

Theme	Sub-theme	Code	Document	Quote	Quote Elaboration
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_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	I can trust those CAP team members with any, with any elected official.	Local CAP credibility enables introductions and access to elected officials and community networks.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Hyperlocal trusted partners as gateways to marginalized groups	Transcript CAP_Staff_Steady_State_Gaby_Perez_Albarracin_2025_0904.docx	they work with different organizations that may have a little bit of weight in the community	Partners' local standing and networks provided CAP immediate legitimacy and community entry points.
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_Maria_Center_2025_0827.docx	they have engaged so many organizations, you know, hyperlocal grassroots organizations	Resourcing hyperlocal organizations builds trust and practical channels into underserved communities.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Hyperlocal trusted partners as gateways to marginalized groups	Transcript CAP_Staff_Steady_State_April_Jones_2025_0827(1).docx	we have trusted people within a community that will show up	Trusted local individuals' visible attendance creates approachable contact points for residents.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Hyperlocal trusted partners as gateways to marginalized groups	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	we got it here. It's ready for you. Come get it. Do you want us to deliver it?	Partners rapidly mobilized material support, resolving logistical barriers and accelerating assistance.
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_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.
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_Rose_Taravella_2025_0905.docx	But it's easier for us now to make referrals for these clients because of the strengthening of the partnerships that have been developed there.	Stronger partnerships streamlined referral pathways, improving access to clients in underserved areas.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Hyperlocal trusted partners as gateways to marginalized groups	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_0821.docx	So, one of the changes that we've seen is folks reach out to the CAP team directly when there's a home fire.	Partners now directly notify CAP about incidents, connecting hard-to-reach households to support.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Hyperlocal trusted partners as gateways to marginalized groups	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	it is best to lead with a partner organization and to go hand in hand	Leading with partners legitimizes entry into communities lacking Red Cross presence.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Hyperlocal trusted partners as gateways to marginalized groups	Transcript CAP_Staff_Steady_State_Josh_Riddle_2025_0911.docx	They, they directly serve that area. And so we've done a smuggle, arm install campaign with them.	Partner-led service delivery reached neighborhoods the chapter did not previously penetrate.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Hyperlocal trusted partners as gateways to marginalized groups	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	She was part of the Eagle Point Chamber of Commerce, and she just seemed to know everybody.	Local connectors' social capital opens doors into insular communities resistant to outsiders.
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_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	partnerships with the food banks and how they've got them to kind of buy on	Food banks and Hispanic community partners provided trusted conduits into digitally excluded, vulnerable populations.
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_Alicia_Dougherty_2025_0908(1).docx	That family would not have received Red Cross support and services without that community partner calling	A partner's personal relationship enabled case identification and joint response to reach that family.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Hyperlocal trusted partners as gateways to marginalized groups	Transcript CAP_Staff_Steady_State_Matt_Henry_2025_0911.docx	So we've leveraged some of these partnerships into getting some new blood drives, which I think was a positive thing.	Partner links enabled access to workplace and institutional populations for events like blood drives.
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_Jacquelyn_Clites_2025_0902.docx	I definitely think the grants that were done in the areas have gone a long way towards building relationships.	Microgrants and funding helped partners host services and built relationship-based access points.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Hyperlocal trusted partners as gateways to marginalized groups	Transcript CAP_Staff_Steady_State_Margarita_Moreno_2025_0902(2).docx	CAP has helped us get into communities we probably wouldn't have gotten into through our partners and relationships.	Partners' credibility transferred to CAP, enabling entry into previously unreachable communities.
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_Staff_Steady_State_Michelle_Averill_2025_0825(1).docx	For example, Rancho Cielo, we recently put in some new workstations there and got some solar generators going.	Investing in partner infrastructure created operational channels and access to at-risk youth and services.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Hyperlocal trusted partners as gateways to marginalized groups	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	They are a Red Cross organization who is now trained and they can do CPR and Pedro and sound the alarm	Training partners as implementers expanded local capacity to deliver preparedness activities and reach communities.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Hyperlocal trusted partners as gateways to marginalized groups	Transcripts Region_Chapter_Steady_State_Jennifer_Capps_2025_08_20.docx	The CAT program purchased the smoke alarms and they also purchased weather radios and first aid kits.	Partners supplied tangible resources enabling household-level interventions like smoke alarm installations and preparedness kits.
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_Tamara_Jeuit_2025_0828(3).docx	Definitely the community knows that we are there because as we always say, presence is a mission.	Sustained on-the-ground presence builds recognition and trust, facilitating partner-mediated community access.

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.
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_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	so that they are trained and ready to serve	Training partners equips them to lead local service delivery and open doors to 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 CAP_Staff__Steady_State__Gaby_Perez_Albaracin_2025_0904.docx	teaching them how Red Cross functions in a way that is not intimidating	Partner training demystifies Red Cross activities, enabling partners to confidently refer and host 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 Region_Chapter__Steady_State_Maria_Center_2025_0827.docx	providing them with pop up kitchens, with panel trucks, with generators	Microgrants and equipment investments strengthen partner capacity and credibility 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 CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	We're trying to make sure that Organization A is serving that community, has all the tools that they need	CAP equips partners with tools and support so they can deliver services locally with credibility.
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__April_Jones_2025_0827(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_0826.docx	the support that we're able to work with and do enhancements and grow capacity	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	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_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 partner-led delivery	Transcript Region_Chapter_Steady_State__Priscilla_Fuentes_2025_0909.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_Chapter__Steady_State_Rose_Taravella_2025_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_0821.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.docx	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_0826.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 partner-led delivery	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_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	Transcript Region_Chapter__Steady_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_State__Matt_Henry__2025_0911.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_State__Margarita_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_Staff__Steady_State_Michelle_Aveill_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_Minoletti_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.

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 CAP_Staff_Steady_State_Gaby_Perez_Albarra_2025_0904.docx	CAP went and supported and we brought more appointments which were successfully installed and things.	Partner-supported canvassing and CAP presence translated into appointments and completed installations.
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_Steady_State_Maria_Center_2025_0827.docx	They're visible, they're on the streets, they are volunteering their time, they're checking out these organizations.	Visible partner presence and resourcing built trust and enabled access into underserved communities.
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 CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	And not calling Red Cross a stranger, but we are strangers because we're coming into their neighborhood.	Locally embedded partners reduce outsider status, enabling entry and trusted volunteer mobilization.
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 CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	There had been two years already invested in growing that relationship with that partner.	Sustained partner investment created credibility, opening venue access and volunteer collaboration opportunities.
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 CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	six partners that were like, we, you know, we got it here. It's ready for you.	Partners rapidly mobilized material resources and offered venues, easing access to hard-to-reach residents.
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_Steady_State_Rachel_Lipoff_2025_0908.docx	your services and they can bring the mobile unit and just have people come in.	CAP coordinates partners and mobile units to deliver services directly into neighborhoods with limited access.
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 CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	it is best to lead with a partner organization and to go hand in hand. You're holding hands and you're walking through the door together.	Leading with partners provides joint entry and legitimacy into communities lacking Red Cross presence.
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 CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	Well, we have 15 partners. So I think with those 15 partners, for example, one of our hearts for seniors, they have over 100 volunteers.	Large partner volunteer pools provide an operational pipeline for outreach and surge staffing during events.
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_Steady_State_Shawn_Schulze_2025_0826.docx	the partnerships with the Hispanic community that they've created down in South Texas. And	Trusted food-bank and Hispanic community partners provided culturally relevant channels into digitally excluded neighborhoods.
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 CAP_Staff_Steady_State_Matt_Henry_2025_0911.docx	helped facilitate a blood drive at one of the, the largest steel mills	CAP brokered employer partnerships, enabling events like workplace blood drives reaching otherwise inaccessible populations.
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_Michelle_Ave_2025_0825 (1).docx	a relationship with them that when we go into disaster response mode, they're going to be able to help us with feeding. And	Operational partner investments created food and mobilization channels for disaster feeding and outreach.
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 CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	They are a Red Cross organization who is now trained and they can do CPR and Pedro and sound the alarm.	Training partners expanded local delivery capacity, creating volunteer pipelines and decentralized service provision.
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_Steady_State_David_Hicks_2025_0829.docx	they can be such a good advocate for us in recruiting others that aren't involved in any organization volunteering.	Partners advocate and recruit unaffiliated community members, broadening volunteer pipelines and local reach.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Sustained presence and relational practice to transfer and maintain trust	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	our CAP team has helped facilitate that relationship.	CAP brokering partner venues and introductions expands trusted recruitment and outreach into local networks.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Sustained presence and relational practice to transfer and maintain trust	Transcript Region_Chapter_Steady_State_Maria_Center_2025_0827.docx	I believe that they have built trust in these communities	Sustained partner resourcing and presence build reputational trust, unlocking access to underserved community networks.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Sustained presence and relational practice to transfer and maintain trust	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	invited as an honored guest because we also were trusted by that partner	Being invited by trusted partners legitimizes Red Cross presence and opens access to hesitant households.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Sustained presence and relational practice to transfer and maintain trust	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	Do you want us to deliver it?	Partners rapidly mobilize resources and deliveries, enabling access where logistical barriers exist.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Sustained presence and relational practice to transfer and maintain trust	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	resource guide and a resource listing using all of	Operational partner directories embed trusted referrals into response workflows, facilitating immediate community connections.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Sustained presence and relational practice to transfer and maintain trust	Transcript Region_Chapter_Steady_State_Rose_Taravella_2025_0905.docx	They feel like they're part of what we do, and we feel like we're part of what they do.	Regular face time and mutual integration create reciprocal relationships that open doors to vulnerable clients.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Sustained presence and relational practice to transfer and maintain trust	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	it is best to lead with a partner organization and to go hand in hand.	Leading with partners together reduces outsider barriers and builds immediate community acceptance for Red Cross.

Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Sustained presence and relational practice to transfer and maintain trust	Transcript CAP_Staff_Steady_StateJosh_Riddle_2025_0911.docx	They're the only non profit in the county that works directly with that neighborhood.	Partner organizations embedded in neighborhoods enable direct service delivery where Red Cross presence is limited.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Sustained presence and relational practice to transfer and maintain trust	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	the partnerships with the food banks and how	Food banks and Hispanic community partners serve as trusted gateways reaching digitally excluded, vulnerable households.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Sustained presence and relational practice to transfer and maintain trust	Transcription Region_Chapter_Steady_State_Alicia_Dougherty_2025_0908 (1).docx	That family would not have received Red Cross support and services without that community partner calling the person she had a relationship with	Personal partner relationships and language-concordant staff enabled access to otherwise unreachable families.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Sustained presence and relational practice to transfer and maintain trust	Transcript CAP_Staff_Steady_State_Matt_Henry_2025_0911.docx	we've leveraged some of these partnerships into getting some new blood drives	Partners enable institutional access to workplace populations, expanding outreach beyond typical community channels.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Sustained presence and relational practice to transfer and maintain trust	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	do it in a way that is less transactional and more transformational.	Transformational, hyperlocal partnerships replace transactional ties and enable durable, trusted community access.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Sustained presence and relational practice to transfer and maintain trust	Transcripts Region_Chapter_Steady_State_Jennifer_Capps_2025_08_20.docx	use her partnership and influence with the naacp	Partner influence opens doors into institutionally organized groups and targeted populations for tailored events.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Coordination, attribution, measurement, and capacity constraints for sustainability	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minolte_2025_0904.docx	a fundraising visit. A CAP manager, one of my board members, and a fundraising team member all went together.	Example of coordination and crediting between CAP, boards, and fundraising teams for sustainability.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Coordination, attribution, measurement, and capacity constraints for sustainability	CAP_Staff_Steady_State_Gaby_Perez_Albarra_2025_0904.docx	Being on the same page with your fundraising development team is imperative.	Stresses fundraising coordination and aligned messaging needed to sustain partner access and shared credit.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Coordination, attribution, measurement, and capacity constraints for sustainability	Transcript Region_Chapter_Steady_State_Maria_Center_2025_0827.docx	local organizations and providing them with pop up kitchens, with panel trucks, with	Argues targeted resourcing builds partner capacity and reputational sustainability for continued community access.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Coordination, attribution, measurement, and capacity constraints for sustainability	Transcript CAP_Staff_Steady_State_April_Jones_2025_0827 (1).docx	we have trusted people within a community that will show up and	Emphasizes sustained partner presence as capacity-building and a prerequisite for sustainable trusted access.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Coordination, attribution, measurement, and capacity constraints for sustainability	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	six partners that were like, we, you know, we got it here. It's ready for you. Come get it.	Example of partner mobilization delivering resources quickly, but requires coordination for sustained response capacity.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Coordination, attribution, measurement, and capacity constraints for sustainability	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	have compiled their. A resource guide and a resource listing using all of their partners.	Shows centralized coordination and partner mapping aiding sustainable referrals and tracked access pathways.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Coordination, attribution, measurement, and capacity constraints for sustainability	Transcript Region_Chapter_Steady_State_Rose_Taravella_2025_0905.docx	and have brought over a million in grants to the community.	Illustrates funding boosted partner capacity, but requires coordination and attribution for sustainability.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Coordination, attribution, measurement, and capacity constraints for sustainability	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_0821.docx	these jurisdictions there was an increase because CAP partners were engaged. People knew to go to cap	Links partner engagement to measurable demand increases, underscoring need to track and credit contributions.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Coordination, attribution, measurement, and capacity constraints for sustainability	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	they have all these enhancements and the enhancements are normally just for them to give money to a partner.	Wams many partnerships are funding-focused, limiting operational access and sustainability without coordination.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Coordination, attribution, measurement, and capacity constraints for sustainability	Transcription Region_Chapter_Steady_State_Alicia_Dougherty_2025_0908 (1).docx	CAP partners not only can just educate the community, but they also might want to become a DAP responder.	Describes training and role expansion as a sustainability strategy, but needs capacity and measurement.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Coordination, attribution, measurement, and capacity constraints for sustainability	Transcript CAP_Staff_Steady_State_Matt_Henry_2025_0911.docx	are so small and have such a small volunteer base themselves, there's really not much to tap into	Highlights partner capacity limitations that constrain sustainable outreach without further resourcing.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Coordination, attribution, measurement, and capacity constraints for sustainability	Transcript Region_Chapter_Staff_Steady_State_Michelle_Ave_2025_0825 (1).docx	We now have a relationship with them that when we go into disaster response mode, they're going to be able to help us with feeding.	Demonstrates investing in partner infrastructure increases capacity, requiring coordination for sustainable response.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Coordination, attribution, measurement, and capacity constraints for sustainability	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	one of the biggest barriers always is like, are we working with the organizations or the partners that truly want a partner	Emphasizes that sustained, willing partnerships are "not transactional ties" are essential for durable, trustworthy access.
Hyperlocal partnerships and trust	Trusted community access: partners open doors to hard-to-reach populations	Coordination, attribution, measurement, and capacity constraints for sustainability	Transcript Region_Chapter_Steady_State_Tamica_Jeuit_2025_0828 (3).docx	partner with the executive director, make that initial meeting to the mayor.	Advocates leader-to-leader coordination to secure institutional buy-in and sustainable access.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Trust and partner-led attribution as the core referral mechanism	Transcript CAP_Staff_Steady_State_Gaby_Perez_Albarra_2025_0904.docx	Just having those conversations with the regional leadership and say, like, we are here	Leadership conversations and presence prompt partners to remember and refer Red Cross services.

Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Trust and partner-led attribution as the core referral mechanism	Transcript CAP_Staff__Steady_State__April_Jones_2025_0827 (1).docx	People are much more aware of the American Red Cross and what we do	Consistent visibility increases recognition, prompting community members and partners to refer Red Cross services.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Trust and partner-led attribution as the core referral mechanism	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	case managers can fill out to engage our team to help. So that just	Low-friction referral forms translate relational presence into rapid partner-requested activations.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Trust and partner-led attribution as the core referral mechanism	Transcript Region_Chapter__Steady_State_Rose_Taravella_2025_0905.docx	But it's easier for us now to make referrals for these clients because of the strengthening of the partnerships	Stronger partnerships simplify referral processes, increasing two-way referrals and practical partner support.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Trust and partner-led attribution as the core referral mechanism	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	when Red Cross doesn't have a presence in a community, it is best to lead with a partner organization	Joint-entry with trusted partners lowers barriers and leverages partner credibility for referrals.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Trust and partner-led attribution as the core referral mechanism	Transcript CAP_Staff_Steady_StateJosh_Riddle_2025_0911.docx	That money helped build trust with the Red Cross directly with that organization	Targeted resourcing strengthened trust, enabling partners to reliably mobilize and refer services.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Trust and partner-led attribution as the core referral mechanism	Transcript Region_Chapter__Steady_State__Krista_Coletti_2025_0905.docx	It's that ability to be invited to each other's meetings and be in each other's space	Reciprocal invitations and shared spaces build familiarity that supports partner-led referrals.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Trust and partner-led attribution as the core referral mechanism	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	they could be a conduit for us for telling the story about what we do so more people will call us	On-site partner visibility turns partners into conduits that drive community members to contact Red Cross.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Trust and partner-led attribution as the core referral mechanism	Transcript CAP_Staff__Steady_State_Glama_Carter____2025_.docx	The relationship constant with the Red Cross is our CAP relationship with them because they know we're there	Consistent CAP presence signals reliability, prompting partners to route referrals and resources through the Red Cross.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Trust and partner-led attribution as the core referral mechanism	Transcript Region_Chapter__Steady_State_Jacquelyn_Clites_2025_0902.docx	sharing the relationships and making the introductions again	Broadly sharing introductions multiplies access points and increases partner-led referrals across regions.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Trust and partner-led attribution as the core referral mechanism	Transcript Region_Chapter_Staff__Steady_State_Michelle_Averill_2025_0825 (1).docx	when we go into disaster response mode, they're going to be able to help us with feeding	Established partner commitments during steady state enable rapid mobilization and partner-led referral during responses.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Trust and partner-led attribution as the core referral mechanism	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	Definitely the community knows that we are there because	Consistent presence signals commitment and primes communities and partners to make referrals.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Trust and partner-led attribution as the core referral mechanism	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	Let's go and do dual presence and sit among them and a show of support	Co-presenting with partners leverages their advocacy and eases warm introductions for referrals.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Routine, hyperlocal partner presence enabling warm handoffs	Transcript Region_Chapter__Steady_State_Alex_Taylor_2025_0905.docx	people came up and they were like, thank you for what you do. How do we volunteer?	Visible engagement at events prompts community inquiries, creating immediate volunteer and referral opportunities.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Routine, hyperlocal partner presence enabling warm handoffs	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	using a CAP partner to open those doors and facilitate that warm handoff	Partner-facilitated warm handoffs lower barriers, improving access for hard-to-reach residents.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Routine, hyperlocal partner presence enabling warm handoffs	Transcript CAP_Staff__Steady_State__April_Jones_2025_0827 (1).docx	my face. They remember I showed up for	Personal familiarity from routine presence encourages community trust and later referrals to CAP.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Routine, hyperlocal partner presence enabling warm handoffs	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	we immediately started engaging with the region through our quarterly regional meeting	Institutional meeting attendance institutionalizes relationships, producing predictable channels for partner referrals.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Routine, hyperlocal partner presence enabling warm handoffs	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	The CAP team is always willing to table to attend events to recruit volunteers.	Regular tabling and event attendance maintain relationships so partners route people and resources.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Routine, hyperlocal partner presence enabling warm handoffs	Transcript Region_Chapter__Steady_State__Krista_Coletti_2025_0905.docx	So when I hold regional team meetings, the CAP team is there	Regular regional attendance creates familiarity and invitations that foster partner referrals and coordination.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Routine, hyperlocal partner presence enabling warm handoffs	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	It needs to be more of a visible thing at their offices.	Physical co-branding at partner sites signals availability and channels people into CAP referrals.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Routine, hyperlocal partner presence enabling warm handoffs	Transcript CAP_Staff__Steady_State_Shannon_Randolph_2025_0825.docx	we go to as many health fairs or community gatherings as we can	Event outreach creates repeated touchpoints where partners learn about CAP and can refer clients.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Routine, hyperlocal partner presence enabling warm handoffs	Transcript Region_Chapter__Steady_State_Jacquelyn_Clites_2025_0902.docx	sharing the relationships and making the introductions again.	Sharing relationships and introductions expands referral reach beyond CAP team to regional partners.

Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Routine, hyperlocal partner presence enabling warm handoffs	Transcript CAP_Staff_Steady_State__Margarita_Moreno_2025_0902 (2).docx	service providers in their community. But that now community extending that trust to us as well.	Partner trust transfers to CAP, creating pathways for partners to refer clients and credit services.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Routine, hyperlocal partner presence enabling warm handoffs	Transcript Region_Chapter_Staff__Steady_State_Michelle_Ave rill_2025_0825 (1).docx	when we go into disaster response mode, they're going to be able to help us with feeding.	Agreed partner commitments during steady state create reliable referral and mobilization channels during crises.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	they are there, you know, three, four, five, seven days a week and they know the resident	Routine, embedded presence builds local trust and creates warm referral handoffs to reach residents.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	Transcript CAP_Staff_Steady_State__Gaby_Perez_Albaracin_2025_0904.docx	We keep saying like, use us, use us, use us.	Encouraging partners to 'use us' shows active facilitation, amplifying referral opportunities and partner-to-partner introductions.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	Transcript Region_Chapter__Steady_State_Alex_Taylor_2025_0905.docx	And people came up and they were like, thank you for what you do. How do we volunteer?	Visible event attendance prompts inbound volunteer inquiries and direct partner introductions facilitating referral pathways.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	So Joe came up with a form that the case managers can fill out to engage our team to help	Institutionalizing simple referral tools converts relationships into rapid, repeatable partner engagements and service activations.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	Transcript Region_Chapter_Steady_State__Priscilla_Fuentes_2025_0909.docx	we trained a couple of their people in home fire campaigns	Training partners embeds service delivery into partner workflows, creating consistent, partner-led referral opportunities.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	Transcript Region_Chapter__Steady_State_Rose_Taravella_2025_0905.docx	But it's easier for us now to make referrals for these clients because of the strengthening of the partnerships that have been developed there	Strengthened partnerships enable two-way referrals and practical resource connections, speeding client access to recovery supports.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	when Red Cross doesn't have a presence in a community, it is best to lead with a partner organization and to go hand in hand	Joint entry with trusted partners lowers barriers and creates immediate referral pathways in communities lacking Red Cross presence.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	Transcript CAP_Staff_Steady_StateJosh_Riddle_2025_0911.docx	I think the biggest cap thing that we will be able to take to other geographic areas is the coalition building	Coalition-building and resourcing build partner trust, creating durable referral networks and locally led mobilization.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	building trust, being more visible. People see that we're there.	Accessing new community spaces increases visibility and trust, enabling partner referrals and community engagement.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	Transcript CAP_Staff- Steady_State_Shannon_Randolph_2025_0825.docx	It really helps with the referral process later, too, because, you know, we can strategically pick these organizations	Strategic partner selection produces habitual referral behaviors, making referrals fluid and near-automatic.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	Transcript CAP_Staff__Steady_State_Glama_Carter__2025_.docx	We go two miles deep. We have the time, we have the quality, we build the trust	Deep, sustained investment in partners builds trust and yields partner-driven referrals and collaborative actions.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	Transcript Region_Chapter__Steady_State_Jacquelyn_Clites_2025_0902.docx	I think a large part of it is sharing the relationships and making the introductions again	Actively sharing relationships and making introductions multiplies pathways and spreads referral capacity across teams.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	Transcript CAP_Staff_Steady_State__Margarita_Moreno_2025_0902 (2).docx	I facilitated introduction from a high school to our, you know, volunteer engagement manager	Deliberate facilitation of introductions connects institutions and staff, creating new referral and volunteer pipelines.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	Transcript Region_Chapter_Staff__Steady_State_Michelle_Ave rill_2025_0825 (1).docx	We now have a relationship with them that when we go into disaster response mode, they're going to be able to help us with feeding	Established partner commitments translate into predictable referral and operational support during disaster responses.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	who's the relationship manager attached to that organization	A relationshipâ€mapping tool makes partner roles visible, lowering friction for staff to route referrals correctly.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	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 drives	Partnership creation converted into tangible partnerâ€led services like blood drives, evidencing referrals and operational collaboration.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	Transcript Region_Chapter_Steady_State__Mark_Beddingfield_2025_0828.docx	community called a town hall call, a town hall meeting for the American Red Cross	CAPâ€facilitated introductions produced civic invitations and public engagement, expanding referral and volunteer pathways.

Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Active facilitation, introductions, and coalition-building to multiply pathways	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	Definitely the community knows that we are there because as we always say, presence is a mission	Regular presence and communication prime partners to recognize needs and refer residents to services promptly.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging	Transcript CAP_Staff__Steady_State__Gaby_Perez_Albaracin_2025_0904.docx	Just having those conversations with the regional leadership and say, like, we are here.	Regular leadership briefings reinforce consistent messaging and keep CAP visible for partner referrals.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	We meet for a collaboration meeting every two weeks.	Regular scheduled meetings institutionalize partner coordination and enable predictable referral routing.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging	Transcript CAP_Staff__Steady_State__April_Jones_2025_0827 (1).docx	there matters because that opens the door for people to come to your booth to	Simple outreach tools like booths create visible entry points for referrals and partner conversations.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	So Joe came up with a form that the case managers can fill out to engage our team to help.	A simple referral form formalizes partner-to-CAP referrals, reducing friction and speeding response.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	those clients receive the resource guide as part of that red folder	Standardized resource guides embed consistent messaging and make referrals discoverable during responses.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging	Transcript Region_Chapter_Steady_State__Priscilla_Fuentes_2025_0909.docx	we trained a couple of their people in home fire campaigns.	Training partner staff transfers capacity and embeds service delivery into everyday partner workflows.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	They're depending on us to make those introductions, which it's what we're doing.	Active introductions institutionalize relationships, turning visibility into repeatable referral pathways.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging	Transcript CAP_Staff_Steady_StateJosh_Riddle_2025_0911.docx	I think the biggest cap thing that we will be able to take to other geographic areas is the coalition building.	Coalition-building plus funding embeds partnerships and builds sustained referral infrastructure and trust.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging	Transcript Region_Chapter_Steady_State__Krista_Coletti_2025_0905.docx	So when I hold regional team meetings, the CAP team is there,	Regular invitations and shared meeting space institutionalize CAP presence and ease referral coordination.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	People see that we're there.	Visible embedding into new spaces builds recognition and opens partner referral opportunities over time.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging	Transcript CAP_Staff__Steady_State_Shannon_Randolph_2025_0825.docx	It really helps with the referral process later, too, because, you know, we can strategically pick these organizations.	Strategic partner selection and ongoing support institutionalize referral flows and reduce reliance on ad hoc outreach.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging	Transcript CAP_Staff__Steady_State_Glama_Carter__2025_.docx	We go two miles deep. We have the time, we have the quality, we build the trust.	Deep, consistent investment and visible assistance build trust and transform partners into referral allies.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging	Transcript Region_Chapter_Steady_State_Alicia_Dougherty_2025_0908 (1).docx	So with cap, with just focusing on one county and really drilling down even more specifically to the community, it allows us deeper engagement.	Hyperlocal focus institutionalizes presence, enabling deeper partner trust and sustained referral pathways.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	I think a large part of it is sharing the relationships and making the introductions again.	Sharing relationships and making introductions embeds networks across teams, widening referral opportunities.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging	Transcript Region_Chapter_Steady_State__Mark_Beddingfield_2025_0828.docx	And the CAP teams, they're sort of that subject matter expert when it comes to partnerships and things like that.	CAP teams acting as partnership experts provide partner identification and matching, enabling efficient referral connections.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Institutional enablers: tools, embedding, training, and consistent messaging	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	They speak to all of our lines of service.	Consistent, concise service messaging equips partners to accurately refer community members to appropriate services.
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_Alex_Taylor_2025_0905.docx	we volunteer? And Nicole gave him her card. Yeah.	On-the-ground interactions convert visibility into inbound referrals and volunteer leads, needing timely operational follow-up.
Hyperlocal partnerships and trust	Relational presence: sustained, visible engagement builds referral pathways	Operational constraints and sustainment: follow-through, capacity, resources, and measurement	Transcript CAP_Staff__Steady_State__April_Jones_2025_0827 (1).docx	showing up for them, asking them questions and just being a part of their lives.	Sustained follow-up 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_Barry_Falke_2025_0909.docx	that have been created through the CAP program have absolutely led to an increase in blood	Sustained partnerships produced concrete service increases, evidencing referral impact though lacking quantified referral metrics.

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	dual presence and sit among them and a show of support, you	Coâ€ˆpresence 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	Microâ€ˆgrants as rapid, smallâ€ˆdollar operational problemâ€ˆsolvers	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.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	Microâ€ˆgrants as rapid, smallâ€ˆdollar operational problemâ€ˆsolvers	Transcript Region_Chapter_Steady_State_Caedy_Minoletti_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	Microâ€ˆgrants as rapid, smallâ€ˆdollar operational problemâ€ˆsolvers	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.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	Microâ€ˆgrants as rapid, smallâ€ˆdollar operational problemâ€ˆsolvers	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€ˆgrants as rapid, smallâ€ˆdollar operational problemâ€ˆsolvers	Transcript Region_Chapter_Steady_State_Terry_Stigdon_2025_0825.docx	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	Microâ€ˆgrants as rapid, smallâ€ˆdollar operational problemâ€ˆsolvers	Transcript Region_Chapter_Steady_State_Pricilla_Fuentes_2025_0909.docx	\$10,000 is like a life changing amount of money in a small rural community like Burns, Oregon.	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	Microâ€ˆgrants as rapid, smallâ€ˆdollar operational problemâ€ˆsolvers	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.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	Microâ€ˆgrants as rapid, smallâ€ˆdollar operational problemâ€ˆsolvers	Transcript CAP_Staff_Steady_State_Josh_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	Microâ€ˆgrants as rapid, smallâ€ˆdollar operational problemâ€ˆsolvers	Transcript Region_Chapter_Steady_State_Krista_Coletti_2025_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	Microâ€ˆgrants as rapid, smallâ€ˆdollar operational problemâ€ˆsolvers	Transcript CAP_Staff_Steady_State_Glama_Carter_2025_.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	Microâ€ˆgrants as rapid, smallâ€ˆdollar operational problemâ€ˆsolvers	Transcription Region_Chapter_Steady_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	Microâ€ˆgrants as rapid, smallâ€ˆdollar operational problemâ€ˆsolvers	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	But then we also integrated sort of a micro grant process where cdpm's 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€ˆgrants as rapid, smallâ€ˆdollar operational problemâ€ˆsolvers	Transcript CAP_Staff_Steady_State_Margarita_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	Microâ€ˆgrants as rapid, smallâ€ˆdollar operational problemâ€ˆsolvers	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	Microâ€ˆgrants as rapid, smallâ€ˆdollar operational problemâ€ˆsolvers	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	Microâ€ˆgrants as rapid, smallâ€ˆdollar operational problemâ€ˆsolvers	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 inâ€ˆkind provisioning to expand operations	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.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€ˆkind provisioning to expand operations	Transcript CAP_Staff_Steady_State_Gaby_Perez_Albaracin_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 microâ€ˆgrants.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Targeted equipment and inâ€ˆkind provisioning to expand operations	Transcript Region_Chapter_Steady_State_Maria_Center_2025_0827.docx	They provided a million dollar, you know, anchor funding for this program	Anchor funding served as catalytic investment enabling partner support and initial capacity building.

Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Targeted equipment and inâ€ˆkind provisioning to expand operations	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	be responders, they would be 10 minutes away instead of three hours away. That	Highlights how local equipment and training drastically shorten response times, unlocking partner effectiveness.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Targeted equipment and inâ€ˆkind provisioning to expand operations	Transcript Region_Chapter_Staff_Steady_State_Alex_Taylor_2025_0905.docx	directors are like, well, this is just cap, but without the money.	Stakeholders perceive CAP funding as the primary enabler for forming and sustaining partnerships.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Targeted equipment and inâ€ˆkind provisioning to expand operations	Transcript Region_Chapter_Staff_Staff_Steady_State_Terry_Stigdon_2025_0825.docx	investments that CAP has been Able to make like with a kitchen and the. The mobile unit for health care.	Equipment investments (kitchen, mobile health unit) built partner credibility and enabled tangible community services.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Targeted equipment and inâ€ˆkind provisioning to expand operations	Transcript Region_Chapter_Staff_Steady_State_Pricilla_Fuentes_2025_0909.docx	maybe we need to trust our partners by like, giving them the resources and then allowing them to do it.	Argues for trusting partners with resources, letting inâ€ˆkind support and microâ€ˆgrants enable autonomous delivery.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Targeted equipment and inâ€ˆkind provisioning to expand operations	Transcript Region_Chapter_Staff_Steady_State_Rose_Taravella_2025_0905.docx	We had a nice press conference when we gave three partners each and an urban style vehicle.	CAP distributed vehicles and organized material drives, expanding partner logistics and inâ€ˆkind resource distribution capacity.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Targeted equipment and inâ€ˆkind provisioning to expand operations	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	we're getting the smoke alarms from them anyway.	Illustrates CAP sourced smoke alarms to partners, enabling joint community installation events and outreach.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Targeted equipment and inâ€ˆkind provisioning to expand operations	Transcript CAP_Staff_Steady_State_Josh_Riddle_2025_0911.docx	they can just do these one off smoke alarm installs as they come up	Placing equipment locally enables partners to perform routine, opportunistic installs without centralized scheduling.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Targeted equipment and inâ€ˆkind provisioning to expand operations	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	the enhancements are normally just for them to give money to a partner.	Frames enhancements as partner grants that increase resilience and local service capacity.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Targeted equipment and inâ€ˆkind provisioning to expand operations	Transcript CAP_Staff_Steady_State_Glama_Carter_2025_0909.docx	One is very tangible, which is definitely having the budget to help our partners increase their capacity	Budgeted enhancement projects directly increase partner efficiency, enabling volunteer sharing and expanded services.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Targeted equipment and inâ€ˆkind provisioning to expand operations	Transcript Region_Chapter_Staff_Steady_State_Alicia_Dougherty_2025_0908 (1).docx	they have a budget that they can help enhance services.	Confirms CAP provides budgeted resources that enhance local partner services and capacity.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Targeted equipment and inâ€ˆkind provisioning to expand operations	Transcript CAP_Staff_Steady_State_Margarita_Moreno_2025_0902 (2).docx	had provided laundry, like washer and dryer to a partner and they were able to offer laundry services to home fire client.	Example demonstrates equipment provision enabling partner services for disaster survivors, expanding immediate support.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Targeted equipment and inâ€ˆkind provisioning to expand operations	Transcript Region_Chapter_Staff_Steady_State_Barry_Falke_2025_0909.docx	we've been able to invest \$1.2 million in this county of 50,000 people.	Shows significant local investment can be applied to build partner capacity, though not scalable everywhere.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Capacityâ€ˆbuilding: training, grantâ€ˆwriting, and resource mapping	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	We have paid for cpr, AED training, first aid training.	CAP-funded trainings strengthened partner skills and expanded community training reach.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Capacityâ€ˆbuilding: training, grantâ€ˆwriting, and resource mapping	Transcript CAP_Staff_Steady_State_Gaby_Perez_Albaracin_2025_0904.docx	can they help with grant writing that is time consuming.	CAP-supported grant-writing assistance helps partners pursue funding and build sustainable resourcing capacity.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Capacityâ€ˆbuilding: training, grantâ€ˆwriting, and resource mapping	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	they help the community quite a bit with grants and different programs	Engaging local funders expanded grant opportunities that could indirectly strengthen partner resource bases.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Capacityâ€ˆbuilding: training, grantâ€ˆwriting, and resource mapping	Transcript Region_Chapter_Staff_Staff_Steady_State_Terry_Stigdon_2025_0825.docx	money they're able to give to these organizations that wouldn't qualify for other funding	CAP funding reaches organizations excluded from traditional grants, strengthening local partner sustainability and services.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Capacityâ€ˆbuilding: training, grantâ€ˆwriting, and resource mapping	Transcript Region_Chapter_Staff_Steady_State_Pricilla_Fuentes_2025_0909.docx	I feel like we didn't, we didn't even know how much they were granting to specific partners.	Transparent grant allocations are needed so teams can coordinate priorities and partner expectations effectively.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Capacityâ€ˆbuilding: training, grantâ€ˆwriting, and resource mapping	Transcript Region_Chapter_Staff_Steady_State_Rose_Taravella_2025_0905.docx	she holds a grants workshop once a month for all of her partners	Monthly grants workshops build partners' grant-writing skills when direct microâ€ˆgrants are unaffordable.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Capacityâ€ˆbuilding: training, grantâ€ˆwriting, and resource mapping	Transcript Region_Chapter_Staff_Steady_State_Krista_Coletti_2025_0905.docx	We can apply for some different enhancement fundings if we determine there's a need we might be able to support in that community.	An application pathway enables targeted enhancements but requires clear criteria and timely administrative processes.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Capacityâ€ˆbuilding: training, grantâ€ˆwriting, and resource mapping	Transcript Region_Chapter_Staff_Steady_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.	CAP's budget and introductions bolster partner capacity by filling local resource gaps and enabling collaborations.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Capacityâ€ˆbuilding: training, grantâ€ˆwriting, and resource mapping	Transcript Region_Chapter_Staff_Steady_State_Jacquelyn_Clites_2025_0902.docx	we also integrated sort of a micro grant process where cdpm's can be out in the community.	Micro-grant processes empowered field staff to identify needs and deliver tailored community solutions quickly.

Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Capacityâ€building: training, grantâ€writing, and resource mapping	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	like these little micro funding that we're doing across the region, a couple thousand dollars to a small organization	Small micro-grants address immediate operational barriers and materially increase partner service capacity.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Capacityâ€building: training, grantâ€writing, and resource mapping	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	And we have to fund the levers to encourage those partnerships that are partners.	Investing in local partners creates incentives for collaboration and improves community-level preparedness capacity.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Anchor and pooled funding strategies for catalytic scaling	Transcript CAP_Staff_Steady_State_Gaby_Perez_Albarra_2025_0904.docx	utilize that CAP program in different ways as in like can they help with grant writing	CAP supports partners via grantâ€writing facilitation, enabling funding access even without direct microâ€grants.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Anchor and pooled funding strategies for catalytic scaling	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	those relationships and equip them to be responders, they would be 10 minutes away instead of three hours	Equipping local partners shortens response times, amplifying operational reach and immediacy.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Anchor and pooled funding strategies for catalytic scaling	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	it sure is easy for CAP to come in and build partnerships if they've got the money to back it	Stakeholders see CAP funding as essential incentive enabling partner engagement and collaboration.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Anchor and pooled funding strategies for catalytic scaling	Transcript CAP_Staff_Steady_State_Margarita_Moreno_2025_0902 (2).docx	had provided laundry, like washer and dryer to a partner and they were able to offer laundry services to home fire client. And my take from that was not just that they	Miniâ€grants and equipment seed partner programs, enabling practical services and inspiring replication.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Governance, transparency, and sustainability safeguards for resourcing	Transcript CAP_Staff_Steady_State_Gaby_Perez_Albarra_2025_0904.docx	been there. There's always this, like, wait, you're asking for money, but you're also giving money.	Highlights ambiguity about CAP's cash role; transparency over funding expectations is required.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Governance, transparency, and sustainability safeguards for resourcing	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	create kind of a spreadsheet of needs and resources.	Simple tracking improved transparency and matched donated items to partner needs efficiently.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Governance, transparency, and sustainability safeguards for resourcing	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	this is just cap, but without the money.	Perception that funding enables partnerships underscores need for transparent, equitable allocation processes.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Governance, transparency, and sustainability safeguards for resourcing	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	it seems like down in South Texas, it's been used as more of a grant opportunity for our partners	Indicates regional variation; governance needed to standardize equitable use of funds and expectations.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Governance, transparency, and sustainability safeguards for resourcing	Transcript CAP_Staff_Steady_State_Margarita_Moreno_2025_0902 (2).docx	Or a mini grant that hey, you get a competitive sort of mini Grant for schools	Proposes competitive mini-grants for schools; governance must define criteria, transparency, and sustainability.
Hyperlocal partnerships and trust	Partner resourcing: micro-grants and equipment unlock partner capacity	Governance, transparency, and sustainability safeguards for resourcing	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	I could have served 200 partners at \$5,000 a piece.	Proposes standardized micro-grant units and pooled funds; governance needed for fair distribution.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	fire campaign where they actually get the training from the local	Pilot trains partners to canvass neighborhoods and install smoke alarms, increasing local outreach capacity.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcript CAP_Staff_Steady_State_Gaby_Perez_Albarra_2025_0904.docx	We have been promoting it with our partners, bringing more awareness.	CAP promotion with partners increased appointments and successful smoke-alarm installations through trusted local channels.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcript Region_Chapter_Steady_State_Maria_Center_2025_0827.docx	The CAT coordinator and some friends came to our smoke alarm installation event for Sound the Alarm.	Partners attended and supported Sound the Alarm events, leveraging trust to increase community participation.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	we were able to capitalize on that trust to be able to increase the results	Trusting partners enabled access to high-need households, boosting smoke-alarm outreach reach.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_0819.docx	your local pastor with a Red Cross going door to door	Partner clergy and local contacts went door-to-door, increasing trust and smoke-alarm uptake.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	Finding the partners, then, you know, building trust and volunteering with them	Building trust through partner engagement enabled home outreach and identification for smoke-alarm services.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	They also attend home fire campaign, sound the alarm events.	Partners attend Home Fire events, supplying volunteers and local reach for smoke-alarm campaigns.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcript Region_Chapter_Staff_Steady_State_Terry_Stigdon_2025_0825.docx	they're knocking it out of the park with smoke alarm installations	Partner and chapter collaborations increased smoke-alarm installations and community coverage significantly.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcript CAP_Staff_Steady_State_Josh_Riddle_2025_0911.docx	We are working on getting them trained to be able to do the partner direct model	CAP is training partners for a partner-direct model so they lead future smoke-alarm installs.

Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcript Region_Chapter_Steady_State_Joel_Sullivan__2025_0822.docx	not necessarily recruiting volunteers. We're recruiting partners who help us with our job	Strategy prioritizes partner organizations as local access points for outreach and smoke-alarm activities.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	We used partner events to sign people up for, for sound the alarm and had teams go out and install them.	Partner-hosted signups converted to installation teams, leveraging local events for efficient smoke-alarm outreach.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcript Region_Chapter_Steady_State_Shawn_Schulze_2025_0826.docx	We give them direct supply of smoke alarms and they go put them in and they come back and report the numbers	Partners received alarms, performed installations, and reported outcomes, enabling decentralized smoke-alarm delivery.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcription Region_Chapter_Steady_State_Alicia_Dougherty_2025_0908 (1).docx	That family would not have received Red Cross support and services without that community partner calling the person she had a relationship with and then being able to handle that together.	Trusted partners' referrals connected reluctant households to Red Cross smoke-alarm and home-fire assistance.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcript CAP_Staff_Steady_State_Matt_Henry_2025_0911.docx	We want them to take over and do a sound the alarm campaign	Policy shift empowers partners and chapters to lead localized Sound the Alarm campaigns for better reach.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcript Region_Chapter_Staff_Steady_State_Michelle_Averill_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.	Integrating smoke-alarm screening into partner food deliveries identifies households for follow-up installations effectively.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	we definitely began to grow partnerships, began to intentionally schedule home fire campaign events	Growing partnerships enabled canvassing and targeted Home Fire events, increasing smoke-alarm outreach capacity.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcripts Region_Chapter_Steady_State_Jennifer_Capps_2025_08_20.docx	program purchased the smoke alarms and they also purchased weather radios and first aid kits.	CAP provisioning of smoke alarms and preparedness items enabled partners to distribute materials during outreach events.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcript Region_Chapter_Steady_State_Tamara_Jeulitt_2025_0828 (3).docx	The CAP team has supported that program by helping install smoke alarms in the area.	CAP-supported partner installs expanded local smoke-alarm coverage through trusted community relationships and resources.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners as trusted local access points driving smoke-alarm outreach	Transcript 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	Church partnership co-hosted Sound the Alarm events, recruiting volunteers and improving neighborhood access.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partner-direct installations: training and authorizing partners to perform installs	Transcript CAP_Staff_Steady_State_Josh_Riddle_2025_0911.docx	on getting them trained to be able to do the partner direct model so that, so that they can do it next time.	CAP is training partners for a partner-direct model to enable independent future smoke-alarm installs.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partner-direct installations: training and authorizing partners to perform installs	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	we did have some partners get trained for that.	Occasional partner trainings occurred, enabling some partner participation in mitigation or response roles.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partner-direct installations: training and authorizing partners to perform installs	Transcription Region_Chapter_Steady_State_Alicia_Dougherty_2025_0908 (1).docx	I know that they've volunteered and done home fire install, you know, or smoke alarm installations.	Partners volunteered for and directly participated in smoke-alarm installations and education in communities.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partner-direct installations: training and authorizing partners to perform installs	Transcript CAP_Staff_Steady_State_Margarita_Moreno_2025_0902 (2).docx	hoping to get authorized providers via partners to support with the home installation.	Chapter plans to authorize partner providers to perform home installations, aiming to reduce waitlists and backlog.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners providing logistical resources and recovery support for home-fire response	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	CAP partner led home fire campaign where they actually get the training from the local chapter	Piloting partner-led home-fire campaigns with chapter training to enable partner canvassing and installations.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners providing logistical resources and recovery support for home-fire response	Transcript CAP_Staff_Steady_State_Gaby_Perez_Albaracin_2025_0904.docx	No. And the reason why is because the partnerships that we have developed that already participated are continuing to participate.	Established partners continue facilitating home-fire and smoke-alarm activities, with CAP promoting awareness and appointments.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners providing logistical resources and recovery support for home-fire response	Transcript Region_Chapter_Steady_State_Maria_Center_2025_0827.docx	One of the partners of the CAT partners did a blood drive.	Partners hosted blood drives and supported sickle-cell donor recruitment, aiding targeted collection goals.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners providing logistical resources and recovery support for home-fire response	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_0819.docx	we're working with our local volunteer services to try to get some of our CAB partners to become Red Cross shelter volunteers.	Partners recruited and trained as shelter volunteers, enabling rapid team-based shelter activation during disasters.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners providing logistical resources and recovery support for home-fire response	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	no one Hungry, gave them a dining room set, and I believe it was a sofa and some end tables	Partners provided furniture and material supports directly to home-fire clients, aiding recovery and reducing client burden.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners providing logistical resources and recovery support for home-fire response	Transcript 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	Compiled partner resource guide used in red-folder client packets to connect home-fire clients with local supports.

Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners providing logistical resources and recovery support for home-fire response	Transcript Region_Chapter_Staff__Steady_State__Terry_Stigdon_2025_0825.docx	the relationships and the work they've done, they're able to get food at no cost to the Red	CAP-built partnerships secured donated food and resources to support rapid home-fire response efforts.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners providing logistical resources and recovery support for home-fire response	Transcript Region_Chapter_Steady_State__Priscilla_Fuentes_2025_0909.docx	we trained a couple of their people in home fire campaigns. So how to install educate document, gave them the materials and then let them go ahead and do the installations	Chapter trained and equipped partner staff, delegating smoke-alarm installations integrated into partners' ongoing casework.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners providing logistical resources and recovery support for home-fire response	Transcript Region_Chapter__Steady_State_Rose_Taravella_2025_0905.docx	they caught on like a house of fire in Atlantic county, in Atlantic City and Egg harbor, they have a bunch of partners.	Partners rapidly engaged and integrated, providing diverse services and routine support for home-fire affected clients.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners providing logistical resources and recovery support for home-fire response	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	our organizations and have them sign up for. For smoke alarms.	Partners recruit households for smoke-alarm events; chapters then run installation days leveraging partner outreach.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners providing logistical resources and recovery support for home-fire response	Transcript Region_Chapter_Steady_State_Joel_Sullivan__2025_0822.docx	CAP partners were there as we were getting there because we notified them, hey, we could use your help.	Pre-established partners mobilize rapidly to support disaster responses, sometimes arriving before chapter staff.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners providing logistical resources and recovery support for home-fire response	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	We give them direct supply of smoke alarms and they go	Partners installed supplied alarms and reported installation counts, demonstrating measurable partner-led outputs (~150â€³200 alarms).
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners providing logistical resources and recovery support for home-fire response	Transcript CAP_Staff-_Steady_State_Shannon_Randolph_2025_0825.docx	he is DAT trained and in volunteer connection.	Partners are formalized through training and Volunteer Connection, enabling them to participate in home-fire responses.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners providing logistical resources and recovery support for home-fire response	Transcript CAP_Staff_Steady_State__Margarita_Moreno_2025_0902 (2).docx	they called us first and our debt responders were going out	Partners act as first-alerts, notifying Red Cross so responders can be routed promptly to home fires.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners providing logistical resources and recovery support for home-fire response	Transcript Region_Chapter_Staff__Steady_State_Michelle_Averill_2025_0825 (1).docx	they are working with the Monterey Food bank and training their workers or their volunteers	CAP trains partner staff/volunteers to identify smoke-alarm needs during routine food distributions, expanding screening reach.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners providing logistical resources and recovery support for home-fire response	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	But we've seen literally hundreds and hundreds of more units collected over the last couple of years in that particular area.	CAP-enabled partnerships coincided with substantial blood-collection increasesâ€³hundreds more unitsâ€³in specific jurisdictions.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners providing logistical resources and recovery support for home-fire response	Transcripts Region_Chapter_Steady_State_Jennifer_Capps_2025_08_20.docx	have partnered with Hotel Inc. And done two home fire campaign	Partner (Hotel Inc.) co-hosted home-fire campaigns, leveraging partner audiences for Sound the Alarm outreach.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partners providing logistical resources and recovery support for home-fire response	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	Fire Department has, has been doing some installs outside of Red Cross. So they're	Local fire departments, supported by CAP resources, are conducting smoke-alarm installations independent of Red Cross.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partner-hosted blood drives and relationship-driven donor mobilization gains	Transcript CAP_Staff__Steady_State__Gaby_Perez_Albaracin_2025_0904.docx	Sometimes we have too many folks eager to host one and like not as many staff or dates.	Partners expanded hosting options but staffing and scheduling limited blood-drive scaling.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partner-hosted blood drives and relationship-driven donor mobilization gains	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	I don't think any of our partners ever thought about hosting a blood drive before.	CAP trained staff to identify hosting partners and recruit venues for blood drives.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partner-hosted blood drives and relationship-driven donor mobilization gains	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	I know that there is a big push through the CAP team to increase blood drive sites and locations.	CAP actively brokers partner sites and Biomed connections to expand blood-drive locations.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partner-hosted blood drives and relationship-driven donor mobilization gains	Transcript Region_Chapter_Steady_State__Priscilla_Fuentes_2025_0909.docx	we had a couple of referrals for brand new blood drives.	CAP referrals catalyzed partner-initiated blood drives in some local communities.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partner-hosted blood drives and relationship-driven donor mobilization gains	Transcript Region_Chapter_Steady_State_Joel_Sullivan__2025_0822.docx	We could have a CAP blood drive where they invite all their partners to come in and give blood.	Potential exists for CAP to mobilize partner networks to host collective blood drives.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partner-hosted blood drives and relationship-driven donor mobilization gains	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	A lot of our partners went and donated because of our relationship.	Partner relationships directly mobilized donors and hosted drives, demonstrating relationship-driven donor turnout.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partner-hosted blood drives and relationship-driven donor mobilization gains	Transcript CAP_Staff-_Steady_State_Shannon_Randolph_2025_0825.docx	they did meet their goal for units collected.	Partners' presentations and recruitment helped drives meet collection targets, despite coordination risks.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partner-hosted blood drives and relationship-driven donor mobilization gains	Transcription Region_Chapter__Steady_State_Alicia_Dougherty_2025_0908 (1).docx	to collect a lot of sickle cell units,	Partner-hosted diverse drives yielded many sickle-cell compatible units, improving blood equity.

Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partner-hosted blood drives and relationship-driven donor mobilization gains	Transcript CAP_Staff_Steady_State__Matt_Henry__2025_0911.docx	started conducting regular blood drives and then	Partners and employers initiated regular blood drives, broadening donor base and collection capacity.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partner-hosted blood drives and relationship-driven donor mobilization gains	Transcript CAP_Staff_Steady_State__Margarita_Moreno_2025_0902 (2).docx	relationships, we let them lead	Local blood bank partnerships mean CAP supports rather than leads blood drives in that area.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partner-hosted blood drives and relationship-driven donor mobilization gains	Transcript Region_Chapter_Staff__Steady_State_Michelle_Ave ntl_2025_0825 (1).docx	That blood drive is going to happen quarterly with one of the large churches.	Recurring partner-hosted drives at large churches provided steady donor opportunities despite staffing constraints.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partner-hosted blood drives and relationship-driven donor mobilization gains	Transcripts Region_Chapter_Steady_State_Jennifer_Capps_2025_08_20.docx	a sickle cell blood drive two weeks	Coordinator leverage with NAACP produced a partner-hosted sickle-cell drive reaching priority donors.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Partner-hosted blood drives and relationship-driven donor mobilization gains	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	Some of the CAT members were at one of the blood drives and donated blood.	Partners and CAT members participated as donors, supporting drives and community engagement.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Enablers and constraints: CAP resourcing, MOUs, capacity, and measurement gaps	Transcript Region_Chapter__Steady_State_Maria_Center_2025_0827.docx	Chatham County CAP RCAP got two vans and they have been customized and logos and they've been wrapped and two very worthy organizations have these now.	CAP-funded vehicles expanded partner outreach capacity but utilization metrics remain undocumented.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Enablers and constraints: CAP resourcing, MOUs, capacity, and measurement gaps	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	partner with CAP and to sign the mou.	Formal MOUs enabled trust and resource sharing but data integration and response roles remain unresolved.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Enablers and constraints: CAP resourcing, MOUs, capacity, and measurement gaps	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	I don't see that a lot of our partners have the ability to go out and do that, do the installations themselves.	Many partners lack staff capacity to perform installations despite CAP outreach and engagement efforts.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Enablers and constraints: CAP resourcing, MOUs, capacity, and measurement gaps	Transcript Region_Chapter_Steady_State__Priscilla_Fuentes_2025_0909.docx	we trained a couple of their people in home fire campaigns. So how to install educate document, gave them the materials and then let them go ahead and do the installations as they were doing casework with people related to some of the 2020 wildfire follow up.	Training and material provision empowered partners to conduct installations, though scale and outcomes are unquantified.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Enablers and constraints: CAP resourcing, MOUs, capacity, and measurement gaps	Transcript CAP_Staff_Steady_StateJosh_Riddle_2025_0911.docx	It's just. It all comes down to the number of staff and capacity of that staff for a lot of organizations.	Staffing and partner organizational capacity remain primary constraints limiting partner-led scale-up.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Enablers and constraints: CAP resourcing, MOUs, capacity, and measurement gaps	Transcript Region_Chapter_Steady_State_Joel_Sullivan__2025_0822.docx	not necessarily recruiting volunteers. We're recruiting partners who help us with our job, with what they do best.	CAP prioritizes recruiting partner organizations over formal volunteers, an enabling strategy that alters capacity models.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Enablers and constraints: CAP resourcing, MOUs, capacity, and measurement gaps	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	I was told, no, that this, we were saturated and did not need any more DAP volunteers.	Institutional limits and volunteer saturation prevented expanded partner volunteer involvement despite training efforts.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Enablers and constraints: CAP resourcing, MOUs, capacity, and measurement gaps	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	We give them direct supply of smoke alarms and they go put them in and they come back and report the numbers and turn the documents.	Supply provision enabled partners to install alarms and report counts, though broader measurement remains limited.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Enablers and constraints: CAP resourcing, MOUs, capacity, and measurement gaps	Transcript CAP_Staff_Steady_State_Shannon_Randolph_2025_0825.docx	We have one partner who came to adapt boot camp for the purpose of responding to home fires. And so he is DAT trained and in volunteer connection.	On-site partner training created registered DAT-capable volunteers, enabling partner operational capacity expansion.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Enablers and constraints: CAP resourcing, MOUs, capacity, and measurement gaps	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	I think the partnerships that have been created through the CAP program have absolutely led to an increase in blood drives, particularly in that northern northeast Arkansas geography, both with some of the partners in Mississippi county and I would say surrounding that area.	CAP partnerships correlated with substantial blood-drive increases, showing strong enabling effect despite limited granular data.
Hyperlocal partnerships and trust	Partner-led service delivery: partners facilitating smoke-alarm, home-fire, and blood-drive work	Enablers and constraints: CAP resourcing, MOUs, capacity, and measurement gaps	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	in partnership with one of the CAP originated partners, Gospel Temple Church.	Partnerships enabled joint Sound the Alarm events and recruited new volunteers, but quantitative outcomes remain sparse.
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_Caedy_Minolotti_2025_0904.docx	Best practices, an orientation plan. And I just think the ED needs to be brought in.	Calls for leadership-inclusive orientation plans to brief EDs and REs during early 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__Gaby_Perez_Albarra cin_2025_0904.docx	work with the ed, the cdpm, and then leadership within that area and bring the CAP manager and CAP coordinators to all the table	Advocates joint convenings with ED, CDPM, and CAP staff to set shared goals and onboarding expectations.
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_Kristi_Collins_2025_0826.docx	We were trained in be Red Cross ready over the summer.	Reports early training occurred, suggesting components for onboarding but not a formal playbook.

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__Terry_Stigdon_2025_0825.docx	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_0821.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_Chapter__Steady_State__Krista_Coletti_2025_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	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.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_Schulze_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_Chapter__Steady_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_State__Matt_Henry__2025_0911.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_Chapter__Steady_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_2025_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_Gonzalez_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	Dayâ€¢one joint briefing with EDs, regional execs and key chapter leaders	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minolotti_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 dayâ€¢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_0829.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	Dayâ€¢one joint briefing with EDs, regional execs and key chapter leaders	Transcript Region_Chapter__Steady_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_0826.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	Dayâ€¢one joint briefing with EDs, regional execs and key chapter leaders	Transcript Region_Chapter_Staff__Steady_State__Terry_Stigdon_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_State__Priscilla_Fuentes_2025_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 dayâ€¢one orientation and agreements.

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_State_Rose_Taravella_2025_0905.docx	Christy Collins, our CAP lead, has already begun meeting with our three executive directors to give them tips on how to approach a partner, how to do discovery, how to engage.	Shows CAP-led executive briefings and coaching with EDs to enable joint partner engagement.
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_Katrina_Long_2025_08026.docx	Priscilla did say she wants me to start attending the regional leadership meetings every week.	Plans regular attendance at regional leadership meetings to ensure dayâ€¢one visibility and coordination.
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_State_Joel_Sullivan_2025_0822.docx	I think as we educate CAP on these programs through our meetings that we have educating the whole staff, because everybody on the team can be recruiters.	Advocates briefing CAP and full staff via meetings so chapter leadership supports and recruits partners.
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_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	I think it has to start from the day they start, the day they begin.	Calls for dayâ€¢one briefings so EDs are informed and not surprised by CAP activity.
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_Glama_Carter_2025_.docx	I haven't met yet with my regional executive director. We have talked virtually.	Indicates lack of inâ€¢person dayâ€¢one briefing with regional execs despite virtual contact.
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	Transcription Region_Chapter_Steady_State_Alicia_Dougherty_2025_0908 (1).docx	Alex Taylor, she's the CAP manager, she actually joins my regional leadership team meetings too.	CAP managers included in regional leadership meetings from day one to ensure alignment.
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_Matt_Henry_2025_0911.docx	They should be kept in the loop .	Advocates keeping CAP/CAT managers included in leadership briefings and decision channels.
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_Staff_Steady_State_Michelle_Aveill_2025_0825 (1).docx	I've set up a weekly meeting so that Patsy and Gabby and I can sit down and talk about where are we?	Establishes weekly leadership checkâ€¢ins to brief EDs and coordinate support needs early on.
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_Nate_Millard_2025_0903.docx	had quarterly lunches with each of the lines of service and	Recommends scheduled, recurring briefings with lines of service to build shared understanding early.
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_State_Barry_Falke_2025_0909.docx	are all embedded now with various chapters for our chapter action plans	Describes embedding CAP staff within chapters to enable immediate leadership briefings and coordination.
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	Transcripts Region_Chapter_Steady_State_Jennifer_Capps_2025_08_20.docx	And we may be at a disadvantage too, because we're one of the, of the initial first group, we're one of the last ones to integrate into the region.	Reports delayed regional integration hindered early briefings and onboarding for chapter leadership.
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_State_David_Hicks_2025_0829.docx	Simply come in as regional leadership. Get everybody around the table and make sure you include all staff, current staff members, all board members, all CBLs, and that's quite a crowd.	Calls for inclusive regional briefings that convene staff, boards, and community leaders at outset.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring jointâ€¢briefing cadence, coâ€¢location, and operational embedding practices	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	she has CAP report at every Georgia region meeting	Shows standing cadence of CAP representation in regional and RLT meetings for visibility.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring jointâ€¢briefing cadence, coâ€¢location, and operational embedding practices	Transcript CAP_Staff_Steady_State_Gaby_Perez_Albarracin_2025_0904.docx	work with the ed, the cdpm, and then leadership within that area	Recommends convening ED, CDPM, and CAP staff to set shared goals and joint briefings.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring jointâ€¢briefing cadence, coâ€¢location, and operational embedding practices	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	before anybody has, you know, gone through all the steps	Indicates onboarding and integration can take over a year without structured playbooks or briefing cadences.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring jointâ€¢briefing cadence, coâ€¢location, and operational embedding practices	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	we immediately started engaging with the region through our quarterly regional meeting.	Describes rapid inclusion via quarterly regional meetings as a recurring briefing mechanism.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring jointâ€¢briefing cadence, coâ€¢location, and operational embedding practices	Transcript Region_Chapter_Staff_Steady_State_Terry_Stigdon_2025_0825.docx	working hand in hand with the chapter leadership team	Advocates embedding CAP within chapter leadership to normalize joint briefings and operational collaboration.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring jointâ€¢briefing cadence, coâ€¢location, and operational embedding practices	Transcript Region_Chapter_Steady_State_Pricilla_Fuentes_2025_0909.docx	I don't think I ever really got a sense of like what the expectations were	Highlights missing upfront expectations and documentation that onboarding playbooks would provide to chapter leadership.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring jointâ€¢briefing cadence, coâ€¢location, and operational embedding practices	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_0821.docx	having our DPS on at the beginning and keeping her involved	Advocates including DPS/DPS equivalents early to build trust via joint briefings and engagement.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring jointâ€¢briefing cadence, coâ€¢location, and operational embedding practices	Transcript Region_Chapter_Steady_State_Rose_Taravella_2025_0905.docx	Christy Collins, our CAP lead, has already begun meeting with our three executive directors to give them tips	Shows executiveâ€¢level coaching and quarterly inâ€¢person briefings to orient EDs on partnership practices.

Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring joint briefing cadence, co location, and operational embedding practices	Transcript Region_Chapter_Steady_State__Krista_Coletti_2025_0905.docx	There's a meeting every Friday morning with DCS and cap	References regular Friday briefings, but notes meetings tend to be retrospective report outs.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring joint briefing cadence, co location, and operational embedding practices	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	start attending the regional leadership meetings every week.	Demonstrates intentional weekly attendance to embed CAP within regional leadership rhythms.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring joint briefing cadence, co location, and operational embedding practices	Transcript Region_Chapter_Steady_State_Joel_Sullivan__2025_0822.docx	educate CAP on these programs through our meetings	Emphasizes using staff meetings as onboarding channels to educate and recruit chapter staff.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring joint briefing cadence, co location, and operational embedding practices	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	I think it's two times a month where I meet with both the executive director	Provides concrete twice monthly joint briefing cadence example for EDs and CAP risk reduction managers.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring joint briefing cadence, co location, and operational embedding practices	Transcript Region_Chapter_Steady_State_Alicia_Dougherty_2025_0908 (1).docx	from day one, set the tone that they're part of our team	Describes day one inclusion and immediate co location practices embedding CAP into chapter routines.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring joint briefing cadence, co location, and operational embedding practices	Transcript CAP_Staff_Steady_State__Matt_Henry__2025_0911.docx	We were kind of unique in that we had came in early and we were trying to execute the program	Confirms early deployment focus and recommends CAP presence in RLTs and leadership meetings for visibility.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring joint briefing cadence, co location, and operational embedding practices	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	integrate them again more into the region from the beginning	Calls for early embedding to avoid siloing and clarify CAP role expectations.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring joint briefing cadence, co location, and operational embedding practices	Transcript Region_Chapter_Staff_Steady_State_Michelle_Averill_2025_0825 (1).docx	I've set up a weekly meeting so that Patsy and Gabby and I can sit down and talk	Shows weekly leadership check ins as a recurring joint briefing practice for support and coordination.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring joint briefing cadence, co location, and operational embedding practices	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	we could have easily had quarterly lunches with each of the lines of service and spent more time learning	Suggests recurring informal briefings to build understanding across lines of service and chapters.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring joint briefing cadence, co location, and operational embedding practices	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	now with various chapters for our chapter action	Describes formal embedding of CAP staff into chapter action teams to operationally align work.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring joint briefing cadence, co location, and operational embedding practices	Transcripts Region_Chapter_Steady_State_Jennifer_Capps_2025_08_20.docx	CAP is very isolated in Kentucky	Signals program isolation that hindered recurring joint briefings and consistent onboarding practices.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring joint briefing cadence, co location, and operational embedding practices	Transcript Region_Chapter_Staff_Steady_State_Kayla_Gonzalez_2025_0904.docx	we call it a chapter success plan. That is where every Tuesday	Illustrates a standing weekly operational briefing (chapter success plan) aligning CAP and department managers.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Recurring joint briefing cadence, co location, and operational embedding practices	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	Simply come in as regional leadership. Get everybody around the table and make sure you include all staff	Recommends inclusive leadership level kickoff briefings to align staff, board, and community partners.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Onboarding content and communications: org context, unified messaging, and essential trainings	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	In our local chapter, we have a bi weekly staff meeting.	Regular biweekly meetings provide a practical forum for joint briefings and onboarding discussions.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Onboarding content and communications: org context, unified messaging, and essential trainings	Transcript CAP_Staff_Steady_State_Gaby_Perez_Albarraclin_2025_0904.docx	work with the ed, the cdpm, and then leadership within that area and bring the CAP manager	Advocates convening ED, CDPM, and CAP managers for shared goals and early onboarding.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Onboarding content and communications: org context, unified messaging, and essential trainings	Transcript Region_Chapter_Steady_State__Priscilla_Fuentes_2025_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	Indicates missing onboarding clarity; recommends documented expectations and early joint briefings with chapter leadership.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Onboarding content and communications: org context, unified messaging, and essential trainings	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_0821.docx	I think having our DPS on at the beginning and keeping her involved	Advocates involving DPS early to build trust and align messaging via onboarding and joint briefings.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Onboarding content and communications: org context, unified messaging, and essential trainings	Transcript Region_Chapter_Steady_State_Rose_Taravella_2025_0905.docx	Christy Collins, our CAP lead, has already begun meeting with our three executive directors	Shows executive-level joint briefings occur quarterly, useful to formalize into standardized onboarding playbooks.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Onboarding content and communications: org context, unified messaging, and essential trainings	Transcript Region_Chapter_Steady_State_Joel_Sullivan__2025_0822.docx	educating the whole staff, because everybody on the team can be recruiters.	Staff-wide education functions as onboarding, enabling chapters to brief partners and mobilize volunteers.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Onboarding content and communications: org context, unified messaging, and essential trainings	Transcript CAP_Staff_Steady_State_Glama_Carter__2025_.docx	I haven't met yet with my regional executive director.	Lack of in-person meetings suggests need for formal onboarding and scheduled joint briefings with execs.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Onboarding content and communications: org context, unified messaging, and essential trainings	Transcript CAP_Staff_Steady_State__Matt_Henry__2025_0911.docx	be attending the . The RLT meetings . They should be kept in the loop .	Advocates consistent RLT attendance to ensure ongoing joint briefings and onboarding transparency.

Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Onboarding content and communications: org context, unified messaging, and essential trainings	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	we could have easily had quarterly lunches with each of the lines of service	Quarterly cross-service lunches foster relationship-building and serve as informal onboarding and briefing opportunities.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Onboarding content and communications: org context, unified messaging, and essential trainings	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	community mobilization series that our capture team led this spring. They	Structured training series acted like onboarding, offering chapters consistent joint briefing content and skill transfer.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Timing, ownership, accountability, and measurement for integration	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	So, again, there was no formal format to communicate.	Calls for formal onboarding and executive-involved briefings to improve early coordination and communication.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Timing, ownership, accountability, and measurement for integration	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	In our local chapter, we have a biweekly staff meeting. So we're all at the table sharing information and also sharing upcoming events.	Recommend routine staff meetings and pre-integration relationship-building to ensure readiness and shared understanding.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Timing, ownership, accountability, and measurement for integration	Transcript Region_Chapter_Steady_State_Rose_Taravella_2025_0905.docx	Meet in person with each of the three executive directors on a quarterly basis.	Establishes formal quarterly in-person briefings to maintain leadership alignment and measure progress.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Timing, ownership, accountability, and measurement for integration	Transcript Region_Chapter_Steady_State_Joel_Sullivan_2025_0822.docx	Not other than being seen as coaches on how to do this locally with chapter staff and volunteers.	Frames CAP as coaches; recommends training-focused onboarding and shared leadership roles for accountability.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Timing, ownership, accountability, and measurement for integration	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	really kind of making it so that all the pre work is done and you are ready to go at integration.	Advocates aligning integration with planning cycles and completing pre-work to ensure readiness.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Timing, ownership, accountability, and measurement for integration	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	I would not integrate mid year into a region. I would make sure integration happened at the beginning of the fiscal year.	Recommends timing integration to fiscal-year starts to align planning, ownership, and measurable goals.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Timing, ownership, accountability, and measurement for integration	Transcripts Region_Chapter_Steady_State_Jennifer_Capps_2025_0820.docx		Late integration undermines ownership; align rollouts to prevent delayed accountability and measurement gaps.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Timing, ownership, accountability, and measurement for integration	Transcript Region_Chapter_Staff_Steady_State_Kayla_Gonzalez_2025_0904.docx	every Tuesday I have, we put together, we call it a chapter success plan.	Weekly chapter success plan meetings provide operational accountability and clarify short-term integration tasks.
Integration, governance and leadership stability	Early formal integration: onboarding playbooks and joint briefings with chapter leadership	Timing, ownership, accountability, and measurement for integration	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	regional leadership. Get everybody around the table and make sure you include all staff, current	Advocates inclusive leadership briefings to set expectations, ownership, and collective accountability from the outset.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	The region doesn't know the difference between CAP and cep. So we need education there.	Clarifies need for explicit role delineation and education to prevent duplication across CAP and CEP.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcript CAP_Staff_Steady_State_Gaby_Perez_Albarracin_2025_0904.docx	Whenever they are signing an MOU and saying like we are doing what in a disaster?	MOU signing empowers partners with clarity about disaster roles, reducing informal duplication and confusion.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	more oversight because the ED doesn't, he doesn't report to the ed,	Calls for clearer oversight and reporting lines to ensure accountability and prevent duplicate efforts.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcript Region_Chapter_Steady_State_Maria_Center_2025_0827.docx	They report to nhq. It's sort of separate from the chapter, from the region.	NHQ reporting creates separation; formal local escalation pathways needed to avoid duplication and confusion.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	to partner with CAP and to sign the mou. And they had never done that	MOUs were signed with partners, but contents and reporting responsibilities are not specified in transcripts.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcript CAP_Staff_Steady_State_April_Jones_2025_0827(1).docx	more difficult to, you know, have an mou then go through all the chains.	Regional approval chains slow MOU finalization; authority streamlining recommended to prevent delays.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_0819.docx	I can go ahead and do it, but always asking DCS first because you don't want to step on to post.	Describes deference to departmental authority; informal permission-seeking used to avoid duplication instead of formal MOUs.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	Joe came up with a form that the case managers can fill out to engage our team to help.	A centralized intake form creates a single notification channel, reducing duplicate responses and lost referrals.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcript Region_Chapter_Steady_State_Rose_Taravella_2025_0905.docx	The partners in Red Cross work as volunteers and or as a provider of an MOU of some sort for facilities.	MOUs used to formalize facility access and partner roles, though reporting lines remain unspecified.

Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcript 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	Shared strategic planning aligns stakeholders functionally but needs formal MOUs for durable accountability.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcript Region_Chapter_Steady_State_Krista_Coletti_20 25_0905.docx	CAP partners? They're Red Cross partners.	Inconsistent labels create ownership confusion; standardized naming clarifies responsibility and prevents duplication.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcript CAP_Staff_Steady_StateJosh_Riddle_2025_0911.d ocx	We're not integrated into the region yet, so we have very little knowledge of anything outside of our county.	Lack of regional integration limits visibility and increases duplication risk; integration would clarify reporting channels.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	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 the region does.	Mandatory onboarding and executive introductions embed CAP into regional chains, reducing duplication and surprises.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcript CAP_Staff_Steady_State_Glama_Carter____2025_. docx	The relationship constant with the Red Cross is our CAP relationship with them because they know we're there.	CAP provides relational continuity, but institutionalized MOUs are needed for role clarity beyond individuals.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcript CAP_Staff_Steady_State_Matt_Henry__2025_091 1.docx	there's sometimes, you know, who's doing what and who's responsible for what.	Acknowledges pervasive role ambiguity; recommends clearer organizational priorities and defined responsibilities.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcript CAP_Staff_Steady_State_Margarita_Moreno_2025 _0902 (2).docx	I wasn't on the regional LAT team and I didn't realize that I was supposed to be.	Unclear inclusion on leadership teams signals missing role definitions and weak reporting communications.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcripts Region_Chapter_Steady_State_Jennifer_Capps_20 25_08_20.docx	enough information myself about the fires that we respond to to know, like, if they're in a particular area that a CAT partner would cover,	Insufficient incident information undermines alignment between responses and partner coverage, risking duplicated outreach.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcript Region_Chapter_Steady_State_Mark_Beddingfield _2025_0828.docx	the initial, the initial challenge we had, you know, was more with DCS and understanding there was some boundaries and stuff, you know, that DCS more was setting, not really CAP and so that was a challenge in the beginning	Documents boundary confusion and territoriality; clear MOUs and role charts would alleviate these overlaps and conflicts.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcript Region_Chapter_Steady_State_Tamica_Jeuit_2025 _0828 (3).docx	the best strategy, I think is working close with the local chapter.	Emphasizes local chapter collaboration to clarify roles, though recommends formalization to prevent duplication.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	MOU content, accountability, and shared-metric enforcement	Transcript Region_Chapter_Steady_State_David_Hicks_2025_ 0829.docx	we've got to make sure the left hand truly knows who, what the right hand is doing.	Stresses mutual awareness across teams; recommend documented handoffs, reporting, and shared metrics to prevent overlap.
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	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_ 0905.docx	I think just having more oversight because the ED doesn't, he doesn't report to the ed, you know, so I think just more oversight for what they do and what they're reporting in	Calls for increased oversight where reporting lines are unclear to ensure accountability and prevent duplication.
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	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025. docx	to partner with CAP and to sign the mou.	Confirms MOUs were signed with partners, but document details of reporting lines remain unspecified.
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	Transcript Region_Chapter_Steady_State_Pricilla_Fuentes_ _2025_0909.docx	we can have an MOU and you can talk about the MOU and what we have explicitly stated.	Endorses MOUs as explicit documents that can clearly state responsibilities and reduce ambiguity.
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	Transcript 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	Shared strategic planning used to align stakeholders when formal reporting lines are unclear.
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	Transcript CAP_Staff_Steady_State_Glama_Carter____2025_. docx	they realigned the regions and Central Florida is no longer one.	Regional realignment created unfamiliar reporting relationships, necessitating clarified oversight and integration.
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	Transcript Region_Chapter_Staff_Steady_State_Michelle_Ave ril_2025_0825 (1).docx	going into it, knowing who the partners are, setting up some goals and having the goals also include the DPMs.	Recommends inclusive onboarding with DPMs and shared goals to prevent overlaps and roadblocks.
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	Transcript Region_Chapter_Steady_State_Mark_Beddingfield _2025_0828.docx	very specific ground rules out of the way we were going to interact and the way we were going to move forward.	Defines informal ground rules to govern interactions, addressing overlap absent formal MOUs.
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	Transcript Region_Chapter_Steady_State_Tamica_Jeuit_2025 _0828 (3).docx	the best strategy, I think is working close with the local chapter. You gotta, you know, know what is going on.	Emphasizes embedding with local chapters to learn existing roles and avoid duplicative outreach.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Centralized intake and single-point notification protocols	Transcript CAP_Staff_Steady_State_Matt_Henry__2025_091 1.docx	It's as simple as calling 1-800-Red Cross.	Single-point contact aspiration supports clear notification; formal MOUs should designate required call pathways.

Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Centralized intake and single-point notification protocols	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	taking volunteers on ourselves because we thought we'd be taking away resources from the region, didn't want to	Staff avoided duplicate volunteer intake due to unclear roles; MOUs could authorize single intake ownership.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Centralized intake and single-point notification protocols	Transcripts Region_Chapter_Steady_State_Jennifer_Capps_2025_08_20.docx	myself about the fires that we respond to to know, like, if they're in a particular area	Lack of incident location details prevents routing to appropriate CAP partners; single-point notification would fix that.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Mandatory onboarding, inclusive convenings, and shared-goal setting	Transcript CAP_Staff_Steady_State_Gaby_Perez_Albaracin_2025_0904.docx	they are signing an MOU and saying like we are doing what in a	Use MOUs and early shared-goal convenings to specify responsibilities and avoid overlapping efforts.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Mandatory onboarding, inclusive convenings, and shared-goal setting	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	I don't know if it should have started in the region because.	Regional-start onboarding and inclusive convenings clarify reporting lines and prevent duplicate efforts.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Mandatory onboarding, inclusive convenings, and shared-goal setting	Transcript Region_Chapter_Steady_State_Maria_Center_2025_0827.docx	they met with the emergency managers and, oh, you can't talk to the emergency managers. That's my relationship.	Inclusive convenings should name contacts and lanes to prevent territorial confusion and duplicated outreach.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Mandatory onboarding, inclusive convenings, and shared-goal setting	Transcript CAP_Staff_Steady_State_April_Jones_2025_0827(1).docx	the restrictions, you know, far assigning partners and stuff, it's a bit more difficult to, you know, have an mou then go through all the chains.	Streamlined onboarding and clear authority for MOUs reduce delays and prevent role confusion.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Mandatory onboarding, inclusive convenings, and shared-goal setting	Transcript Region_Chapter_Steady_State_Pricilla_Fuentes_2025_0909.docx	I can't write you a letter of support, but we can have an MOU and you can talk about the MOU and what we have explicitly stated.	MOUs should explicitly state tasks, responsibilities, and reporting to prevent ambiguity and duplication.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Mandatory onboarding, inclusive convenings, and shared-goal setting	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	But by us presenting our strategic plan to not just the regional director, but also to the chapter, I feel like everybody's on one playing field and I think that it's going to be okay.	Shared planning and onboarding align stakeholders, but MOUs still needed to codify reporting lines.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Mandatory onboarding, inclusive convenings, and shared-goal setting	Transcript Region_Chapter_Steady_State_Krista_Coletti_2025_0905.docx	CAP partners? They're Red Cross partners. And I'm like, you're right, they are.	Standardized onboarding language and shared goals prevent division and clarify joint ownership of partner relationships.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Mandatory onboarding, inclusive convenings, and shared-goal setting	Transcript Region_Chapter_Steady_State_Shawn_Schulze_2025_0826.docx	mandatory orientation where they learn all about the region, all the work that the region does. That should have	Mandatory orientation embeds CAP into regional chains, clarifying reporting lines and preventing duplicated initiatives.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Mandatory onboarding, inclusive convenings, and shared-goal setting	Transcript CAP_Staff_Steady_State_Glama_Carter_2025_.docx	I find myself in the brand new region where I don't know everyone yet. I haven't met yet with my regional executive director.	Regional realignments require onboarding convenings to introduce leaders and clarify reporting relationships and responsibilities.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Mandatory onboarding, inclusive convenings, and shared-goal setting	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	with not having a direct reporting structure, we probably could have implemented regularly scheduled meetings, that sort of thing from the beginning to sort of to learn and understand the folks that the CAP teams were talking to.	Establish direct reporting and scheduled leadership convenings early to align roles and avoid duplication.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Mandatory onboarding, inclusive convenings, and shared-goal setting	Transcript Region_Chapter_Staff_Steady_State_Michelle_Ave_rill_2025_0825(1).docx	setting up some goals and having the goals also include the DPMs.	Inclusive onboarding with DPMs and shared goals aligns responsibilities and reduces roadblocks and duplication.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Mandatory onboarding, inclusive convenings, and shared-goal setting	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	I think I would have put them under the regional executive to begin with, to be honest, or in the, in the region, like organizationally to begin with.	Embedding CAP under regional leadership clarifies reporting lines and reduces duplication between units.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Mandatory onboarding, inclusive convenings, and shared-goal setting	Transcript Region_Chapter_Steady_State_Mark_Beddingfield_2025_0828.docx	I laid some very specific ground rules out of the way we were going to interact and the way we were going to move forward.	Setting ground rules during initial convenings clarifies interaction norms, ownership, and prevents duplicate efforts.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Mandatory onboarding, inclusive convenings, and shared-goal setting	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	Simply come in as regional leadership. Get everybody around the table and make sure you include all staff,	Inclusive convenings led by regional leadership set shared goals and clarify who owns which relationships.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	The region doesn't know the difference between CAP and cep.	Clarifying program distinctions prevents duplicated outreach and supports defined reporting and responsibilities.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	more oversight because the ED doesn't, he doesn't report to the ed, you	Lack of clear oversight/reporting causes confusion; defined lines would reduce duplicated activities.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcript CAP_Staff_Steady_State_April_Jones_2025_0827(1).docx	it's a bit more difficult to, you know, have an mou then go through all the chains.	Regional approval chains slow MOUs; streamlined authority would clarify reporting and prevent duplication.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_0819.docx	Communication, I mean, as it's as long as you can talk to DCS, to the DS team	Regular dialogue with DCS/DS sustains alignment; formal escalation protocols still needed to prevent overlap.

Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	Joe came up with a form that the case managers can fill out to engage our team to help	A simple intake form centralized notifications, reducing duplicated responses and routing clarity to CAP lead.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcript Region_Chapter_Steady_State___Priscilla_Fuentes_2025_0909.docx	we can have an MOU and you can talk about the MOU	MOUs should articulate explicit duties and avoid ambiguity to prevent duplication and confusion.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	the chapter was dismantled and put back together	Leadership reorganization disrupted local relationships and created role ambiguity, increasing duplication risk.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcript CAP_Staff_Steady_StateJosh_Riddle_2025_0911.docx	We're not integrated into the region yet, so we have very little knowledge of anything outside of our county	Lack of regional integration limits situational awareness; documented reporting lines would improve coordination and reduce duplication.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcript Region_Chapter_Steady_State_Shawn_Schulze_2025_0826.docx	mandatory orientation where they learn all about the region, all the work that the region does	Mandatory onboarding embeds CAP in regional chains, clarifying reporting lines and reducing overlap.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcript CAP_Staff_Steady_State__Matt_Henry__2025_0911.docx	there's sometimes, you know, who's doing what and who's responsible for what	Ambiguity in responsibilities signals need for RACI-style agreements or MOUs to prevent duplication.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	with not having a direct reporting structure, we probably could have implemented regularly scheduled meetings	Absence of direct reporting created silos; scheduled regional meetings and defined lines would reduce duplication.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcript CAP_Staff_Steady_State__Margarita_Moreno_2025_0902 (2).docx	I wasn't on the regional LAT team and I didn't realize that I was supposed to be	Exclusion from leadership tables hides responsibilities; MOUs and onboarding improve role visibility and prevent overlap.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcript Region_Chapter_Staff__Steady_State_Michelle_Ave rill_2025_0825 (1).docx	I have a weekly team meeting where I bring in, you know, all of our department managers	Regular cross-department meetings surface overlaps and can substitute for but not replace formal reporting definitions.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	I would not integrate mid year into a region. I would make sure integration happened at the beginning of the fiscal year	Integrating at fiscal-year start allows aligned workplans, clearer reporting, and reduced ad hoc duplication.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	it felt very other. Of course, not only did the team not report to me like they do now	NHQ reporting created distance; embedding CAP into regions improved authority and reduced duplication.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcripts Region_Chapter_Steady_State_Jennifer_Capps_2025_08_20.docx	I don't get enough information myself about the fires that we respond to	Insufficient incident information hinders linking responses to partner coverage, risking duplicated or missed coordination.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcript Region_Chapter_Steady_State__Mark_Beddingfield_2025_0828.docx	I laid some very specific ground rules out of the way we were going to interact and the way we were going to move forward	Establishing ground rules clarified interactions and reduced turf conflicts, though formal MOUs would strengthen permanence.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	the best strategy, I think is working close with the local chapter. You gotta, you know, know what is going on	Local chapter collaboration clarifies operational lanes; still requires formal agreements to prevent systemic duplication.
Integration, governance and leadership stability	Clear roles and MOUs: defined reporting lines to prevent duplication and confusion	Relationship norms, communication rhythms, and capacity considerations	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	we've got to make sure the left hand truly knows who, what the right hand is doing	Mutual awareness and onboarding prevent duplication; MOUs could formalize handoffs and escalation protocols.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	Transcript Region_Chapter__Steady_State_Maria_Center_2025_0827.docx	clearly communicate who you're talking to when you're going to talk to them.	Advocates explicit contact communication; supports checklist-driven handoffs and leader introductions.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	Transcript Region_Chapter__Steady_State_Alex_Taylor_2025_0905.docx	my recommendation is definitely to work together For a while, get to know each	Recommends phased, relationship-based onboarding resembling short shadowing before formal commitments.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	Is there a handoff that says, hey, cap partner, we responded to somebody in your neighborhood last night.	Expresses desire for explicit post-response handoff notifications, implying need for formal handover checklists.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	So Joe came up with a form that the case managers can fill out to engage our team	Describes a simple operational handoff form; useful precedent for standardized, signed-off onboarding checklists.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	Transcript Region_Chapter_Staff__Steady_State__Terry_Stigdon_2025_0825.docx	Definitely working hand in hand with the chapter leadership team or	Recommends embedding CAP within chapter leadership to institutionalize handoffs and reduce reliance on individuals.

Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	Transcript Region_Chapter_Steady_State___Priscilla_Fuentes_2025_0909.docx	I think that that's a critical thing. Right. Like, you need to have people that can follow through.	Emphasizes need for accountable, capable partners to execute referrals; checklists could clarify responsibilities.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_0821.docx	we're not gatekeepers of relationships. We want them to have their own relationships	Promotes distributed relationship ownership to preserve continuity; suggests playbooks to capture contacts and responsibilities.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	Our executive director doesn't even know the, the small town mayors of any communities that we're in. Like, she's never met with any of them	Documents leadership unfamiliarity with partners; supports need for standardized onboarding and signed-off handover playbooks.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	Transcript Region_Chapter_Steady_State___Krista_Coletti_2025_0905.docx	Here's the roadmap for this year. Right. And build the region into that roadmap.	Requests ready-made language, tools and roadmaps; aligns with standardized checklists and handover playbooks.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	Transcript CAP_Staff_Steady_StateJosh_Riddle_2025_0911.docx	She's been with the Red cross for, like, 16 or 17 years, so she's been a steady rock for us.	Shows local leadership stability can substitute for formalized checklists, but standardized playbooks still recommended.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	it streamlined, written down, a process for it and get it all signed off on so that if somebody	Explicit intent to create standardized, signed-off protocols" direct support for onboarding checklists and handover playbooks.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	Transcript CAP_Staff_Steady_State_Glama_Carter___2025_.docx	four executive directors in three years and four CDPMs in three	High churn underscores urgent need for written, signed-off onboarding checklists to preserve institutional knowledge.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	We have a CEP tracker that we've built and it includes everything that the cdpms want to put in there.	Describes centralized tracker and ownership model; supports documented handovers though not explicit checklists.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	Transcript Region_Chapter_Staff___Steady_State_Michelle_Ave_rill_2025_0825 (1).docx	weekly meeting so that Patsy and Gabby and I can sit down and talk about where	Weekly coordination meetings used to manage handoffs; practical but not a substitute for formal checklists.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	You know, every time there is, there is a, you know, a fracture or a disconnect in those relationships and then have	Connects turnover to relationship fractures and rebuilding; implies checklists could preserve partner continuity.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	Transcript Region_Chapter_Steady_State___Mark_Beddingfield_2025_0828.docx	I laid some very specific ground rules out of the way we were going to interact and the way we were going to move	Describes transition plan and ground rules; akin to a handover playbook but lacks formal checklist detail.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	when those CAP teams come in, partner with the executive director, make that initial meeting to the mayor	Recommends mandatory leader introductions and partner meetings as part of onboarding; could be checklist items.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Standardized, signed-off onboarding checklists and handover playbooks	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	the CAP team has gone on some of our CDPM's meetings with local fire chiefs.	Documents informal ride-alongs and meeting attendance as experiential onboarding, not formalized checklists.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Formal short shadowing deployments with defined objectives and evaluation	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	Having some scheduled time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month.	Scheduling officer meetings creates structured orientation opportunities akin to short shadowing stints.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Formal short shadowing deployments with defined objectives and evaluation	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	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.	Local embedding enabled experiential onboarding, approximating short shadowing deployments for rapid knowledge and relationship transfer.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Named relationship owners and regular cadence for proactive introductions	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	time with, if not the re. Maybe the disaster relief officer, you know, once a month, every other month.	Schedule regular meetings with disaster officers to maintain warm introductions and continuity.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Named relationship owners and regular cadence for proactive introductions	Transcript Region_Chapter___Steady_State_Maria_Center_2025_0827.docx	clearly communicate who you're talking to when you're going to talk to them. Make sure everybody knows.	Emphasizes naming contacts and communicating outreach to prevent surprises and preserve partner relationships.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Named relationship owners and regular cadence for proactive introductions	Transcript Region_Chapter___Steady_State_Alex_Taylor_2025_0905.docx	my recommendation is definitely to work together For a while, get to know each other	Advocates phased collaboration to build relationships before assigning ownership or making introductions.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Named relationship owners and regular cadence for proactive introductions	Transcript CAP_Staff___Steady_State___Gaby_Perez_Albarracin_2025_0904.docx	to all the table and say, what is one goal that is going to be	Proposes convening leaders with a shared goal to clarify contact ownership and proactive introductions.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Named relationship owners and regular cadence for proactive introductions	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	Who owns the relationship with those partners? Is it the executive director?	Raises ownership question" clarity needed on who should be the named relationship owner for partners.

Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Named relationship owners and regular cadence for proactive introductions	Transcript Region_Chapter_Staff__Steady_State__Terry_Stigdon_2025_0825.docx	Definitely working hand in hand with the chapter leadership team or actually being a part of the	Suggests embedding CAP within chapter leadership to institutionalize contact ownership and regular introductions.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Named relationship owners and regular cadence for proactive introductions	Transcript Region_Chapter_Steady_State___Priscilla_Fuentes_2025_0909.docx	you need to have people that can follow through.	Emphasizes assigning accountable people to maintain partner relationships and ensure follow-through after introductions.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Named relationship owners and regular cadence for proactive introductions	Transcript Region_Chapter__Steady_State__Krista_Coletti_2025_0905.docx	departments just have so much turnover is like we have to have a real intentional cadence for how we're reaching out	Calls for intentional outreach cadence to maintain consistent introductions and named contact visibility despite turnover.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Named relationship owners and regular cadence for proactive introductions	Transcript CAP_Staff_Steady_StateJosh_Riddle_2025_0911.docx	our ED has remained the same. She's been with the Red cross for, like, 16 or 17 years	Longâ€tenured EDs provide named continuity and reduce need for frequent reintroductions during turnover.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Named relationship owners and regular cadence for proactive introductions	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	My goal is to get it streamlined, written down, a process for it and get it all signed off on	Intends to formalize written protocols so new leaders receive consistent introductions and documented relationship ownership.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Named relationship owners and regular cadence for proactive introductions	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	Instead of two separate programs, it should have been, let me introduce you to the executive director for this section.	Direct introduction to EDs recommended to ensure proactive, named handoffs and prevent surprises.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Named relationship owners and regular cadence for proactive introductions	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	Deploy to actual disaster shadowed with someone who's done it before	Explicitly endorses short shadowing deployments to transfer experiential knowledge and support leadership handoffs.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Named relationship owners and regular cadence for proactive introductions	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	those relationships being reconnected and resolidified and trying to	Describes active monitoring to rebuild and prioritize partner relationships after turnover, reinforcing named ownership.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Named relationship owners and regular cadence for proactive introductions	Transcript Region_Chapter_Steady_State__Mark_Beddingfield_2025_0828.docx	I laid some very specific ground rules out of the way we were going to interact	Used transition plans and ground rules to guide introductions and clarify who owns partner relationships.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Integration timing, data harmonization, and governance for clean handoffs	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	Having some scheduled time with, if not	Regular coordination slots enable checklist-driven handoffs and plan short shadowing overlaps for leadership transitions.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Integration timing, data harmonization, and governance for clean handoffs	Transcript Region_Chapter__Steady_State_Maria_Center_2025_0827.docx	clearly communicate who you're talking to when you're going to talk to them	Explicit contact ownership supports checklists and brief shadowing to secure clean leadership handoffs.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Integration timing, data harmonization, and governance for clean handoffs	Transcript Region_Chapter__Steady_State_Alex_Taylor_2025_0905.docx	together For a while, get to know	Phased collaboration suggests short shadowing deployments complemented by checklists during handoffs.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Integration timing, data harmonization, and governance for clean handoffs	Transcript CAP_Staff__Steady_State_Gaby_Perez_Albaracin_2025_0904.docx	what is one goal that is going to be shared for all of us	Shared goals align governance; include checklist items and brief shadowing to operationalize transitions.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Integration timing, data harmonization, and governance for clean handoffs	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	in neighborhood A. Is there a handoff that says, hey, cap partner, we responded	Concrete notification protocols act as handoff checklists and enable quick shadowing-based follow-ups.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Integration timing, data harmonization, and governance for clean handoffs	Transcript Region_Chapter_Staff__Steady_State__Terry_Stigdon_2025_0825.docx	Definitely working hand in hand with the	Embedding CAP in chapter leadership enables governance continuity; use checklists and short shadowing.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Integration timing, data harmonization, and governance for clean handoffs	Transcript Region_Chapter_Steady_State___Priscilla_Fuentes_2025_0909.docx	that CDPM needs to be able to execute on actually, like, doing something.	Receiving roles must have capacity; pair checklists with shadowing to ensure execution.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Integration timing, data harmonization, and governance for clean handoffs	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_0821.docx	of relationships. We want them to have their own relationships with our partners	Decentralizing contacts requires governance rules and checklists plus shadowing to transfer partner knowledge.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Integration timing, data harmonization, and governance for clean handoffs	Transcript Region_Chapter__Steady_State__Krista_Coletti_2025_0905.docx	Here's the roadmap for this year.	Prebuilt roadmaps support timed integrations, checklists, and short shadowing for smooth handoffs.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Integration timing, data harmonization, and governance for clean handoffs	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	get it streamlined, written down, a process for it and get it all signed off on	Explicit intent to document protocols supports creating handoff checklists and short shadowing pilots.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Integration timing, data harmonization, and governance for clean handoffs	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	mandatory orientation where they learn all about the region	Mandatory orientations enable governance clarity; supplement with checklists and short shadowing deployments.

Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Integration timing, data harmonization, and governance for clean handoffs	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	has information entered the same way. So you kind	Data merges require standardized fields and timing; include handoff checklists and shadowing for context.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Integration timing, data harmonization, and governance for clean handoffs	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	disaster shadowed with someone who's done it before	Direct endorsement of short shadowing deployments; pair these with concise checklists for leadership handoffs.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Integration timing, data harmonization, and governance for clean handoffs	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	and forth on that role at least three or four times	Role instability undermines clean handoffs; institute checklists and short shadowing to stabilize transitions.
Integration, governance and leadership stability	Leadership turnover and handoffs: structured checklists and short shadowing deployments	Integration timing, data harmonization, and governance for clean handoffs	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	Simply come in as regional leadership. Get everybody around the table	Collective regional onboarding supports governance continuity; accompany with checklists and short shadowing overlaps.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Routine embedded participation in leadership meetings	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	regional leadership team, you know, puts me at the table	Shows CAP inclusion in regional leadership meetings enabling direct reporting and integration discussions.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Routine embedded participation in leadership meetings	Transcript CAP_Staff___Steady_State___Gaby_Perez_Albaracin_2025_0904.docx	let's have a chat, let's have some coffee, talk about it.	Suggests informal, proactive leader engagement to build relationships and align CAP with local leadership.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Routine embedded participation in leadership meetings	Transcript Region_Chapter___Steady_State_Maria_Center_2025_0827.docx	been extremely welcoming and have, you know, really gone out of my way to include them in our chapter meetings.	Describes deliberate inclusion of CAP in chapter meetings, supporting embedded participation and collaboration.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Routine embedded participation in leadership meetings	Transcript Region_Chapter___Steady_State_Alex_Taylor_2025_0905.docx	a collaboration meeting every two weeks. We meet for the community mobilization once a week.	Provides specific recurring meeting cadences demonstrating CAP's routine embedded coordination.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Routine embedded participation in leadership meetings	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	there was no formal format to communicate.	Indicates early communication gaps undermined establishing formal agreed year-one objectives.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Routine embedded participation in leadership meetings	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	some divisional meetings where we were gathering some feedback	Describes CAP participating in divisional forums to surface operational feedback and issues.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Routine embedded participation in leadership meetings	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	meetings every month and they attend	Shows monthly chapter meeting attendance, indicating embedded CAP involvement in ongoing leadership forums.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Routine embedded participation in leadership meetings	Transcript Region_Chapter_Steady_State___Priscilla_Fuentes_2025_0909.docx	we could never find a time that worked for our CAP manager to actually join my regional leadership team meetings	Explains scheduling conflicts with national commitments prevented routine CAP attendance at regional leadership meetings.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Routine embedded participation in leadership meetings	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	us presenting our strategic plan to not just the regional director, but also to	Indicates leadership-level presentation fosters aligned understanding and shared priorities across regions and chapters.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Routine embedded participation in leadership meetings	Transcript Region_Chapter_Steady_State_Krista_Coletti_2025_0905.docx	I was invited to listen to the annual business plans for the CAP directors	Shows CAP plan presentations are integrated into regional planning forums, supporting shared goal visibility.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Routine embedded participation in leadership meetings	Transcript CAP_Staff_Steady_State_Josh_Riddle_2025_0911.docx	make sure that there is a group of people that continues meeting regularly	Describes forming a sustained local convening that meets regularly to maintain preparedness and coordination.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Routine embedded participation in leadership meetings	Transcript Region_Chapter_Steady_State_Joel_Sullivan_2025_0822.docx	I think as we educate CAP on these programs through our meetings	Uses meetings to educate CAP and staff, broadening recruitment capacity and shared understanding.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Routine embedded participation in leadership meetings	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	I think it's two times a month where I meet with both the executive director involved and with these CAP risk reduction manager	Documents bi-monthly leadership meetings convened by region to align CAP and executive director activities.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Routine embedded participation in leadership meetings	Transcript Region_Chapter___Steady_State_Alicia_Dougherty_2025_0908 (1).docx	regional leadership team meetings too. So my, I	Specifies CAP manager participating in biweekly leadership meetings and monthly coordination check-ins.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Routine embedded participation in leadership meetings	Transcript Region_Chapter_Staff___Steady_State_Michelle_Averill_2025_0825 (1).docx	And so I have a weekly team meeting where I bring in, you know, all of our department managers.	The document clearly shows regular leadership meetings with cross-department participation.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Routine embedded participation in leadership meetings	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	key leadership around volunteer services for the region. And I think that's	Explicitly reports lack of regular leadership meetings, highlighting inclusion gaps and missed coordination.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Routine embedded participation in leadership meetings	Transcript Region_Chapter_Steady_State___Mark_Beddingfield_2025_0828.docx	what does that mean in year one, let's move it here.	Frames staged, measurable year-one actions as essential for meaningful CAP regional impact.

Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Routine embedded participation in leadership meetings	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	that placeholder in your chapter meetings, we got to know what's going on. Everybody's got	Describes daily contact and meeting placeholders that foster embedded awareness and integration.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Leadership-driven onboarding and mandated inclusion	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minolt_2025_0904.docx	The RE and the ED need to be brought in.	Calls for bringing senior executives into discussions to improve inclusion and shared goals.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Leadership-driven onboarding and mandated inclusion	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	some divisional meetings where we were gathering some feedback around this	Shows CAP included in divisional forums to surface feedback and influence processes.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Leadership-driven onboarding and mandated inclusion	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	we immediately started engaging with the region through our quarterly regional meeting. So	Documents early, recurring regional engagement (quarterly) to integrate CAP into leadership routines.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Leadership-driven onboarding and mandated inclusion	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	We have chapter meetings every month and they attend the chapter meetings.	Confirms monthly chapter meeting attendance embeds CAP in routine leadership coordination.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Leadership-driven onboarding and mandated inclusion	Transcript Region_Chapter_Steady_State_Pricilla_Fuentes_2025_0909.docx	For instance, we could never find a time that worked for our CAP manager to actually join my regional leadership team meetings	Notes scheduling conflicts with national commitments prevented regular CAP attendance at regional leadership meetings.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Leadership-driven onboarding and mandated inclusion	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	presenting our strategic plan to not just the regional director, but also to the chapter, I feel like everybody's on one playing field	Shows leadership presentations build shared understanding and help align regional and chapter stakeholders.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Leadership-driven onboarding and mandated inclusion	Transcript Region_Chapter_Steady_State_Joel_Sullivan_2025_0822.docx	I think as we educate CAP on these programs through our meetings that we have educating the whole staff	Advocates using staff meetings to educate CAP and leverage the whole team as recruiters and partners.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Leadership-driven onboarding and mandated inclusion	Transcript CAP_Staff_Steady_State_Margarita_Moreno_2025_0902 (2).docx	I shared my goal with my RE for feedback	Shows individual yearâ€ˆone goals were shared upward for feedback but not formalized across leadership.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Leadership-driven onboarding and mandated inclusion	Transcript Region_Chapter_Staff_Steady_State_Michelle_Averill_2025_0825 (1).docx	I have a weekly team meeting where I bring in, you know, all of our department managers.	Weekly crossâ€ˆdepartment meetings institutionalize inclusion and enable shared goalâ€ˆsetting across services.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Leadership-driven onboarding and mandated inclusion	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	all embedded now with various chapters for our chapter action plans, for our	Demonstrates CAP staff embedding in chapter action teams to participate in leadership planning.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Leadership-driven onboarding and mandated inclusion	Transcript Region_Chapter_Steady_State_Mark_Beddingfield_2025_0828.docx	what does that mean in year one, let's move it here	Advocates staging specific, meaningful yearâ€ˆone actions to align CAP with regional priorities.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Leadership-driven onboarding and mandated inclusion	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	they had a seat at our chapter meetings	Indicates formal meeting seats gave CAP representation and prevented siloed efforts.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Shared, measurable year-one objectives linked to mobilization	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	being part of the regional leadership team, you know, puts me at the table	Shows CAP's inclusion in leadership forums but lacks evidence of formal, agreed year-one metrics.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Shared, measurable year-one objectives linked to mobilization	Transcript CAP_Staff_Steady_State_Gaby_Perez_Albaracin_2025_0904.docx	I think that relates to the shared goals too.	Links CAP priorities to regional and chapter goals, suggesting mobilization-aligned objectives.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Shared, measurable year-one objectives linked to mobilization	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	We meet for the community mobilization once a week.	Provides explicit cadence for mobilization meetings, indicating regular coordination and joint objectives.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Shared, measurable year-one objectives linked to mobilization	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	our strategic plan to not just the regional director, but also to the chapter, I feel like everybody's on one playing field	Strategic presentations create common understanding, aiding mobilization-aligned objectives and leadership buy-in.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Shared, measurable year-one objectives linked to mobilization	Transcript Region_Chapter_Steady_State_Krista_Coletti_2025_0905.docx	I was invited to listen to the annual business plans for the CAP directors, and I'm having them present those plans to my team.	Shows CAP plans are shared with regional teams, supporting alignment though not formalized year-one sign-off.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Shared, measurable year-one objectives linked to mobilization	Transcript CAP_Staff_Steady_State_Josh_Riddle_2025_0911.docx	there's not going to be a long term recovery group active in Warren County.	Describes creating regular local coalition meetings to sustain mobilization and collective leadership engagement.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Shared, measurable year-one objectives linked to mobilization	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	we probably could have implemented regularly scheduled meetings, that sort of thing from the beginning	Recommends early regular meetings to prevent siloing and support shared, mobilization-aligned objectives.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Shared, measurable year-one objectives linked to mobilization	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	that placeholder in your chapter meetings, we got	Frequent contact and meeting placeholders enable integration and shared mobilization awareness.

Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Engagement tactics: informal outreach and relationship-building	Transcript Region_Chapter_Steady_State_Maria_Center_2025_0827.docx	I have been extremely welcoming and have, you know, really gone out of my way to include them in our chapter meetings.	Leadership proactively invited CAP into meetings, creating relational inclusion through informal outreach and regular participation.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Engagement tactics: informal outreach and relationship-building	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	some divisional meetings where we were gathering some feedback around this as well as after action reporting	Using divisional meetings and after-action reporting enables informal feedback loops and relationship-building with leadership.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Engagement tactics: informal outreach and relationship-building	Transcript Region_Chapter_Steady_State___Priscilla_Fuentes_2025_0909.docx	For instance, we could never find a time that worked for our CAP manager to actually join my regional leadership team meetings because there was always recurring meetings that were happening from the, like, national team.	Scheduling conflicts with national meetings impeded informal local relationship-building and regular leadership participation.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Engagement tactics: informal outreach and relationship-building	Transcript Region_Chapter_Steady_State_Rose_Taravella_2025_0905.docx	The CAP team started coming to our quarterly all staff meeting from the get go.	Quarterly allâ€œstaff inclusion via early attendance fostered teammate relationships through informal engagement.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Engagement tactics: informal outreach and relationship-building	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	Priscilla did say she wants me to start attending the regional leadership meetings every week. So I've started doing that and I think I will have that information.	Weekly leadership attendance enables informal updates and relationship-building, addressing inclusion gaps and information flow.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Engagement tactics: informal outreach and relationship-building	Transcript Region_Chapter_Steady_State_Shawn_Schulze_2025_0826.docx	the executive director involved and with these CAP risk reduction manager and	Bi-monthly leadership check-ins create consistent relational touchpoints for joint problem-solving and informal coordination.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Engagement tactics: informal outreach and relationship-building	Transcription Region_Chapter_Steady_State_Alicia_Dougherty_2025_0908 (1).docx	she actually joins my regional leadership team meetings too.	Including CAP managers in biweekly leadership meetings builds relationships and aligns priorities through regular informal interactions.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Engagement tactics: informal outreach and relationship-building	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	we probably could have implemented regularly scheduled meetings, that sort of thing from the beginning to sort of to learn and understand the folks that the CAP teams were talking to.	Early scheduled meetings help integrate CAP, build relationships, and prevent team siloing through ongoing contact.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Engagement tactics: informal outreach and relationship-building	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 what they do and who they are. You know,	Quarterly informal lunches build understanding and relationships across lines of service, fostering collaborative goals.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Engagement tactics: informal outreach and relationship-building	Transcript Region_Chapter_Steady_State_Mark_Beddingfield_2025_0828.docx	we integrated in January, the teams into the region. And what I have seen is just a real, even more of an engagement.	Integration increased informal engagement and relationship-building by embedding teams within regional structures and routines.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Engagement tactics: informal outreach and relationship-building	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	that placeholder in your chapter meetings, we got to know what's going on. Everybody's	Daily informal contact and chapter meeting placeholders build trust and situational awareness across teams.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Engagement tactics: informal outreach and relationship-building	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	I mean, I do know that the CAP team has gone on some of our CDPM's meetings with local fire chiefs.	Joining CDPM meetings and local chief briefings fosters relationships through direct, informal engagement and joint presence.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Formalization needs and barriers: MOUs, scheduling, turnover, tracking	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	after action reporting, I've shared that feedback about how cumbersome the process can be.	Highlights process burdens and use of after-action reporting to surface improvement needs.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Formalization needs and barriers: MOUs, scheduling, turnover, tracking	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	I don't even know what the regional goals are.	Reflects unclear regional goals and transparency gaps undermining alignment and formal year-one objectives.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Formalization needs and barriers: MOUs, scheduling, turnover, tracking	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	When we rolled this out, it was not rolled out the best. It felt very rushed and there was no plan of how you integrate.	Describes rushed rollout and absence of integration plan, a barrier to formalized objectives.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Formalization needs and barriers: MOUs, scheduling, turnover, tracking	Transcript CAP_Staff_Steady_State___Margarita_Moreno_2025_0902 (2).docx	the meetings were helpful, but sometimes there weren't any actionable things that we would do sort of in between those meetings.	Notes inconsistent meeting follow-through and lack of actionable in-between work undermining sustained alignment.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Formalization needs and barriers: MOUs, scheduling, turnover, tracking	Transcript Region_Chapter_Staff___Steady_State_Michelle_Aveñil_2025_0825 (1).docx	And so I have a weekly team meeting where I bring in, you know, all of our department managers. And so it's Blood Services, volunteer, new services, CAP Disaster, myself.	Weekly cross-department meetings institutionalize coordination and create spaces for shared goal discussion.
Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Formalization needs and barriers: MOUs, scheduling, turnover, tracking	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	Matt Henry, our cap manager, as well as Veena and Pam Knapp Carver, who are a report to him, are all embedded now with various chapters for our chapter action plans, for our chapter action teams.	Embedding CAP staff into chapter action teams formalizes participation but doesn't ensure documented year-one objectives.

Integration, governance and leadership stability	Inclusion and shared goals: regular participation in leadership meetings and agreed year-one objectives	Formalization needs and barriers: MOUs, scheduling, turnover, tracking	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	having that placeholder in your chapter meetings, we got to know what's going on.	Daily and placeholder meeting presence improved situational awareness, reducing silo risks for CAP.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	start them out doing a couple of things. One is to be	Describes event-based volunteering as a low-commitment pathway to introduce partner staff and volunteers.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	So again, this would be that middle of the road, you know, where we give them kind of the basic necessities	Proposes a low-burden 'standby' status between event-volunteer and official volunteer.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	we have a program right now that we're working on this, like, really nice initiative with a partner becoming DAT responders	Describes an internship-to-responder pathway converting partner-affiliated individuals into trained responders.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript CAP_Staff_Steady_State_Gaby_Perez_Albaracin_2025_0904.docx	we are this add on like we have one more option if you need us.	Frames CAP as low-commitment support that enables partners to deliver event-based activities without full integration.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript Region_Chapter_Steady_State_Maria_Center_2025_0827.docx	They have definitely recruited volunteers.	Partners recruit local volunteers for short, visible community roles and event support.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript CAP_Staff_Steady_State_April_Jones_2025_0827 (1).docx	not every volunteer signs up within the American Red Cross.	Highlights friction with formal applications; supports lighter, event-focused volunteer engagement options.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript Region_Chapter_Steady_State_Rose_Taravella_2025_0905.docx	Certainly any tabling event that we do in southern New Jersey, they've made themselves available as needed.	Describes partners staffing tabling events as low-commitment, task-specific participation aided by CAP.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_0821.docx	The volunteer firefighters in Lafourche Parish are willing to go into the churches in their communities to share with them the information	Illustrates partners providing trusted, local volunteers for discrete community events and installation activities.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	And so the goal is to get people to volunteer for Red Cross and do dual service, not only work for Red Cross, but also work for some of our partners volunteering their time in that aspect.	Describes dual-service model enabling individuals to serve both the Red Cross and partner organizations concurrently.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript Region_Chapter_Steady_State_Joel_Sullivan_2025_0822.docx	we've acquired a lot of partners who volunteer for stuff like disasters and community events.	States CAP prioritizes recruiting partner organizations who provide episodic volunteers for events and disasters.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	do you have five volunteers or 10 volunteers that can help us if a storm comes and just be a standby ready	Recommends recruiting small standby cohorts through partner conversations for rapid, low-commitment disaster response activation.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript CAP_Staff_Steady_State_Shannon_Randolph_2025_0825.docx	volunteer connection to put A partner who wants to be an official volunteer, but would	Notes administrative barriers in classifying partner-affiliated low-commitment volunteers in volunteer systems.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript Region_Chapter_Steady_State_Alicia_Dougherty_2025_0908 (1).docx	and now we're changing how we're doing some things as an organization with event based volunteers and things like that.	Affirms organizational shift toward event-based volunteers as lower-barrier engagement pathways for partners.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	building the capacity in their areas to then either be event based volunteers	Shows partners upskilling to serve as event-based volunteers or host shelters, enabling middle-tier functions.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript Region_Chapter_Staff_Steady_State_Michelle_Averill_2025_0825 (1).docx	we're starting a new program called Neighbors Helping Neighbors and that can be an eight hour commitment to be a volunteer.	Presents shorter, eight-hour volunteer commitments as a low-barrier option for partner and community engagement.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	we aren't very good at times at being able to create opportunities for volunteers that are project based.	Identifies a gap in creating short, project-based volunteer roles suited for partner-driven participation.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript Region_Chapter_Staff_Lisa_Johnson_2025_0915.docx	CAP partners often become Red Cross volunteers themselves, deepening their commitment beyond mere collaboration.	Notes frequent partner-to-volunteer transitions, showing a pathway from partnership to role-specific volunteer involvement.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	It didn't take any resources. It just took the connections.	Emphasizes connection-driven, low-resource partner activations enabling event-based or limited commitments.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Event-based partner-volunteering: low-commitment engagement slots	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	I'm your partner. It shouldn't be this hard for me to volunteer with you.	Argues for simplified, event-based volunteer pathways that reduce bureaucratic barriers for partner-affiliated volunteers.

Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Standby middle-tier teams ('Shelter Heroes') for surge activation	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.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.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Standby middle-tier teams ('Shelter Heroes') for surge activation	Transcript Region_Chapter_Steady_State_Maria_Center_2025_0827.docx	They're visible, they're on the streets, they are volunteering their time, they're checking out these organizations. They are showing up before they're needed.	Demonstrates partners maintaining visible, ready cohorts that could function as standby surge teams.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Standby middle-tier teams ('Shelter Heroes') for surge activation	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	our partners had already reached out to me. Do we bring food? Can we help	Partners proactively volunteer logistical support during shelter activations, evidencing standby, role-specific surge capacity.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Standby middle-tier teams ('Shelter Heroes') for surge activation	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	they're building the capacity in their areas to then either be event based volunteers or hopefully set up a shelter	Partners developing localized shelter or event-based capacities can serve as standby middle-tier surge resources.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Standby middle-tier teams ('Shelter Heroes') for surge activation	Transcript Region_Chapter_Staff__Steady_State_Michelle_Ave_nll_2025_0825 (1).docx	For example, Rancho Cielo, we recently put in some new workstations there and got some solar generators going. We now have a relationship with them that when we go into disaster response mode, they're going to be able to help us with feeding.	Shows partners can be pre-arranged surge resources to perform specific functions like feeding during disasters.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Standby middle-tier teams ('Shelter Heroes') for surge activation	Transcript Region_Chapter_Steady_State__Mark_Beddingfield_2025_0828.docx	So there's a CAP team member assigned to each of these eight areas.	CAP staffing acts as local partnership specialist, enabling identification and standby activation of community partner teams.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Fast-track training and warm-handoff onboarding for partners	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	we have paid for training as an enhancement.	Chapter funds expedited partner training to enable role-specific, lighter onboarding for community partners.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Fast-track training and warm-handoff onboarding for partners	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	pair them with an experienced volunteer or supervisor, let them be on the ground with them	Mentorship pairing accelerates activation via on-the-job support for fast tracked partner-volunteers.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Fast-track training and warm-handoff onboarding for partners	Transcript CAP_Staff__Steady_State__Gaby_Perez_Albaracin_2025_0904.docx	This program is basically training folks in fast track mode for emergencies.	Explicit fast-track training shortens onboarding, enabling partners to perform scoped emergency roles rapidly.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Fast-track training and warm-handoff onboarding for partners	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_0819.docx	Instead of doing a cold call, they're more of a warm hand off.	Describes using warm referrals and skeleton training to fast-track partner activation for specific roles.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Fast-track training and warm-handoff onboarding for partners	Transcript Region_Chapter_Steady_State_Rose_Taravella_2025_0905.docx	the partners, we train them and be Red Cross ready.	CAP provides targeted readiness training so partners can perform bounded Red Cross tasks with minimal onboarding.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Fast-track training and warm-handoff onboarding for partners	Transcript Region_Chapter_Steady_State_Joel_Sullivan__2025_0822.docx	We're not necessarily recruiting volunteers. We're recruiting partners who help us with our job, with what they do best.	Focus on recruiting partner organizations enables quick warm handoffs and lighter role-specific participation.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Fast-track training and warm-handoff onboarding for partners	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	do you have five volunteers or 10 volunteers that can help us if a storm comes	Suggests embedding standby volunteer asks into partner outreach to enable fast, role-specific activation.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Fast-track training and warm-handoff onboarding for partners	Transcript CAP_Staff__Steady_State_Shannon_Randolph_2025_0825.docx	It's going to have to be partnering with an organization and then going to that organization and training as many people there as possible	Describes on-site partner training to rapidly produce role-specific volunteers without full centralized onboarding.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Fast-track training and warm-handoff onboarding for partners	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	they're building the capacity in their areas to then either be event based volunteers	Partners trained for event-based roles form a middle tier enabling lighter, task-specific community support.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Fast-track training and warm-handoff onboarding for partners	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	there. You know, we're going to pay for your, your course fees to go attend this	Funding partner training reduces participation costs, enabling fast-track onboarding for role-specific partner volunteers.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Fast-track training and warm-handoff onboarding for partners	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	process. Trying to streamline the time it takes for someone to both fill out an application and then	Reduces administrative barriers to fast-track partner-volunteer activation through streamlined applications and onboarding.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Fast-track training and warm-handoff onboarding for partners	Transcript Region_Chapter_Steady_State__Mark_Beddingfield_2025_0828.docx	some of their original partners have a role in installing smoke alarms	Examples show partners trained and mobilized for specific tasks, implying fast-track, role-specific onboarding practices.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Microgrants, equipment, and chapter wrap-around support to enable partners	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	as an enhancement. We have paid for cpr, AED training, first aid training.	Paid trainings and equipment grants build partner capacity to lead role-specific activities alongside chapters.

Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Microgrants, equipment, and chapter wrap-around support to enable partners	Transcript CAP_Staff__Steady_State__Gaby_Perez_Albaracin_2025_0904.docx	So CAP went and supported and we brought more appointments which were successfully installed and things.	CAP provided operational support and appointments, enabling partners to install equipment and deliver services locally.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Microgrants, equipment, and chapter wrap-around support to enable partners	Transcript Region_Chapter__Steady_State_Maria_Center_2025_0827.docx	that ability that they have to give out money and to help these organizations build capacity	Microgrants and discretionary funds increase partner capacity to host role-specific programming and infrastructure.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Microgrants, equipment, and chapter wrap-around support to enable partners	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	more partnership, which has led to more funding.	Partnership expansion unlocked funding that can support partner equipment, microgrants, and chapter wrap-around.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Microgrants, equipment, and chapter wrap-around support to enable partners	Transcript Region_Chapter_Steady_State__Priscilla_Fuentes_2025_0909.docx	gave them the materials and then let them go ahead and do the installations	Providing materials and training enables partners to run installations independently with chapter support.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Microgrants, equipment, and chapter wrap-around support to enable partners	Transcript Region_Chapter__Steady_State_Rose_Taravella_2025_0905.docx	We got a million dollar gift from Merck when we pitched cap.	Major gifts and pitched funding illustrate chapter's ability to secure resourcing for partner activities.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Microgrants, equipment, and chapter wrap-around support to enable partners	Transcript Region_Chapter__Steady_State_Alicia_Dougherty_2025_0908 (1).docx	the mobile translation devices that CAP teams have.	Mobile translation devices and similar tools help partners communicate and carry out role-specific activities effectively.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Microgrants, equipment, and chapter wrap-around support to enable partners	Transcript Region_Chapter__Steady_State_Jacquelyn_Clites_2025_0902.docx	I do think that finance extra financial support would be helpful.	Discretionary microgrants would enable partners to host role-specific activities and cover modest costs.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Microgrants, equipment, and chapter wrap-around support to enable partners	Transcript Region_Chapter_Staff__Steady_State_Michelle_Ave_rill_2025_0825 (1).docx	we recently put in some new workstations there and got some solar generators going.	Equipment grants like workstations and solar generators enable partners to perform feeding and logistical response roles.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Microgrants, equipment, and chapter wrap-around support to enable partners	Transcript Region_Chapter_Steady_State__Mark_Beddingfield_2025_0828.docx	I know there was a financial component and we can't do that everywhere	Dedicated CAP funding enabled partner activities but may not be replicable without microgrants or shared resources.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Microgrants, equipment, and chapter wrap-around support to enable partners	Region_Chapter_Staff_Lisa_Johnson_2025_0915.docx	The strategy for CMTs without direct funding is to leverage strong community relationships.	Leverage partner relationships and external funders to support partner equipment, microgrants, and local capacity.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Microgrants, equipment, and chapter wrap-around support to enable partners	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	The only barriers as probably is, you know, the financial piece.	Financial constraints limit partner participation; microgrants or equipment support can unlock scalable partner roles.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Microgrants, equipment, and chapter wrap-around support to enable partners	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	not having the same tools and resources that this very successful model did have.	Ensuring partners receive tools and resources prevents failed expansion and enables sustainable role-specific activities.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Governance, measurement, and safeguards for scalable middle-tier models	Transcript Region_Chapter__Steady_State_Maria_Center_2025_0827.docx	One of these partners provided a list, like a spreadsheet with addresses of people whose homes had been impacted.	Illustrates data-sharing potential and the need for measurement and safeguards for partner-provided information.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Governance, measurement, and safeguards for scalable middle-tier models	Transcript CAP_Staff__Steady_State__April_Jones_2025_0827 (1).docx	not every volunteer signs up within the American Red Cross	Highlights measurement gaps and registration barriers affecting partner-volunteer tracking and safeguards.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Governance, measurement, and safeguards for scalable middle-tier models	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	regional leadership. Get everybody around the table and	Calls for convening stakeholders to align governance, measurement, and middle-tier safeguards.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Governance, measurement, and safeguards for scalable middle-tier models	Transcript Region_Chapter_Steady_State_Joel_Sullivan__2025_0822.docx	Cross volunteers, but I know we've acquired a lot of partners who volunteer for stuff like disasters and community events. 00:01:17 Speaker 1 And	Indicates shift to partner recruitment; governance frameworks needed to define roles and safeguards.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Governance, measurement, and safeguards for scalable middle-tier models	Transcript CAP_Staff__Steady_State_Shannon_Randolph_2025_0825.docx	One change we've kind of been working on is that finding the right place in volunteer connection to put A partner who wants to be an official volunteer, but would be a volunteer with, you know, with the CAP program.	Shows classification and tracking challenges; systems must adapt to capture partner-volunteer contributions reliably.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Governance, measurement, and safeguards for scalable middle-tier models	Transcript Region_Chapter_Staff__Steady_State_Michelle_Ave_rill_2025_0825 (1).docx	everybody that has the mou, signed with the CAP team,	Indicates formal MOUs and recognition events formalize partner roles and provide governance visibility.
Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Governance, measurement, and safeguards for scalable middle-tier models	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	process. Trying to streamline the time it takes for someone to both fill out an application and	Highlights administrative bottlenecks; governance and measurement systems must simplify onboarding for middle-tier volunteers.

Volunteer strategy and operational systems	Partner-volunteer and middle-tier models: lighter, role-specific pathways for community partners	Governance, measurement, and safeguards for scalable middle-tier models	Region_Chapter_Staff_Lisa_Johnson_2025_0915.docx	Teams (CMTs):"CAP on Steroids": CMTs are the evolution of CAP, aiming to implement similar community mobilization strategies	Describes a governance scaling mechanism to standardize middle“tier roles and safeguards across regions.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	One is to be event based volunteers and just to get their foot to the door	Describes using brief event roles to introduce volunteers, enabling quick, low“commitment activation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcript Region_Chapter__Steady_State_Alex_Taylor_2025_0905.docx	we really started inviting ourselves to things.	Shows leveraging partner events for on-site signups and immediate volunteer recruitment.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcript Region_Chapter__Steady_State_Maria_Center_2025_0827.docx	really gone out of my way to include them in our chapter meetings.	Immediate inclusion in meetings functions as fast onboarding and supports rapid activation readiness.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	have almost something in between an event based volunteer and an official Red Cross volunteer	Expresses desire for a standby cohort“light training enabling recurring event reactivation without full onboarding.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	even if it's brief, an overview of all of the aspects of our services	Brief overviews at events prepare volunteers quickly, enabling immediate participation and rapid activation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	They've just been, they've sort of seamlessly been. Become a part of our, our chapter team.	Fast, seamless integration into chapter work enables on-demand event collaboration and immediate volunteer mobilization.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcript Region_Chapter_Staff__Steady_State__Terry_Stigdon_2025_0825.docx	She comes to my all staff meetings. Her whole team does.	Regular attendance at staff meetings accelerates orientation and creates rapid activation touchpoints.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcript Region_Chapter_Steady_State__Priscilla_Fuentes_2025_0909.docx	Why don't we just sign you up as a volunteer, we'll get you all the training	Advocates low-friction sign-up with immediate training, enabling partners to perform installs within existing programs.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcript Region_Chapter__Steady_State_Rose_Taravella_2025_0905.docx	has already begun meeting with our three executive directors to give them tips on how to approach a partner	Leadership-focused briefings equip executives to engage partners quickly and support event-driven onboarding.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_0821.docx	take two hours to talk about community discovery and engagement.	Two“hour discovery sessions function as concise onboarding events that accelerate local activation readiness.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcript CAP_Staff_Steady_State_Josh_Riddle_2025_0911.docx	It doesn't seem to be easy to be able to just go in and create a way for volunteers to directly connect	Identifies administrative friction preventing immediate on-site volunteer connections and hindering fast event activation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	My goal is to get it streamlined, written down, a process for it	Calls for documented, signed-off protocols to standardize short onboarding and preserve rapid activation practices.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	I think there should have been a mandatory orientation where they learn all about the region	Recommends short mandatory orientations to quickly equip teams with region context and activation knowledge.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcript CAP_Staff__Steady_State_Shannon_Randolph_2025_0825.docx	we also have a sign up sheet for smoke alarm installation.	Uses visible event tables and sign“up sheets to capture leads and enable immediate on“site activation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcription Region_Chapter__Steady_State_Alicia_Dougherty_2025_0908 (1).docx	and now we're changing how we're doing some things as an organization with event based volunteers	Signals organizational shift toward event-based volunteering, implying briefer onboarding and activation models.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcript Region_Chapter__Steady_State_Jacquelyn_Clites_2025_0902.docx	I think the region could have been more welcoming and you know, to the CAP teams and had a better understanding of their role	Reports siloed onboarding and lack of regional integration impeding quick, event“focused activation readiness.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcript CAP_Staff_Steady_State__Margarita_Moreno_2025_0902 (2).docx	Do they need to become official volunteers? Do they need to be onboarded or can they be engaged via some other process	Questions whether partners can be engaged via alternative, quicker processes rather than full volunteer onboarding.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	so much what we did was building the plane while we were flying it	On-the-job improvisation suggests need for mentored shadowing to make short onboarding operationally effective.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Event-based outreach and immediate on-site signups	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	when they're having events, we're signing up people at that time.	Describes on“the“spot sign“ups at events, enabling immediate conversion from interest to activation.

Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Fast-track bootcamps and role-focused rapid trainings	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	based volunteers and just to get their foot to the door	Uses event-based volunteering as fast-track onboarding to quickly expose partners to roles.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Fast-track bootcamps and role-focused rapid trainings	Transcript Region_Chapter_Steady_State_Maria_Center_2025_0827.docx	Just having a clear process so people don't have to wonder, you know, what do we do?	Calls for simple, repeatable activation processes to enable short onboarding and reduce role uncertainty.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Fast-track bootcamps and role-focused rapid trainings	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minolt_2025_0904.docx	almost something in between an event based volunteer and an official Red Cross volunteer, like	Requests a middle-ground, standby cohort enabling regular refreshers and quick reactivation for event-based deployments.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Fast-track bootcamps and role-focused rapid trainings	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	an excellent way of giving an overview, even if it's brief, an overview of all of the aspects of our	Brief overviews serve as concise role-oriented trainings to prepare volunteers for rapid event participation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Fast-track bootcamps and role-focused rapid trainings	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	she knows and her team is now trained to how to build relationships with potential partners, how to approach.	Role-focused training equips teams to engage partners efficiently, supporting fast activation for events.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Fast-track bootcamps and role-focused rapid trainings	Transcript Region_Chapter_Steady_State_Pricilla_Fuentes_2025_0909.docx	a volunteer, we'll get you all the training and you guys can go and do it in around your own program.	Low-friction sign-up plus concise training enables partners to deliver event tasks within their existing programs.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Fast-track bootcamps and role-focused rapid trainings	Transcript Region_Chapter_Steady_State_Rose_Taravella_2025_0905.docx	three executive directors to give them tips on how to approach a partner, how to do discovery,	Short leadership briefings prepare executive directors for partner engagement and streamline activation decision-making.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Fast-track bootcamps and role-focused rapid trainings	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_0821.docx	he asked us to, to take two hours to talk about community discovery and engagement.	Two-hour community discovery sessions act as focused bootcamp-style orientations to enable rapid partner activation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Fast-track bootcamps and role-focused rapid trainings	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	I have asked for the last two years, please train me to train them.	Advocates trainâ€er approach to scale short, partner-centered bootcamps and on-site role trainings.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Fast-track bootcamps and role-focused rapid trainings	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	the disaster officer and had them spend two hours with them, go on a tour and see	Recommends short, mandatory twoâ€hour orientations combining briefing and tour to accelerate readiness and activation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Fast-track bootcamps and role-focused rapid trainings	Transcript CAP_Staff_Steady_State_Shannon_Randolph_2025_0825.docx	We have one partner who came to adapt boot camp for the purpose of responding to home fires.	Adapted bootâ€camp trainings produce roleâ€ready partners for homeâ€fire response and swift event activation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Fast-track bootcamps and role-focused rapid trainings	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	actual disaster shadowed with someone who's done it before	Recommends mentored, shadow deployments as immersive rapidâ€training to accelerate operational readiness for event activations.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Partner-directed activation and standby rosters (local 'Shelter Heroes')	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	One is to be event based volunteers and just to get their foot to the door to have that experience	Shows using event-based volunteering as a short onboarding tactic enabling rapid partner-led activation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Partner-directed activation and standby rosters (local 'Shelter Heroes')	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	They trust you. You've got to ask.	Highlights simple activation: ask trusted partners and mobilize via standing event calendar.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Partner-directed activation and standby rosters (local 'Shelter Heroes')	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minolt_2025_0904.docx	in between an event based volunteer and an official Red Cross volunteer, like a standby team	Requests a standby team roster to enable periodic re-engagement and rapid event activation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Partner-directed activation and standby rosters (local 'Shelter Heroes')	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	They have an excellent way of giving an overview, even if it's brief	Affirms brief overviews enable quick partner understanding and facilitate rapid event activation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Partner-directed activation and standby rosters (local 'Shelter Heroes')	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	this team has jumped right into working very closely with our senior recruiter	Demonstrates rapid, person-driven integration that accelerates partner-led activations and event readiness.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Partner-directed activation and standby rosters (local 'Shelter Heroes')	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_0821.docx	there's this initiative called Shelter Heroes	References Shelter Heroes as a local standby initiative to support rapid, partner-driven shelter responses.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Partner-directed activation and standby rosters (local 'Shelter Heroes')	Transcript CAP_Staff_Steady_State_Josh_Riddle_2025_0911.docx	I think the partner direct model that we're looking at is going to be the best way	Advocates partner-directed activation to increase visibility and enable faster, localized responses.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Partner-directed activation and standby rosters (local 'Shelter Heroes')	Transcript CAP_Staff_Steady_State_Shannon_Randolph_2025_0825.docx	a separate table so that we can, you know, and welcome anybody who comes	Describes event tables as low-friction, on-site onboarding touchpoints for immediate volunteer sign-ups.

Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Partner-directed activation and standby rosters (local 'Shelter Heroes')	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	They worked fairly siloed in part because they were new	Indicates poor integration undermines rapid, event-driven onboarding and necessitates better short onboarding practices.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Partner-directed activation and standby rosters (local 'Shelter Heroes')	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	So when they're having events, we're signing up people at that time.	Describes on-site, event-driven sign-ups as efficient onboarding for rapid volunteer activation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Embedded integration: leadership intros, co-location, and recurring touchpoints	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	The discovery period, I think, is crucial and necessary.	Early discovery enables leadership introductions, co-location, and recurring touchpoints that facilitate quick, event-focused activation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Embedded integration: leadership intros, co-location, and recurring touchpoints	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	I think we just put our foot in the door.	Proactive presence and recurring invitations to events build trust for quick, event-focused onboarding and activation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Embedded integration: leadership intros, co-location, and recurring touchpoints	Transcript Region_Chapter_Steady_State_Caedy_Minoletti_2025_0904.docx	something in between an event based volunteer and an official Red	A standby, middle-ground cohort supports recurring touchpoints and rapid activation without full volunteer processing.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Embedded integration: leadership intros, co-location, and recurring touchpoints	Transcript Region_Chapter_Steady_State_Pricilla_Fuentes_2025_0909.docx	a volunteer, we'll get you all the training and	Low-friction sign-up plus local training and autonomy supports embedded partner activation and event-focused onboarding.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Embedded integration: leadership intros, co-location, and recurring touchpoints	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	And with not having a direct reporting structure, we probably could have implemented regularly scheduled meetings	Structured, recurring meetings and clarified reporting integrate CAP into leadership forums for faster, event-focused activation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Embedded integration: leadership intros, co-location, and recurring touchpoints	Transcript CAP_Staff_Steady_State_Margarita_Moreno_2025_0902 (2).docx	Do they need to become official volunteers?	Questioning full volunteer enrollment supports exploring lighter, event-focused engagement and quick leader introductions.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Embedded integration: leadership intros, co-location, and recurring touchpoints	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	Trying to streamline the time it takes for someone to both fill out an application	Shortening application-to-serve intervals and deferring nonessential checks creates practical pathways for event-focused activation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Embedded integration: leadership intros, co-location, and recurring touchpoints	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	She just kept me in the loop. You know, we did meet regularly, whether it's via teams or just a quick phone call.	Regular, short check-ins and meeting access serve as recurring touchpoints for embedded leadership and rapid event activation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Simple activation mechanics, MOUs, and administrative shortcuts	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	be event based volunteers and just to get their foot to the door	Uses event-based volunteering as low-friction onboarding for quick activation and partner engagement.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Simple activation mechanics, MOUs, and administrative shortcuts	Transcript Region_Chapter_Steady_State_Maria_Center_2025_0827.docx	Just having a clear process so people don't have to wonder	Calls for simple, standardized activation steps to remove ambiguity and speed responses.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Simple activation mechanics, MOUs, and administrative shortcuts	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	something in between an event based volunteer and an official Red Cross volunteer, like a standby team	Desires a 'standby' middle pathway for quick activation without full volunteer processing.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Simple activation mechanics, MOUs, and administrative shortcuts	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	Joe came up with a form that the case managers can fill out to engage our team	Shows simple short-form referral as an administrative shortcut to trigger CAP activation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Simple activation mechanics, MOUs, and administrative shortcuts	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	of seamlessly been. Become a part of our, our chapter team.	Describes rapid, person-driven integration enabling quick partner connections and event activation.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Simple activation mechanics, MOUs, and administrative shortcuts	Transcript Region_Chapter_Steady_State_Rose_Taravella_2025_0905.docx	executive directors to give them tips on how to approach a partner, how to	Leadership briefings equip local leaders for fast partner discovery and streamlined activations.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Simple activation mechanics, MOUs, and administrative shortcuts	Transcript CAP_Staff_Steady_State_Margarita_Moreno_2025_0902 (2).docx	official volunteers? Do they need to be onboarded or can they be engaged via some other process	Questions whether alternative engagement portals can enable rapid, lower-barrier activations without full onboarding.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Simple activation mechanics, MOUs, and administrative shortcuts	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	process. Trying to streamline the time it takes for	Intends to shorten application-to-serve lag to enable faster event-based volunteer deployment.
Volunteer strategy and operational systems	Streamlined onboarding and activation: short, event-focused onboarding and simple activation protocols	Simple activation mechanics, MOUs, and administrative shortcuts	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	we're signing up people at that time. And	Describes on-site, event-driven sign-ups as an effective low-friction onboarding tactic.

Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	CRM configuration and partner-record governance (Volunteer Connection)	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	Even home fire campaign folks have to go through volunteer connection, which is a little laborious for some of our partners.	Volunteer Connection onboarding creates friction for partner volunteers, complicating partner-record governance and referral inclusion.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	CRM configuration and partner-record governance (Volunteer Connection)	Transcript Region_Chapter_Steady_State___Priscilla_Fuentes_2025_0909.docx	They are Red Cross volunteers now in the system, but they're organizing and doing it on their own pace of work as they do it.	Partners are entered into central system, but governance and role definition remain ambiguous for referrals.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	CRM configuration and partner-record governance (Volunteer Connection)	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_0821.docx	no way to track the volunteer hours if they're not directly connected to a Red Cross activity	Partner activity outside formal events isn't captured, undermining partner-record completeness and referral accountability.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	CRM configuration and partner-record governance (Volunteer Connection)	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	these are our Red Cross signed partners with an mou. How would we merge those together?	Merging partner records and MOUs requires data governance and clear CRM field mapping and ownership.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	CRM configuration and partner-record governance (Volunteer Connection)	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	So We've started. We have a CEP tracker that we've built and it includes everything that the cdpms want to put in there.	A CEP tracker (Power App) is used as a centralized partner database, though integration gaps remain.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	CRM configuration and partner-record governance (Volunteer Connection)	Transcript CAP_Staff_Steady_State___Margarita_Moreno_2025_0902 (2).docx	having all the data and like all the codes and being able to, to	A coded, searchable partner registry enables targeted referrals by tag, improving match accuracy and discoverability.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	CRM configuration and partner-record governance (Volunteer Connection)	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	just get me a list of who they are and their numbers and emails and I'll put them into the system	CRM signâ€up friction leads staff to manually bypass systems, creating governance and data-quality issues.
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_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	Something that they did last year was create kind of a spreadsheet of needs and resources.	Shared spreadsheets act as local resource maps for manual referral routing and in-kind distribution.
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___Gaby_Perez_Albarraçin_2025_0904.docx	we actually have adapted to the CDPMS way of doing things.	Appointmentâ€based CDPMS workflow used for scheduling, but unclear CRM or DAT integration for referrals.
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_Alex_Taylor_2025_0905.docx	we took your data, Carol, and we basically overlaid it on top of each other	Asset and vulnerability mapping used to prioritize geographic DAT coverage and outreach.
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_Hansel_Ibarra_2025_0819.docx	we would be able to pick up the phone and call the lead from this church.	Referral routing relies on phone-based warm handoffs to trained partner leads for activation.
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_Staff___Steady_State___Terry_Stigdon_2025_0825.docx	And when they're doing their community mapping, relationship mapping or asset mapping, they talk about what we, what we do as a Red Cross.	Asset and relationship mapping broadens partner contact lists for referral routing and local activation.
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_Gilda_Ebanks_2025_0821.docx	The way to get the family connected to Red Cross services is for them to call 1-800-Red Cross.	Public hotline remains primary intake; phone routing requires manual followâ€up and lacks documented CRM automation.
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_Katrina_Long_2025_08026.docx	have something like a learning community that on dat, where you know, the managers can talk to one another	DAT learning community proposed to share practices and standardize referral and training across partners.
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_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	I don't think we had any, any say from the region or was able to or were able to share any of our FEMA maps	Mapping exists but regionâ€level sharing gaps hinder coordinated referrals and placement of teams and resources.
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_Shannon_Randolph_2025_0825.docx	couldn't we put those parameters to say it's only this zip code or these zip codes and.	Staff request finerâ€grained routing parameters (zipâ€code clusters) to limit responder assignments geographically.
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_Glama_Carter___2025_.docx	Our partners sent us what they had, and we created this calendar so that our partners could lend themselves volunteers.	Shared partner calendar coordinates events and volunteer lending, facilitating referrals though not CRMâ€integrated.
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___Matt_Henry___2025_0911.docx	It's as simple as calling 1-800-Red Cross. It really is.	Central hotline functions as primary intake route; backend referral tracking and CRM links are unclear.
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___Margarita_Moreno_2025_0902 (2).docx	we've requested a list of at the very least zip codes	Requesting zipâ€code lists to cluster partners enables targeted routing and local partner matching.

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_Staff__Steady_State_Michelle_Ave ril_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 low-tech referral artifacts	Transcript CAP_Staff_Steady_State_Gaby_Perez_Albaracin_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 low-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_Chapter_Steady_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_0819.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_Staff__Steady_State__Terry_Stigdon_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_0821.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 low-tech referral artifacts	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	have something like a learning 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	Partner-driven warm handoffs and low-tech referral artifacts	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	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.
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_Shannon_Randolph_2025_0825.docx	then the referral is almost automatically made.	Partner familiarity enables near-automatic warm handoffs in practice, reducing client burden despite limited 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 CAP_Staff_Steady_State_Margarita_Moreno_2025_0902 (2).docx	it usually takes you to the wrong place.	Map/geolocation errors force partner-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_Staff__Steady_State_Michelle_Ave ril_2025_0825 (1).docx	creating a list, you know, and you can have the DPM and the CAP team manager and myself	Conversational partner lists function as rudimentary local resource maps for warm handoffs and manual referrals.
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_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 and everybody works with.	Volunteer-built Power App prototype catalogs partners, aiming to enable relationship-aware referral routing for DAT case managers.
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_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	we are seeing little things like the 800 number that we're passing along	Distributing 1-800 materials is a simple, 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 follow-up.

Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	Prototype CEP tracker/Power App and organizational adoption barriers	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	So I'm getting more familiar with power bi with some of this can be shown on the dashboard.	Power BI dashboards exist but lack integrated partner/referral data, limiting automated routing visibility.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	Prototype CEP tracker/Power App and organizational adoption barriers	Transcript Region_Chapter_Steady_State___Priscilla_Fuentes_2025_0909.docx	I mean we're going to put you in the system because we have to.	System entry occurs, but platform identity, governance, and referral capabilities remain unspecified across stakeholders.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	Prototype CEP tracker/Power App and organizational adoption barriers	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	could we somehow filter that information directly to that partner? They haven't figured out how yet to narrow that down	Desire for neighborhood-level DAT filtering highlights unmet routing capabilities and partner-facing report needs.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	Follow-up, closure, dashboards, and data stewardship protocols	Transcript Region_Chapter_Staff__Steady_State__Terry_Stigdon_2025_0825.docx	mapping, relationship mapping or asset mapping, they talk about what we, what we do as	Community asset mapping broadens partner lists, aiding referrals but requiring clear stewardship and updates.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	Follow-up, closure, dashboards, and data stewardship protocols	Transcript Region_Chapter_Steady_State___Priscilla_Fuentes_2025_0909.docx	coordinat coordinator refers a partner over to the cdpm, that CDPM needs to be able to execute on actually, like, doing	Referrals require executable handoffs and MOUs; tracking and closure depend on documented responsibilities and stewardship.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	Follow-up, closure, dashboards, and data stewardship protocols	Transcript CAP_Staff-_Steady_State_Shannon_Randolph_2025_0825.docx	then three months later they come back to you and say, nobody ever called my client.	Partners report referrals left uncalled, indicating missing tracking, closure processes, and escalation protocols.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	Follow-up, closure, dashboards, and data stewardship protocols	Transcript CAP_Staff__Steady_State_Glama_Carter___2025_.docx	we created this calendar so that our partners could lend themselves volunteers.	Shared event calendar supports volunteer coordination but lacks integration into CRM tracking or referral dashboards.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	Follow-up, closure, dashboards, and data stewardship protocols	Transcript CAP_Staff_Steady_State__Margarita_Moreno_2025_0902 (2).docx	was really neat having all the data and like all the codes and being able to, to filter and sort	Tagged partner registry enables filtered discovery for referrals but needs governance and updating processes.
Volunteer strategy and operational systems	Coordination tools and referral pathways: local resource maps, CRMs, and DAT/referral routing	Follow-up, closure, dashboards, and data stewardship protocols	Transcript Region_Chapter_Staff__Steady_State_Michelle_Ave_rill_2025_0825 (1).docx	I think, you know, just having 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	Conversational partner lists function as rudimentary resource maps; formal dashboards and stewardship are still needed.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minolotti_2025_0904.docx	we would get an email once, maybe a quarter, with a summary of what had been done, but no specific names.	Quarterly summaries lack partner attribution, limiting vignette creation and partner-level storytelling capacity.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript Region_Chapter__Steady_State_Alex_Taylor_2025_0905.docx	we took your data, Carol, and we basically overlaid it on top of each other and that's kind of how we figured out where we wanted to focus our efforts on.	Overlaying datasets supports asset and vulnerability mapping to prioritize outreach and contextualize counts.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	They're on the news constantly, to be honest with you.	Public partner endorsements amplify visibility; their stories can contextualize metrics for broader audiences.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_0819.docx	They are going to get a training from our local DCS department. They have gathered 16 individuals.	Local partner trainings create concrete vignettes that complement installation counts and document engagement.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	a lot of them have stories of families and friends that needed blood and that immediately kind of engages them into being interested	Client narratives actively engage partners and humanize counts, aiding recruitment and local mobilization efforts.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	And now their contacts are Atlanta County.	Compiled partner directories expand contact reach and feed inputs for network-mapping and outreach planning.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript Region_Chapter__Steady_State_Rose_Taravella_2025_0905.docx	basically we're just chasing a metric. So I don't think we've been as strategic about where we should bring it.	Metric-chasing reduces strategy; pair counts with partner vignettes and mapping to guide placement.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	1900, but how many did we keep? And they didn't give that	Headline counts need retention and longitudinal indicators to show sustained engagement and real impact.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript Region_Chapter_Steady_State_Joel_Sullivan__2025_0822.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.	Emphasize partner-driven force multiplication; capture partner vignettes and map relationships to illustrate capacity.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	So something that shows that that partner's there besides posting something on a, on a website.	Advocate visible partner signals and vignettes to contextualize numbers and build community recognition.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript CAP_Staff-_Steady_State_Shannon_Randolph_2025_0825.docx	And that's according to our cdpm's. It's just it was hundreds of smoke alarms.	CDPMs counts provide quantitative backbone; pair them with concise partner vignettes for narrative context.

Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcription Region_Chapter_Steady_State_Alicia_Dougherty_2025_0908 (1).docx	pints collected, you're talking about the patients that you're going to be helping.	Translate counts into beneficiary-focused narratives so metrics reflect people and program value effectively.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript CAP_Staff_Steady_State__Matt_Henry__2025_0911.docx	the elected officials in Mississippi county, the emergency manager, they call. They know to call.	Direct official referrals indicate trust pathways; capture these vignettes and log contact networks.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript CAP_Staff_Steady_State__Margarita_Moreno_2025_0902 (2).docx	It helps me meet my metrics, it helps me Meet my preparedness metrics because I have struggled with preparedness volunteers.	Partner knowledge supports metrics fulfillment; standardize vignette capture and geocoded partner lists for mapping.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript Region_Chapter_Staff__Steady_State_Michelle_Ave ntl_2025_0825 (1).docx	We did the video, the one year recap after the floods and showing the one flood survivor and her recovery. And that I think that that really helped tell the story.	Survivor videos humanize impact; link multimedia vignettes to counts for richer reporting and evaluation.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903 .docx	That's kind of a metrics area that we just think about how you, how you might count those hours.	Identify lightweight methods to count and validate partner-contributed hours while minimizing reporting burden.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	for preparedness for many years is like, here's your KPI, here's your number. Do what it takes to hit that number.	Wams KPI-driven work becomes transactional; complement counts with partner narratives and mapped outcomes.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript Region_Chapter_Steady_State__Mark_Beddingfield_2025_0828.docx	I think that comes from my years in blood services, you know, because blood services was very number focused.	Numbers and targets remain important; pair them with curated vignettes and relationship maps for context.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	I just feel like I've been prepared to have deeper conversations through my storytelling experience with Red Cross and promoting the organization locally.	Teams capture storytelling assets and visuals; standardize tagging so vignettes link to metrics and maps.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Standardized trusted-partner vignette templates and consent flags	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	pretty transactional to me, meeting some metrics.	Critiques transactional metrics; recommends sharing data and stories with partners to show neighborhood-level impact.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP)	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	two coordinators are much more networked into the Jackson community and	Indicates local coordinators maintain informal network knowledge, which can feed mapping logs.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP)	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_0819.docx	make it a once in a month for them to go to a document and just quickly glance	Calls for a lightweight, regularly-checked shared document serving as a partner resource registry.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP)	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	that's the difference between a printed sheet of partners that you're looking at, that they could go get food from.	Contrasts passive partner lists with engaged registries that enable active partner activation and referrals.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP)	Transcript Region_Chapter_Steady_State_Joel_Sullivan__2025_0822.docx	I feel like the CAP team has a pretty good network for. For their county.	Affirms existence of local partner network which could be recorded in a lightweight mapping registry.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP)	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	I think you need to look at what is the resiliency chart saying.	Argues for using FEMA/resiliency maps to guide team placement and log partner coverage.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP)	Transcript CAP_Staff__Steady_State_Glama_Carter__2025_.docx	We grouped them geographically based on geography, services and capacity.	Explains partner grouping criteria, providing a basic schema for lightweight network-mapping logs.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP)	Transcription Region_Chapter_Steady_State_Alicia_Dougherty_2025_0908 (1).docx	share relationships. The communication from the very beginning is huge	Highlights importance of sharing partner relationships and communication for mapping and collaborative responses.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP)	Transcript 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.	Mentions dashboards and CEP tracker as foundations for geo-locating calls and mapping partner activity.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP)	Transcript CAP_Staff_Steady_State__Margarita_Moreno_2025_0902 (2).docx	we've requested a list of at the very least zip codes to see if you know, if we have partners maybe in clusters	Requests zip-code lists to identify clustered partners, enabling small-area mapping for targeted support.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP)	Transcript Region_Chapter_Staff__Steady_State_Michelle_Ave ntl_2025_0825 (1).docx	creating a list, you know, and you can have the DPM and the CAP team manager and myself and, you know, if you	Describes compiling partner lists collaboratively to build a usable registry for coordination and referrals.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP)	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903 .docx	that organization can provide and who's the relationship manager attached to that organization. So we helped facilitate that	Documents an existing shared registry (CEP tracker) detailing partner capacities and assigned relationship managers.

Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP)	Transcript 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	Frames CAP as enabling relationship-building, the qualitative underpinning for a partner registry and mapping.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP)	Transcript Region_Chapter_Steady_State_Mark_Beddingfield_2025_0828.docx	the geographical CDPMs are really identifying every one of their fire departments	Describes systematic partner identification by CDPMs, which can populate network-mapping logs and registries.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP)	Region_Chapter_Staff_Lisa_Johnson_2025_0915.docx	The team actively takes on home fire campaign installations, like organizing 200 smoke alarm installations	Provides concrete installation counts useful to attach to partner entries in a shared registry.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Lightweight network-mapping logs and shared partner registry (spreadsheet/CEP)	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	I see the internal reporting but I want to be able to share them with the partner	Requests sharing internal reports with partners, supporting transparent registries and narrative pairing with counts.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Longitudinal outcome and retention metrics with scheduled follow-ups	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	we realized we have close to 300 volunteers in Chatham county alone.	Disaggregated volunteer metrics reveal activation gaps, suggesting scheduled follow-ups and retention measurement.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Longitudinal outcome and retention metrics with scheduled follow-ups	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_0819.docx	for this disaster, I think we, we were up above 50%.	Event-level outcomes tracked, but lacks explicit scheduled longitudinal follow-ups for retention measurement.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Longitudinal outcome and retention metrics with scheduled follow-ups	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	telling the story of a couple fire clients that we had over the summer	Uses client vignettes to contextualize counts; lacks standardized follow-up schedules for outcome verification.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Longitudinal outcome and retention metrics with scheduled follow-ups	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	I would have had those numbers for you, and I don't	Interview lacks baseline metrics, limiting ability to pair counts with partner vignettes or retention analyses.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Longitudinal outcome and retention metrics with scheduled follow-ups	Transcript Region_Chapter_Steady_State_Rose_Taravella_2025_0905.docx	basically we're just chasing a metric.	Wams metrics-first approaches risk strategic drift; recommends linking counts to outcomes and follow-ups.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Longitudinal outcome and retention metrics with scheduled follow-ups	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	1900, but how many did we keep?	Raises retention gap: headline counts require follow-up (retention) metrics to show sustained engagement.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Longitudinal outcome and retention metrics with scheduled follow-ups	Transcript Region_Chapter_Steady_State_Krista_Coletti_2025_0905.docx	Like, but are we moving the needle or are we just informing?	Questions whether counts drive change; calls for outcome-focused metrics and scheduled follow-ups.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Longitudinal outcome and retention metrics with scheduled follow-ups	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	three months to six months to nine months later and	Explicit call for 3/6/9-month longitudinal follow-ups to validate sustained community impact.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Longitudinal outcome and retention metrics with scheduled follow-ups	Transcript CAP_Staff_Steady_State_Shannon_Randolph_2025_0825.docx	three months later they come back to you and say, nobody ever called my client.	Highlights follow-up failure; recommends closed-loop referral tracking and scheduled partner checkbacks.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Longitudinal outcome and retention metrics with scheduled follow-ups	Transcript CAP_Staff_Steady_State_Margarita_Moreno_2025_0902 (2).docx	I think the trend I'm seeing is not measurable	Observes many outcomes resist existing metrics and recommends partner-informed qualitative follow-ups.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Longitudinal outcome and retention metrics with scheduled follow-ups	Transcript Region_Chapter_Staff_Steady_State_Michelle_Aveill_2025_0825 (1).docx	we get a scorecard every month	Monthly scorecards provide routine monitoring but do not equate to scheduled retention follow-ups.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Longitudinal outcome and retention metrics with scheduled follow-ups	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	for preparedness for many years is like, here's your KPI, here's your number.	Critiques KPI-driven, transactional approaches; supports relational metrics and follow-up-based evaluation.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Longitudinal outcome and retention metrics with scheduled follow-ups	Transcript Region_Chapter_Steady_State_Mark_Beddingfield_2025_0828.docx	we were	Keeps precise counts but no evidence of routine longitudinal retention checks or scheduled follow-ups.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Longitudinal outcome and retention metrics with scheduled follow-ups	Region_Chapter_Staff_Lisa_Johnson_2025_0915.docx	organizing 200 smoke alarm installations	Operational counts recorded, yet file lacks indication of follow-up retention or impact-tracking schedules.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Longitudinal outcome and retention metrics with scheduled follow-ups	Transcript Region_Chapter_Steady_State_Tamica_Jeuit_2025_0828 (3).docx	So as far as just direct numbers, I don't have that.	Storytelling assets exist, but direct numeric metrics and scheduled follow-up data are often unavailable.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Longitudinal outcome and retention metrics with scheduled follow-ups	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	Some of the touches hadn't happened in two years.	Notes stale partner 'touches' and argues for documenting sustained engagement and scheduled follow-ups.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Valuation and accountability for partner hours and contributions	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	We can get them. We just aren't using them.	Existing volunteer data exist but are underused, reducing accountability for partner contributions.

Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Valuation and accountability for partner hours and contributions	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	within, you know, an hour, I had four, five, six partners that were like, we, you know, we got it here.	Rapid partner mobilization evidences contribution value, but lacks formal hour accounting and attribution.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Valuation and accountability for partner hours and contributions	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	statistics, like actual	Admits absence of prepared metrics, preventing valuation and accountability for partner contributions.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Valuation and accountability for partner hours and contributions	Transcript CAP_Staff_Steady_State_Matt_Henry_2025_0911.docx	partnerships does not equal better success, more success.	Warnings that partner counts alone don't demonstrate value; intentional measurement and attribution needed.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Valuation and accountability for partner hours and contributions	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	Write those stories for us, too.	Requests curated stories to contextualize metrics, aiding attribution and accountability for partner contributions.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Valuation and accountability for partner hours and contributions	Transcript Region_Chapter_Steady_State_Mark_Beddingfield_2025_0828.docx	blood services was very number focused.	Number-focused practice supports quantitative tracking but risks overlooking partner-hour valuation and attribution.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Valuation and accountability for partner hours and contributions	Region_Chapter_Staff_Lisa_Johnson_2025_0915.docx	campaign installations, like organizing 200 smoke alarm installations, easing the burden on	Provides clear activity counts that can support valuation, yet lacks explicit partner-hour accounting.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Valuation and accountability for partner hours and contributions	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	deeper conversations through my storytelling experience with Red Cross and promoting	Storytelling capacity aids contextualizing counts but doesn't quantify partner hours or contribution value.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Data-driven placement: FEMA/resilience overlays and small-area mapping	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	You got all these FEMA charts that talk about resiliency.	Use FEMA resiliency charts to prioritize team placement and document coverage gaps in mapping logs.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Data-driven placement: FEMA/resilience overlays and small-area mapping	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	we've got that new dashboard where we want to identify where our calls coming in from.	Dashboards that geo-locate calls support small-area placement decisions and map-based partner logging.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Narrative alignment, visible partnership signals, and partner-facing briefs	Transcript Region_Chapter_Steady_State_Krista_Coletti_2025_0905.docx	the stories of,	Direct request to produce partner-facing vignettes alongside counts for external sharing.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Narrative alignment, visible partnership signals, and partner-facing briefs	Transcript Region_Chapter_Steady_State_Joel_Sullivan_2025_0822.docx	We're recruiting partners who help us with our job, with what they do best.	Frames partnerships as force multipliers suitable for vignettes and network visualizations.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Narrative alignment, visible partnership signals, and partner-facing briefs	Transcript CAP_Staff_Steady_State_Matt_Henry_2025_0911.docx	the elected officials in Mississippi county, the emergency manager, they call.	Demonstrates trusted partners and officials become referral nodes visible in network maps.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Narrative alignment, visible partnership signals, and partner-facing briefs	Transcript CAP_Staff_Steady_State_Margarita_Moreno_2025_0902 (2).docx	the partner was able to get them to the right place and get them where they	Vignette shows partners enable efficient referrals and ground-level validation of counted interventions.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Narrative alignment, visible partnership signals, and partner-facing briefs	Region_Chapter_Staff_Lisa_Johnson_2025_0915.docx	like organizing 200 smoke alarm installations, easing the burden on the	Demonstrates counts used operationally to show impact, suitable to accompany partner vignettes.
Volunteer strategy and operational systems	Metrics and storytelling: complement counts with trusted-partner vignettes and network-mapping logs	Narrative alignment, visible partnership signals, and partner-facing briefs	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	internal reporting but I want to be able to share them with the partner so	Calls for partner-facing briefs translating internal counts into neighborhood-level narratives and needs.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Understanding strategies to improve volunteer recruitment	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	We need a CAP volunteer recruitment plan for sure.	Calls for a formal, scalable recruitment playbook to systematize CAP volunteer onboarding.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Understanding strategies to improve volunteer recruitment	Transcript CAP_Staff_Steady_State_Gaby_Perez_Albarraquin_2025_0904.docx	I think there has been a lot of interest in CAP	Interest diversified volunteer pools, suggesting CAP attracts nontraditional volunteers through tailored roles and outreach.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Understanding strategies to improve volunteer recruitment	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	So we just got people signed up and we had so many folks sign up and were excited about it.	Direct, visible solicitation at events yields immediate sign-ups; straightforward asks effectively convert interest into volunteers.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Understanding strategies to improve volunteer recruitment	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_0819.docx	Making the the volunteer application service a little bit easier.	Streamlined application reduces entry barriers, speeding volunteer conversion and improving recruitment rates.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Understanding strategies to improve volunteer recruitment	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	Well, to be honest, from my understanding, we really only have a very few volunteers in Atlanta county.	Documents local volunteer shortages prompting CAP to cover service gaps and prioritize targeted recruitment.

Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Understanding strategies to improve volunteer recruitment	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_0821.docx	So there hasn't been any movement that I know of as a result of that.	Notes partner referrals haven't yet converted into formal Red Cross volunteers despite increased outreach.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Understanding strategies to improve volunteer recruitment	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	I just think it takes one good connection.	Local connectors catalyze recruitment, leveraging trusted relationships to open community access.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Understanding strategies to improve volunteer recruitment	Transcript CAP_Staff_Steady_State_Josh_Riddle_2025_0911.docx	We haven't seen any changes. One thing that we've struggled with locally is to get volunteers engaged.	Reports no observed recruitment gains and highlights systemic barriers to local volunteer engagement.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Understanding strategies to improve volunteer recruitment	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	We used partner events to sign people up for, for sound the alarm	Partner events provide on-site recruitment opportunities and direct sign-ups, facilitating volunteer activation quickly.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Understanding strategies to improve volunteer recruitment	Transcript CAP_Staff_Steady_State_Glama_Carter_2025_.docx	They trust each other, and they let each other borrow volunteers.	Partner trust enables reciprocal volunteer borrowing, creating surge capacity for events and campaigns.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Understanding strategies to improve volunteer recruitment	Transcription Region_Chapter_Steady_State_Alicia_Dougherty_2025_0908 (1).docx	I mean, we're constantly recruiting volunteers like everyone else, I'm sure, in the country.	Describes recruitment as persistent routine work, indicating CAP hasn't produced a distinct local recruitment spike.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Understanding strategies to improve volunteer recruitment	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	What I haven't seen in either is recruitment for CAP volunteers, which I feel like that would have been a good step for them	Notes absence of formal CAP recruitment, recommending structured efforts rather than ad-hoc referrals.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Understanding strategies to improve volunteer recruitment	Transcript CAP_Staff_Steady_State_Margarita_Moreno_2025_0902 (2).docx	If I were to pick, I would lean more on engagement versus a recruitment.	Prioritizing engagement over recruitment emphasizes retention and sustaining volunteers between events.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Understanding strategies to improve volunteer recruitment	Transcript Region_Chapter_Staff_Steady_State_Michelle_Averill_2025_0825 (1).docx	And we're starting a new program called Neighbors Helping Neighbors and that can be an eight hour commitment to be a volunteer.	Implements short, one-day volunteer options to lower commitment barriers and attract more participants.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Understanding strategies to improve volunteer recruitment	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	I put as one of my annual goals to try to recruit 50 plus volunteers for the region.	Sets explicit numeric recruitment goals to rebuild volunteer capacity after partner cohort losses.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Understanding strategies to improve volunteer recruitment	Transcript Region_Chapter_Steady_State_Mark_Beddingfield_2025_0828.docx	I do see there more focus throughout the region now, including volunteers.	Regional focus and CAP expertise correlated with reported volunteer increases across jurisdictions.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Analyzing volunteer retention rates and factors	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	We either have official Red Crossers or event based volunteers	Highlights lack of intermediate volunteer tier, limiting retention and activation of partner-recruited volunteers.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Analyzing volunteer retention rates and factors	Transcript CAP_Staff_Steady_State_Gaby_Perez_Albaracin_2025_0904.docx	I think barriers or obstacles that I have encountered have mainly been regarding trust.	Identifies trust-building as a central factor influencing volunteer recruitment and ongoing retention in communities.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Analyzing volunteer retention rates and factors	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	we have close to 300 volunteers in Chatham county alone	Shows large registered volunteer pool but very low activation, causing rapid volunteer attrition without timely engagement.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Analyzing volunteer retention rates and factors	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_0819.docx	local respond rate here in the area is usually about 20 to 30%. And for	Provides an example where partner engagement correlated with markedly higher local volunteer response during disaster.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Analyzing volunteer retention rates and factors	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	we really only have a very few volunteers in Atlanta county	Reports localized volunteer scarcity and CAP stepping in to fill service gaps, affecting retention and capacity.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Analyzing volunteer retention rates and factors	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_0821.docx	a lot of volunteers feel like there isn't a way for them to stay intentionally engaged	Highlights volunteer perception of lacking ongoing engagement, a key factor driving attrition and poor retention.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Analyzing volunteer retention rates and factors	Transcript Region_Chapter_Steady_State_Rose_Taravella_2025_0905.docx	the new staff is having much greater success with recruitment and placement of volunteers	Shows staffing quality directly affects volunteer recruitment and likely improves retention through better placement and follow-up.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Analyzing volunteer retention rates and factors	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	for just regular DRO work. And especially in the areas that we service, they have a lot of virtual volunteers that take care of things, of course, virtually, but no one like hands on boots on ground type	Questions training-only recruitment and modality mismatch undermining sustained, in-person volunteer retention and contribution.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Analyzing volunteer retention rates and factors	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	I think that the teams that are already on the ground could use an annual refresher	Suggests ongoing refresher training is crucial to maintain volunteer engagement and reduce attrition over time.

Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Analyzing volunteer retention rates and factors	Transcription Region_Chapter_Steady_State_Alicia_Dougherty_2025_0908 (1).docx	high retention from that. There were a lot of people that applied and didn't stick,	Reports disaster-driven applicant spikes paired with low retention, highlighting recruitment without sustained engagement.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Analyzing volunteer retention rates and factors	Transcript Region_Chapter_Staff__Steady_State_Michelle_Ave_rill_2025_0825 (1).docx	I feel like we've definitely have increased partnerships and volunteerism	Reports CAP-led partnerships increased volunteerism and community understanding, potentially improving both recruitment and retention.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Analyzing volunteer retention rates and factors	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	But they all, I think they all pretty much dropped off of the volunteering.	Attributes volunteer loss to partner funding cuts, demonstrating external factors abruptly reducing volunteer retention.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Analyzing volunteer retention rates and factors	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	we aren't very good at times at being able to create opportunities for volunteers that are project based	Identifies mismatch between volunteer preferences for short projects and available opportunities, reducing long-term engagement and retention.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Analyzing volunteer retention rates and factors	Transcript 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.	Provides concrete training output (27 shelter trainees), indicating CAP presence can produce measurable volunteer activation.
Volunteer and Community Engagement Effects	Volunteer Recruitment and Engagement	Analyzing volunteer retention rates and factors	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	One area that we really have not seen a spike in is volunteer recruitment or an uptick in volunteer registrations as a direct result of cap.	States CAP hasn't generated a spike in new registrations despite improving retention and engagement of current volunteers.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript CAP_Staff__Steady_State__Gaby_Perez_Albarraclin_2025_0904.docx	If we're promoting this a little too much, then there's a deficit.	Warns outreach must match operational capacity to avoid overwhelming response systems and delaying assistance.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	We haven't really been involved in home fires all that much.	Limited involvement historically suggests response timing may suffer due to underused local capacity.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_0819.docx	they told us, hey, we have some families, they need some caseworkers.	Partner notifications enabled quicker caseworker deployment, improving timeliness of post-fire support coordination.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	higher percentage of total fires in Madison county being made known to us and	Increased notification share suggests improved detection and potentially faster Red Cross response to incidents.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	the resource guide as part of that red folder	Providing localized resource guides at scenes improves referral speed and directs clients to timely local supports.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript Region_Chapter_Staff__Steady_State__Terry_Stigdon_2025_0825.docx	But the CAP team just really kind of multiplies those efforts by being out there.	CAP presence multiplies partner outreach, increasing probability of timely notification and response.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript Region_Chapter_Steady_State__Priscilla_Fuentes_2025_0909.docx	this fiscal year is where we've been trying to lean in on fire department collaboration.	Emphasizes intentional fire-department outreach to improve incident notification and reduce response delays.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_0821.docx	didn't know that they could reach out to the Red Cross for support after a	Raising community awareness increases direct reporting, shortening time from incident to Red Cross activation.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript Region_Chapter_Steady_State__Krista_Coletti_2025_0905.docx	We actually exceeded our target for this year's first time.	Reestablishing fire-department contact quickly increased referrals and improved response activation rates.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	I have offered to be DAT trained. Katie has offered to be DAT Trained.	Volunteer DAT training among CAP staff could shorten response times by expanding local responder availability.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	Not at all.	Some jurisdictions report no observed CAP-driven change, indicating variable effects on response timeliness regionally.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript CAP_Staff__Steady_State_Shannon_Randolph_2025_0825.docx	it was hundreds of smoke alarms.	High-volume installations via partner referrals can reduce risk and indicate faster prevention outreach.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript CAP_Staff__Steady_State_Glama_Carter__2025_.docx	they serve. So instead of knocking on doors and going cold calling, our partners can help us identify those communities	Partner-led targeting improves efficiency of outreach and speeds service delivery to affected homes.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript CAP_Staff_Steady_State__Matt_Henry__2025_0911.docx	I think that the number of in person home fire responses has gone up.	Relationship-building correlated with increased in-person responses, suggesting improved incident capture and timeliness.

Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	We do actually have two new lives saved in the vicinity of those CAP programs.	Reported lives saved near CAP sites indicate timely prevention and response potentially improving survival outcomes.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript CAP_Staff_Steady_State_Margarita_Moreno_2025_0902 (2).docx	they knew, hey, I need to call a Red Cross and let them know.	Partner-first notifications improve address accuracy and reduce delays in responder arrival.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	I think personally we've got some of our CAP teams kind of working alongside the DPOs to do some of that.	CAP teams collaborating with DPOs can improve coordination and shorten time to on-scene assistance.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	I think we've seen a decrease in home fires across the region.	Regional decreases may reflect reporting changes, leadership turnover, or shifted priorities affecting response timing.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript Region_Chapter_Steady_State_Mark_Beddingfield_2025_0828.docx	Ours has gone slightly down.	Slight regional declines necessitate review of notification processes and fire-department engagement to restore coverage.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript Region_Chapter_Staff_Steady_State_Kayla_Gonzalez_2025_0904.docx	we're out on the field more often, educating the community on what it is that we offer	Increased field presence improves early detection and public reporting of home fires, aiding faster responses.
Volunteer and Community Engagement Effects	Home Fire Responses	Evaluating response times in home fire emergencies	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	I have not. And we have not involved our partners in home fire responses.	Lack of partner integration limits rapid, localized responses and delays assistance to affected households.
Volunteer and Community Engagement Effects	Home Fire Responses	Assessing community awareness and preparedness for home fires	Transcript CAP_Staff_Steady_State_Gaby_Perez_Albarracin_2025_0904.docx	This is a pretty robust program here in this area.	Indicates established home-fire capacity; CAP complements existing partnerships rather than changing activity metrics.
Volunteer and Community Engagement Effects	Home Fire Responses	Assessing community awareness and preparedness for home fires	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_0819.docx	that hopefully we can train them so that they can respond to home fires and that area	Plans to train local partners as responders to improve timeliness and geographic coverage.
Volunteer and Community Engagement Effects	Home Fire Responses	Assessing community awareness and preparedness for home fires	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	They speak to all of our lines of service. They have an excellent way of giving an overview, even if it's brief, an overview of all of the aspects of our services in their community.	CAP messaging increases awareness of Red Cross services, aiding referrals and partner understanding.
Volunteer and Community Engagement Effects	Home Fire Responses	Assessing community awareness and preparedness for home fires	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_0821.docx	we can say in these jurisdictions there was an increase because CAP partners were engaged	Increased reporting in some areas attributed to CAP partner engagement and improved notification.
Volunteer and Community Engagement Effects	Home Fire Responses	Assessing community awareness and preparedness for home fires	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	And we have, we did several sounding alarm events last year.	Despite leadership pushback, CAP supported multiple Sound the Alarm events using partner mobilization.
Volunteer and Community Engagement Effects	Home Fire Responses	Assessing community awareness and preparedness for home fires	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	CAP is really, there's really nothing that the CAP team has done to support on that.	Perceived no CAP-driven change in home-fire responses within that jurisdiction.
Volunteer and Community Engagement Effects	Home Fire Responses	Assessing community awareness and preparedness for home fires	Transcript CAP_Staff_Steady_State_Shannon_Randolph_2025_0825.docx	And so that in itself has been, has had an impact on the homes made Safer campaign here in Montgomery County.	Partner referrals generated substantial alarm installations in Montgomery County, per CDPM reports.
Volunteer and Community Engagement Effects	Home Fire Responses	Assessing community awareness and preparedness for home fires	Transcript CAP_Staff_Steady_State_Glama_Carter_2025.docx	So instead of knocking on doors and going cold calling, our partners can help us identify those communities because they know	Partners' hypertocal knowledge enabled targeted outreach and efficient smoke-alarm installations.
Volunteer and Community Engagement Effects	Home Fire Responses	Assessing community awareness and preparedness for home fires	Transcript CAP_Staff_Steady_State_Matt_Henry_2025_0911.docx	When it comes to the home fire campaign, it has to be an intentional thing.	Intentional, targeted engagement with fire departments and operational actors is necessary to improve responses.
Volunteer and Community Engagement Effects	Home Fire Responses	Assessing community awareness and preparedness for home fires	Transcript CAP_Staff_Steady_State_Margarita_Moreno_2025_0902 (2).docx	it because they called us first and	Partners act as first-notifiers, improving timeliness and locator accuracy for Red Cross responders.
Volunteer and Community Engagement Effects	Home Fire Responses	Assessing community awareness and preparedness for home fires	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	it can be a region or chapter wide number and we can target areas that need it.	Shift to region-wide, needs-based targeting aims to prioritize high-risk communities over volume.
Volunteer and Community Engagement Effects	Home Fire Responses	Assessing community awareness and preparedness for home fires	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	She does know the fire chief, so that does, you know, just those relationships matter.	Personal relationships with fire leadership enable referrals and access to priority neighborhoods for interventions.
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	a scholarship for an ambassador to host blood drive on campus. And the HBCU	Campus ambassador programs increase awareness and can boost donation turnout among student communities.

Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcript CAP_Staff__Steady_State__Gaby_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_Chapter__Steady_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_Staff__Steady_State__April_Jones_2025_0827 (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_0826.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_State__Priscilla_Fuentes_2025_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_Chapter__Steady_State_Rose_Taravella_2025_0905.docx	I know they did some blood drives.	Simple outreach prompts willing partners, indicating awareness alone can generate hosting opportunities.
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcript CAP_Staff__Steady_State_Simone_Moore_2025_0821.docx	September is National Sickle Cell Month. And so she was	Tying drives to awareness months heightens community focus and increases donor participation opportunities.
Volunteer and Community Engagement Effects	Blood Drives	Impacts of community awareness on blood donation rates	Transcription Region_Chapter__Steady_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_State__Matt_Henry_2025_0911.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__Steady_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_2025_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_State__Mark_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_Staff__Steady_State__Gaby_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_Staff__Steady_State__April_Jones_2025_0827 (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_Chapter__Steady_State_Rose_Taravella_2025_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_0821.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.

Volunteer and Community Engagement Effects	Blood Drives	Strategies to motivate individuals to participate in blood drives	Transcript CAP_Staff_Steady_State__Matt_Henry__2025_0911.docx	we do blood drives at our largest employers. That captures a huge number of people in the county.	Focusing drives at large employers yields high 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_State__Margarita_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_2025_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_Staff_Steady_State__Gaby_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_0829.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_Staff_Steady_State__April_Jones_2025_0827 (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_0819.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_State__Priscilla_Fuentes_2025_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_0821.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_Chapter_Steady_State__Krista_Coletti_2025_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_Chapter_Steady_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_Chapter_Steady_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_State__Margarita_Moreno_2025_0902 (2).docx	for the cap jurisdictions we again we did one on appointment based model that was effective.	Appointmentâ€¢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_Staff_Steady_State__Gaby_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_0829.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_0819.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_0826.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.

Volunteer and Community Engagement Effects	Home Fire Campaigns	Challenges in promoting home fire safety awareness	Transcript Region_Chapter_Steady_State___Priscilla_Fuentes_2025_0909.docx	and a police fire department right now that has a bunch of alarms and they're not doing anything with them.	Unused partner resources and unclear agreements undermine consistent smoke-alarm installations and follow-through.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Challenges in promoting home fire safety awareness	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_0821.docx	what will come as a result of this? What's the expectation or the goal?	Unclear goals hinder measurement and partner alignment for home-fire awareness and response programs.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Challenges in promoting home fire safety awareness	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	none of them were in our areas.	Chapter-selected sites ignore CAP core communities, reducing campaign reach where needs are greatest.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Challenges in promoting home fire safety awareness	Transcript Region_Chapter_Steady_State___Krista_Coletti_2025_0905.docx	Our team wasn't connecting with the fire department officials on a regular enough basis.	Weak fire-department relationships caused under-reporting and reduced activation for home-fire response.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Challenges in promoting home fire safety awareness	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	it's not a priority this year.	Organizational deprioritization reduces resources and attention for home-fire awareness campaigns.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Challenges in promoting home fire safety awareness	Transcript CAP_Staff_Steady_State_Shannon_Randolph_2025_0825.docx	And so our only challenge here is going to be designating the people to install the smoke alarms.	Installer shortages and volunteer limits are core operational barriers to completing installations.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Challenges in promoting home fire safety awareness	Transcript CAP_Staff_Steady_State___Matt_Henry_2025_0911.docx	are not the organizations that people call when there's a home	General community partners often aren't frontline reporters; first-responder links are essential for post-fire referrals.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Challenges in promoting home fire safety awareness	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	the fire departments just don't know or the number that they have is the 800 number	Fire-department awareness and contact-process issues impede timely referrals to home-fire support.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Challenges in promoting home fire safety awareness	Transcript CAP_Staff_Steady_State___Margarita_Moreno_2025_0902 (2).docx	we held a preparedness fair and at the fair took appointments and so only went back out to the homes where people had expressed interest.	Appointment-based models can increase efficiency but risk excluding unreachable or less-engaged households.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Challenges in promoting home fire safety awareness	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	you could just hit 100 of them and everyone just says, yes, you hit your target goal like in two hours.	Perverse incentives from numeric targets drive easy, high-volume sites over equitable, high-need locations.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Challenges in promoting home fire safety awareness	Transcript Region_Chapter_Steady_State_Barry_Fatke_2025_0909.docx	We saw a significant decrease in goals around both homes made safer and around people prepared.	Organizational deprioritization lowers emphasis and resources for home-fire preparedness and awareness campaigns.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Challenges in promoting home fire safety awareness	Transcript Region_Chapter_Steady_State___Mark_Beddingfield_2025_0828.docx	I don't know that I would say that we've seen any increases at this point	Many CAP areas show limited measurable increase, challenging claims of program impact and expansion.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Challenges in promoting home fire safety awareness	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	the volunteer workforce, you're not really having a workforce to get it done.	Volunteer shortages and weak follow-up capacity prevent canvassing from translating into completed installations.
Volunteer and Community Engagement Effects	Home Fire Campaigns	Challenges in promoting home fire safety awareness	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	if they're not putting any metrics behind this, nobody's going to be doing it.	Lack of formal metrics risks neglect; programs may be ignored without measurable targets or incentives.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	talk to some of the young people about fire safety	Embedding preparedness into existing youth programs leverages trusted channels to teach fire safety.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript CAP_Staff_Steady_State___Gaby_Perez_Albaracin_2025_0904.docx	youth clubs within the partnerships that we got	Partner interest exists to form youth clubs, enabling localized preparedness education.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	They have opened a few doors for us in order to do youth education	CAP created access points for youth education, facilitating community trainings and CPR sessions.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	hands on CPR class in English and Spanish	Bilingual CPR trainings increase accessibility and preparedness among diverse youth populations.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript CAP_Staff_Steady_State___April_Jones_2025_0827 (1).docx	If you teach them early to think about resilience	Early resilience education builds lifelong preparedness habits and adult readiness.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	they are beginning to do that through the local colleges	CAP emphasizes college outreach to engage older youth and build deployable volunteer capacity.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_0819.docx	There's been an increase in youth because the volunteer services has hired an individual	Dedicated volunteer-services staffing drove youth engagement increases, highlighting staffing's critical role.

Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript Region_Chapter_Staff__Steady_State__Terry_Stigdon_2025_0825.docx	No, they haven't done anything in that area.	CAP hasn't directly conducted youth programs locally; opportunity exists to enable partners.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript Region_Chapter_Staff__Steady_State_Rose_Taravella_2025_0905.docx	We do prepare with Pedro and that is hugely popular.	Prepare with Pedro is popular, demonstrating curriculum appeal and potential educational impact.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript CAP_Staff_Staff_Staff_Staff_Simone_Moore_2025_0821.docx	And we don't really partner with schools and things like that.	Lack of school partnerships limits systematic youth preparedness education opportunities.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript CAP_Staff_Staff_Staff_Staff_Katrina_Long_2025_08026.docx	Can we get trained to go give that to providers, to the community?	Local staff seek training to deliver youth curricula, indicating demand for educational capacity.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript Region_Chapter_Staff_Staff_Staff_Staff_Joel_Sullivan_2025_0822.docx	They could, because they could be getting the church groups and schools	Engaging churches and schools offers practical education channels to reach children for preparedness.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript Region_Chapter_Staff_Staff_Staff_Staff_Shawn_Schulze_2025_0826.docx	Youth has not been a push for that team.	Team lacks emphasis on youth-focused education, limiting preparedness outreach opportunities.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript Region_Chapter_Staff_Staff_Staff_Staff_Alicia_Dougherty_2025_0908(1).docx	we get a lot of our youth outreach, you know, with our Red Cross clubs	Red Cross clubs are primary education channels; scaling requires school expansion and club formation.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript Region_Chapter_Staff_Staff_Staff_Staff_Jacquelyn_Clites_2025_0902.docx	I don't think we've seen the impact that we could have.	Coordination gaps and unclear roles prevent realizing youth education impact despite trained volunteers.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript CAP_Staff_Staff_Staff_Staff_Margarita_Moreno_2025_0902(2).docx	facilitated introduction from a high school to our, you	Facilitating school introductions enables high school partnerships, expanding youth preparedness opportunities in rural areas.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript Region_Chapter_Staff_Staff_Staff_Staff_Michelle_Aveilli_2025_0825(1).docx	they're getting trained in hands only CPR or becoming, you know, a disaster responder.	Providing practical skills like CPR and responder training builds youth preparedness and engagement.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript CAP_Staff_Staff_Staff_Staff_Nate_Millard_2025_0903.docx	Shannon and Tammy both got trained to do Pedro and they've loved doing Pedro.	Local staff trained in Pedro increased program delivery capacity and enthusiasm for youth education.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript Region_Chapter_Staff_Staff_Staff_Staff_Barry_Falke_2025_0909.docx	they've increased because we've tried to build partnerships	Strategic partnerships have driven improvements in youth preparedness outcomes across communities.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcripts Region_Chapter_Staff_Staff_Staff_Staff_Jennifer_Capps_2025_0820_20.docx	we did a big diversity push for hands only CPR	Past CPR campaigns reached youth and families, illustrating education as an effective outreach strategy.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript Region_Chapter_Staff_Staff_Staff_Staff_Mark_Beddingfield_2025_0828.docx	Pretty much that's their priority, is focusing on the youth clubs	Regional teams prioritize school-based youth clubs as central channels for preparedness education.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript Region_Chapter_Staff_Staff_Staff_Staff_Tamica_Jeuitt_2025_0828(3).docx	We have not done a really good job in engaging youth in that area, but that is the focus.	Leadership now prioritizes youth engagement, signaling planned investment in educational preparedness.
Volunteer and Community Engagement Effects	Youth Preparedness	Role of education in enhancing youth preparedness	Transcript CAP_Staff_Staff_Staff_Staff_Cindy_Magnuson_2025.docx	Pedro is our youth program and we are going to be able to get trained for that	Adopting Pedro and scheduled trainings build chapter capacity to deliver youth preparedness education.
Volunteer and Community Engagement Effects	Youth Preparedness	Impact of youth engagement on community safety programs	Transcript CAP_Staff_Staff_Staff_Staff_Curtis_Morman_2025_0829.docx	75 children that she spoke to about our safety. And so	One-off outreach reached roughly 75 children, indicating limited but tangible youth engagement.
Volunteer and Community Engagement Effects	Youth Preparedness	Impact of youth engagement on community safety programs	Transcript Region_Chapter_Staff_Staff_Staff_Staff_Caedy_Minolitti_2025_0904.docx	They have opened a few doors for us in order to do youth education, primarily just in the counties that they have been focused on.	CAP opened targeted access points, enabling partner-delivered youth education but limited geographic scope remains.
Volunteer and Community Engagement Effects	Youth Preparedness	Impact of youth engagement on community safety programs	Transcript Region_Chapter_Staff_Staff_Staff_Staff_Alex_Taylor_2025_0905.docx	Nicole and the volunteer services, Steve, they did a hands on CPR class in English and Spanish for that group.	Bilingual hands-on CPR delivered; Prepare with Pedro planned, showing practical training and curriculum rollout intent.
Volunteer and Community Engagement Effects	Youth Preparedness	Impact of youth engagement on community safety programs	Transcript CAP_Staff_Staff_Staff_Staff_April_Jones_2025_0827(1).docx	about resilience, then you already have those things in place when they become an	Early resilience education builds long-term preparedness habits and adult readiness.

Volunteer and Community Engagement Effects	Youth Preparedness	Impact of youth engagement on community safety programs	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	they are beginning to do that through the local colleges.	CAP's youth efforts focus on college pilots and clubs, not widespread K&C 12 engagement yet.
Volunteer and Community Engagement Effects	Youth Preparedness	Impact of youth engagement on community safety programs	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	No, I don't think so. Honestly, no.	Respondent observed no regional increase in youth preparedness or notable youth-focused trend.
Volunteer and Community Engagement Effects	Youth Preparedness	Impact of youth engagement on community safety programs	Transcript CAP_Staff_Steady_StateJosh_Riddle_2025_0911.docx	Haven't really seen an increase or a change in the youth preparedness events.	No measurable increase seen; programming relies on a single trainer and one planned partner event.
Volunteer and Community Engagement Effects	Youth Preparedness	Impact of youth engagement on community safety programs	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	like the Pedro and some of these youth campaigns, I said, how do we get involved in that?	Local staff request training to enable community delivery, but currently no consistent local implementers.
Volunteer and Community Engagement Effects	Youth Preparedness	Impact of youth engagement on community safety programs	Transcript Region_Chapter_Steady_State_Joel_Sullivan_2025_0822.docx	No. I mean, I think that's kind of stable Blue sky operation.	Youth outreach described as stable, with no recent changes attributable to CAP activities.
Volunteer and Community Engagement Effects	Youth Preparedness	Impact of youth engagement on community safety programs	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	No. No. Youth has not been a push for that team.	Team hasn't prioritized youth work; available curricula target very young children limiting scalability.
Volunteer and Community Engagement Effects	Youth Preparedness	Impact of youth engagement on community safety programs	Transcript Region_Chapter_Steady_State_Alicia_Dougherty_2025_0908 (1).docx	I, I honestly don't think I, I haven't drilled down to that.	Interviewee lacked detailed youth metrics despite having some presentation data on youth outreach.
Volunteer and Community Engagement Effects	Youth Preparedness	Impact of youth engagement on community safety programs	Transcript Region_Chapter_Staff_Steady_State_Michelle_Averill_2025_0825 (1).docx	We do have some additional students that are getting involved. Some of our youth engagement opportunities, like with ucsc, they've been doing hands on the CPR and we have a few of the high school clubs that have bubbled up again.	Universities and high-school clubs are re-engaging with hands-on CPR and club-based preparedness activities.
Volunteer and Community Engagement Effects	Youth Preparedness	Impact of youth engagement on community safety programs	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	I think we've seen all those outcomes increase, but they've increased because we've tried to build partnerships that really kind of understand the value of that and we've tried to leverage them effectively.	Reported youth preparedness increases attributed to deliberate partner-building and effective leveraging of partner capacity.
Volunteer and Community Engagement Effects	Youth Preparedness	Impact of youth engagement on community safety programs	Transcripts Region_Chapter_Steady_State_Jennifer_Capps_2025_0820.docx	Two years ago I think we did a big diversity push for hands only CPR and they were probably involved in that to some degree.	Partner-hosted events, like CPR campaigns, provide practical youth engagement opportunities but lack systematic measurement.
Volunteer and Community Engagement Effects	Youth Preparedness	Impact of youth engagement on community safety programs	Transcript Region_Chapter_Steady_State_Mark_Beddingfield_2025_0828.docx	Pretty much that's their priority, is focusing on the youth clubs, but they're mainly the youth clubs in the schools.	Regional teams prioritize school-based youth clubs as a scalable channel for preparedness engagement.
Volunteer and Community Engagement Effects	Youth Preparedness	Impact of youth engagement on community safety programs	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025_0825.docx	youth program and we are going to be able to get trained for that so	Chapter transitioned to Pedro and scheduled trainings to expand partner delivery capacity for youth programming.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript CAP_Staff_Steady_State_Curtis_Morman_2025_0829.docx	We have been, you know, like on standby because of a potential threat or something coming this way.	Relies on standby notifications, limiting immediate activation capacity for Level 1/Level 2 responses.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minolitti_2025_0904.docx	Most of our, you know, most of our level ones and twos are fire, but last winter we had a ton of flooding.	Level 1/2 incidents are routine, often flood- or fire-related, reflecting constant operational demand.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript Region_Chapter_Steady_State_Maria_Center_2025_0827.docx	They had volunteers already ready to go, ready to stand Up.	Indicates partner volunteer readiness, though formal Level 1/2 classification uncertain.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript Region_Chapter_Steady_State_Alex_Taylor_2025_0905.docx	signed up and I went through all the trainings to become a TAP responder and I was never called.	Trained volunteers remain unactivated, risking disengagement and reducing readiness for Level 1/Level 2.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_0819.docx	the local respond rate here in the area is usually about 20 to 30%.	Anecdotal surge in local response during a disaster suggests variable preparedness across events.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	At least one representative shows up for those responses.	CAP provides routine on-site representation, improving coordination during Level 1/Level 2 incidents.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript Region_Chapter_Staff_Steady_State_Terry_Stigdon_2025_0825.docx	Okay, so we're all been fires.	Indicates all Level 1/2 incidents were fire-related, showing hazard-specific preparedness differences.

Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript Region_Chapter_Steady_State_Rose_Taravella_2025_0905.docx	We have several level twos around the Delaware river.	Frequent Level 1/2 flooding hotspots indicate higher local preparedness and recurring coordination needs.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	So we only had 1 level 2.	Single Level 2 occurrence shows limited exposure and limited practical DRO experience locally.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript CAP_Staff_Steady_StateJosh_Riddle_2025_0911.docx	We haven't even had any responses here other than the floods in April.	Local responses limited; major events dominated by regional Level 5 floods rather than Level 1/2.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript Region_Chapter_Steady_State_Joel_Sullivan_2025_0822.docx	CAP partners were there as we were getting there	Local partners can mobilize faster than centralized teams, enhancing immediate Level 1/Level 2 responses.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	we were told no because it wasn't an official Red Cross activity.	Policy blocks partner involvement for non-official activities, constraining Level 1/Level 2 community engagement.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	Oh, yeah, plenty of good floods and some other stuff. Yep.	Floods are common Level 1/2 events here, but CAP support has focused on larger incidents.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript CAP_Staff_Steady_State_Shannon_Randolph_2025_0825.docx	There might have been a level one or level two, but we were never even involved with it.	Team non-involvement suggests uneven activation or awareness across jurisdictions for Level 1/Level 2 events.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript CAP_Staff_Steady_State_Glama_Carter_2025_.docx	we did not have a DRO for that.	June flooding managed regionally without DRO, highlighting differing escalation thresholds across events.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript Region_Chapter_Steady_State_Alicia_Dougherty_2025_0908 (1).docx	We had level two, we had some storms, but they were outside of the cap area.	Level 2 storms sometimes occur externally, producing minimal local CAP engagement or impact.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	We had floods last year, Spring.	Confirms Level 1/2 flood occurrences, though formal level labeling inconsistently applied.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	But really for us it's probably only flooding.	Flooding dominates Level 1/2 activations here; heat-related responses remain uncommon.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	I'm guessing we're talking less than 10 in an annual basis	Level 1/2 non-fire events are rare here, contrasting with high-volume home fires.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcripts Region_Chapter_Steady_State_Jennifer_Capps_2025_08_20.docx	I don't know that we've had anything that would even be considered a one or two in our area.	This jurisdiction reports no Level 1/2 incidents, indicating variability across regions.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript Region_Chapter_Steady_State_Mark_Beddingfield_2025_0828.docx	Most of ours have been level ones, twos, threes.	Provides a numeric sense of steady-state incident volume, implying frequent lower-level weather events.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Region_Chapter_Staff_Lisa_Johnson_2025_0915.docx	The CAP team is always on standby and has actively participated in larger disaster responses	CAP maintains standby readiness and supports larger responses, demonstrating readiness variability by incident severity.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Differences in preparedness at varying response levels	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	We haven't had that level two	Communication gaps limit Level 2 integration, hindering timely coordination and awareness.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Assessing resource allocation for emergency responses	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	this spreadsheet and immediately connect the dots	Demonstrates data tools help redirect donated resources rapidly to areas of need.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Assessing resource allocation for emergency responses	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_0819.docx	we were up above 50%.	Anecdotal surge in local response suggests volunteer contributions can substantially increase available resources.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Assessing resource allocation for emergency responses	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	these mobile units now, they can reach wider communities	Mobile units expand distribution capacity, improving resource allocation to underserved or affected neighborhoods.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Assessing resource allocation for emergency responses	Transcript CAP_Staff_Steady_StateJosh_Riddle_2025_0911.docx	So we did open a shelter. No one came to the shelter.	Prepared shelter resources were unused, indicating local partners absorbed needs and altering allocation decisions.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Assessing resource allocation for emergency responses	Transcript Region_Chapter_Steady_State_Joel_Sullivan_2025_0822.docx	CAP partners were there as we were getting there because we notified them	Shows partner networks enable earlier local response arrival, shifting resource burdens from external teams.

Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Assessing resource allocation for emergency responses	Transcript CAP_Staff_Steady_State_Glama_Carter____2025_.docx	I think it stay within regional capability.	Suggests events were handled regionally without escalation, implying localized resource sufficiency.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Assessing resource allocation for emergency responses	Transcription Region_Chapter_Steady_State_Alicia_Dougherty_2025_0908 (1).docx	We had flooding and stuff from Debbie and Helene, but those were much higher operations.	Major storms required higher-level operations, consuming larger-scale resources beyond Level 1/2 allocations.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Assessing resource allocation for emergency responses	Transcript Region_Chapter_Steady_State__Mark_Beddingfield_2025_0828.docx	Last year we had 23.	Provides a concrete count to inform annual resource planning and allocation for Level 1/2 incidents.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Assessing resource allocation for emergency responses	Region_Chapter_Staff_Lisa_Johnson_2025_0915.docx	The CAP team is always on standby and has actively participated in larger disaster responses (e.g., tornado damage assessment).	Standing CAP readiness ensures rapid allocation and deployment of personnel and partner resources during incidents.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Assessing resource allocation for emergency responses	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	We haven't had that level two and that again that communication piece	Communication gaps impede coordination, delaying resource allocation and situational awareness during Level 2 events.
Volunteer and Community Engagement Effects	Level 1 and Level 2 Responses	Assessing resource allocation for emergency responses	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	But since then, no, we've been fortunate.	Indicates no subsequent incidents requiring resource reallocation, reducing short-term emergency resource demands.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minoletti_2025_0904.docx	Everywhere. We need CAP everywhere.	Advocates universal CAP deployment; suggests local teams as scaling unit to replicate across regions.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript CAP_Staff_Steady_State__Gaby_Perez_Albaracin_2025_0904.docx	that is like a captive audience, unintended captive audience for us that we have leveraged.	Leverage partner events and captive audiences to rapidly scale outreach and onboard new volunteers.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript Region_Chapter__Steady_State_Alex_Taylor_2025_0905.docx	we just put our foot in the door. Like, we just, you know, we really started inviting ourselves to things.	Proactive presence at partner events is a replicable tactic to build access and trust locally.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript Region_Chapter__Steady_State_Maria_Center_2025_0827.docx	these organizations, that they get donated items like these electric vehicles, these panel vans.	Targeted material investments enable partner capacity-building and are highly replicable levers to scale impact.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript CAP_Staff_Steady_State__April_Jones_2025_0827 (1).docx	an area is too far we should never say that	Advocates proactive geographic reach; replicate by rotating presence into remote or underserved communities.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_0819.docx	pick up the phone and call the lead from this church	Train and certify partner teams to run local services, enabling scalable partner-led response capacities.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	Now it's like we're being able to multiply our efforts because CAP is doing the exact same thing, not as their primary goal, but as a secondary goal.	Partner mirroring multiplies impact; replicate by encouraging partners to adopt CAP activities alongside their own.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	really hyperlocal is, is absolutely essential and hard to come by and hard to maintain.	Hyperlocal partner resource guides are tangible, replicable products that improve referrals and local responsiveness.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript Region_Chapter_Staff__Steady_State__Terry_Stigdon_2025_0825.docx	I think the skills they have around community asset mapping would benefit all the executive directors nationwide because it, I mean, it's helpful information when you're looking at community mobilization.	Community asset mapping is a transferable capability that supports targeted, data-informed scaling decisions regionwide.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript Region_Chapter_Steady_State__Priscilla_Fuentes_2025_0909.docx	it doesn't need to be us, in fact. And like, maybe we need to trust our partners by like, giving them the resources and then allowing them to do it.	Trust partners with resources and autonomy to enable scalable, locally owned service delivery.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	Basically, it can be adopted throughout the area.	Design portable plans and visible pilots so other chapters can readily adopt CAP practices.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript Region_Chapter__Steady_State__Krista_Coletti_2025_0905.docx	doing some CAP like pilots in other parts of my, my region	Advocates small, contextual-aware pilots to test CAP practices before wider replication across regions.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript Region_Chapter_Steady_State_Joel_Sullivan__2025_0822.docx	replicate that in other areas of the state	Use CAP teams as coaches and mentors to transfer skills and replicate practices across chapters.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	I think there should have been a mandatory orientation where they learn all about the region, all the work that the region does.	Standardized orientation and brand integration help replicate CAP by aligning new teams to regional norms quickly.

Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript CAP_Staff-_Steady_State_Shannon_Randolph_2025_0825.docx	local organizations that are already trying to do the work, partnering with them, working alongside them until they either	Partner-centric, on-site training empowers local organizations and scales services through existing community infrastructure.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcription Region_Chapter_Steady_State_Alicia_Dougherty_2025_0908 (1).docx	Any learnings or any best practices that cap any successes they have, we just got to make sure we share it out in the region.	Structured knowledge-sharing and presentations are essential to diffuse CAP best practices regionally.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript CAP_Staff_Steady_State__Matt_Henry__2025_0911.docx	the things that we're trying to do with our region is take those core skills , those core things , and apply them in other areas .	Translate CAP core skills into chapter-level practices to enable widespread, role-focused replication.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	the ED took a really active role in getting to know	Empower local executive directors to champion partnerships; leadership ownership accelerates scalable replication.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript CAP_Staff_Steady_State__Margarita_Moreno_2025_0902 (2).docx	I think we could have some sort of like scaffolding that is helpful or matrix of some sort.	Build a lightweight discovery-to-launch scaffold to package practices for easier, earlier replication.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	I do think our team is doing a nice job of really trying to infiltrate all chapters, not just a particular county.	Embedding CAP across chapters multiplies reach and impact; recommend regional integration over single-county pilots.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	it gives other communities hope of what could be because we're taking some of those same practices	Demonstration pilots provide hope and clear examples, enabling other communities to adopt CAP practices thoughtfully.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Identifying successful initiatives to scale	Transcript CAP_Staff_Steady_State_Cindy_Magnuson_2025.docx	Cap is built on trust. It's built with people who understand trust and understand building trusting relationships.	Maintaining relationship-first fidelity is non-negotiable when scaling; trust enables partner-led replication.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Criteria for replicating successful community programs	Transcript CAP_Staff_Steady_State__Gaby_Perez_Albaracin_2025_0904.docx	So I think we can rebrand ourselves a little bit better on that end.	Rebrand messaging and role definitions to make CAP practices portable and reduce local resistance.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Criteria for replicating successful community programs	Transcript Region_Chapter_Steady_State_Maria_Center_2025_0827.docx	Funder, as a billionaire, I would say let's have this program, let's put this everywhere.	Invest targeted funding and assets to build hyperlocal partner capacity before attempting wide replication.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Criteria for replicating successful community programs	Transcript CAP_Staff_Steady_State__April_Jones_2025_0827 (1).docx	I don't think that CAP should be a part of the region. I think that it needs to be national	Prefer national coordination for speed and consistent vetting, avoiding regional bureaucracy slowing replication.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Criteria for replicating successful community programs	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_0819.docx	we're going to teach them how to install alarms.	Train and transfer technical skills to partners so they can deliver services independently and reliably.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Criteria for replicating successful community programs	Transcript Region_Chapter_Steady_State_David_Hicks_2025_0829.docx	Curtis Moorman, our manager, he just saw it from the beginning as everybody wins if we do this properly.	Install locally rooted managers who champion collaborative partnerships to accelerate replication and community trust.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Criteria for replicating successful community programs	Transcript Region_Chapter_Steady_State__Priscilla_Fuentes_2025_0909.docx	I don't think that we included like regional, ongoing steady state activities, which I think is something we may want.	Include steadyâ€state activities in MOUs to formalize ongoing partner commitments and enable scalable handoffs.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Criteria for replicating successful community programs	Transcript CAP_Staff_Steady_State_Simone_Moore_2025_0821.docx	I guess I would say that you're not doing it alone. It's not like you're going in here by yourself.	Design FY plans and campaigns to be regionally adaptable and demonstrable to encourage adoption elsewhere.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Criteria for replicating successful community programs	Transcript Region_Chapter_Steady_State__Krista_Coletti_2025_0905.docx	this is a listening year. Going into those priority communities and saying, what are the unmet needs of this community?	Adopt a listening-first approach in pilots to tailor replication to local needs and increase adoption likelihood.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Criteria for replicating successful community programs	Transcript CAP_Staff_Steady_StateJosh_Riddle_2025_0911.docx	are working on getting them trained to be able to do the partner	Train partners in a partnerâ€direct model so communities can sustain services without chapter-led operations.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Criteria for replicating successful community programs	Transcript CAP_Staff-_Steady_State_Shannon_Randolph_2025_0825.docx	This is not a program. This is a way of life.	Frame CAP as sustained practice, embedding community mobilization into organizational culture for consistent replication.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Criteria for replicating successful community programs	Transcript CAP_Staff_Steady_State__Matt_Henry__2025_0911.docx	the things that we're trying to do with our region is take those core skills , those core things , and apply them in other	Package CAP core skills for chapters to adoptâ€relationship development, assessment, and targeted role training.
Volunteer and Community Engagement Effects	Scaling and Replicating Best Practices	Criteria for replicating successful community programs	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828 (3).docx	other communities hope of what could be because we're taking some of those same practices and we can do this in your	Use pilots to demonstrate practices and inspire neighboring communities to adopt locally adapted CAP methods.

Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minolt tt_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 Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript CAP_Staff__Steady_State__Gaby_Perez_Albarra cin_2025_0904.docx	I'm not gonna deny that sometimes we are set in our ways.	Avoid rigid 'expert' postures; adapt guidelines to local contexts and build trust.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Recognizing practices that do not yield positive results	Transcript Region_Chapter__Steady_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_0829.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_Staff__Steady_State__April_Jones_2025_0827(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_0819.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_State__Priscilla_Fuentes_2025_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_0821.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_0821.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_Chapter__Steady_State__Krista_Coletti_2025_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_08026.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_Staff__Steady_State_Glama_Carter__2025_.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_Staff__Steady_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_State__Mark_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 'blindness'; 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_Jeuit_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_Minolt tt_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_Staff__Steady_State__Gaby_Perez_Albarra cin_2025_0904.docx	get to know your house first.	Advise 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_Chapter__Steady_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.

Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Strategies to discontinue ineffective programs	Transcript CAP_Staff__Steady_State__April_Jones_2025_0827(1).docx	You can't reassess the community without talking to the people, because we can look at data all day.	Stresses avoiding data-only reassessments; prioritize direct community conversations for accurate decisions.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Strategies to discontinue ineffective programs	Transcript CAP_Staff_Steady_State_Kristi_Collins_2025_0826.docx	it would be impossible for one person to do that.	Warns against ad hoc, unsustainable responses and overreliance on single staff members.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Strategies to discontinue ineffective programs	Transcript Region_Chapter_Steady_State__Priscilla_Fuentes_2025_0909.docx	didn't know how to escalate an issue when they saw it.	Highlights need for clear escalation pathways to address problems promptly and prevent program failures.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Strategies to discontinue ineffective programs	Transcript CAP_Staff_Steady_State_Gilda_Ebanks_2025_0821.docx	it's not necessarily based on relationship building	Argues avoid metrics-first programs; prioritize relationship-building over output-only targets instead.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Strategies to discontinue ineffective programs	Transcript Region_Chapter_Steady_State__Krista_Coletti_2025_0905.docx	it seems like it's still at that place of just informing rather than figuring out kind of how to, to move things along.	Recommends avoiding informational-only meetings; shift agendas toward decisions and action ownership.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Strategies to discontinue ineffective programs	Transcript CAP_Staff_Steady_StateJosh_Riddle_2025_0911.docx	there's a lot of red tape and a lot of signing up	Identifies procedural barriers preventing volunteer connections; streamline processes to avoid losing volunteers.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Strategies to discontinue ineffective programs	Transcript Region_Chapter_Staff_Steady_State_Shawn_Schulze_2025_0826.docx	It felt very rushed and there was no plan of how you integrate.	Calls out rushed rollouts without integration planning; avoid deploying without prepared integration steps.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Strategies to discontinue ineffective programs	Transcript CAP_Staff__Steady_State_Shannon_Randolph_2025_0825.docx	explain what we've learned in a non takeover kind of way	Urges avoiding takeover approaches; influence collaboratively to prevent undermining local actors.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Strategies to discontinue ineffective programs	Transcript CAP_Staff_Steady_State__Matt_Henry__2025_0911.docx	our county in particular is saturated in blood drives.	Advocates avoiding saturation and overextension; prioritize focused priorities to increase impact.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Strategies to discontinue ineffective programs	Transcript Region_Chapter_Steady_State_Jacquelyn_Clites_2025_0902.docx	part because they were new, but in	Recommends integrating CAP from the start to avoid siloed deployment and confusion.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Strategies to discontinue ineffective programs	Transcript Region_Chapter_Staff_Steady_State_Michelle_Averill_2025_0825(1).docx	By having a weekly meeting, it saves me hours on the back end of having to have conversations one off	Suggests simple routines like weekly check-ins to prevent ad-hoc communication and duplication.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Strategies to discontinue ineffective programs	Transcript Region_Chapter_Steady_State_Barry_Falke_2025_0909.docx	It creates some inequity at times.	Cautions against overly localized, high-investment pilots that create inequity and lack scalability.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Strategies to discontinue ineffective programs	Transcript Region_Chapter_Steady_State__Mark_Beddingfield_2025_0828.docx	we had our blinders on sometimes of who you would talk to in a community.	Avoid narrow partner selection; broaden stakeholder engagement to match community knowledge and needs.
Volunteer and Community Engagement Effects	Avoiding Ineffective Practices	Strategies to discontinue ineffective programs	Transcript Region_Chapter_Steady_State_Tamica_Jeuitt_2025_0828(3).docx	If we did work in silos, it would probably be just a mess because you just wouldn't know what's going on.	Advocates preventing siloed operations through early partner coordination and shared information.
Volunteer and Community Engagement Effects	General Recommendations	Best practices for effective community engagement	Transcript Region_Chapter_Staff_Steady_State_Caedy_Minolatti_2025_0904.docx	Inviting a CAP team manager to the regional leadership team meetings.	Embed CAP into regional leadership meetings to increase alignment and visibility.
Volunteer and Community Engagement Effects	General Recommendations	Best practices for effective community engagement	Transcript Region_Chapter__Steady_State_Maria_Center_2025_0827.docx	1 Everything they're doing is phenomenal. I didn't	Prioritize scaling CAP model and fund local capacity-building investments to enable community-led relief.
Volunteer and Community Engagement Effects	General Recommendations	Best practices for effective community engagement	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	community mobilization. The way	Replicate monthly partner support and role- mapping routines to sustain community mobilization.
Volunteer and Community Engagement Effects	General Recommendations	Best practices for effective community engagement	Transcript Region_Chapter__Steady_State_Rose_Taravella_2025_0905.docx	a concentrated focus on a limited basis, you are picking up best practices	Start with focused pilots to learn, then adapt and scale best practices regionally.
Volunteer and Community Engagement Effects	General Recommendations	Best practices for effective community engagement	Transcript CAP_Staff_Steady_State_Katrina_Long_2025_08026.docx	it streamlined, written down, a process for it and get it all signed off	Document standardized protocols and onboarding to preserve continuity through staff changes.
Volunteer and Community Engagement Effects	General Recommendations	Best practices for effective community engagement	Transcription Region_Chapter__Steady_State_Alicia_Dougherty_2025_0908(1).docx	I would encourage the upfront communication from the beginning.	Provide upfront, inclusive communication and monthly coordination to align teams and surface issues.
Volunteer and Community Engagement Effects	General Recommendations	Best practices for effective community engagement	Transcript CAP_Staff_Steady_State__Matt_Henry__2025_0911.docx	We think that tabling events get volunteers. It doesn't.	Prioritize sustained hyperlocal relationship development over one- off tabling for long- term recruitment.

Volunteer and Community Engagement Effects	General Recommendations	Best practices for effective community engagement	Transcript CAP_Staff_Steady_State__Margarita_Moreno_2025_0902 (2).docx	strategies, I say definitely keep the, like the discovery phase.	Preserve discovery phase and develop simple scaffolds to teach and replicate effective practices.
Volunteer and Community Engagement Effects	General Recommendations	Best practices for effective community engagement	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	into, I would not integrate mid year into a region.	Require host readiness and align integrations with fiscal year starts to ensure smoother onboarding.
Volunteer and Community Engagement Effects	General Recommendations	Best practices for effective community engagement	Transcript Region_Chapter_Steady_State_Tamica_Jeuit_2025_0828 (3).docx	we always say, presence is a mission.	Sustain a listening first, visible presence to build trust and mobilize communities effectively.
Volunteer and Community Engagement Effects	General Recommendations	Recommendations for increasing volunteer participation	Transcript CAP_Staff_Steady_State_Hansel_Ibarra_2025_0819.docx	application service a little bit easier.	Simplify application and onboarding to reduce friction and increase volunteer conversion rates.
Volunteer and Community Engagement Effects	General Recommendations	Recommendations for increasing volunteer participation	Transcript Region_Chapter_Steady_State_Rachel_Lipoff_2025_0908.docx	volunteer for each other, not just for the Red Cross.	Encourage partner cross-promotion so organizations recruit volunteers for shared community initiatives.
Volunteer and Community Engagement Effects	General Recommendations	Recommendations for increasing volunteer participation	Transcript CAP_Staff_Steady_StateJosh_Riddle_2025_0911.docx	I think the partner direct model that we're looking at is going to be the best way to increase visibility	Empower partners to lead delivery and visibility, generating more volunteer interest through trusted channels.
Volunteer and Community Engagement Effects	General Recommendations	Recommendations for increasing volunteer participation	Transcript CAP_Staff_Steady_State_Shannon_Randolph_2025_0825.docx	getting a day planned that we go work with them	Organize joint workdays to build trust and convert partner staff into active volunteers.
Volunteer and Community Engagement Effects	General Recommendations	Recommendations for increasing volunteer participation	Transcript CAP_Staff_Steady_State__Margarita_Moreno_2025_0902 (2).docx	don't be afraid of just knocking on doors, you know, like your old school, like cold call outreach.	Use direct outreach and grassroots knocking on doors to identify community connectors and recruit volunteers.
Volunteer and Community Engagement Effects	General Recommendations	Recommendations for increasing volunteer participation	Transcript Region_Chapter_Staff__Steady_State_Michelle_Ave_ri_2025_0825 (1).docx	volunteer recognition event, we brought in everybody that	Host partner-inclusive volunteer recognition events to strengthen relationships and boost volunteer retention.
Volunteer and Community Engagement Effects	General Recommendations	Recommendations for increasing volunteer participation	Transcript CAP_Staff_Steady_State_Nate_Millard_2025_0903.docx	I think the biggest work is that kind of collaborative building, coalition building.	Prioritize coalition building to expand volunteer pools through partner networks and shared recruitment efforts.
Volunteer and Community Engagement Effects	General Recommendations	Recommendations for increasing volunteer participation	Transcript Region_Chapter_Steady_State_Tamica_Jeuit_2025_0828 (3).docx	volunteer appreciation and recruiting, sometimes just the extra mile of making people feel special	Invest modestly in volunteer appreciation to improve recruitment and retention through recognition gestures.