationships. Clarifying program distinctions prevents duplicated outreach and supports defined reporting and responsibilities.
stability Integration, governance and leadership stability	lines to prevent duplication and confusion Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	convenings, and shared-goal setting Relationship norms, communication rhythms, and capacity considerations Relationship norms, communication	0829.docx Transcript Region_Chapter_Staff_Steady_State_Caedy_Minole tti_2025_0904.docx Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx	around the table and make sure you include all staff, The region doesn't know the difference between CAP and cep.	owns which relationships. Clarifying program distinctions prevents duplicated outreach and supports defined reporting and responsibilities. Lack of clear oversight/reporting causes confusion; defined lines would reduce duplicated activities.
stability Integration, governance and leadership stability Integration, governance and leadership stability	lines to prevent duplication and confusion Clear roles and MOUs: defined reporting lines to prevent duplication and confusion Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	convenings, and shared-goal setting Relationship norms, communication rhythms, and capacity considerations Relationship norms, communication rhythms, and capacity considerations	0829.docx Transcript Region_Chapter_Staff_Steady_State_Caedy_Minole tti_2025_0904.docx Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx Transcript	around the table and make sure you include all staff, The region doesn't know the difference between CAP and cep. more oversight because the ED doesn't, he doesn't report to the ed, you	owns which relationships. Clarifying program distinctions prevents duplicated outreach and supports defined reporting and responsibilities. Lack of clear oversight/reporting causes confusion; defined lines would reduce duplicated activities. Regional approval chains stow MOUs;
stability Integration, governance and leadership stability Integration, governance and leadership	lines to prevent duplication and confusion Clear roles and MOUs: defined reporting lines to prevent duplication and confusion Clear roles and MOUs: defined reporting	convenings, and shared-goal setting Relationship norms, communication rhythms, and capacity considerations Relationship norms, communication rhythms, and capacity considerations Relationship norms, communication	0829.docx Transcript Region_Chapter_Staff_Steady_State_Caedy_Minole tti_2025_0904.docx Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx	around the table and make sure you include all staff, The region doesn't know the difference between CAP and cep. more oversight because the ED doesn't, he doesn't report to	owns which relationships. Clarifying program distinctions prevents duplicated outreach and supports defined reporting and responsibilities. Lack of clear oversight/reporting causes confusion; defined lines would reduce duplicated activities.
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership	tines to prevent duplication and confusion Clear roles and MOUs: defined reporting lines to prevent duplication and confusion Clear roles and MOUs: defined reporting lines to prevent duplication and confusion Clear roles and MOUs: defined reporting	convenings, and shared-goal setting Relationship norms, communication rhythms, and capacity considerations Relationship norms, communication rhythms, and capacity considerations Relationship norms, communication	0829.docx Transcript Region_Chapter_Staff_Steady_State_Caedy_Minole ti_2025_0904.docx Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx Transcript CAP_Staff_Steady_State_April_Jones_2025_082	around the table and make sure you include all staff, The region doesn't know the difference between CAP and cep. more oversight because the ED doesn't, he doesn't report to the ed, you it's a bit more difficult to, you know, have an mou then go	owns which relationships. Clarifying program distinctions prevents duplicated outreach and supports defined reporting and responsibilities. Lack of clear oversight/reporting causes confusion; defined lines would reduce duplicated activities. Regional approval chains stow MOUs; streamlined authority would clarify reporting and prevent duplication.
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership	tines to prevent duplication and confusion Clear roles and MOUs: defined reporting lines to prevent duplication and confusion Clear roles and MOUs: defined reporting lines to prevent duplication and confusion Clear roles and MOUs: defined reporting	convenings, and shared-goal setting Relationship norms, communication rhythms, and capacity considerations Relationship norms, communication rhythms, and capacity considerations Relationship norms, communication	0829.docx Transcript Region_Chapter_Staff_Steady_State_Caedy_Minole tti_2025_0904.docx Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx Transcript CAP_Staff_Steady_State_April_Jones_2025_082 7 (1).docx Transcript	around the table and make sure you include all staff, The region doesn't know the difference between CAP and cep. more oversight because the ED doesn't, he doesn't report to the ed, you it's a bit more difficult to, you know, have an mou then go	owns which relationships. Clarifying program distinctions prevents duplicated outreach and supports defined reporting and responsibilities. Lack of clear oversight/reporting causes confusion; defined lines would reduce duplicated activities. Regional approval chains slow MOUs; streamlined authority would clarify reporting

			T		A -:
Integration deverage and leadership	Clear rates and MOUlas defined reporting	Relationship norms, communication	Transcript	les come un with a form that the come managers can fill out	A simple intake form centralized notifications,
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	· · · · · · · · · · · · · · · · · · ·	CAP_Staff_Steady_State_Kristi_Collins_2025_082 6.docx	Joe came up with a form that the case managers can fill out to engage our team to help	reducing duplicated responses and routing clarity to CAP lead.
Stability	tilles to prevent duptication and comusion	mytimis, and capacity considerations		to engage our team to netp	•
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Relationship norms, communication	Transcript Region_Chapter_Steady_StatePriscilla_Fuentes_		MOUs should articulate explicit duties and avoid ambiguity to prevent duplication and
stability	lines to prevent duplication and confusion	· · · · · · · · · · · · · · · · · · ·	2025 0909.docx	we can have an MOU and you can talk about the MOU	confusion.
Stability	tilles to prevent duptication and comusion	mytimis, and capacity considerations		we can have an 1900 and you can talk about the 1900	
lateration comments and landowship	Olean and an and MOULE and affine ad an an artifact	Deletie e chie e come e come i cotic e	Transcript		Leadership reorganization disrupted local
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting	Relationship norms, communication	CAP_Staff_Steady_State_Simone_Moore_2025_08 21.docx	the abouterway diamonth of and put book to gether	relationships and created role ambiguity,
Stability	lines to prevent duplication and confusion	mytimis, and capacity considerations	21.u0cx	the chapter was dismantled and put back together	increasing duplication risk.
			T		Lack of regional integration limits situational
	0	B 1 12 12 12 12 12 12 12 12 12 12 12 12 1	Transcript		awareness; documented reporting lines
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Relationship norms, communication	CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d	We're not integrated into the region yet, so we have very little	would improve coordination and reduce
stability	lines to prevent duplication and confusion	rhythms, and capacity considerations	ocx	knowledge of anything outside of our county	duplication.
			Transcript		Mandatory onboarding embeds CAP in
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Relationship norms, communication	Region_Chapter_Staff_Steady_State_Shawn_Schul	mandatory orientation where they learn all about the region,	regional chains, clarifying reporting lines and
stability	lines to prevent duplication and confusion	rhythms, and capacity considerations	ze_2025_0826.docx	all the work that the region does	reducing overlap.
			Transcript		Ambiguity in responsibilities signals need for
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Relationship norms, communication	CAP_Staff_Steady_StateMatt_Henry2025_091	there's sometimes, you know, who's doing what and who's	RACI-style agreements or MOUs to prevent
stability	lines to prevent duplication and confusion	rhythms, and capacity considerations	1.docx	responsible for what	duplication.
			Transcript		Absence of direct reporting created silos;
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Relationship norms, communication	Region_ChapterSteady_State_Jacquelyn_Clites_	with not having a direct reporting structure, we probably	scheduled regional meetings and defined
stability	lines to prevent duplication and confusion	rhythms, and capacity considerations	2025_0902.docx	could have implemented regularly scheduled meetings	lines would reduce duplication.
			Transcript		Exclusion from leadership tables hides
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Relationship norms, communication	CAP_Staff_Steady_StateMargarita_Moreno_2025	I wasn't on the regional LAT team and I didn't realize that I	responsibilities; MOUs and onboarding
stability	lines to prevent duplication and confusion	rhythms, and capacity considerations	_0902 (2).docx	was supposed to be	improve role visibility and prevent overlap.
			Transcript		Regular cross-department meetings surface
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Relationship norms, communication	Region_Chapter_StaffSteady_State_Michelle_Ave	I have a weekly team meeting where I bring in, you know, all	overlaps and can substitute for but not
stability	lines to prevent duplication and confusion	T	rill_2025_0825 (1).docx	of our department managers	replace formal reporting definitions.
,	·		Transcript	·	Integrating at fiscal-year start allows aligned
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Relationship norms, communication	CAP_Staff_Steady_State_Nate_Millard_2025_0903	I would not integrate mid year into a region. I would make	workplans, clearer reporting, and reduced ad
stability	lines to prevent duplication and confusion	· · · · · · · · · · · · · · · · · · ·	.docx	sure integration happened at the beginning of the fiscal year	hoc duplication.
,		, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Transcript	7	NHQ reporting created distance; embedding
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Relationship norms, communication	Region_Chapter_Steady_State_Barry_Falke_2025_	it felt very other. Of course, not only did the team not report	CAP into regions improved authority and
stability	lines to prevent duplication and confusion	· · · · · · · · · · · · · · · · · · ·	0909.docx	to me like they do now	reduced duplication.
		,,,,	Transcripts		Insufficient incident information hinders
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Relationship norms, communication	Region_Chapter_Steady_State_Jennifer_Capps_20	I don't get enough information myself about the fires that we	linking responses to partner coverage, risking
stability	lines to prevent duplication and confusion	rhythms, and capacity considerations	25 08 20.docx	respond to	duplicated or missed coordination.
otability	times to provent aupticution and communici	my amo, and supusky somewhat	20_00_20.000.	respond to	Establishing ground rules clarified
			Transcript		interactions and reduced turf conflicts,
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Relationship norms, communication	Region_Chapter_Steady_StateMark_Beddingfield	I laid some very specific ground rules out of the way we were	though formal MOUs would strengthen
stability	lines to prevent duplication and confusion	T	2025 0828.docx	going to interact and the way we were going to move forward	permanence.
Stability	tilles to prevent duptication and comusion	mytimis, and capacity considerations		going to interact and the way we were going to move forward	
lateration comments and landowship	Olean and an and MOULE and affine ad an an artifact	Deletie e chie e come e come i cotic e	Transcript	About and advantages. I also have a solution of all and a state about a solution	Local chapter collaboration clarifies
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting	Relationship norms, communication	Region_Chapter_Steady_State_Tamica_Jeuitt_2025 0828 (3).docx	the best strategy, I think is working close with the local	operational lanes; still requires formal
Stability	lines to prevent duplication and confusion	mytimis, and capacity considerations	- , ,	chapter. You gotta, you know, know what is going on	agreements to prevent systemic duplication.
	0	B 1 12 12	Transcript		Mutual awareness and onboarding prevent
Integration, governance and leadership	Clear roles and MOUs: defined reporting	Relationship norms, communication	Region_Chapter_Steady_State_David_Hicks_2025_	we've got to make sure the left hand truly knows who, what	duplication; MOUs could formalize handoffs
stability	lines to prevent duplication and confusion	myumis, and capacity considerations	0829.docx	the right hand is doing	and escalation protocols.
l	Leadership turnover and handoffs:		Transcript	l	Advocates explicit contact communication;
Integration, governance and leadership	structured checklists and short shadowing		Region_ChapterSteady_State_Maria_Center_202	clearly communicate who you're talking to when you're	supports checklist-driven handoffs and
stability	deployments	checklists and handover playbooks	5_0827.docx	going to talk to them.	leader introductions.
	Leadership turnover and handoffs:		Transcript		Recommends phased, relationship-based
Integration, governance and leadership	structured checklists and short shadowing		Region_ChapterSteady_State_Alex_Taylor_2025_	my recommendation is definitely to work together For a	onboarding resembling short shadowing
stability	deployments	checklists and handover playbooks	0905.docx	while, get to know each	before formal commitments.
	Leadership turnover and handoffs:		Transcript		Expresses desire for explicit post-response
Integration, governance and leadership	structured checklists and short shadowing		CAP_Staff_Steady_State_Cindy_Magnuson_2025.	Is there a handoff that says, hey, cap partner, we responded	handoff notifications, implying need for
stability	deployments	checklists and handover playbooks	docx	to somebody in your neighborhood last night.	formal handover checklists.
	Leadership turnover and handoffs:		Transcript		Describes a simple operational handoff form;
Integration, governance and leadership	structured checklists and short shadowing	Standardized, signed-off onboarding	CAP_Staff_Steady_State_Kristi_Collins_2025_082	So Joe came up with a form that the case managers can fill	useful precedent for standardized, signed-off
stability	deployments	checklists and handover playbooks	6.docx	out to engage our team	onboarding checklists.
	Leadership turnover and handoffs:		Transcript		Recommends embedding CAP within chapter
Integration, governance and leadership	structured checklists and short shadowing	Standardized, signed-off onboarding	Region_Chapter_StaffSteady_StateTerry_Stigdo	Definitely working hand in hand with the chapter leadership	leadership to institutionalize handoffs and
stability	deployments	checklists and handover playbooks	n_2025_0825.docx	team or	reduce reliance on individuals.

	T	1	1	T	ı
	Leadership turnover and handoffs:		Transcript		Emphasizes need for accountable, capable
Integration, governance and leadership	structured checklists and short shadowing		Region_Chapter_Steady_StatePriscilla_Fuentes_	I think that that's a critical thing. Right. Like, you need to have	partners to execute referrals; checklists could
stability	deployments	checklists and handover playbooks	_2025_0909.docx	people that can follow through.	clarify responsibilities.
	Leadership turnover and handoffs:		Transcript		Promotes distributed relationship ownership
Integration, governance and leadership	structured checklists and short shadowing	Standardized, signed-off onboarding	CAP_Staff_Steady_State_Gilda_Ebanks_2025_082	we're not gatekeepers of relationships. We want them to	to preserve continuity; suggests playbooks to
stability	deployments	checklists and handover playbooks	1.docx	have their own relationships	capture contacts and responsibilities.
Stability	deptoyments	Circoxioto una nunaover playbooks	1.000x	nave treat own retationships	·
					Documents leadership unfamiliarity with
	Leadership turnover and handoffs:		Transcript	Our executive director doesn't even know the, the small	partners; supports need for standardized
Integration, governance and leadership	structured checklists and short shadowing	Standardized, signed-off onboarding	CAP_Staff_Steady_State_Simone_Moore_2025_08	town mayors of any communities that we're in. Like, she's	onboarding and signed-off handover
stability	deployments	checklists and handover playbooks	21.docx	never met with any of them	playbooks.
	Leadership turnover and handoffs:		Transcript	·	Requests ready-made language, tools and
Integration, governance and leadership	structured checklists and short shadowing	Standardized signed off enhearding	Region_ChapterSteady_StateKrista_Coletti_20	Hara's the readman for this year. Pight, And build the region	roadmaps; aligns with standardized checklists
Integration, governance and leadership	ū.	. 0		Here's the roadmap for this year. Right. And build the region	
stability	deployments	checklists and handover playbooks	25_0905.docx	into that roadmap.	and handover playbooks.
	Leadership turnover and handoffs:		Transcript		Shows local leadership stability can
Integration, governance and leadership	structured checklists and short shadowing	Standardized, signed-off onboarding	CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d	She's been with the Red cross for, like, 16 or 17 years, so	substitute for formalized checklists, but
stability	deployments	checklists and handover playbooks	ocx	she's been a steady rock for us.	standardized playbooks still recommended.
		, , , , , , , , , , , , , ,		,	
					Explicit intent to create standardized, signed-
	Leadership turnover and handoffs:		Transcript		off protocols—direct support for
Integration, governance and leadership	structured checklists and short shadowing	Standardized, signed-off onboarding	CAP_Staff_Steady_State_Katrina_Long_2025_0802	it streamlined, written down, a process for it and get it all	onboarding checklists and handover
stability	deployments	checklists and handover playbooks	6.docx	signed off on so that if somebody	playbooks.
	Leadership turnover and handoffs:		Transcript		High churn underscores urgent need for
Integration, governance and leadership		Standardized signed off anhoarding	· ·	four executive directors in three years and four CDPMs is	
Integration, governance and leadership	structured checklists and short shadowing		CAP_StaffSteady_State_Glama_Carter2025	four executive directors in three years and four CDPMs in	written, signed-off onboarding checklists to
stability	deployments	checklists and handover playbooks	docx	three	preserve institutional knowledge.
	Leadership turnover and handoffs:		Transcript		Describes centralized tracker and ownership
Integration, governance and leadership	structured checklists and short shadowing	Standardized, signed-off onboarding	Region Chapter Steady State Jacquelyn Clites	We have a CEP tracker that we've built and it includes	model; supports documented handovers
stability	deployments	checklists and handover playbooks	2025_0902.docx	everything that the cdpms want to put in there.	though not explicit checklists.
		, , , , , , , , , , , , , ,		регория (Справа на пред на пре	1
	Leadership turnover and handoffs:		Transcript		Weekly coordination meetings used to
Integration, governance and leadership	structured checklists and short shadowing		Region_Chapter_StaffSteady_State_Michelle_Ave	weekly meeting so that Patsy and Gabby and I can sit down	manage handoffs; practical but not a
stability	deployments	checklists and handover playbooks	rill_2025_0825 (1).docx	and talk about where	substitute for formal checklists.
	Leadership turnover and handoffs:		Transcript		Connects turnover to relationship fractures
Integration, governance and leadership	structured checklists and short shadowing	Standardized signed-off onboarding	Region_Chapter_Steady_State_Barry_Falke_2025_	You know, every time there is, there is a, you know, a fracture	and rebuilding; implies checklists could
stability	deployments	checklists and handover playbooks	0909.docx	or a disconnect in those relationships and then have	preserve partner continuity.
Stability	• •	checkists and handover playbooks		of a disconnect in those retailonships and their have	
	Leadership turnover and handoffs:		Transcript		Describes transition plan and ground rules;
Integration, governance and leadership	structured checklists and short shadowing	Standardized, signed-off onboarding	Region_Chapter_Steady_StateMark_Beddingfield	I laid some very specific ground rules out of the way we were	akin to a handover playbook but lacks formal
stability	deployments	checklists and handover playbooks	_2025_0828.docx	going to interact and the way we were going to move	checklist detail.
	Londorabin turnayar and bandaffar		Transcript		Recommends mandatory leader
Integration governance and leadership	Leadership turnover and handoffs:	Standardized signed-off onboarding			
Integration, governance and leadership	structured checklists and short shadowing		Region_Chapter_Steady_State_Tamica_Jeuitt_2025	when those CAP teams come in, partner with the executive	introductions and partner meetings as part of
Integration, governance and leadership stability	structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	_0828 (3).docx	director, make that initial meeting to the mayor	introductions and partner meetings as part of onboarding; could be checklist items.
	structured checklists and short shadowing deployments Leadership turnover and handoffs:	checklists and handover playbooks		· ·	introductions and partner meetings as part of
	structured checklists and short shadowing deployments	checklists and handover playbooks	_0828 (3).docx	· ·	introductions and partner meetings as part of onboarding; could be checklist items.
stability	structured checklists and short shadowing deployments Leadership turnover and handoffs:	checklists and handover playbooks	_0828 (3).docx Transcript	director, make that initial meeting to the mayor	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâ€'alongs and
stability Integration, governance and leadership	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments	checklists and handover playbooks Standardized, signed-off onboarding	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs.	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâC alongs and meeting attendance as experiential onboarding, not formalized checklists.
stability Integration, governance and leadership stability	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs:	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâC alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates
stability Integration, governance and leadership stability Integration, governance and leadership	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideât'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to
stability Integration, governance and leadership stability	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs:	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideât'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints.
stability Integration, governance and leadership stability Integration, governance and leadership	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideât'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to
stability Integration, governance and leadership stability Integration, governance and leadership	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideât'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints.
stability Integration, governance and leadership stability Integration, governance and leadership stability	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: Leadership turnover and handoffs:	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâC'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation Formal short shadowing deployments	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we asked. We gave them an office in our office. So they sat in	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâC'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and
stability Integration, governance and leadership stability Integration, governance and leadership stability	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation	_0828 (3).docx Transcript CAP_Staff_Steady_State_David_Hicks_2025_ Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideāC'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer.
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs:	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation Formal short shadowing deployments with defined objectives and evaluation	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we asked. We gave them an office in our office. So they sat in our office with us daily.	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâC'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer. Schedule regular meetings with disaster
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing structured checklists and short shadowing	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation Formal short shadowing deployments with defined objectives and evaluation Named relationship owners and regular	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript CAP_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we asked. We gave them an office in our office. So they sat in our office with us daily. time with, if not the re. Maybe the disaster relief officer, you	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâC'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer. Schedule regular meetings with disaster officers to maintain warm introductions and
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs:	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation Formal short shadowing deployments with defined objectives and evaluation	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we asked. We gave them an office in our office. So they sat in our office with us daily.	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâC'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer. Schedule regular meetings with disaster
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation Formal short shadowing deployments with defined objectives and evaluation Named relationship owners and regular	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript CAP_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we asked. We gave them an office in our office. So they sat in our office with us daily. time with, if not the re. Maybe the disaster relief officer, you	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâC*alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer. Schedule regular meetings with disaster officers to maintain warm introductions and continuity.
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs:	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation Formal short shadowing deployments with defined objectives and evaluation Named relationship owners and regular cadence for proactive introductions	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Transcript Transcript Transcript Transcript	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we asked. We gave them an office in our office. So they sat in our office with us daily. time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month.	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâC'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer. Schedule regular meetings with disaster officers to maintain warm introductions and continuity.
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation Formal short shadowing deployments with defined objectives and evaluation Named relationship owners and regular cadence for proactive introductions	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Steady_State_Maria_Center_202	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we asked. We gave them an office in our office. So they sat in our office with us daily. time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. clearly communicate who you're talking to when you're	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâC'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer. Schedule regular meetings with disaster officers to maintain warm introductions and continuity. Emphasizes naming contacts and communicating outreach to prevent surprises
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability	structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation Formal short shadowing deployments with defined objectives and evaluation Named relationship owners and regular cadence for proactive introductions	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Transcript Region_Chapter_Stafe_State_Morman_2025_08 29.docx Transcript Region_Chapter_Steady_State_Maria_Center_202 5_0827.docx	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we asked. We gave them an office in our office. So they sat in our office with us daily. time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month.	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâC'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer. Schedule regular meetings with disaster officers to maintain warm introductions and continuity. Emphasizes naming contacts and communicating outreach to prevent surprises and preserve partner relationships.
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs:	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation Formal short shadowing deployments with defined objectives and evaluation Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Steady_State_Maria_Center_202 5_0827.docx Transcript	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we asked. We gave them an office in our office. So they sat in our office with us daily. time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. clearly communicate who you're talking to when you're going to talk to them. Make sure everybody knows.	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâC'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer. Schedule regular meetings with disaster officers to maintain warm introductions and continuity. Emphasizes naming contacts and communicating outreach to prevent surprises and preserve partner relationships.
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership	structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation Formal short shadowing deployments with defined objectives and evaluation Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Steady_State_Maria_Center_202 5_0827.docx Transcript	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we asked. We gave them an office in our office. So they sat in our office with us daily. time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. clearly communicate who you're talking to when you're	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâC'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer. Schedule regular meetings with disaster officers to maintain warm introductions and continuity. Emphasizes naming contacts and communicating outreach to prevent surprises and preserve partner relationships.
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs:	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation Formal short shadowing deployments with defined objectives and evaluation Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Steady_State_Maria_Center_202 5_0827.docx Transcript	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we asked. We gave them an office in our office. So they sat in our office with us daily. time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. clearly communicate who you're talking to when you're going to talk to them. Make sure everybody knows.	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâC'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer. Schedule regular meetings with disaster officers to maintain warm introductions and continuity. Emphasizes naming contacts and communicating outreach to prevent surprises and preserve partner relationships.
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation Formal short shadowing deployments with defined objectives and evaluation Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Steady_State_Maria_Center_202 5_0827.docx Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we asked. We gave them an office in our office. So they sat in our office with us daily. time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. clearly communicate who you're talking to when you're going to talk to them. Make sure everybody knows. my recommendation is definitely to work together For a	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal ideâC'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer. Schedule regular meetings with disaster officers to maintain warm introductions and continuity. Emphasizes naming contacts and communicating outreach to prevent surprises and preserve partner relationships. Advocates phased collaboration to build relationships before assigning ownership or making introductions.
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability	structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs:	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation Formal short shadowing deployments with defined objectives and evaluation Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Steady_State_Maria_Center_202 5_0827.docx Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx Transcript	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we asked. We gave them an office in our office. So they sat in our office with us daily. time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. clearly communicate who you're talking to when you're going to talk to them. Make sure everybody knows. my recommendation is definitely to work together For a	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâC'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer. Schedule regular meetings with disaster officers to maintain warm introductions and continuity. Emphasizes naming contacts and communicating outreach to prevent surprises and preserve partner relationships. Advocates phased collaboration to build relationships before assigning ownership or making introductions. Proposes convening leaders with a shared
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation Formal short shadowing deployments with defined objectives and evaluation Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Steady_State_Morman_2025_08 29.docx Transcript Region_Chapter_Steady_State_Maria_Center_202 5_0827.docx Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx Transcript Transcript Transcript CAP_Staff_Steady_State_Gaby_Perez_Albarracin_ Transcript CAP_Staff_Steady_State_Gaby_Perez_Albarracin_	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we asked. We gave them an office in our office. So they sat in our office with us daily. time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. clearly communicate who you're talking to when you're going to talk to them. Make sure everybody knows. my recommendation is definitely to work together For a while, get to know each other	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâC'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer. Schedule regular meetings with disaster officers to maintain warm introductions and continuity. Emphasizes naming contacts and communicating outreach to prevent surprises and preserve partner relationships. Advocates phased collaboration to build relationships before assigning ownership or making introductions. Proposes convening leaders with a shared goal to clarify contact ownership and
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability	structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs: structured checklists and short shadowing deployments Leadership tumover and handoffs:	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation Formal short shadowing deployments with defined objectives and evaluation Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Steady_State_Maria_Center_202 5_0827.docx Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx Transcript	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we asked. We gave them an office in our office. So they sat in our office with us daily. time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. clearly communicate who you're talking to when you're going to talk to them. Make sure everybody knows. my recommendation is definitely to work together For a	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâc'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer. Schedule regular meetings with disaster officers to maintain warm introductions and continuity. Emphasizes naming contacts and communicating outreach to prevent surprises and preserve partner relationships. Advocates phased collaboration to build relationships before assigning ownership or making introductions. Proposes convening leaders with a shared goal to clarify contact ownership and proactive introductions.
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation Formal short shadowing deployments with defined objectives and evaluation Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Steady_State_Morman_2025_08 29.docx Transcript Region_Chapter_Steady_State_Maria_Center_202 5_0827.docx Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx Transcript Transcript Transcript CAP_Staff_Steady_State_Gaby_Perez_Albarracin_ Transcript CAP_Staff_Steady_State_Gaby_Perez_Albarracin_	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we asked. We gave them an office in our office. So they sat in our office with us daily. time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. clearly communicate who you're talking to when you're going to talk to them. Make sure everybody knows. my recommendation is definitely to work together For a while, get to know each other	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâc'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer. Schedule regular meetings with disaster officers to maintain warm introductions and continuity. Emphasizes naming contacts and communicating outreach to prevent surprises and preserve partner relationships. Advocates phased collaboration to build relationships before assigning ownership or making introductions. Proposes convening leaders with a shared goal to clarify contact ownership and
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs:	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation Formal short shadowing deployments with defined objectives and evaluation Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Morman_2025_08 29.docx Transcript Region_Chapter_Steady_State_Maria_Center_202 5_0827.docx Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx Transcript CAP_Staff_Steady_State_Gaby_Perez_Albarracin_ 2025_0904.docx Transcript Transcript CAP_Staff_Steady_State_Gaby_Perez_Albarracin_ 2025_0904.docx Transcript	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we asked. We gave them an office in our office. So they sat in our office with us daily. time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. clearly communicate who you're talking to when you're going to talk to them. Make sure everybody knows. my recommendation is definitely to work together For a while, get to know each other	introductions and partner meetings as part of onboarding; could be checklist items. Documents informat rideâc'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer. Schedule regular meetings with disaster officers to maintain warm introductions and continuity. Emphasizes naming contacts and communicating outreach to prevent surprises and preserve partner relationships. Advocates phased collaboration to build relationships before assigning ownership or making introductions. Proposes convening leaders with a shared goal to clarify contact ownership and proactive introductions.
stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability Integration, governance and leadership stability	structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments Leadership turnover and handoffs: structured checklists and short shadowing deployments	checklists and handover playbooks Standardized, signed-off onboarding checklists and handover playbooks Formal short shadowing deployments with defined objectives and evaluation Formal short shadowing deployments with defined objectives and evaluation Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions Named relationship owners and regular cadence for proactive introductions	_0828 (3).docx Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript Region_Chapter_State_Curtis_Morman_2025_08 29.docx Transcript Region_Chapter_Steady_State_Maria_Center_202 5_0827.docx Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx Transcript CAP_Staff_Steady_State_Gaby_Perez_Albarracin_ 2025_0904.docx Transcript Transcript CAP_Staff_Steady_State_Gaby_Perez_Albarracin_ 2025_0904.docx Transcript	director, make that initial meeting to the mayor the CAP team has gone on some of our CDPM's meetings with local fire chiefs. Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. So what we did in Louisiana, which was different, was we asked. We gave them an office in our office. So they sat in our office with us daily. time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month. clearly communicate who you're talking to when you're going to talk to them. Make sure everybody knows. my recommendation is definitely to work together For a while, get to know each other	introductions and partner meetings as part of onboarding; could be checklist items. Documents informal rideâc'alongs and meeting attendance as experiential onboarding, not formalized checklists. Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints. Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer. Schedule regular meetings with disaster officers to maintain warm introductions and continuity. Emphasizes naming contacts and communicating outreach to prevent surprises and preserve partner relationships. Advocates phased collaboration to build relationships before assigning ownership or making introductions. Proposes convening leaders with a shared goal to clarify contact ownership and proactive introductions. Raises ownership questionâc"clarity needed

	Leadership turnover and handoffs:		Transcript		Suggests embedding CAP within chapter
Integration, governance and leadership	structured checklists and short shadowing	Named relationship owners and regular	Region_Chapter_StaffSteady_StateTerry_Stigdo	Definitely working hand in hand with the chapter leadership	leadership to institutionalize contact
stability	deployments	cadence for proactive introductions	n_2025_0825.docx	team or actually being a part of the	ownership and regular introductions.
	Leadership turnover and handoffs:		Transcript		Emphasizes assigning accountable people to
Integration, governance and leadership	structured checklists and short shadowing	Named relationship owners and regular	Region_Chapter_Steady_StatePriscilla_Fuentes_		maintain partner relationships and ensure
stability	deployments	cadence for proactive introductions	2025 0909.docx	you need to have people that can follow through.	follow-through after introductions.
	Leadership turnover and handoffs:	, , , , , , , , , , , , , , , , , , , ,	Transcript	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Calls for intentional outreach cadence to
Integration, governance and leadership	structured checklists and short shadowing	Named relationship owners and regular	Region_ChapterSteady_StateKrista_Coletti_20	departments just have so much turnover is like we have to	maintain consistent introductions and named
	_	cadence for proactive introductions		have a real intentional cadence for how we're reaching out	contact visibility despite turnover.
stability	deployments	cadence for proactive introductions	25_0905.docx	mave a real intentional cadence for now we re reaching out	
	Leadership turnover and handoffs:		Transcript		Longâ€'tenured EDs provide named
Integration, governance and leadership	structured checklists and short shadowing	, ,	CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d	our ED has remained the same. She's been with the Red	continuity and reduce need for frequent
stability	deployments	cadence for proactive introductions	ocx	cross for, like, 16 or 17 years	reintroductions during turnover.
	Leadership turnover and handoffs:		Transcript		Intends to formalize written protocols so new
Integration, governance and leadership	structured checklists and short shadowing	Named relationship owners and regular	CAP_Staff_Steady_State_Katrina_Long_2025_0802	My goal is to get it streamlined, written down, a process for it	leaders receive consistent introductions and
stability	deployments	cadence for proactive introductions	6.docx	and get it all signed off on	documented relationship ownership.
	Leadership turnover and handoffs:		Transcript		Direct introduction to EDs recommended to
Integration, governance and leadership	structured checklists and short shadowing	Named relationship owners and regular	Region_Chapter_Staff_Steady_State_Shawn_Schul	Instead of two separate programs, it should have been, let	ensure proactive, named handoffs and
stability	deployments	cadence for proactive introductions	ze 2025 0826.docx	me introduce you to the executive director for this section.	prevent surprises.
Stability	ueptoyments	cadence for proactive introductions	26_2025_0820:u0CX	ine introduce you to the executive director for this section.	prevent surprises.
	Leadership turnover and handoffs:		Transcript	L	Explicitly endorses short shadowing
Integration, governance and leadership	structured checklists and short shadowing		CAP_Staff_Steady_State_Nate_Millard_2025_0903	Deploy to actual disaster shadowed with someone who's	deployments to transfer experiential
stability	deployments	cadence for proactive introductions	.docx	done it before	knowledge and support leadership handoffs.
	Leadership turnover and handoffs:		Transcript		Describes active monitoring to rebuild and
Integration, governance and leadership	structured checklists and short shadowing	Named relationship owners and regular	Region_Chapter_Steady_State_Barry_Falke_2025_	those relationships being reconnected and resolidified and	prioritize partner relationships after turnover,
stability	deployments	cadence for proactive introductions	0909.docx	trying to	reinforcing named ownership.
,	Leadership turnover and handoffs:	·	Transcript	, ,	Used transition plans and ground rules to
Integration, governance and leadership	structured checklists and short shadowing	Named relationship owners and regular	Region_Chapter_Steady_StateMark_Beddingfield	I laid some very specific ground rules out of the way we were	guide introductions and clarify who owns
stability	_	· · · · · · · · · · · · · · · · · · ·			partner relationships.
Stability	deployments	cadence for proactive introductions	_2025_0828.docx	going to interact	
	Leadership turnover and handoffs:		Transcript		Regular coordination slots enable checklist-
Integration, governance and leadership	structured checklists and short shadowing		CAP_Staff_Steady_State_Curtis_Morman_2025_08		driven handoffs and plan short shadowing
stability	deployments	and governance for clean handoffs	29.docx	Having some scheduled time with, if not	overlaps for leadership transitions.
	Leadership turnover and handoffs:		Transcript		Explicit contact ownership supports
Integration, governance and leadership	structured checklists and short shadowing	Integration timing, data harmonization,	Region_ChapterSteady_State_Maria_Center_202	clearly communicate who you're talking to when you're	checklists and brief shadowing to secure
stability	deployments	and governance for clean handoffs	5 0827.docx	going to talk to them	clean leadership handoffs.
,	Leadership turnover and handoffs:		Transcript		Phased collaboration suggests short
Integration, governance and leadership	structured checklists and short shadowing	Integration timing data harmonization	Region_ChapterSteady_State_Alex_Taylor_2025_		shadowing deployments complemented by
	_			to goth or For a while got to know	
stability	deployments	and governance for clean handoffs	0905.docx	together For a while, get to know	checklists during handoffs.
	Leadership turnover and handoffs:		Transcript		Shared goals align governance; include
Integration, governance and leadership	structured checklists and short shadowing		CAP_StaffSteady_StateGaby_Perez_Albarracin_		checklist items and brief shadowing to
stability	deployments	and governance for clean handoffs	2025_0904.docx	what is one goal that is going to be shared for all of us	operationalize transitions.
	Leadership turnover and handoffs:		Transcript		Concrete notification protocols act as handoff
Integration, governance and leadership	structured checklists and short shadowing	Integration timing, data harmonization,	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	in neighborhood A. Is there a handoff that says, hey, cap	checklists and enable quick shadowing-
stability	deployments	and governance for clean handoffs	docx	partner, we responded	based follow-ups.
,	Leadership turnover and handoffs:		Transcript		Embedding CAP in chapter leadership
Integration, governance and leadership	structured checklists and short shadowing	Integration timing data harmonization	Region_Chapter_StaffSteady_StateTerry_Stigdo		enables governance continuity; use
stability	deployments	and governance for clean handoffs	n 2025 0825.docx	Definitely working hand in hand with the	checklists and short shadowing.
Stability		and governance for clean namuons		Denintery working Italia in Italia with the	·
	Leadership turnover and handoffs:		Transcript		Receiving roles must have capacity; pair
Integration, governance and leadership	structured checklists and short shadowing		Region_Chapter_Steady_StatePriscilla_Fuentes_	that CDPM needs to be able to execute on actually, like,	checklists with shadowing to ensure
stability	deployments	and governance for clean handoffs	_2025_0909.docx	doing something.	execution.
	Leadership turnover and handoffs:		Transcript		Decentralizing contacts requires governance
Integration, governance and leadership	structured checklists and short shadowing	Integration timing, data harmonization,	CAP_Staff_Steady_State_Gilda_Ebanks_2025_082	of relationships. We want them to have their own	rules and checklists plus shadowing to
stability	deployments	and governance for clean handoffs	1.docx	relationships with our partners	transfer partner knowledge.
•	Leadership turnover and handoffs:	_	Transcript		Prebuilt roadmaps support timed
Integration, governance and leadership	structured checklists and short shadowing	Integration timing data harmonization	Region_ChapterSteady_StateKrista_Coletti_20		integrations, checklists, and short shadowing
	deployments	and governance for clean handoffs	25 0905.docx	Here's the roadman for this year	for smooth handoffs.
stability	· · ·	and governance for clean nandons		Here's the roadmap for this year.	
	Leadership turnover and handoffs:		Transcript		Explicit intent to document protocols
Integration, governance and leadership	structured checklists and short shadowing		CAP_Staff_Steady_State_Katrina_Long_2025_0802	get it streamlined, written down, a process for it and get it all	supports creating handoff checklists and
stability	deployments	and governance for clean handoffs	6.docx	signed off on	short shadowing pilots.
	Leadership turnover and handoffs:		Transcript		Mandatory orientations enable governance
	1	le a a a company and a company	Borion Chanter Stoff Stoody State Chaum Cohul		clarity; supplement with checklists and short
Integration, governance and leadership	structured checklists and short shadowing	Integration timing, data harmonization.	Thegion Chapter Stall Steady State Shawii Schut		
Integration, governance and leadership stability	structured checklists and short shadowing deployments	Integration timing, data harmonization, and governance for clean handoffs	Region_Chapter_Staff_Steady_State_Shawn_Schul ze 2025 0826.docx	mandatory orientation where they learn all about the region	shadowing deployments.

			I=		In
	Leadership turnover and handoffs:		Transcript		Data merges require standardized fields and
Integration, governance and leadership	structured checklists and short shadowing		Region_ChapterSteady_State_Jacquelyn_Clites_		timing; include handoff checklists and
stability	deployments	and governance for clean handoffs	2025_0902.docx	has information entered the same way. So you kind	shadowing for context.
	Leadership turnover and handoffs:		Transcript		Direct endorsement of short shadowing
Integration, governance and leadership	structured checklists and short shadowing	Integration timing, data harmonization,	CAP_Staff_Steady_State_Nate_Millard_2025_0903		deployments; pair these with concise
stability	deployments	and governance for clean handoffs	.docx	disaster shadowed with someone who's done it before	checklists for leadership handoffs.
	Leadership turnover and handoffs:		Transcript		Role instability undermines clean handoffs;
Integration, governance and leadership	structured checklists and short shadowing	Integration timing, data harmonization,	Region_Chapter_Steady_State_Barry_Falke_2025_		institute checklists and short shadowing to
stability	deployments	and governance for clean handoffs	0909.docx	and forth on that role at least three or four times	stabilize transitions.
	Leadership turnover and handoffs:		Transcript		Collective regional onboarding supports
Integration, governance and leadership	structured checklists and short shadowing	Integration timing data harmonization	Region_Chapter_Steady_State_David_Hicks_2025_	Simply come in as regional leadership. Get everybody	governance continuity; accompany with
stability	deployments	and governance for clean handoffs	0829.docx	around the table	checklists and short shadowing overlaps.
Stability	' '	and governance for clean nations		aloullu tile table	i
	Inclusion and shared goals: regular		Transcript		Shows CAP inclusion in regional leadership
Integration, governance and leadership	participation in leadership meetings and	Routine embedded participation in	CAP_Staff_Steady_State_Curtis_Morman_2025_08		meetings enabling direct reporting and
stability	agreed year-one objectives	leadership meetings	29.docx	regional leadership team, you know, puts me at the table	integration discussions.
	Inclusion and shared goals: regular		Transcript		Suggests informal, proactive leader
Integration, governance and leadership	participation in leadership meetings and	Routine embedded participation in	CAP_StaffSteady_StateGaby_Perez_Albarracin_		engagement to build relationships and align
stability	agreed year-one objectives	leadership meetings	2025_0904.docx	let's have a chat, let's have some coffee, talk about it.	CAP with local leadership.
	Inclusion and shared goals: regular	-	Transcript		Describes deliberate inclusion of CAP in
Integration, governance and leadership	participation in leadership meetings and	Routine embedded participation in	Region_ChapterSteady_State_Maria_Center_202	been extremely welcoming and have, you know, really gone	chapter meetings, supporting embedded
stability	agreed year-one objectives	leadership meetings	5_0827.docx	out of my way to include them in our chapter meetings.	participation and collaboration.
Studenty		reaction in the current		out or my way to include them in our chapter meetings.	
	Inclusion and shared goals: regular		Transcript		Provides specific recurring meeting cadences
Integration, governance and leadership	participation in leadership meetings and	Routine embedded participation in	Region_ChapterSteady_State_Alex_Taylor_2025_	a collaboration meeting every two weeks. We meet for the	demonstrating CAP's routine embedded
stability	agreed year-one objectives	leadership meetings	0905.docx	community mobilization once a week.	coordination.
	Inclusion and shared goals: regular		Transcript		Indicates early communication gaps
Integration, governance and leadership	participation in leadership meetings and	Routine embedded participation in	Region_Chapter_Staff_Steady_State_Caedy_Minole		undermined establishing formal agreed
stability	agreed year-one objectives	leadership meetings	tti 2025 0904.docx	there was no formal format to communicate.	year‑one objectives.
,	Inclusion and shared goals: regular		Transcript		Describes CAP participating in divisional
Integration, governance and leadership	participation in leadership meetings and	Routine embedded participation in	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	some divisional meetings where we were gathering some	forums to surface operational feedback and
stability	agreed year-one objectives	leadership meetings	docx	feedback	issues.
Stability		teadership meetings		recuback	
	Inclusion and shared goals: regular		Transcript		Shows monthly chapter meeting attendance,
Integration, governance and leadership	participation in leadership meetings and	Routine embedded participation in	Region_Chapter_Steady_State_Rachel_Lipoff_2025		indicating embedded CAP involvement in
stability	agreed year-one objectives	leadership meetings	_0908.docx	meetings every month and they attend	ongoing leadership forums.
	Inclusion and shared goals: regular		Transcript		Explains scheduling conflicts with national
Integration, governance and leadership	participation in leadership meetings and	Routine embedded participation in	Region_Chapter_Steady_StatePriscilla_Fuentes_	we could never find a time that worked for our CAP manager	commitments prevented routine CAP
stability	agreed year-one objectives	leadership meetings	_2025_0909.docx	to actually join my regional leadership team meetings	attendance at regional leadership meetings.
	Inclusion and shared goals: regular	-	Transcript		Indicates leadership-level presentation
Integration, governance and leadership	participation in leadership meetings and	Routine embedded participation in	l ·	us presenting our strategic plan to not just the regional	fosters aligned understanding and shared
stability	agreed year-one objectives	leadership meetings	21.docx	director, but also to	priorities across regions and chapters.
Stubility		teddership freedings		director, but also to	
	Inclusion and shared goals: regular	5	Transcript		Shows CAP plan presentations are integrated
Integration, governance and leadership	participation in leadership meetings and	Routine embedded participation in	Region_ChapterSteady_StateKrista_Coletti_20	I was invited to listen to the annual business plans for the	into regional planning forums, supporting
stability	agreed year-one objectives	leadership meetings	25_0905.docx	CAP directors	shared goal visibility.
	Inclusion and shared goals: regular		Transcript		Describes forming a sustained local
Integration, governance and leadership	participation in leadership meetings and	Routine embedded participation in	CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d	make sure that there is a group of people that continues	convening that meets regularly to maintain
stability	agreed year-one objectives	leadership meetings	осх	meeting regularly	preparedness and coordination.
	Inclusion and shared goals: regular		Transcript		Uses meetings to educate CAP and staff,
Integration, governance and leadership	participation in leadership meetings and	Routine embedded participation in	Region_Chapter_Steady_State_Joel_Sullivan202	I think as we educate CAP on these programs through our	broadening recruitment capacity and shared
stability	agreed year-one objectives	leadership meetings	5 0822.docx	meetings	understanding.
					, and the second
Interesting decomposition (1)	Inclusion and shared goals: regular	Daniel and deal of the control of	Transcript	I think it's two times a month where I meet with both the	Documents bi‑monthly leadership
Integration, governance and leadership	participation in leadership meetings and	Routine embedded participation in	Region_Chapter_Staff_Steady_State_Shawn_Schul	executive director involved and with these CAP risk reduction	meetings convened by region to align CAP
stability	agreed year-one objectives	leadership meetings	ze_2025_0826.docx	manager	and executive director activities.
	Inclusion and shared goals: regular		Transcription		Specifies CAP manager participating in
Integration, governance and leadership	participation in leadership meetings and	Routine embedded participation in	Region_ChapterSteady_State_Alicia_Dougherty_		biweekly leadership meetings and monthly
stability	agreed year-one objectives	leadership meetings	2025_0908 (1).docx	regional leadership team meetings too. So my, I	coordination checkâ€'ins.
	Inclusion and shared goals: regular		Transcript		The document clearly shows regular
Integration, governance and leadership	participation in leadership meetings and	Routine embedded participation in	Region_Chapter_StaffSteady_State_Michelle_Ave	And so I have a weekly team meeting where I bring in, you	leadership meetings with cross-department
stability	agreed year-one objectives	leadership meetings	rill 2025 0825 (1).docx	know, all of our department managers.	participation.
	, ,		Transcript	, or our doparation intitudgetor	' '
	Inclusion and shared goals: regular	Devision and added a satisfaction of	The state of the s	line land on his arm and the land of the l	Explicitly reports lack of regular leadership
Integration, governance and leadership	participation in leadership meetings and	Routine embedded participation in	CAP_Staff_Steady_State_Nate_Millard_2025_0903	key leadership around volunteer services for the region. And	meetings, highlighting inclusion gaps and
stability	agreed year-one objectives	leadership meetings	.docx	I think that's	missed coordination.
	Inclusion and shared goals: regular		Transcript		Frames staged, measurable year‑one
Integration, governance and leadership	participation in leadership meetings and	Routine embedded participation in	Region_Chapter_Steady_StateMark_Beddingfield		actions as essential for meaningful CAP
stability	agreed year-one objectives	leadership meetings	_2025_0828.docx	what does that mean in year one, let's move it here.	regional impact.

	T	T			I
	Inclusion and shared goals: regular		Transcript		Describes daily contact and meeting
Integration, governance and leadership	participation in leadership meetings and	Routine embedded participation in	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	that placeholder in your chapter meetings, we got to know	placeholders that foster embedded
stability	agreed year-one objectives	leadership meetings	_0828 (3).docx	what's going on. Everybody's got	awareness and integration.
	Inclusion and shared goals: regular		Transcript		Calls for bringing senior executives into
Integration, governance and leadership	participation in leadership meetings and	Leadership-driven onboarding and	Region_Chapter_Staff_Steady_State_Caedy_Minole		discussions to improve inclusion and shared
stability	agreed year-one objectives	mandated inclusion	tti_2025_0904.docx	The RE and the ED need to be brought in.	goals.
	Inclusion and shared goals: regular		Transcript		
Integration, governance and leadership	participation in leadership meetings and	Leadership-driven onboarding and	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	some divisional meetings where we were gathering some	Shows CAP included in divisional forums to
stability	agreed year-one objectives	mandated inclusion	docx	feedback around this	surface feedback and influence processes.
	Inclusion and shared goals: regular		Transcript		Documents early, recurring regional
Integration, governance and leadership	participation in leadership meetings and	Leadership-driven onboarding and	CAP_Staff_Steady_State_Kristi_Collins_2025_082	we immediately started engaging with the region through our	engagement (quarterly) to integrate CAP into
stability	agreed year-one objectives	mandated inclusion	6.docx	quarterly regional meeting. So	leadership routines.
	Inclusion and shared goals: regular		Transcript		Confirms monthly chapter meeting
Integration, governance and leadership	participation in leadership meetings and	Leadership-driven onboarding and		We have chapter meetings every month and they attend the	attendance embeds CAP in routine leadership
stability	agreed year-one objectives	mandated inclusion	_0908.docx	chapter meetings.	coordination.
Stability		manuateu inctusion			
	Inclusion and shared goals: regular		Transcript	For instance, we could never find a time that worked for our	Notes scheduling conflicts with national
Integration, governance and leadership	participation in leadership meetings and	Leadership-driven onboarding and	Region_Chapter_Steady_StatePriscilla_Fuentes_	CAP manager to actually join my regional leadership team	commitments prevented regular CAP
stability	agreed year-one objectives	mandated inclusion	_2025_0909.docx	meetings	attendance at regional leadership meetings.
	Inclusion and shared goals: regular		Transcript	presenting our strategic plan to not just the regional director,	Shows leadership presentations build shared
Integration, governance and leadership	participation in leadership meetings and	Leadership-driven onboarding and	CAP_Staff_Steady_State_Simone_Moore_2025_08	but also to the chapter, I feel like everybody's on one	understanding and help align regional and
stability	agreed year-one objectives	mandated inclusion	21.docx	playing field	chapter stakeholders.
	Inclusion and shared goals: regular		Transcript		Advocates using staff meetings to educate
Integration, governance and leadership	participation in leadership meetings and	Leadership-driven onboarding and	Region_Chapter_Steady_State_Joel_Sullivan202	I think as we educate CAP on these programs through our	CAP and leverage the whole team as recruiters
stability	agreed year-one objectives	mandated inclusion	5 0822.docx	meetings that we have educating the whole staff	and partners.
Stability		mandated inclusion	_	incedings that we have educating the whote stail	· ·
	Inclusion and shared goals: regular		Transcript		Shows individual year‑one goals were
Integration, governance and leadership	participation in leadership meetings and	Leadership-driven onboarding and	CAP_Staff_Steady_StateMargarita_Moreno_2025		shared upward for feedback but not
stability	agreed year-one objectives	mandated inclusion	_0902 (2).docx	I shared my goal with my RE for feedback	formalized across leadership.
	Inclusion and shared goals: regular		Transcript		Weekly cross‑department meetings
Integration, governance and leadership	participation in leadership meetings and	Leadership-driven onboarding and	Region_Chapter_StaffSteady_State_Michelle_Ave	I have a weekly team meeting where I bring in, you know, all	institutionalize inclusion and enable shared
stability	agreed year-one objectives	mandated inclusion	rill_2025_0825 (1).docx	of our department managers.	goal‑setting across services.
	Inclusion and shared goals: regular		Transcript		Demonstrates CAP staff embedding in
Integration, governance and leadership	participation in leadership meetings and	Leadership-driven onboarding and	Region_Chapter_Steady_State_Barry_Falke_2025_	all embedded now with various chapters for our chapter	chapter action teams to participate in
stability	agreed year-one objectives	mandated inclusion	0909.docx	action plans, for our	leadership planning.
otability		manadou motación	Transcript	action plants, for our	
Integration deversion or and leadership	Inclusion and shared goals: regular	Loodorahin drivan anhaarding and			Advocates staging specific, meaningful
Integration, governance and leadership	participation in leadership meetings and	Leadership-driven onboarding and	Region_Chapter_Steady_StateMark_Beddingfield		yearâ€'one actions to align CAP with regional
stability	agreed year-one objectives	mandated inclusion	_2025_0828.docx	what does that mean in year one, let's move it here	priorities.
	Inclusion and shared goals: regular		Transcript		
Integration, governance and leadership	participation in leadership meetings and	Leadership-driven onboarding and	Region_Chapter_Steady_State_Tamica_Jeuitt_2025		Indicates formal meeting seats gave CAP
stability	agreed year-one objectives	mandated inclusion	_0828 (3).docx	they had a seat at our chapter meetings	representation and prevented siloed efforts.
	Inclusion and shared goals: regular		Transcript		Shows CAP's inclusion in leadership forums
Integration, governance and leadership	participation in leadership meetings and	Shared, measurable year-one objectives	CAP_Staff_Steady_State_Curtis_Morman_2025_08	being part of the regional leadership team, you know, puts	but lacks evidence of formal, agreed year-one
stability	agreed year-one objectives	linked to mobilization	29.docx	me at the table	metrics.
,	Inclusion and shared goals: regular		Transcript		Links CAP priorities to regional and chapter
Integration, governance and leadership	participation in leadership meetings and	Shared measurable year-one objectives	CAP_StaffSteady_StateGaby_Perez_Albarracin_		goals, suggesting mobilization-aligned
stability	agreed year-one objectives	linked to mobilization	2025 0904.docx	I think that relates to the shared goals too.	objectives.
Stubility		tilliked to mobilization	_	Turnik triat retailes to the strated godes too.	• •
	Inclusion and shared goals: regular		Transcript		Provides explicit cadence for mobilization
Integration, governance and leadership	participation in leadership meetings and	Shared, measurable year-one objectives	Region_ChapterSteady_State_Alex_Taylor_2025_		meetings, indicating regular coordination and
stability	agreed year-one objectives	linked to mobilization	0905.docx	We meet for the community mobilization once a week.	joint objectives.
	Inclusion and shared goals: regular		Transcript		Strategic presentations create common
Integration, governance and leadership	participation in leadership meetings and	Shared, measurable year-one objectives	CAP_Staff_Steady_State_Simone_Moore_2025_08	our strategic plan to not just the regional director, but also to	understanding, aiding mobilization-aligned
stability	agreed year-one objectives	linked to mobilization	21.docx	the chapter, I feel like everybody's on one playing field	objectives and leadership buy-in.
	Inclusion and shared goals: regular		Transcript	I was invited to listen to the annual business plans for the	Shows CAP plans are shared with regional
Integration, governance and leadership	participation in leadership meetings and	Shared, measurable year-one objectives	Region_ChapterSteady_StateKrista_Coletti_20	CAP directors, and I'm having them present those plans to	teams, supporting alignment though not
stability	agreed year-one objectives	linked to mobilization	25_0905.docx	my team.	formalized year-one sign-off.
,	Inclusion and shared goals: regular		Transcript	,	Describes creating regular local coalition
Integration, governance and leadership	participation in leadership meetings and	Shared measurable year one objectives		there's not doing to be a long term recovery group active in	meetings to sustain mobilization and
Integration, governance and leadership		Shared, measurable year-one objectives		there's not going to be a long term recovery group active in	_
stability	agreed year-one objectives	linked to mobilization	OCX	Warren County.	collective leadership engagement.
	Inclusion and shared goals: regular		Transcript		Recommends early regular meetings to
Integration, governance and leadership	participation in leadership meetings and	Shared, measurable year-one objectives	Region_ChapterSteady_State_Jacquelyn_Clites_	we probably could have implemented regularly scheduled	prevent siloing and support shared,
stability	agreed year-one objectives	linked to mobilization	2025_0902.docx	meetings, that sort of thing from the beginning	mobilization-aligned objectives.
	Inclusion and shared goals: regular		Transcript		Frequent contact and meeting placeholders
Integration, governance and leadership	participation in leadership meetings and	Shared, measurable year-one objectives	Region_Chapter_Steady_State_Tamica_Jeuitt_2025		enable integration and shared mobilization
	agreed year-one objectives	linked to mobilization	0828 (3).docx	that placeholder in your chapter meetings, we got	awareness.
stability					

					Leadership proactively invited CAP into
	Inclusion and shared goals: regular		Transcript	I have been extremely welcoming and have, you know,	meetings, creating relational inclusion
Integration, governance and leadership	participation in leadership meetings and	Engagement tactics: informal outreach	Region_ChapterSteady_State_Maria_Center_202	really gone out of my way to include them in our chapter	through informal outreach and regular
stability	agreed year-one objectives	and relationship-building	5 0827.docx	meetings.	participation.
,	Inclusion and shared goals: regular		Transcript	<u> </u>	Using divisional meetings and after-action
Integration, governance and leadership	participation in leadership meetings and	Engagement tactics: informal outreach	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	some divisional meetings where we were gathering some	reporting enables informal feedback loops
stability	agreed year-one objectives	and relationship-building	docx	feedback around this as well as after action reporting	and relationship-building with leadership.
				For instance, we could never find a time that worked for our	
	Inclusion and shared goals: regular		Transcript	CAP manager to actually join my regional leadership team	Scheduling conflicts with national meetings
Integration, governance and leadership	participation in leadership meetings and	Engagement tactics: informal outreach	Region_Chapter_Steady_StatePriscilla_Fuentes_	meetings because there was always recurring meetings that	impeded informal local relationship-building
stability	agreed year-one objectives	and relationship-building	_2025_0909.docx	were happening from the, like, national team.	and regular leadership participation.
	Inclusion and shared goals: regular		Transcript		Quarterly allâ€'staff inclusion via early
Integration, governance and leadership	participation in leadership meetings and	Engagement tactics: informal outreach		The CAP team started coming to our quarterly all staff	attendance fostered teammate relationships
stability	agreed year-one objectives	and relationship-building	25_0905.docx	meeting from the get go.	through informal engagement.
					Weekly leadership attendance enables
	Inclusion and shared goals: regular		Transcript	Priscilla did say she wants me to start attending the regional	informal updates and relationship-building,
Integration, governance and leadership	participation in leadership meetings and	Engagement tactics: informal outreach	CAP_Staff_Steady_State_Katrina_Long_2025_0802		addressing inclusion gaps and information
stability	agreed year-one objectives	and relationship-building	6.docx	and I think I will have that information.	flow.
	Inclusion and shared goals: regular		Transcript		Bi-monthly leadership check-ins create
Integration, governance and leadership	participation in leadership meetings and	Engagement tactics: informal outreach	Region_Chapter_Staff_Steady_State_Shawn_Schul	the executive director involved and with these CAP risk	consistent relational touchpoints for joint
stability	agreed year-one objectives	and relationship-building	ze_2025_0826.docx	reduction manager and	problem-solving and informal coordination.
					Including CAP managers in biweekly
<u>l</u>	Inclusion and shared goals: regular		Transcription		leadership meetings builds relationships and
Integration, governance and leadership	participation in leadership meetings and	Engagement tactics: informal outreach	Region_ChapterSteady_State_Alicia_Dougherty_	she actually joins my regional leadership team meetings	aligns priorities through regular informal
stability	agreed year-one objectives	and relationship-building	2025_0908 (1).docx	too.	interactions.
				we probably could have implemented regularly scheduled	
	Inclusion and shared goals: regular		Transcript	meetings, that sort of thing from the beginning to sort of to	Early scheduled meetings help integrate CAP,
Integration, governance and leadership	participation in leadership meetings and	Engagement tactics: informal outreach	Region_ChapterSteady_State_Jacquelyn_Clites_	learn and understand the folks that the CAP teams were	build relationships, and prevent team siloing
stability	agreed year-one objectives	and relationship-building	2025_0902.docx	talking to.	through ongoing contact.
			-		
later resting of a company and land and the	Inclusion and shared goals: regular		Transcript	had quarterly lunches with each of the lines of service and	Quarterly informal lunches build
Integration, governance and leadership stability	participation in leadership meetings and agreed year-one objectives	Engagement tactics: informal outreach and relationship-building	CAP_Staff_Steady_State_Nate_Millard_2025_0903 .docx	spent more time learning the lines of service better and what they do and who they are. You know,	understanding and relationships across lines of service, fostering collaborative goals.
Stability	agreed year-one objectives	and recadorismp-bulcuing	.uucx	they do and who they are. Tou know,	of service, fostering cottabolative goats.
	Inclusion and shared goals: regular		Transcript		Integration increased informal engagement
Integration, governance and leadership	participation in leadership meetings and	Engagement tactics: informal outreach	Region_Chapter_Steady_StateMark_Beddingfield	we integrated in January, the teams into the region. And what	and relationship-building by embedding
stability	agreed year-one objectives	and relationship-building	2025 0828.docx	I have seen is just a real, even more of an engagement.	teams within regional structures and routines.
	Inclusion and shared goals: regular		Transcript		Daily informal contact and chapter meeting
Integration, governance and leadership	participation in leadership meetings and	Engagement tactics: informal outreach		that placeholder in your chapter meetings, we got to know	placeholders build trust and situational
stability	agreed year-one objectives	and relationship-building	_0828 (3).docx	what's going on. Everybody's	awareness across teams.
-	Inclusion and shared goals: regular		Transcript		Joining CDPM meetings and local chief
Integration, governance and leadership	participation in leadership meetings and	Engagement tactics: informal outreach	Region_Chapter_Steady_State_David_Hicks_2025_	I mean, I do know that the CAP team has gone on some of	briefings fosters relationships through direct,
stability	agreed year-one objectives	and relationship-building	0829.docx	our CDPM's meetings with local fire chiefs.	informal engagement and joint presence.
	Inclusion and shared goals: regular		Transcript		Highlights process burdens and use of after-
Integration, governance and leadership	participation in leadership meetings and	Formalization needs and barriers: MOUs,	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	after action reporting, I've shared that feedback about how	action reporting to surface improvement
stability	agreed year-one objectives	scheduling, turnover, tracking	docx	cumbersome the process can be.	needs.
	Inclusion and shared goals: regular		Transcript		Reflects unclear regional goals and
Integration, governance and leadership	participation in leadership meetings and	Formalization needs and barriers: MOUs,			transparency gaps undermining alignment
stability	agreed year-one objectives	scheduling, turnover, tracking	6.docx	I don't even know what the regional goals are.	and formal year-one objectives.
	Inclusion and shared goals: regular		Transcript		Describes rushed rollout and absence of
Integration, governance and leadership	participation in leadership meetings and	Formalization needs and barriers: MOUs,	Region_Chapter_Staff_Steady_State_Shawn_Schul	When we rolled this out, it was not rolled out the best. It felt	integration plan, a barrier to formalized
stability	agreed year-one objectives	scheduling, turnover, tracking	ze_2025_0826.docx	very rushed and there was no plan of how you integrate.	objectives.
	Inclusion and shared goals: regular		Transcript	the meetings were helpful, but sometimes there weren't any	Notes inconsistent meeting follow-through
Integration, governance and leadership	participation in leadership meetings and	Formalization needs and barriers: MOUs,	CAP_Staff_Steady_StateMargarita_Moreno_2025	actionable things that we would do sort of in between those	and lack of actionable in-between work
stability	agreed year-one objectives	scheduling, turnover, tracking	_0902 (2).docx	meetings.	undermining sustained alignment.
	Inclusion and shared goals: regular		Transcript	And so I have a weekly team meeting where I bring in, you	Weekly cross-department meetings
Integration, governance and leadership	participation in leadership meetings and	Formalization needs and barriers: MOUs,	Region_Chapter_StaffSteady_State_Michelle_Ave	know, all of our department managers. And so it's Blood	institutionalize coordination and create
stability	agreed year-one objectives	scheduling, turnover, tracking	rill_2025_0825 (1).docx	Services, volunteer, new services, CAP Disaster, myself.	spaces for shared goal discussion.
				Matt Henry, our cap manager, as well as Veena and Pam	
	Inclusion and shared goals: regular		Transcript	Knapp Carver, who are a report to him, are all embedded	Embedding CAP staff into chapter action
Integration, governance and leadership	participation in leadership meetings and		Region_Chapter_Steady_State_Barry_Falke_2025_	now with various chapters for our chapter action plans, for	teams formalizes participation but doesn't
stability	agreed year-one objectives	scheduling, turnover, tracking	0909.docx	our chapter action teams.	ensure documented year-one objectives.

	To a second second			Т	Is a
Internation accommon to the test	Inclusion and shared goals: regular	Familiania and a state of the s	Transcript		Daily and placeholder meeting presence
Integration, governance and leadership				having that placeholder in your chapter meetings, we got to	improved situational awareness, reducing silo
stability	agreed year-one objectives	scheduling, turnover, tracking	_0828 (3).docx	know what's going on.	risks for CAP.
W. L	Partner-volunteer and middle-tier models:		Transcript		Describes event-based volunteering as a low-
Volunteer strategy and operational	lighter, role-specific pathways for	Event-based partner-volunteering: low-	CAP_Staff_Steady_State_Curtis_Morman_2025_08		commitment pathway to introduce partner
systems	community partners	commitment engagement slots	29.docx	start them out doing a couple of things. One is to be	staff and volunteers.
	Partner-volunteer and middle-tier models:		Transcript		Proposes a low-burden 'standby' status
Volunteer strategy and operational	lighter, role-specific pathways for	Event-based partner-volunteering: low-		So again, this would be that middle of the road, you know,	between event-volunteer and official
systems	community partners	commitment engagement slots	tti_2025_0904.docx	where we give them kind of the basic necessities	volunteer.
	Partner-volunteer and middle-tier models:		Transcript		Describes an internship-to-responder
Volunteer strategy and operational	lighter, role-specific pathways for	Event-based partner-volunteering: low-	Region_ChapterSteady_State_Alex_Taylor_2025_	we have a program right now that we're working on this, like,	pathway converting partner-affiliated
systems	community partners	commitment engagement slots	0905.docx	really nice initiative with a partner becoming DAT responders	individuals into trained responders.
	Partner-volunteer and middle-tier models:		Transcript		Frames CAP as low-commitment support that
Volunteer strategy and operational	lighter, role-specific pathways for	Event-based partner-volunteering: low-	CAP_StaffSteady_StateGaby_Perez_Albarracin_	we are this add on like we have one more option if you need	enables partners to deliver event-based
systems	community partners	commitment engagement slots	2025_0904.docx	us.	activities without full integration.
	Partner-volunteer and middle-tier models:		Transcript		
Volunteer strategy and operational	lighter, role-specific pathways for	Event-based partner-volunteering: low-	Region_ChapterSteady_State_Maria_Center_202		Partners recruit local volunteers for short,
systems	community partners	commitment engagement slots	5_0827.docx	They have definitely recruited volunteers.	visible community roles and event support.
	Partner-volunteer and middle-tier models:		Transcript		Highlights friction with formal applications;
Volunteer strategy and operational	lighter, role-specific pathways for	Event-based partner-volunteering: low-	CAP_StaffSteady_StateApril_Jones_2025_082		supports lighter, event-focused volunteer
systems	community partners	commitment engagement slots	7 (1).docx	not every volunteer signs up within the American Red Cross.	engagement options.
	Partner-volunteer and middle-tier models:		Transcript		Describes partners staffing tabling events as
Volunteer strategy and operational	lighter, role-specific pathways for	Event-based partner-volunteering: low-	Region_ChapterSteady_State_Rose_Taravella_20	Certainly any tabling event that we do in southern New	low-commitment, task-specific participation
systems	community partners	commitment engagement slots	25 0905.docx	Jersey, they've made themselves available as needed.	aided by CAP.
o, o como	Partner-volunteer and middle-tier models:	community or gagoriion coto to	Transcript	The volunteer firefighters in Lafourche Parish are willing to go	Illustrates partners providing trusted, local
Volunteer strategy and operational	lighter, role-specific pathways for	Event-based partner-volunteering: low-	CAP_Staff_Steady_State_Gilda_Ebanks_2025_082	into the churches in their communities to share with them	volunteers for discrete community events and
systems	community partners	commitment engagement slots	1.docx	the information	installation activities.
systems	community partiters	Communent engagement stots	1.docx		instattation activities.
				And so the goal is to get people to volunteer for Red Cross	
	Partner-volunteer and middle-tier models:		Transcript	and do dual service, not only work for Red Cross, but also	Describes dual-service model enabling
Volunteer strategy and operational	lighter, role-specific pathways for	Event-based partner-volunteering: low-	CAP_Staff_Steady_State_Simone_Moore_2025_08	work for some of our partners volunteering their time in that	individuals to serve both the Red Cross and
systems	community partners	commitment engagement slots	21.docx	aspect.	partner organizations concurrently.
	Partner-volunteer and middle-tier models:		Transcript		States CAP prioritizes recruiting partner
Volunteer strategy and operational	lighter, role-specific pathways for	Event-based partner-volunteering: low-	Region_Chapter_Steady_State_Joel_Sullivan202	we've acquired a lot of partners who volunteer for stuff like	organizations who provide episodic
systems	community partners	commitment engagement slots	5_0822.docx	disasters and community events.	volunteers for events and disasters.
					Recommends recruiting small standby
	Partner-volunteer and middle-tier models:		Transcript		cohorts through partner conversations for
Volunteer strategy and operational	lighter, role-specific pathways for	Event-based partner-volunteering: low-	Region_Chapter_Staff_Steady_State_Shawn_Schul	do you have five volunteers or 10 volunteers that can help	rapid, low-commitment disaster response
systems	community partners	commitment engagement slots	ze_2025_0826.docx	us if a storm comes and just be a standby ready	activation.
	Partner-volunteer and middle-tier models:		Transcript CAP_Staff-		Notes administrative barriers in classifying
Volunteer strategy and operational	lighter, role-specific pathways for	Event-based partner-volunteering: low-	_Steady_State_Shannon_Randolph_2025_0825.d	volunteer connection to put A partner who wants to be an	partner-affiliated low-commitment volunteers
systems	community partners	commitment engagement slots	OCX	official volunteer, but would	in volunteer systems.
	Partner-volunteer and middle-tier models:		Transcription	and now we're changing how we're doing some things as an	Affirms organizational shift toward event-
Volunteer strategy and operational	lighter, role-specific pathways for	Event-based partner-volunteering: low-	Region_ChapterSteady_State_Alicia_Dougherty_	organization with event based volunteers and things like	based volunteers as lower-barrier engagement
systems	community partners	commitment engagement slots	2025_0908 (1).docx	that.	pathways for partners.
	Partner-volunteer and middle-tier models:		Transcript		Shows partners upskilling to serve as event-
Volunteer strategy and operational	lighter, role-specific pathways for	Event-based partner-volunteering: low-	Region_ChapterSteady_State_Jacquelyn_Clites_	building the capacity in their areas to then either be event	based volunteers or host shelters, enabling
systems	community partners	commitment engagement slots	2025_0902.docx	based volunteers	middle-tier functions.
	Partner-volunteer and middle-tier models:		Transcript	we're starting a new program called Neighbors Helping	Presents shorter, eight-hour volunteer
Volunteer strategy and operational	lighter, role-specific pathways for	Event-based partner-volunteering: low-	Region_Chapter_StaffSteady_State_Michelle_Ave	Neighbors and that can be an eight hour commitment to be	commitments as a low-barrier option for
systems	community partners	commitment engagement slots	rill_2025_0825 (1).docx	a volunteer.	partner and community engagement.
	Partner-volunteer and middle-tier models:		Transcript		Identifies a gap in creating short, project-
Volunteer strategy and operational	lighter, role-specific pathways for	Event-based partner-volunteering: low-	Region_Chapter_Steady_State_Barry_Falke_2025_	we aren't very good at times at being able to create	based volunteer roles suited for partner-
systems	community partners	commitment engagement slots	0909.docx	opportunities for volunteers that are project based.	driven participation.
	1 71 2 2 2		* *		Notes frequent partner-to-volunteer
	Partner-volunteer and middle-tier models:			CAP partners often become Red Cross volunteers	transitions, showing a pathway from
Volunteer strategy and operational	lighter, role-specific pathways for	Event-based partner-volunteering: low-	Region_Chapter_Staff_Lisa_Johnson_2025_0915.	themselves, deepening their commitment beyond mere	partnership to role-specific volunteer
Volunteer strategy and operational		commitment engagement slots	docx	collaboration.	
systems	community partners	communent engagement stors		COLIADUIALIUII.	involvement.
Websets and the state of the st	Partner-volunteer and middle-tier models:	Format bearing an array of the contract	Transcript		Emphasizes connection-driven, low-resource
Volunteer strategy and operational	lighter, role-specific pathways for	Event-based partner-volunteering: low-	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	In all designation and the second sec	partner activations enabling event-based or
systems	community partners	commitment engagement slots	_0828 (3).docx	It didn't take any resources. It just took the connections.	limited commitments.
	Partner-volunteer and middle-tier models:		Transcript		Argues for simplified, event-based volunteer
Valuator straton, and approtingal	lighter, role-specific pathways for	Event-based partner-volunteering: low-	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	I'm your partner. It shouldn't be this hard for me to	pathways that reduce bureaucratic barriers for
Volunteer strategy and operational systems	community partners	commitment engagement slots	docx	volunteer with you.	partner-affiliated volunteers.

			I		Т
\/_\	Partner-volunteer and middle-tier models:	Character and the standard of the later	Transcript	C	Channel of the discount of the case of
Volunteer strategy and operational systems	lighter, role-specific pathways for community partners	Standby middle-tier teams ('Shelter Heroes') for surge activation	29.docx	So what do you do when we have you on standby? What's the protocol?	Shows use of standby protocols to activate partner teams for shelter or surge functions.
systems	- ' '	rieldes / for surge activation			
Volunteer strategy and operational	Partner-volunteer and middle-tier models: lighter, role-specific pathways for	Standby middle-tier teams ('Shelter	Transcript Region_ChapterSteady_State_Maria_Center_202	They're visible, they're on the streets, they are volunteering their time, they're checking out these organizations. They are	Demonstrates partners maintaining visible, ready cohorts that could function as standby
systems	community partners	Heroes') for surge activation	5 0827.docx	showing up before they're needed.	surge teams.
ayatema	community partiters	rieroes froi surge activation	5_0027.d0cx	Showing up before they remeeded.	suige teams.
	Partner-volunteer and middle-tier models:		Transcript		Partners proactively volunteer logistical
Volunteer strategy and operational	lighter, role-specific pathways for	Standby middle-tier teams ('Shelter	I ·	our partners had already reached out to me. Do we bring	support during shelter activations, evidencing
systems	community partners	Heroes') for surge activation	6.docx	food? Can we help	standby, role-specific surge capacity.
ayatema	1	rieroes / for surge activation	Transcript	Tood: Call We netp	1
Valuator strategy and a parational	Partner-volunteer and middle-tier models:	Standby middle tier teems //Shelter	1 Table 1 Tabl	thouse building the consoits in their areas to then either he	Partners developing localized shelter or event-
Volunteer strategy and operational	lighter, role-specific pathways for	Standby middle-tier teams ('Shelter Heroes') for surge activation	Region_ChapterSteady_State_Jacquelyn_Clites_ 2025_0902.docx	they're building the capacity in their areas to then either be	based capacities can serve as standby middle- tier surge resources.
systems	community partners	rieldes / for surge activation	2025_0902.d0CX	event based volunteers or hopefully set up a shelter	dei suige resources.
				For example, Rancho Cielo, we recently put in some new	
				workstations there and got some solar generators going. We	
	Partner-volunteer and middle-tier models:	0	Transcript	now have a relationship with them that when we go into	Shows partners can be pre-arranged surge
Volunteer strategy and operational	lighter, role-specific pathways for	Standby middle-tier teams ('Shelter	Region_Chapter_StaffSteady_State_Michelle_Ave	disaster response mode, they're going to be able to help us	resources to perform specific functions like
systems	community partners	Heroes') for surge activation	rill_2025_0825 (1).docx	with feeding.	feeding during disasters.
	1				
	Partner-volunteer and middle-tier models:		Transcript		CAP staffing acts as local partnership
Volunteer strategy and operational	lighter, role-specific pathways for	Standby middle-tier teams ('Shelter	Region_Chapter_Steady_StateMark_Beddingfield	So there's a CAP team member assigned to each of these	specialist, enabling identification and standby
systems	community partners	Heroes') for surge activation	_2025_0828.docx	eight areas.	activation of community partner teams.
	Partner-volunteer and middle-tier models:		Transcript		Chapter funds expedited partner training to
Volunteer strategy and operational	lighter, role-specific pathways for	Fast-track training and warm-handoff	CAP_Staff_Steady_State_Curtis_Morman_2025_08		enable role-specific, lighter onboarding for
systems	community partners	onboarding for partners	29.docx	we have paid for training as an enhancement.	community partners.
	Partner-volunteer and middle-tier models:		Transcript		Mentorship pairing accelerates activation via
Volunteer strategy and operational	lighter, role-specific pathways for	Fast-track training and warm-handoff	Region_ChapterSteady_State_Alex_Taylor_2025_	pair them with an experienced volunteer or supervisor, let	on-the-job support for fast tracked partner-
systems	community partners	onboarding for partners	0905.docx	them be on the ground with them	volunteers.
	Partner-volunteer and middle-tier models:		Transcript		Explicit fast-track training shortens
Volunteer strategy and operational	lighter, role-specific pathways for	Fast-track training and warm-handoff	CAP_StaffSteady_StateGaby_Perez_Albarracin_	This program is basically training folks in fast track mode for	onboarding, enabling partners to perform
systems	community partners	onboarding for partners	2025_0904.docx	emergencies.	scoped emergency roles rapidly.
	Partner-volunteer and middle-tier models:		Transcript		Describes using warm referrals and skeleton
Volunteer strategy and operational	lighter, role-specific pathways for	Fast-track training and warm-handoff	CAP_Staff_Steady_State_Hansel_Ibarra_2025_081	Instead of doing a cold call, they're more of a warm hand	training to fast-track partner activation for
systems	community partners	onboarding for partners	9.docx	off.	specific roles.
	Partner-volunteer and middle-tier models:		Transcript		CAP provides targeted readiness training so
Volunteer strategy and operational	lighter, role-specific pathways for	Fast-track training and warm-handoff	Region_ChapterSteady_State_Rose_Taravella_20		partners can perform bounded Red Cross
systems	community partners	onboarding for partners	25_0905.docx	the partners, we train them and be Red Cross ready.	tasks with minimal onboarding.
	Partner-volunteer and middle-tier models:		Transcript		Focus on recruiting partner organizations
Volunteer strategy and operational	lighter, role-specific pathways for	Fast-track training and warm-handoff	Region_Chapter_Steady_State_Joel_Sullivan202	We're not necessarily recruiting volunteers. We're recruiting	enables quick warm handoffs and lighter role-
systems	community partners	onboarding for partners	5_0822.docx	partners who help us with our job, with what they do best.	specific participation.
	Partner-volunteer and middle-tier models:		Transcript		Suggests embedding standby volunteer asks
Volunteer strategy and operational	lighter, role-specific pathways for	Fast-track training and warm-handoff	Region_Chapter_Staff_Steady_State_Shawn_Schul	do you have five volunteers or 10 volunteers that can help	into partner outreach to enable fast, role-
systems	community partners	onboarding for partners	ze_2025_0826.docx	us if a storm comes	specific activation.
	Partner-volunteer and middle-tier models:		Transcript CAP_Staff-	It's going to have to be partnering with an organization and	Describes on-site partner training to rapidly
Volunteer strategy and operational	lighter, role-specific pathways for	Fast-track training and warm-handoff	_Steady_State_Shannon_Randolph_2025_0825.d	then going to that organization and training as many people	produce role-specific volunteers without full
systems	community partners	onboarding for partners	ocx	there as possible	centralized onboarding.
	Partner-volunteer and middle-tier models:		Transcript		Partners trained for event-based roles form a
Volunteer strategy and operational	lighter, role-specific pathways for	Fast-track training and warm-handoff	Region_ChapterSteady_State_Jacquelyn_Clites_	they're building the capacity in their areas to then either be	middle tier enabling lighter, task-specific
systems	community partners	onboarding for partners	2025_0902.docx	event based volunteers	community support.
	Partner-volunteer and middle-tier models:		Transcript		Funding partner training reduces participation
Volunteer strategy and operational	lighter, role-specific pathways for	Fast-track training and warm-handoff	CAP_Staff_Steady_State_Nate_Millard_2025_0903	there. You know, we're going to pay for your, your course	costs, enabling fast-track onboarding for role-
systems	community partners	onboarding for partners	.docx	fees to go attend this	specific partner volunteers.
	Partner-volunteer and middle-tier models:		Transcript		Reduces administrative barriers to fast-track
Volunteer strategy and operational	lighter, role-specific pathways for	Fast-track training and warm-handoff	Region_Chapter_Steady_State_Barry_Falke_2025_	process. Trying to streamline the time it takes for someone	partner-volunteer activation through
systems	community partners	onboarding for partners	0909.docx	to both fill out an application and then	streamlined applications and onboarding.
	Partner-volunteer and middle-tier models:		Transcript		Examples show partners trained and
Volunteer strategy and operational	lighter, role-specific pathways for	Fast-track training and warm-handoff	Region_Chapter_Steady_StateMark_Beddingfield	some of their original partners have a role in installing smoke	mobilized for specific tasks, implying fast-
systems	community partners	onboarding for partners	_2025_0828.docx	alarms	track, role-specific onboarding practices.
	Partner-volunteer and middle-tier models:		Transcript		Paid trainings and equipment grants build
Volunteer strategy and operational	lighter, role-specific pathways for	Microgrants, equipment, and chapter	1 Table 1 Tabl	as an enhancement. We have paid for cpr, AED training, first	partner capacity to lead role-specific activities
systems	community partners	wrap-around support to enable partners		aid training.	alongside chapters.
•			I .		

	Partner-volunteer and middle-tier models:		Transcript		CAD provided a perational aupport and
1/-1ttt		Missa seemts and seemts		C- CAB	CAP provided operational support and
Volunteer strategy and operational	lighter, role-specific pathways for	Microgrants, equipment, and chapter	CAP_StaffSteady_StateGaby_Perez_Albarracin_	So CAP went and supported and we brought more	appointments, enabling partners to inst
systems	community partners	wrap-around support to enable partners	2025_0904.docx	appointments which were successfully installed and things.	equipment and deliver services locally.
	Partner-volunteer and middle-tier models:		Transcript		Microgrants and discretionary funds inc
Volunteer strategy and operational	lighter, role-specific pathways for	Microgrants, equipment, and chapter	Region_ChapterSteady_State_Maria_Center_202		partner capacity to host role-specific
systems	community partners	wrap-around support to enable partners	5_0827.docx	these organizations build capacity	programming and infrastructure.
	Partner-volunteer and middle-tier models:		Transcript		Partnership expansion unlocked fundir
Volunteer strategy and operational	lighter, role-specific pathways for	Microgrants, equipment, and chapter	Region_Chapter_Steady_State_David_Hicks_2025_		can support partner equipment, micros
systems	community partners	wrap-around support to enable partners	0829.docx	more partnership, which has led to more funding.	and chapter wrap-around.
	Partner-volunteer and middle-tier models:		Transcript		Providing materials and training enable
Volunteer strategy and operational	lighter, role-specific pathways for	Microgrants, equipment, and chapter	Region_Chapter_Steady_StatePriscilla_Fuentes_	gave them the materials and then let them go ahead and do	partners to run installations independe
systems	community partners	wrap-around support to enable partners	_2025_0909.docx	the installations	with chapter support.
	Partner-volunteer and middle-tier models:		Transcript		Major gifts and pitched funding illustra
Volunteer strategy and operational	lighter, role-specific pathways for	Microgrants, equipment, and chapter	Region_ChapterSteady_State_Rose_Taravella_20		chapter's ability to secure resourcing for
systems	community partners		25_0905.docx	We got a million dollar gift from Merck when we pitched cap.	partner activities.
-	Partner-volunteer and middle-tier models:		Transcription		Mobile translation devices and similar
Volunteer strategy and operational	lighter, role-specific pathways for	Microgrants, equipment, and chapter	Region_ChapterSteady_State_Alicia_Dougherty_		help partners communicate and carry
systems	community partners	wrap-around support to enable partners	2025_0908 (1).docx	the mobile translation devices that CAP teams have.	specific activities effectively.
•	Partner-volunteer and middle-tier models:	and the second s	Transcript		Discretionary microgrants would enab
Volunteer strategy and operational	lighter, role-specific pathways for	Microgrants, equipment, and chapter	Region_ChapterSteady_State_Jacquelyn_Clites_	I do think that finance extra financial support would be	partners to host role-specific activities
systems	community partners		2025_0902.docx	helpful.	cover modest costs.
-,		map around support to enable partitels	Transcript	nospieu.	
/olunteer strategy and operational	Partner-volunteer and middle-tier models:	Microgrants equipment and charter	·	we recently put in some new workstations there and set	Equipment grants like workstations an
Volunteer strategy and operational	lighter, role-specific pathways for	Microgrants, equipment, and chapter	Region_Chapter_StaffSteady_State_Michelle_Ave		generators enable partners to perform
systems	community partners	wrap-around support to enable partners	rill_2025_0825 (1).docx	some solar generators going.	and logistical response roles.
	Partner-volunteer and middle-tier models:		Transcript		Dedicated CAP funding enabled partn
Volunteer strategy and operational	lighter, role-specific pathways for	Microgrants, equipment, and chapter	Region_Chapter_Steady_StateMark_Beddingfield	•	activities but may not be replicable wit
systems	community partners	wrap-around support to enable partners	_2025_0828.docx	everywhere	microgrants or shared resources.
	Partner-volunteer and middle-tier models:				Leverage partner relationships and exte
Volunteer strategy and operational	lighter, role-specific pathways for	Microgrants, equipment, and chapter	Region_Chapter_Staff_Lisa_Johnson_2025_0915.	The strategy for CMTs without direct funding is to leverage	funders to support partner equipment
systems	community partners	wrap-around support to enable partners	docx	strong community relationships.	microgrants, and local capacity.
	Partner-volunteer and middle-tier models:		Transcript		Financial constraints limit partner
Volunteer strategy and operational	lighter, role-specific pathways for	Microgrants, equipment, and chapter	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	The only barriers as probably is, you know, the financial	participation; microgrants or equipme
systems	community partners	wrap-around support to enable partners	_0828 (3).docx	piece.	support can unlock scalable partner r
	Partner-volunteer and middle-tier models:		Transcript		Ensuring partners receive tools and re
Volunteer strategy and operational	lighter, role-specific pathways for	Microgrants, equipment, and chapter	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	not having the same tools and resources that this very	prevents failed expansion and enables
systems	community partners	wrap-around support to enable partners	docx	successful model did have.	sustainable role-specific activities.
	Partner-volunteer and middle-tier models:	Governance, measurement, and	Transcript		Illustrates data-sharing potential and t
Volunteer strategy and operational	lighter, role-specific pathways for	safeguards for scalable middle-tier	Region_ChapterSteady_State_Maria_Center_202	One of these partners provided a list, like a spreadsheet with	for measurement and safeguards for p
systems	community partners	models	5_0827.docx	addresses of people whose homes had been impacted.	provided information.
	Partner-volunteer and middle-tier models:	Governance, measurement, and	Transcript		Highlights measurement gaps and regi
Volunteer strategy and operational	lighter, role-specific pathways for	safeguards for scalable middle-tier	CAP_StaffSteady_StateApril_Jones_2025_082		barriers affecting partner-volunteer trad
systems	community partners	models	7 (1).docx	not every volunteer signs up within the American Red Cross	and safeguards.
-	Partner-volunteer and middle-tier models:	Governance, measurement, and	Transcript		Calls for convening stakeholders to al
Volunteer strategy and operational	lighter, role-specific pathways for	safeguards for scalable middle-tier	Region_Chapter_Steady_State_David_Hicks_2025_		governance, measurement, and midd
systems	community partners	models	0829.docx	regional leadership. Get everybody around the table and	safeguards.
, .	,			and the second second and the second	
	Partner-volunteer and middle-tier models:	Governance, measurement, and	Transcript	Cross volunteers, but I know we've acquired a lot of partners	Indicates shift to partner recruitments
Volunteer strategy and operational	lighter, role-specific pathways for	safeguards for scalable middle-tier	Region_Chapter_Steady_State_Joel_Sullivan202		governance frameworks needed to de
systems	community partners	models	5_0822.docx	events. br/> events. events. events. 	roles and safeguards.
ayatana ayatana	community partiteis	moueta	0_0022.0000	·	iotes and sareguaids.
			T	One change we've kind of been working on is that finding the	
Valuation to the state of the s	Partner-volunteer and middle-tier models:	Governance, measurement, and	Transcript CAP_Staff-	right place in volunteer connection to put A partner who	Shows classification and tracking chal
Volunteer strategy and operational	lighter, role-specific pathways for	safeguards for scalable middle-tier	_Steady_State_Shannon_Randolph_2025_0825.d		systems must adapt to capture partner
systems	community partners	models	ocx	with, you know, with the CAP program.	volunteer contributions reliably.
	Partner-volunteer and middle-tier models:	Governance, measurement, and	Transcript		Indicates formal MOUs and recognitio
		safeguards for scalable middle-tier	Region_Chapter_StaffSteady_State_Michelle_Ave		events formalize partner roles and pro
	lighter, role-specific pathways for			everybody that has the mou, signed with the CAP team,	governance visibility.
	lighter, role-specific pathways for community partners	models	rill_2025_0825 (1).docx	everybody that has the mod, signed with the CAL team,	-
				everybody tracting the mod, signed with the OAL team,	Highlights administrative bottlenecks;
Volunteer strategy and operational systems			ntt_2025_0825 (1).docx Transcript	every your mat has the mou, signed with the On team,	•
	community partners	models		process. Trying to streamline the time it takes for someone to both fill out an application and	Highlights administrative bottlenecks;

		1		1	,
	Partner-volunteer and middle-tier models:	Governance, measurement, and		Teams (CMTs): "CAP on Steroids": CMTs are the evolution of CAP,	Describes a governance scaling mechanism
Valuateer etratery and an erational			Region Chapter Stoff Line Johnson 2025 0015	aiming to implement similar community mobilization	9
Volunteer strategy and operational	lighter, role-specific pathways for	safeguards for scalable middle-tier	Region_Chapter_Staff_Lisa_Johnson_2025_0915.		to standardize middleâ€'tier roles and
systems	community partners	models	docx	strategies	safeguards across regions.
	Streamlined onboarding and activation:		Transcript		Describes using brief event roles to introduce
Volunteer strategy and operational	short, event-focused onboarding and	Event-based outreach and immediate	CAP_Staff_Steady_State_Curtis_Morman_2025_08	One is to be event based volunteers and just to get their foot	volunteers, enabling quick,
systems	simple activation protocols	on-site signups	29.docx	to the door	low‑commitment activation.
	Streamlined onboarding and activation:		Transcript		Shows leveraging partner events for on-site
Volunteer strategy and operational	short, event-focused onboarding and	Event-based outreach and immediate	Region_ChapterSteady_State_Alex_Taylor_2025_		signups and immediate volunteer
systems	simple activation protocols	on-site signups	0905.docx	we really started inviting ourselves to things.	recruitment.
	Streamlined onboarding and activation:		Transcript		Immediate inclusion in meetings functions as
Volunteer strategy and operational	short, event-focused onboarding and	Event-based outreach and immediate	Region_ChapterSteady_State_Maria_Center_202	really gone out of my way to include them in our chapter	fast onboarding and supports rapid activation
systems	simple activation protocols	on-site signups	5 0827.docx	meetings.	readiness.
-,	Streamlined onboarding and activation:		Transcript		Expresses desire for a standby cohortâ€"light
Valuateer strategy and enerational	short, event-focused onboarding and	Event-based outreach and immediate	· ·	have almost comething in hotween an event based	training enabling recurring event reactivation
Volunteer strategy and operational			Region_Chapter_Staff_Steady_State_Caedy_Minole	have almost something in between an event based volunteer and an official Red Cross volunteer	
systems	simple activation protocols	on-site signups	tti_2025_0904.docx	votunteer and an official Red Cross votunteer	without full onboarding.
	Streamlined onboarding and activation:		Transcript		Brief overviews at events prepare volunteers
Volunteer strategy and operational	short, event-focused onboarding and	Event-based outreach and immediate	Region_Chapter_Steady_State_David_Hicks_2025_	even if it's brief, an overview of all of the aspects of our	quickly, enabling immediate participation and
systems	simple activation protocols	on-site signups	0829.docx	services	rapid activation.
	Streamlined onboarding and activation:		Transcript		Fast, seamless integration into chapter work
Volunteer strategy and operational	short, event-focused onboarding and	Event-based outreach and immediate	Region_Chapter_Steady_State_Rachel_Lipoff_2025	They've just been, they've sort of seamlessly been. Become	enables on-demand event collaboration and
systems	simple activation protocols	on-site signups	0908.docx	a part of our, our chapter team.	immediate volunteer mobilization.
	Streamlined onboarding and activation:		Transcript	·	Regular attendance at staff meetings
Volunteer strategy and operational	short, event-focused onboarding and	Event-based outreach and immediate	Region_Chapter_StaffSteady_StateTerry_Stigdo		accelerates orientation and creates rapid
systems	simple activation protocols	on-site signups	n_2025_0825.docx	She comes to my all staff meetings. Her whole team does.	activation touchpoints.
systems		on-site signups		one comes to my att stan meetings. Her whote team does.	·
	Streamlined onboarding and activation:		Transcript		Advocates low-friction sign-up with immediate
Volunteer strategy and operational	short, event-focused onboarding and	Event-based outreach and immediate	Region_Chapter_Steady_StatePriscilla_Fuentes_	Why don't we just sign you up as a volunteer, we'll get you	training, enabling partners to perform installs
systems	simple activation protocols	on-site signups	_2025_0909.docx	all the training	within existing programs.
	Streamlined onboarding and activation:		Transcript		Leadership-focused briefings equip executives
Volunteer strategy and operational	short, event-focused onboarding and	Event-based outreach and immediate	Region_ChapterSteady_State_Rose_Taravella_20	has already begun meeting with our three executive directors	to engage partners quickly and support event-
systems	simple activation protocols	on-site signups	25_0905.docx	to give them tips on how to approach a partner	driven onboarding.
	Streamlined onboarding and activation:		Transcript		Twoâ€'hour discovery sessions function as
Volunteer strategy and operational	short, event-focused onboarding and	Event-based outreach and immediate	CAP_Staff_Steady_State_Gilda_Ebanks_2025_082	take two hours to talk about community discovery and	concise onboarding events that accelerate
systems	simple activation protocols	on-site signups	1.docx	engagement.	local activation readiness.
Systems .	Streamlined onboarding and activation:	on one organize	Transcript	ongagomona .	Identifies administrative friction preventing
Volunteer strategy and operational	short, event-focused onboarding and	Event-based outreach and immediate	CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d	It doesn't seem to be easy to be able to just go in and create	immediate on-site volunteer connections and
	_		1		
systems	simple activation protocols	on-site signups	OCX	a way for volunteers to directly connect	hindering fast event activation.
	Streamlined onboarding and activation:		Transcript		Calls for documented, signed-off protocols
Volunteer strategy and operational	short, event-focused onboarding and	Event-based outreach and immediate	CAP_Staff_Steady_State_Katrina_Long_2025_0802		to standardize short onboarding and preserve
systems	simple activation protocols	on-site signups	6.docx	My goal is to get it streamlined, written down, a process for it	rapid activation practices.
	Streamlined onboarding and activation:		Transcript		Recommends short mandatory orientations
Volunteer strategy and operational	short, event-focused onboarding and	Event-based outreach and immediate	Region_Chapter_Staff_Steady_State_Shawn_Schul	I think there should have been a mandatory orientation	to quickly equip teams with region context
systems	simple activation protocols	on-site signups	ze_2025_0826.docx	where they learn all about the region	and activation knowledge.
	Streamlined onboarding and activation:		Transcript CAP_Staff-	, , , , , , , , , , , , , , , , , , ,	Uses visible event tables and sign‑up
Volunteer strategy and operational	short, event-focused onboarding and	Event-based outreach and immediate	_Steady_State_Shannon_Randolph_2025_0825.d		sheets to capture leads and enable immediate
systems	simple activation protocols	on-site signups	ocx	we also have a sign up sheet for smoke alarm installation.	onâ€'site activation.
9,5155	' '	оп опо общиро		no acco nave a sign up sheet for smoke atann instattation.	
V-1	Streamlined onboarding and activation:	Frank based automatic and inc. 1991	Transcription		Signals organizational shift toward event-
Volunteer strategy and operational	short, event-focused onboarding and	Event-based outreach and immediate	Region_ChapterSteady_State_Alicia_Dougherty_	and now we're changing how we're doing some things as an	based volunteering, implying briefer
systems	simple activation protocols	on-site signups	2025_0908 (1).docx	organization with event based volunteers	onboarding and activation models.
	Streamlined onboarding and activation:		Transcript	I think the region could have been more welcoming and you	Reports siloed onboarding and lack of
Volunteer strategy and operational	short, event-focused onboarding and	Event-based outreach and immediate	Region_ChapterSteady_State_Jacquelyn_Clites_	know, to the CAP teams and had a better understanding of	regional integration impeding quick,
systems	simple activation protocols	on-site signups	2025_0902.docx	theirrole	eventâ€'focused activation readiness.
	Streamlined onboarding and activation:		Transcript	Do they need to become official volunteers? Do they need	Questions whether partners can be engaged
Volunteer strategy and operational	short, event-focused onboarding and	Event-based outreach and immediate	CAP_Staff_Steady_StateMargarita_Moreno_2025	to be onboarded or can they be engaged via some other	via alternative, quicker processes rather than
systems	simple activation protocols	on-site signups	0902 (2).docx	process	full volunteer onboarding.
7	Streamlined onboarding and activation:		Transcript	1	On-the-job improvisation suggests need for
Valuntaer strategy and a perational		Event based outroach and immediate	·	so much what we did was building the plane while we were	
Volunteer strategy and operational	short, event-focused onboarding and	Event-based outreach and immediate	CAP_Staff_Steady_State_Nate_Millard_2025_0903	so much what we did was building the plane while we were	mentored shadowing to make short
systems	simple activation protocols	on-site signups	.docx	flying it	onboarding operationally effective.
	Streamlined onboarding and activation:		Transcript		Describes on‑the‑spot sign‑ups at
Volunteer strategy and operational	short, event-focused onboarding and	Event-based outreach and immediate	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	when they're having events, we're signing up people at that	events, enabling immediate conversion from
systems	simple activation protocols	on-site signups	_0828 (3).docx	time.	interest to activation.

	Streamlined onboarding and activation:	1	Transcript		Uses event-based volunteering as fast-track
Volunteer strategy and operational	short, event-focused onboarding and	Fast-track bootcamps and role-focused	CAP_Staff_Steady_State_Curtis_Morman_2025_08		onboarding to quickly expose partners to
systems	simple activation protocols	rapid trainings	29.docx	based volunteers and just to get their foot to the door	roles.
Systems	Streamlined onboarding and activation:	Tapia dalilings	Transcript	based votaliteers and just to get their loot to the door	Calls for simple, repeatable activation
Volunteer strategy and operational	short, event-focused onboarding and	Fast-track bootcamps and role-focused	Region_ChapterSteady_State_Maria_Center_202	Just having a clear process so people don't have to wonder,	processes to enable short onboarding and
systems	simple activation protocols	rapid trainings	5_0827.docx	you know, what do we do?	reduce role uncertainty.
eyetae	Streamlined onboarding and activation:	rapia damingo	Transcript	you will in will will be a second	Requests a middle-ground, standby cohort
Volunteer strategy and operational	short, event-focused onboarding and	Fast-track bootcamps and role-focused		almost something in between an event based volunteer and	enabling regular refreshers and quick
systems	simple activation protocols	rapid trainings	tti 2025 0904.docx	an official Red Cross volunteer, like	reactivation for event-based deployments.
Systems	Streamlined onboarding and activation:	Tapia tianings	Transcript	an ombiat nea 01033 votameer, tike	Brief overviews serve as concise role-oriented
Volunteer strategy and operational	short, event-focused onboarding and	Fast-track bootcamps and role-focused	Region_Chapter_Steady_State_David_Hicks_2025_	an excellent way of giving an overview, even if it's brief, an	trainings to prepare volunteers for rapid event
systems	simple activation protocols	rapid trainings	0829.docx	overview of all of the aspects of our	participation.
systems	Streamlined onboarding and activation:	Tapia dalilings	Transcript	overview of all of the aspects of our	Role-focused training equips teams to engage
Volunteer strategy and operational	short, event-focused onboarding and	Fast-track bootcamps and role-focused		she knows and her team is now trained to how to build	partners efficiently, supporting fast activation
systems	simple activation protocols	rapid trainings	0908.docx	relationships with potential partners, how to approach.	for events.
Systems	Streamlined onboarding and activation:	Tapia dalilings	Transcript	reductionships with potential partities, now to approach.	Low-friction sign-up plus concise training
Volunteer strategy and operational	short, event-focused onboarding and	Fast-track bootcamps and role-focused	Region_Chapter_Steady_StatePriscilla_Fuentes_	a volunteer, we'll get you all the training and you guys can	enables partners to deliver event tasks within
systems	simple activation protocols	rapid trainings	_2025_0909.docx	go and do it in around your own program.	their existing programs.
Systems	Streamlined onboarding and activation:	Tapia tianings	Transcript	go and do tem diodna your own program.	Short leadership briefings prepare executive
Volunteer strategy and operational	short, event-focused onboarding and	Fast-track bootcamps and role-focused	Region_ChapterSteady_State_Rose_Taravella_20	three executive directors to give them tips on how to	directors for partner engagement and
systems	simple activation protocols	rapid trainings	25 0905.docx	approach a partner, how to do discovery,	streamline activation decision-making.
Systems	Streamlined onboarding and activation:	Tapia tianings	Transcript	approach a parater, now to do discovery,	Two-hour community discovery sessions act
Volunteer strategy and operational	short, event-focused onboarding and	Fast-track bootcamps and role-focused	CAP_Staff_Steady_State_Gilda_Ebanks_2025_082	he asked us to, to take two hours to talk about community	as focused bootcamp-style orientations to
systems	simple activation protocols	rapid trainings	1.docx	discovery and engagement.	enable rapid partner activation.
ayatema	Streamlined onboarding and activation:	Tapid dalinings	Transcript	discovery and engagement.	Advocates trainâ€'theâ€'trainer approach to
Volunteer strategy and operational	short, event-focused onboarding and	Fast-track bootcamps and role-focused		I have asked for the last two years, please train me to train	scale short, partner-centered bootcamps and
systems	simple activation protocols	rapid trainings	6.docx	them.	on-site role trainings.
Systems	Streamlined onboarding and activation:	Tapia dalilings	Transcript	urem.	Recommends short, mandatory twoâ€'hour
Volunteer strategy and operational	short, event-focused onboarding and	Fast-track bootcamps and role-focused	Region_Chapter_Staff_Steady_State_Shawn_Schul	the disaster officer and had them spend two hours with	orientations combining briefing and tour to
systems	simple activation protocols	rapid trainings	ze_2025_0826.docx	them, go on a tour and see	accelerate readiness and activation.
Systems	Streamlined onboarding and activation:	Tapia damingo	Transcript CAP_Staff-	aron, go on a tour and occ	Adapted bootâ€'camp trainings produce
Volunteer strategy and operational	short, event-focused onboarding and	Fast-track bootcamps and role-focused	Steady State Shannon Randolph 2025 0825.d	We have one partner who came to adapt boot camp for the	roleâ€'ready partners for homeâ€'fire
systems	simple activation protocols	rapid trainings	ocx	purpose of responding to home fires.	response and swift event activation.
-,					Recommends mentored, shadow
	Streamlined onboarding and activation:		Transcript		deployments as immersive rapid‑training to
Volunteer strategy and operational	short, event-focused onboarding and	Fast-track bootcamps and role-focused	CAP_Staff_Steady_State_Nate_Millard_2025_0903	actual disaster shadowed with someone who's done it	accelerate operational readiness for event
systems	simple activation protocols	rapid trainings	.docx	before	activations.
oyotoo	Streamlined onboarding and activation:	Tapia damingo	Transcript	5000	Shows using event-based volunteering as a
Volunteer strategy and operational	short, event-focused onboarding and	Partner-directed activation and standby	CAP_Staff_Steady_State_Curtis_Morman_2025_08	One is to be event based volunteers and just to get their foot	short onboarding tactic enabling rapid partner-
systems	simple activation protocols	rosters (local 'Shelter Heroes')	29.docx	to the door to have that experience	led activation.
-,	Streamlined onboarding and activation:		Transcript		Highlights simple activation: ask trusted
Volunteer strategy and operational	short, event-focused onboarding and	Partner-directed activation and standby	Region_ChapterSteady_State_Alex_Taylor_2025_		partners and mobilize via standing event
systems	simple activation protocols	rosters (local 'Shelter Heroes')	0905.docx	They trust you. You've got to ask.	calendar.
-,	Streamlined onboarding and activation:	,	Transcript	,,	Requests a standby team roster to enable
Volunteer strategy and operational	short, event-focused onboarding and	Partner-directed activation and standby	T	in between an event based volunteer and an official Red	periodic re-engagement and rapid event
systems	simple activation protocols	rosters (local 'Shelter Heroes')	tti 2025 0904.docx	Cross volunteer, like a standby team	activation.
	Streamlined onboarding and activation:		Transcript		Affirms brief overviews enable quick partner
Volunteer strategy and operational	short, event-focused onboarding and	Partner-directed activation and standby	Region_Chapter_Steady_State_David_Hicks_2025_	They have an excellent way of giving an overview, even if it's	understanding and facilitate rapid event
systems	simple activation protocols	rosters (local 'Shelter Heroes')	0829.docx	brief	activation.
.,	Streamlined onboarding and activation:		Transcript		Demonstrates rapid, person-driven integration
Volunteer strategy and operational	short, event-focused onboarding and	Partner-directed activation and standby	Region_Chapter_Steady_State_Rachel_Lipoff_2025	this team has jumped right into working very closely with our	that accelerates partner-led activations and
systems	simple activation protocols	rosters (local 'Shelter Heroes')	0908.docx	senior recruiter	event readiness.
-	Streamlined onboarding and activation:	, , , , , , , , , , , , , , , , , , , ,	Transcript		References Shelter Heroes as a local standby
Volunteer strategy and operational	short, event-focused onboarding and	Partner-directed activation and standby	CAP_Staff_Steady_State_Gilda_Ebanks_2025_082		initiative to support rapid, partner-driven
systems	simple activation protocols	rosters (local 'Shelter Heroes')	1.docx	there's this initiative called Shelter Heroes	shelter responses.
	Streamlined onboarding and activation:	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Transcript		Advocates partner-directed activation to
Volunteer strategy and operational	short, event-focused onboarding and	Partner-directed activation and standby	CAP Staff Steady StateJosh Riddle 2025 0911.d	I think the partner direct model that we're looking at is going	increase visibility and enable faster, localized
systems	simple activation protocols	rosters (local 'Shelter Heroes')	ocx	to be the best way	responses.
	Streamlined onboarding and activation:		Transcript CAP Staff-		Describes event tables as low-friction, on-site
Volunteer strategy and operational	short, event-focused onboarding and	Partner-directed activation and standby	. –	a separate table so that we can, you know, and welcome	onboarding touchpoints for immediate
systems	simple activation protocols	rosters (local 'Shelter Heroes')	locx	anybody who comes	volunteer sign-ups.
		,	1	1. , ,	and the state of t

	Ta	T	I		I
	Streamlined onboarding and activation:	B	Transcript		Indicates poor integration undermines rapid,
Volunteer strategy and operational	short, event-focused onboarding and	Partner-directed activation and standby	Region_Chapter_Steady_State_Jacquelyn_Clites_	Th	event-driven onboarding and necessitates
systems	simple activation protocols	rosters (local 'Shelter Heroes')	2025_0902.docx	They worked fairly siloed in part because they were new	better short onboarding practices.
\/_\	Streamlined onboarding and activation:	Data and invested and advantage and attackless	Transcript		Describes on-site, event-driven sign-ups as
Volunteer strategy and operational	short, event-focused onboarding and	Partner-directed activation and standby	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	So when they're having events, we're signing up people at that time.	efficient onboarding for rapid volunteer activation.
systems	simple activation protocols	rosters (local 'Shelter Heroes')	_0828 (3).docx	urat urre.	
					Early discovery enables leadership
\/_\	Streamlined onboarding and activation:	Embedded integration: leadership	Transcript		introductions, co-location, and recurring
Volunteer strategy and operational	short, event-focused onboarding and	intros, co-location, and recurring	CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx	The discovery period 1 think is enucial and passessory	touchpoints that facilitate quick, event-
systems	simple activation protocols	touchpoints		The discovery period, I think, is crucial and necessary.	focused activation.
	Streamlined onboarding and activation:	Embedded integration: leadership	Transcript		Proactive presence and recurring invitations to
Volunteer strategy and operational	short, event-focused onboarding and	intros, co-location, and recurring	Region_ChapterSteady_State_Alex_Taylor_2025_	ture to the first of the first	events build trust for quick, event-focused
systems	simple activation protocols	touchpoints	0905.docx	I think we just put our foot in the door.	onboarding and activation.
	Streamlined onboarding and activation:	Embedded integration: leadership	Transcript		A standby, middle-ground cohort supports
Volunteer strategy and operational	short, event-focused onboarding and	intros, co-location, and recurring		something in between an event based volunteer and an	recurring touchpoints and rapid activation
systems	simple activation protocols	touchpoints	tti_2025_0904.docx	official Red	without full volunteer processing.
	Streamlined onboarding and activation:	Embedded integration: leadership	Transcript		Low-friction sign-up plus local training and
Volunteer strategy and operational	short, event-focused onboarding and	intros, co-location, and recurring	Region_Chapter_Steady_StatePriscilla_Fuentes_		autonomy supports embedded partner
systems	simple activation protocols	touchpoints	_2025_0909.docx	a volunteer, we'll get you all the training and	activation and event-focused onboarding.
L	Streamlined onboarding and activation:	Embedded integration: leadership	Transcript		Structured, recurring meetings and clarified
Volunteer strategy and operational	short, event-focused onboarding and	intros, co-location, and recurring	Region_ChapterSteady_State_Jacquelyn_Clites_	And with not having a direct reporting structure, we probably	reporting integrate CAP into leadership forums
systems	simple activation protocols	touchpoints	2025_0902.docx	could have implemented regularly scheduled meetings	for faster, event-focused activation.
	Streamlined onboarding and activation:	Embedded integration: leadership	Transcript		Questioning full volunteer enrollment
Volunteer strategy and operational	short, event-focused onboarding and	intros, co-location, and recurring	CAP_Staff_Steady_StateMargarita_Moreno_2025		supports exploring lighter, event-focused
systems	simple activation protocols	touchpoints	_0902 (2).docx	Do they need to become official volunteers?	engagement and quick leader introductions.
					Shortening application-to-serve intervals and
	Streamlined onboarding and activation:	Embedded integration: leadership	Transcript		deferring nonessential checks creates
Volunteer strategy and operational	short, event-focused onboarding and	intros, co-location, and recurring	Region_Chapter_Steady_State_Barry_Falke_2025_	Trying to streamline the time it takes for someone to both fill	practical pathways for event-focused
systems	simple activation protocols	touchpoints	0909.docx	out an application	activation.
	Streamlined onboarding and activation:	Embedded integration: leadership	Transcript		Regular, short check-ins and meeting access
Volunteer strategy and operational	short, event-focused onboarding and	intros, co-location, and recurring	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	She just kept me in the loop. You know, we did meet	serve as recurring touchpoints for embedded
systems	simple activation protocols	touchpoints	_0828 (3).docx	regularly, whether it's via teams or just a quick phone call.	leadership and rapid event activation.
	Streamlined onboarding and activation:		Transcript		Uses event-based volunteering as low-friction
Volunteer strategy and operational	short, event-focused onboarding and	Simple activation mechanics, MOUs,	CAP_Staff_Steady_State_Curtis_Morman_2025_08	be event based volunteers and just to get their foot to the	onboarding for quick activation and partner
systems	simple activation protocols	and administrative shortcuts	29.docx	door	engagement.
	Streamlined onboarding and activation:		Transcript		
Volunteer strategy and operational	short, event-focused onboarding and	Simple activation mechanics, MOUs,	Region_ChapterSteady_State_Maria_Center_202		Calls for simple, standardized activation steps
systems	simple activation protocols	and administrative shortcuts	5_0827.docx	Just having a clear process so people don't have to wonder	to remove ambiguity and speed responses.
	Streamlined onboarding and activation:		Transcript		
Volunteer strategy and operational	short, event-focused onboarding and	Simple activation mechanics, MOUs,	Region_Chapter_Staff_Steady_State_Caedy_Minole	something in between an event based volunteer and an	Desires a 'standby' middle pathway for quick
systems	simple activation protocols	and administrative shortcuts	tti_2025_0904.docx	official Red Cross volunteer, like a standby team	activation without full volunteer processing.
	Streamlined onboarding and activation:		Transcript		Shows simple short-form referral as an
Volunteer strategy and operational	short, event-focused onboarding and	Simple activation mechanics, MOUs,	CAP_Staff_Steady_State_Kristi_Collins_2025_082	Joe came up with a form that the case managers can fill out	administrative shortcut to trigger CAP
systems	simple activation protocols	and administrative shortcuts	6.docx	to engage our team	activation.
	Streamlined onboarding and activation:		Transcript		Describes rapid, person-driven integration
Volunteer strategy and operational	short, event-focused onboarding and	Simple activation mechanics, MOUs,	Region_Chapter_Steady_State_Rachel_Lipoff_2025		enabling quick partner connections and event
systems	simple activation protocols	and administrative shortcuts	_0908.docx	of seamlessly been. Become a part of our, our chapter team.	activation.
	Streamlined onboarding and activation:		Transcript		Leadership briefings equip local leaders for
Volunteer strategy and operational	short, event-focused onboarding and	Simple activation mechanics, MOUs,		executive directors to give them tips on how to approach a	fast partner discovery and streamlined
systems	simple activation protocols	and administrative shortcuts	25_0905.docx	partner, how to	activations.
	Streamlined onboarding and activation:		Transcript		Questions whether alternative engagement
Volunteer strategy and operational	short, event-focused onboarding and	Simple activation mechanics, MOUs,	CAP_Staff_Steady_StateMargarita_Moreno_2025	official volunteers? Do they need to be onboarded or can	portals can enable rapid, lower-barrier
systems	simple activation protocols	and administrative shortcuts	_0902 (2).docx	they be engaged via some other process	activations without full onboarding.
-	Streamlined onboarding and activation:		Transcript	,	Intends to shorten application-to-serve lag to
Volunteer strategy and operational	short, event-focused onboarding and	Simple activation mechanics, MOUs,	Region_Chapter_Steady_State_Barry_Falke_2025_		enable faster event-based volunteer
systems	simple activation protocols	and administrative shortcuts	0909.docx	process. Trying to streamline the time it takes for	deployment.
-	Streamlined onboarding and activation:		Transcript		
Volunteer strategy and operational	short, event-focused onboarding and	Simple activation mechanics, MOUs,	Region_Chapter_Steady_State_Tamica_Jeuitt_2025		Describes on-site, event-driven sign-ups as an
systems	simple activation protocols	and administrative shortcuts	_0828 (3).docx	we're signing up people at that time. And	effective low-friction onboarding tactic.
- ,			1		

			T		
	Coordination tools and referral pathways:		Transcript	Even home fire campaign folks have to go through volunteer	Volunteer Connection onboarding creates
Volunteer strategy and operational	local resource maps, CRMs, and	CRM configuration and partner-record		connection, which is a little laborious for some of our	partner-record governance and referral
systems	DAT/referral routing	governance (Volunteer Connection)	tti_2025_0904.docx	partners.	inclusion.
	Coordination tools and referral pathways:		Transcript	They are Red Cross volunteers now in the system, but	Partners are entered into central system, but
Volunteer strategy and operational	local resource maps, CRMs, and	CRM configuration and partner-record	Region_Chapter_Steady_StatePriscilla_Fuentes_	they're organizing and doing it on their own pace of work as	governance and role definition remain
systems	DAT/referral routing	governance (Volunteer Connection)	_2025_0909.docx	they do it.	ambiguous for referrals.
Valuatoor stratogy and apprational	Coordination tools and referral pathways: local resource maps, CRMs, and	CPM confiduration and partner record	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_082	no way to track the valunteer hours if they're not directly	Partner activity outside formal events isn't captured, undermining partner-record
Volunteer strategy and operational systems	DAT/referral routing	CRM configuration and partner-record governance (Volunteer Connection)	1.docx	no way to track the volunteer hours if they're not directly connected to a Red Cross activity	completeness and referral accountability.
Systems	Coordination tools and referral pathways:	Bo comunes (votames comostion)	Transcript	commedica to a rica cross activity	Merging partner records and MOUs requires
Volunteer strategy and operational	local resource maps, CRMs, and	CRM configuration and partner-record	·	these are our Red Cross signed partners with an mou. How	data governance and clear CRM field mapping
systems	DAT/referral routing	governance (Volunteer Connection)	6.docx	would we merge those together?	and ownership.
	Coordination tools and referral pathways:		Transcript		A CEP tracker (Power App) is used as a
Volunteer strategy and operational	local resource maps, CRMs, and	CRM configuration and partner-record	Region_ChapterSteady_State_Jacquelyn_Clites_	So We've started. We have a CEP tracker that we've built and	centralized partner database, though
systems	DAT/referral routing	governance (Volunteer Connection)	2025_0902.docx	it includes everything that the cdpms want to put in there.	integration gaps remain.
	Coordination tools and referral pathways:	004	Transcript		A coded, searchable partner registry enables
Volunteer strategy and operational systems	local resource maps, CRMs, and DAT/referral routing	CRM configuration and partner-record governance (Volunteer Connection)	CAP_Staff_Steady_StateMargarita_Moreno_2025 _0902 (2).docx	having all the data and like all the codes and being able to,	targeted referrals by tag, improving match accuracy and discoverability.
бузкапа	Coordination tools and referral pathways:	Poseulance (soranteel connection)	Transcript		CRM signâ€'up friction leads staff to
Volunteer strategy and operational	local resource maps, CRMs, and	CRM configuration and partner-record	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	just get me a list of who they are and their numbers and	manually bypass systems, creating
systems	DAT/referral routing	governance (Volunteer Connection)	docx	emails and I'll put them into the system	governance and data-quality issues.
	Coordination tools and referral pathways:	-	Transcript		Shared spreadsheets act as local resource
Volunteer strategy and operational	local resource maps, CRMs, and	DAT training, referral routing logic, and	Region_Chapter_Staff_Steady_State_Caedy_Minole	Something that they did last year was create kind of a	maps for manual referral routing and in-kind
systems	DAT/referral routing	geographic filtering needs	tti_2025_0904.docx	spreadsheet of needs and resources.	distribution.
	Coordination tools and referral pathways:		Transcript		Appointment‑based CDPMS workflow
Volunteer strategy and operational	local resource maps, CRMs, and	DAT training, referral routing logic, and	CAP_StaffSteady_StateGaby_Perez_Albarracin_		used for scheduling, but unclear CRM or DAT
systems	DAT/referral routing	geographic filtering needs	2025_0904.docx	we actually have adapted to the CDPMS way of doing things.	integration for referrals.
Volunteer strategy and operational	Coordination tools and referral pathways: local resource maps, CRMs, and	DAT training, referral routing logic, and	Transcript Region_ChapterSteady_State_Alex_Taylor_2025_	we took your data, Carol, and we basically overlaid it on top	Asset and vulnerability mapping used to prioritize geographic DAT coverage and
systems	DAT/referral routing	geographic filtering needs	0905.docx	of each other	outreach.
	Coordination tools and referral pathways:	0.000	Transcript		Referral routing relies on phone-based warm
Volunteer strategy and operational	local resource maps, CRMs, and	DAT training, referral routing logic, and	CAP_Staff_Steady_State_Hansel_Ibarra_2025_081	we would be able to pick up the phone and call the lead	handoffs to trained partner leads for
systems	DAT/referral routing	geographic filtering needs	9.docx	from this church.	activation.
	Coordination tools and referral pathways:		Transcript	And when they're doing their community mapping,	Asset and relationship mapping broadens
Volunteer strategy and operational	local resource maps, CRMs, and	DAT training, referral routing logic, and	Region_Chapter_StaffSteady_StateTerry_Stigdo	relationship mapping or asset mapping, they talk about	partner contact lists for referral routing and
systems	DAT/referral routing	geographic filtering needs	n_2025_0825.docx	what we, what we do as a Red Cross.	local activation.
Valuateer etrategy and an erational	Coordination tools and referral pathways:	DAT training referral routing logic and	Transcript CAR Staff Stoody State Cilds Ebenke 2025 002	The way to get the family connected to Bod Cross conject in	Public hotline remains primary intake; phone
Volunteer strategy and operational systems	local resource maps, CRMs, and DAT/referral routing	DAT training, referral routing logic, and geographic filtering needs	CAP_Staff_Steady_State_Gilda_Ebanks_2025_082 1.docx	The way to get the family connected to Red Cross services is for them to call 1-800-Red Cross.	routing requires manual follow‑up and lacks documented CRM automation.
Systems	Coordination tools and referral pathways:	geographic mening needs	Transcript	To them to call 1 000 field 01033.	DAT learning community proposed to share
Volunteer strategy and operational	local resource maps, CRMs, and	DAT training, referral routing logic, and	CAP_Staff_Steady_State_Katrina_Long_2025_0802	have something like a learning community that on dat,	practices and standardize referral and training
systems	DAT/referral routing	geographic filtering needs	6.docx	where you know, the managers can talk to one another	across partners.
	Coordination tools and referral pathways:		Transcript		Mapping exists but region‑level sharing
Volunteer strategy and operational	local resource maps, CRMs, and	DAT training, referral routing logic, and	Region_Chapter_Staff_Steady_State_Shawn_Schul	I don't think we had any, any say from the region or was able	gaps hinder coordinated referrals and
systems	DAT/referral routing	geographic filtering needs	ze_2025_0826.docx	to or were able to share any of our FEMA maps	placement of teams and resources.
V-1	Coordination tools and referral pathways:	DATamining automated at the control of the control	Transcript CAP_Staff-		Staff request finerâ€'grained routing
Volunteer strategy and operational systems	local resource maps, CRMs, and DAT/referral routing	DAT training, referral routing logic, and geographic filtering needs	_Steady_State_Shannon_Randolph_2025_0825.d	couldn't we put those parameters to say it's only this zip code or these zip codes and.	parameters (zip‑code clusters) to limit responder assignments geographically.
ayatema	Coordination tools and referral pathways:	Reographic littering needs	Transcript	Our partners sent us what they had, and we created this	Shared partner calendar coordinates events
Volunteer strategy and operational	local resource maps, CRMs, and	DAT training, referral routing logic, and	CAP_StaffSteady_State_Glama_Carter2025	calendar so that our partners could lend themselves	and volunteer lending, facilitating referrals
systems	DAT/referral routing	geographic filtering needs	docx	volunteers.	though not CRMâ€'integrated.
	Coordination tools and referral pathways:	·	Transcript		Central hotline functions as primary intake
Volunteer strategy and operational	local resource maps, CRMs, and	DAT training, referral routing logic, and	CAP_Staff_Steady_StateMatt_Henry2025_091		route; backend referral tracking and CRM links
systems	DAT/referral routing	geographic filtering needs	1.docx	It's as simple as calling 1-800-Red Cross. It really is.	are unclear.
L	Coordination tools and referral pathways:		Transcript		Requesting zip‑code lists to cluster partners
Volunteer strategy and operational	local resource maps, CRMs, and	DAT training, referral routing logic, and	CAP_Staff_Steady_StateMargarita_Moreno_2025		enables targeted routing and local partner
systems	DAT/referral routing	geographic filtering needs	_0902 (2).docx	we've requested a list of at the very least zip codes	matching.

					T
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	DAT training, referral routing logic, and geographic filtering needs	Transcript Region_Chapter_StaffSteady_State_Michelle_Ave rill_2025_0825 (1).docx	those conversations, you know, talking through them, creating a list, you know, and you can have the DPM and the CAP team manager and myself and, you know, if you want to include blood services in it, to know who those existing partners are, you know, and who the dream partners	Conversational partner lists function as rudimentary local resource maps but lack CRM integration or automated routing.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	DAT training, referral routing logic, and geographic filtering needs	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903 .docx	an AmeriCorps volunteer has built a Microsoft Teams app, a power app, to put all partners in that vault cap	Volunteer-built Power App/Teams prototype functions like a lightweight CRM for partner discovery and relationship tracking.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	DAT training, referral routing logic, and geographic filtering needs	Region_Chapter_Staff_Lisa_Johnson_2025_0915. docx	CAP team members (e.g., Shannon) are inspired to become Disaster Action Team (DAT) volunteers.	CAP engagement supplies volunteers to DAT, strengthening responder pools though routing systems remain informal.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	DAT training, referral routing logic, and geographic filtering needs	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025 _0828 (3).docx	One of the things we have been able to discover through our disaster services team is that we're not getting all those calls.	Missed incoming calls create referral gaps; call/notification routing needs improvement and clearer DAT handoffs.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	DAT training, referral routing logic, and geographic filtering needs	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	figured out how yet to narrow that down and do	Desire for neighborhood⢑level DAT filtering to send incident notifications to appropriate local partners.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	Partner-driven warm handoffs and lowâ6*tech referral artifacts	Transcript CAP_StaffSteady_StateGaby_Perez_Albarracin_ 2025_0904.docx	we actually have adapted to the CDPMS way of doing things. Like she does it by appointment and she does it with volunteers that are available then.	Appointment-based intake coordinates volunteers and referrals, reflecting lowâ6'tech coordination rather than CRM automation.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	Partner-driven warm handoffs and low‑tech referral artifacts	Transcript Region_ChapterSteady_State_Alex_Taylor_2025_ 0905.docx	So I think doing asset mapping and vulnerability mapping is so critical for everyone to do.	Asset and vulnerability mapping guides where to target partners for warm handoffs and referral routing.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	Partner-driven warm handoffs and low‑tech referral artifacts	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_081 9.docx	They are going to get a training from our local DCS department.	Named partner leads and phone-based activations produce warm handoffs, not automated CRM routing.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	Partner-driven warm handoffs and low‑tech referral artifacts	Transcript Region_Chapter_StaffSteady_StateTerry_Stigdo n_2025_0825.docx	mapping, relationship mapping or asset mapping, they talk about what we, what we do as a Red Cross.	Community asset/relationship mapping broadens contact lists and supports partner-driven referral routing and warm introductions.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	Partner-driven warm handoffs and low‑tech referral artifacts	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_082 1.docx	folks reach out to the CAP team directly when there's a home fire.	Direct partner calls to CAP create warm handoffs, but CRM tracking and integration are limited.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	Partner-driven warm handoffs and lowâ6'tech referral artifacts	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_0802 6.docx	have something like a leaming community that on dat, where you know, the managers can talk to one another and say, this is what we're doing and these are the results we've shown.	DAT learning communities strengthen partner capacity and enable coordinated referral practices through shared knowledge.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing Coordination tools and referral pathways:	Partner-driven warm handoffs and lowâ&tech referral artifacts	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript CAP_Staff-	I think you need to look at what is the resiliency chart saying. You got all these FEMA charts that talk about resiliency.	Higher⢑level resilience maps inform where to focus partner referrals, but sharing and integration remain limited. Partner familiarity enables near⢑automatic
Volunteer strategy and operational systems	local resource maps, CRMs, and DAT/referral routing Coordination tools and referral pathways:	Partner-driven warm handoffs and lowâ€'tech referral artifacts	_Steady_State_Shannon_Randolph_2025_0825.d ocx Transcript	then the referral is almost automatically made.	warm handoffs in practice, reducing client burden despite limited CRM automation. Map/geolocation errors force partner-
Volunteer strategy and operational systems	local resource maps, CRMs, and DAT/referral routing	Partner-driven warm handoffs and lowâ6'tech referral artifacts	CAP_Staff_Steady_StateMargarita_Moreno_2025 _0902 (2).docx	it usually takes you to the wrong place.	mediated navigation, evidencing need for improved mapping integration in routing.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	Partner-driven warm handoffs and low‑tech referral artifacts	Transcript Region_Chapter_StaffSteady_State_Michelle_Averill_2025_0825 (1).docx	creating a list, you know, and you can have the DPM and the CAP team manager and myself	handoffs and manual referrals.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing Coordination tools and referral pathways:	Partner-driven warm handoffs and lowâ6'tech referral artifacts	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903 _docx Transcript	an AmeriCorps volunteer has built a Microsoft Teams app, a power app, to put all partners in that vault cap and everybody works with.	Volunteerâ&'built Power App prototype catalogs partners, aiming to enable relationshipâ&'aware referral routing for DAT case managers. Distributing 1â&'800 materials is a simple,
Volunteer strategy and operational systems	local resource maps, CRMs, and DAT/referral routing	Partner-driven warm handoffs and low‑tech referral artifacts	Region_Chapter_Steady_State_Tamica_Jeuitt_2025 _0828 (3).docx	we are seeing little things like the 800 number that we're passing along	low‑tech routing tactic to prompt referrals and awareness.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	Partner-driven warm handoffs and low⣑tech referral artifacts	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025. docx	It builds us that trust and builds us the credibility so that when there is a gray sky ask our partners are there for us.	Trust from warm handoffs enables partners to respond reliably; CRM tracking gaps still hinder visibility and followâ6'up.

	Coordination tools and referral pathways:		Transcript		Power BI dashboards exist but lack integrated
Volunteer strategy and operational	local resource maps, CRMs, and	Prototype CEP tracker/Power App and	l ·	So I'm getting more familiar with power bi with some of this	partner/referral data, limiting automated
systems	DAT/referral routing	organizational adoption barriers	29.docx	can be shown on the dashboard.	routing visibility.
	Coordination tools and referral pathways:		Transcript		System entry occurs, but platform identity,
Volunteer strategy and operational	local resource maps, CRMs, and	Prototype CEP tracker/Power App and	Region_Chapter_Steady_StatePriscilla_Fuentes_	I mean we're going to put you in the system because we	governance, and referral capabilities remain
systems	DAT/referral routing	organizational adoption barriers	_2025_0909.docx	have to.	unspecified across stakeholders.
	Coordination tools and referral pathways:		Transcript	could we somehow filter that information directly to that	Desire for neighborhood-level DAT filtering
Volunteer strategy and operational	local resource maps, CRMs, and	Prototype CEP tracker/Power App and	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	partner? They haven't figured out how yet to narrow that	highlights unmet routing capabilities and
systems	DAT/referral routing	organizational adoption barriers	docx	down	partner-facing report needs.
Valuateer strategy and approximal	Coordination tools and referral pathways:	Fallow up, alcoure, double orde, and	Transcript	manning relationship manning argonal manning thou talk	Community asset mapping broadens partner
Volunteer strategy and operational systems	local resource maps, CRMs, and DAT/referral routing	Follow-up, closure, dashboards, and data stewardship protocols	Region_Chapter_StaffSteady_StateTerry_Stigdo n 2025 0825.docx	mapping, relationship mapping or asset mapping, they talk about what we, what we do as	lists, aiding referrals but requiring clear stewardship and updates.
systems	DATHEIGHALIOUTHING	uata stewardship protocots	11_2023_0823.d0CX	about what we, what we do as	' '
	Coordination tools and referral pathways:		Transcript		Referrals require executable handoffs and MOUs; tracking and closure depend on
Volunteer strategy and operational	local resource maps, CRMs, and	Follow-up, closure, dashboards, and	Region_Chapter_Steady_StatePriscilla_Fuentes_	coordinat coordinator refers a partner over to the cdpm, that	documented responsibilities and
systems	DAT/referral routing	data stewardship protocols	2025 0909.docx	CDPM needs to be able to execute on actually, like, doing	stewardship.
	Coordination tools and referral pathways:		Transcript CAP_Staff-	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Partners report referrals left uncalled,
Volunteer strategy and operational	local resource maps, CRMs, and	Follow-up, closure, dashboards, and		then three months later they come back to you and say,	indicating missing tracking, closure
systems	DAT/referral routing	data stewardship protocols	ocx	nobody ever called my client.	processes, and escalation protocols.
	Coordination tools and referral pathways:		Transcript		Shared event calendar supports volunteer
Volunteer strategy and operational	local resource maps, CRMs, and	Follow-up, closure, dashboards, and	CAP_StaffSteady_State_Glama_Carter2025	we created this calendar so that our partners could lend	coordination but lacks integration into CRM
systems	DAT/referral routing	data stewardship protocols	docx	themselves volunteers.	tracking or referral dashboards.
	Coordination tools and referral pathways:		Transcript		Tagged partner registry enables filtered
Volunteer strategy and operational	local resource maps, CRMs, and	Follow-up, closure, dashboards, and	CAP_Staff_Steady_StateMargarita_Moreno_2025	was really neat having all the data and like all the codes and	discovery for referrals but needs governance
systems	DAT/referral routing	data stewardship protocols	_0902 (2).docx	being able to, to filter and sort	and updating processes.
				I think, you know, just having those conversations, you	
	Coordination tools and referral pathways:		Transcript	know, talking through them, creating a list, you know, and	Conversational partner lists function as
Volunteer strategy and operational	local resource maps, CRMs, and	Follow-up, closure, dashboards, and		you can have the DPM and the CAP team manager and	rudimentary resource maps; formal
systems	DAT/referral routing	data stewardship protocols	rill_2025_0825 (1).docx	myself	dashboards and stewardship are still needed.
	Metrics and storytelling: complement		Transcript		Quarterly summaries lack partner attribution,
Volunteer strategy and operational	counts with trusted-partner vignettes and	Standardized trusted-partner vignette		we would get an email once, maybe a quarter, with a	limiting vignette creation and partner-level
systems	network-mapping logs	templates and consent flags	tti_2025_0904.docx	summary of what had been done, but no specific names.	storytelling capacity.
	Metrics and storytelling: complement		Transcript	we took your data, Carol, and we basically overlaid it on top	Overlaying datasets supports asset and
Volunteer strategy and operational	counts with trusted-partner vignettes and	Standardized trusted-partner vignette	Region_Chapter_Steady_State_Alex_Taylor_2025_	of each other and that's kind of how we figured out where we	vulnerability mapping to prioritize outreach
systems	network-mapping logs	templates and consent flags	0905.docx	wanted to focus our efforts on.	and contextualize counts.
Volunteer strategy and operational	Metrics and storytelling: complement counts with trusted-partner vignettes and	Standardized trusted-partner vignette	Transcript Region_Chapter_Steady_State_David_Hicks_2025_		Public partner endorsements amplify visibility; their stories can contextualize
systems	network-mapping logs	templates and consent flags	0829.docx	They're on the news constantly, to be honest with you.	metrics for broader audiences.
Systems	Metrics and storytelling: complement	temptates and consent riags	Transcript	mey re on the news constantly, to be nonest war you.	Local partner trainings create concrete
Volunteer strategy and operational	counts with trusted-partner vignettes and	Standardized trusted-partner vignette	l ·	They are going to get a training from our local DCS	vignettes that complement installation
systems	network-mapping logs	templates and consent flags	9.docx	department. They have gathered 16 individuals.	counts and document engagement.
-	Metrics and storytelling: complement		Transcript	a lot of them have stories of families and friends that needed	
Volunteer strategy and operational	counts with trusted-partner vignettes and	Standardized trusted-partner vignette	CAP_Staff_Steady_State_Kristi_Collins_2025_082	blood and that immediately kind of engages them into being	humanize counts, aiding recruitment and
systems	network-mapping logs	templates and consent flags	6.docx	interested	local mobilization efforts.
	Metrics and storytelling: complement		Transcript		Compiled partner directories expand contact
Volunteer strategy and operational	counts with trusted-partner vignettes and	Standardized trusted-partner vignette	Region_Chapter_Steady_State_Rachel_Lipoff_2025		reach and feed inputs for network-mapping
systems	network-mapping logs	templates and consent flags	_0908.docx	And now their contacts are Atlanta County.	and outreach planning.
	Metrics and storytelling: complement		Transcript		Metric-chasing reduces strategy; pair counts
Volunteer strategy and operational	counts with trusted-partner vignettes and	Standardized trusted-partner vignette	1 - :	basically we're just chasing a metric. So I don't think we've	with partner vignettes and mapping to guide
systems	network-mapping logs	templates and consent flags	25_0905.docx	been as strategic about where we should bring it.	placement.
İ		İ	Transcript		Headline counts need retention and
	Metrics and storytelling: complement				
Volunteer strategy and operational	counts with trusted-partner vignettes and	Standardized trusted-partner vignette	CAP_Staff_Steady_State_Simone_Moore_2025_08		longitudinal indicators to show sustained
Volunteer strategy and operational systems	counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	21.docx	1900, but how many did we keep? And they didn't give that	engagement and real impact.
systems	counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement	templates and consent flags	21.docx Transcript	We're not necessarily recruiting volunteers. We're recruiting	engagement and real impact. Emphasize partner-driven force
systems Volunteer strategy and operational	counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and	templates and consent flags Standardized trusted-partner vignette	21.docx Transcript Region_Chapter_Steady_State_Joel_Sullivan202	We're not necessarily recruiting volunteers. We're recruiting partners who help us with our job, with what they do best.	engagement and real impact. Emphasize partner-driven force multiplication; capture partner vignettes and
systems	counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	templates and consent flags	21.docx Transcript Region_Chapter_Steady_State_Joel_Sullivan202 5_0822.docx	We're not necessarily recruiting volunteers. We're recruiting	engagement and real impact. Emphasize partner-driven force multiplication; capture partner vignettes and map relationships to illustrate capacity.
systems Volunteer strategy and operational systems	counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement	templates and consent flags Standardized trusted-partner vignette templates and consent flags	21.docx Transcript Region_Chapter_Steady_State_Joel_Sullivan202 5_0822.docx Transcript	We're not necessarily recruiting volunteers. We're recruiting partners who help us with our job, with what they do best. So force multiplying.	engagement and real impact. Emphasize partner-driven force multiplication; capture partner vignettes and map relationships to illustrate capacity. Advocate visible partner signals and vignettes
systems Volunteer strategy and operational systems Volunteer strategy and operational	counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and	templates and consent flags Standardized trusted-partner vignette templates and consent flags Standardized trusted-partner vignette	21.docx Transcript Region_Chapter_Steady_State_Joel_Sullivan202 5_0822.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul	We're not necessarily recruiting volunteers. We're recruiting partners who help us with our job, with what they do best. So force multiplying. So something that shows that that partner's there besides	engagement and real impact. Emphasize partner-driven force multiplication; capture partner vignettes and map relationships to illustrate capacity. Advocate visible partner signals and vignettes to contextualize numbers and build
systems Volunteer strategy and operational systems	counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	templates and consent flags Standardized trusted-partner vignette templates and consent flags	21.docx Transcript Region_Chapter_Steady_State_Joel_Sullivan202 5_0822.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx	We're not necessarily recruiting volunteers. We're recruiting partners who help us with our job, with what they do best. So force multiplying.	engagement and real impact. Emphasize partner-driven force multiplication; capture partner vignettes and map relationships to illustrate capacity. Advocate visible partner signals and vignettes to contextualize numbers and build community recognition.
systems Volunteer strategy and operational systems Volunteer strategy and operational systems	counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement	templates and consent flags Standardized trusted-partner vignette templates and consent flags Standardized trusted-partner vignette templates and consent flags	21.docx Transcript Region_Chapter_Steady_State_Joel_Sullivan202 5_0822.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript CAP_Staff-	We're not necessarily recruiting volunteers. We're recruiting partners who help us with our job, with what they do best. So force multiplying. So something that shows that that partner's there besides posting something on a, on a website.	engagement and real impact. Emphasize partner-driven force multiplication; capture partner vignettes and map relationships to illustrate capacity. Advocate visible partner signals and vignettes to contextualize numbers and build community recognition. CDPMS counts provide quantitative
systems Volunteer strategy and operational systems Volunteer strategy and operational	counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	templates and consent flags Standardized trusted-partner vignette templates and consent flags Standardized trusted-partner vignette	21.docx Transcript Region_Chapter_Steady_State_Joel_Sullivan202 5_0822.docx Transcript Region_Chapter_Staff_Steady_State_Shawn_Schul ze_2025_0826.docx Transcript CAP_Staff-	We're not necessarily recruiting volunteers. We're recruiting partners who help us with our job, with what they do best. So force multiplying. So something that shows that that partner's there besides	engagement and real impact. Emphasize partner-driven force multiplication; capture partner vignettes and map relationships to illustrate capacity. Advocate visible partner signals and vignettes to contextualize numbers and build community recognition.

г			1	T	
	Metrics and storytelling: complement		Transcription		Translate counts into beneficiary-focused
Volunteer strategy and operational	counts with trusted-partner vignettes and	Standardized trusted-partner vignette	Region_ChapterSteady_State_Alicia_Dougherty_	pints collected, you're talking about the patients that you're	narratives so metrics reflect people and
systems	network-mapping logs	templates and consent flags	2025_0908 (1).docx	going to be helping.	program value effectively.
	Metrics and storytelling: complement		Transcript		Direct official referrals indicate trust pathways;
Volunteer strategy and operational	counts with trusted-partner vignettes and	Standardized trusted-partner vignette	CAP_Staff_Steady_StateMatt_Henry2025_091	the elected officials in Mississippi county, the emergency	capture these vignettes and log contact
systems	network-mapping logs	templates and consent flags	1.docx	manager, they call. They know to call.	networks.
	Metrics and storytelling: complement		Transcript	It helps me meet my metrics, it helps me Meet my	Partner knowledge supports metrics
Volunteer strategy and operational	counts with trusted-partner vignettes and	Standardized trusted-partner vignette	CAP_Staff_Steady_StateMargarita_Moreno_2025	preparedness metrics because I have struggled with	fulfillment; standardize vignette capture and
			I = = = = = = = = = = = = = = = = = = =		
systems	network-mapping logs	templates and consent flags	_0902 (2).docx	preparedness volunteers.	geocoded partner lists for mapping.
	Metrics and storytelling: complement		Transcript	We did the video, the one year recap after the floods and	Survivor videos humanize impact; link
Volunteer strategy and operational	counts with trusted-partner vignettes and	Standardized trusted-partner vignette	Region_Chapter_StaffSteady_State_Michelle_Ave	showing the one flood survivor and her recovery. And that I	multimedia vignettes to counts for richer
systems	network-mapping logs	templates and consent flags	rill_2025_0825 (1).docx	think that that really helped tell the story.	reporting and evaluation.
	Metrics and storytelling: complement		Transcript		Identify lightweight methods to count and
Volunteer strategy and operational	counts with trusted-partner vignettes and	Standardized trusted-partner vignette	CAP_Staff_Steady_State_Nate_Millard_2025_0903	That's kind of a metrics area that we just think about how	validate partner-contributed hours while
systems	network-mapping logs	templates and consent flags	.docx	you, how you might count those hours.	minimizing reporting burden.
	Metrics and storytelling: complement		Transcript		Warns KPI-driven work becomes
Volunteer strategy and operational	counts with trusted-partner vignettes and	Standardized trusted-partner vignette	Region_Chapter_Steady_State_Barry_Falke_2025_	for preparedness for many years is like, here's your KPI,	transactional; complement counts with
systems	network-mapping logs	templates and consent flags	0909.docx	here's your number. Do what it takes to hit that number.	partner narratives and mapped outcomes.
Systems		temptates and consent rags		note 3 your number. Do what it takes to me that number.	i i
Valuntaar atratage and a paratio = -!	Metrics and storytelling: complement	Standardized trusted partners/	Transcript Region Chapter Steady State Mark Reddingfield	I think that as mas from my years in blood sor :	Numbers and targets remain important; pair
Volunteer strategy and operational	counts with trusted-partner vignettes and	Standardized trusted-partner vignette	Region_Chapter_Steady_StateMark_Beddingfield	I think that comes from my years in blood services, you	them with curated vignettes and relationship
systems	network-mapping logs	templates and consent flags	_2025_0828.docx	know, because blood services was very number focused.	maps for context.
	Metrics and storytelling: complement		Transcript	I just feel like I've been prepared to have deeper	Teams capture storytelling assets and visuals;
Volunteer strategy and operational	counts with trusted-partner vignettes and	Standardized trusted-partner vignette	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	conversations through my storytelling experience with Red	standardize tagging so vignettes link to metrics
systems	network-mapping logs	templates and consent flags	_0828 (3).docx	Cross and promoting the organization locally.	and maps.
	Metrics and storytelling: complement		Transcript		Critiques transactional metrics; recommends
Volunteer strategy and operational	counts with trusted-partner vignettes and	Standardized trusted-partner vignette	CAP_Staff_Steady_State_Cindy_Magnuson_2025.		sharing data and stories with partners to show
systems	network-mapping logs	templates and consent flags	docx	pretty transactional to me, meeting some metrics.	neighborhood-level impact.
systems				pietty transactional to me, meeting some metrics.	
	Metrics and storytelling: complement	Lightweight network-mapping logs and	Transcript		Indicates local coordinators maintain
Volunteer strategy and operational	counts with trusted-partner vignettes and	shared partner registry	Region_Chapter_Steady_State_David_Hicks_2025_	two coordinators are much more networked into the Jackson	informal network knowledge, which can feed
systems	network-mapping logs	(spreadsheet/CEP)	0829.docx	community and	mapping logs.
	Metrics and storytelling: complement	Lightweight network-mapping logs and	Transcript		Calls for a lightweight, regularly-checked
Volunteer strategy and operational	counts with trusted-partner vignettes and	shared partner registry	CAP_Staff_Steady_State_Hansel_Ibarra_2025_081	make it a once in a month for them to go to a document and	shared document serving as a partner
systems	network-mapping logs	(spreadsheet/CEP)	9.docx	just quickly glance	resource registry.
	Metrics and storytelling: complement	Lightweight network-mapping logs and	Transcript		Contrasts passive partner lists with engaged
Volunteer strategy and operational	counts with trusted-partner vignettes and	shared partner registry	CAP_Staff_Steady_State_Kristi_Collins_2025_082	that's the difference between a printed sheet of partners that	registries that enable active partner activation
systems	network-mapping logs	(spreadsheet/CEP)	6.docx	you're looking at, that they could go get food from.	and referrals.
	Metrics and storytelling: complement	Lightweight network-mapping logs and	Transcript	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Affirms existence of local partner network
Volunteer strategy and operational	counts with trusted-partner vignettes and	shared partner registry	Region_Chapter_Steady_State_Joel_Sullivan202	I feel like the CAP team has a pretty good network for. For	which could be recorded in a lightweight
systems	network-mapping logs	(spreadsheet/CEP)	5 0822.docx	their county.	mapping registry.
systems		, , ,	_	uteli county.	1
	Metrics and storytelling: complement	Lightweight network-mapping logs and	Transcript		Argues for using FEMA/resiliency maps to
Volunteer strategy and operational	counts with trusted-partner vignettes and	shared partner registry	Region_Chapter_Staff_Steady_State_Shawn_Schul		guide team placement and log partner
systems	network-mapping logs	(spreadsheet/CEP)	ze_2025_0826.docx	I think you need to look at what is the resiliency chart saying.	coverage.
	Metrics and storytelling: complement	Lightweight network-mapping logs and	Transcript		Explains partner grouping criteria, providing a
Volunteer strategy and operational	counts with trusted-partner vignettes and	shared partner registry	CAP_StaffSteady_State_Glama_Carter2025	We grouped them geographically based on geography,	basic schema for lightweight network-
systems	network-mapping logs	(spreadsheet/CEP)	docx	services and capacity.	mapping logs.
	Metrics and storytelling: complement	Lightweight network-mapping logs and	Transcription		Highlights importance of sharing partner
Volunteer strategy and operational	counts with trusted-partner vignettes and	shared partner registry	Region_ChapterSteady_State_Alicia_Dougherty_	share relationships. The communication from the very	relationships and communication for
systems	network-mapping logs	(spreadsheet/CEP)	2025_0908 (1).docx	beginning is huge	mapping and collaborative responses.
-,		11-2:-340::000 02: /		100 10 11 upo	
		Lightweight notwork manning lag	Transcript		
Valuateer etretery and a peretia!	Metrics and storytelling: complement	Lightweight network-mapping logs and	Transcript	where we've get that pay deals he ard where we	Mentions dashboards and CEP tracker as
Volunteer strategy and operational	Metrics and storytelling: complement counts with trusted-partner vignettes and	shared partner registry	Region_ChapterSteady_State_Jacquelyn_Clites_	where we've got that new dashboard where we want to	foundations for geo-locating calls and
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	shared partner registry (spreadsheet/CEP)	Region_Chapter_Steady_State_Jacquelyn_Clites_ 2025_0902.docx	where we've got that new dashboard where we want to identify where our calls coming in from.	foundations for geo-locating calls and mapping partner activity.
systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement	shared partner registry (spreadsheet/CEP) Lightweight network-mapping logs and	Region_ChapterSteady_State_Jacquelyn_Clites_ 2025_0902.docx Transcript	identify where our calls coming in from.	foundations for geo-locating calls and mapping partner activity. Requests zip-code lists to identify clustered
	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	shared partner registry (spreadsheet/CEP) Lightweight network-mapping logs and shared partner registry	Region_ChapterSteady_State_Jacquelyn_Clites_ 2025_0902.docx Transcript CAP_Staff_Steady_StateMargarita_Moreno_2025	identify where our calls coming in from. we've requested a list of at the very least zip codes to see if	foundations for geo-locating calls and mapping partner activity.
systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement	shared partner registry (spreadsheet/CEP) Lightweight network-mapping logs and	Region_ChapterSteady_State_Jacquelyn_Clites_ 2025_0902.docx Transcript	identify where our calls coming in from.	foundations for geo-locating calls and mapping partner activity. Requests zip-code lists to identify clustered
systems Volunteer strategy and operational	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and	shared partner registry (spreadsheet/CEP) Lightweight network-mapping logs and shared partner registry	Region_ChapterSteady_State_Jacquelyn_Clites_ 2025_0902.docx Transcript CAP_Staff_Steady_StateMargarita_Moreno_2025	identify where our calls coming in from. we've requested a list of at the very least zip codes to see if	foundations for geo-locating calls and mapping partner activity. Requests zip-code lists to identify clustered partners, enabling small-area mapping for
systems Volunteer strategy and operational	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	shared partner registry (spreadsheet/CEP) Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP)	Region_ChapterSteady_State_Jacquelyn_Clites_ 2025_0902.docx Transcript CAP_Staff_Steady_StateMargarita_Moreno_2025 _0902 (2).docx	identify where our calls coming in from. we've requested a list of at the very least zip codes to see if	foundations for geo-locating calls and mapping partner activity. Requests zip-code lists to identify clustered partners, enabling small-area mapping for targeted support.
systems Volunteer strategy and operational systems Volunteer strategy and operational	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and	shared partner registry (spreadsheet/CEP) Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP) Lightweight network-mapping logs and	Region_Chapter_Steady_State_Jacquelyn_Clites_ 2025_0902.docx Transcript CAP_Staff_Steady_State_Margarita_Moreno_2025_ 0902 (2).docx Transcript Region_Chapter_StaffSteady_State_Michelle_Ave	identify where our calls coming in from. we've requested a list of at the very least zip codes to see if you know, if we have partners maybe in clusters creating a list, you know, and you can have the DPM and the	foundations for geo-locating calls and mapping partner activity. Requests zip-code lists to identify clustered partners, enabling small-area mapping for targeted support. Describes compiling partner lists collaboratively to build a usable registry for
systems Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	shared partner registry (spreadsheet/CEP) Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP) Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP)	Region_ChapterSteady_State_Jacquelyn_Clites_ 2025_0902.docx Transcript CAP_Staff_Steady_StateMargarita_Moreno_2025 _0902 (2).docx Transcript Region_Chapter_StaffSteady_State_Michelle_Ave rill_2025_0825 (1).docx	identify where our calls coming in from. we've requested a list of at the very least zip codes to see if you know, if we have partners maybe in clusters creating a list, you know, and you can have the DPM and the CAP team manager and myself and, you know, if you	foundations for geo-locating calls and mapping partner activity. Requests zip-code lists to identify clustered partners, enabling small-area mapping for targeted support. Describes compiling partner lists collaboratively to build a usable registry for coordination and referrals.
systems Volunteer strategy and operational systems Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement	shared partner registry (spreadsheet/CEP) Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP) Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP) Lightweight network-mapping logs and	Region_Chapter_Steady_State_Jacquelyn_Clites_ 2025_0902.docx Transcript CAP_Staff_Steady_State_Margarita_Moreno_2025_ 0902 (2).docx Transcript Region_Chapter_Staff_Steady_State_Michelle_Ave rill_2025_0825 (1).docx Transcript	identify where our calls coming in from. we've requested a list of at the very least zip codes to see if you know, if we have partners maybe in clusters creating a list, you know, and you can have the DPM and the CAP team manager and myself and, you know, if you that organization can provide and who's the relationship	foundations for geo-locating calls and mapping partner activity. Requests zip-code lists to identify clustered partners, enabling small-area mapping for targeted support. Describes compiling partner lists collaboratively to build a usable registry for coordination and referrals. Documents an existing shared registry (CEP
systems Volunteer strategy and operational systems Volunteer strategy and operational	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	shared partner registry (spreadsheet/CEP) Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP) Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP)	Region_ChapterSteady_State_Jacquelyn_Clites_ 2025_0902.docx Transcript CAP_Staff_Steady_StateMargarita_Moreno_2025 _0902 (2).docx Transcript Region_Chapter_StaffSteady_State_Michelle_Ave rill_2025_0825 (1).docx	identify where our calls coming in from. we've requested a list of at the very least zip codes to see if you know, if we have partners maybe in clusters creating a list, you know, and you can have the DPM and the CAP team manager and myself and, you know, if you	foundations for geo-locating calls and mapping partner activity. Requests zip-code lists to identify clustered partners, enabling small-area mapping for targeted support. Describes compiling partner lists collaboratively to build a usable registry for coordination and referrals.

	Marian and arranged to the control of the control o	I take a take a second and a second	T	T	5 OAD
Valuntaar stratagy and a naration of	Metrics and storytelling: complement counts with trusted-partner vignettes and	Lightweight network-mapping logs and	Transcript Pagion Chapter Steady State Parny Falke 2025	I think that can't value to make it is thoughout hold	Frames CAP as enabling relationship- building, the qualitative underpinning for a
Volunteer strategy and operational systems	network-mapping logs	shared partner registry (spreadsheet/CEP)	Region_Chapter_Steady_State_Barry_Falke_2025_ 0909.docx	I think that cap's value to me is just how they help us to understand how to build the right relationships	partner registry and mapping.
ayatema	Metrics and storytelling: complement	Lightweight network-mapping logs and	Transcript	understand now to build the right retationships	Describes systematic partner identification by
Volunteer strategy and operational	counts with trusted-partner vignettes and	shared partner registry	Region_Chapter_Steady_StateMark_Beddingfield	the geographical CDPMs are really identifying every one of	CDPMs, which can populate network-
systems	network-mapping logs	(spreadsheet/CEP)	2025 0828.docx	their fire departments	mapping logs and registries.
•	Metrics and storytelling: complement	Lightweight network-mapping logs and		,	11 0 0
Volunteer strategy and operational	counts with trusted-partner vignettes and	shared partner registry	Region_Chapter_Staff_Lisa_Johnson_2025_0915.	The team actively takes on home fire campaign installations,	Provides concrete installation counts useful
systems	network-mapping logs	(spreadsheet/CEP)	docx	like organizing 200 smoke alarm installations	to attach to partner entries in a shared registry.
	Metrics and storytelling: complement	Lightweight network-mapping logs and	Transcript		Requests sharing internal reports with
Volunteer strategy and operational	counts with trusted-partner vignettes and	shared partner registry	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	I see the internal reporting but I want to be able to share	partners, supporting transparent registries and
systems	network-mapping logs	(spreadsheet/CEP)	docx	them with the partner	narrative pairing with counts.
	Metrics and storytelling: complement		Transcript		Disaggregated volunteer metrics reveal
Volunteer strategy and operational	counts with trusted-partner vignettes and	Longitudinal outcome and retention	Region_Chapter_Steady_State_Alex_Taylor_2025_	we realized we have close to 300 volunteers in Chatham	activation gaps, suggesting scheduled follow-
systems	network-mapping logs	metrics with scheduled follow-ups	0905.docx	county alone.	ups and retention measurement.
Valuateer strategy and approximal	Metrics and storytelling: complement	Langitudinal autooma and ratentian	Transcript		Event-level outcomes tracked, but lacks explicit scheduled longitudinal follow-ups for
Volunteer strategy and operational systems	counts with trusted-partner vignettes and network-mapping logs	Longitudinal outcome and retention metrics with scheduled follow-ups	CAP_Staff_Steady_State_Hansel_Ibarra_2025_081 9.docx	for this disaster, I think we, we were up above 50%.	retention measurement.
ayatema	Metrics and storytelling: complement	metrics with scheduled lottow-ups	Transcript	Tor this disaster, I think we, we were up above 30 %.	Uses client vignettes to contextualize counts;
Volunteer strategy and operational	counts with trusted-partner vignettes and	Longitudinal outcome and retention	CAP_Staff_Steady_State_Kristi_Collins_2025_082	telling the story of a couple fire clients that we had over the	lacks standardized followâ€'up schedules for
systems	network-mapping logs	metrics with scheduled follow-ups	6.docx	summer	outcome verification.
	Metrics and storytelling: complement		Transcript		Interview lacks baseline metrics, limiting
Volunteer strategy and operational	counts with trusted-partner vignettes and	Longitudinal outcome and retention	Region_Chapter_Steady_State_Rachel_Lipoff_2025		ability to pair counts with partner vignettes or
systems	network-mapping logs	metrics with scheduled follow-ups	_0908.docx	I would have had those numbers for you, and I don't	retention analyses.
	Metrics and storytelling: complement		Transcript		Warns metrics-first approaches risk strategic
Volunteer strategy and operational	counts with trusted-partner vignettes and	Longitudinal outcome and retention	Region_ChapterSteady_State_Rose_Taravella_20		drift; recommends linking counts to
systems	network-mapping logs	metrics with scheduled follow-ups	25_0905.docx	basically we're just chasing a metric.	outcomes and follow-ups.
	Metrics and storytelling: complement		Transcript		Raises retention gap: headline counts require
Volunteer strategy and operational	counts with trusted-partner vignettes and	Longitudinal outcome and retention	CAP_Staff_Steady_State_Simone_Moore_2025_08	1000 1 11 1 10	follow-up (retention) metrics to show
systems	network-mapping logs	metrics with scheduled follow-ups	21.docx	1900, but how many did we keep?	sustained engagement.
Volunteer strategy and operational	Metrics and storytelling: complement counts with trusted-partner vignettes and	Longitudinal outcome and retention	Transcript Region_ChapterSteady_StateKrista_Coletti_20		Questions whether counts drive change; calls for outcome-focused metrics and scheduled
systems	network-mapping logs	metrics with scheduled follow-ups	25_0905.docx	Like, but are we moving the needle or are we just informing?	follow-ups.
Systems	Metrics and storytelling: complement	methos with serreduced follow ups	Transcript	Elike, but the we moving the needte of the we just morning.	Explicit call for 3/6/9-month longitudinal
Volunteer strategy and operational	counts with trusted-partner vignettes and	Longitudinal outcome and retention	Region_Chapter_Staff_Steady_State_Shawn_Schul		follow-ups to validate sustained community
systems	network-mapping logs	metrics with scheduled follow-ups	ze_2025_0826.docx	three months to six months to nine months later and	impact.
	Metrics and storytelling: complement		Transcript CAP_Staff-		Highlights follow-up failure; recommends
Volunteer strategy and operational	counts with trusted-partner vignettes and	Longitudinal outcome and retention	_Steady_State_Shannon_Randolph_2025_0825.d	three months later they come back to you and say, nobody	closed-loop referral tracking and scheduled
systems	network-mapping logs	metrics with scheduled follow-ups	осх	ever called my client.	partner checkbacks.
	Metrics and storytelling: complement		Transcript		Observes many outcomes resist existing
Volunteer strategy and operational	counts with trusted-partner vignettes and	Longitudinal outcome and retention	CAP_Staff_Steady_StateMargarita_Moreno_2025		metrics and recommends partner-informed
systems	network-mapping logs	metrics with scheduled follow-ups	_0902 (2).docx	I think the trend I'm seeing is not measurable	qualitative follow-ups.
	Metrics and storytelling: complement		Transcript		Monthly scorecards provide routine
Volunteer strategy and operational	counts with trusted-partner vignettes and	Longitudinal outcome and retention metrics with scheduled follow-ups	Region_Chapter_StaffSteady_State_Michelle_Ave	we dat a secreeard event month	monitoring but do not equate to scheduled
systems	network-mapping logs	metrics with scheduled lottow-ups	rill_2025_0825 (1).docx Transcript	we get a scorecard every month	retention follow-ups.
Volunteer strategy and operational	Metrics and storytelling: complement counts with trusted-partner vignettes and	Longitudinal outcome and retention	Region Chapter Steady State Barry Falke 2025	for preparedness for many years is like, here's your KPI,	Critiques KPI-driven, transactional approaches; supports relational metrics and
systems	network-mapping logs	metrics with scheduled follow-ups	0909.docx	here's your number.	follow-up-based evaluation.
-	Metrics and storytelling: complement		Transcript		Keeps precise counts but no evidence of
Volunteer strategy and operational	counts with trusted-partner vignettes and	Longitudinal outcome and retention	Region_Chapter_Steady_StateMark_Beddingfield		routine longitudinal retention checks or
systems	network-mapping logs	metrics with scheduled follow-ups	_2025_0828.docx	we were	scheduled follow-ups.
	Metrics and storytelling: complement				Operational counts recorded, yet file lacks
Volunteer strategy and operational	counts with trusted-partner vignettes and	Longitudinal outcome and retention	Region_Chapter_Staff_Lisa_Johnson_2025_0915.		indication of follow-up retention or impact-
systems	network-mapping logs	metrics with scheduled follow-ups	docx	organizing 200 smoke alarm installations	tracking schedules.
	Metrics and storytelling: complement	l	Transcript		Storytelling assets exist, but direct numeric
Volunteer strategy and operational	counts with trusted-partner vignettes and	Longitudinal outcome and retention	Region_Chapter_Steady_State_Tamica_Jeuitt_2025		metrics and scheduled follow-up data are
systems	network-mapping logs	metrics with scheduled follow-ups	_0828 (3).docx	So as far as just direct numbers, I don't have that.	often unavailable.
Valuateer etrategy or d	Metrics and storytelling: complement	Langitudinal autoors	Transcript		Notes stale partner 'touches' and argues for
Volunteer strategy and operational	counts with trusted-partner vignettes and	Longitudinal outcome and retention metrics with scheduled follow-ups	CAP_Staff_Steady_State_Cindy_Magnuson_2025. docx	Some of the touches hadn't hannened in two years	documenting sustained engagement and
systems	network-mapping logs	metrics with scheduled follow-ups	Transcript	Some of the touches hadn't happened in two years.	scheduled follow-ups.
Volunteer strategy and operational	Metrics and storytelling: complement counts with trusted-partner vignettes and	Valuation and accountability for partner	Region_ChapterSteady_State_Alex_Taylor_2025_		Existing volunteer data exist but are underused, reducing accountability for
systems	network-mapping logs	hours and contributions	0905.docx	We can get them. We just aren't using them.	partner contributions.
-,	1		1	oversom rrojavearon tuoling aronn	IF THE STATE OF TH

			,		
	Metrics and storytelling: complement		Transcript		Rapid partner mobilization evidences
Volunteer strategy and operational	counts with trusted-partner vignettes and	Valuation and accountability for partner	CAP_Staff_Steady_State_Kristi_Collins_2025_082	within, you know, an hour, I had four, five, six partners that	contribution value, but lacks formal hour
systems	network-mapping logs	hours and contributions	6.docx	were like, we, you know, we got it here.	accounting and attribution.
	Metrics and storytelling: complement		Transcript	-	Admits absence of prepared metrics,
Volunteer strategy and operational	counts with trusted-partner vignettes and	Valuation and accountability for partner	Region_Chapter_Steady_State_Rachel_Lipoff_2025		preventing valuation and accountability for
systems	network-mapping logs	hours and contributions	0908.docx	statistics, like actual	partner contributions.
Systems		ilouis and contributions		statistics, tike actual	
	Metrics and storytelling: complement		Transcript		Warnings that partner counts alone don't
Volunteer strategy and operational	counts with trusted-partner vignettes and	Valuation and accountability for partner	CAP_Staff_Steady_StateMatt_Henry2025_091		demonstrate value; intentional measurement
systems	network-mapping logs	hours and contributions	1.docx	partnerships does not equal better success, more success.	and attribution needed.
	Metrics and storytelling: complement		Transcript		Requests curated stories to contextualize
Volunteer strategy and operational	counts with trusted-partner vignettes and	Valuation and accountability for partner	Region_ChapterSteady_State_Jacquelyn_Clites_		metrics, aiding attribution and accountability
systems	network-mapping logs	hours and contributions	2025 0902.docx	Write those stories for us, too.	for partner contributions.
	Metrics and storytelling: complement		Transcript		Number-focused practice supports
Valuateer etratem, and a perational		Valuation and accountability for norther			1
Volunteer strategy and operational	counts with trusted-partner vignettes and		Region_Chapter_Steady_StateMark_Beddingfield	hld	quantitative tracking but risks overlooking
systems	network-mapping logs	hours and contributions	_2025_0828.docx	blood services was very number focused.	partner-hour valuation and attribution.
	Metrics and storytelling: complement				Provides clear activity counts that can support
Volunteer strategy and operational	counts with trusted-partner vignettes and	Valuation and accountability for partner	Region_Chapter_Staff_Lisa_Johnson_2025_0915.	campaign installations, like organizing 200 smoke alarm	valuation, yet lacks explicit partner-hour
systems	network-mapping logs	hours and contributions	docx	installations, easing the burden on	accounting.
	Metrics and storytelling: complement		Transcript		Storytelling capacity aids contextualizing
Voluntoer strategy and enerational	counts with trusted-partner vignettes and	Valuation and accountability for partner	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	doop or convergations through my standalling experience	counts but doesn't quantify partner hours or
Volunteer strategy and operational		hours and contributions		deeper conversations through my storytelling experience	
systems	network-mapping logs	nours and contributions	_0828 (3).docx	with Red Cross and promoting	contribution value.
	Metrics and storytelling: complement		Transcript		Use FEMA resiliency charts to prioritize team
Volunteer strategy and operational	counts with trusted-partner vignettes and	Data-driven placement: FEMA/resilience	Region_Chapter_Staff_Steady_State_Shawn_Schul		placement and document coverage gaps in
systems	network-mapping logs	overlays and small-area mapping	ze_2025_0826.docx	You got all these FEMA charts that talk about resiliency.	mapping logs.
	Metrics and storytelling: complement		Transcript		Dashboards that geo-locate calls support
Volunteer strategy and operational	counts with trusted-partner vignettes and	Data-driven placement: FEMA/resilience	Region_ChapterSteady_State_Jacquelyn_Clites_	we've got that new dashboard where we want to identify	small-area placement decisions and map-
systems	network-mapping logs	overlays and small-area mapping	2025_0902.docx	where our calls coming in from.	based partner logging.
systems		overtays and smatt-area mapping		where our casts coming in nom.	
	Metrics and storytelling: complement		Transcript		Direct request to produce partner-facing
Volunteer strategy and operational	counts with trusted-partner vignettes and	Narrative alignment, visible partnership	Region_ChapterSteady_StateKrista_Coletti_20		vignettes alongside counts for external
systems	network-mapping logs	signals, and partner-facing briefs	25_0905.docx	the stories of,	sharing.
	Metrics and storytelling: complement		Transcript		Frames partnerships as force multipliers
Volunteer strategy and operational	counts with trusted-partner vignettes and	Narrative alignment, visible partnership	Region_Chapter_Steady_State_Joel_Sullivan202	We're recruiting partners who help us with our job, with what	suitable for vignettes and network
systems	network-mapping logs	signals, and partner-facing briefs	5 0822.docx	they do best.	visualizations.
ayeteme .	Metrics and storytelling: complement	oignate, and pararer racing priore	Transcript	andy de Book	Demonstrates trusted partners and officials
Volunteer strategy and operational	counts with trusted-partner vignettes and	Narrative alignment, visible partnership	CAP_Staff_Steady_StateMatt_Henry2025_091	the elected officials in Mississippi county, the emergency	become referral nodes visible in network
systems	network-mapping logs	signals, and partner-facing briefs	1.docx	manager, they call.	maps.
	Metrics and storytelling: complement		Transcript		Vignette shows partners enable efficient
Volunteer strategy and operational	counts with trusted-partner vignettes and	Narrative alignment, visible partnership	CAP_Staff_Steady_StateMargarita_Moreno_2025	the partner was able to get them to the right place and get	referrals and ground-level validation of
systems	network-mapping logs	signals, and partner-facing briefs	_0902 (2).docx	them where they	counted interventions.
	Metrics and storytelling: complement				Demonstrates counts used operationally to
Volunteer strategy and operational	counts with trusted-partner vignettes and	Narrative alignment, visible partnership	Region_Chapter_Staff_Lisa_Johnson_2025_0915.	like organizing 200 smoke alarm installations, easing the	show impact, suitable to accompany partner
	, ,				1
systems	network-mapping logs	signals, and partner-facing briefs	docx	burden on the	vignettes.
	Metrics and storytelling: complement		Transcript		Calls for partner-facing briefs translating
Volunteer strategy and operational	counts with trusted-partner vignettes and	Narrative alignment, visible partnership	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	internal reporting but I want to be able to share them with the	internal counts into neighborhood-level
systems	network-mapping logs	signals, and partner-facing briefs	docx	partner so	narratives and needs.
			Transcript		Calls for a formal, scalable recruitment
Volunteer and Community Engagement		Understanding strategies to improve	Region_Chapter_Staff_Steady_State_Caedy_Minole		playbook to systematize CAP volunteer
Effects	Volunteer Recruitment and Engagement	volunteer recruitment	tti_2025_0904.docx	We need a CAP volunteer recruitment plan for sure.	onboarding.
					_
			L		Interest diversified volunteer pools,
			Transcript		suggesting CAP attracts nontraditional
Volunteer and Community Engagement		Understanding strategies to improve	CAP_StaffSteady_StateGaby_Perez_Albarracin_		volunteers through tailored roles and
Effects	Volunteer Recruitment and Engagement	volunteer recruitment	2025_0904.docx	I think there has been a lot of interest in CAP	outreach.
			Transcript		Direct, visible solicitation at events yields
Volunteer and Community Engagement		Understanding strategies to improve	Region_ChapterSteady_State_Alex_Taylor_2025_	So we just got people signed up and we had so many folks	immediate sign-ups; straightforward asks
Effects	Volunteer Recruitment and Engagement	volunteer recruitment	0905.docx	sign up and were excited about it.	effectively convert interest into volunteers.
2.100.0	Totalico/ neoralanent and Engagement	Totalico/ locidianent		organ up and more exerced about it.	
W. I			Transcript		Streamlined application reduces entry
Volunteer and Community Engagement		Understanding strategies to improve	CAP_Staff_Steady_State_Hansel_Ibarra_2025_081	L	barriers, speeding volunteer conversion and
Effects	Volunteer Recruitment and Engagement	volunteer recruitment	9.docx	Making the the volunteer application service a little bit easier.	improving recruitment rates.
			Transcript		Documents local volunteer shortages
Volunteer and Community Engagement		Understanding strategies to improve	CAP_Staff_Steady_State_Kristi_Collins_2025_082	Well, to be honest, from my understanding, we really only	prompting CAP to cover service gaps and
Effects	Volunteer Recruitment and Engagement	volunteer recruitment	6.docx	have a very few volunteers in Atlanta county.	prioritize targeted recruitment.
				,	

			Transcript		Notes partner referrals haven't yet converted
Volunteer and Community Engagement		Understanding strategies to improve	•	So there hasn't been any movement that I know of as a	into formal Red Cross volunteers despite
Effects	Volunteer Recruitment and Engagement	volunteer recruitment	1.docx	result of that.	increased outreach.
Effects	Votanteer neeralanent and Engagement	Votanteerreeralinent	Transcript	TOUR OF THAT.	Local connectors catalyze recruitment,
Volunteer and Community Engagement		Understanding strategies to improve	CAP Staff Steady State Simone Moore 2025 08		leveraging trusted relationships to open
Effects	Volunteer Recruitment and Engagement	volunteer recruitment	21.docx	I just think it takes one good connection.	community access.
Ellects	Votanteer Necruitment and Engagement	votunteer recruitment		Tjust tillik it takes one good connection.	·
			Transcript		Reports no observed recruitment gains and
Volunteer and Community Engagement		Understanding strategies to improve	CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d		highlights systemic barriers to local volunteer
Effects	Volunteer Recruitment and Engagement	volunteer recruitment	осх	struggled with locally is to get volunteers engaged.	engagement.
			Transcript		Partner events provide on-site recruitment
Volunteer and Community Engagement		Understanding strategies to improve		We used partner events to sign people up for, for sound the	opportunities and direct sign-ups, facilitating
Effects	Volunteer Recruitment and Engagement	volunteer recruitment	6.docx	alarm	volunteer activation quickly.
			Transcript		Partner trust enables reciprocal volunteer
Volunteer and Community Engagement		Understanding strategies to improve	CAP_StaffSteady_State_Glama_Carter2025	They trust each other, and they let each other borrow	borrowing, creating surge capacity for events
Effects	Volunteer Recruitment and Engagement	volunteer recruitment	docx	volunteers.	and campaigns.
			Transcription		Describes recruitment as persistent routine
Volunteer and Community Engagement		Understanding strategies to improve	Region_ChapterSteady_State_Alicia_Dougherty_	I mean, we're constantly recruiting volunteers like everyone	work, indicating CAP hasn't produced a
Effects	Volunteer Recruitment and Engagement	volunteer recruitment	2025_0908 (1).docx	else, I'm sure, in the country.	distinct local recruitment spike.
	0.0		Transcript	What I haven't seen in either is recruitment for CAP	Notes absence of formal CAP recruitment,
Volunteer and Community Engagement		Understanding strategies to improve	Region_ChapterSteady_State_Jacquelyn_Clites_	volunteers, which I feel like that would have been a good	recommending structured efforts rather than
Effects	Volunteer Recruitment and Engagement	volunteer recruitment	2025 0902.docx	step for them	ad-hoc referrals.
	Total neoral mentana Engagement	Total tool footdidinent	_	otop for arom	
Voluntoer and Community Engagers		Understanding strategies to impre	Transcript CAR Staff Stoody State Margarita Margan 2025	If I ware to nick I would loop make an angledoment	Prioritizing engagement over recruitment
Volunteer and Community Engagement Effects	Valuator Pooruitmont and English	Understanding strategies to improve	CAP_Staff_Steady_StateMargarita_Moreno_2025	If I were to pick, I would lean more on engagement versus a recruitment.	emphasizes retention and sustaining
Effects	Volunteer Recruitment and Engagement	volunteer recruitment	_0902 (2).docx		volunteers between events.
			Transcript	And we're starting a new program called Neighbors Helping	Implements short, one-day volunteer options
Volunteer and Community Engagement		Understanding strategies to improve	Region_Chapter_StaffSteady_State_Michelle_Ave	Neighbors and that can be an eight hour commitment to be	to lower commitment barriers and attract
Effects	Volunteer Recruitment and Engagement	volunteer recruitment	rill_2025_0825 (1).docx	a volunteer.	more participants.
			Transcript		Sets explicit numeric recruitment goals to
Volunteer and Community Engagement		Understanding strategies to improve	CAP_Staff_Steady_State_Nate_Millard_2025_0903	I put as one of my annual goals to try to recruit 50 plus	rebuild volunteer capacity after partner cohort
Effects	Volunteer Recruitment and Engagement	volunteer recruitment	.docx	volunteers for the region.	losses.
			Transcript		Regional focus and CAP expertise correlated
Volunteer and Community Engagement		Understanding strategies to improve	Region_Chapter_Steady_StateMark_Beddingfield	I do see there more focus throughout the region now,	with reported volunteer increases across
Effects	Volunteer Recruitment and Engagement	volunteer recruitment	2025 0828.docx	including volunteers.	iurisdictions.
	0.0		Transcript		Highlights lack of intermediate volunteer tier,
Volunteer and Community Engagement		Analyzing volunteer retention rates and		We either have official Red Crossers or event based	limiting retention and activation of partner-
Effects	Volunteer Recruitment and Engagement	factors	tti 2025 0904.docx	volunteers	recruited volunteers.
Effects	Votanteer neeralinent and Engagement	lactors	Transcript	Votanteers	Identifies trust-building as a central factor
Valuator and Community Engagement		An aluzing valuntaer retention rates and	•	I think harriare as a hataalaa that I haya an acuntarad haya	=
Volunteer and Community Engagement	Valuation Promitment and Forgasium	Analyzing volunteer retention rates and	CAP_StaffSteady_StateGaby_Perez_Albarracin_ 2025 0904.docx	I think barriers or obstacles that I have encountered have	influencing volunteer recruitment and
Effects	Volunteer Recruitment and Engagement	factors	_	mainly been regarding trust.	ongoing retention in communities.
			Transcript		Shows large registered volunteer pool but
Volunteer and Community Engagement		Analyzing volunteer retention rates and	Region_ChapterSteady_State_Alex_Taylor_2025_		very low activation, causing rapid volunteer
Effects	Volunteer Recruitment and Engagement	factors	0905.docx	we have close to 300 volunteers in Chatham county alone	attrition without timely engagement.
			Transcript		Provides an example where partner
Volunteer and Community Engagement		Analyzing volunteer retention rates and	CAP_Staff_Steady_State_Hansel_Ibarra_2025_081	local respond rate here in the area is usually about 20 to	engagement correlated with markedly higher
Effects	Volunteer Recruitment and Engagement	factors	9.docx	30%. And for	local volunteer response during disaster.
			Transcript		Reports localized volunteer scarcity and CAP
Volunteer and Community Engagement		Analyzing volunteer retention rates and	CAP_Staff_Steady_State_Kristi_Collins_2025_082		stepping in to fill service gaps, affecting
Effects	Volunteer Recruitment and Engagement	factors	6.docx	we really only have a very few volunteers in Atlanta county	retention and capacity.
			Transcript	,	Highlights volunteer perception of lacking
Volunteer and Community Engagement		Analyzing volunteer retention rates and	•	a lot of volunteers feel like there isn't a way for them to stay	ongoing engagement, a key factor driving
Effects	Volunteer Recruitment and Engagement	factors	1.docx	intentionally engaged	attrition and poor retention.
					'
			Transcript		Shows staffing quality directly affects
Valuation and Community Forty		A 1 1 1	Transcript	About the second	volunteer recruitment and likely improves
Volunteer and Community Engagement	Valuation Describes and and East	Analyzing volunteer retention rates and	Region_ChapterSteady_State_Rose_Taravella_20		retention through better placement and
Effects	Volunteer Recruitment and Engagement	factors	25_0905.docx	recruitment and placement of volunteers	follow-up.
				for just regular DRO work. And especially in the areas that we	Questions training-only recruitment and
			Transcript	service, they have a lot of virtual volunteers that take care of	modality mismatch undermining sustained,
Volunteer and Community Engagement		Analyzing volunteer retention rates and	CAP_Staff_Steady_State_Simone_Moore_2025_08	things, of course, virtually, but no one like hands on boots	in-person volunteer retention and
Effects	Volunteer Recruitment and Engagement	factors	21.docx	on ground type	contribution.
			Transcript		Suggests ongoing refresher training is crucial
Volunteer and Community Engagement		Analyzing volunteer retention rates and	Region_Chapter_Staff_Steady_State_Shawn_Schul	I think that the teams that are already on the ground could	to maintain volunteer engagement and reduce
Effects	Volunteer Recruitment and Engagement	factors	ze_2025_0826.docx	use an annual refresher	attrition over time.
		1			

			Transcription		Reports disaster-driven applicant spikes
Volunteer and Community Engagement		Analyzing volunteer retention rates and	Region_ChapterSteady_State_Alicia_Dougherty_	high retention from that. There were a lot of people that	paired with low retention, highlighting
Effects	Volunteer Recruitment and Engagement	factors	2025_0908 (1).docx	applied and didn't stick,	recruitment without sustained engagement.
			Transcript		Reports CAP-led partnerships increased volunteerism and community understanding,
Volunteer and Community Engagement		Analyzing volunteer retention rates and	Region_Chapter_StaffSteady_State_Michelle_Ave	I feel like we've definitely have increased partnerships and	potentially improving both recruitment and
Effects	Volunteer Recruitment and Engagement	factors	rill_2025_0825 (1).docx	volunteerism	retention.
			Transcript		Attributes volunteer loss to partner funding
Volunteer and Community Engagement	Valuntaar Baaruitmant and Engagement	Analyzing volunteer retention rates and	CAP_Staff_Steady_State_Nate_Millard_2025_0903	But they all, I think they all pretty much dropped off of the	cuts, demonstrating external factors abruptly
Effects	Volunteer Recruitment and Engagement	factors	.docx	volunteering.	reducing volunteer retention. Identifies mismatch between volunteer
			Transcript		preferences for short projects and available
Volunteer and Community Engagement		Analyzing volunteer retention rates and	Region_Chapter_Steady_State_Barry_Falke_2025_	we aren't very good at times at being able to create	opportunities, reducing long-term
Effects	Volunteer Recruitment and Engagement	factors	0909.docx	opportunities for volunteers that are project based	engagement and retention.
			Transcript		Provides concrete training output (27 shelter
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Analyzing volunteer retention rates and factors	Region_Chapter_Steady_State_Tamica_Jeuitt_2025 _0828 (3).docx	we actually just had a training of 27 people to work Red Cross sheltering in the area.	trainees), indicating CAP presence can produce measurable volunteer activation.
Enecia	Votanteer neeralanent and Engagement	Idectors	Transcript	One area that we really have not seen a spike in is volunteer	States CAP hasn't generated a spike in new
Volunteer and Community Engagement		Analyzing volunteer retention rates and	Region_Chapter_Steady_State_David_Hicks_2025_	recruitment or an uptick in volunteer registrations as a direct	registrations despite improving retention and
Effects	Volunteer Recruitment and Engagement	factors	0829.docx	result of cap.	engagement of current volunteers.
Volunteer and Community Engage		Evaluating reap and times in h fir-	Transcript	If we're promoting this a little too much, then the	Warns outreach must match operational
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	CAP_StaffSteady_StateGaby_Perez_Albarracin_ 2025 0904.docx	If we're promoting this a little too much, then there's a deficit.	capacity to avoid overwhelming response systems and delaying assistance.
			Transcript		Limited involvement historically suggests
Volunteer and Community Engagement		Evaluating response times in home fire	Region_ChapterSteady_State_Alex_Taylor_2025_		response timing may suffer due to underused
Effects	Home Fire Responses	emergencies	0905.docx	We haven't really been involved in home fires all that much.	local capacity.
Valuation and Community Engagement		Evaluating range and times in home fire	Transcript CAR Staff Stoody State Hannel Ibarra 2025 001	thou told up how we have come families that pood come	Partner notifications enabled quicker
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	CAP_Staff_Steady_State_Hansel_Ibarra_2025_081 9.docx	they told us, hey, we have some families, they need some caseworkers.	caseworker deployment, improving timeliness of post-fire support coordination.
			Transcript		Increased notification share suggests
Volunteer and Community Engagement		Evaluating response times in home fire	Region_Chapter_Steady_State_David_Hicks_2025_	higher percentage of total fires in Madison county being	improved detection and potentially faster Red
Effects	Home Fire Responses	emergencies	0829.docx	made known to us and	Cross response to incidents.
Volunteer and Community Engagement		Evaluating response times in home fire	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025		Providing localized resource guides at scenes improves referral speed and directs clients to
Effects	Home Fire Responses	emergencies	_0908.docx	the resource guide as part of that red folder	timely local supports.
	·	<u> </u>	Transcript		CAP presence multiplies partner outreach,
Volunteer and Community Engagement		Evaluating response times in home fire		But the CAP team just really kind of multiplies those efforts	increasing probability of timely notification
Effects	Home Fire Responses	emergencies	n_2025_0825.docx	by being out there.	and response.
Volunteer and Community Engagement		Evaluating response times in home fire	Transcript Region_Chapter_Steady_StatePriscilla_Fuentes_	this fiscal year is where we've been trying to lean in on fire	Emphasizes intentional fire-department outreach to improve incident notification and
Effects	Home Fire Responses	emergencies	_2025_0909.docx	department collaboration.	reduce response delays.
	·		Transcript		Raising community awareness increases
Volunteer and Community Engagement		Evaluating response times in home fire	CAP_Staff_Steady_State_Gilda_Ebanks_2025_082	didn't know that they could reach out to the Red Cross for	direct reporting, shortening time from incident
Effects	Home Fire Responses	emergencies	1.docx	support after a	to Red Cross activation.
Volunteer and Community Engagement		Evaluating response times in home fire	Transcript Region_ChapterSteady_StateKrista_Coletti_20		Reestablishing fire-department contact quickly increased referrals and improved
Effects	Home Fire Responses	emergencies	25_0905.docx	We actually exceeded our target for this year's first time.	response activation rates.
			Transcript		Volunteer DAT training among CAP staff could
Volunteer and Community Engagement	Harra Fire Barrana	Evaluating response times in home fire	CAP_Staff_Steady_State_Katrina_Long_2025_0802	I have offered to be DAT trained. Katie has offered to be DAT	shorten response times by expanding local
Effects	Home Fire Responses	emergencies	6.docx Transcript	Trained.	responder availability. Some jurisdictions report no observed CAP-
Volunteer and Community Engagement		Evaluating response times in home fire	Region_Chapter_Staff_Steady_State_Shawn_Schul		driven change, indicating variable effects on
Effects	Home Fire Responses	emergencies	ze_2025_0826.docx	Not at all.	response timeliness regionally.
			Transcript CAP_Staff-		High-volume installations via partner referrals
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	_Steady_State_Shannon_Randolph_2025_0825.d	it was hundreds of smoke alarms.	can reduce risk and indicate faster prevention outreach.
Encoto	потелне певропаев	emergenetes	Transcript	k was numerous of smoke dialitis.	Partner-led targeting improves efficiency of
Volunteer and Community Engagement		Evaluating response times in home fire	CAP_StaffSteady_State_Glama_Carter2025	they serve. So instead of knocking on doors and going cold	outreach and speeds service delivery to
Effects	Home Fire Responses	emergencies	docx	calling, our partners can help us identify those communities	affected homes.
			Transcript		Relationship-building correlated with
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	CAP_Staff_Steady_StateMatt_Henry2025_091 1.docx	I think that the number of in person home fire responses has gone up.	increased in-person responses, suggesting improved incident capture and timeliness.
LIIOUU	Luonne i ne neobonogo	on organica	1.000	Bone up.	Improved modern capture and unicuitess.

	1	1	1		,
			Transcript		Reported lives saved near CAP sites indicate
Volunteer and Community Engagement		Evaluating response times in home fire	Region_ChapterSteady_State_Jacquelyn_Clites_	We do actually have two new lives saved in the vicinity of	timely prevention and response potentially
Effects	Home Fire Responses	emergencies	2025_0902.docx	those CAP programs.	improving survival outcomes.
			Transcript		Partner-first notifications improve address
Volunteer and Community Engagement		Evaluating response times in home fire		they knew, hey, I need to call a Red Cross and let them	accuracy and reduce delays in responder
Effects	Home Fire Responses	emergencies	0902 (2).docx	know.	arrival.
			Transcript		CAP teams collaborating with DPOs can
Valuateer and Community Engagement		Evaluating room and a times in he madire	· ·	I think norse nelly welve detecms of our CAD teams kind of	ū
Volunteer and Community Engagement		Evaluating response times in home fire	CAP_Staff_Steady_State_Nate_Millard_2025_0903	I think personally we've got some of our CAP teams kind of	improve coordination and shorten time to on-
Effects	Home Fire Responses	emergencies	.docx	working alongside the DPOs to do some of that.	scene assistance.
			Transcript		Regional decreases may reflect reporting
Volunteer and Community Engagement		Evaluating response times in home fire	Region_Chapter_Steady_State_Barry_Falke_2025_		changes, leadership turnover, or shifted
Effects	Home Fire Responses	emergencies	0909.docx	I think we've seen a decrease in home fires across the region.	priorities affecting response timing.
			Transcript		Slight regional declines necessitate review of
Volunteer and Community Engagement		Evaluating response times in home fire	Region_Chapter_Steady_StateMark_Beddingfield		notification processes and fire-department
Effects	Home Fire Responses	emergencies	_2025_0828.docx	Ours has gone slightly down.	engagement to restore coverage.
	· ·		Transcript		Increased field presence improves early
Volunteer and Community Engagement		Evaluating response times in home fire	Region_Chapter_Staff_Steady_State_Kayla_Gonzal	we're out on the field more often, educating the community	detection and public reporting of home fires,
Effects	Home Fire Responses	emergencies	ez 2025 0904.docx	on what it is that we offer	aiding faster responses.
Lifetta	Home rice neaponaea	erreigericles		on what it is that we one	
			Transcript		Lack of partner integration limits rapid,
Volunteer and Community Engagement		Evaluating response times in home fire	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	I have not. And we have not involved our partners in home	localized responses and delays assistance to
Effects	Home Fire Responses	emergencies	docx	fire responses.	affected households.
			Transcript		Indicates established home-fire capacity; CAP
Volunteer and Community Engagement		Assessing community awareness and	CAP_StaffSteady_StateGaby_Perez_Albarracin_		complements existing partnerships rather
Effects	Home Fire Responses	preparedness for home fires	2025_0904.docx	This is a pretty robust program here in this area.	than changing activity metrics.
			Transcript		
Volunteer and Community Engagement		Assessing community awareness and	CAP_Staff_Steady_State_Hansel_lbarra_2025_081	that hopefully we can train them so that they can respond to	Plans to train local partners as responders to
Effects	Home Fire Responses	preparedness for home fires	9.docx	home fires and that area	improve timeliness and geographic coverage.
				They speak to all of our lines of service. They have an	p
			Torressint		04B
			Transcript	excellent way of giving an overview, even if it's brief, an	CAP messaging increases awareness of Red
Volunteer and Community Engagement		Assessing community awareness and	Region_Chapter_Steady_State_David_Hicks_2025_	overview of all of the aspects of our services in their	Cross services, aiding referrals and partner
Effects	Home Fire Responses	preparedness for home fires	0829.docx	community.	understanding.
			Transcript		Increased reporting in some areas attributed
Volunteer and Community Engagement		Assessing community awareness and	CAP_Staff_Steady_State_Gilda_Ebanks_2025_082	we can say in these jurisdictions there was an increase	to CAP partner engagement and improved
Effects	Home Fire Responses	preparedness for home fires	1.docx	because CAP partners were engaged	notification.
			Transcript		Despite leadership pushback, CAP supported
Volunteer and Community Engagement		Assessing community awareness and	CAP_Staff_Steady_State_Katrina_Long_2025_0802	And we have, we did several sounding alarm events last	multiple Sound the Alarm events using
Effects	Home Fire Responses	preparedness for home fires	6.docx	year.	partner mobilization.
			Transcript		
Volunteer and Community Engagement		Assessing community awareness and	Region_Chapter_Staff_Steady_State_Shawn_Schul	CAP is really, there's really nothing that the CAP team has	Perceived no CAP-driven change in home-fire
Effects	Home Fire Responses	preparedness for home fires	ze 2025 0826.docx	done to support on that.	responses within that jurisdiction.
		pp	Transcript CAP Staff-		Partner referrals generated substantial alarm
Volunteer and Community Engagement		Assessing community awareness and	_Steady_State_Shannon_Randolph_2025_0825.d	And so that in itself has been, has had an impact on the	installations in Montgomery County, per
	Hama Fire Poene nece		The state of the s		
Effects	Home Fire Responses	preparedness for home fires	ocx	homes made Safer campaign here in Montgomery County.	CDPM reports.
		1	Transcript	So instead of knocking on doors and going cold calling, our	Partners' hyperlocal knowledge enabled
Volunteer and Community Engagement		Assessing community awareness and	CAP_StaffSteady_State_Glama_Carter2025	partners can help us identify those communities because	targeted outreach and efficient smoke-alarm
Effects	Home Fire Responses	preparedness for home fires	docx	they know	installations.
			Transcript		Intentional, targeted engagement with fire
Volunteer and Community Engagement		Assessing community awareness and	CAP_Staff_Steady_StateMatt_Henry2025_091	When it comes to the home fire campaign, it has to be an	departments and operational actors is
Effects	Home Fire Responses	preparedness for home fires	1.docx	intentional thing.	necessary to improve responses.
			Transcript		Partners act as first-notifiers, improving
Volunteer and Community Engagement		Assessing community awareness and	CAP_Staff_Steady_StateMargarita_Moreno_2025		timeliness and locator accuracy for Red Cross
Effects	Home Fire Responses	preparedness for home fires	_0902 (2).docx	it because they called us first and	responders.
			Transcript		Shift to region-wide, needs-based targeting
Volunteer and Community Engagement		Assessing community awareness and	CAP_Staff_Steady_State_Nate_Millard_2025_0903	it can be a region or chapter wide number and we can target	aims to prioritize high-risk communities over
Effects	Homo Fire Posponsos		.docx	areas that need it.	volume.
EHECIS	Home Fire Responses	preparedness for home fires		areas urat fieeu it.	
		I	Transcript	L	Personal relationships with fire leadership
Volunteer and Community Engagement		Assessing community awareness and	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	She does know the fire chief, so that does, you know, just	enable referrals and access to priority
Effects	Home Fire Responses	preparedness for home fires	_0828 (3).docx	those relationships matter.	neighborhoods for interventions.
			Transcript		Campus ambassador programs increase
Volunteer and Community Engagement		Impacts of community awareness on	CAP_Staff_Steady_State_Curtis_Morman_2025_08	a scholarship for an ambassador to host blood drive on	awareness and can boost donation turnout
Effects	Blood Drives	blood donation rates	29.docx	campus. And the HBCU	among student communities.
	· ·		•	· ·	

		I	I		
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcript CAP_StaffSteady_StateGaby_Perez_Albarracin_ 2025_0904.docx	the partnerships that we've been enhancing, folks are eager and more like drawn to have a conversation about like let's just host it.	Enhanced partnerships raise community interest and willingness to host blood drives, increasing potential donation opportunities.
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcript Region_ChapterSteady_State_Alex_Taylor_2025_ 0905.docx	We're definitely a lot more focused on African American areas, neighborhoods that are historically black, that have never gotten a blood.	Targeted outreach in historically Black neighborhoods increases awareness and yields higher relevant-donor participation for sickle-cell needs.
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcript CAP_StaffSteady_StateApril_Jones_2025_082 7 (1).docx	I think that we do, but then at the same time, Biomed needs to be inclusive of us.	Inclusion by Biomed amplifies CAP's outreach, increasing community awareness and potential donor mobilization.
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_082 6.docx	So we post all of our, all of the county blood drives on our newsletter monthly.	Regular newsletter publicity raises community awareness, driving attendance and support for scheduled blood drives.
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025 _0908.docx	services and they can bring the mobile unit and just have people come in. It. It's just, I	Mobilizing partners and mobile units increases local awareness and eases access, boosting donor turnout potential.
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcript Region_Chapter_Steady_StatePriscilla_Fuentes2025_0909.docx	There's new people doing blood drives that didn't do it before.	Community awareness and early referrals convert new hosts into repeat blood-drive organizers over time.
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcript Region_ChapterSteady_State_Rose_Taravella_20 25_0905.docx Transcript	I know they did some blood drives.	Simple outreach prompts willing partners, indicating awareness alone can generate hosting opportunities. Tying drives to awareness months heightens
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	CAP_Staff_Steady_State_Simone_Moore_2025_08 21.docx	September is National Sickle Cell Month. And so she was	community focus and increases donor participation opportunities.
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcription Region_ChapterSteady_State_Alicia_Dougherty_ 2025_0908 (1).docx	Our blood collections are growing.	Growing collections suggest outreach and awareness campaigns may be improving donor turnout regionally.
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcript CAP_Staff_Steady_StateMatt_Henry2025_091 1.docx	So yeah, it has been a positive impact on the, on the blood collection.	Interviewee attributes CAP partnerships to positive blood-collection impact and improved regular donor activity.
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcript Region_Chapter_StaffSteady_State_Michelle_Ave rill_2025_0825 (1).docx	We had one, it was a couple weeks ago now. It was a huge success.	Successful recent drives indicate community engagement can translate into strong turnout when mobilized effectively.
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_ 0909.docx	the partnerships that have been created through the CAP program have absolutely led to an increase in blood	CAP-facilitated partnerships correlated with more drives and hundreds more units collected locally.
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcripts Region_Chapter_Steady_State_Jennifer_Capps_20 25_08_20.docx	they did a sickle cell blood drive	Leveraging trusted community partners increases awareness and enables targeted donation events.
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcript Region_Chapter_Steady_StateMark_Beddingfield _2025_0828.docx	we are seeing some success with blood in where we do have blood.	CAP integration improves visibility and supports success where blood programs already exist locally.
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025 _0828 (3).docx	We are only having monthly blood drives.	Regular monthly scheduling increases community awareness and establishes predictable donation opportunities.
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx	we have never in my nine years been involved in any blood drives	Initiating new blood-drive efforts signals potential to raise local awareness and donor participation.
Volunteer and Community Engagement Effects	Blood Drives	Strategies to motivate individuals to participate in blood drives	Transcript CAP_StaffSteady_StateGaby_Perez_Albarracin_ 2025_0904.docx	the partnerships that we've been enhancing, folks are eager	Strengthening partnerships sparks community willingness to host drives and recruit local donors.
Volunteer and Community Engagement Effects	Blood Drives	Strategies to motivate individuals to participate in blood drives	Transcript CAP_StaffSteady_StateApril_Jones_2025_082 7 (1).docx	Biomed needs to be inclusive of us.	Including CAP in Biomed planning improves outreach and mobilizes local donor networks effectively.
Volunteer and Community Engagement Effects	Blood Drives	Strategies to motivate individuals to participate in blood drives	Transcript Region_ChapterSteady_State_Rose_Taravella_20 25_0905.docx	I think all we have to do is ask them.	Direct solicitation of willing partners unlocks venues and audiences for blood-drive recruitment.
Volunteer and Community Engagement Effects	Blood Drives	Strategies to motivate individuals to participate in blood drives	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_08 21.docx	We preference that one, especially with sickle cell, especially in black and brown people.	Tying drives to awareness months and targeting affected communities increases motivated donor turnout.

Г	Т		T		1
Volunteer and Community Engagement		Strategies to motivate individuals to	Transcript CAP_Staff_Steady_StateMatt_Henry2025_091	we do blood drives at our largest employers. That captures a	Focusing drives at large employers yields high
Effects	Blood Drives	participate in blood drives	1.docx	huge number of people in the county.	turnout and efficient donor recruitment.
Volunteer and Community Engagement Effects	Blood Drives	Strategies to motivate individuals to participate in blood drives	Transcript CAP_Staff_Steady_StateMargarita_Moreno_2025 _0902 (2).docx	of relationships, we let them lead everything and if there's anything we	Supporting local blood banks via relationships leverages existing capacity to sustain drives.
Volunteer and Community Engagement Effects	Blood Drives	Strategies to motivate individuals to participate in blood drives	Transcripts Region_Chapter_Steady_State_Jennifer_Capps_20 25_08_20.docx	her partnership and influence with the naacp and they did a sickle cell blood drive	Leveraging trusted community partners like NAACP facilitates targeted drives reaching priority donors.
Volunteer and Community Engagement Effects	Blood Drives	Strategies to motivate individuals to participate in blood drives	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025 _0828 (3).docx	We're new to blood over here. We are only having monthly blood drives.	Consistent monthly scheduling builds routine participation and makes donor recruitment more predictable.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Effectiveness of home fire safety messaging	Transcript CAP_StaffSteady_StateGaby_Perez_Albarracin_ 2025_0904.docx	Meaning that this could be a home fire campaign, like goal.	Proposes Home Fire Campaign as a shared organizing goal to align CAP and chapter efforts.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Effectiveness of home fire safety messaging	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx	we want our partners to be in their community and doing it	Emphasizes partner-led installations with chapter providing training and logistical support.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Effectiveness of home fire safety messaging	Transcript CAP_StaffSteady_StateApril_Jones_2025_082 7 (1).docx	the CAP team is going to show up as well as the partners.	Describes ad-hoc CAP attendance and partner material support at local home fires.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Effectiveness of home fire safety messaging	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_081 9.docx	I want to say about 52 smoke alarms.	Reports approximately 52 smoke alarms installed, showing concrete, limited campaign output in that area.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Effectiveness of home fire safety messaging	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025 _0908.docx	those clients receive the resource guide as part of that red folder that we provide	CAP embeds hyperlocal resource guides into Home Fire campaigns to connect households with culturally appropriate partners.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Effectiveness of home fire safety messaging	Transcript Region_Chapter_Steady_StatePriscilla_Fuentes2025_0909.docx	we trained a couple of their people in home fire campaigns. So how to install educate document, gave them the materials	Describes training partner staff, equipping them, and delegating installation responsibilities to partners.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Effectiveness of home fire safety messaging	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_08 21.docx	identified areas where they wanted to do a home fire campaign. And in those areas, none of them were in our areas.	Documents geographic coverage gaps: chapter campaigns often exclude CAP core communities despite CAP-identified need.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Effectiveness of home fire safety messaging	Transcript Region_ChapterSteady_StateKrista_Coletti_20 25_0905.docx	It's really driven by the relationships with the fire departments itself that that's the primary strategy there.	Emphasizes fireâ€'department relationships as the primary activation pathway for homeâ€'fire responses.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Effectiveness of home fire safety messaging	Transcription Region_ChapterSteady_State_Alicia_Dougherty_ 2025_0908 (1).docx	they've volunteered and done home fire install, you know, or smoke alarm installations.	CAP volunteers conducted installations and education, including bilingual support, improving community outreach.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Effectiveness of home fire safety messaging	Transcript Region_ChapterSteady_State_Jacquelyn_Clites_ 2025_0902.docx	do actually have two new lives saved in the vicinity of those	Notes two nearby lives saved after targeted installation and education in CAPâ&'supported areas.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Effectiveness of home fire safety messaging	Transcript CAP_Staff_Steady_StateMargarita_Moreno_2025 _0902 (2).docx	for the cap jurisdictions we again we did one on appointment based model that was effective.	Appointment‑based campaigns were effective but raised equity concerns about who was reached.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Effectiveness of home fire safety messaging	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_ 0909.docx	we definitely began to grow partnerships, began to intentionally schedule home fire campaign events in that jurisdiction	CAP presence increased local campaign frequency, partnership growth, and canvassing reach in targeted jurisdictions.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Challenges in promoting home fire safety awareness	Transcript CAP_StaffSteady_StateGaby_Perez_Albarracin_ 2025_0904.docx	every single area does it differently.	Local context diversity requires tailored campaign design, complicating standardized home-fire outreach scaling.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Challenges in promoting home fire safety awareness	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx	No convincing on the first aid, cpr, but when it comes to the first, the smoke alarm installation, maybe a little bit of work there.	Partners resist leading installations; trust and technical comfort impede volunteer-driven smoke-alarm campaigns.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Challenges in promoting home fire safety awareness	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_081 9.docx	some neighbors were talking amongst themselves, letting other neighbors know that the federal government was installing cameras in the neighborhood	Misinformation and mistrust reduce door-to- door access, undermining campaign acceptance significantly.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Challenges in promoting home fire safety awareness	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_082 6.docx	Now, that's not sustainable. Obviously, we're not able to just kind of jump up and, and run and do it.	Ad-hoc responses lack sustainability; scaling requires formal processes and resources.
Elicoto	riomer ile oumpuigns	Surety awareness	O.GOCK	just kind of jump up and, and fan and do it.	requires format processes and resources

		1			1
			Transcript		Unused partner resources and unclear
Volunteer and Community Engagement		Challenges in promoting home fire	Region_Chapter_Steady_StatePriscilla_Fuentes_	and a police fire department right now that has a bunch of	agreements undermine consistent smoke-
Effects	Home Fire Campaigns	safety awareness	_2025_0909.docx	alarms and they're not doing anything with them.	alarm installations and follow-through.
			Transcript		Unclear goals hinder measurement and
Volunteer and Community Engagement		Challenges in promoting home fire	CAP_Staff_Steady_State_Gilda_Ebanks_2025_082	what will come as a result of this? What's the expectation or	partner alignment for home-fire awareness
Effects	Home Fire Campaigns	safety awareness	1.docx	the goal?	and response programs.
			Transcript		Chapter-selected sites ignore CAP core
Volunteer and Community Engagement		Challenges in promoting home fire	CAP_Staff_Steady_State_Simone_Moore_2025_08		communities, reducing campaign reach where
Effects	Home Fire Campaigns	safety awareness	21.docx	none of them were in our areas.	needs are greatest.
			Transcript		Weak fire-department relationships caused
Volunteer and Community Engagement		Challenges in promoting home fire	Region_Chapter_Steady_StateKrista_Coletti_20	Our team wasn't connecting with the fire department officials	under-reporting and reduced activation for
Effects	Home Fire Campaigns	safety awareness	25 0905.docx	on a regular enough basis.	home-fire response.
2110010	Tromor no campaigne	curety arranginger	Transcript	on a regular errough busies	Organizational deprioritization reduces
Volunteer and Community Engagement		Challenges in promoting home fire	Region_Chapter_Staff_Steady_State_Shawn_Schul		resources and attention for home-fire
Effects	Home Fire Campaigns	safety awareness	ze_2025_0826.docx	it's not a priority this year.	
Ellects	Home File Campaigns	salety awaleness		it's not a priority this year.	awareness campaigns.
L			Transcript CAP_Staff-		Installer shortages and volunteer limits are
Volunteer and Community Engagement		Challenges in promoting home fire	_Steady_State_Shannon_Randolph_2025_0825.d	And so our only challenge here is going to be designating	core operational barriers to completing
Effects	Home Fire Campaigns	safety awareness	ocx	the people to install the smoke alarms.	installations.
			Transcript		General community partners often aren't
Volunteer and Community Engagement		Challenges in promoting home fire	CAP_Staff_Steady_StateMatt_Henry2025_091	are not the organizations that people call when there's a	frontline reporters; first-responder links are
Effects	Home Fire Campaigns	safety awareness	1.docx	home	essential for post-fire referrals.
			Transcript		Fire-department awareness and contact-
Volunteer and Community Engagement		Challenges in promoting home fire	Region_ChapterSteady_State_Jacquelyn_Clites_	the fire departments just don't know or the number that they	process issues impede timely referrals to
Effects	Home Fire Campaigns	safety awareness	2025 0902.docx	have is the 800 number	home-fire support.
			Transcript	we held a preparedness fair and at the fair took	Appointment-based models can increase
Volunteer and Community Engagement		Challenges in promoting home fire	CAP_Staff_Steady_StateMargarita_Moreno_2025	appointments and so only went back out to the homes	
	Homo Fire Compoidne				efficiency but risk excluding unreachable or
Effects	Home Fire Campaigns	safety awareness	_0902 (2).docx	where people had expressed interest.	less-engaged households.
			Transcript		Perverse incentives from numeric targets drive
Volunteer and Community Engagement		Challenges in promoting home fire	CAP_Staff_Steady_State_Nate_Millard_2025_0903	you could just hit 100 of them and everyone just says, yes,	easy, high-volume sites over equitable, high-
Effects	Home Fire Campaigns	safety awareness	.docx	you hit your target goal like in two hours.	need locations.
			Transcript		Organizational deprioritization lowers
Volunteer and Community Engagement		Challenges in promoting home fire	Region_Chapter_Steady_State_Barry_Falke_2025_	We saw a significant decrease in goals around both homes	emphasis and resources for home-fire
Effects	Home Fire Campaigns	safety awareness	0909.docx	made safer and around people prepared.	preparedness and awareness campaigns.
			Transcript		Many CAP areas show limited measurable
Volunteer and Community Engagement		Challenges in promoting home fire	Region_Chapter_Steady_StateMark_Beddingfield	I don't know that I would say that we've seen any increases	increase, challenging claims of program
Effects	Home Fire Campaigns	safety awareness	2025 0828.docx	at this point	impact and expansion.
			Transcript		Volunteer shortages and weak follow-up
Volunteer and Community Engagement		Challenges in promoting home fire	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	the volunteer workforce, you're not really having a workforce	capacity prevent canvassing from translating
Effects	Home Fire Campaigns	safety awareness	_0828 (3).docx	to get it done.	into completed installations.
Ellects	Home File Campaigns	Salety awaleness		to get it dolle.	·
L			Transcript		Lack of formal metrics risks neglect; programs
Volunteer and Community Engagement		Challenges in promoting home fire	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	if they're not putting any metrics behind this, nobody's going	may be ignored without measurable targets or
Effects	Home Fire Campaigns	safety awareness	docx	to be doing it.	incentives.
			Transcript		Embedding preparedness into existing youth
Volunteer and Community Engagement		Role of education in enhancing youth	CAP_Staff_Steady_State_Curtis_Morman_2025_08		programs leverages trusted channels to teach
Effects	Youth Preparedness	preparedness	29.docx	talk to some of the young people about fire safety	fire safety.
			Transcript		
Volunteer and Community Engagement		Role of education in enhancing youth	CAP_StaffSteady_StateGaby_Perez_Albarracin_		Partner interest exists to form youth clubs,
Effects	Youth Preparedness	preparedness	2025 0904.docx	youth clubs within the partnerships that we got	enabling localized preparedness education.
	·		Transcript		CAP created access points for youth
Volunteer and Community Engagement		Role of education in enhancing youth	· ·	They have opened a few doors for us in order to do youth	education, facilitating community trainings
Effects	Youth Preparedness	preparedness	tti 2025 0904.docx	education	and CPR sessions.
Ellecia	Touri Fiehaleniless	prepareuriess		cuucauvil	
lu			Transcript		Bilingual CPR trainings increase accessibility
Volunteer and Community Engagement	V 5	Role of education in enhancing youth	Region_ChapterSteady_State_Alex_Taylor_2025_		and preparedness among diverse youth
Effects	Youth Preparedness	preparedness	0905.docx	hands on CPR class in English and Spanish	populations.
			Transcript		
Volunteer and Community Engagement		Role of education in enhancing youth	CAP_StaffSteady_StateApril_Jones_2025_082		Early resilience education builds lifelong
Effects	Youth Preparedness	preparedness	7 (1).docx	If you teach them early to think about resilience	preparedness habits and adult readiness.
			Transcript		CAP emphasizes college outreach to engage
Volunteer and Community Engagement		Role of education in enhancing youth	Region_Chapter_Steady_State_David_Hicks_2025_		older youth and build deployable volunteer
Effects	Youth Preparedness	preparedness	0829.docx	they are beginning to do that through the local colleges	capacity.
·	apara and and		Transcript	, , , , , , , , , , , , , , , , , , , ,	Dedicated volunteer-services staffing drove
Volunteer and Community Engagement		Role of education in enhancing youth	· ·	There's been an increase in youth because the volunteer	youth engagement increases, highlighting
Effects	Vouth Proparedness		9.docx	services has hired an individual	staffing's critical role.
Ellecto	Youth Preparedness	preparedness	3.uucx	services (145 Hileu dii iliulviuudl	Starring S Chilical rote.

	1	1			T T
			Transcript		CAP hasn't directly conducted youth
Volunteer and Community Engagement		Role of education in enhancing youth	Region_Chapter_StaffSteady_StateTerry_Stigdo		programs locally; opportunity exists to enable
Effects	Youth Preparedness	preparedness	n_2025_0825.docx	No, they haven't done anything in that area.	partners.
			Transcript		Prepare with Pedro is popular, demonstrating
Volunteer and Community Engagement		Role of education in enhancing youth	Region_ChapterSteady_State_Rose_Taravella_20		curriculum appeal and potential educational
Effects	Youth Preparedness	preparedness	25 0905.docx	We do prepare with Pedro and that is hugely popular.	impact.
Ellects	Toutil Flepaleulless	prepareuriess	_	we do prepare with red o and that is hugely popular.	ilipact.
			Transcript		
Volunteer and Community Engagement		Role of education in enhancing youth	CAP_Staff_Steady_State_Simone_Moore_2025_08		Lack of school partnerships limits systematic
Effects	Youth Preparedness	preparedness	21.docx	And we don't really partner with schools and things like that.	youth preparedness education opportunities.
			Transcript		Local staff seek training to deliver youth
Volunteer and Community Engagement		Role of education in enhancing youth	CAP_Staff_Steady_State_Katrina_Long_2025_0802	Can we get trained to go give that to providers, to the	curricula, indicating demand for educational
Effects	Youth Preparedness	preparedness	6.docx	community?	capacity.
Lifetta	Touti i Tepateuriess	prepareuriess		community:	' '
			Transcript		Engaging churches and schools offers
Volunteer and Community Engagement		Role of education in enhancing youth	Region_Chapter_Steady_State_Joel_Sullivan202	They could, because they could Be getting the church	practical education channels to reach
Effects	Youth Preparedness	preparedness	5_0822.docx	groups and schools	children for preparedness.
			Transcript		Team lacks emphasis on youth-focused
Volunteer and Community Engagement		Role of education in enhancing youth	Region_Chapter_Staff_Steady_State_Shawn_Schul		education, limiting preparedness outreach
Effects	Youth Preparedness	preparedness	ze 2025 0826.docx	Youth has not been a push for that team.	opportunities.
Lifects	Touti i Tepareuriess	prepareuriess		Todal has not been a pash for that team.	
			Transcription		Red Cross clubs are primary education
Volunteer and Community Engagement		Role of education in enhancing youth	Region_ChapterSteady_State_Alicia_Dougherty_	we get a lot of our youth outreach, you know, with our Red	channels; scaling requires school expansion
Effects	Youth Preparedness	preparedness	2025_0908 (1).docx	Cross clubs	and club formation.
			Transcript		Coordination gaps and unclear roles prevent
Volunteer and Community Engagement		Role of education in enhancing youth	Region_ChapterSteady_State_Jacquelyn_Clites_		realizing youth education impact despite
Effects	Youth Preparedness	preparedness	2025 0902.docx	I don't think we've seen the impact that we could have.	trained volunteers.
Lifects	Touti i Tepareuriess	prepareuriess	2025_0302.d0cx	ruon tunink we ve seen the impact that we could have.	trained votanteers.
			Transcript		Facilitating school introductions enables
Volunteer and Community Engagement		Role of education in enhancing youth	CAP_Staff_Steady_StateMargarita_Moreno_2025		high‑school partnerships, expanding youth
Effects	Youth Preparedness	preparedness	0902 (2).docx	facilitated introduction from a high school to our, you	preparedness opportunities in rural areas.
			Transcript	, , , , , , , , , , , , , , , , , , ,	Providing practical skills like CPR and
V-1		Dala of advisation in sub-unit discussion	•	the solution of the inches of the boards and to CDD and the solution of the so	
Volunteer and Community Engagement		Role of education in enhancing youth	Region_Chapter_StaffSteady_State_Michelle_Ave	they're getting trained in hands only CPR or becoming, you	responder training builds youth preparedness
Effects	Youth Preparedness	preparedness	rill_2025_0825 (1).docx	know, a disaster responder.	and engagement.
			Transcript		Local staff trained in Pedro increased program
Volunteer and Community Engagement		Role of education in enhancing youth	CAP_Staff_Steady_State_Nate_Millard_2025_0903	Shannon and Tammy both got trained to do Pedro and	delivery capacity and enthusiasm for youth
Effects	Youth Preparedness	preparedness	.docx	they've loved doing Pedro.	education.
			Transcript		Strategic partnerships have driven
Volunteer and Community Engagement		Role of education in enhancing youth	Region_Chapter_Steady_State_Barry_Falke_2025_		improvements in youth preparedness
	Variable Dana and a san	= -			
Effects	Youth Preparedness	preparedness	0909.docx	they've increased because we've tried to build partnerships	outcomes across communities.
			Transcripts		Past CPR campaigns reached youth and
Volunteer and Community Engagement		Role of education in enhancing youth	Region_Chapter_Steady_State_Jennifer_Capps_20		families, illustrating education as an effective
Effects	Youth Preparedness	preparedness	25 08 20.docx	we did a big diversity push for hands only CPR	outreach strategy.
	·	i ·	Transcript	, , , , , , , , , , , , , , , , , , ,	Regional teams prioritize school-based youth
Valuateer and Community Engagement		Dala of advection in anhancing youth		Drotty much thatle their priority is focusing on the youth	
Volunteer and Community Engagement	V . II B I	Role of education in enhancing youth	Region_Chapter_Steady_StateMark_Beddingfield	Pretty much that's their priority, is focusing on the youth	clubs as central channels for preparedness
Effects	Youth Preparedness	preparedness	_2025_0828.docx	clubs	education.
			Transcript		Leadership now prioritizes youth engagement,
Volunteer and Community Engagement		Role of education in enhancing youth	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	We have not done a really good job in engaging youth in that	signaling planned investment in educational
Effects	Youth Preparedness	preparedness	0828 (3).docx	area, but that is the focus.	preparedness.
	4	1	Transcript		Adopting Pedro and scheduled trainings build
Valuation and Committee Francis		Do lo of advention is an harming	II .	Dodge is currently program or division and the	
Volunteer and Community Engagement	L	Role of education in enhancing youth	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	Pedro is our youth program and we are going to be able to	chapter capacity to deliver youth
Effects	Youth Preparedness	preparedness	docx	get trained for that	preparedness education.
			Transcript		One-off outreach reached roughly 75
Volunteer and Community Engagement		Impact of youth engagement on	CAP_Staff_Steady_State_Curtis_Morman_2025_08		children, indicating limited but tangible youth
Effects	Youth Preparedness	community safety programs	29.docx	75 children that she spoke to about our safety. And so	engagement.
		, , , , , , , , , , , , , , , , , , , ,	Transcript		
Valuation of Orange 12 East 12		I and the second	1 '	They have opened a few doors for us in order to do youth	CAP opened targeted access points, enabling
Volunteer and Community Engagement	L	Impact of youth engagement on	Region_Chapter_Staff_Steady_State_Caedy_Minole	education, primarily just in the counties that they have been	partner-delivered youth education but limited
Effects	Youth Preparedness	community safety programs	tti_2025_0904.docx	focused on.	geographic scope remains.
			Transcript		Bilingual hands-on CPR delivered; Prepare
Volunteer and Community Engagement		Impact of youth engagement on	Region_ChapterSteady_State_Alex_Taylor_2025_	Nicole and the volunteer services, Steve, they did a hands	with Pedro planned, showing practical training
Effects	Youth Preparedness	community safety programs	0905.docx	on CPR class in English and Spanish for that group.	and curriculum rollout intent.
	Toda: 1 Toparcuitess	Sommanity surety programs		on or medaca at English and opanion for that gloup.	and sameatam fottout intent
		I	Transcript	l	L
Volunteer and Community Engagement		Impact of youth engagement on	CAP_StaffSteady_StateApril_Jones_2025_082	about resilience, then you already have those things in place	
Effects	Youth Preparedness	community safety programs	7 (1).docx	when they become an	preparedness habits and adult readiness.

	 		Transcript		CAP's youth efforts focus on college pilots
Volunteer and Community Engagement		Impact of youth engagement on	Region_Chapter_Steady_State_David_Hicks_2025_		and clubs, not widespread K–12
Effects	Youth Preparedness	community safety programs	0829.docx	they are beginning to do that through the local colleges.	engagement yet.
		y programs	Transcript		Respondent observed no regional increase in
Volunteer and Community Engagement		Impact of youth engagement on	CAP_Staff_Steady_State_Simone_Moore_2025_08		youth preparedness or notable youth-
Effects	Youth Preparedness	community safety programs	21.docx	No, I don't think so. Honestly, no.	focused trend.
	1	7.0.071.03	Transcript		No measurable increase seen; programming
Volunteer and Community Engagement		Impact of youth engagement on	CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d	Haven't really seen an increase or a change in the youth	relies on a single trainer and one planned
Effects	Youth Preparedness	community safety programs	ocx	preparedness events.	partner event.
	1	, , , , , , , , , , , , , , , , , , , ,	Transcript	p sp. see see	Local staff request training to enable
Volunteer and Community Engagement		Impact of youth engagement on	l ·	like the Pedro and some of these youth campaigns, I said,	community delivery, but currently no
Effects	Youth Preparedness	community safety programs	6.docx	how do we get involved in that?	consistent local implementers.
	1	, , , , , , , , , , , , , , , , , , , ,	Transcript		
Volunteer and Community Engagement		Impact of youth engagement on	Region_Chapter_Steady_State_Joel_Sullivan202		Youth outreach described as stable, with no
Effects	Youth Preparedness	community safety programs	5_0822.docx	No. I mean, I think that's kind of stable Blue sky operation.	recent changes attributable to CAP activities.
	1	, , , , , , , , , , , , , , , , , , , ,	Transcript	, , , , , , , , , , , , , , , , , , , ,	Team hasn't prioritized youth work; available
Volunteer and Community Engagement		Impact of youth engagement on	Region_Chapter_Staff_Steady_State_Shawn_Schul		curricula target very young children limiting
Effects	Youth Preparedness	community safety programs	ze 2025 0826.docx	No. No. Youth has not been a push for that team.	scalability.
		y programs	Transcription		Interviewee lacked detailed youth metrics
Volunteer and Community Engagement		Impact of youth engagement on	Region_ChapterSteady_State_Alicia_Dougherty_		despite having some presentation data on
Effects	Youth Preparedness	community safety programs	2025 0908 (1).docx	I, I honestly don't think I, I haven't drilled down to that.	youth outreach.
	1	, , , , , , , , , , , , , , , , , , , ,	, /	We do have some additional students that are getting	
				involved. Some of our youth engagement opportunities, like	
			Transcript	with ucsc, they've been doing hands on the CPR and we	Universities and high-school clubs are re-
Volunteer and Community Engagement		Impact of youth engagement on	Region_Chapter_StaffSteady_State_Michelle_Ave	have a few of the high school clubs that have bubbled up	engaging with hands-on CPR and club-based
Effects	Youth Preparedness	community safety programs	rill_2025_0825 (1).docx	again.	preparedness activities.
Elicoto	Todai i iopaioanoo	community carety programs		I think we've seen all those outcomes increase, but they've	propared recorded activities.
			Transcript	increased because we've tried to build partnerships that	Reported youth preparedness increases
Volunteer and Community Engagement		Impact of youth engagement on	Region_Chapter_Steady_State_Barry_Falke_2025_	really kind of understand the value of that and we've tried to	attributed to deliberate partner-building and
Effects	Youth Preparedness	community safety programs	0909.docx	leverage them effectively.	effective leveraging of partner capacity.
Elicoto	Todan Toparodinos	community duricty programs	000010000	toronage moni onconvoly:	Partner-hosted events, like CPR campaigns,
			Transcripts	Two years ago I think we did a big diversity push for hands	provide practical youth engagement
Volunteer and Community Engagement		Impact of youth engagement on	Region_Chapter_Steady_State_Jennifer_Capps_20	only CPR and they were probably involved in that to some	opportunities but lack systematic
Effects	Youth Preparedness	community safety programs	25_08_20.docx	degree.	measurement.
Effects	Todai i icparcaness	community safety programs	Transcript	ucgree.	Regional teams prioritize school-based youth
Volunteer and Community Engagement		Impact of youth engagement on		Pretty much that's their priority, is focusing on the youth	clubs as a scalable channel for preparedness
Effects	Youth Preparedness	community safety programs	_2025_0828.docx	clubs, but they're mainly the youth clubs in the schools.	engagement.
Elicoto	Todan Toparodinos	community density programs	Transcript	stabel, but any remaining and you are stabe in an election	Chapter transitioned to Pedro and scheduled
Volunteer and Community Engagement		Impact of youth engagement on	CAP_Staff_Steady_State_Cindy_Magnuson_2025.	youth program and we are going to be able to get trained for	trainings to expand partner delivery capacity
Effects	Youth Preparedness	community safety programs	docx	that so	for youth programming.
			Transcript		Relies on standby notifications, limiting
Volunteer and Community Engagement		Differences in preparedness at varying	1	We have been, you know, like on standby because of a	immediate activation capacity for Level
Effects	Level 1 and Level 2 Responses	response levels	29.docx	potential threat or something coming this way.	1/Level 2 responses.
	The state of the s		Transcript	The state of the s	Level 1/2 incidents are routine, often flood-or
Volunteer and Community Engagement		Differences in preparedness at varying		Most of our, you know, most of our level ones and twos are	fire-related, reflecting constant operational
Effects	Level 1 and Level 2 Responses	response levels	tti 2025 0904.docx	fire, but last winter we had a ton of flooding.	demand.
	1		Transcript	.,	
Volunteer and Community Engagement		Differences in preparedness at varying	Region_ChapterSteady_State_Maria_Center_202		Indicates partner volunteer readiness, though
Effects	Level 1 and Level 2 Responses	response levels	5_0827.docx	They had volunteers already ready to go, ready to stand Up.	formal Level 1/2 classification uncertain.
	1		Transcript	, , , , , , , , , , , , , , , , , , , ,	Trained volunteers remain unactivated, risking
Volunteer and Community Engagement		Differences in preparedness at varying	l ·	signed up and I went through all the trainings to become a	disengagement and reducing readiness for
Effects	Level 1 and Level 2 Responses	response levels	0905.docx	TAP responder and I was never called.	Level 1/Level 2.
** *	The state of the s		Transcript		Anecdotal surge in local response during a
Volunteer and Community Engagement		Differences in preparedness at varying	l ·	the local respond rate here in the area is usually about 20 to	disaster suggests variable preparedness
Effects	Level 1 and Level 2 Responses	response levels	9.docx	30%.	across events.
	1		Transcript		CAP provides routine on-site representation,
Volunteer and Community Engagement		Differences in preparedness at varying	Region_Chapter_Steady_State_Rachel_Lipoff_2025		improving coordination during Level 1/Level 2
Effects	Level 1 and Level 2 Responses	response levels	0908.docx	At least one representative shows up for those responses.	incidents.
	and zorotz nesponses		Transcript		Indicates all Level 1/2 incidents were fire-
Volunteer and Community Engagement		Differences in preparedness at varying	Region_Chapter_StaffSteady_StateTerry_Stigdo		related, showing hazard-specific
Effects	Level 1 and Level 2 Responses	response levels	n 2025 0825.docx	Okay, so we're all been fires.	preparedness differences.
Ellocia	Ecoci I and Ecoci Z nesponses	response tevets	11_2020_0020.0000	Oray, so we is all been mes.	propareariess unicicitoes.

	1	1			I
			Transcript		Frequent Level 1/2 flooding hotspots indicate
Volunteer and Community Engagement		Differences in preparedness at varying	Region_ChapterSteady_State_Rose_Taravella_20		higher local preparedness and recurring
Effects	Level 1 and Level 2 Responses	response levels	25_0905.docx	We have several level twos around the Delaware river.	coordination needs.
			Transcript		Single Level 2 occurrence shows limited
Volunteer and Community Engagement		Differences in preparedness at varying	CAP_Staff_Steady_State_Simone_Moore_2025_08		exposure and limited practical DRO experience
Effects	Level 1 and Level 2 Responses	response levels	21.docx	So we only had 1 level 2.	locally.
		i i i i i i i i i i i i i i i i i i i	Transcript		Local responses limited; major events
		D'''			
Volunteer and Community Engagement		Differences in preparedness at varying	CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d	We haven't even had any responses here other than the	dominated by regional Level 5 floods rather
Effects	Level 1 and Level 2 Responses	response levels	ocx	floods in April.	than Level 1/2.
			Transcript		Local partners can mobilize faster than
Volunteer and Community Engagement		Differences in preparedness at varying	Region_Chapter_Steady_State_Joel_Sullivan202		centralized teams, enhancing immediate Level
Effects	Level 1 and Level 2 Responses	response levels	5 0822.docx	CAP partners were there as we were getting there	1/Level 2 responses.
Enects	Ecvet 1 and Ecvet 2 Nesponses	Tesponse tevets	_	O'N pararers were arere as we were getting arere	1
			Transcript		Policy blocks partner involvement for non-
Volunteer and Community Engagement		Differences in preparedness at varying	CAP_Staff_Steady_State_Katrina_Long_2025_0802	we were told no because it wasn't an official Red Cross	official activities, constraining Level 1/Level 2
Effects	Level 1 and Level 2 Responses	response levels	6.docx	activity.	community engagement.
			Transcript		Floods are common Level 1/2 events here,
Volunteer and Community Engagement		Differences in preparedness at varying	Region_Chapter_Staff_Steady_State_Shawn_Schul		but CAP support has focused on larger
Effects	Level 1 and Level 2 Responses	response levels	ze 2025 0826.docx	Oh, yeah, plenty of good floods and some other stuff. Yep.	incidents.
Ellects	Level 1 and Level 2 Responses	response tevets		On, year, prenty or good roods and some other sturr. Fep.	
			Transcript CAP_Staff-		Team non-involvement suggests uneven
Volunteer and Community Engagement		Differences in preparedness at varying	_Steady_State_Shannon_Randolph_2025_0825.d	There might have been a level one or level two, but we were	activation or awareness across jurisdictions
Effects	Level 1 and Level 2 Responses	response levels	ocx	never even involved with it.	for Level 1/Level 2 events.
	·		Transcript		June flooding managed regionally without
Volunteer and Community Engagement		Differences in preparedness at varying	CAP_StaffSteady_State_Glama_Carter2025		DRO, highlighting differing escalation
				- 11 - 11 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	
Effects	Level 1 and Level 2 Responses	response levels	docx	we did not have a DRO for that.	thresholds across events.
			Transcription		Level 2 storms sometimes occur externally,
Volunteer and Community Engagement		Differences in preparedness at varying	Region_ChapterSteady_State_Alicia_Dougherty_	We had level two, we had some storms, but they were	producing minimal local CAP engagement or
Effects	Level 1 and Level 2 Responses	response levels	2025_0908 (1).docx	outside of the cap area.	impact.
		100,000			
		D'''	Transcript		Confirms Level 1/2 flood occurrences,
Volunteer and Community Engagement		Differences in preparedness at varying	Region_ChapterSteady_State_Jacquelyn_Clites_		though formal level labeling inconsistently
Effects	Level 1 and Level 2 Responses	response levels	2025_0902.docx	We had floods last year, Spring.	applied.
			Transcript		Flooding dominates Level 1/2 activations
Volunteer and Community Engagement		Differences in preparedness at varying	CAP_Staff_Steady_State_Nate_Millard_2025_0903		here; heat-related responses remain
Effects	Level 1 and Level 2 Responses	response levels	.docx	But really for us it's probably only flooding.	uncommon.
Ellects	Level 1 and Level 2 nesponses	lesponse tevets		but realty for us it's probably only itoouning.	uncommon.
			Transcript		
Volunteer and Community Engagement		Differences in preparedness at varying	Region_Chapter_Steady_State_Barry_Falke_2025_		Level 1/2 non-fire events are rare here,
Effects	Level 1 and Level 2 Responses	response levels	0909.docx	I'm guessing we're talking less than 10 in an annual basis	contrasting with high-volume home fires.
			Transcripts		
Volunteer and Community Engagement		Differences in preparedness at varying	Region_Chapter_Steady_State_Jennifer_Capps_20	I don't know that we've had anything that would even be	This jurisdiction reports no Level 1/2
	Level 4 and Level 0 Page 2				
Effects	Level 1 and Level 2 Responses	response levels	25_08_20.docx	considered a one or two in our area.	incidents, indicating variability across regions.
			Transcript		Provides a numeric sense of steady-state
Volunteer and Community Engagement		Differences in preparedness at varying	Region_Chapter_Steady_StateMark_Beddingfield		incident volume, implying frequent lower-
Effects	Level 1 and Level 2 Responses	response levels	2025 0828.docx	Most of ours have been level ones, twos, threes.	level weather events.
		1	·		CAP maintains standby readiness and
Valuntaer and Committee Francis		Differences in prepared	Bodian Chapter Stoff Lice Inhance 2005 2015	The CAR team is always on etc. dr. and have added	*
Volunteer and Community Engagement		Differences in preparedness at varying	Region_Chapter_Staff_Lisa_Johnson_2025_0915.	The CAP team is always on standby and has actively	supports larger responses, demonstrating
Effects	Level 1 and Level 2 Responses	response levels	docx	participated in larger disaster responses	readiness variability by incident severity.
			Transcript		
Volunteer and Community Engagement		Differences in preparedness at varying	Region_Chapter_Steady_State_Tamica_Jeuitt_2025		Communication gaps limit Level 2 integration,
Effects	Level 1 and Level 2 Responses	response levels	0828 (3).docx	We haven't had that level two	hindering timely coordination and awareness.
	, , , ,,		Transcript		5 , , , , , , , , , , , , , , , , , , ,
L		l			L
Volunteer and Community Engagement		Assessing resource allocation for	Region_Chapter_Staff_Steady_State_Caedy_Minole		Demonstrates data tools help redirect
Effects	Level 1 and Level 2 Responses	emergency responses	tti_2025_0904.docx	this spreadsheet and immediately connect the dots	donated resources rapidly to areas of need.
			Transcript		Anecdotal surge in local response suggests
Volunteer and Community Engagement		Assessing resource allocation for	CAP_Staff_Steady_State_Hansel_Ibarra_2025_081		volunteer contributions can substantially
Effects	Level 1 and Level 2 Responses	emergency responses	9.docx	we were up above 50%.	increase available resources.
200.0	20100 1 unu covot 2 ricaponaea	smalgarity responses		110 110 10 up upo ve 00 /0.	
L			Transcript		Mobile units expand distribution capacity,
Volunteer and Community Engagement		Assessing resource allocation for	Region_Chapter_Steady_State_Rachel_Lipoff_2025		improving resource allocation to underserved
Effects	Level 1 and Level 2 Responses	emergency responses	_0908.docx	these mobile units now, they can reach wider communities	or affected neighborhoods.
	·		Transcript		Prepared shelter resources were unused,
Volunteer and Community Engagement		Accessing resource allocation for	CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d		indicating local partners absorbed needs and
	Level 4 and Level 0.5	Assessing resource allocation for		Construction of the latest No. 1	
Effects	Level 1 and Level 2 Responses	emergency responses	осх	So we did open a shelter. No one came to the shelter.	altering allocation decisions.
			Transcript		Shows partner networks enable earlier local
Volunteer and Community Engagement		Assessing resource allocation for	Region_Chapter_Steady_State_Joel_Sullivan 202	CAP partners were there as we were getting there because we	response arrival, shifting resource burdens
Effects	Level 1 and Level 2 Responses	emergency responses	5_0822.docx	notified them	from external teams.
	and nosponsos	50110) 100p011000			

		1	I		I
			Transcript		Suggests events were handled regionally
Volunteer and Community Engagement		Assessing resource allocation for	CAP_StaffSteady_State_Glama_Carter2025		without escalation, implying localized
Effects	Level 1 and Level 2 Responses	emergency responses	docx	I think it stay within regional capability.	resource sufficiency.
			Transcription		Major storms required higher-level operations,
Volunteer and Community Engagement		Assessing resource allocation for	Region_ChapterSteady_State_Alicia_Dougherty_	We had flooding and stuff from Debbie and Helene, but	consuming larger-scale resources beyond
Effects	Level 1 and Level 2 Responses	emergency responses	2025_0908 (1).docx	those were much higher operations.	Level 1/2 allocations.
			Transcript	<u> </u>	Provides a concrete count to inform annual
V-1		Ain a non	•		
Volunteer and Community Engagement		Assessing resource allocation for	Region_Chapter_Steady_StateMark_Beddingfield		resource planning and allocation for Level 1/2
Effects	Level 1 and Level 2 Responses	emergency responses	_2025_0828.docx	Last year we had 23.	incidents.
				The CAP team is always on standby and has actively	Standing CAP readiness ensures rapid
Volunteer and Community Engagement		Assessing resource allocation for	Region_Chapter_Staff_Lisa_Johnson_2025_0915.	participated in larger disaster responses (e.g., tornado	allocation and deployment of personnel and
Effects	Level 1 and Level 2 Responses	emergency responses	docx	damage assessment).	partner resources during incidents.
			Transcript		Communication gaps impede coordination,
Volunteer and Community Engagement		Assessing resource allocation for	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	We haven't had that level two and that again that	delaying resource allocation and situational
Effects	Level 1 and Level 2 Responses	emergency responses	_0828 (3).docx	communication piece	awareness during Level 2 events.
Elicots	Ecvet 1 and Ecvet 2 Nesponses	cincigency responses		communication piece	
			Transcript		Indicates no subsequent incidents requiring
Volunteer and Community Engagement		Assessing resource allocation for	Region_Chapter_Steady_State_David_Hicks_2025_		resource reallocation, reducing short-term
Effects	Level 1 and Level 2 Responses	emergency responses	0829.docx	But since then, no, we've been fortunate.	emergency resource demands.
			Transcript		Advocates universal CAP deployment;
Volunteer and Community Engagement			Region_Chapter_Staff_Steady_State_Caedy_Minole		suggests local teams as scaling unit to
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale		Everywhere. We need CAP everywhere.	replicate across regions.
		, , , , , , , , , , , , , , , , , , , ,	Transcript		
Valuator and Community Engagement				that is like a centive audiance, unintended centive audiance	Leverage partner events and captive
Volunteer and Community Engagement			CAP_StaffSteady_StateGaby_Perez_Albarracin_	that is like a captive audience, unintended captive audience	audiences to rapidly scale outreach and
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	2025_0904.docx	for us that we have leveraged.	onboard new volunteers.
			Transcript		Proactive presence at partner events is a
Volunteer and Community Engagement			Region_ChapterSteady_State_Alex_Taylor_2025_	we just put our foot in the door. Like, we just, you know, we	replicable tactic to build access and trust
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	0905.docx	really started inviting ourselves to things.	locally.
			Transcript		Targeted material investments enable partner
Volunteer and Community Engagement			Region_ChapterSteady_State_Maria_Center_202	these organizations, that they get donated items like these	capacity-building and are highly replicable
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale		electric vehicles, these panel vans.	levers to scale impact.
Lifects	Scatting and nepticating best ractices	identifying successful initiatives to scale		etectric verictes, triese pariet varis.	·
			Transcript		Advocates proactive geographic reach;
Volunteer and Community Engagement			CAP_StaffSteady_StateApril_Jones_2025_082		replicate by rotating presence into remote or
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	7 (1).docx	an area is too far we should never say that	underserved communities.
			Transcript		Train and certify partner teams to run local
Volunteer and Community Engagement			CAP_Staff_Steady_State_Hansel_lbarra_2025_081		services, enabling scalable partner-led
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	9.docx	pick up the phone and call the lead from this church	response capacities.
	9 . 9	, ,	Transcript	Now it's like we're being able to multiply our efforts because	Partner mirroring multiplies impact; replicate
Volunteer and Community Engagement			Region_Chapter_Steady_State_David_Hicks_2025_	CAP is doing the exact same thing, not as their primary goal,	by encouraging partners to adopt CAP
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale		but as a secondary goal.	activities alongside their own.
Ellects	Scaling and Replicating Dest Fractices	identifying successful initiatives to scale		but as a secondary goat.	-
			Transcript		Hyperlocal partner resource guides are
Volunteer and Community Engagement				really hyperlocal is, is absolutely essential and hard to	tangible, replicable products that improve
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	_0908.docx	come by and hard to maintain.	referrals and local responsiveness.
				I think the skills they have around community asset	
		1	Transcript	mapping would benefit all the executive directors nationwide	Community asset mapping is a transferable
Volunteer and Community Engagement			Region_Chapter_StaffSteady_StateTerry_Stigdo	because it, I mean, it's helpful information when you're	capability that supports targeted, data-
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale		looking at community mobilization.	informed scaling decisions regionwide.
Encou	ocacing and nephroading best Flactices	racitalying successful initiatives to scale			
			Transcript	it doesn't need to be us, in fact. And like, maybe we need to	Trust partners with resources and autonomy
Volunteer and Community Engagement		1	Region_Chapter_Steady_StatePriscilla_Fuentes_	trust our partners by like, giving them the resources and then	
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	_2025_0909.docx	allowing them to do it.	delivery.
		1	Transcript		Design portable plans and visible pilots so
Volunteer and Community Engagement			CAP_Staff_Steady_State_Simone_Moore_2025_08		other chapters can readily adopt CAP
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale		Basically, it can be adopted throughout the area.	practices.
			Transcript		Advocates small, context‑aware pilots to
Valuntoor and Community Engagement		1			
Volunteer and Community Engagement	Cooling and Danlingting Boot Dra-ti	Identifying augeopatul initiative - +	Region_ChapterSteady_StateKrista_Coletti_20	doing some CAR like pilote in other parts of my	test CAP practices before wider replication
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale		doing some CAP like pilots in other parts of my, my region	across regions.
		1	Transcript		Use CAP teams as coaches and mentors to
Volunteer and Community Engagement		1	Region_Chapter_Steady_State_Joel_Sullivan202		transfer skills and replicate practices across
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	5_0822.docx	replicate that in other areas of the state	chapters.
			Transcript	I think there should have been a mandatory orientation	Standardized orientation and brand
Volunteer and Community Engagement		1	Region_Chapter_Staff_Steady_State_Shawn_Schul	where they learn all about the region, all the work that the	integration help replicate CAP by aligning new
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale		region does.	teams to regional norms quickly.
Enocus	ocacing and nepticaling best riactices	racinalying autoceastat initiatives to State	20_2020_0020.00CA	iogion dota.	como to regional norma quierty.

		1		T	
			Transcript CAP_Staff-	local organizations that are already trying to do the work,	Partner-centric, on-site training empowers
Volunteer and Community Engagement			_Steady_State_Shannon_Randolph_2025_0825.d	partnering with them, working alongside them until they	local organizations and scales services
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale		either	through existing community infrastructure.
	, , , , , , , , , , , , , , , , , , ,	, ,	Transcription	Any learnings or any best practices that cap any successes	Structured knowledge-sharing and
Volunteer and Community Engagement			Region_ChapterSteady_State_Alicia_Dougherty_	they have, we just got to make sure we share it out in the	presentations are essential to diffuse CAP
	0 11 1 10 11 11 10 10 11				
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale		region.	best practices regionally.
			Transcript	the things that we 're trying to do with our region is take those	Translate CAP core skills into chapter-level
Volunteer and Community Engagement			CAP_Staff_Steady_StateMatt_Henry2025_091	core skills, those core things, and apply them in other areas	practices to enable widespread, role-focused
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	1.docx		replication.
		, ,	Transcript		Empower local executive directors to
V-1					
Volunteer and Community Engagement			Region_ChapterSteady_State_Jacquelyn_Clites_		champion partnerships; leadership
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	2025_0902.docx	the ED took a really active role in getting to know	ownership accelerates scalable replication.
			Transcript		Build a lightweight discovery-to-launch
Volunteer and Community Engagement			CAP_Staff_Steady_StateMargarita_Moreno_2025	I think we could have some sort of like scaffolding that is	scaffold to package practices for easier, earlier
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	_0902 (2).docx	helpful or matrix of some sort.	replication.
2.100.00	County and Hopticating Boot Haddeco	Tachtaly ing subsector at initiating of the source		notpiat or manker come cont	·
			Transcript		Embedding CAP across chapters multiplies
Volunteer and Community Engagement			Region_Chapter_Steady_State_Barry_Falke_2025_	I do think our team is doing a nice job of really trying to	reach and impact; recommend regional
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	0909.docx	infiltrate all chapters, not just a particular county.	integration over single-county pilots.
			Transcript		Demonstration pilots provide hope and clear
Volunteer and Community Engagement			Region_Chapter_Steady_State_Tamica_Jeuitt_2025	it gives other communities hope of what could be because	examples, enabling other communities to
Effects	Cooling and Poplicating Post Practice	Identifying successful initiatives to!-			
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	_0828 (3).docx	we're taking some of those same practices	adopt CAP practices thoughtfully.
			Transcript		Maintaining relationship-first fidelity is non-
Volunteer and Community Engagement			CAP_Staff_Steady_State_Cindy_Magnuson_2025.	Cap is built on trust. It's built with people who understand	negotiable when scaling; trust enables partner-
Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	docx	trust and understand building trusting relationships.	led replication.
2110010	County and Hopticating Boot Hadded	Tability ing babbbbblat initiatives to boats		adot and and ordered barraing adoting rotation on por	,
			Transcript		Rebrand messaging and role definitions to
Volunteer and Community Engagement		Criteria for replicating successful	CAP_StaffSteady_StateGaby_Perez_Albarracin_	So I think we can rebrand ourselves a little bit better on that	make CAP practices portable and reduce local
Effects	Scaling and Replicating Best Practices	community programs	2025_0904.docx	end.	resistance.
			Transcript		Invest targeted funding and assets to build
Volunteer and Community Engagement		Criteria for replicating successful	Region_ChapterSteady_State_Maria_Center_202	Funder, as a billionaire, I would say let's have this program,	hyperlocal partner capacity before attempting
	Cooling and Donlingting Boot Programs			_ · · · · · · · · · · · · · · · · · · ·	
Effects	Scaling and Replicating Best Practices	community programs	5_0827.docx	let's put this everywhere.	wide replication.
			Transcript		Prefer national coordination for speed and
Volunteer and Community Engagement		Criteria for replicating successful	CAP_StaffSteady_StateApril_Jones_2025_082	I don't think that CAP should be a part of the region. I think	consistent vetting, avoiding regional
Effects	Scaling and Replicating Best Practices	community programs	7 (1).docx	that it needs to be national	bureaucracy slowing replication.
		,, <u>,</u>	Transcript		Train and transfer technical skills to partners
V-1		0-141-4			-
Volunteer and Community Engagement		Criteria for replicating successful	CAP_Staff_Steady_State_Hansel_Ibarra_2025_081		so they can deliver services independently
Effects	Scaling and Replicating Best Practices	community programs	9.docx	we're going to teach them how to install alarms.	and reliably.
			Transcript		Install locally rooted managers who
Volunteer and Community Engagement		Criteria for replicating successful	Region_Chapter_Steady_State_David_Hicks_2025_	Curtis Moorman, our manager, he just saw it from the	champion collaborative partnerships to
Effects	Scaling and Replicating Best Practices	community programs	0829.docx	beginning as everybody wins if we do this properly.	accelerate replication and community trust.
		l l		889	
			Transcript		Include steady‑state activities in MOUs to
Volunteer and Community Engagement		Criteria for replicating successful	Region_Chapter_Steady_StatePriscilla_Fuentes_	I don't think that we included like regional, ongoing steady	formalize ongoing partner commitments and
Effects	Scaling and Replicating Best Practices	community programs	_2025_0909.docx	state activities, which I think is something we may want.	enable scalable handoffs.
			Transcript		Design FY plans and campaigns to be
Volunteer and Community Engagement		Criteria for replicating successful	CAP_Staff_Steady_State_Simone_Moore_2025_08	I guess I would say that you're not doing it alone. It's not like	regionally adaptable and demonstrable to
Effects	Scaling and Replicating Best Practices	community programs	21.docx	you're going in here by yourself.	encourage adoption elsewhere.
Liicota	Ocacing and nepticating best inactices	community programs		you to going in fiele by yoursell.	i
			Transcript		Adopt a listening-first approach in pilots to
Volunteer and Community Engagement		Criteria for replicating successful	Region_ChapterSteady_StateKrista_Coletti_20	this is a listening year. Going into those priority communities	tailor replication to local needs and increase
Effects	Scaling and Replicating Best Practices	community programs	25_0905.docx	and saying, what are the unmet needs of this community?	adoption likelihood.
			Transcript		Train partners in a partner‑direct model so
Volunteer and Community Engagement		Criteria for replicating successful	CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d	are working on getting them trained to be able to do the	communities can sustain services without
	Cooling and Danlingting Boot Dra-+i				
Effects	Scaling and Replicating Best Practices	community programs	осх	partner	chapter-led operations.
			Transcript CAP_Staff-		Frame CAP as sustained practice, embedding
Volunteer and Community Engagement		Criteria for replicating successful	_Steady_State_Shannon_Randolph_2025_0825.d		community mobilization into organizational
Effects	Scaling and Replicating Best Practices	community programs	ocx	This is not a program. This is a way of life.	culture for consistent replication.
LIIGUG	ocating and nepticating best ridelices	community programs		This is not a program. This is a way of the.	
			Transcript		Package CAP core skills for chapters to
Volunteer and Community Engagement		Criteria for replicating successful	CAP_Staff_Steady_StateMatt_Henry2025_091	the things that we 're trying to do with our region is take those	adopt—relationship development,
Effects	Scaling and Replicating Best Practices	community programs	1.docx	core skills , those core things , and apply them in other	assessment, and targeted role training.
			Transcript	other communities hope of what could be because we're	Use pilots to demonstrate practices and
Valuntaer and Community Engages		Critoria for raplicating assessed.			
Volunteer and Community Engagement	0 11 12 12 13 13 13	Criteria for replicating successful	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	taking some of those same practices and we can do this in	inspire neighboring communities to adopt
Effects	Scaling and Replicating Best Practices	community programs	_0828 (3).docx	your	locally adapted CAP methods.

		Γ	T		I
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minole tti_2025_0904.docx	of information, I think people make up scenarios.	Ensure timely, specific communication to prevent rumor-driven coordination failures and inefficiencies.
Volunteer and Community Engagement	Avoiding interective Fractices	Recognizing practices that do not yield	Transcript CAP_StaffSteady_StateGaby_Perez_Albarracin_	orimoniation, runing people make up scenarios.	Avoid rigid 'expert' postures; adapt guidelines
Effects	Avoiding Ineffective Practices	positive results	2025_0904.docx	I'm not gonna deny that sometimes we are set in our ways.	to local contexts and build trust.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript Region_ChapterSteady_State_Alex_Taylor_2025_ 0905.docx	the current strategy in disaster prone areas is definitely just get responders as they come when there's a disaster	Avoid reactive recruitment; build steady, locally rooted volunteer capacity before disasters.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_08 29.docx	I will say I did not follow up.	Consistently follow up on interested partners to convert interest into active engagement.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript CAP_StaffSteady_StateApril_Jones_2025_082 7 (1).docx	I think that the things that have been said to me directly is, oh, you know, it's not simple enough	Simplify processes and reduce perceived obligations to increase community participation and trust.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_081 9.docx	some alarms got lost. Some documents were not done correctly.	Learn from past failures; implement accountability and follow-up to prevent repeats.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx	they were also approached by Biomed completely unbeknownst to the cap team.	Prevent duplicate outreach by coordinating contacts and communicating cross-team activities.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript Region_Chapter_Steady_StatePriscilla_Fuentes2025_0909.docx	our CAP team didn't feel or didn't know how to escalate an issue when they saw it.	Establish clear escalation pathways so staff can raise and resolve issues promptly.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_082 1.docx	I would say we've learned our lesson about trying to do things in silos, right.	Avoid siloed work; partner with existing community gatherings to improve relevance and uptake.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_08 21.docx	we say we're in these communities, but we truly aren't in and we're not boots on the ground.	Avoid claiming presence without consistent, in-person engagement and partner-led outreach.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript Region_ChapterSteady_StateKrista_Coletti_20 25_0905.docx	just informing rather than figuring out kind of	Redesign meetings to be action-oriented with owners and clear next steps.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_0802 6.docx	we were just shut down every time. We did not get any movements on that.	Avoid procedural gatekeeping that blocks partner-volunteer collaboration and prevents capacity-building.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript CAP_StaffSteady_State_Glama_Carter2025 docx	They continue to be transactional. You just change their title.	Avoid superficial, transactional partnerships; prioritize deep, trust-based collaboration and shared goals.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript Region_Chapter_StaffSteady_State_Michelle_Ave rill_2025_0825 (1).docx	weekly meeting, it saves me hours on the back end	Use simple, routine coordination like weekly meetings to prevent ad-hoc confusion and duplicated work.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903 .docx	We were never specifically told that we were cultural change agents.	Clarify roles and internal expectations before deployment to avoid misaligned mandates and confusion.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_ 0909.docx	highly transactional. Right. And so it's like, we're going to send a team of people to your community.	Avoid one-off, transactional preparedness; build durable partnerships and community capacity instead.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript Region_Chapter_Steady_StateMark_Beddingfield _2025_0828.docx	Because historically you might say, okay, well, I need to go talk to the Emergency Management association or I need	Avoid narrow contact 'blinders'; ask communities what they need and broaden stakeholder engagement.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025 _0828 (3).docx	be honest with where you are, you know, don't over deliver	Avoid overpromising; set realistic commitments and ensure consistent follow- up to maintain trust.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Strategies to discontinue ineffective programs	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minole tti_2025_0904.docx	Just that they worked in a silo. That's all though.	Emphasizes avoiding siloed operations by improving integration and regular communication across teams.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Strategies to discontinue ineffective programs	Transcript CAP_StaffSteady_StateGaby_Perez_Albarracin_ 2025_0904.docx	get to knowyour house first.	Advises internal coordination before external promotion to prevent ineffective, uncoordinated programs.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Strategies to discontinue ineffective programs	Transcript Region_ChapterSteady_State_Alex_Taylor_2025_ 0905.docx	when you were talking about like a transactional approach, that time just doesn't exist.	Warns against transactional, short-term engagement; requires sustained presence to avoid ineffective outcomes.

	Т	I	I=		
			Transcript		Stresses avoiding data-only reassessments;
Volunteer and Community Engagement		Strategies to discontinue ineffective	CAP_StaffSteady_StateApril_Jones_2025_082	You can't reassess the community without talking to the	prioritize direct community conversations for
Effects	Avoiding Ineffective Practices	programs	7 (1).docx	people, because we can look at data all day.	accurate decisions.
			Transcript		Warns against ad hoc, unsustainable
Volunteer and Community Engagement		Strategies to discontinue ineffective	CAP_Staff_Steady_State_Kristi_Collins_2025_082		responses and overreliance on single staff
Effects	Avoiding Ineffective Practices	programs	6.docx	it would be impossible for one person to do that.	members.
			Transcript		Highlights need for clear escalation pathways
Volunteer and Community Engagement		Strategies to discontinue ineffective	Region_Chapter_Steady_StatePriscilla_Fuentes_		to address problems promptly and prevent
Effects	Avoiding Ineffective Practices	programs	2025 0909.docx	didn't know how to escalate an issue when they saw it.	program failures.
2.1100.00	71 Old in g monocuto 1 lacases	programo	Transcript	and the terror was to cooldate an isolae when any barries	
Valuntaer and Community Engagement		Stratagiaa ta diagantinya inaffaatiya			Argues avoid metrics-first programs; prioritize
Volunteer and Community Engagement	A idia a la affa ati Decations	Strategies to discontinue ineffective	CAP_Staff_Steady_State_Gilda_Ebanks_2025_082		relationship-building over output-only targets instead.
Effects	Avoiding Ineffective Practices	programs		it's not necessarily based on relationship building	
			Transcript		Recommends avoiding informational-only
Volunteer and Community Engagement		Strategies to discontinue ineffective	Region_ChapterSteady_StateKrista_Coletti_20	it seems like it's still at that place of just informing rather than	meetings; shift agendas toward decisions and
Effects	Avoiding Ineffective Practices	programs	25_0905.docx	figuring out kind of how to, to move things along.	action ownership.
			Transcript		Identifies procedural barriers preventing
Volunteer and Community Engagement		Strategies to discontinue ineffective	CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d		volunteer connections; streamline processes
Effects	Avoiding Ineffective Practices	programs	осх	there's a lot of red tape and a lot of signing up	to avoid losing volunteers.
	1		Transcript		Calls out rushed rollouts without integration
Volunteer and Community Engagement		Strategies to discontinue ineffective	Region_Chapter_Staff_Steady_State_Shawn_Schul	It felt very rushed and there was no plan of how you	planning; avoid deploying without prepared
Effects	Avoiding Ineffective Practices	programs	ze_2025_0826.docx	integrate.	integration steps.
2.110010	THE STATE OF THE S	programo		arrogram.	-
VI			Transcript CAP_Staff-		Urges avoiding takeover approaches;
Volunteer and Community Engagement	A 18 11 76 18 18 18	Strategies to discontinue ineffective	_Steady_State_Shannon_Randolph_2025_0825.d		influence collaboratively to prevent
Effects	Avoiding Ineffective Practices	programs	осх	explain what we've learned in a non takeover kind of way	undermining local actors.
			Transcript		Advocates avoiding saturation and
Volunteer and Community Engagement		Strategies to discontinue ineffective	CAP_Staff_Steady_StateMatt_Henry2025_091		overextension; prioritize focused priorities to
Effects	Avoiding Ineffective Practices	programs	1.docx	our county in particular is saturated in blood drives.	increase impact.
			Transcript		
Volunteer and Community Engagement		Strategies to discontinue ineffective	Region_ChapterSteady_State_Jacquelyn_Clites_		Recommends integrating CAP from the start
Effects	Avoiding Ineffective Practices	programs	2025_0902.docx	part because they were new, but in	to avoid siloed deployment and confusion.
		1 10 1	Transcript		Suggests simple routines like weekly check-
Volunteer and Community Engagement		Strategies to discontinue ineffective	1	By having a weekly meeting, it saves me hours on the back	ins to prevent ad-hoc communication and
Effects	Avaiding In offective Practices	=	rill_2025_0825 (1).docx		·
Effects	Avoiding Ineffective Practices	programs		end of having to have conversations one off	duplication.
			Transcript		Cautions against overly localized, high-
Volunteer and Community Engagement		Strategies to discontinue ineffective	Region_Chapter_Steady_State_Barry_Falke_2025_		investment pilots that create inequity and lack
Effects	Avoiding Ineffective Practices	programs	0909.docx	It creates some inequity at times.	scalability.
			Transcript		Avoid narrow partner selection; broaden
Volunteer and Community Engagement		Strategies to discontinue ineffective	Region_Chapter_Steady_StateMark_Beddingfield	we had our blinders on sometimes of who you would talk to	stakeholder engagement to match
Effects	Avoiding Ineffective Practices	programs	_2025_0828.docx	in a community.	community knowledge and needs.
			Transcript		Advocates preventing siloed operations
Volunteer and Community Engagement		Strategies to discontinue ineffective	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	If we did work in silos, it would probably be just a mess	through early partner coordination and shared
Effects	Avoiding Ineffective Practices	programs	_0828 (3).docx	because you just wouldn't know what's going on.	information.
		1 10 1	Transcript		
Volunteer and Community Engagement		Best practices for effective community		Inviting a CAP team manager to the regional leadership team	Embed CAP into regional leadership meetings
Effects	General Recommendations	engagement	tti 2025 0904.docx	meetings.	to increase alignment and visibility.
Ellects	Certeral Necommendations	engagement		meetings.	,
			Transcript		Prioritize scaling CAP model and fund local
Volunteer and Community Engagement		Best practices for effective community	Region_ChapterSteady_State_Maria_Center_202		capacity-building investments to enable
Effects	General Recommendations	engagement	5_0827.docx	1 Everything they're doing is phenomenal. I didn't	community-led relief.
			Transcript		Replicate monthly partner support and
Volunteer and Community Engagement		Best practices for effective community	Region_Chapter_Steady_State_Rachel_Lipoff_2025		role‑mapping routines to sustain
Effects	General Recommendations	engagement	_0908.docx	community mobilization. The way	community mobilization.
			Transcript		
Volunteer and Community Engagement		Best practices for effective community		a concentrated focus on a limited basis, you are picking up	Start with focused pilots to learn, then adapt
Effects	General Recommendations	engagement	25_0905.docx	best practices	and scale best practices regionally.
			Transcript		Document standardized protocols and
Volunteer and Community Engagement		Best practices for effective community	· ·	it streamlined, written down, a process for it and get it all	onboarding to preserve continuity through
Effects	General Recommendations	engagement	6.docx	signed off	staff changes.
Encous	ochorat necommendations	оправеннени		oigired oil	· ·
Walliantara and Oanna and St. St. St. St. St. St. St. St. St. St.		Dark and the second of the sec	Transcription	I was the same at a surface of the same at	Provide upfront, inclusive communication
Volunteer and Community Engagement	0 10 11	Best practices for effective community	Region_ChapterSteady_State_Alicia_Dougherty_	I would encourage the upfront communication from the	and monthly coordination to align teams and
Effects	General Recommendations	engagement	2025_0908 (1).docx	beginning.	surface issues.
			Transcript		Prioritize sustained hyperlocal relationship
Volunteer and Community Engagement		Best practices for effective community	CAP_Staff_Steady_StateMatt_Henry2025_091		development over one‑off tabling for
Effects	General Recommendations	engagement	1.docx	We think that tabling events get volunteers. It doesn't.	long‑term recruitment.

			Transcript		Preserve discovery phase and develop simple
Volunteer and Community Engagement		Best practices for effective community	CAP Staff Steady State Margarita Moreno 2025		scaffolds to teach and replicate effective
Effects	General Recommendations	engagement	0902 (2).docx	strategies, I say definitely keep the, like the discovery phase.	practices.
		88	Transcript		Require host readiness and align integrations
Volunteer and Community Engagement		Best practices for effective community	CAP_Staff_Steady_State_Nate_Millard_2025_0903		with fiscal‑year starts to ensure smoother
Effects	General Recommendations	engagement	.docx	into, I would not integrate mid year into a region.	onboarding.
		0 0	Transcript	.,, ., ., ., ., ., ., ., ., ., .	Sustain a listening‑first, visible presence to
Volunteer and Community Engagement		Best practices for effective community	Region Chapter Steady State Tamica Jeuitt 2025		build trust and mobilize communities
Effects	General Recommendations	engagement	9 - 1 - 7	we always say, presence is a mission.	effectively.
		88	Transcript	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Simplify application and onboarding to
Volunteer and Community Engagement		Recommendations for increasing	CAP Staff Steady State Hansel Ibarra 2025 081		reduce friction and increase volunteer
Effects	General Recommendations	volunteer participation	9.docx	application service a little bit easier.	conversion rates.
			Transcript	11	Encourage partner cross-promotion so
Volunteer and Community Engagement		Recommendations for increasing	Region_Chapter_Steady_State_Rachel_Lipoff_2025		organizations recruit volunteers for shared
Effects	General Recommendations	volunteer participation	_0908.docx	volunteer for each other, not just for the Red Cross.	community initiatives.
			Transcript		Empower partners to lead delivery and
Volunteer and Community Engagement		Recommendations for increasing	The state of the s	I think the partner direct model that we're looking at is going	visibility, generating more volunteer interest
Effects	General Recommendations	volunteer participation	ocx	to be the best way to increase visibility	through trusted channels.
			Transcript CAP Staff-		_
Volunteer and Community Engagement		Recommendations for increasing	Steady State Shannon Randolph 2025 0825.d		Organize joint workdays to build trust and
Effects	General Recommendations	volunteer participation	ocx	getting a day planned that we go work with them	convert partner staff into active volunteers.
					Use direct outreach and grassroots
			Transcript		knocking‑on‑doors to identify
Volunteer and Community Engagement		Recommendations for increasing		don't be afraid of just knocking on doors, you know, like	community connectors and recruit
Effects	General Recommendations	volunteer participation	_0902 (2).docx	your old school, like cold call outreach.	volunteers.
			Transcript		Host partner-inclusive volunteer recognition
Volunteer and Community Engagement		Recommendations for increasing	Region_Chapter_StaffSteady_State_Michelle_Ave		events to strengthen relationships and boost
Effects	General Recommendations	volunteer participation	rill_2025_0825 (1).docx	volunteer recognition event, we brought in everybody that	volunteer retention.
			Transcript		Prioritize coalition building to expand
Volunteer and Community Engagement		Recommendations for increasing	CAP_Staff_Steady_State_Nate_Millard_2025_0903	I think the biggest work is that kind of collaborative building,	volunteer pools through partner networks
Effects	General Recommendations	volunteer participation	.docx	coalition building.	and shared recruitment efforts.
			Transcript		Invest modestly in volunteer appreciation to
Volunteer and Community Engagement		Recommendations for increasing	Region_Chapter_Steady_State_Tamica_Jeuitt_2025	volunteer appreciation and recruiting, sometimes just the	improve recruitment and retention through
Effects	General Recommendations	volunteer participation	_0828 (3).docx	extra mile of making people feel special	recognition gestures.