Theme	Sub-theme
Service delivery & community reach	Hyperlocal service types (feeding, distribution, mobile health/clinics)
Service delivery & community reach	Hyperlocal service types (feeding, distribution, mobile health/clinics)
Service delivery & community reach	Culturallyâ€'appropriate supports and translation services
Service delivery & community reach	Culturallyâ€'appropriate supports and translation services
Service delivery & community reach	Culturallyâ€'appropriate supports and translation services
Service delivery & community reach	Culturallyâ€'appropriate supports and translation services
Service delivery & community reach	Culturallyâ€'appropriate supports and translation services
Service delivery & community reach	Reaching underserved or â€˜hiddenâ€™ populations via local knowledge
Service delivery & community reach	Reaching underserved or â€˜hiddenâ€™ populations via local knowledge
Service delivery & community reach	Reaching underserved or â€˜hiddenâ€™ populations via local knowledge
Service delivery & community reach	Reaching underserved or â€˜hiddenâ€™ populations via local knowledge
Service delivery & community reach	Duration and continuity of services (sustained local support postâ€'DRO)
Service delivery & community reach	Duration and continuity of services (sustained local support postâ€'DRO)
Service delivery & community reach	Duration and continuity of services (sustained local support postâ€'DRO)

Coordination, communication & governance	CAP liaison integration at the leadership table and role clarity
Coordination, communication & governance	CAP liaison integration at the leadership table and role clarity
Coordination, communication & governance	CAP liaison integration at the leadership table and role clarity
Coordination, communication & governance	Pre‐disaster planning and local coalitions (Resilience Coalition / LTRG)
Coordination, communication & governance	Pre‐disaster planning and local coalitions (Resilience Coalition / LTRG)
Coordination, communication & governance	Pre‐disaster planning and local coalitions (Resilience Coalition / LTRG)
Coordination, communication & governance	Pre‐disaster planning and local coalitions (Resilience Coalition / LTRG)
Coordination, communication & governance	Information sharing, reporting and verification (DA, meal counts, WebEOC, CRC/DRC)
Coordination, communication & governance	Information sharing, reporting and verification (DA, meal counts, WebEOC, CRC/DRC)
Coordination, communication & governance	Information sharing, reporting and verification (DA, meal counts, WebEOC, CRC/DRC)
Coordination, communication & governance	Information sharing, reporting and verification (DA, meal counts, WebEOC, CRC/DRC)
Coordination, communication & governance	Information sharing, reporting and verification (DA, meal counts, WebEOC, CRC/DRC)
Coordination, communication & governance	Information sharing, reporting and verification (DA, meal counts, WebEOC, CRC/DRC)

Coordination, communication & governance	Operational alignment to avoid duplication and sync with Red Cross/EOC
Capacity, cost impacts & scalability	Local assets and enhancements (vehicles, refrigerated trucks, tool kits, generators)
Capacity, cost impacts & scalability	Local assets and enhancements (vehicles, refrigerated trucks, tool kits, generators)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Cost‑offset potential and challenges measuring/attributing savings
Capacity, cost impacts & scalability	Cost‑offset potential and challenges measuring/attributing savings
Capacity, cost impacts & scalability	Cost‑offset potential and challenges measuring/attributing savings
Capacity, cost impacts & scalability	Cost‑offset potential and challenges measuring/attributing savings
Capacity, cost impacts & scalability	Cost‑offset potential and challenges measuring/attributing savings
Capacity, cost impacts & scalability	Replicability and sustainability: local‑led model and barriers to scaling

Capacity, cost impacts & scalability	Replicability and sustainability: local‑led model and barriers to scaling
Capacity, cost impacts & scalability	Replicability and sustainability: local‑led model and barriers to scaling
Capacity, cost impacts & scalability	Replicability and sustainability: local‑led model and barriers to scaling
Capacity, cost impacts & scalability	Replicability and sustainability: local‑led model and barriers to scaling
Capacity, cost impacts & scalability	Replicability and sustainability: local‑led model and barriers to scaling
Quality	Reaching vulnerable populations
Quality	Reaching vulnerable populations
Quality	Reaching vulnerable populations
Quality	Delivering more and diverse services
Quality	Delivering more and diverse services
Quality	Delivering more and diverse services
Quality	Delivering more and diverse services

Quality	Delivering more and diverse services
Speed	Quicker service delivery following disaster
Speed	Quicker service delivery following disaster
Speed	Quicker service delivery following disaster
Speed	Quicker service delivery following disaster
Speed	Quicker service delivery following disaster
Speed	Quicker service delivery following disaster
Cost containment	Use of local partner resources
Cost containment	Use of local partner resources
Cost containment	Use of local partner resources
Cost containment	Use of local partner resources
Cost containment	Use of local partner resources
Scalability	partners can reach people in need of inidivdual assistance because they are local and know the community

Scalability	partners can reach people in need of inidivdual assistance because they are local and know the community
Scalability	partners can reach people in need of inidivdual assistance because they are local and know the community
Scalability	partners can reach people in need of inidivdual assistance because they are local and know the community
Scalability	Community members trust local partners
Scalability	Community members trust local partners
Scalability	Community members trust local partners
Scalability	Community members trust local partners
Scalability	Community members trust local partners
Scalability	Community members trust local partners
Scalability	Community members trust local partners

Code	Document
Mobile health/clinic deployments and itinerant clinical services to communities	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Mobile health/clinic deployments and itinerant clinical services to communities	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Library‑placed Pocketalk devices and translation technology	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Library‑placed Pocketalk devices and translation technology	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Culturally‑appropriate material supports: food, hygiene, hair/skin products	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Trusted local outreach channels, consulates, media, and community hubs	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Operational gaps: misreported coverage, delayed multilingual materials, and monitoring needs	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Shared data and proactive outreach to identify unseen impacted households	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Shared data and proactive outreach to identify unseen impacted households	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Hyperlocal logistics: vehicles, routes, and rapid mobilization to reach isolated people	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Hyperlocal logistics: vehicles, routes, and rapid mobilization to reach isolated people	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Variation in sustained support: context‑dependent continuity and shortfalls	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Variation in sustained support: context‑dependent continuity and shortfalls	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Institutional investments and staffing that create durable local continuity	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx

Liaison as coordination hub and communications facilitator	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Preparedness enablers: training, systems access, and regional engagement	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Preparedness enablers: training, systems access, and regional engagement	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Resilience Coalition as replicable, locallyâ€'led convening model	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
CAP liaison as trained operational bridge into incident leadership	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Preâ€'disaster exercises, assigned roles, and accountability for muscle memory	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Shared data platforms and partner capability databases (e.g., DARCI)	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
CAP liaison as central reporting and coordination node	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Damage assessment (DA) workflows and volunteer-enabled DDAO/photo verification	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Damage assessment (DA) workflows and volunteer-enabled DDAO/photo verification	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Meal-count verification and cost-containment reporting requirements	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Meal-count verification and cost-containment reporting requirements	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
System interoperability, mission-tracker use (WebEOC) and shared-hub adoption	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx

Active mission‑tracker/WebEOC monitoring and real‑time partner plugging	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
CAP‑funded box trucks, vans and shuttle vehicles for distribution and transport	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Mobile service infrastructure (ERVs, mobile pantries, and partner sites)	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Hands-on, short-orientation shelter training enabling immediate partner staffing	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Hands-on, short-orientation shelter training enabling immediate partner staffing	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Demonstrated rapid partner-led sheltering and hotel placement capability	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
CAP liaison, MOUs, pre-positioned assets, and resourcing as enablers	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Labor substitution: local volunteers and partner staff reducing deployment expenses	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Labor substitution: local volunteers and partner staff reducing deployment expenses	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Prepositioned assets and rapid mobilization shortening procurement timelines	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Prepositioned assets and rapid mobilization shortening procurement timelines	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Measurement solutions: unit tracking, standardized valuation, and counterfactual accounting	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Low‑resource resilience coalitions and trusted conveners form a replicable governance model	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx

Low–resource resilience coalitions and trusted conveners form a replicable governance model	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
CAP liaison, role clarity and operational integration are essential for scale	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Measurement, reporting, attribution, and budget–relief evidence justify replication investments	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Sustainable financing, institutionalization, and asset lifecycle planning support long–term replication	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Sustainable financing, institutionalization, and asset lifecycle planning support long–term replication	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Hyperlocal trusted partners as primary detectors and connectors to vulnerable households	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
CRC and cross-partner data/damage-assessment cross-referencing to surface unreported needs	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
CRC and cross-partner data/damage-assessment cross-referencing to surface unreported needs	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Rapid localized response and alternative shelter solutions	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Rapid localized response and alternative shelter solutions	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Expanded feeding and culturally appropriate food services with cold-chain logistics	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Mobile health clinics and expanded casework for targeted clinical and recovery needs	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx

Mobile health clinics and expanded casework for targeted clinical and recovery needs	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Preâ€'positioned assets and local logistics enabling sameâ€'day deliveries	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Data sharing, CRC staffing, and doorâ€'toâ€'door outreach for fast needs identification	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Data sharing, CRC staffing, and doorâ€'toâ€'door outreach for fast needs identification	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Community volunteers and delegated assessments (DDAO/DA) speeding individual assistance	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Coordination, verification, and systemic barriers that can negate speed gains	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Coordination, verification, and systemic barriers that can negate speed gains	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Local workforce, volunteer surge, and operational substitution	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Culturally appropriate services and hyperlocal targeting	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Preâ€'disaster investments, formal agreements, and readiness	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Preâ€'disaster investments, formal agreements, and readiness	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Monitoring, reporting, accountability, and sustainability	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Direct door-to-door outreach and CRC escorts to isolated households	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx

Pre-disaster coordination, liaisons, and shared data enabling targeted casework	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Local assets and adaptive logistics delivering context-appropriate supplies and transport	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Limits, equity gaps, verification needs, and geographic scope constraints	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Embedded local relationships enable rapid access and community acceptance	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Reliability and visible CAP presence build operational credibility and confidence	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Culturally tailored services and translation increase uptake among diverse populations	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Culturally tailored services and translation increase uptake among diverse populations	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Libraries and familiar institutions function as especially trusted community hubs	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Libraries and familiar institutions function as especially trusted community hubs	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Behavioral indicators imply trust but direct community testimony and measurement are lacking	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx

Quote	Quote Elaboration
up sending like a mobile health clinic to the same	CAP partners deployed a mobile health clinic, providing week-long onsite clinical services to affected communities.
The mobile van in Louisiana, the itinerating nurses in Kentucky	Partners provided mobile vans and itinerant nurses to deliver health services in shelters and communities.
they ended up helping us with translation	CAP partners provided onsite translation support during health clinic operations, enabling clinical services access.
speaking population here. They	CAP partners identify LEP populations and recommend targeted engagement teams for language needs.
So if they can tell us and say, hey, we have a great need in this area. We have a non-English speaking population here.	Indicates CAP can identify non‑English speaking populations and request targeted engagement teams or outreach.
local and right there from the community and the the value add was they knew their section of the community	Emphasizes CAP partners' local presence and community trust enabling culturally appropriate outreach.
And they of course went back and said, Oh yeah, Cap told us that they got that covered and that there's no need there.	Anecdotes show reported CAP coverage sometimes didn't translate into effective language access on the ground.
they work with this community day in and day out, they're going to know whether or not this community is being served.	Local, daily engagement lets partners spot underserved pockets and direct targeted outreach quickly.
there were pockets of people in need that we sometimes weren't aware of.	CAP partners' local insight identified hidden need pockets earlier than broader assessment teams.
They helped us in some of the surrounding counties, even though they really didn't have to.	Indicates partners extended reach into neighboring counties, enabling deliveries where centralized teams couldn't reach.
They will know about damaged pockets and their needs before we do.	Highlights hyperlocal detection enabling quicker targeted deployment and route planning to isolated pockets.
That was not my experience in Louisiana. In Kentucky, I would have to say yes just because the impacts.	Describes context-dependent variation: sustained support in Kentucky, shortfalls in Louisiana with unmet needs.
I don't think they were able to provide it for as long as the people needed it	Explicitly doubts partners' ability to sustain services as long as survivors require, citing unpredictability.
We continued the feeding until the power came on, but they ended up sending	Shows short-term continuity—partners sustained services approximately days to a week post-response.

I wanted to see the word cap every single day and our objectives that we were doing.	Leadership expects liaison daily presence and assertiveness to integrate CAP into incident objectives.
he wasn't trained to staff in the EOC	Inadequate training hindered effective EOC participation, highlighting need for role-appropriate preparedness.
I made sure to engage her and have her attend all of our meetings	Leadership oversight ensured liaison attendance, improving situational awareness though not conferring formal decision authority.
I think they were well informed. They knew what the needs of their communities were.	Local knowledge from standing coalitions improves targeting and speeds preâ€'disaster planning and response coordination.
I think it would behoove the CAP liaison to kind of educate the DRO leadership upfront about the capacity of various partners.	CAP liaison should brief leadership on partner capacities to align expectations and integrate coalition activities.
are really clear on what they're, where they're going to do it, how much they're going to do,	Advocates preâ€'defined partner roles, geographic assignments, and empowered liaisons for accountability and operational clarity.
not just a list of these cat partners, but what they do, what they bring to the table	Calls for detailed partner inventories to inform pre-disaster role assignments within local coalitions.
the CAP liaison was sitting there at the leadership table in every meeting and fully engaged and reported objectives	Liaison provided routine leadership briefings, conveying CAP activities into daily operational planning and reporting.
So when we do that impact assessment, engaging CAP quickly and assigning them a specific section would help us understand who they're covering.	Links impact assessments to CAP tasking for coverage, enabling targeted DA-informed partner assignments.
when we start doing our damage assessments, then we find other pockets and we share information with them as well.	Damage assessments identified additional needs and were shared to coordinate partner responses and target outreach.
We need that count every single night, especially if we're paying for it or supporting it.	Leadership required nightly verified meal counts and recording CAP-provided meals for cost-offset accounting.
the meals at $10 a meal and they were providing 67,000.	Leadership tracked partner meal contributions nightly but lacked formal verification or system-entry detail.
night, especially if we're paying for it or supporting it. But I guess	Leadership required nightly, auditable meal counts to track CAP contributions and enable DRO accounting.

was looking over to the liaison and saying what's up with that? Why?	Leadership used liaison visibility in daily planning to ensure CAP tasks were tracked, avoiding duplication.
they found a guy with a pickup truck and loaded it in the pickup truck	Shows local pickups and mobile vans were leveraged for quick deliveries and service delivery.
a vehicle and if you could drive there, great.	Highlights vehicle access importance for reaching fixed feeding sites; implies need for local transport assets.
we are kind of treating them like they were just Red Cross resources	Describes CAP partners acting as local Red Cross volunteers, performing sheltering, feeding, and some damage assessment.
they came back the next day and said, OK, we're ready.	Describes hands-on shelter walkthroughs enabling partners to rapidly assume shelter roles within one to two days.
coordinate and get their volunteers trained so that they can help	Hands-on shelter training aimed to prepare partner volunteers for immediate local shelter operations before national teams arrive.
coordinate and get their volunteers trained so that they can help operate those shelters	CAP liaisons can pre-brief DROs on partner capacity, enabling quicker volunteer deployment and task assignments.
they helped us with a lot of workforce people, people we didn't have to fly in	Local partner personnel substituted for flown staff, reducing travel and deployment expenses but not tracked.
the meals at $10 a meal and they were providing 67,000	Large-scale meal and furniture donations replaced potential procurement costs, offering measurable but unaggregated offsets.
if they did that, I mean, it'd be a huge cost savings if they gave the cleanup kits to us to distribute	Local kit provisioning cuts procurement and logistics costs, but savings weren't quantified or separately tracked.
they found a guy with a pickup truck and loaded it in the pickup truck and brought it to the office that day	Rapid local sourcing avoided procurement delays, yet avoided costs weren't dollarized or reconciled.
it'd be a huge cost savings if they gave the cleanup kits to us to distribute	Recording partner-delivered units would enable dollarization and attribution of those avoided procurement and distribution costs.
they do know their community and they're fast and they can, they know where to go, where to look	Local CAP partners' embedded knowledge enables low‑resource coalitions to convene and act quickly.

very instrumental in getting partners in other counties where	An effective liaison convenes and coordinates partner actions across jurisdictions, supporting replicable governance.
the CAP liaison was very instrumental in getting partners in other counties	Experienced liaison extends partner reach, improving timely service delivery across jurisdictions.
We put that in our reports every night.	Regular reporting documents CAP contributions, creating audit trails that support replication and funding decisions.
really clear on what they're, where they're going to do it, how much they're going to do,	Role clarity, liaison presence, and limited geographic coverage affect institutionalization and scaling of CAP resources.
the CAP liaison was very instrumental in getting partners in other counties where that CAP problem was not centered.	Experienced liaisons enable partner mobilization and routine reporting supports accountability for sustained local resource use.
they exist in the community, and they're part of the community. They will know about damaged pockets and their needs before we do.	Embedded partners provided hyperlocal situational awareness, identifying damaged pockets and reaching underserved rural households quickly.
an example earlier where they kind of told us that this area was good. And then I later find out it wasn't	Verification and cross-checks revealed partner assessment errors, exposing initially overlooked vulnerable areas.
the community, they exist in the community, and they're part of the community. They will know about damaged pockets and their needs before we do.	Local partners' ground knowledge enabled rapid identification of damaged pockets before larger responders could.
CAP partners were throwing requests at us. So it felt like without CAP we would not have had very many missions to deliver	Partner-driven requests generated additional missions, enabling faster, localized service delivery and diverse response activities.
we did quite a bit more feeding with the CAP partners.	CAP partners substantially increased feeding capacity, offering varied meal modalities and boosting local relief reach.
I'm thinking about feeding in Louisiana, we did quite a bit more feeding with the CAP partners.	CAP partners substantially increased feeding operations, providing both hot meals and food boxes.
they ended up sending like a mobile health clinic to the same area.	Shows CAP supplied mobile clinical services, expanding targeted health and recovery care in affected areas.

The mobile van in Louisiana, the itinerating nurses in Kentucky,	Indicates CAP provided mobile clinicians and on-site shelter health services, broadening clinical recovery offerings.
they found a guy with a pickup truck and loaded it in the pickup truck and brought it to the office that day.	Local procurement enabled sameâ€'day transport, avoiding weekâ€'long procurement delays for essential supplies.
Once they committed to something, they were always there on time.	Local partners' availability and punctual commitments enabled faster identification and immediate service delivery.
it helped us deliver more services to people in a timely fashion.	Experienced liaisons and partner logistics shortened setup time, enabling timelier service distribution.
available unlike a lot of other partners. So	Local partners' availability and punctuality reduced lag, enabling faster on-the-ground assistance mobilization.
before thinking that they were fine and they really weren't and they needed other	Verification gaps led to premature service withdrawal, illustrating risks negating quick partner gains.
No, I would say not because they didn't know what we needed.	Partners' unclear understanding of needs prevented timely action, hindering rapid delivery.
So, they had done a lot of the planning that I think would have taken longer and been more costly.	Partners planned and acted quickly, reducing procurement delays and supplementing Red Cross operational needs.
they ended up helping us with translation and when they had their health clinic there, that was they had a culture, the appropriate translation and	Local partners provided translation and culturally appropriate clinic services improving community communication and access.
are really clear on what they're, where they're going to do it, how much they're going to	Highlights need for explicit scopes and agreements to manage partner contributions pre-disaster and during response.
He knew which partners were active, which Parker partners were like, as they call it, hyperlocal or hyper-focused.	Stresses value of pre-mapped partner roles and awareness for rapid, localized readiness and activation.
maybe the CAP partner overinflated their capability	Calls for clear scopes, nightly counts, and verification to ensure partner accountability.
the community. They will know about damaged pockets and their needs before we do.	Being embedded, partners identified affected pockets and escorted isolated households to CRCs or services.

they work with this community day in and day out	Local partners' daily presence enables targeted identification and outreach to households pre- and post-disaster.
they work with this community day in and day out, they're going to know whether or not this community is being	Everyday presence and networks let partners identify unmet needs and target local households efficiently.
same community, they work with this community day in and day out, they're going to know whether or not this community is being served. So I think moving forward, if	Local partners' embedded presence uncovers underserved pockets, but needs clear scope and verification to confirm coverage.
were definitely local and right there from the community and the the	Local presence meant staff and residents accepted partner guidance, enabling swift, credible access.
were definitely local and right there from the community and the the value add was they knew their section of the community	Consistent follow-through by CAP partners established credibility, making community acceptance more likely.
they ended up helping us with translation and when they had their health clinic there	Translation and on-site clinics made services accessible, increasing uptake among non-English-speaking populations.
Kentucky people have a huge amount of pride, and they never want to accept money assistance from other people.	Cultural norms can inhibit assistance uptake, underscoring need for culturally tailored outreach and translation.
they knew their section of the community	Local knowledge made partners credible, enabling community acceptance of assistance and referrals.
they exist in the community, and they're part of the community.	Being embedded allowed partners to identify needs earlier, fostering community reliance on them.
were definitely local and right there from the community	Staff note local presence and knowledge, implying operational acceptance and inferred community trust.

Theme	Sub-theme
Service delivery & community reach	Hyperlocal service types (feeding, distribution, mobile health/clinics)
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Service delivery & community reach	Hyperlocal service types (feeding, distribution, mobile health/clinics)
Service delivery & community reach	Hyperlocal service types (feeding, distribution, mobile health/clinics)
Service delivery & community reach	Hyperlocal service types (feeding, distribution, mobile health/clinics)

Service delivery & community reach	Hyperlocal service types (feeding, distribution, mobile health/clinics)
Service delivery & community reach	Culturallyâ€'appropriate supports and translation services
Service delivery & community reach	Culturallyâ€'appropriate supports and translation services
Service delivery & community reach	Culturallyâ€'appropriate supports and translation services
Service delivery & community reach	Culturallyâ€'appropriate supports and translation services
Service delivery & community reach	Culturallyâ€'appropriate supports and translation services
Service delivery & community reach	Culturallyâ€'appropriate supports and translation services
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Service delivery & community reach	Culturallyâ€'appropriate supports and translation services

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Service delivery & community reach	Culturallyâ€'appropriate supports and translation services
Service delivery & community reach	Culturallyâ€'appropriate supports and translation services
Service delivery & community reach	Culturallyâ€'appropriate supports and translation services

Service delivery & community reach	Culturally‑appropriate supports and translation services
Service delivery & community reach	Culturally‑appropriate supports and translation services
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Service delivery & community reach	Culturally‑appropriate supports and translation services
Service delivery & community reach	Culturally‑appropriate supports and translation services
Service delivery & community reach	Culturally‑appropriate supports and translation services
Service delivery & community reach	Culturally‑appropriate supports and translation services
Service delivery & community reach	Reaching underserved or 'hidden' populations via local knowledge
Service delivery & community reach	Reaching underserved or 'hidden' populations via local knowledge
Service delivery & community reach	Reaching underserved or 'hidden' populations via local knowledge
Service delivery & community reach	Reaching underserved or 'hidden' populations via local knowledge

Service delivery & community reach	Reaching underserved or 'hidden' populations via local knowledge
Service delivery & community reach	Reaching underserved or 'hidden' populations via local knowledge
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Service delivery & community reach	Reaching underserved or 'hidden' populations via local knowledge
Service delivery & community reach	Reaching underserved or 'hidden' populations via local knowledge

Service delivery & community reach	Reaching underserved or 'hidden' populations via local knowledge
Service delivery & community reach	Reaching underserved or 'hidden' populations via local knowledge
Service delivery & community reach	Reaching underserved or 'hidden' populations via local knowledge
Service delivery & community reach	Duration and continuity of services (sustained local support post-DRO)
Service delivery & community reach	Duration and continuity of services (sustained local support post-DRO)
Service delivery & community reach	Duration and continuity of services (sustained local support post-DRO)
Service delivery & community reach	Duration and continuity of services (sustained local support post-DRO)
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Service delivery & community reach	Duration and continuity of services (sustained local support post‑DRO)
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Service delivery & community reach	Duration and continuity of services (sustained local support post‑DRO)
Service delivery & community reach	Duration and continuity of services (sustained local support post‑DRO)
Service delivery & community reach	Duration and continuity of services (sustained local support post‑DRO)
Coordination, communication & governance	CAP liaison integration at the leadership table and role clarity
Coordination, communication & governance	CAP liaison integration at the leadership table and role clarity

Coordination, communication & governance	CAP liaison integration at the leadership table and role clarity
Coordination, communication & governance	CAP liaison integration at the leadership table and role clarity
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Coordination, communication & governance	CAP liaison integration at the leadership table and role clarity

Coordination, communication & governance	CAP liaison integration at the leadership table and role clarity
Coordination, communication & governance	CAP liaison integration at the leadership table and role clarity
Coordination, communication & governance	CAP liaison integration at the leadership table and role clarity
Coordination, communication & governance	Preâ€'disaster planning and local coalitions (Resilience Coalition / LTRG)
Coordination, communication & governance	Preâ€'disaster planning and local coalitions (Resilience Coalition / LTRG)
Coordination, communication & governance	Preâ€'disaster planning and local coalitions (Resilience Coalition / LTRG)
Coordination, communication & governance	Preâ€'disaster planning and local coalitions (Resilience Coalition / LTRG)
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Coordination, communication & governance	Preâ€'disaster planning and local coalitions (Resilience Coalition / LTRG)

Coordination, communication & governance	Pre‑disaster planning and local coalitions (Resilience Coalition / LTRG)
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Coordination, communication & governance	Pre‑disaster planning and local coalitions (Resilience Coalition / LTRG)
Coordination, communication & governance	Pre‑disaster planning and local coalitions (Resilience Coalition / LTRG)
Coordination, communication & governance	Information sharing, reporting and verification (DA, meal counts, WebEOC, CRC/DRC)
Coordination, communication & governance	Information sharing, reporting and verification (DA, meal counts, WebEOC, CRC/DRC)
Coordination, communication & governance	Information sharing, reporting and verification (DA, meal counts, WebEOC, CRC/DRC)
Coordination, communication & governance	Information sharing, reporting and verification (DA, meal counts, WebEOC, CRC/DRC)

Coordination, communication & governance	Information sharing, reporting and verification (DA, meal counts, WebEOC, CRC/DRC)
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Coordination, communication & governance	Information sharing, reporting and verification (DA, meal counts, WebEOC, CRC/DRC)
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Coordination, communication & governance	Information sharing, reporting and verification (DA, meal counts, WebEOC, CRC/DRC)

Coordination, communication & governance	Information sharing, reporting and verification (DA, meal counts, WebEOC, CRC/DRC)
Coordination, communication & governance	Information sharing, reporting and verification (DA, meal counts, WebEOC, CRC/DRC)
Coordination, communication & governance	Operational alignment to avoid duplication and sync with Red Cross/EOC
Coordination, communication & governance	Operational alignment to avoid duplication and sync with Red Cross/EOC
Coordination, communication & governance	Operational alignment to avoid duplication and sync with Red Cross/EOC
Coordination, communication & governance	Operational alignment to avoid duplication and sync with Red Cross/EOC
Coordination, communication & governance	Operational alignment to avoid duplication and sync with Red Cross/EOC
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Coordination, communication & governance	Operational alignment to avoid duplication and sync with Red Cross/EOC
Coordination, communication & governance	Operational alignment to avoid duplication and sync with Red Cross/EOC
Capacity, cost impacts & scalability	Local assets and enhancements (vehicles, refrigerated trucks, tool kits, generators)
Capacity, cost impacts & scalability	Local assets and enhancements (vehicles, refrigerated trucks, tool kits, generators)
Capacity, cost impacts & scalability	Local assets and enhancements (vehicles, refrigerated trucks, tool kits, generators)

Capacity, cost impacts & scalability	Local assets and enhancements (vehicles, refrigerated trucks, tool kits, generators)
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Capacity, cost impacts & scalability	Local assets and enhancements (vehicles, refrigerated trucks, tool kits, generators)
Capacity, cost impacts & scalability	Local assets and enhancements (vehicles, refrigerated trucks, tool kits, generators)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)

Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)

Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Volunteer engagement, training and task expansion (sheltering, DA observers)
Capacity, cost impacts & scalability	Cost‑offset potential and challenges measuring/attributing savings
Capacity, cost impacts & scalability	Cost‑offset potential and challenges measuring/attributing savings
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Capacity, cost impacts & scalability	Cost‑offset potential and challenges measuring/attributing savings
Capacity, cost impacts & scalability	Cost‑offset potential and challenges measuring/attributing savings
Capacity, cost impacts & scalability	Replicability and sustainability: local‑led model and barriers to scaling

Capacity, cost impacts & scalability	Replicability and sustainability: local‑led model and barriers to scaling
Capacity, cost impacts & scalability	Replicability and sustainability: local‑led model and barriers to scaling
Capacity, cost impacts & scalability	Replicability and sustainability: local‑led model and barriers to scaling
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Capacity, cost impacts & scalability	Replicability and sustainability: local‑led model and barriers to scaling
Capacity, cost impacts & scalability	Replicability and sustainability: local‑led model and barriers to scaling
Quality	Reaching vulnerable populations
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Quality	Reaching vulnerable populations
Quality	Reaching vulnerable populations
Quality	Reaching vulnerable populations
Quality	Reaching vulnerable populations
Quality	Delivering more and diverse services

Quality	Delivering more and diverse services
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Quality	Delivering more and diverse services

Speed	Quicker service delivery following disaster
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Speed	quicker disaster assessment
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Speed	quicker disaster assessment
Speed	quicker disaster assessment
Cost containment	Use of local partner resources
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Cost containment	Use of local partner resources
Cost containment	Use of local partner resources

Cost containment	Use of local partner resources
Cost containment	Use of local partner resources
Cost containment	partners provide services that are needed but not necessarily typically offered by the Red Cross
Cost containment	partners provide services that are needed but not necessarily typically offered by the Red Cross
Cost containment	partners provide services that are needed but not necessarily typically offered by the Red Cross
Cost containment	partners provide services that are needed but not necessarily typically offered by the Red Cross
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Cost containment	partners provide services that are needed but not necessarily typically offered by the Red Cross
Cost containment	partners provide services that are needed but not necessarily typically offered by the Red Cross
Cost containment	partners provide services that are needed but not necessarily typically offered by the Red Cross
Scalability	partners can reach people in need of inidivdual assistance because they are local and know the community
Scalability	partners can reach people in need of inidivdual assistance because they are local and know the community
Scalability	partners can reach people in need of inidivdual assistance because they are local and know the community
Scalability	partners can reach people in need of inidivdual assistance because they are local and know the community
Scalability	partners can reach people in need of inidivdual assistance because they are local and know the community
Scalability	partners can reach people in need of inidivdual assistance because they are local and know the community
Scalability	partners can reach people in need of inidivdual assistance because they are local and know the community
Scalability	partners can reach people in need of inidivdual assistance because they are local and know the community

Scalability	partners can reach people in need of inidivdual assistance because they are local and know the community
Scalability	partners can reach people in need of inidivdual assistance because they are local and know the community
Scalability	partners can reach people in need of inidivdual assistance because they are local and know the community
Scalability	partners can reach people in need of inidivdual assistance because they are local and know the community
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Scalability	Community members trust local partners
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Code	Document
Cold-chain and transport enabling perishable distribution and deliveries	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Cold-chain and transport enabling perishable distribution and deliveries	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Cold-chain and transport enabling perishable distribution and deliveries	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Community Resource Center one-stop intake, coordination, and partner-staffed hubs	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Community Resource Center one-stop intake, coordination, and partner-staffed hubs	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Community Resource Center one-stop intake, coordination, and partner-staffed hubs	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Community Resource Center one-stop intake, coordination, and partner-staffed hubs	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Community Resource Center one-stop intake, coordination, and partner-staffed hubs	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Mobile health/clinic deployments and itinerant clinical services to communities	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Mobile health/clinic deployments and itinerant clinical services to communities	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Mobile health/clinic deployments and itinerant clinical services to communities	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Mobile health/clinic deployments and itinerant clinical services to communities	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Mobile health/clinic deployments and itinerant clinical services to communities	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx

Mobile health/clinic deployments and itinerant clinical services to communities	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Library‑placed Pocketalk devices and translation technology	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Library‑placed Pocketalk devices and translation technology	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Library‑placed Pocketalk devices and translation technology	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Library‑placed Pocketalk devices and translation technology	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Library‑placed Pocketalk devices and translation technology	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Library‑placed Pocketalk devices and translation technology	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
CAP partner human translation and culturally‑appropriate clinical services	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
CAP partner human translation and culturally‑appropriate clinical services	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
CAP partner human translation and culturally‑appropriate clinical services	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
CAP partner human translation and culturally‑appropriate clinical services	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
CAP partner human translation and culturally‑appropriate clinical services	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
CAP partner human translation and culturally‑appropriate clinical services	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx

CAP partner human translation and culturallyâ€'appropriate clinical services	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_ CLEANED_TF.docx
Culturallyâ€'appropriate material supports: food, hygiene, hair/skin products	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Culturallyâ€'appropriate material supports: food, hygiene, hair/skin products	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM .docx
Culturallyâ€'appropriate material supports: food, hygiene, hair/skin products	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Culturallyâ€'appropriate material supports: food, hygiene, hair/skin products	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Culturallyâ€'appropriate material supports: food, hygiene, hair/skin products	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.do cx
Culturallyâ€'appropriate material supports: food, hygiene, hair/skin products	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Culturallyâ€'appropriate material supports: food, hygiene, hair/skin products	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_ CLEANED_TF.docx
Trusted local outreach channels, consulates, media, and community hubs	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Trusted local outreach channels, consulates, media, and community hubs	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM .docx
Trusted local outreach channels, consulates, media, and community hubs	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Trusted local outreach channels, consulates, media, and community hubs	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx

Trusted local outreach channels, consulates, media, and community hubs	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Trusted local outreach channels, consulates, media, and community hubs	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Trusted local outreach channels, consulates, media, and community hubs	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Trusted local outreach channels, consulates, media, and community hubs	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Operational gaps: misreported coverage, delayed multilingual materials, and monitoring needs	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Operational gaps: misreported coverage, delayed multilingual materials, and monitoring needs	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Operational gaps: misreported coverage, delayed multilingual materials, and monitoring needs	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Operational gaps: misreported coverage, delayed multilingual materials, and monitoring needs	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Operational gaps: misreported coverage, delayed multilingual materials, and monitoring needs	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Operational gaps: misreported coverage, delayed multilingual materials, and monitoring needs	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Shared data and proactive outreach to identify unseen impacted households	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Shared data and proactive outreach to identify unseen impacted households	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Shared data and proactive outreach to identify unseen impacted households	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Shared data and proactive outreach to identify unseen impacted households	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx

Hyperlocal logistics: vehicles, routes, and rapid mobilization to reach isolated people	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Hyperlocal logistics: vehicles, routes, and rapid mobilization to reach isolated people	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Hyperlocal logistics: vehicles, routes, and rapid mobilization to reach isolated people	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Hyperlocal logistics: vehicles, routes, and rapid mobilization to reach isolated people	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Hyperlocal logistics: vehicles, routes, and rapid mobilization to reach isolated people	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Hyperlocal logistics: vehicles, routes, and rapid mobilization to reach isolated people	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Hyperlocal logistics: vehicles, routes, and rapid mobilization to reach isolated people	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Sustained CRC presence and community‑led damage assessment to produce actionable leads	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Sustained CRC presence and community‑led damage assessment to produce actionable leads	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Sustained CRC presence and community‑led damage assessment to produce actionable leads	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Cultural competence and trusted institutions to lower barriers and attract reluctant populations	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Cultural competence and trusted institutions to lower barriers and attract reluctant populations	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Verification, measurement, and persistent gaps—including houseless and digitally excluded people	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Verification, measurement, and persistent gaps—including houseless and digitally excluded people	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx

Verification, measurement, and persistent gapsâ€"including houseless and digitally excluded people	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Verification, measurement, and persistent gapsâ€"including houseless and digitally excluded people	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Verification, measurement, and persistent gapsâ€"including houseless and digitally excluded people	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Planned handoffs and named partner takeovers after DRO closure	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Planned handoffs and named partner takeovers after DRO closure	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Planned handoffs and named partner takeovers after DRO closure	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Variation in sustained support: contextâ€'dependent continuity and shortfalls	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Variation in sustained support: contextâ€'dependent continuity and shortfalls	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Variation in sustained support: contextâ€'dependent continuity and shortfalls	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Variation in sustained support: contextâ€'dependent continuity and shortfalls	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Variation in sustained support: contextâ€'dependent continuity and shortfalls	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Variation in sustained support: contextâ€'dependent continuity and shortfalls	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Variation in sustained support: contextâ€'dependent continuity and shortfalls	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Variation in sustained support: contextâ€'dependent continuity and shortfalls	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx

Variation in sustained support: context‑dependent continuity and shortfalls	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Short‑term extensions and resource transfers enabling limited post‑DRO continuity	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Short‑term extensions and resource transfers enabling limited post‑DRO continuity	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Short‑term extensions and resource transfers enabling limited post‑DRO continuity	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Short‑term extensions and resource transfers enabling limited post‑DRO continuity	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Short‑term extensions and resource transfers enabling limited post‑DRO continuity	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Institutional investments and staffing that create durable local continuity	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Institutional investments and staffing that create durable local continuity	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Institutional investments and staffing that create durable local continuity	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Institutional investments and staffing that create durable local continuity	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Institutional investments and staffing that create durable local continuity	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Liaison as coordination hub and communications facilitator	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Liaison as coordination hub and communications facilitator	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx

Liaison as coordination hub and communications facilitator	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Liaison as coordination hub and communications facilitator	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Liaison as coordination hub and communications facilitator	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Liaison as coordination hub and communications facilitator	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Liaison as coordination hub and communications facilitator	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Liaison as coordination hub and communications facilitator	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Formal leadership-table embedding and daily reporting responsibilities	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Preparedness enablers: training, systems access, and regional engagement	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Preparedness enablers: training, systems access, and regional engagement	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Preparedness enablers: training, systems access, and regional engagement	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Preparedness enablers: training, systems access, and regional engagement	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Preparedness enablers: training, systems access, and regional engagement	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx

Preparedness enablers: training, systems access, and regional engagement	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Preparedness enablers: training, systems access, and regional engagement	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Preparedness enablers: training, systems access, and regional engagement	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_ CLEANED_TF.docx
Resilience Coalition as replicable, locally‑led convening model	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Resilience Coalition as replicable, locally‑led convening model	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Resilience Coalition as replicable, locally‑led convening model	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Resilience Coalition as replicable, locally‑led convening model	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Resilience Coalition as replicable, locally‑led convening model	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Resilience Coalition as replicable, locally‑led convening model	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_ CLEANED_TF.docx
CAP liaison as trained operational bridge into incident leadership	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
CAP liaison as trained operational bridge into incident leadership	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
CAP liaison as trained operational bridge into incident leadership	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
CAP liaison as trained operational bridge into incident leadership	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx

CAP liaison as trained operational bridge into incident leadership	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
CAP liaison as trained operational bridge into incident leadership	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
CAP liaison as trained operational bridge into incident leadership	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Preâ€'disaster exercises, assigned roles, and accountability for muscle memory	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Preâ€'disaster exercises, assigned roles, and accountability for muscle memory	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Shared data platforms and partner capability databases (e.g., DARCI)	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Shared data platforms and partner capability databases (e.g., DARCI)	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Shared data platforms and partner capability databases (e.g., DARCI)	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Shared data platforms and partner capability databases (e.g., DARCI)	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
CAP liaison as central reporting and coordination node	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
CAP liaison as central reporting and coordination node	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
CAP liaison as central reporting and coordination node	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
CAP liaison as central reporting and coordination node	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx

CAP liaison as central reporting and coordination node	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
CAP liaison as central reporting and coordination node	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
CRC/DRC unified intake with release-of-information for cross-agency sharing	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
CRC/DRC unified intake with release-of-information for cross-agency sharing	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
CRC/DRC unified intake with release-of-information for cross-agency sharing	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
CRC/DRC unified intake with release-of-information for cross-agency sharing	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
CRC/DRC unified intake with release-of-information for cross-agency sharing	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Damage assessment (DA) workflows and volunteer-enabled DDAO/photo verification	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Damage assessment (DA) workflows and volunteer-enabled DDAO/photo verification	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Damage assessment (DA) workflows and volunteer-enabled DDAO/photo verification	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Damage assessment (DA) workflows and volunteer-enabled DDAO/photo verification	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Damage assessment (DA) workflows and volunteer-enabled DDAO/photo verification	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Meal-count verification and cost-containment reporting requirements	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx

Meal-count verification and cost-containment reporting requirements	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Meal-count verification and cost-containment reporting requirements	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Meal-count verification and cost-containment reporting requirements	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
System interoperability, mission-tracker use (WebEOC) and shared-hub adoption	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
System interoperability, mission-tracker use (WebEOC) and shared-hub adoption	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
System interoperability, mission-tracker use (WebEOC) and shared-hub adoption	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
System interoperability, mission-tracker use (WebEOC) and shared-hub adoption	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
System interoperability, mission-tracker use (WebEOC) and shared-hub adoption	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
System interoperability, mission-tracker use (WebEOC) and shared-hub adoption	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Verification standards, data templates, and audit-trail governance	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Verification standards, data templates, and audit-trail governance	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Verification standards, data templates, and audit-trail governance	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Verification standards, data templates, and audit-trail governance	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx

Verification standards, data templates, and audit-trail governance	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Verification standards, data templates, and audit-trail governance	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Active mission‑tracker/WebEOC monitoring and real‑time partner plugging	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Active mission‑tracker/WebEOC monitoring and real‑time partner plugging	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Active mission‑tracker/WebEOC monitoring and real‑time partner plugging	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Active mission‑tracker/WebEOC monitoring and real‑time partner plugging	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Active mission‑tracker/WebEOC monitoring and real‑time partner plugging	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Active mission‑tracker/WebEOC monitoring and real‑time partner plugging	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Active mission‑tracker/WebEOC monitoring and real‑time partner plugging	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Centralized CRC intake plus data‑sharing authorizations and database visibility	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Centralized CRC intake plus data‑sharing authorizations and database visibility	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Centralized CRC intake plus data‑sharing authorizations and database visibility	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Pre‑event preparedness: MOAs, drills, liaison training, and pre‑event notifications	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx

Pre‑event preparedness: MOAs, drills, liaison training, and pre‑event notifications	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Pre‑event preparedness: MOAs, drills, liaison training, and pre‑event notifications	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Pre‑event preparedness: MOAs, drills, liaison training, and pre‑event notifications	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Pre‑event preparedness: MOAs, drills, liaison training, and pre‑event notifications	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Formal EOC integration: access, activation authority, cadences, and duplication metrics	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Formal EOC integration: access, activation authority, cadences, and duplication metrics	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Formal EOC integration: access, activation authority, cadences, and duplication metrics	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Formal EOC integration: access, activation authority, cadences, and duplication metrics	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Formal EOC integration: access, activation authority, cadences, and duplication metrics	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Formal EOC integration: access, activation authority, cadences, and duplication metrics	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
CAP‑funded box trucks, vans and shuttle vehicles for distribution and transport	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
CAP‑funded box trucks, vans and shuttle vehicles for distribution and transport	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
CAP‑funded box trucks, vans and shuttle vehicles for distribution and transport	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx

Mobile service infrastructure (ERVs, mobile pantries, and partner sites)	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Mobile service infrastructure (ERVs, mobile pantries, and partner sites)	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Mobile service infrastructure (ERVs, mobile pantries, and partner sites)	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Mobile service infrastructure (ERVs, mobile pantries, and partner sites)	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Mobile service infrastructure (ERVs, mobile pantries, and partner sites)	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Mobile service infrastructure (ERVs, mobile pantries, and partner sites)	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Cleanup/muckâ€'out kits and community toolâ€'shed resources for recovery work	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Cleanup/muckâ€'out kits and community toolâ€'shed resources for recovery work	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Standby generators and local power resilience at community sites	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Standby generators and local power resilience at community sites	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Hands-on, short-orientation shelter training enabling immediate partner staffing	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Hands-on, short-orientation shelter training enabling immediate partner staffing	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Hands-on, short-orientation shelter training enabling immediate partner staffing	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx

Hands-on, short-orientation shelter training enabling immediate partner staffing	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Hands-on, short-orientation shelter training enabling immediate partner staffing	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Hands-on, short-orientation shelter training enabling immediate partner staffing	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Hands-on, short-orientation shelter training enabling immediate partner staffing	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Hands-on, short-orientation shelter training enabling immediate partner staffing	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Demonstrated rapid partner-led sheltering and hotel placement capability	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Demonstrated rapid partner-led sheltering and hotel placement capability	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Demonstrated rapid partner-led sheltering and hotel placement capability	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Demonstrated rapid partner-led sheltering and hotel placement capability	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Demonstrated rapid partner-led sheltering and hotel placement capability	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
CAP liaison, MOUs, pre-positioned assets, and resourcing as enablers	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
CAP liaison, MOUs, pre-positioned assets, and resourcing as enablers	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
CAP liaison, MOUs, pre-positioned assets, and resourcing as enablers	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx

CAP liaison, MOUs, pre-positioned assets, and resourcing as enablers	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
CAP liaison, MOUs, pre-positioned assets, and resourcing as enablers	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Labor substitution: local volunteers and partner staff reducing deployment expenses	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Labor substitution: local volunteers and partner staff reducing deployment expenses	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Labor substitution: local volunteers and partner staff reducing deployment expenses	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Labor substitution: local volunteers and partner staff reducing deployment expenses	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Labor substitution: local volunteers and partner staff reducing deployment expenses	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Labor substitution: local volunteers and partner staff reducing deployment expenses	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Prepositioned assets and rapid mobilization shortening procurement timelines	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Prepositioned assets and rapid mobilization shortening procurement timelines	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Prepositioned assets and rapid mobilization shortening procurement timelines	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Prepositioned assets and rapid mobilization shortening procurement timelines	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Prepositioned assets and rapid mobilization shortening procurement timelines	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx

Prepositioned assets and rapid mobilization shortening procurement timelines	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Prepositioned assets and rapid mobilization shortening procurement timelines	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Prepositioned assets and rapid mobilization shortening procurement timelines	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
CAP enablers and coordination: grants, liaisons, and relationship preâ€'work	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
CAP enablers and coordination: grants, liaisons, and relationship preâ€'work	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
CAP enablers and coordination: grants, liaisons, and relationship preâ€'work	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
CAP enablers and coordination: grants, liaisons, and relationship preâ€'work	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
CAP enablers and coordination: grants, liaisons, and relationship preâ€'work	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
CAP enablers and coordination: grants, liaisons, and relationship preâ€'work	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Measurement, attribution, and accounting challenges (data, valuation, enabling costs)	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Measurement, attribution, and accounting challenges (data, valuation, enabling costs)	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Measurement, attribution, and accounting challenges (data, valuation, enabling costs)	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Measurement, attribution, and accounting challenges (data, valuation, enabling costs)	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx

Measurement, attribution, and accounting challenges (data, valuation, enabling costs)	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Measurement, attribution, and accounting challenges (data, valuation, enabling costs)	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Measurement, attribution, and accounting challenges (data, valuation, enabling costs)	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Measurement, attribution, and accounting challenges (data, valuation, enabling costs)	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Measurement solutions: unit tracking, standardized valuation, and counterfactual accounting	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Measurement solutions: unit tracking, standardized valuation, and counterfactual accounting	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Measurement solutions: unit tracking, standardized valuation, and counterfactual accounting	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Measurement solutions: unit tracking, standardized valuation, and counterfactual accounting	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Measurement solutions: unit tracking, standardized valuation, and counterfactual accounting	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Measurement solutions: unit tracking, standardized valuation, and counterfactual accounting	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Measurement solutions: unit tracking, standardized valuation, and counterfactual accounting	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Measurement solutions: unit tracking, standardized valuation, and counterfactual accounting	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Measurement solutions: unit tracking, standardized valuation, and counterfactual accounting	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Preâ€'existing local relationships and tangible assets drive sustainable response	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx

Pre‑existing local relationships and tangible assets drive sustainable response	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Pre‑existing local relationships and tangible assets drive sustainable response	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Pre‑existing local relationships and tangible assets drive sustainable response	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Pre‑existing local relationships and tangible assets drive sustainable response	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Pre‑existing local relationships and tangible assets drive sustainable response	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Low‑resource resilience coalitions and trusted conveners form a replicable governance model	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Low‑resource resilience coalitions and trusted conveners form a replicable governance model	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Low‑resource resilience coalitions and trusted conveners form a replicable governance model	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Low‑resource resilience coalitions and trusted conveners form a replicable governance model	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Low‑resource resilience coalitions and trusted conveners form a replicable governance model	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Low‑resource resilience coalitions and trusted conveners form a replicable governance model	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Low‑resource resilience coalitions and trusted conveners form a replicable governance model	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx

CAP liaison, role clarity and operational integration are essential for scale	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
CAP liaison, role clarity and operational integration are essential for scale	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
CAP liaison, role clarity and operational integration are essential for scale	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
CAP liaison, role clarity and operational integration are essential for scale	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
CAP liaison, role clarity and operational integration are essential for scale	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
CAP liaison, role clarity and operational integration are essential for scale	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
CAP liaison, role clarity and operational integration are essential for scale	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
CAP liaison, role clarity and operational integration are essential for scale	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Measurement, reporting, attribution, and budgetâ€'relief evidence justify replication investments	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Measurement, reporting, attribution, and budgetâ€'relief evidence justify replication investments	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Measurement, reporting, attribution, and budgetâ€'relief evidence justify replication investments	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Measurement, reporting, attribution, and budgetâ€'relief evidence justify replication investments	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Sustainable financing, institutionalization, and asset lifecycle planning support longâ€'term replication	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Sustainable financing, institutionalization, and asset lifecycle planning support longâ€'term replication	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx

Sustainable financing, institutionalization, and asset lifecycle planning support longâ€'term replication	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Sustainable financing, institutionalization, and asset lifecycle planning support longâ€'term replication	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Sustainable financing, institutionalization, and asset lifecycle planning support longâ€'term replication	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Sustainable financing, institutionalization, and asset lifecycle planning support longâ€'term replication	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Sustainable financing, institutionalization, and asset lifecycle planning support longâ€'term replication	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Sustainable financing, institutionalization, and asset lifecycle planning support longâ€'term replication	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Hyperlocal trusted partners as primary detectors and connectors to vulnerable households	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Hyperlocal trusted partners as primary detectors and connectors to vulnerable households	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
CRC and cross-partner data/damage-assessment cross-referencing to surface unreported needs	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
CRC and cross-partner data/damage-assessment cross-referencing to surface unreported needs	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
CRC and cross-partner data/damage-assessment cross-referencing to surface unreported needs	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx

CRC and cross-partner data/damage-assessment cross-referencing to surface unreported needs	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
CRC and cross-partner data/damage-assessment cross-referencing to surface unreported needs	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
CRC and cross-partner data/damage-assessment cross-referencing to surface unreported needs	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Culturally and linguistically tailored services to engage immigrant and non-English populations	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Culturally and linguistically tailored services to engage immigrant and non-English populations	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Culturally and linguistically tailored services to engage immigrant and non-English populations	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Culturally and linguistically tailored services to engage immigrant and non-English populations	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Verification, capacity limits, and sustainability risks that leave pockets unreached	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Verification, capacity limits, and sustainability risks that leave pockets unreached	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Verification, capacity limits, and sustainability risks that leave pockets unreached	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Verification, capacity limits, and sustainability risks that leave pockets unreached	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Verification, capacity limits, and sustainability risks that leave pockets unreached	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Rapid localized response and alternative shelter solutions	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx

Rapid localized response and alternative shelter solutions	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Rapid localized response and alternative shelter solutions	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Rapid localized response and alternative shelter solutions	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Rapid localized response and alternative shelter solutions	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Expanded feeding and culturally appropriate food services with cold-chain logistics	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Expanded feeding and culturally appropriate food services with cold-chain logistics	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Expanded feeding and culturally appropriate food services with cold-chain logistics	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Expanded feeding and culturally appropriate food services with cold-chain logistics	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Expanded feeding and culturally appropriate food services with cold-chain logistics	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Mobile health clinics and expanded casework for targeted clinical and recovery needs	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Mobile health clinics and expanded casework for targeted clinical and recovery needs	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Mobile health clinics and expanded casework for targeted clinical and recovery needs	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Mobile health clinics and expanded casework for targeted clinical and recovery needs	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Mobile health clinics and expanded casework for targeted clinical and recovery needs	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx

Mobile health clinics and expanded casework for targeted clinical and recovery needs	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Mobile health clinics and expanded casework for targeted clinical and recovery needs	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Mobile health clinics and expanded casework for targeted clinical and recovery needs	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Mobile health clinics and expanded casework for targeted clinical and recovery needs	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Material/logistics assets, transportation, and multi-partner resource centers enabling broader reach	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Material/logistics assets, transportation, and multi-partner resource centers enabling broader reach	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Material/logistics assets, transportation, and multi-partner resource centers enabling broader reach	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Material/logistics assets, transportation, and multi-partner resource centers enabling broader reach	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Material/logistics assets, transportation, and multi-partner resource centers enabling broader reach	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Material/logistics assets, transportation, and multi-partner resource centers enabling broader reach	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Material/logistics assets, transportation, and multi-partner resource centers enabling broader reach	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Material/logistics assets, transportation, and multi-partner resource centers enabling broader reach	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Material/logistics assets, transportation, and multi-partner resource centers enabling broader reach	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx

Preâ€'positioned assets and local logistics enabling sameâ€'day deliveries	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Preâ€'positioned assets and local logistics enabling sameâ€'day deliveries	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Preâ€'positioned assets and local logistics enabling sameâ€'day deliveries	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Preâ€'positioned assets and local logistics enabling sameâ€'day deliveries	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Preâ€'positioned assets and local logistics enabling sameâ€'day deliveries	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Local knowledge, vendor relationships, and muscle memory for rapid sheltering	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Designated CAP liaisons, preâ€'event notifications, and rapid mobilization training	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Data sharing, CRC staffing, and doorâ€'toâ€'door outreach for fast needs identification	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Data sharing, CRC staffing, and doorâ€'toâ€'door outreach for fast needs identification	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Data sharing, CRC staffing, and doorâ€'toâ€'door outreach for fast needs identification	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Data sharing, CRC staffing, and doorâ€'toâ€'door outreach for fast needs identification	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Data sharing, CRC staffing, and doorâ€'toâ€'door outreach for fast needs identification	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx

Data sharing, CRC staffing, and door‑to‑door outreach for fast needs identification	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Data sharing, CRC staffing, and door‑to‑door outreach for fast needs identification	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Data sharing, CRC staffing, and door‑to‑door outreach for fast needs identification	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Data sharing, CRC staffing, and door‑to‑door outreach for fast needs identification	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Community volunteers and delegated assessments (DDAO/DA) speeding individual assistance	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Community volunteers and delegated assessments (DDAO/DA) speeding individual assistance	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Community volunteers and delegated assessments (DDAO/DA) speeding individual assistance	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Community volunteers and delegated assessments (DDAO/DA) speeding individual assistance	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Coordination, verification, and systemic barriers that can negate speed gains	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Coordination, verification, and systemic barriers that can negate speed gains	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Coordination, verification, and systemic barriers that can negate speed gains	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Coordination, verification, and systemic barriers that can negate speed gains	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Coordination, verification, and systemic barriers that can negate speed gains	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx

Local volunteers using mobile apps for immediate photo-based damage capture	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Local volunteers using mobile apps for immediate photo-based damage capture	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Local volunteers using mobile apps for immediate photo-based damage capture	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Embedded CAP liaisons and pre-identified partner capacity for rapid tasking	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Embedded CAP liaisons and pre-identified partner capacity for rapid tasking	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Embedded CAP liaisons and pre-identified partner capacity for rapid tasking	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
CRC single-intake, data-matching, and local casework to speed household follow-up	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
CRC single-intake, data-matching, and local casework to speed household follow-up	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
CRC single-intake, data-matching, and local casework to speed household follow-up	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
CRC single-intake, data-matching, and local casework to speed household follow-up	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Centralized information-sharing, activation triggers, and metrics to institutionalize faster assessments	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Centralized information-sharing, activation triggers, and metrics to institutionalize faster assessments	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx

Centralized information-sharing, activation triggers, and metrics to institutionalize faster assessments	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Centralized information-sharing, activation triggers, and metrics to institutionalize faster assessments	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Rapid local mobilization and immediate response capability	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Rapid local mobilization and immediate response capability	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Tangible assets, logistics, and prepositioned supplies	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Tangible assets, logistics, and prepositioned supplies	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Tangible assets, logistics, and prepositioned supplies	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Local workforce, volunteer surge, and operational substitution	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Local workforce, volunteer surge, and operational substitution	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
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Local workforce, volunteer surge, and operational substitution	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Local workforce, volunteer surge, and operational substitution	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Culturally appropriate services and hyperlocal targeting	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Culturally appropriate services and hyperlocal targeting	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Culturally appropriate services and hyperlocal targeting	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Culturally appropriate services and hyperlocal targeting	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Culturally appropriate services and hyperlocal targeting	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Culturally appropriate services and hyperlocal targeting	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Culturally appropriate services and hyperlocal targeting	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Preâ€'disaster investments, formal agreements, and readiness	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx

Preâ€'disaster investments, formal agreements, and readiness	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Preâ€'disaster investments, formal agreements, and readiness	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Preâ€'disaster investments, formal agreements, and readiness	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
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Preâ€'disaster investments, formal agreements, and readiness	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Preâ€'disaster investments, formal agreements, and readiness	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Preâ€'disaster investments, formal agreements, and readiness	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Preâ€'disaster investments, formal agreements, and readiness	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Monitoring, reporting, accountability, and sustainability	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Monitoring, reporting, accountability, and sustainability	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
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Monitoring, reporting, accountability, and sustainability	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Rapid hyperlocal sheltering and temporary lodging placements	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Rapid hyperlocal sheltering and temporary lodging placements	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Mobile health clinics and culturally appropriate translation support	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Mobile health clinics and culturally appropriate translation support	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Mobile health clinics and culturally appropriate translation support	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Logistics and transport infrastructure (refrigeration, warehouses, vehicles)	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Logistics and transport infrastructure (refrigeration, warehouses, vehicles)	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Culturally tailored food, hygiene, and personalâ€'care provisioning	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Culturally tailored food, hygiene, and personalâ€'care provisioning	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Culturally tailored food, hygiene, and personalâ€'care provisioning	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Culturally tailored food, hygiene, and personalâ€'care provisioning	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx

Culturally tailored food, hygiene, and personalâ€'care provisioning	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Culturally tailored food, hygiene, and personalâ€'care provisioning	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Culturally tailored food, hygiene, and personalâ€'care provisioning	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Culturally tailored food, hygiene, and personalâ€'care provisioning	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Local assessment, volunteer surge, casework, and shortâ€'term financial bridging	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Direct door-to-door outreach and CRC escorts to isolated households	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Direct door-to-door outreach and CRC escorts to isolated households	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Direct door-to-door outreach and CRC escorts to isolated households	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Direct door-to-door outreach and CRC escorts to isolated households	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Rapid hyperlocal mobilization backed by local relationships and muscle memory	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Rapid hyperlocal mobilization backed by local relationships and muscle memory	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Rapid hyperlocal mobilization backed by local relationships and muscle memory	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Rapid hyperlocal mobilization backed by local relationships and muscle memory	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx

Rapid hyperlocal mobilization backed by local relationships and muscle memory	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Rapid hyperlocal mobilization backed by local relationships and muscle memory	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
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Rapid hyperlocal mobilization backed by local relationships and muscle memory	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Rapid hyperlocal mobilization backed by local relationships and muscle memory	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Pre-disaster coordination, liaisons, and shared data enabling targeted casework	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Pre-disaster coordination, liaisons, and shared data enabling targeted casework	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Pre-disaster coordination, liaisons, and shared data enabling targeted casework	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Pre-disaster coordination, liaisons, and shared data enabling targeted casework	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Pre-disaster coordination, liaisons, and shared data enabling targeted casework	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Pre-disaster coordination, liaisons, and shared data enabling targeted casework	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Pre-disaster coordination, liaisons, and shared data enabling targeted casework	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Pre-disaster coordination, liaisons, and shared data enabling targeted casework	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx

Pre-disaster coordination, liaisons, and shared data enabling targeted casework	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Cultural competence, trust, and language access reaching diverse or hesitant populations	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Cultural competence, trust, and language access reaching diverse or hesitant populations	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Cultural competence, trust, and language access reaching diverse or hesitant populations	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Cultural competence, trust, and language access reaching diverse or hesitant populations	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
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Cultural competence, trust, and language access reaching diverse or hesitant populations	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
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Cultural competence, trust, and language access reaching diverse or hesitant populations	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Local assets and adaptive logistics delivering context-appropriate supplies and transport	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Local assets and adaptive logistics delivering context-appropriate supplies and transport	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Local assets and adaptive logistics delivering context-appropriate supplies and transport	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Local assets and adaptive logistics delivering context-appropriate supplies and transport	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Local assets and adaptive logistics delivering context-appropriate supplies and transport	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx

Limits, equity gaps, verification needs, and geographic scope constraints	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Limits, equity gaps, verification needs, and geographic scope constraints	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Limits, equity gaps, verification needs, and geographic scope constraints	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Limits, equity gaps, verification needs, and geographic scope constraints	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Embedded local relationships enable rapid access and community acceptance	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Embedded local relationships enable rapid access and community acceptance	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Embedded local relationships enable rapid access and community acceptance	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
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Embedded local relationships enable rapid access and community acceptance	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx
Embedded local relationships enable rapid access and community acceptance	CAP_Staff_DR539-25_Laura_Knight_2025_0616.docx
Embedded local relationships enable rapid access and community acceptance	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Embedded local relationships enable rapid access and community acceptance	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Embedded local relationships enable rapid access and community acceptance	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx

Reliability and visible CAP presence build operational credibility and confidence	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Reliability and visible CAP presence build operational credibility and confidence	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Reliability and visible CAP presence build operational credibility and confidence	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
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Reliability and visible CAP presence build operational credibility and confidence	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Reliability and visible CAP presence build operational credibility and confidence	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Culturally tailored services and translation increase uptake among diverse populations	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Culturally tailored services and translation increase uptake among diverse populations	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Culturally tailored services and translation increase uptake among diverse populations	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
Culturally tailored services and translation increase uptake among diverse populations	CAP_Partner_DR539-25_Karen_Foley_2025_0616.docx
Culturally tailored services and translation increase uptake among diverse populations	ChapterStaffInterview_DRO594_NadineMcCrindle_062025 (1).docx

Culturally tailored services and translation increase uptake among diverse populations	CAP_Partner_DR539-25_Emily_Witthuhn_2025_0626_CLEANED_SM.docx
Culturally tailored services and translation increase uptake among diverse populations	CAP_Staff_DR539-25_Joshua_Riddle_2025_0629.docx
Libraries and familiar institutions function as especially trusted community hubs	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Libraries and familiar institutions function as especially trusted community hubs	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
Libraries and familiar institutions function as especially trusted community hubs	DRO_Leadership_DR539-25_Judy_Blair_2025_0612_CLEANED_JW.docx
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Libraries and familiar institutions function as especially trusted community hubs	Region_Chapter_Staff_DR539-25_Jennifer_Capps_2025_0708_CLEANED_TF.docx
Behavioral indicators imply trust but direct community testimony and measurement are lacking	DRO_Leadership_DR_539-25_Dave_Gutierrez_2025_0701.docx
Behavioral indicators imply trust but direct community testimony and measurement are lacking	CAP_Liaison_DR539-25_Shannon_Randolph_2025_0623_CLEANED_SM.docx
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Quote	Quote Elaboration
They were able to keep the truck for distribution of emergency supplies.	Partner–operated trucks and provided vehicles accelerated localized distribution of emergency and perishable supplies.
refrigerated box truck which allowed them to go to our shelter locations and they actually provided fresh milk	Refrigerated trucks enabled delivery of milk and fresh foods, improving shelter meal quality and perishable distribution.
There's a refrigerated truck that could be used for food.	Refrigeration and vans funded by CAP expanded partners' ability to deliver food to clients directly.
In the Alabama, Mississippi tornadoes, the CAP team members staffed Resource Centers.	Shows partners staffed local hubs enabling DES distributions and meal provision to stranded residents.
we're prepared to go and set up a community Resource Center	Partners established CRCs to distribute kits, staff intake, and coordinate local deliveries and feeding.
we had the CRC stood up for that time and with all of our community partners there.	Indicates CRC functioned as partner-filled hub for intake and on-site resource distribution, including feeding.
how to create a one stop shop for people to register with the Red Cross	Describes CRC as one-stop intake for assessments, referrals, food aid, and coordinated partner services.
them covering the Community Resource Center during the flooding was very valuable	Partner staffing at CRCs improved survivor identification, referrals, and facilitated food and resource distribution.
up sending like a mobile health clinic to the same	CAP partners deployed a mobile health clinic, providing week-long onsite clinical services to affected communities.
The mobile van in Louisiana, the itinerating nurses in Kentucky	Partners provided mobile vans and itinerant nurses to deliver health services in shelters and communities.
They were able to keep the truck for distribution of emergency supplies.	Partners provided vehicles enabling local distribution of emergency supplies, accelerating deliveries to affected neighborhoods.
a refrigerated box truck which allowed them to go to our shelter	Refrigerated transport enabled delivery of perishable foods and supplemental meals directly to shelter locations.
provide and deliver multiple food boxes to, I think it was two different shelter locations	Local partners delivered food boxes directly to shelter locations, demonstrating rapid, localized feeding distribution.

We purchased a van for one of the partners where their clients can request food be delivered.	Transportation investments enabled partners to offer client-requested food deliveries and expanded mobile pantry reach.
they ended up helping us with translation	CAP partners provided onsite translation support during health clinic operations, enabling clinical services access.
a CAP team member provided translation services via telephone until we got the Red Cross 800 number	Ad-hoc telephone interpretation filled immediate gaps before centralized Red Cross translation services were activated.
speaking population here. They	CAP partners identify LEP populations and recommend targeted engagement teams for language needs.
However, if it would have come up, we did recently do an enhancement with the library to provide some of those pocket translators.	Library-placed pocket translators were procured; International Center stands ready, but supports were unused due to limited impact.
we have 5 Pockettalk translation devices.	Five Pocketalk devices were placed locally, with recent increased usage among Spanish-speaking families.
And just in our shelter we had 17 languages spoken.	Shelter contexts required multi-language resources, underscoring need for accessible translation technology and services.
provided translation services via telephone until	CAP volunteers supplied immediate phone interpretation until formal Red Cross translation resources were available.
speaking population here. They	CAP partners identify non‑English populations and flag needs for targeted language engagement teams.
didn't hear of any, but that doesn't mean it didn't happen.	Leadership reported no known translation incidents, though absence of reports doesn't confirm absence of services.
partners at the International Center who are prepared to provide those services if and when needed.	An established International Center partnership offers on‑demand human translation and cultural support during responses.
There's one called Care USTZ and a big part of their mission is providing culturally appropriate foods to new Americans	CAP includes partners like Care USTZ delivering culturally appropriate food tailored for new Americans.
had access to cultural, culturally appropriate food through the food pantry	International Center pantry provided culturally appropriate foods, ensuring impacted clients accessed familiar dietary support.

And just in our shelter we had 17 languages spoken.	Shelter context required translation across many languages and culturally aware services, highlighting substantial language-access needs.
they ended up helping us with translation	Shows CAP partners provided translation and culturallyâ€'appropriate clinic support via local, communityâ€'based services.
We had shelters open and we had clients who needed specialized, culturally appropriate haircare and skincare products.	Documents delivery of specialized hygiene, womenâ€™s kits, and immediate telephone translation by CAP team members.
So if they can tell us and say, hey, we have a great need in this area. We have a non-English speaking population here.	Indicates CAP can identify nonâ€'English speaking populations and request targeted engagement teams or outreach.
However, if it would have come up, we did recently do an enhancement with the library to provide some of those pocket translators.	Documents deviceâ€'based translation via library pocket translators and partner International Center backup for language services.
a big part of their mission is providing culturally appropriate foods to new Americans	Confirms CAP partners include food organizations focused on culturally appropriate diets for new American communities.
their individuals that were impacted had access to cultural, culturally appropriate food through the	Shows partner food pantry provided culturally appropriate foods to impacted individuals during response efforts.
And just in our shelter we had 17 languages spoken.	Documents multilingual shelter needs, CAP-supported international pantry, and recognition that dietary and translation resources are essential.
local and right there from the community and the the value add was they knew their section of the community	Emphasizes CAP partners' local presence and community trust enabling culturally appropriate outreach.
our CAP partners, along with one of the CAP managers ended up on Telemundo	Shows use of consulate relationships and Spanish media for culturally targeted outreach to Latino communities.
So if they can tell us and say, hey, we have a great need in this area. We have a non-English speaking population here.	Indicates CAP partners identify nonâ€'English communities and signal need for targeted outreach or Latin engagement.
I know initially we, we thought we would do some Flyers and some things in some, some different languages	Planned multilingual materials existed but were delayed, limiting timely culturallyâ€'appropriate outreach and translation.

didnâ€™t hear of any, but that doesnâ€™t mean it didnâ€™t happen	Leadership received no reports of culturallyâ€‘appropriate supports or translation, though absence of reports isn't definitive.
However, if it would have come up, we did recently do an enhancement with the library to provide some of those pocket translators.	Library pocket translators and International Center partnership provided device and human translation capacities if activated.
their individuals that were impacted had access to cultural, culturally appropriate food through the food pantry that we had	Partner-run food pantry ensured culturally appropriate food access, leveraging existing community trust and infrastructure.
During the April floods, the CAT program manned a Community Resource Center.	Documents CRCs and International Center hubs facilitating early identification and culturally appropriate food and translation needs.
And they of course went back and said, Oh yeah, Cap told us that they got that covered and that there's no need there.	Anecdotes show reported CAP coverage sometimes didn't translate into effective language access on the ground.
a CAP team member provided translation services via telephone until we got the Red Cross 800 number	CAP members filled interim language gaps by phone before centralized translation services were activated.
that sort of got tabled while we were waiting on sort of a disaster declaration.	Multilingual outreach plans were delayed pending disaster declaration, limiting timely translated materials.
didnâ€™t hear of any, but that doesnâ€™t mean it didnâ€™t happen.	Leadership lacked reports of translation supports, indicating monitoring and escalation gaps for language services.
we have 5 Pockettalk translation devices	Translation devices were deployed locally, but deployment scope, language coverage, and monitoring remain unclear.
their individuals that were impacted had access to cultural, culturally appropriate food through the food	Existing partner services continued, yet translation monitoring and documentation were not described.
they work with this community day in and day out, they're going to know whether or not this community is being served.	Local, daily engagement lets partners spot underserved pockets and direct targeted outreach quickly.
there were pockets of people in need that we sometimes weren't aware of.	CAP partners' local insight identified hidden need pockets earlier than broader assessment teams.
literally just text or call our cat	Immediate oneâ€‘onâ€‘one communication surfaced and referred atâ€‘risk individuals quickly for services.
The whole benefit of the program is building relationships with communities determined difficult without them there.	Preâ€‘existing relationships enabled access to communities labeled difficult, surfacing unmet needs.

They helped us in some of the surrounding counties, even though they really didn't have to.	Indicates partners extended reach into neighboring counties, enabling deliveries where centralized teams couldn't reach.
House on the Hill is the partner who had a box truck that we provided to them.	Documents use of local vehicles enabling rapid deliveries to housebound and boat-access-only households.
They will know about damaged pockets and their needs before we do.	Highlights hyperlocal detection enabling quicker targeted deployment and route planning to isolated pockets.
One partner who needed a vehicle and they helped us provide those emergency supplies.	Demonstrates partners shared vehicles and resources, facilitating deliveries and access to isolated households.
tweaking the shuttle routes that we built a year ago	Describes locally managed shuttle and iterative route adjustments to improve access for residents on CRC outskirts.
get out boots on the ground. Just find your local, whoever in in the community that you trust	Advises boots-on-the-ground engagement with trusted local nodes to discover hidden households and routes.
We provided them with transportation so they could do food delivery that had not been done before to reach more customers in their area.	Shows supplying transport allowed partners to conduct food deliveries into at‑risk pockets previously unreachable.
they work with this community day in and day out, they're going to know whether or not this community is being served.	Hyperlocal daily presence let partners spot underserved pockets faster than larger, external responders.
They will know about damaged pockets and their needs before we do.	Local partners detected damage and needs earlier, enabling targeted follow-up to reach hidden households.
The whole benefit of the program is building relationships with communities determined difficult without them there.	Pre-existing relationships let CAP access 'difficult' communities and surface hidden recovery needs.
They will know about damaged pockets and their needs before we do.	Embedded partners detect localized needs earlier, informing culturally competent outreach to hidden or reluctant populations.
The whole benefit of the program is building relationships with communities determined difficult without them there.	Pre-established relationships build trust and access for communities otherwise labeled difficult or reluctant to engage.
they work with this community day in and day out, they're going to know whether or not this community is being served.	Local partners' daily presence enables detection of underserved pockets faster than centralized teams.
They will know about damaged pockets and their needs before we do.	Embedded partners detect localized damage and needs earlier than external assessment teams.

it makes it more difficult to actually find that damage where it occurs.	Dispersed, pocketed damage creates verification challenges, limiting identification of hidden affected households.
The whole benefit of the program is building relationships with communities determined difficult without them there.	Preexisting relationships enable access to communities labeled 'difficult' and surface unmet needs.
They were capturing information of individuals that came in there for resources like clean up kits	Local CRC intake converted into contact leads and addresses for followâ€'up and verification.
They continue to support the clients after Red Cross services through their regular service delivery.	Local partners resumed normal programs to provide ongoing client support after Red Cross closed services.
So we've just kept them through this disaster case management piece of it.	Local agencies continued disaster case management and accepted additional referrals after the DRO.
They were able to wrap it up sooner because they met all the needs of survivors in that area.	Affirms partners met survivor needs enabling early transition, though exact postâ€'DRO duration unreported.
That was not my experience in Louisiana. In Kentucky, I would have to say yes just because the impacts.	Describes context-dependent variation: sustained support in Kentucky, shortfalls in Louisiana with unmet needs.
They continue to support the clients after Red Cross services through their regular service delivery.	States partners resume regular programming to continue client support after Red Cross services end.
I don't think they were able to provide it for as long as the people needed it	Explicitly doubts partners' ability to sustain services as long as survivors require, citing unpredictability.
So we've just kept them through this disaster case management piece of it.	Reports local agencies sustained disaster case management, taking on additional referrals and continuing client follow-up.
They were able to wrap it up sooner because they met all the needs of survivors	Affirms partners met survivor needs, enabling quicker case closure and ongoing inter-organizational contact.
we want to be in our long term relationship with you.	Expresses intent and planned handoffs (United Way), but frames these as intentions not verified sustained outcomes.
Our library services are always in operation, so for us there wasn't really a clear break	Describes continuous library services and institutional staffing that sustain local support through and beyond disasters.
I want to say I was deployed for two weeks and we continued to work on it for about another 2 weeks.	Provides an approximate month-long deployment and notes partners staffed CRC continuously until closure and transition.

Yes, they staffed the Community Resource Center the entire time that it was open.	Evidence of full CRC staffing during events, but no implementation of extended 30-day DRC staffing in this instance.
They continue to support the clients after Red Cross services through their regular service delivery.	Indicates partners resume regular programming to provide ongoing client support after Red Cross exits.
we still had some agencies here that were trained and did disaster case management	Documents partners continuing disaster case management, accepting extra caseloads though timing and scale unspecified.
They were able to wrap it up sooner because they met all the needs of survivors in that area.	Affirms partners met survivor needs enabling earlier case closures, though without precise duration metrics.
right? Like we want to be in our long term relationship with you. And like, let's just keep evaluating	Expresses intent to sustain relationships and ongoing evaluation, not definitive evidence of long-term support.
Yes, they staffed the Community Resource Center the entire time that it was open.	Documents continuous in-event CAP staffing and outreach, but not explicit about post‑DRO service duration.
We continued the feeding until the power came on, but they ended up sending	Shows short-term continuity—partners sustained services approximately days to a week post-response.
They continue to support the clients after Red Cross services through their regular service delivery.	Indicates partner regular programming provides onward support after Red Cross exits, but timeframe unspecified.
So we've just kept them through this disaster case management piece of it.	Shows partners assumed and continued disaster case management, providing ongoing household-level support post-response.
term relationship with you. And like, let's just keep evaluating as we go this	Expresses intent for enduring partnerships and iterative engagement to support sustained local continuity post-disaster.
the Community Resource Center the entire time that it was	Shows continuous in‑event staffing and outreach, supporting sustained access during response though post‑DRO duration unclear.
I wanted to see the word cap every single day and our objectives that we were doing.	Leadership expects liaison daily presence and assertiveness to integrate CAP into incident objectives.
the duplication of services is for the CAP liaison to have an eagle eye on the	Liaison functions include monitoring mission trackers and actively advocating partner capabilities to leadership.

they were available for us, they were helping us staff it.	Local partners experienced liaisons as accessible operational contacts, yet activation authority and leadership awareness remained unclear.
We had CAP liaison at headquarters, which I think is essential.	Headquarters liaison filtered unmet needs upward, highlighting necessity for centralized partner role and contact information.
she did an excellent, excellent job ensuring good communication between the Dr. and our local team.	Local staff credited liaison for streamlining communications and relieving leadership to focus on partner services.
It was started by our CAP liaisons, and the library helps spearhead these.	CAP liaisons catalyzed leadership convenings and organizational roles, strengthening institutional integration and responsibilities.
Shannon was our liaison and she was, she was a huge asset.	Liaison linked local teams to DRO through daily engagement, though formal role limits remained undefined.
was assigned, the CAP manager was assigned to the DR.	Regional inclusion of CAP managers increased access and operational reporting, yet responsibilities and boundaries with DCS remained ambiguous.
regional leadership team that meets weekly. I think that's important that they're included and at the table for that. I think having everybody	Shows formal inclusion of CAP managers in weekly regional leadership and assignment to disasters for needs coordination.
he wasn't trained to staff in the EOC	Inadequate training hindered effective EOC participation, highlighting need for role-appropriate preparedness.
CAP liaison to have an eagle eye on the mission tracker in Web EOC	System access and monitoring WebEOC are essential for liaisons to coordinate missions and reduce duplication.
I made sure to engage her and have her attend all of our meetings	Leadership oversight ensured liaison attendance, improving situational awareness though not conferring formal decision authority.
they were available for us, they were helping us staff it	Operational accessibility reinforced liaison integration locally, though it didn't clarify formal leadership decision roles.
Need for some form of information sharing database, so people can see who does what	Centralized partner capacity data would clarify roles and speed liaison coordination during responses.

roleâ€¦the partnership that we have with CAP encouraged us to hire a new position	CAP partnership led to formal leadership staffing, demonstrating institutional integration potential from preparedness engagement.
liaison training that we had early on was helpful	Early liaison training improved integration, showing training is a key preparedness enabler for role clarity.
regional leadership team that meets weekly. I think that's important that they're included and at the table	Regular regional meeting inclusion builds familiarity and integrates CAP into leadership decision forums.
I think they were well informed. They knew what the needs of their communities were.	Local knowledge from standing coalitions improves targeting and speeds preâ€'disaster planning and response coordination.
Resilience Coalition is sort of the activity that we're engaged in in	Frame: Resilience Coalition maintains preparedness during 'blue skies' while LTRG activates for 'gray skies' response.
We had CAP liaison at headquarters, which I think is essential.	Embedding CAP liaisons at headquarters bridges local coalitions with incident leadership, improving needs identification.
the Resilience Coalition is a really good and replicable	Described explicitly as a simple, repeatable convening model to strengthen preâ€' and postâ€'disaster communication.
They actually hired a a resilience lead for the for the library	Transitioning leadership to local libraryâ€"including hiring a resilience leadâ€"ensures sustainable, locallyâ€'led coalition governance.
the library is instrumental in bringing all those partners together.	Library-led resiliency hubs convene partners regularly, exemplifying a replicable, locallyâ€'led coalition model.
be somebody being able to see both ways, the CAP liaison and seeing what's on the mission tracker for today and plugging	Liaisons receive training and use mission tracking to operationalize partner capacity into incident leadership decisions.
I think it would behoove the CAP liaison to kind of educate the DRO leadership upfront about the capacity of various partners.	CAP liaison should brief leadership on partner capacities to align expectations and integrate coalition activities.
We had CAP liaison at headquarters, which I think is essential.	Embedding CAP liaison in headquarters enabled needs identification and rapid filtering of local information to leadership.
an excellent, excellent cap liaison that handled so much of that for us	Dedicated liaison relieved partners of coordination burdens and kept coalition activities operationally focused pre-disaster.

Yes. It was started by our CAP liaisons, and the library helps spearhead these.	CAP liaisons initiated the Resilience Coalition, embedding pre-disaster coordination and connecting partners to leadership.
training that we had early on was helpful.	Early CAP liaison training built shared understanding, enabling liaisons to bridge community partners with incident operations.
So our CAP manager has been brought into our regional leadership team that meets weekly.	Including CAP manager in regional leadership promotes continual liaison presence and integration into incident leadership decisions.
are really clear on what they're, where they're going to do it, how much they're going to do,	Advocates pre–defined partner roles, geographic assignments, and empowered liaisons for accountability and operational clarity.
Resilience Coalition is sort of the activity that we're engaged in in under blue skies. The LTRG is the activity we're	Defines Resilience Coalition for blue–sky preparedness and LTRG for gray–sky response, clarifying distinct operational phases.
not just a list of these cat partners, but what they do, what they bring to the table	Calls for detailed partner inventories to inform pre-disaster role assignments within local coalitions.
be somebody being able to see both ways, the CAP liaison and seeing what's on the mission tracker	Liaisons leveraging mission trackers exemplify operational data sharing for pre-disaster coalition integration.
Need for some form of information sharing database, so people can see who does what and contact them	Recommends a robust pre-disaster partner capability database to expedite coalition coordination and referrals.
I'm sure the database that the library has of the local partners and how people can get assistance is beneficial.	Library's partner database is a practical pre-disaster asset for coalition referrals and assistance mapping.
the CAP liaison was sitting there at the leadership table in every meeting and fully engaged and reported objectives	Liaison provided routine leadership briefings, conveying CAP activities into daily operational planning and reporting.
CAP liaison to have an eagle eye on the mission tracker	Liaison monitored WebEOC mission tracker to reduce duplication and centralize partner activity reporting.
we could literally just text or call our cat people OK and ask questions	Informal texting/calling with CAP contacts functioned as rapid reporting and coordination channel during response.
We had CAP liaison at headquarters, which I think is essential.	Liaison filtered unmet needs and routed information to operational teams for response prioritization.

an excellent, excellent cap liaison that handled so much of that for us	CAP liaison centralized communications, enabling partners to focus on delivering services rather than coordination.
through Shannon I was on on in contact with the	Regular liaison contact linked local teams to DRO, sustaining information flow for verification and coordination.
we sort of came up with our own form and we sort of put a release of information clause on there	Local CRC intake included ROI clause to permit sharing client details among helping agencies onsite.
let's just have one simple form so that we can do intake in a collective kind of way	Advocates unified CRC intake form to streamline cross-agency referrals and coordinated client support.
they'd fill out one intake form that included a release of information checkbox	Single CRC intake with ROI enables authorized cross-agency client data sharing among onsite partners.
It was at the community Resource Center when we were there manning the tables	CRC functioned as community intake hub where partners collected applications for cross-agency referral and follow-up.
then they were able to match that data with the addresses of damage assessment	CRC intake data was captured and cross-referenced with DA addresses to verify impacted households.
So when we do that impact assessment, engaging CAP quickly and assigning them a specific section would help us understand who they're covering.	Links impact assessments to CAP tasking for coverage, enabling targeted DA-informed partner assignments.
when we start doing our damage assessments, then we find other pockets and we share information with them as well.	Damage assessments identified additional needs and were shared to coordinate partner responses and target outreach.
we did our damage assessments and shared that information w partners.	Red Cross conducted DAs and distributed findings to partners to guide outreach and support prioritization.
had experienced impacts and that had a damage assessment done. You know, we	Partners supported DA outreach and connected volunteers to Red Cross for assessments feeding operational DA processes.
damage assessment that was done by the county and then later on confirmed with damage assessment	County DAs were later validated by Red Cross, indicating layered verification of damage assessment findings.
We need that count every single night, especially if we're paying for it or supporting it.	Leadership required nightly verified meal counts and recording CAP-provided meals for cost-offset accounting.

the meals at $10 a meal and they were providing 67,000.	Leadership tracked partner meal contributions nightly but lacked formal verification or system-entry detail.
we did our damage assessments and shared that information w partners.	Staff highlighted DA sharing and urged a centralized database due to 211's limitations.
that was done by the county and then later on confirmed with damage assessment that was done by the	County DAs were later confirmed by Red Cross; reporting fragmented across disparate spreadsheets hindering consolidation.
night, especially if we're paying for it or supporting it. But I guess	Leadership required nightly, auditable meal counts to track CAP contributions and enable DRO accounting.
CAP liaison to have an eagle eye on the mission tracker in Web EOC. So that when	Mission-tracker entries in WebEOC were intended to reduce duplication, but partner access and training limited usage.
when we start doing our damage assessments, then we find other pockets and we share information with them as well.	Damage assessments identified pockets of need and triggered information sharing, but formal reporting systems were unspecified.
we did our damage assessments and shared that information w partners.	Damage assessments were shared with partners to inform outreach, but reporting system details were not described.
get everybody into a shared like data system into Darcy together so	Plans to adopt Darcy aim to centralize intake and reduce spreadsheet fragmentation across partners.
damage assessment that was done by the county and then later on confirmed with damage assessment that was done by the Red Cross.	County-conducted DAs were later confirmed by Red Cross, indicating layered verification across agencies.
we sort of came up with our own form and we sort of put a release of information clause on there	Local single-form intake with ROI enabled partner data sharing, highlighting need for standardized templates and governance.
we did our damage assessments and shared that information w partners.	Confirms DAs were shared with partners but lacks detail on verification, templates, or system integration.
we're also trying to get everybody into a shared like data system into Darcy together	Describes unified CRC intake and planned Darcy adoption to replace spreadsheets, needing verification and audit-trail standards.
they'd fill out one intake form that included a release of information checkbox	CRC single-intake with ROI enabled sharing; CAP proposed shared software, but authorization and interoperability barriers persisted.

own spreadsheet, their own way of gathering data, their own formatting	Describes county and Red Cross DA confirmation and fragmented spreadsheets, underscoring need for data templates and audit trails.
they were able to match that data with the addresses of damage assessment.	CRC intake data were cross-referenced with DA addresses, but reporting cadence lacked accessible standardized documentation or verification.
was looking over to the liaison and saying what's up with that? Why?	Leadership used liaison visibility in daily planning to ensure CAP tasks were tracked, avoiding duplication.
the mission tracker in Web EOC.	Liaison actively monitors WebEOC mission tracker to assign partners and minimize overlapping services.
we could literally just text or call our cat people OK and ask questions	Local partners used rapid direct messaging to coordinate tasks when formal EOC channels lagged.
we did our damage assessments and shared that information w partners.	Shared assessments created a common picture that helped target actions and avoid duplicated outreach.
she did an excellent, excellent job ensuring good communication between the Dr. and our local team.	CAP liaison centralized communication and delineated responsibilities, preventing redundant Red Cross presence.
they were a part of the Emergency Management meetings, the EOC meetings, anything like that.	CAP presence in EOC/EM forums and liaison contact supported routine alignment and task visibility.
disaster tabletop exercise with Emergency Management and our disaster cycle services team with all of the partners.	Preparedness exercises and assigned CAP manager enabled timely partner tasking, improving coordination and reducing duplication.
The way to decrease the duplication of services is for the CAP liaison to have an eagle eye on the mission tracker in Web EOC.	Liaison monitoring WebEOC mission tracker provides real-time visibility to prevent duplicate client contacts.
we did our damage assessments and shared that information w partners.	Damage assessment sharing established a common operational picture to focus efforts and minimize duplicated outreach.
United Way was the one that wanted to be the main funnel and the the handler of all the case management information.	Centralized case management control by one actor created information silos, hindering shared database visibility and coordination.
the CAP liaison to have an eagle eye on the mission tracker in Web EOC	Advocates liaison WebEOC monitoring to assign partners and prevent overlapping missions.

I made sure to engage her and have her attend all of our meetings	Shows liaison embedding in meetings creates shared awareness and aligns CAP tasks with Red Cross priorities.
who have those memorandum of agreements and they have been the recipient of investments	Indicates pre-established MOAs and prepositioned assets support readiness and reduce ad hoc duplication.
she did an excellent, excellent job ensuring good communication	Demonstrates liaison effectiveness enabling alignment and preventing redundant Red Cross presence through clear communication.
in almost daily meetings with the region	Regular pre-event engagement and contact channels embed CAP into planning, improving operational sync and avoiding overlap.
the duplication of services is for the CAP liaison to have an eagle eye on the mission tracker in Web EOC. So that	Liaisons must monitor WebEOC mission trackers, plug partners into missions, and document partner activities.
I made sure to engage her and have her attend all of our meetings	Embed liaisons in briefings and require end of day reporting to maintain shared situational awareness.
who pulls the trigger on it? Who's the one that says, OK, cat partners, the need is this, let's go do this	Informal direct contacts sped coordination, but delayed EOC activation and unclear trigger authority hindered synchronized mobilization.
we did our damage assessments and shared that information w partners.	Shared damage assessments and liaison filtering prevented duplication, but a centralized database was recommended.
they were a part of the Emergency Management meetings, the EOC meetings, anything like that.	CAP attended EOC forums and daily meetings, yet data fragmentation and presence gaps limited full synchronization.
Emergency Management and our disaster cycle services team with all of the	Prepared tabletop exercises, pre-event notifications, and CRC staffing improved partner readiness and local coordination.
they found a guy with a pickup truck and loaded it in the pickup truck	Shows local pickups and mobile vans were leveraged for quick deliveries and service delivery.
a refrigerated box truck which allowed them to go to our shelter locations and they actually provided fresh milk as well as some other food items	CAP partner refrigerated box truck enabled fresh food deliveries to multiple shelter locations.
they were able to deliver those food boxes with one of the enhancements that we procured for them, which was the refrigerated box truck.	States CAP procured a refrigerated box truck that directly supported food box deliveries.

a vehicle and if you could drive there, great.	Highlights vehicle access importance for reaching fixed feeding sites; implies need for local transport assets.
the Red Cross sent an ERV to deliver the food.	Confirms ERV deployment to partner sites, supporting food deliveries and last‑mile distribution.
the cap had ordered some muck out kits.	Indicates pre‑positioned muck‑out kits available for community cleanup and recovery efforts.
One partner who needed a vehicle and they helped us provide those emergency supplies.	Shows partners provided or enabled vehicle access to deliver emergency supplies locally.
We also have generators, 3 generators for our three largest library branches.	Documents three standby generators staged at major library branches; they remained unactivated.
It was a partner that we've purchased a refrigerated truck for and helped to grow their food pantry and their services.	Indicates CAP purchased a refrigerated truck to expand partner food pantry refrigeration capacity.
They will send a truck, they will send supplies, they will send volunteers if they have them.	Describes partner truck capacity and Red Cross‑provided vehicles supporting local delivery and distribution efforts.
they were able to deliver those food boxes with one of the enhancements that we procured for them, which was the refrigerated box truck.	Confirms CAP procured refrigerated truck enabling food‑box deliveries and refrigeration support for partner operations.
And then we also have we have generators	Indicates local availability of generators to support community sites, though details on capacity are lacking.
We also have generators, 3 generators for our three largest library branches.	Reports three standby generators prepositioned at major libraries, indicating local backup power readiness though unused.
we are kind of treating them like they were just Red Cross resources	Describes CAP partners acting as local Red Cross volunteers, performing sheltering, feeding, and some damage assessment.
We probably had between 15 and 25 volunteers over 5 different days to do that disaster assessment	Explains app-based rapid orientation enabled local volunteers to conduct photo-based damage assessments, scaling community participation.
they came back the next day and said, OK, we're ready.	Describes hands-on shelter walkthroughs enabling partners to rapidly assume shelter roles within one to two days.

they were there, they were available for us, they were helping us staff it.	Shows partners staffed operations and had MOUs and assets, though training uptake and readiness varied across organizations.
Main things are sheltering, DES, and casework that CAP helped, which were really important.	Confirms CAP partners conducted sheltering, DES, and casework, expanding tasks but training details remain unspecified.
in hotels within 24 hours.	Documents partners rapidly housing survivors within 24 hours, but Red Cross onboarding limited faster volunteer integration.
we got two people trained as Red Cross volunteers and then they went out and did DA for us	Reports at least two local volunteers were Red Cross-trained for DA, highlighting limited but concrete DA volunteer use.
training them as shelter workers, some of their staff, so that could assist locally, especially those first three to four days	States intent to train community partners as shelter workers for early response, with CRC staffing by partners.
Disaster Assessment Observe so that they don't have to have lots of extensive training, but they can take pictures	App-based quick training enabled local partners to perform photo-based DA without extensive formal training.
coordinate and get their volunteers trained so that they can help	Hands-on shelter training aimed to prepare partner volunteers for immediate local shelter operations before national teams arrive.
they were there, they were available for us, they were helping us staff it.	Partner agencies staffed operations and used CAP-funded assets to expand logistics and short-term sheltering.
Main things are sheltering, DES, and casework that CAP helped, which were really important.	CAP partners expanded into sheltering, DES, and casework, improving speed of local response and services.
in hotels within 24 hours.	Local partners mobilized hotel placements within 24 hours, demonstrating rapid sheltering capacity compared to Red Cross.
Disaster Assessment Observe so that they don't have to have lots of extensive training, but they	App-based DA training by CAP liaisons enabled rapid local volunteer DA engagement, reducing need for deployed teams.
coordinate and get their volunteers trained so that they can help operate those shelters	CAP liaisons can pre-brief DROs on partner capacity, enabling quicker volunteer deployment and task assignments.
One partner who needed a vehicle and they helped us provide those emergency supplies.	Partners supplied vehicles and emergency supplies, enabling volunteer logistics and faster local casework and shelter support.

we had an excellent, excellent cap liaison that handled so much of that for us	CAP funding and liaison coordination reduced barriers and enabled partners to expand volunteer-supported sheltering and outreach.
the CAP manager was assigned to the DR. So he was able to bring needs to CAP partners and to see if they could	Embedded CAP manager matched needs to partners, enabling rapid volunteer mobilization and local task expansion.
they helped us with a lot of workforce people, people we didn't have to fly in	Local partner personnel substituted for flown staff, reducing travel and deployment expenses but not tracked.
the meals at $10 a meal and they were providing 67,000	Large-scale meal and furniture donations replaced potential procurement costs, offering measurable but unaggregated offsets.
those vehicles that have been funded by the CAP	Prepositioned vehicles and in‑kind deliveries substituted for Red Cross logistics, but lacked quantified replacement costs.
that could have replaced any SRT that was needed	Partner sheltering substituted for Red Cross SRT functions, indicating direct offset potential but lacking dollar measurement.
I know that they did a cost containment worksheet.	An attempted worksheet shows measurement intent, but no quantified or attributed savings were reported.
the Community Resource Center the entire time that it was	Partner staffing and assets relieved feeding and transport burdens, implying offsets but lacking consolidated reporting for valuation.
if they did that, I mean, it'd be a huge cost savings if they gave the cleanup kits to us to distribute	Local kit provisioning cuts procurement and logistics costs, but savings weren't quantified or separately tracked.
to try to decrease the number of deployed volunteers and staff	Reducing deployments via local response shortens mobilization and procurement needs, but attribution remains inconsistent.
they found a guy with a pickup truck and loaded it in the pickup truck and brought it to the office that day	Rapid local sourcing avoided procurement delays, yet avoided costs weren't dollarized or reconciled.
We did utilize those vehicles that have been funded by the CAP	Prepositioned vehicles enabled immediate transport, reducing procurement needs but lacking valuation for savings.
in hotels within 24 hours.	Faster partner placements reduced interim sheltering burden, but time‑to‑savings wasn't converted to costs.

CAP enhancements was a lot bigger than what we	CAP material enhancements accelerated response capacity, implying avoided procurement but lacking quantified attribution.
No, nothing out, nothing outside of regular service delivery.	Many partner actions were routine services, limiting incremental DRO costâ€'offset claims and attribution.
with transportation so they could do food delivery	Providing assets enabled partners' rapid local deliveries, reducing procurement and logistics needs but unmeasured.
those vehicles that have been funded by the CAP	CAP funded vehicles substituted for Red Cross logistics, but exact costs and replacement values were not documented.
Main things are sheltering, DES, and casework that CAP helped, which were really important.	Partners covered sheltering, DES, and casework, enabling resource reallocation but lacking quantified savings.
to alleviate some of those resource barriers, it just	CAP grants reduced partner resource barriers and facilitated partner service delivery, but savings weren't dollarized.
the resources that we were able to offer because of CAP enhancements was a lot bigger than what we were able to offer without them	CAP enhanced resources expanded capacity and speed, yet attribution and client data sharing impeded measurement.
I know that they did a cost containment worksheet.	A cost containment worksheet existed, indicating measurement attempts, but no quantified savings were reported.
a feeding burden off of us if they were feeding	Partner feeding reduced Red Cross operational burden, but funding sources and donation details remained unclear for attribution.
if they did that, I mean, it'd be a huge cost savings if they gave the cleanup kits to us to distribute	Recommends capturing partner-delivered units (meals, kits) to convert into avoided-cost estimates for attribution.
the difference between budget relieving and non budget relieving	Identifies core conceptual ambiguity limiting consistent classification and attribution of partner activities as budget savings.
the meals at $10 a meal and they were providing 67,000	Provides concrete unit values but lacks aggregated reconciliation to attribute total savings to partners.
We did utilize those vehicles that have been funded by the CAP	In-kind assets (vehicles) reduced logistical burdens, but the document lacks replacement-cost measurement for attribution.

utilize volunteer support from local cap partners in a way that might have offset some of the cost	Volunteer substitution could reduce travel and staffing costs but onboarding processes prevent measurable attribution.
aren't really authorized to share that database of cases with each	Data‑sharing and client consent barriers prevent linking partner activities to client outcomes for monetary attribution.
I know that they did a cost containment worksheet.	Organizational attempts to record cost impacts existed, but no reported outputs or reconciled savings figures.
a feeding burden off of us if they were feeding	Documents multiple offset mechanisms (feeding, vehicles, staffing) but lacks standardized reporting to quantify savings.
it'd be a huge cost savings if they gave the cleanup kits to us to distribute	Recording partner-delivered units would enable dollarization and attribution of those avoided procurement and distribution costs.
We put the dollar sign and the cost containment on all of those meals that were provided	Some partner meals and volunteer hours were dollarized, but methodologies and enabling costs remained unclear.
the meals at $10 a meal and they were providing 67,000	Concrete unit valuations existed for meals and furniture, yet comprehensive aggregation and attribution were lacking.
We did utilize those vehicles that have been funded by the CAP to make them available	In-kind assets and prepositioned supplies reduced demand on larger responders, but replacement costs weren't tracked.
Main things are sheltering, DES, and casework that CAP helped, which were really important.	Partners covered sheltering, DES, and casework enabling Red Cross reallocation, yet savings remained unquantified.
have replaced any SRT that was needed, right?	Partners substituted sheltering, faster mobilization, and volunteers, but lacked data to quantify avoided costs.
the resources that we were able to offer because of CAP enhancements was a lot bigger	CAP expanded local resource volume and speed, creating offset potential but lacking attribution and measurement mechanisms.
I know that they did a cost containment worksheet.	An attempt to capture cost impacts occurred, but outputs and validated savings were not reported.
We have provided them with weather radios. We provided them with transportation so they could do food delivery	Provided assets and transportation likely avoided logistics costs, yet reporting gaps prevented precise valuation and attribution.
They will know about damaged pockets and their needs before we do.	Embedded local knowledge detects needs earlier and enables targeted response, yet varies by locality and capacity.

they have been the recipient of investments by the American Red Cross to have certain assets in place.	Prepositioned CAP assets like generators and vans enable immediate local response but require maintenance and funding.
Establishing the relationship typically takes days, but when we had CAP we could immediately get to work.	Pre‑existing relationships eliminate start‑up delays, allowing rapid activation, though building those relationships requires sustained investment.
the partnership that we have with CAP encouraged us to hire a new position that we've never had before called Resilience Lead.	CAP catalyzed institutional roles (Resilience Lead) to sustain initiatives and maintain operational continuity locally.
So it has to be LED at the hyperlocal level.	Hyperlocal leadership and coalitions are essential replicable foundations, but capacity and defined roles are necessary.
We purchased a van for one of the partners where their clients can request food be delivered.	Targeted tangible investments like vans and hubs enable sustained local service delivery but require ongoing resourcing.
they do know their community and they're fast and they can, they know where to go, where to look	Local CAP partners' embedded knowledge enables low‑resource coalitions to convene and act quickly.
The speed happens because those little nonprofits are sitting in the community they're going to serve.	Trusted local nonprofits' ongoing relationships enable quick, low‑resource coalition responses and repeatable coordination.
very instrumental in getting partners in other counties where	An effective liaison convenes and coordinates partner actions across jurisdictions, supporting replicable governance.
We have a resilience coalition that we've been working on organizing since last June.	Established resilience coalitions offer a low‑resource governance template for local coordination and replication.
The whole benefit of the program is building relationships with communities determined difficult without them there.	Pre‑existing local relationships enable trusted convening and rapid, sustainable response by low‑resource coalitions.
the partnership that we have with CAP encouraged us to hire a new position that we've never had before called Resilience Lead.	CAP can catalyze institutional roles (Resilience Lead) to sustain coalition activities and governance locally.
I would recommend the library as a national CAP partner across the board.	Choosing trusted anchor institutions (libraries/hubs) offers a scalable convening model for low‑resource resilience coalitions.

are really clear on what they're, where they're going to do it, how much they're going to do,	Specifying tasks and empowering a liaison ensures predictable CAP contributions and smoother operational integration.
be somebody being able to see both ways, the CAP liaison and seeing what's on the mission tracker for today	Liaison access to mission trackers and WebEOC enables two‑way operational coordination and partner tasking.
the CAP liaison was very instrumental in getting partners in other counties	Experienced liaison extends partner reach, improving timely service delivery across jurisdictions.
if something is needed, like who pulls the trigger on it?	Unclear activation authority undermines operational integration and prevents predictable scaling of local responses.
We had CAP liaison at headquarters, which I think is essential.	A centralized liaison bridges unmet needs and filters information to operational teams for integration.
we had an excellent, excellent cap liaison that handled so much of that for us	Funded liaison capacity offloads coordination, letting local partners focus on service delivery and continuity.
the partnership that we have with CAP encouraged us to hire a new position that we've never had before called Resilience Lead	Creating a funded local Resilience Lead institutionalizes roles, improving integration and sustainment of CAP activities.
The, the cap liaison training that we had early on was helpful.	Early liaison training clarifies roles and supports effective community integration and predictable partner deployment.
We need that count every single night, especially if we're paying for it or supporting it.	Routine counts establish evidence for CAP's cost-offsets, enabling justification for replication investments.
the difference between budget relieving and non budget relieving.	Unclear attribution definitions hinder budget claims and scaling; standard definitions needed to justify replication.
We put that in our reports every night.	Regular reporting documents CAP contributions, creating audit trails that support replication and funding decisions.
If they were doing something locally then we didn't have to do it there.	Local partner actions offset Red Cross resource use, highlighting cost‑relief evidence supportive of replication.
really clear on what they're, where they're going to do it, how much they're going to do,	Role clarity, liaison presence, and limited geographic coverage affect institutionalization and scaling of CAP resources.
they're sitting at the ready to help during gray sky time.	Pre‑disaster investment enables partners to sustain services and reduce external staffing needs during disasters.

the CAP liaison was very instrumental in getting partners in other counties where that CAP problem was not centered.	Experienced liaisons enable partner mobilization and routine reporting supports accountability for sustained local resource use.
they have been the recipient of investments by the American Red Cross to have certain assets in place.	Prepositioned investments and MOUs create reusable local assets but uneven CAP coverage limits scalable institutionalization.
Establishing the relationship typically takes days, but when we had CAP we could immediately get to work.	Pre-established relationships and partner resource contributions enable immediate activation and reduce external resource burdens postâ€'disaster.
So that is a resource that is here for our community in blue skies and in Gray skies.	Local multiuse assets and lowâ€'resource coalitions enable replication, though examples remain small and siteâ€'specific.
the partnership that we have with CAP encouraged us to hire a new position that we've never had before called Resilience Lead.	CAP prompted institutional roles, practical tools, and data limitations; institutionalization supports continuity but privacy hinders information sharing.
I would recommend the library as a national CAP partner across the board.	Anchor institutions, tangible assets, and governance integration foster sustainability, yet funding and role clarity limit statewide scalability.
they exist in the community, and they're part of the community. They will know about damaged pockets and their needs before we do.	Embedded partners provided hyperlocal situational awareness, identifying damaged pockets and reaching underserved rural households quickly.
The whole benefit of the program is building relationships with communities determined difficult without them there.	Trust-based relationships enabled access to hard-to-reach communities and facilitated resource distribution via CRC.
an example earlier where they kind of told us that this area was good. And then I later find out it wasn't	Verification and cross-checks revealed partner assessment errors, exposing initially overlooked vulnerable areas.
Yes, people get individual assistance quicker when we do DA quicker, and so when we involve the community in their own recovery	Community-involved damage assessments at CRCs accelerated assistance and surfaced unreported needs for prioritization.
the community, they exist in the community, and they're part of the community. They will know about damaged pockets and their needs before we do.	Local partners' ground knowledge enabled rapid identification of damaged pockets before larger responders could.

Disaster resource center provided a space to come for certain things. When other parts of the community hadn't come forth, we could	CRC hubs, combined with CAP partner facilitation, reached survivors who had not self‑identified for assistance.
damage assessment that was done by the county and then later on confirmed with damage assessment that was done by the Red Cross.	County and Red Cross damage assessments were primary mechanisms to identify and confirm impacted households.
names and addresses of impacted people	CRC staffing enabled partners to cross-reference records and reach households missing from other registries.
a CAP team member provided translation services via telephone	Immediate phone translation bridged language gaps and increased shelter accessibility for non-English speakers.
we thought we would do some Flyers and some things in some, some different languages	Plans included multilingual outreach materials to inform non-English speakers and improve access.
we did recently do an enhancement with the library to provide some of those pocket translators	Pocket translator devices were prepared but not deployed, offering ready language access capacity if needed.
culturally appropriate foods to new Americans	Partner provided culturally specific food to better meet dietary needs of immigrant and refugee communities.
Yes, people get individual assistance quicker when we do DA quicker	Local damage assessments and community involvement accelerated identification and assistance to vulnerable households.
There was a delay because we couldn't get everywhere we needed to be.	Absence of CAP in some areas caused delays and gaps in reaching vulnerable residents.
finding the resources and actually being able to utilize them are people who have transportation or people who have computer access or people who know where to look	Digital, transport, and library‑based channels inherently exclude houseless and connectivity‑limited vulnerable people.
the cat partners in Warren County were responding from day one	Local partners acted immediately, reaching affected people before larger agencies could establish services.
They were able to get contact information that as the Red Cross we might not have gotten	Local partners supplied contact data enabling outreach to households Red Cross databases missed.
CAP partners were throwing requests at us. So it felt like without CAP we would not have had very many missions to deliver	Partner-driven requests generated additional missions, enabling faster, localized service delivery and diverse response activities.

we did quite a bit more feeding with the CAP partners.	CAP partners substantially increased feeding capacity, offering varied meal modalities and boosting local relief reach.
They were able to wrap it up sooner because they met all the needs of survivors in that area.	Dedicated local teams sped distributions and met survivor needs more completely, improving service timeliness and coverage.
we made that available to anybody that needed transportation to the CRC	CAP partnership funded transportation to CRC, broadening access and diversifying survivor support pathways.
During the April floods, the CAT program manned a Community Resource Center.	Manned resource centers connected survivors to multiple partners, increasing service variety and rapid local assistance.
They provided locations for DES distributions, they provided some shelf stable food	Partners supplied distribution sites and shelf-stable food, expanding immediate food access locally.
I'm thinking about feeding in Louisiana, we did quite a bit more feeding with the CAP partners.	CAP partners substantially increased feeding operations, providing both hot meals and food boxes.
Through casework, identifying unmet needs and partners were more proactive about being able to meet them.	Partner casework identified needs and enabled delivery of targeted supplies, broadening service types.
they had a refrigerated box truck which allowed them to go to our shelter locations	Refrigerated truck enabled delivery of perishables like fresh milk, improving food quality and variety.
first international food pantry in our community earlier this year and that was a result of CAP	CAP enabled an international food pantry, increasing culturally appropriate food access for diverse community members.
they ended up sending like a mobile health clinic to the same area.	Shows CAP supplied mobile clinical services, expanding targeted health and recovery care in affected areas.
In Kentucky, the CAP team even learned how to work through the cases and open the cases and work.	Demonstrates CAP partners performing casework, increasing local capacity for targeted clinical and recovery case management.
The mobile van in Louisiana, the itinerating nurses in Kentucky,	Indicates CAP provided mobile clinicians and on-site shelter health services, broadening clinical recovery offerings.
a lot of those agencies agreed to take on some additional some of those disaster cases for this flooding disaster.	Shows partners absorbed extra case management, expanding recovery services and continuity for affected individuals.
Through casework, identifying unmet needs and partners were more proactive about being able to meet them.	Casework enabled partners to identify unmet needs and proactively close recovery gaps locally.

	Data-sharing among partners improved identification and targeting of survivors for clinical and recovery casework.
we did some data sharing among all of the long term recovery group partners	Data-sharing among partners improved identification and targeting of survivors for clinical and recovery casework.
we made that available to anybody that needed transportation to the CRC	CAP-funded transportation increased access to CRC-based casework and recovery services for isolated residents.
they were able to provide two people through Habitat for Humanity that went out and did damage assessment.	Partners supplied trained personnel for assessments, expanding localized casework and recovery targeting.
They have created a database of the local community resources kind of in competition with 211	Local CRCs and resource databases helped target clinical referrals and recovery casework to unmet needs.
they ended up sending like a mobile health clinic to the same area.	Local partners delivered mobile clinics and added health services, expanding response reach and service types.
In the Alabama, Mississippi tornadoes, the CAP team members staffed Resource Centers.	Staffed resource centers connected survivors to multiple partners, broadening available services and referral pathways.
we did quite a bit more feeding with the CAP partners.	CAP partners substantially increased feeding capacity, enabling more meals and diverse food distributions locally.
they were available when we set up in the community resource	Partners staffed community recovery centers and provided local operational support, enabling immediate, localized assistance delivery.
They were able to wrap it up sooner because they met all the needs of survivors in that area.	Dedicated local teams accelerated distribution and comprehensively met survivor needs within affected communities.
in hotels within 24 hours.	Local partners used hotel and refrigerated logistics to rapidly house and supply households during response.
we made that available to anybody that needed transportation to the CRC	CAP-funded transportation to CRC reduced access barriers and increased survivor attendance at multi-partner resource centers.
they were able to deliver those food boxes with one of the enhancements that we procured for them, which was the refrigerated box truck.	Procured refrigerated truck enabled temperature-controlled food deliveries, expanding variety and geographic reach of distributions.
We purchased them a shuttle that covers where our transit doesn't go as part of the CAP program with health, hunger and housing.	CAP-purchased shuttle extended service geography, enabling mobile food delivery and access where transit didn't reach.

they found a guy with a pickup truck and loaded it in the pickup truck and brought it to the office that day.	Local procurement enabled same‑day transport, avoiding week‑long procurement delays for essential supplies.
We did utilize those vehicles that have been funded by the CAP to make them available so that, you know, we could get people in at least where they could literally dry out and warm up.	CAP-funded vans provided immediate transport, accelerating access to recovery centers and services for affected residents.
They were able to keep the truck for distribution of emergency supplies.	Retention of local distribution trucks sped resource distribution, enabling faster closure of survivor needs.
The thing that we were able to deliver quickly was information.	Streamlined information delivery accelerated public awareness, speeding access to services though not physical deliveries.
the cat partners in Warren County were responding from day one	Hyperlocal partners provided day-one assistance, significantly reducing initial response time compared with larger mobilizations.
was information. The website really has helped us streamline that. It is a tool for	Streamlined information delivery via the website sped public communication and staff coordination post‑disaster.
The thing that we were able to deliver quickly was information. The website really has helped us streamline that.	CAP improvements, notably faster information sharing, supported more rapid public communication and response coordination.
Once they committed to something, they were always there on time.	Local partners' availability and punctual commitments enabled faster identification and immediate service delivery.
they're sitting at the ready to help during gray sky time. It's a quick yes.	Pretrained local volunteers and ready partners reduced assessment and mobilization time, speeding individual assistance.
it helped us deliver more services to people in a timely fashion.	Experienced liaisons and partner logistics shortened setup time, enabling timelier service distribution.
they were there, they were available for us, they were helping us staff it.	Direct texting/calling and on-site staffing allowed rapid situational awareness and immediate community resource center operations.
Establishing the relationship typically takes days, but when we had CAP we could immediately get to work.	Pre-established partnerships eliminated onboarding delays, enabling immediate outreach and faster needs identification.

we did some data sharing among all of the long term recovery group partners	Shared partner data plus door‑to‑door outreach accelerated identification and direct contact with unreached impacted households.
The thing that we were able to deliver quickly was information. The website really has helped us streamline that.	Improved information sharing (website) sped outreach, but cross-agency information barriers limited broader rapid response.
To consolidate it and how to track all the cases and letting everybody know what the information was, that was the biggest roadblock.	Hyperlocal day‑one outreach identified needs quickly, but inconsistent case tracking hindered coordinated follow-up.
they had phone numbers to direct and client names to directly follow up	CRC‑collected contact information enabled immediate follow-up, accelerating applications and targeted outreach.
available unlike a lot of other partners. So	Local partners' availability and punctuality reduced lag, enabling faster on-the-ground assistance mobilization.
Establishing the relationship typically takes days, but when we had CAP we could immediately get to work.	Pre‑existing partnerships removed onboarding delays, allowing immediate mobilization and faster service delivery.
liaison training that we had early on was helpful. Just knowing how that was going to work	Liaison training and daily coordination prepared local partners to assess and assist more rapidly.
it definitely sped things up because they had phone numbers to direct and client names to directly follow up	On-site CRC staffing and captured contact data enabled rapid follow-up and accelerated application assistance.
before thinking that they were fine and they really weren't and they needed other	Verification gaps led to premature service withdrawal, illustrating risks negating quick partner gains.
Supplies weren't there yet, and people	Local partner supplies arrived before centralized operations, showing systemic activation delays.
No, I would say not because they didn't know what we needed.	Partners' unclear understanding of needs prevented timely action, hindering rapid delivery.
I guess just trying to figure out, OK, so if something is needed, like who pulls the trigger on it?	Unclear activation authority delayed partner deployment, significantly weakening speed advantages.
To consolidate it and how to track all the cases and letting everybody know what the information was, that was the biggest roadblock.	Fragmented data and poor case-tracking impeded coordination, reducing the benefits of rapid local responses.

take pictures of damaged homes and help us to get them	Local volunteers use phone apps to photograph and upload damage, enabling faster initial assessments.
those two members of Habitat that were that volunteered	Trained partner volunteers supplemented DA teams, increasing field capacity for faster verification and outreach.
And then they were able to match that data with the addresses of damage assessment.	Community collected photos and intake data matched to DA lists speed targeted follow-up and assistance.
The idea was folks would come in, they'd fill out one intake form that included a release of information checkbox	Pre-established intake and data-sharing permissions let partners access assessment information and rapidly coordinate assistance tasking.
liaison training that we had early on was helpful.	Pre-event liaison training clarifies roles and speeds CAP tasking and coordination during rapid assessments.
They were cross-referencing names and addresses of impacted people that had come through that community Resource Center and maybe had had been through a partner.	CRC staffing and data matching enabled rapid identification and direct follow-up, supporting immediate CAP tasking.
we could literally just text or call our cat people OK and ask questions and then and then they could find out information for us.	Direct text/call channels with CAP enable immediate local intelligence to prioritize DA outreach routes and actions.
we did our damage assessments and shared that information w partners.	Sharing DA results with CAP partners avoids redundant efforts and enables faster targeted household follow-up.
folks would come in, they'd fill out one intake form that included a release of information checkbox so that we could share that information	Single-intake with releases centralizes household data for cross-agency matching and quicker follow-up.
And then there were those two members of Habitat that were that volunteered, but there were no other cat partners that were involved.	Local partners supplied a few DA-trained volunteers, increasing assessment manpower but limited scale in this response.
Need for some form of information sharing database, so people can see who does what and contact them for information.	Calls for a centralized partner database to match capabilities and share assessment information rapidly.
they'd fill out one intake form that included a release of information checkbox so that we could share that information with all the other organizations	Single intake with data-sharing consent centralizes victim information, reducing duplication and accelerating consolidated assessments.

everybody had their own spreadsheet, their own way of gathering data, their own formatting	Highlights consolidation problems; standardized formats and a central repository are required for faster assessments.
And then they were able to match that data with the addresses of damage assessment.	Shows CRC intake-data matching to damage lists enables prioritized outreach and speeds assessment-to-action.
they're sitting at the ready to help during gray sky time.	Pre-disaster investment meant partners could respond immediately in-region, reducing external volunteer and staff deployments.
We did utilize those vehicles that have been funded by the CAP to	CAP-funded vehicles enabled immediate local transport and sheltering, rapidly moving people to warmth and safety.
We did utilize those vehicles that have been funded by the CAP to make them available so that, you know, we could get people in at least where they could literally dry out and warm up. 00:45:16 Interviewer 1 And, and	Documents CAP‑funded prepositioned kits and vehicles used to shelter, dry, and support affected residents.
One partner who needed a vehicle and they helped us provide those emergency supplies.	Shows local partners supplied vehicles and emergency supplies, and filled workforce gaps during response.
a refrigerated box truck which allowed them to go to our shelter locations and they actually provided fresh milk as well as some other food items	Local partners used refrigerated trucks and hotel relationships to deliver food and shelter rapidly.
they helped us with a lot of workforce people, people we didn't have to fly in	Local partner personnel reduced need for external deployments by staffing operational roles during response.
decrease the number of deployed volunteers and staff and to try to handle it as much as possible in region	Program intent: leverage in-region partners to substitute for distant volunteers and maintain operations locally.
So, they had done a lot of the planning that I think would have taken longer and been more costly.	Partners planned and acted quickly, reducing procurement delays and supplementing Red Cross operational needs.
were available for us, they were helping us staff it.	Local partners provided staffing for recovery centers, filling immediate workforce gaps during response.
in hotels within 24 hours. It was really fast.	Pre-existing relationships enabled immediate housing placements, accelerating sheltering timelines compared to formal processes.

There was a Red Cross table when we had our CAP representatives, they were there every day.	Partners maintained daily on-site presence at CRCs, clarifying roles and delivering consistent case management support.
the transportation that we've provided for people, the refrigeration, shelving, any of that stuff has allowed their programs to operate	CAP-procured assets enabled partners to sustain operations under disaster stress, increasing operational surge capacity locally.
the CAT program manned a Community Resource Center	CAP teams staffed CRCs continuously, conducting outreach and intake that enabled targeted follow-up and damage assessment linkage.
they ended up helping us with translation and when they had their health clinic there, that was they had a culture, the appropriate translation and	Local partners provided translation and culturally appropriate clinic services improving community communication and access.
the community, they exist in the community, and they're part of the community. They will know about damaged pockets and their needs before we do.	Embedded partners identified hyperlocal damage pockets earlier, enabling targeted, culturally informed responses and referrals.
the infrastructure that we have in place now with the the different cultures and languages that are spoken here, people from all over the globe.	CAP investments strengthened culturally and linguistically appropriate infrastructure among grassroots organizations for locally tailored services.
they have the muscle memory of doing this all the time.	Routine, locally embedded practice enabled partners to quickly deliver culturally appropriate, neighborhood-focused assistance.
Another enhancement that I forgot about from the Red Cross is we have 5 Pockettalk translation devices.	CAP-funded translation devices and local resource sites improved linguistically appropriate outreach and hyperlocal information access.
their individuals that were impacted had access to cultural, culturally appropriate food through the food	Local partners' existing food pantries delivered culturally tailored food, enhancing accessibility for diverse impacted individuals.
We just got our first international food pantry in our community earlier this year	CAP enabled creation of an international food pantry, improving culturally appropriate food access for diverse communities.
are really clear on what they're, where they're going to do it, how much they're going to	Highlights need for explicit scopes and agreements to manage partner contributions pre-disaster and during response.

because there's been so much invested into those partners during blue sky time, they're sitting at the ready to help during gray sky time.	Describes pre-disaster investment creating ready local capacity, reducing need for external deployments.
He knew which partners were active, which Parker partners were like, as they call it, hyperlocal or hyper-focused.	Stresses value of pre-mapped partner roles and awareness for rapid, localized readiness and activation.
who have those memorandum of agreements and they have been the recipient of investments by the American Red Cross	Indicates formal MOAs and investments pre-positioned assets, enabling partner readiness and rapid activation.
The whole benefit of the program is building relationships with communities determined difficult without them there.	Emphasizes long-term relationship-building as preparatory investment enabling targeted local response capacity.
they have the muscle memory of doing this all the time.	Conveys partner routine practice and readiness enabling immediate mobilization during disasters.
that was the website that we built through a CAP enhancement recently.	Shows CAP-funded local information tools and maintained infrastructure supporting readiness and coordination.
the transportation that we've provided for people, the refrigeration, shelving, any of that stuff has allowed their programs to operate	Highlights CAP procurement of assets that pre-positioned partner logistics and sustained operations under disaster stress.
the CAP program has purchased a couple of vehicles for different programs in the community where we would have access to those.	Describes CAP investments in vehicles and assets that expanded partner distribution and operational readiness locally.
maybe the CAP partner overinflated their capability	Calls for clear scopes, nightly counts, and verification to ensure partner accountability.
I don't think they were able to provide it for as long as the people needed it	Partners filled immediate gaps but often couldn't sustain services, highlighting limited long-term local capacity.
we sort of came up with our own form and we sort of put a release of information clause on there	Shared intake forms supported interagency data sharing, but formal reporting and verification remained informal.
Need for some form of information sharing database, so people can see who does what and contact them for information	Calls for a shared partner database and clearer attribution to track activities and measure partner contributions.
we want this to be a long term relationship	Emphasizes sustained partner delivery and long-term relationships to support enduring community capacity and response.

I really can't say. I don't know. There's no way for me to know that.	Training supported partner integration, but attribution gaps hinder assessment of partners' unique contributions and cost savings.
They were capturing information of individuals that came in there for resources like clean up kits	Partner-collected intake and local databases improve tracking, targeting, and reduce duplication across community services.
Through casework, identifying unmet needs and partners were more proactive about being able to meet them.	Partners identified urgent local needs via casework and supplied emergency resources aiding rapid sheltering and placements.
He actually engaged one or two of our partners to provide food boxes to the residents of the shelters	Partner logistics, refrigerated vehicles, and transportation enabled shelters to receive timely food and lodging support.
an enhancement with the library to provide some of those pocket translators. So	Partners supplied Pocketalk translators and International Center links to provide culturally competent language access.
the International Center of Kentucky. They made sure that any of their individuals that were impacted had access to cultural,	Local partners ensured culturally appropriate food access, complementing Red Cross food distributions for diverse communities.
for translation, the awareness of the dietary needs or you	Partners built international pantry and translation supports to meet dietary and cultural needs in affected communities.
One partner who needed a vehicle and they helped us provide those emergency supplies.	Partners supplied vehicles and emergency supplies, filling immediate logistical gaps in local casework responses.
they had a refrigerated box truck which allowed them to go to our shelter locations	Partner refrigerated truck enabled cold-chain deliveries of perishable food (fresh milk) to shelters quickly.
they ended up helping us with translation	Partner translation at clinics made services accessible to non-English speakers, beyond typical Red Cross offerings.
We realized then that there was a cultural need for haircare and skincare products in our shelters that was not being met.	Partners supplied culturally specific hygiene products filling gaps in Red Cross shelter inventories.
I'm thinking about feeding in Louisiana, we did quite a bit more feeding with the CAP partners.	Partners delivered expanded culturally relevant feeding operations that exceeded Red Cross local capacity and reach.
grassroots organizations now that have much greater capacity because of the investments of the cap	CAP investments amplified grassroots groups' ability to cook culturally appropriate meals for neighbors.

they had a refrigerated box truck which allowed them to go to our shelter locations	Partner refrigerated logistics enabled fresh perishable distribution not typically stocked or delivered by Red Cross.
There's one called Care USTZ and a big part of their mission is providing culturally appropriate foods to new Americans	Partners offered culturally tailored food and translation devices to reach new Americans effectively during response.
their individuals that were impacted had access to cultural, culturally appropriate food through the food	Local partners secured culturally appropriate pantry items ensuring affected community members received acceptable food options.
provide food boxes to the residents of the shelters in the impacted area.	Partners created international pantries and tailored meals to meet diverse dietary and cultural needs in shelters.
Through casework, identifying unmet needs and partners were more proactive about being able to meet them.	Partners used casework to identify needs and rapidly supply emergency items, filling gaps in immediate assistance.
they work with this community day in and day out, they're going to know whether or not this community is being served.	Local partners' daily presence enables targeted outreach and finding isolated households needing CRC escorts.
the community. They will know about damaged pockets and their needs before we do.	Being embedded, partners identified affected pockets and escorted isolated households to CRCs or services.
The whole benefit of the program is building relationships with communities determined difficult without them there.	Established relationships let partners find and reach households that external responders often miss.
contact information that as the Red Cross we might not have gotten to make	Sustained CRC staffing and local records enabled partners to identify and escort isolated households efficiently.
they work with this community day in and day out, they're going to know whether or not this community is being served.	Local partners' daily presence and workforce let them identify and serve households faster.
absolutely required spelunkers to give us some information about underground caves and water sources	Local partners provided place-specific expertise enabling access to otherwise unreachable households and neighborhoods.
the community, they exist in the community, and they're part of the community. They will know about damaged pockets and their needs before we do.	Embedded partners detected localized needs earlier, guiding targeted assistance to affected households promptly.
we did take one additional referral who was with an elderly woman who actually know personally and she's here in this neighborhood where we're located.	Local referrals and neighborhood knowledge allowed partners to identify and assist specific vulnerable households quickly.

Mobilize faster because they knew the needs of those clients.	Established local relationships enabled rapid mobilization and coordinated action to meet individual client needs.
they were able to provide that support pretty much instantly as soon as we identify, as soon as the need was identified, so.	Preexisting local readiness enabled near-instant support once needs were identified at household level.
we have library circulation and reference staff who are really responsible for taking care of our patrons and needs	Frontline local staff gathered needs through daily interactions, enabling targeted referrals and assistance to individuals.
the cat partners were already serving people that they knew had been impacted, so the service delivery was immediate.	Existing client relationships allowed immediate service delivery to known impacted households from day one.
They have personal relationships with the people and I'm going to say people groups too, because we have a large international population here.	Trusted personal relationships and cultural knowledge made partners credible, improving individual engagement and assistance uptake.
they work with this community day in and day out	Local partners' daily presence enables targeted identification and outreach to households pre- and post-disaster.
they respond quicker to their community	Being already present allows faster, pre-positioned assessment and assistance reaching isolated households quickly.
They will know about damaged pockets and their needs before we do.	Embedded partners identify localized damage early, enabling targeted casework and quicker individualized assistance.
they were available when we set up in the community resource	Local partners staffed recovery centers and maintained direct communication, enabling rapid referral and individual support.
Through casework, identifying unmet needs	Casework and shared assessments let local partners surface unmet needs and target individual assistance quickly.
we had done some thinking through as a group with our partners	Preâ€'disaster role planning enabled partners to coordinate responsibilities and deliver targeted, household-level assistance.
I would say it definitely helped us to know who those folks are	Local knowledge of organizations and frontline staff enabled precise referrals and identification of individuals.
the cat partners in Warren County were responding from day one	Hyperlocal partners began immediate service delivery, using existing client relationships for targeted individual assistance.

They have personal relationships with the people	Trust and personal ties let partners capture contact details and match assessments for focused follow‑up.
they work with this community day in and day out	Daily local engagement lets partners identify and reach linguistically or culturally distinct residents quickly.
who was a local spelunker who understood about the underground waterways.	Local technical expertise unlocked access to otherwise unreachable households and informed targeted assistance.
They will know about damaged pockets and their needs before we do.	Embedded partners detect localized needs earlier, enabling culturally sensitive, timely individual assistance and referrals.
he just put me in contact with them because they didn't have anywhere to go	Local contacts and informal communications enabled direct referrals and rapid connection to individual assistance.
The whole benefit of the program is building relationships with communities determined difficult without them there	Established relationships allow partners to access hard‑to‑reach, hesitant communities and surface individual unmet needs.
they were able to provide that support pretty much instantly	Being local enabled immediate response and rapid individual assistance when needs were identified.
Yes, the cat partners in Warren County were responding from day one	Immediate local response delivered assistance to known clients rapidly through existing service relationships and trust.
most trusted brand above Red	High local trust makes partners effective conduits for culturally sensitive outreach and individual assistance uptake.
they work with this community day in and day out, they're going to know whether or not this community is being	Everyday presence and networks let partners identify unmet needs and target local households efficiently.
the community. They will know about damaged pockets and their needs before we do.	Embedded partners detect localized damage earlier, allowing targeted individual assistance and faster response.
made investments in some passenger vans. You know, could they pick up people and take them out there?	Locally owned transport mobilized to bring residents to resource centers, overcoming access barriers.
Through casework, identifying unmet needs and partners were more proactive about being able to meet them	Ongoing casework and local knowledge let partners find and address individual unmet needs proactively.
she's getting those added to the website and tweaking the shuttle routes that we built a year ago	Continuous local feedback refines transportation routes, improving physical access to resource centers for residents.

same community, they work with this community day in and day out, they're going to know whether or not this community is being served. So I think moving forward, if	Local partners' embedded presence uncovers underserved pockets, but needs clear scope and verification to confirm coverage.
some information about underground caves and water sources and problems	Local technical knowledge enabled access to otherwise unreachable households, highlighting verification and scope limitations.
the community. They will know about damaged pockets and their needs before we do.	Embedded partners detect damaged pockets early, but geographic boundaries and verification must be explicitly defined.
The whole benefit of the program is building relationships with communities determined difficult without them there.	Relationship-building let partners reach difficult-to-access households, though verification and metrics of reach remained limited.
were definitely local and right there from the community and the the	Local presence meant staff and residents accepted partner guidance, enabling swift, credible access.
When we're connected to the local nonprofit, it really broke down those barriers.	Local nonprofit ties reduced barriers, increasing community receptivity to services and outreach.
the community. They will know about damaged pockets and their needs before we do.	Embedded partners identified needs earlier, enabling faster, trusted responses within affected neighborhoods.
could literally just text or call our cat people OK and ask questions	Direct, one‐on‐one communication built confidence and practical trust in local partner channels.
Establishing the relationship typically takes days, but when we had CAP we could immediately	Pre‐existing CAP relationships eliminated initial rapport building, enabling immediate community engagement and acceptance.
they have the muscle memory of doing this all the time	Routine local practice enabled quick, credible action that residents recognize and respond to.
The library is always a source for information for the community.	Libraries' trusted status made them effective conduits for outreach and resident engagement.
the cat partners were already serving people that they knew had been impacted	Immediate response by local partners indicates residents relied on familiar organizations for urgent assistance.
most trusted brand above Red	Community members preferentially turn to highly trusted local institutions like libraries for assistance.

were definitely local and right there from the community and the the value add was they knew their section of the community	Consistent follow-through by CAP partners established credibility, making community acceptance more likely.
When we're connected to the local nonprofit, it really broke down those barriers.	Partner credibility reduces access barriers, making community engagement and service uptake easier.
They will know about damaged pockets and their needs before we do.	Local presence and engagement directly increase trustworthiness and acceptance among affected residents.
they were there, they were available for us	Direct, accessible CAP contacts made services approachable and increased community reliance on local channels.
Establishing the relationship typically takes days, but when we had CAP we could immediately get to work.	Pre-existing CAP relationships removed startup barriers, enabling immediate community engagement and faster assistance.
they have the muscle memory of doing this all the time	Visible, routine CAP actions enabled outreach and reinforced community confidence in local partners.
The library is always a source for information for the community.	Libraries' trusted information role amplifies CAP visibility and community acceptance of services.
the cat partners were already serving people that they knew had been impacted	Immediate, familiar CAP response encouraged residents to rely on local partners during crises.
They're the most trusted brand above Red Cross, right?	Personal relationships and trusted institutions like libraries channel community trust toward CAP partners.
they ended up helping us with translation and when they had their health clinic there	Translation and on-site clinics made services accessible, increasing uptake among non-English-speaking populations.
When we're connected to the local nonprofit, it really broke down those barriers.	Local partner connections reduced barriers, facilitating culturally appropriate outreach and greater community uptake.
Kentucky people have a huge amount of pride, and they never want to accept money assistance from other people.	Cultural norms can inhibit assistance uptake, underscoring need for culturally tailored outreach and translation.
literally cooking for their neighbors	Neighbor-to-neighbor culturally familiar supports increase acceptance and uptake of services in affected communities.
The whole benefit of the program is building relationships with communities determined difficult without them there.	Pre-existing relationships allow culturally tailored engagement and smoother uptake among hard-to-reach populations.

The library is always a source for information for the community.	Libraries serve as trusted local hubs for culturally appropriate information dissemination and service uptake.
They made sure that any of their individuals that were impacted had access to cultural, culturally appropriate food	Culturally appropriate food provision increased accessibility and trust among specific cultural communities.
they knew their section of the community	Local knowledge made partners credible, enabling community acceptance of assistance and referrals.
When we're connected to the local nonprofit, it really broke down those barriers.	Local nonprofit connections reduced barriers, making communities more accessible and receptive to assistance.
they exist in the community, and they're part of the community.	Being embedded allowed partners to identify needs earlier, fostering community reliance on them.
they were there, they were available for us, they were helping us staff it.	Visible, available local partners acted as part of the response, building practical community trust.
The whole benefit of the program is building relationships with communities determined difficult without them there.	Pre‑existing relationships enabled access to hard‑to‑reach groups, implying community acceptance.
they have the muscle memory of doing this all the time	Routine local practice and relationships enabled swift action and resident willingness to engage.
The library is always a source for information for the community.	Libraries function as trusted information hubs, channeling residents to services and local partners.
they felt like they were a part of the conversation.	Inclusion in planning increased partner legitimacy and community-facing coordination, promoting local trust.
They're the most trusted brand above Red Cross, right?	Libraries' high trustworthiness made them effective community intermediaries during disaster response.
were definitely local and right there from the community	Staff note local presence and knowledge, implying operational acceptance and inferred community trust.
When we're connected to the local nonprofit, it really broke down those barriers.	Local partner connections reduced access barriers, enabling faster community entry and implying resident acceptance.
They will know about damaged pockets and their needs before we do.	Embedded partners' early awareness and presence enable quicker help, suggesting community reliance and implied trust.

The whole benefit of the program is building relationships with communities determined difficult	Pre-existing relationships enabled access to hard-to-reach groups, indicating community receptivity though not explicit trust quotes.
The library is always a source for information for the community.	Libraries' information role and patron relationships function as trusted channels for community outreach and assistance.
Yes, the cat partners in Warren County were responding from day one	Partner inclusion, visibility, and immediate local response promoted community reliance, implying practical trust in partners.
They're the most trusted brand above Red Cross, right?	Staff identify libraries as highly trusted local partners, providing clear community credibility and entry points.