

00:00:02 Interviewer 1

Great, so we are all set. So let's get started here. Oh, there's another reason. So before we begin, I want to let you know that we're asking about disaster response activities carried out by Community Adaptation Partners. These groups include organizations that may have helped with things like shelter, food supplies, translation, or emotional support during Hurricane Debbie. We'll refer to these organizations as CAP and CAP partners during the interview, and we're interested in hearing your thoughts on how they supported your community. Any questions?

00:00:38 Respondent

So we participated during Hurricane Helene in Milton.

00:00:42 Interviewer 1

Helene in Milton, OK.

00:00:46 Respondent

And during the last storm that we just had two weeks ago on Tuesday.

00:00:51 Interviewer 1

We're unfortunately in Storm Alley. You get a lot. Yep. Before we begin, can you just tell me very briefly about your organization and your role in these, in these responses and with CAP?

00:01:05 Respondent

Sure. So my name is Rosie Harrison. I am the founder and Executive Director of Grow Initiative Georgia. I should probably preface that Rosie is what I go by. My first real name is Guadalupe. I don't know if that's relevant. We are a nonprofit organization. We serve low wealth families, individuals with disabilities and non-native English speakers, access education, health and nutrition initiatives as well as overall community engagement and development. When there is a disaster like the one that we experienced with Hurricane Milton, Helene and Milton, sorry, all of them run together. We we were hit back-to-back. No one was serving our Spanish speaking community and our our individuals are that are non-native English speakers regardless of what their second language was. There was 1 hub in an area that was not accessible. So like every Mark Delis community and every vulnerable community recognized the need. So we reached out to our community partner, Our Lady of Floors Catholic Church that serves a high Spanish speaking population and we started working with them. We created our own emergency disaster relief center where we provided and we partnered with the Red Cross. That partnership was so invaluable. We provided emergency kits, we provided the disaster storm buckets that had the clean up buckets, the tarps. We had support from other community partners like DPH that provided us with the what looked like the hazmat, the white hazmat suits and individuals that also provided us with assistance to food. We provided one assistance to 1354 individuals and that also included us providing and going out into the community and identifying the areas

that were hit the hardest. Because there was no cell phone coverage, there continued to be no power. We were without power, Internet and cell phone coverage for about 7 days in the areas that we served. Although we are a CAP partner for Chatham County only because that's where the program is. We ended up serving Chatham, Effingham Bullock, yes, Chatham, Effingham Bullock and Ryan County and Liberty County and that also provide included us providing diapers and working with community partners on getting this into the mobile home parks because we had individuals that had trees on their home and a lot of our community were either under documented mixed status families or undocumented. And because of that access to any type of disaster relief just wasn't accessible. The Red Cross came through for us then and has continued to come through for us ever since. We have a strong partnership with Nicole Hutton and Alexandra Taylor, which I honestly don't know how much we could do without their continuous support. When a disaster happens, whether it's nature or otherwise, we have a group of communication in the community. We have strong ties within our Spanish speaking community and our individuals with disability community and they start flooding in through our WhatsApp groups. Once they start making the reports, I start taking, I start doing the data recording. We have a form that we sent out that identifies the family. We gather phone number or means of communication, whatever that may look like, whether it's WhatsApp or social media, hang social media, what are they called, handles or e-mail. Sometimes we get the address, the zip code, and then we start really identifying what those needs are. Because for example, this two weeks ago on Tuesday, we had that microburst in Port Wentworth. We had families that trees fell on their homes and they were unable to receive service and support from other institutions. They contacted us immediately. I contacted Nicole and like, hey, so we, this is what we have again, we need to go ahead and start mobilizing. We have an emergency plan set in place within the organization so that one person is always on standby just in case of anything. We spoke with our partners at Red Cross or and they said OK, we need to go ahead and have them call 100 Red Cross. I first question out my mouth was do they have Spanish speaking Spanish speakers that can take the information? If that's not possible, then I already have what you need And they said no, they do. Then right around 10:00 and 11:00, Kelly and Nicole needed assistance in translating. So we translated interpret for the assessments and then we were able to get those families into hotels and get them access to food. So that's pretty much what we do.

00:06:10 Interviewer 1

My goodness, a rock in the community. Thank you so much for that. Thank you. I have a whole bunch of specific questions, some of which you just touched on. And so they might go in a little deeper, but really, really thank you for that. But as we go through also, since unfortunately you have had so many disasters, if there's anything specific to one or another, if you could just identify which one that would, that would be really helpful. And it's great that you've had this evolution and these relationships growing. Be really interesting to hear your perspective. Great thinking back prior to CAP though. Compared to past disasters, how was your community's experience receiving help this time?

00:06:50 Respondent

We don't get help.

00:06:51 Interviewer 1

You don't get help, so you don't have that from the Red Cross in the past.

00:06:56 Respondent

So Red Cross did help, but I think it's just because there's a there's an issue of trust. So our communities, individuals with disabilities or even our non-native English speakers, again, regardless of what that second language is, there's a level of trust. And in previous storms when they hit, help was centralized in one area, which was in that hub at Compassion Christian and Savannah. But that's not the area where individuals really needed access. Yes, there were a few there, but there has to be an understanding of, of trusted organizations that are working within the communities to know that, yes, the Red Cross is a safe organization. Because realistically, we we don't get it. And a great example is for other, for other disasters that have happened, other storms, emergency alerts do not go off in Spanish. We do not have anything that says oh, run or anything like that. Information is made available, sure. But if the information is made available not in the media outlets or not in the areas where really people need access to them, they don't make it down the line. A great example would be the very first storm, which was Debbie, I believe. Yes, it was Debbie, then Colleen, then Milton. I think whatever that very first storm was, we had individuals and kayaks and our community got together and we started kayaking people out of their homes.

00:08:31 Interviewer 1

Goodness.

00:08:33 Respondent

We were, we were kayaking people out of their homes. We were trying to, we started individuals with boats, we started floating people out because homes were flooded, specifically in the areas like the mobile home parks. So that's one. There's a lot of distrust even with the hurricane registry because when you dial the hurricane registry, you don't have anyone that speaks Spanish or any other language. So asking individuals to sign up for the hurricane registry only, yes, it's great that you have it, but if the vast community members that do not have access to an interpreter, they can't register. So in that sense we don't get supports.

00:09:15 Interviewer 1

Yeah, I have a question for you, especially since you just had this most recent microburst a few weeks ago. Have you noticed a difference in that trust with the Red Cross?

00:09:27 Respondent

Yes. So because Nicole has been integral, one of the things that we started recognizing because once we saw the Red Cross was in it to win it with us. We have done everything. I

have put Nicole at the forefront of community events. I have put Nicole in the forefront of community trainings. We were able to work with Nicole and one of the other Red Cross volunteers, and we trained 15 individuals on CPR. We held a bilingual CPR training event because the only way that we are going to be able to get individuals to trust the Red Cross is by having the Red Cross face front.

00:10:07 Interviewer 1

Yeah. So they've been, they've been coming to your neighborhood, they've been coming to your following up your request. Have you seen them working with other groups in other areas and maybe getting ideas of how to involve how to?

00:10:21 Respondent

Connect.

00:10:21 Interviewer 1

With them.

00:10:23 Respondent

I mean, yes, so the Red Cross, at least here in Chatham County, Nicole and Alexander are very, very busy and ladies very, very, they work with the diaper bank. We have a community. We have a lot of the community partners that are the team, the ones that we work together before the CAP program and during the CAP program, yes. But it's also important to know that every community needs things different. So the way that we communicate with one community may not work with another one because we also have individual struggles that are not the same.

00:10:59 Interviewer 1

Yeah, sorry about that. Oh no, you're good. But.

00:11:01 Respondent

One of the things I absolutely cannot think the Red Cross enough. So we have, we have participants that lost everything and the Red Cross was the only organization that came out at 11:00 at night and got them into a hotel. And that just happened on Tuesday of two weeks ago. During the assessment, I was on the phone with Nicole and Kelly and we were doing, we were translating. We we can't rely on other organizations the way that we rely on the Red Cross.

00:11:37 Interviewer 1

Has the CAT program changed at all your relationship with other partners? Like have you been noticing them doing more in the community? The other partners outside of the Red Cross and different.

00:11:48 Respondent

Things or is.

00:11:49 Interviewer 1

That and again, this is all between us, so.

00:11:53 Respondent

Well, and that's The thing is that this, this is a very interesting environment where people have laid out fear of NGOs losing funding, federal funding. So no, we've actually seen them do less. We're seeing a very clear line being cut. There are organizations that one of the first things they ask is if an individual is documented. I have you're.

00:12:20 Interviewer 1

Seeing you're seeing them do less because of the current political climate and the situation, not necessarily because of different things going on with the CAT program. OK, Yeah. So that's a, that's a very big mitigating factor that's happening right now real time. Yeah. OK. All right. So they're doing less there. I'm sorry about that 'cause that makes it much harder for you and for the people you serve in so many ways. But I'm glad the Red Cross has been there for you because that's that's good.

00:12:53 Respondent

We are firm believers. For example, one of the things that in conversations, and This is why Nicole and Alexander are so important to me is we sat down and we explained the this is the difficulty that we have. So we also conduct bilingual classes, literacy classes. So we teach English speakers Spanish and we teach Spanish speakers English in a fully immersive environment. So in recognizing that here we come, here is hurricane season and we have less supports and services, we have less warnings, we have less NOAA supports. So now we started doing a social marketing campaign where we have what to ask in Spanish and English if someone needs help, what to do in case of an emergency. We're doing emergency trainings and Nicole is learning words that she's able to then take into the community and provide services right then and there.

00:13:49 Interviewer 1

Excellent. Do you find that you, you mentioned that there are different groups within your community that you serve. Are you finding that it's harder, easier for some of those people to get services versus others? For example, you mentioned that you have you serve a large group of folks with disabilities. Can you talk a little bit about the difference within the groups?

00:14:11 Respondent

So, for example, during the last, which one was it? Helene? Helene really rocked her world. So in Bullock County, there wasn't an individual, just a wheelchair user that she he wasn't able to evacuate. So individuals with disabilities, often they go unseen because we don't think about the different things like evacuation routes. Are they accessible if you are a deaf

and hard of hearing person, how are, how are they getting news? How are they able to get those alerts? When we take into account that there is very minimal resources. We only have a set number of interpreters that are ASL the Deaf or hard of Hearing Commission or the deaf or hard of hearing organization that the Speech and Hearing Center, that's what they were called the Speech and Hearing center, they don't have as many supports anymore. So they're not even able to issue out those, those blasts. So that individual was stuck in his home that was flooded during plane. When you have individuals that are unable, they're not they're not ambulatory. So in specific areas, especially those that are more peri urban like Port Wentworth, Garden City, certain areas of Pooler, getting them out of those areas that are flooded is unlikely. It's difficult for an ambulatory person, but it's it's extremely difficult, if not impossible for those individuals that are utilizing some kind of electric equipment. Then we go with individuals with developmental disabilities like autism, social stories not provided enough training individuals and what to do in case of an emergency like the hurricane. That like Killeen understanding how to prepare an emergency kit that also takes into account sensory objects, preparing them for practicing continuously like this is what we're going to do. We had a family that had a 14 year old boy on the spectrum and he was a level 2 so level I'm not sure if you're familiar with. So level 1 autism means that you require lower less supports, level 2 means that you require more moderate supports, Level 3 requires the maximum number of supports, and then level 4 is severe and profound. So level 2 14 year old, the home was stuck by lightning, went up in flames. My 14 year old participant didn't have access to knowing what to do and that's access it's we have to be able to teach and repeat and repeat and repeat and make sure that the services are available before a disaster happens. So he ended up having psychological issues the afterwards because of the trauma and and some developmental regression. Does that answer your question?

00:17:10 Interviewer 1

It does. And you've also brought up some really, really, really key points about when the disaster strikes. I'm curious also just to forward a little bit on afterward, like and how easy or hard it was, let's say for that, for that young boy afterward and his family to get help from Cap and his partners and the Red Cross. Like after the disaster, is the family being connected with resources? Is that has that gone easier?

00:17:39 Respondent

Well, sort of. So for example, when Helene happened and we worked on getting those addresses, those 1352 addresses, those individuals, the Red Cross came through and and really provided them with services to the best of the ability the Red Cross to provide. We ended up developing because we saw that there really wasn't a whole lot available. We started developing community partnerships with therapists, ABA therapists, applied behavioral analysis therapists for individuals that that are on the spectrum, trauma informed therapists, My organization, I became a Creme teacher. Creme is the community resiliency model through the the Trauma National Trauma Institute. So I became a certified Creme teacher because if you don't have it, we need it. We got to be able to have it. These

are things that are affecting especially when you lose everything. For our individuals and and community partners that are non-native English speakers, it was that much harder because there really weren't any. Then we take into account the requirements for things like FEMA that really made it impossible.

00:18:59 Interviewer 1

So a question I have for you has, has being in the community adaptation program helped maybe reduce some of those barriers and access some more for you 'cause it sounds like your organization, you a lot and your organization will do anything to help these folks however they need it. But I'm wondering if the being part of the community adaptation program, how that has helped?

00:19:25 Respondent

So for my organization, it's an instrumental because without the CAT partnership and without being a grant recipient, we would not be able to do these things. But it is difficult for other organizations when they receive specific funding or because their boards have given a specific directive so that they are not put in the line of fire and with with policies. So not really. I mean, if you're an individual with disabilities and you are AUS citizen, yes, you will have access. It may not be easy, but I can get someone to help you and we provide case management. That's the only way that we found this to be equitable is that we needed to be able to track our families after the fact. So case management. We've done that. However, if you're a non-native English speaking family and you are mixed status or under documented, no, you will not have access.

00:20:35 Interviewer 1

Yeah. Are there any other groups that the cap partners also? Maybe you're overlooking that need to that this issue needs to be raised a little louder.

00:20:52 Respondent

In this I can only speak to what I know. I know that we have had individuals that are unhoused and experiencing homelessness that we were able to get them into some form of shelter. But I currently have a 31 year old Venezuelan woman, Colombian, I'm sorry Colombian woman that was here in TPS with a four month old child and I cannot get her housing anywhere. Currently couch surfing. I also have a family of six that up until a couple months ago were considered to be documented. A CERN alleges a CERN exadive order went through that removed TPS from 350,000 individuals and I am not able to get them any kind of service. I'm not able to get them anything, so there's that. There's also the stigma of what a family deserves, supports looks like and 11.

00:22:05 Interviewer 1

Doesn't. Can you tell me a little bit more about that?

00:22:09 Respondent

Sure. So my organization, we provide health and nutrition access. We do all of the things, all of the things because no one else is doing it and we don't care what you look like, we don't care what language you speak. We don't care how able bodied you are or how much assistance you need. If we can't do it, we will try to find someone that can. But when we have to be very mindful about the current situation and, and quite honestly speaking, the the ICE raids that are hitting clinics that don't care if you're documented or undocumented. When I have families calling me saying they just took my father and he has a work permit and he's not being taken from Savannah to Folkstone or Fort Stewart. When we have a participant that we assisted and during the hurricane Helena Milton, she when she was detained in January, 2 months pregnant. Two months later, she went septic and almost died at a detention facility. Oh, because he was denied medical care. When we have community partners that have ICE agents sitting in their parking lot at the clinics, when we have individuals that there's a fear of going to get vaccinations and then access to those vaccinations. A great example is we have a community partner, well known community partner that was doing vaccines for HPV. We were, we are one of the community partners that we were pushing the HPV initiative so that we could get individuals vaccinated. Now you're asking for things that we cannot produce. So now they can't get vaccinations. Yeah, Lucy.

00:23:57 Interviewer 1

Can I ask you? Can I ask you? Because I really want to underline the change and the difference, but also understand like how the community adaptation program might need to consider the impact of the change. Think if you go back to Helene and Milton prior to the current administration and today, were you finding these same barriers? Were you finding these same things? Could you just talk briefly to?

00:24:22 Respondent

An extent, yes, we had barriers because people they, we, there were other big organizations big, the big ones that get the, the huge mice and you know you, you would hear that the jabs sometimes that are made behind closed doors in community, in community meetings, but at least we were able to get help. Now I have individuals that are being denied food at food pantries and I say that because I'm calling and I use my first name and I say and I, I specifically tried to speak in broken English because if I'm getting a phone call, I need to verify it. I'm not going to, you know, I have verified. So I'll call and they're asking me for a state ID. Well, food pantries are not required to ask for state I DS. And then when individuals aren't able to produce state I DS, I have families that are going without food at food pantries. So that's one instance. Another instance is before this, they were organizations that would partner. We would partner and we applied for several different things. We were able to get individuals at least go get COVID and flu vaccinations. One of our key partners was core. I can't get individuals vaccinated against the flu, much less COVID.

00:25:44 Interviewer 1

Yeah.

00:25:45 Respondent

Another one incident now I are you in Georgia?

00:25:54 Interviewer 1

No, I'm in New Hampshire.

00:25:56 Respondent

OK, so in Georgia there's a there's something called the ears, eyes, ears, eyes, nose. I want to say it's teeth or mouth day where children here in Georgia have to go through screenings to be able to go to school. We can't get our, our communities to be there because it's a target when racial profiling. And I have had conversations with organization leaders, with executive directors that have sat there and said, Rosie, it's not you. We just can't risk it, right? Rosie, I'm sorry, I can't help you, but I, I'll write you a letter of support. And in January we were set to receive 200,000 dollars overall in in grants and contracts because we're doing the work. Every single one in my team is a certified community health worker through the Archway program at Emory University. We lost \$200,000. We have community partners that we were included in a grant and because DEI was struck out, so were we.

00:27:16 Interviewer 1

I'm I'm not sure how every new day with new news is being managed in your world. It must be so hard and it's.

00:27:30 Respondent

Overwhelming, it really is. A great example would be last Thursday. I'm so lying last Friday. So I work with our community or our Red Cross cap partners. Like I'm in constant communication with Nicole, especially when it comes to do with the weather and like, OK, hey, so my whole team is on standby. We're issuing out the alerts. How are we doing? And she's told me the same thing. Hey, if you need anything, let me know. We'll work it out. And then I reach out to another community partner and I'm like, hey, so in the event, because at this point I'm trained to think about the worst case scenario after two weeks ago on Tuesday, we got hit with a microburst in Fort Wentworth. I'm not thinking in the worst case. I need to be able to mobilize individuals. Could we use your shelter? I sure, as long as they're in compliance.

00:28:30 Interviewer 1

So this is just a barrier to moving forward for taking care of your community that is so difficult to untangle at this time. And I'm glad that the Red Cross is able to help you. But it let me just capture if I'm hearing correctly that you're finding so much resistance in with the general partners that there's a question of how to move forward. And I, I have questions like my next question is whether the culture and language needs are met and whether interpreters are available. But what I'm hearing is the majority of your population can't even access these services now because of the current environment. Is that correct that?

00:29:08 Respondent

Is correct, especially because a lot of the established partners used to have and used to advocate at least because I would sit up in a room and say, let's remember we have the language line, let's utilize the language line, especially in health, in health environments.

00:29:24 Interviewer 2

No.

00:29:27 Interviewer 1

So the language line is could. Is that the Red Cross line or is that a different line?

00:29:32 Respondent

Well, the, the, IT used to be OK that organizations, especially government organizations, whether they be on a, on a city, state, county, whatever it is, they, if you have a non-native English speaker, regardless of the language, you pick up the phone and you call the national, the language line and they would then interpret for you. That is no longer the case because as of a recent executive order where English is the national language, a lot of individuals, a lot of nonprofit organizations, a lot of, a lot of health access, a lot of, a lot of education entities have decided to say no. We're, we're, we're just choosing not to because there's nothing mandating them to, to do that anymore. We are continuously interpreting for anybody and everybody and everything. In this county, for example, there's only three certified interpreters for the court system for all of the counties or for all of the courts in the county. There's only three when we are thinking about even free health clinics we know that supports for the ones that are specifically working with our low wealth communities are people know like you you you have in the state of Georgia, police officers are now being deputized as ICE agents. My team and I have been stopped by police multiple times where the first question out their mouth is do you speak English? This is just what we're in right now.

00:31:17 Interviewer 1

Yeah, I'm sorry, this is hard.

00:31:23 Respondent

It, it really is. So our partnership with the CAP program is so invaluable when I say that because we're able to prepare our communities regardless of what language they speak.

00:31:39 Interviewer 1

But if I'm hearing correctly, the the partnership with the CAP program is strong with the Red Cross, but perhaps like I'm not hearing except for the the church, the Our Lady.

00:31:53 Respondent

Our Lady of the Lord.

00:31:54 Interviewer 1

Of the Lord Church. It sounds like you have a good relationship with them, but perhaps not with the other partners in the community.

00:32:02 Respondent

Our Lady of Lords is not a CAP participant because it puts a lot of unwanted emphasis on that location. We do have a great partnership with Shelter from the Rain. So Shelter from the Rain is another cat participant and cat partner and it's the diaper bank. We were able to facilitate. We, we were able to facilitate access to that, but in terms of like a food pantry got nothing, radio silence, even with, with some of the other cat partners. Alexandra has sent out emails saying because we want to do a blood drive and, and really like, we know what's coming. We know that in case of an emergencies, we know that there's a lack of blood access. So we wanted to do a blood drive and to provide that, that incentive, we wanted to work with another organization that is also a cat partner that has a food bank. So the idea is we would be able to provide a bag of food for the individuals donating blood. Crickets, crickets, right? And it's not for trying because.

00:33:22 Interviewer 1

Thank you for keeping to try. But yeah, and thank you for explaining that because it's different. I'm wondering if. OK. So let's focus mainly on the Red Cross connection right now, but what about new types of help that is available now because of the relationship with the Red Cross? And we've spoken about some great help with Nicole and other folks coming out to help you. So definitely a resource and a support, but are there any specific services or help that have come through?

00:33:54 Respondent

Yes, we now have emergency.

00:33:56 Interviewer 1

Kits. Oh, the emergency kits, yes, which are great.

00:34:00 Respondent

So we that and then the classes getting our individuals trained in case of an emergency. First we started with CPR. The next one that we're gonna do is the infant CPR. We have a series of things that that we have to plan out and then emergency disaster management or Emergency Management preparedness. Because of the grant that we received, we were able to create the bilingual emergency preparedness guide that is very sought out for non-native English speakers and the barriers that they face and individuals with disabilities and the barriers that they face. And we were able to issue that out so that we can start even if it's somewhere I can get you to read through this guide. And we included as every single one of our health and nutrition classes that we do because of the funding. So in so to answer your question, I think in a better way is if it wasn't because we received that partnership and if

we did not receive the grant, we would not be able to go into the community and do the things that we're doing or even stay afloat.

00:35:04 Interviewer 1

I'm going to turn my next question on the set a little bit. Sorry, Carol, just a question for here. But are you finding because these other organizations are really trying to not not get in trouble with the administration going ahead and you're, you're going ahead and helping you need, so there's a disconnect there. Are you finding referrals from what those organizations? Are you finding that you're you're having more folks to take care of and are you finding that you need to help those folks for a longer period of time? And are you able to with, there's a lot of questions here, but with the Red Cross report, have you been able to at least do some more than you had been? And I'm hearing there's a lot of resources and things put in. So I'm going to pull back and restate that which is are are you, it sounds like you're doing what you can do you feel like you're being a partner for them in that you're taking more folks and helping them in resources and maybe can you talk about that a little bit?

00:36:03 Respondent

Sure. So we're definitely seeing an influx, not so much in individuals with disabilities because there's more funding for individuals with disabilities. So as long as they're documented, they're, they're our community partners or other partners in general, community members, community organizations are able to service them. But I get the referrals for every Spanish speaker and I get the referrals for those that are are not fully meeting the guidelines of what they consider to be a safe participant. So yes, everything from children to adults, elderly. Recently we've had to try to find someone, a wheelchair and a shower chair and a commode for an elderly participant. Can we always help them? No. I still have that 31 year old mother that I think about every single day, multiple times a day with a four month old child that is roaming the streets of Savannah. Families that we have other partnerships that are not through the CAT program where I'm able to go in and get clothing from their clothing closets and take it to them or diapers because of our community partnership program with shelter from the rain that I am able to go into that we really, we we really have seen such an increase of, of individuals that need help that sometimes we have to make a really tough call and choose to help someone out of the level of emergency of need. And that is a really, really hard choice when we have to choose who do I help based on their need, because everyone needs it. We do not provide housing assistance or or rental assistance because we don't have the funding for that and other organizations don't. And if they do, they require things that that certain committee members no longer are able to provide medical equipment. Sometimes we can, but then we run into when they ask us, are they uninsured? Yes. Are they Medicaid eligible? No, not anymore. So now I can't do anything with them. I mean the list just goes.

00:38:26 Interviewer 1

On and on and on. I want to pull back to the actual like when a disaster strikes and you've talked about some amazing things you've been doing, going out in boats and kayaks to

rescue folks and get people however you need. I'm wondering if this community adaptation program has helped you respond quicker, Like if if you feel like there's been a less of a delay between when people when the emergency strikes and when you're able to respond. Yes.

00:38:57 Respondent

Because I can tell, I call Nicole and Nicole says either make a list or have them call Red Cross. Once they call Red Cross, then someone contacts them and then I'm already on the phone with Nicole as she's on the way there and we can answer the assessments. Yes.

00:39:12 Interviewer 1

It sounds like the personal relationship with Nicole has been absolutely instrumental moving ahead. Have there been any other things that have helped with communication and speed for access to information? Or do you think that just having Nicole there is the primary thing and without her it might not go forward?

00:39:32 Respondent

Quite honestly, Adam without not just Nicole, but Nicole and and Alex without the transform. Yeah, I I don't know if it would work the same way. OK, one of the things and this may not have absolutely anything to do with the assessment, but I think I'm going to take the opportunity if we could possibly get a radar on the app. So we have been it's almost a requirement in an in an unrequired kind of way where when we know something is happening, we get on our group and I send out the emergency and the the hey alert, Spanish, English. Now we just have someone that speaks Hindi. So now we're also getting out in Hindi. Download the Red Cross app. It's called Emergency. And if you have an Apple or if you have an iPhone, this is where you go. If you have a Google Store, this is where you go. This is what it looks like, but we really need a radar. That is one of the things that we really, really need because I can sit here and I have created alerts for I'm data-driven. I'm, I'm one of those weird individuals that I need to know how to help people. So I looked at the zip codes of where the vast majority of my participants are and I've created an alert for every single one of those zip codes. But we really need a radar.

00:40:53 Interviewer 1

Really need.

00:40:54 Respondent

It because I need to be able to see which way the storm is going and teach them how to utilize the app to track a radar.

00:41:06 Interviewer 1

Got it. Any other any other ideas of how to help communication and speed up a response?

00:41:18 Respondent

Yes.

00:41:19 Interviewer 1

OK.

00:41:21 Respondent

So we are more than happy to be your booze on ground, but if we could have it so that I can in the app have them fill out instead of having to call the Red Cross sometimes. Like on Tuesday of two weeks ago, during that microburst, people didn't have cell phone service, but they were able to get to a coffee shop where they were able to get somewhere that has Wi-Fi. Having them have like a button, like an alert button that's allows them to send out whatever information the Red Cross needs so that they can get supports. That would be fantastic because also during Hurricane Helene, we went seven days without cell phone service in in a lot of the areas. And it's usually the same areas. It's the ones that are have been considered the marginalized areas, the the Port Wentworths, the Poolers, the the garden cities, the same Kerry Urban, some parts in Savannah, yes, But if we can get them to have access to Internet, then they can fill out the form. So if we get embed like a need help fill this out I.

00:42:32 Interviewer 1

Can streamline that and make it make it better.

00:42:37 Respondent

And have it, I mean, we teach them part of our bilingual classes is also technology literacy because I can't teach you if you don't know how to use the phone, that we can teach them to change the language on the app. We can teach them how to change the language on the survey form. But really having that out there, especially as we come further and further into hurricane season, that would make life so much simpler. For example, one of our chats has 253 members, the second chat has 100 and something 142. And they're not one in the same because we have some for the English classes, we have the general, and then we have the health nutrition. So anything that allows me to just send it out through the WhatsApp would make it so much easier.

00:43:31 Interviewer 1

Sounds good, good. And I'm going to keep focusing on what to what about a quick response and a more appropriate response during disasters. And so let's focus on things that have been helpful so far. You've mentioned having those emergency supplies on hand. You've mentioned having that close connection with Nicole and lots of other things. Anything else that you can think of about useful supplies or tools that might have been helpful for you during the disaster response?

00:44:02 Respondent

So I have a wish list, OK, we and because we, we thought about all the things that we really think would be helpful. One of them would be solar powered cell phone chargers, like the

things that we they can just plug in. Because if you don't have power and you don't have access to a generator, I'm not going to help you. But if there's sun, you can charge it. I completely forgot what it's called. So we have and the emergency kids love them love their waterproof love that I remember a crank flashlight would be great or even one that like you shake from here to high heaven would be great. I saline solution during even this past Tuesday 2 weeks ago individuals got hurt from the trees and to clean out the wounds saline solution would have been great. I every single one of my stuff is required to keep 5 emergency kids in their car because you never know, right?

00:45:20 Interviewer 1

Yep.

00:45:23 Respondent

What I did not have was failing solution. And I, and I'll be very, very honest when I have to choose between payroll and failing solution, it's a really hard call because my team has chosen to sometimes when we have to make provide assistance like the, the emergency, the emergency response or the emergency preparedness guides, like, OK, if we're going to print this out, realistically we don't have the budget. So these are our options. Yep. And I'll give them the options. And everyone decided to donate one week's worth of time so that we could get those printed.

00:46:06 Interviewer 1

Oh boy, tough choices, tough choices. I'm wondering if there's anything that you haven't mentioned or that you want to emphasize that has that has worked well during this disaster that you shouldn't should be repeated in the future with the CAP program?

00:46:28 Respondent

Let me continue taking those assess or getting those addresses in because people will talk to me and not just me, they'll talk to our team and we have community partners within the non-native distinguished speaking community that will send out the form. Let us continue doing that and and continue remaining safe. That is a huge thing for us at this point that that is one of the most important things. It's because while if we were to work with another agency, while I may be able to help this population, this whole other population remains without service. And that's really one of the reasons why we continue to really advocate for the Red Cross is because you are safe. So I can help everyone, not just a small section or however big of a section. Here is that that is so vital.

00:47:36 Interviewer 1

I'm just going to ask if there's anything else important to share that we haven't touched on about how the CAP and the CAP program and the partners could help during an emergency.

00:47:49 Respondent

In the future when there is one, it would be really helpful if where the shelters are, there's

partnerships with safe places, which are not many now just because big organizations are choosing not to. And when we have individuals that are displaced, that's going to be a huge question because that's one of the things that happened during during Hurricane Helene and, and Milton is that individuals were choosing to stay in their mobile homes rather than risking going to a shelter because the location of the shelter or whoever was partnering with that shelter, there was a risk.

00:48:40 Interviewer 1

Are you in discussions with Nicole and Alex about that now? Yes, yes. And any ideas? Are you feeling that the the horizon up ahead is not clear?

00:48:54 Respondent

It's not clear because they're really it looks like this is a confidential conversation, correct? OK. So the church that we partner with the the risk of that is, is that now that they know we have had ice drive through the back of that church now. So that location is no longer a safe location for an emergency situation. It could be for a disaster relief center like we have done in the past, because that is people know us people know and we are working very hard at maintaining positive relationships with everyone. But with a 3000 arrest quota per day, it makes it really hard. So just kind of keeping that in mind, maybe that could look like mobile shelters, but I don't have any answer. I I wish I did.

00:50:07 Interviewer 1

Do you see any way forward with the other partners beyond the Red Cross at this time? Do you see any, any any changes that could help given the current situation and the current things or if it's just just a big, big roadblock A.

00:50:25 Respondent

Huge roadblock and it's, it's out of fear. I mean, individuals in other organizations that that work with migrant families specifically like refugee families, they have been doxed in this area. And sometimes, even though an executive director might work with or a nonprofit organization that says that they're for the well-being of the community, that doesn't look the same now than it did back in.

00:51:07 Interviewer 1

October.

00:51:09 Respondent

We thought things were hard in October. I would go back to in October, any day of the week, no questions asked then what we're facing right now, even partnerships with food pantries would be huge for us to where we could make it to where we could have like distribution days. And we'll do the work, We will do the work. We will figure out volunteers, We will make that happen. But it's just individuals are very worried about their funding and completely valid, completely valid. I just don't have anywhere to turn.

00:51:58 Interviewer 1

But you have folks to take care of and.

00:52:01 Respondent

I don't. I don't have anywhere to turn.

00:52:06 Interviewer 1

We're just about at the end and I just want to touch base with Carol. Carol, is there anything else that we want to check in with Rosie on?

00:52:16 Interviewer 2

No, but I just want to thank you so much for your time and for all of your dedication and efforts in your community and for all of your work with Red Cross and particularly partnering with the, the team in Chatham County because your work has just been, you know, they, they just speak glowingly of you and, and, and, and your connections in the community and your ability to reach out to people in the community. So thank you for all of your hard work and, and just know that we really appreciate it. And, and you know, after this call, if you have any questions about this interview or if you have anything that you'd like to add to it, or if there, if there were any questions we didn't ask that we should have asked, please let us know. And and we, we're happy to, you know, give you a call back and, and discuss anything that you would like to discuss further or or have haven't discussed yet.

00:53:07 Respondent

So I have a question set up and it may not and it and I and I apologize for being so avant-garde, but would eventually the Red Cross consider maybe in the MO use of cap partners putting in a clause that says help everybody regardless of language, country of origin or even sexual orientation? Because I know that's what all the Ng OS say that we do. But I can tell you right now that's not what's happening.

00:53:43 Interviewer 2

With all the cap partners, so some are not being as inclusive as they as they should be. I think it's definitely something we need to look into because that is part of. We have guiding principles, the guide, the Red Cross, yeah, that's, that is us. We, we, that those are part of the guiding principles that we've had for, you know, 150 years that to, to serve everybody, you know, and, and so if that's not happening and we are providing resources to, to organizations that aren't doing that, you know, I think, I don't know if you've been able to speak with your cap team about these issues. But if you, if you don't feel comfortable about speaking to your cap team, I can try to have some sort of anonymous channel where we may be able to provide that feedback in a, in a, in the sort of anonymous and, and very discreet way in the MOU, it actually does say that you have to abide by Red Cross principles. And, and those are some of our core principles. So we want to know if people are, are being denied services in any way. So, so you know, I would first go to the cap team, but if you don't

feel comfortable about that, I'm happy to try to find a mechanism for that, that feedback to happen.

00:55:00 Respondent

And I'm I'm primarily thinking about when a disaster does hit.

00:55:04 Interviewer 2

Right, right. For sure, because that's when that's when the rubber hits the road, you know, like when people are in the most need of assistance, who is going to be there in people's time of most need. And, and so if that hasn't been happening in the past, we would like to get more information about, you know, why you feel like that's not happening. Like if there are individuals or or or communities within your area that you feel are being denied services or if you feel like the Red Cross has been doing that, that's.

00:55:40 Respondent

That's.

00:55:42 Interviewer 2

Really, that's really something we should know about. That's.

00:55:44 Respondent

Why the Red Cross is such a huge partner, But I'm more worried about what it's going to look like because it when organizations are completely afraid about their funding. And I get that, I really do. But, and this is again my desperation, asking if they are CAP partners and if they are CAP grantee recipients, then maybe allot some of that funding for those individuals that don't fit the box.

00:56:18 Interviewer 2

Well, we should be in an ideal world providing assistance to everybody. And so and, and our assistance should be, you know, hitting people with the with the greatest needs, whatever, you know, status or any, we should be, we should be doing that inclusively. So, but if there if you have specific ideas on how we can do that better or how we can incentivize other organizations to do that better, we'd love to hear your thoughts on that as well.

00:56:53 Respondent

I'll think on that, but I definitely appreciate it and thank you for letting me just get that out, my Josh.

00:56:57 Interviewer 2

Can I? No, no, no. That is.

00:56:59 Respondent

For a minute, just like if you're getting funding that is not restricted.

00:57:02 Interviewer 2

Yeah.

00:57:03 Respondent

Then make sure the services you're providing are also not restricted.

00:57:08 Interviewer 2

Right, right. Oh, that that's, that's true. And that, that is part of our MOU. And we, we can emphasize that to all of our, all of people who, who signed the MOU that this is part of our, our guiding principles and part of being part of the Red Cross is, is inclusion. And, and that's how we're responding to the administration as well. But it's, this is part of our core. We can't change our guiding principles. They've been around, you know, for 150 years. So we're not going to change our guiding principles.

00:57:41 Respondent

I appreciate and thank you both for your time and thank you for taking an interest and thank you for your support to Grow Initiative Georgia and to the communities that we serve.

00:57:49 Interviewer 2

Thank.

00:57:50 Interviewer 1

You for all your work and thank you for being honest and clear. And I think Carol has a great recommendation to go if you feel comfortable talking to Nicole about it, because as evaluators, we can take the information and try to sift through, but we do have to maintain confidentiality. But again, talk to Carol if you need another path forward because the points you've raised are really, really important. And as we say, foundational to the Red Cross. So it's very important for us that we are impartial and we we hold up to all of our all of our principles. And so if that's not happening, we need to hear about it. And it gets tricky with evaluations. But definitely reach out to Carol or to Nicole or whoever makes sense for you. But it sounds like you're doing a wonderful work and thank you so much. I want to thank you for your time and all the time you took to share and all the honesty and experiences. Your feedback is clearly very valuable, and it'll help us improve and even do better in this. Make sure you have Carol's e-mail. So definitely reach out to her and thank you again for your time and your partnership because you've been a fantastic partner. Thank you. Appreciate. OK, bye now. Thank you. Bye. Bye. Bye.