

00:00:02 Interviewer

And so if you wouldn't mind, would you mind just identifying yourself and and your role in your organization as well as the last disaster that you participated in with a CAP partner?

00:00:15 SPK_2

OK, sure. Yes, I'm Angela Fischler. I'm Assistant Director of Community Impact with United Way of Lee, Hendry and Glades in Southwest Florida and Helene and Milton. So Milton, I guess was the last hurricane that I partnered with, with Cap on here.

00:00:33 Interviewer

Great, thank you. And I just wanted to just begin by also sort of making some definitions. And so the we're we're asking about how CAP partners participated in the last disaster. And so the groups included mothers helping mothers, all faiths food Bank, harvest. Oh oh sorry, this is the Sarasota list, not the Lee.

00:00:58 SPK_2

List.

00:00:59 Interviewer

So let me get the Lee list up. This is not correct. So the the partners included. Apologies, I have the wrong incorrect. It's been one of those mornings. So the so the partners included Fish of Cannibal, Captiva Community Cooperative, Premier Mobile Health Services, Beacon of Hope, St. Martin de Porres, Outreach Community Ministries, and there are a couple of other organizations that that participated in Helene and Milton. And so, so when I, when I talk about, you know, cat partners, those are the, you know, the organizations that I'm going to be referring to. And, and they may have participated in a variety of, of community activities, including feeding and housing services and distribution of supplies, trans translation, emotional support services during that, during the Hurricanes. So my.

00:02:24 SPK_2

Response is limited to Milton then Or can it be for any of the activations that.

00:02:31 Interviewer

It could be for any of the activation, it could be and, and also, you know, if you're reflecting back on previous responses, you know, if you have a comparison before or after CAP, that would be appreciated too. So before the CAP partners were engaged, was there a difference in in support that you saw and, and, and particularly the reason? So what were some of the drivers for the differences if you saw differences in in in support? So any information you'd like to provide actually? OK, thank you. So, so the, the, the, the the questions are are in a couple of different sections. 1 is the quality of services that were delivered by the CAP partners and and the the second section is around a duplication of effort. Was there any reduction in duplication? And, and the the next section will be around cost and so was there a cost and speed of services? So how quickly were the services delivered? Were they

delivered as quickly as people needed them? Was could that be improved in any way? And then the the last section is on scalability and recommendations. So do you have any, do you have any ideas for scaling beyond the the Lee County area and or for just in general any recommendations for the next disaster season? So the the first question will is around quality of services. So compared to past disasters, how was your communities experience receiving help this time?

00:04:08 SPK_2

Well, I think we were. I think we were better coordinated it I think we're sort of a maybe not unique, but unusual partnership in the the it's my understanding in CAP experience nationwide that we are not the direct service provider, but we are a strategic partner, you know, helping to do that, you know, reduction and duplication of effort and and really just coordinating to make sure that we both are distributing resources and support in the most collaborative and you know, impactful way. And I've been really very pleased with, you know, the partnership I did, I think the world of Cindy and Jim Allette and of course the story. I haven't worked with algae yet, but you know, they've all been just wonderful partners. Cindy and I particularly coordinate really most of the time. I think that there have been busy times that we've, we've slapped off a little bit, but we always stay in contact. But we've been trying to meet weekly and just have a Friday afternoon touch base because so many cat partners are also United Way partners. And so we want to ensure that, you know, we are not, you know, we're, we're aware what the left hand's aware, what the right hand's doing and all of those things because we do truly do try to support each other and help each other be successful and, and better support these partners. So many of the locations that CAP has partnered with are also United Way resiliency Hubs, which is a, you know, a program through our United Way where we provide some funding, some support and some structure. And they are locations that are designed really to be positioned in areas of high need, typically socio economic high need, but we've realized also areas of, you know, disaster, high need or whatever the right word is there, you know, impact. And so those of course overlap very well with with the focus of the, you know, the cap team. And so the supports, I think we've been a good compliment because some of the supports that CAP has been able to offer were things that we, you know, don't have the funding for to be to be frank, you know, really like some of the larger, you know, the generators and the vehicles and things like that, that have really, I think upped the game for a lot of these partners. We're we're just not something that we could with all the other needs in the community have addressed it, particularly in the timing that we were that we were looking at it. So that's been a tremendous blessing. And then just being able to have Cindy as a sounding board. And I think vice versa, because she hears things from, you know, from partners that that maybe I haven't. And, and we can kind of just keep each other up to date on things and make each other aware of new relationships that may be a fit for each other's, you know, efforts basically. So the you mentioned fish and community cooperative and Beacon of hope. Those are three of our, you know, resiliency hubs that we work real closely with, but you know, bringing vehicles to actually all three of those, I think Beacon got replaced, Beacon buggy. So I think all three of those got vehicles. Lehigh community, No, not Lehigh. That was

the one that didn't sign a contract, they didn't sign the MOU. But there are, you know, multiple other resiliency hubs where Heights is another one that you all are doing great things for. And I know that they were recipients of the, there were three vehicles that came into our community through just a very recent effort. And I'm sorry, there are four of them because you know, the way received 3 and then Heights received another. But I think that the I'm kind of rambling here. So tell me, Carol.

00:08:43 Interviewer

No, no, no. This is really this is really helpful. Thank you. Thank.

00:08:46 SPK_2

You. Well, I'm sure. No, I think the, the assessment process, my understanding of the assessment process that Cindy and her team do really, you know, again, is a great compliment because they're focused specifically on the, you know, resiliency assists, you know, what can, what could strengthen that specific hyperlocal community in the, in the instance of another disaster. And so while we are looking at that too, we're also looking a lot at the blue skies. It just, you know, most of our locations to our resiliency have locations, you know, have folks who can do some level of case management and do signing people up for SNAP and other benefits, but then also a food pantry. And you know, the idea is to provide wrap around services that are tailored to that specific community. And as I said, CAPS efforts have been a a tremendous compliment to what we've been doing. So we're grateful for the partnership.

00:10:02 Interviewer

Thank you. And so there's a lot of, you know, blue sky that you're working on. And then and then Cap helps to supplement the blue sky by transition, making that transition into Gray sky when it does happen. Is that better? Yeah.

00:10:15 SPK_2

And they're helpful in the blue sky as well. But I think that they have the the eye toward the Gray sky that we have as well. You know, we certainly have been responding to the disasters that we, our resiliency hub program was called United Way houses a few years ago. And we, we transitioned just maybe 18 months ago to, to naming them as resiliency hubs and having that be a major focus on how to kind of harden the facilities and how to, you know, kind of alongside those, those organizations and make sure that they are well equipped for the next, you know, the next disaster. And while many of the organizations that CAP is partnered with are these resiliency hubs, they several others are partners that just are not resiliency hubs, but also ones that we love to see receiving the support. You know, so it's been great because it's, I think they sometimes speak to different people than I speak to or they, you know, are asking different questions. And so it has helped us to get to know our own partners even better, I think. And I think that works both ways. I think that. Thank you.

00:11:40 Interviewer

For the partners that that were listed fish of of Santa Bella, Comtiva Community Cooperative, Mobile Premier Mobile Health Services. Speaking of help, all of these different organizations did. Did you see them working in the community during Hurricanes Helene and Milton, and what types of help did they offer?

00:12:01 SPK_2

So fish is on Sanibel and so they of course had, well they had flooding and it was flooding that came. I don't know the exact length of time host Ian, but you know, most of the clients that they had been serving were heavily impacted by Hurricane Ian and many had gotten homes like rebuilt or, you know, had finally gotten back into their homes. And so being flooded again was devastating to that community. And fish also serves a lot of people who work on the island, but don't live on the island, which is, it's great because if you think about if you're, if you're working all day, by the time you get to your home, all of the food pantries are closed, you know, And so they, they do an excellent service of providing support to those people. And then also, I know Cindy's team partnered also, I believe with Community Housing resources or I can't remember what this Chr stands for, but it's an organization that has low income housing, limited low income housing on the island that also was devastated after Ian, but then has rebuilt. And so that support to provide that critical housing that is very hard to come by was was great as well. So, so if fish provides provides food, they have a great pantry. They provide social services like general social services as far as helping people sign up for benefits, helping people, they help people with FEMA. They help people with their insurance like they will hold their hands and and kind of work through their really excellent supporters of their community. They also have a very robust gifts and kind program through our United Way supplies a lot of furniture, building supplies, things that the community needs. And, and so I think that I know that cap provided a vehicle which allowed, and I don't know if this was, I don't think it was specifically in response to Hurricane Milton or Helene, but I know that they probably still in the aftermath of Ian because it's, it all kind of runs together. But they provided a vehicle that was key because it allowed allows fish to take people who live on the island, off island for medical appointments. Because for many people that the traffic, the just the hardship of getting to the mainland for a lot of people was was a big hurdle. So that was great. What else are the other things that goodness? I mean they they really are wrap around services at fish. They and, you know, people sometimes think, gosh, Sanibel, they don't really need social services. But as you know, every community needs it. And there are a lot of seniors that live on Sanibel that, you know, have run out of their money, you know, and then it's and so there's, it's a it really is a lifesaver there on the island. So Community Cooperative is another partner of both of ours. And Community Cooperative has daily meals. They have Monday through Friday, they serve a hot meal to many unhoused individuals, but really anybody who needs it, I don't even know the number, it's hundreds of people that they serve daily. In addition, they have a strong social services arm that, you know, again, provides connection to benefits. They have Meals on Wheels, which was vital after the storms. I think one of the things that Cap did was provided what looks, it looks sort of like an ambulance, but it's a

transfer vehicle that they were able to bring meals, you know, out into the community. It it kind of just beefed up their distribution system. But as you know, Meals on Wheels is again, just a critical piece of the puzzle at a post storm, because often times that it's the only visitors that people get. And if you're in a high rise or you're, you know, some people are, are, are stuck after a storm. So they're a tremendous partner too. They also have a, you know, a choice pantry. They have goodness, they do, they do a whole lot and they are another one of our close partners and they support that that Dunbar area of of town that is low income. It's not typically as high impact from storms, but they are they're an area that was often late in getting power back. And so there is loss in the community and that loss has a higher impact than maybe that life loss would have in another part of the community just because if they, you know, the the fragility of the the income there. So Beacon of Hope is on a barrier island. So Pine Island again, is it a remote and it's a really unique community. They, they very much kind of want to take care of themselves and each other on the island. And so sometimes they're a little bit resistance to resistant to help. But we have one of our resiliency hubs there and the executive director there is a resident on the island and you know, we've provided financial help. We, we, we could certainly support them in.

00:18:16 Interviewer
Sorry.

00:18:17 SPK_2

Phone swelling up, but CAP, I believe replaced their beacon buggy. I'm not totally sure which again is a transportation system for residents on the island to get them to doctor's appointments because there aren't very many services offered on the island. So people have to go again, kind of a distance and bridges that get knocked out to the island. And so getting people off to get needed care is a huge need. And so that I think was a definitely a benefit. Oh, I'm sorry. So Beacon also provides healthcare services. So I'm thinking of your your tenants. So that certainly hunger in in all of these locations that we're talking about housing like we often, you know our 211 connects people united with 211 and so all of our internal programs kind of complement and serve these locations. But it's nice because we, you know, I feel I can go to Cindy with an issue and I feel like she can come to us with an issue as well. And we, and we do that pretty regularly. But Beacon of Hope also has a healthcare component. They have a partner that comes into and I that I don't know if they're on your list, Samaritan. I don't know if the funding. Yeah, they are. OK. So Samaritan Wellness. Yeah, they're on the list as well. Yeah. And so we did Cap, did great renovations to the classroom and to the room where they see patients to kind of allow that operation to be more effective. They also built a storage area and then provided a generator. And so I think. Generators went to multiple, I mean, you've got the list there, but definitely Beacon Community Cooperative got a walk in cooler fish, I can't remember what they got. Fish building was wiped out and they moved into another building. And so they're going through a lot of they're trying to figure out they won. They won a grant and then the grant may have been taken back. It was an EPA grant to basically rebuild so.

00:20:49 Interviewer

So it was destroyed during Ian? It was.

00:20:52 SPK_2

Destroyed during Ian destroyed during Ian. But they a, a building next door was owned by folks who were who appreciate fish and they, they moved in there and basically started providing their services net there. And so they're trying to rebuild the original space, elevate it, and they had funding to do that, but I don't know the status of that funding now. I'd heard that it was withdrawn, but you know, these things are fluid, so.

00:21:22 Interviewer

So how easy or hard was it for people in the community to get help from CAP and CAP partners during the hurricane?

00:21:32 SPK_2

So, you know, I don't sit next to Cindy day-to-day. So I don't know how the but I know that, you know, Gemelet and Astoria had the locations split up. You know, one was responsible for North County, one was responsible for South County. And my experience with with both of them has been that they are are very accessible and that they're very in the field. One example of that would be, I think it was after Milton, there's an area called North Fort Myers that had a, a mobile home community that was heavily impacted. And there was, there were a lot of people who needed tarps. And so Cindy reached out to me and we were able to get tarps to Cindy and Jamalette a nose. Can't remember it was Jim letter or Astoria, but they and I think I think it was a story because I think like her sister, her mom, like they were out in North Fort Myers, like helping people put tarps like, you know, for I think multiple days. So, you know, they, they absolutely, when they recognize the need, they, they jump to it. And you know, they, I'm, I'm very impressed with how hardworking and conscientious, you know, all three of them have been. And I haven't. I haven't worked with LG yet but I'm sure she'll be the same.

00:23:04 Interviewer

Great. Thank you. Did the did you notice that there were there were any groups that received help more easily than others? Were were all groups able to get services or were there some pockets that may not have been able to access services?

00:23:28 SPK_2

I would say, you know, I again, I don't have deep insight to be able to respond fully to that. My only comment might be that I know that they have been working to try to reach people in certain parts of the county that don't have strong social services infrastructure. For example, that North Fort Myers area, there's a gigantic community called Suncoast there that just has not been well organized and it's a hard one to support and for various reasons. But I know that they have have been out there, you know, doing what they can. So if there are areas that are less well served, I would say there aren't really areas that are not served.

But if there's less well served it I would not say it's any reflection on CAP. I think they're trying in all the areas.

00:24:21 Interviewer

Yeah. And do you think that that they have the appropriate, you know, in terms of the cultural needs of the community that they were able to meet the the community's culture needs, whether that's, you know, say food, you would mention the food is distributed in areas so or language translation services. Were the cat partners able to meet all of those cultural needs in the community?

00:24:52 SPK_2

I think they've strategically partnered to do that. For example, again, in that North Fort Myers community where there's a large Hispanic population, they partnered with an organization called OILE, which is OILE. They're probably there on your list. And so, you know, Lucy, who heads up OILE has, as long as we've partnered with her, known her is very committed to providing culturally sensitive, you know, services like she brings a flower that is used for for cooking that specifically in that community. Like she's gets special shipments of that and distributes it in areas that that wanted after disaster. And but I know that's that's the organization that they went out with with the tarps afterward. And I think I believe Jamal is speaks Spanish, which is certainly helpful. I know that there are, you know, this Haitian Creole population here. I don't know about how Cap does translation if there is not, you know, if they don't personally speak the language. So I can't speak to that.

00:26:13 Interviewer

Thank you. Were there any, so you know, thinking back on the previous disasters, Ian and other disasters, were there any other types of new services that were delivered and did CAP help to deliver any new services that were identified and needed by the?

00:26:29 SPK_2

People, let's see. Can you give me any examples, locations and?

00:26:37 Interviewer

For example, there may have been a need for, I guess that that the culturally appropriate 1. So for example, we found in certain areas, excuse me, in certain areas in shelters in particular, but sometimes the hair care needs for shelter populations aren't, aren't not appropriately. And so those kind of things were, people just didn't think about them before. And then we brought in partners that helped us to think about these needs a little more thoroughly. And so that's one example of how sort of a new service emerged in a shelter population.

00:27:24 SPK_2

There our shelters were not activated in, well, I don't know if there was. It was very limited for Hurricanes Milton and Colleen and Ian. Certainly we had all the shelters and I can think

of instances where that type of thing was done, but I don't think CAP was directly involved in it. Like we partnered with one of our agencies to bring reading glasses to the special needs shelter because it was a lot of seniors and they lost their glasses, you know, so. Right. Yeah. But I mean, I guess the readiness rating, you know, that was something that has been, you know, rolled out can.

00:28:12 Interviewer

You talk a little more about that. How's that helped, Apostle?

00:28:17 SPK_2

Sure. Well, I think it just has helped agencies, you know, partners that have a, you know, a fairly easy to follow sort of outline of things to think through to make sure that their employees, you know, their processes are, are in order for the next disaster. And so I think there's, there's great value in that and just having, you know, a lot of organizations, ourselves included, had are, you know, their, their own hurricane plan already established. And so since I'm not the facilities person for an organization, I couldn't really get that done or that. But you know, I, I definitely have read through it and I see the value in it. And I think if it's done one way or another, it's a good thing. But for a lot of smaller organizations especially, it's a it's a tremendous thing because they just may not have had anyone ask them, hey, have you thought through these things and, and be able to get their their plan in in order. Let me think of what there was something related to that that I wanted to mention. Yeah, I'm sorry I lost it. Oh, that's.

00:29:46 Interviewer

OK. Did the CAP partners provide services for as long as people needed them? So was the duration of services appropriate?

00:30:00 SPK_2

I believe so. I believe that they have, you know, again, I don't have total insight to that, but just in my weekly or not quite weekly, but frequent conversations with Cindy, you know, we're talking about partners that have been long standing and it certainly sounds like they are following up with each of them. And you know, some of that is a function of Cindy's responsible to get the things distributed by a certain date and to to, you know, all of those things. But, but I do believe that they, they dig in and, and, and, and really understand what the needs are. Like St. Martin Depore, as you mentioned, they are not a funded partner of United Way, but we have worked with them in the past and they do great work. And so I've been, you know, really pleased to hear like it seems like sometimes they help with, you know, kind of structural needs of an organization, you know, help them to help them get grant writing training if they need it or help them to basically shore up where they have organizational weaknesses that are hindering them from being fully effective in the community. And so that's tremendous. And Cindy and I talk about those things because we are always looking to try to provide trainings or things that that our, you know, partners can can benefit from. And so, you know, we've brought each other in on things like that as

well. Great. Thank you.

00:31:36 Interviewer

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

00:31:48 SPK_2

Probably some of the investments, honestly, because you know, the word, there's so much need and so them, them identifying a, a set list of organizations that they're going to partner with and having the, the budget to, to spend specifically for that. I think that some of those investments may not have happened otherwise. You know, I think things like some of them are large, like the, and those are the ones that may or may not have happened. So, you know, the, the, the vehicles, the generators, the so I think from a an investment standpoint, that's one area that they've made a huge difference in this community. But the partnership, you know, just the, you know, knowing that they've got another ally that has wisdom from elsewhere. They know that bringing the the experience from elsewhere in the country and to the benefit of, you know, the Red Cross's experience in a lot of different disaster scenarios, I think has been a real benefit to all of the people that they're partnering with and providing that training. Kind of looking big picture at OK, you know, these are these are things that clearly would help them, you know, that we can purchase. But in addition to that, what partnership, what, what, what training, what education or you know, kind of insights can they share that would would help this organization be stronger as well, which again, you know, we, our organization takes that tack as well. But I think having more people in the, the market doing that and having the time to do that has strengthened us, has strengthened the, our community. Oh.

00:33:49 Interviewer

They're great. That's very helpful. Were there any challenges or breakdowns or unmet expectations that you can think about during during Hurricanes Milton and Helene?

00:34:06 SPK_2

No, I think coordination we you know, post Ian, post Helene, we actually, no, it was they came in. When did they start? They started two years ago. So they were post, excuse me, they were post Ian already, but there was Helene and Milton. But then there was another one prior to that. Debbie yes. And so yes. And so Debbie, I think it was during Debbie that we coordinated and then we repeated this for Hilton, Hilton and Marine. You're with me. Hilton and Helene. We, I was reaching out to all of our partners and providing them a brief survey of, you know, please respond with was there any, any damage to your facility? When are you able to open, you know, are there any changes to our contact people? And then what are the, you know, what are the impacts you're seeing in your immediate area? And do you have any immediate needs kind of thing? And so that communication we were sending out to all of our partners and Cindy was like, Hey, why don't we, you know, we were going to do something similar or like we basically kind of combined our communication to make it a

decreased burden on the respondents who of course, they're busy trying to, in some cases, get water out of their buildings. You know, so they didn't have to be providing the same information twice. Cindy and I either shared the communication or shared the responses with each other, which I think was again, helpful to the community. And, and, you know, we each may have thought of something that the other might not have been that communication that probably strengthened it.

00:35:59 Interviewer

And this question is related, can you describe the the coordination that was that took place during hurricanes, I guess Debbie, Helene and Milton, it seems like there are a lot of different channels that were opened up, you know, especially as compared to Ian where people were just coordinating better. Can you describe the collaboration and coordination not only between the CAT program and your organization organization, but also between the CAT partners, The the, the, the cat partners and I guess they were also United Way partners. So how did that communication, how did those flip flows of communication?

00:36:38 SPK_2

Improve, let's see. So it's kind of tough to compare because the the the activations or the responses were so different for those like, you know, Debbie, we felt like we were pretty prepared and, and communicated in advance and communicated right after. But it was easier because the impact was not huge. Yeah. And so I feel like the communication was was good there. We were trying to think of when we were activated. I don't know if you've spoken with or planned to speak with Madison Mitchell from my organization, but she's our PS15. Is that right? And so she, I think one of the ways that the court communication was or benefited was that, you know, I for some of those activations was at the EOC for a period of time, but Madison's usually there for a longer period of time. But being able to provide those community, you know, insights too with, with Cindy, one of the things that we set up after each of the storms was having a daily call, call out meeting. And then it became weekly, but that was great. We use our Human Services information network is a it's basically a contact list, but it's a long list of human, you know, Health and Human services providers throughout Lee County. That includes all of our partners, all of our funded partners, all of our partners in any capacity and others, you know, church and faith-based folks participate in that. Like anyone is welcome to this call and we we do monthly calls that are educational. Cindy has bled one, I'm pretty sure. But we, you know, the CAP partners are always, I'm sorry, the CAP team and the partners are almost always on those calls, which is great because that gives them kind of a, you know, a, a platform to be able to announce anything on this last one. You know, actually the follow up to this last one we shared about, you know the I can't remem remember the name of the Red Cross program currently about free fire detection devices. What's it called?

00:39:24 Interviewer

It's you think I would do this? I've been with the organization for.

00:39:28 SPK_2

12 years that's OK no, that's I need to put you on the spot especially recording I'm sorry I know you know it Carol. I won't touch it so blanket. Yes, I know. Same here. And I actually typed it earlier today. But anyway, so we can we can share those things and make our community aware of the things available through CAP but also through, you know, the Red Cross in general. But we yeah, when?

00:40:02 Interviewer

Alarm. Tell me alarm.

00:40:04 SPK_2

Thank you. Yes, yes. So, you know, she had asked to for all of the participants on that call to try to add those questions to their intake, which you know, is excellent. You know, do you have a fire extinguisher or do you have a smoke detector in your home? And you know, would you like to get a free one basically so so.

00:40:31 Interviewer

Go ahead and see the disaster. Did you find that the a coordination that, that you know, the work that you were doing, you know, in all the meetings in blue skies that that helped during the disaster, when the disaster actually hit?

00:40:46 SPK_2

Yes, yes, I do. I feel like the partners are better equipped. I feel like the you know, the communication was very easy. I Cindy Astoria and I don't know if I have Gimlet in my cell phone, but I had Cindy and Astoria in my cell phone and we were texting, you know, the day of the, the, the storms hit on, you know, what can we do to support each other? And so, and I think their response was quick to, you know, getting out, recognize, you know, identifying the needs and figuring out how to respond to it. And they, you know, our, our gifts and kind program here is pretty, pretty strong. And so they are, you know, the cap team is tied in and is able to get things, you know, threw us pretty readily. And they're great at identifying, you know, here's a specific need and and I think that's a strong partnership. Great.

00:41:51 Interviewer

Did you see any duplication of effort or did the did the coordination help to reduce the duplication of effort? And you know, just when you compare Ian or past disasters, did you see that there was a difference in that area?

00:42:13 SPK_2

With Ian, the duplication was often, you know, like goods coming in and with with Madison responsible for donations and volunteers, you know, I saw a lot of that like trying to figure out where to get food. But I think that the communication because Cindy might see things on the ground that we hadn't or Cindy's team might see things on the ground that we hadn't. And so identifying additional places to distribute things I think was definitely a benefit. And

so that probably did reduce redundant, you know, efforts. Great.

00:42:57 Interviewer

From what you observed, did the cat partners use their own local supplies, services and volunteers during the response?

00:43:08 SPK_2

I don't know, I didn't observe that.

00:43:11 Interviewer

Did you, did the CAP and CAP partners help to provide services more quickly than disasters in the past? And were people able to get services as quickly as they needed them?

00:43:25 SPK_2

The first part of that, yes. The second part of that I I don't, I don't know exactly, but I mean, I would suspect they did, but I can't say that for sure.

00:43:34 Interviewer

Can you describe how how the services were able to go out more quickly? What were some of the factors of facilitating?

00:43:41 SPK_2

I think it's relationship. I think it's a fact that, you know, all of those partners could call Cindy or or Story or Jam will add whoever their point person was after the storm, there was communication with them right away. You know, how can how can we help as there was with with United Way and the fact that United Way and Cindy's team were coordinating as well, I think we probably were able to respond quickly to things that might not other might otherwise have not been known or yeah.

00:44:19 Interviewer

Yeah, that sounds like that coordination piece was really was really key, really critical. Were there things that slowed down the delivery of services? Was there anything that or impediments or anything that may have prevented people from getting services?

00:44:38 SPK_2

Quickly, you know, in any disaster response, it's sometimes it's and I'm thinking more of Ian like capturing all of the needs and then responding to them in a timely manner, you know, because each one of them may take a lot of time to find the right resources to. So I think moving forward coordinating, I think it might be helpful to coordinate more on the how those needs are captured and how you know who's on point for what and you know that that just could be an area. I don't think it was AI, don't think it was a problem in the responses that I've experienced through Debbie and Helena Melton because they were not as large. But I'm just thinking if we had a giant one that that maybe preparing for that

coordination in advance could be helpful. Does that make sense?

00:45:52 Interviewer

Yeah, that definitely makes sense because knowing where the needs are helps you to and coordinating the the assessment of those needs will help with that and actually delivering the services quickly. So from what you've seen with that that CAP and CAP partners, what was most helpful about what the cap partners were doing during the disaster response? So what, what were some of the factors that you thought you know, this is really helpful in responding to in particular Debbie Helene and and.

00:46:28 SPK_2

Milton again, I think it comes down to communication. I think that them being another voice or you know, in some cases the only organization perhaps reaching out to, you know, if, if we, if they were our our partner and we were aware of them, we were reaching out. We were having those calls that Cindy had relationships that were in some cases different from ours and we had some that were different. And so getting, making everyone aware of those daily calls, I think that that was helpful. And then just the fact that they were identifying needs and taking action and leveraging their network locally, you know, recognizing, Hey, I can reach out to give some kind to get tarps or waters or whatever, or I can go to community cooperative and get help in this or, and send a, a truck to this community or, you know, they have built that. They've earned the trust of the the folks that they work with. And I think that they're seen as as true partners. And so that's, I think they've achieved a lot in the especially in the period of time that they've been here to, you know, build those relationships.

00:47:56 Interviewer

Are there things that worked well during the disaster that you think this should really be, or definitely be repeated in future disaster?

00:48:04 SPK_2

Responses. I can't think of new things that you know, other than stuff we've already discussed, I think.

00:48:20 Interviewer

Right, right, right. Are there things that you think cap partners should do differently? The cap and cap partners should do differently next time?

00:48:36 SPK_2

I can't really, you know, I'll, I will say that I greatly appreciate the, you know, the education that they've made available to, you know, all of their partners, including us in the, you know, the, the blue skies coordination and kind of the working to get movement within the county to better embrace, you know, some of this preparation work that needs to be done. And so I'm going to think, I think your system is, is good and I think it complements what we do to

have it, you know, different angles a little bit.

00:49:22 Interviewer

This question is about the Red Cross disaster response operation. Did you see a difference with CAP as part of that operation? Did you see a difference in how things flowed with the Red Cross disaster relief operation during Hurricanes Debbie Helene and Milton versus during Hurricane Ian? Did I, I don't know if you coordinated with the Red Cross during Ian, but how was that coordination versus coordination with the caffeine so?

00:49:58 SPK_2

During Ian, Jill was at the EOC with us and I don't know how many weeks. Madison was at the EOCI was there for probably 2 weeks and we had our 211 becomes embedded at the EOC and is the storm hotline which is not always standard which works really well because all of the latest information obviously is there and so 211 can report on the latest. But you know Jill is has been wonderful to work with. You know, we are very sad she's not there any longer, but we, you know, we've loved working with Jill. We she was focused on the shelters and so, you know, that was primarily her appropriately so. And so, you know, when there's that much going on, kind of the division of Labor is totally appropriate. So there wasn't a whole lot of overlap other than us, you know, maybe bringing needed things to the shelters or, you know, certainly our, our two on one, you know, our, our, my specific function was more coordinating with the other partner agencies and I felt like American Red Cross, while they are one of our partner agencies, they didn't necessarily need our help other than the specific things at the EOC level that all knew to come to us for and vice versa. Does that make sense?

00:51:26 Interviewer

Yeah, yeah, that makes sense.

00:51:28 SPK_2

And so that I mean, I think that partnership was was effective because there were not large scale sheltering for Debbie Helene or Milton here. I don't know what Red Cross's I I really was interacting with cap folks at that point. And, you know, and, and I don't think it was a, I wasn't missing any communication. I I fully trusted that Jill had her stuff under control and.

00:52:08 Interviewer

So.

00:52:09 SPK_2

Great. Well, thank you.

00:52:10 Interviewer

Well, this is our last question and thank you again for taking this hour to speak with me. Is there anything else that you think is important to share about the CAP program and CAP

partners and the help they provided during hurricanes Hilton and Moline? Oh, now I'm I'm doing it Moline and Milton. I don't know where Moline we.

00:52:32 SPK_2

Made that one up, yes.

00:52:34 Interviewer

At least you had actual means when you.

00:52:36 SPK_2

That's right. You know, I don't know. I don't want to, I don't want to be redundant. I just that, you know, I'm very thankful for the partnership. I think you've got really excellent people in place. I think Cindy's a Dynamo and, you know, very committed. We were sorry for Astoria, but I know she's doing other things that are important too. And I'm glad she's still, but miss her in the community. Jim. Well, that's great. So I mean, you've got excellent people, you have dedicated people, you've got some great support. And I think the national I've been very impressed with, you know, Neil and the you and the, you know, the team who supports, I think is, is excellent, very knowledgeable. And I feel like all of the partners who are able to participate, you know, in the national gatherings that you've done has been really beneficial to see, you know, how other communities have addressed similar problems, even if it's a different type of disaster. I feel like that's, you know.

00:53:46 Interviewer

It's it.

00:53:48 SPK_2

It definitely has strengthened our community, so thank you. Oh no.

00:53:51 Interviewer

Thank you, thank you for for helping all of our communities across the country to learn from you and, and what you've been doing in your community. And, and I think that partnership, that compliment is what makes that that makes the, the cat program so strong in Lee County because of the partnership they have with you. So, so thank you for for that and for all of your well for this hour and for all of the partnership that you have with our program in that area. And you know, we the inside has been really important and we're going to use it to really try to improve our program. If there are things that you think about any recommendations you might have after the call ends, please feel free to drop me a note. I'd love to hear, you know, if you have any after thoughts about any of the things that we, we, we discussed and, and feel free to contact me at any time if you have any questions. And I just want to thank you again for for for all of your help and and and for this interview.

00:54:48 SPK_2

Well, thank you very much, Carol. It's nice to see you. I hope you have a great.

00:54:52 Interviewer
Thank you, you too too.

00:54:54 SPK_2
Thank you. Thank you. Bye bye. Have a great.

00:54:56 Interviewer
Day bye, bye.