

00:00:02 Interviewer

Before we begin again, do you mind just introducing yourself and, and, and letting us know which, if you've participated in, in any disasters with the community adaptation program or with the American Red Cross?

00:00:16 Respondent

So, yeah, so Chris Johnson has CEO of United Way Association of the County. And yes, since CAP started here, we've been partnering with with CAP alongside. We weren't a recipient of the CAP funds this last time. So about we work with all of the same agencies. So because United Way SW of County is the lead agency for the long term recovery group as well as the governing body for or the governing organization for the Co ad the community organization's active in disaster, we have a lot of interaction with the same groups so.

00:00:52 Interviewer

OK, great. Thanks. And just as a clarification, so the, the the groups that are part of CAP are the groups included the All Faiths ood Bank, Church of the Palms, Epic Community Resource Center, Harvest Tabernacle of of Sarasota Motor Marine Laboratory and Mothers Helping Mothers. And so these are the organizations we'll be talking about when. So sometimes in the interview we're going to be referring to CAP and CAP partners. And so when we refer to CAP partners, it's sort of that group of partners that that work with the CAP program as well. So, so last last year there were a couple of disasters that occurred in Sarasota County. Were there any specific disasters that you worked with CAP or CAP partners on?

00:01:45 Respondent

Debbie Helene or Nelson? Yeah.

00:01:47 Interviewer

OK, pretty much I'll do it. Yeah, we, I'm so sorry that you've gone through so many, you know, multiple, but we know it's a challenge to respond continually to, to. So you know, I'll just like to go over some of the questions that we're going to be asking about too. So or in the first section, we'll be asking some questions about the quality of services. So did the cat partners provide what kind of was the quality of the services that were provided during the disasters? And, and then we'll be going through some, some questions about coordination and, and whether or not you saw some duplication of services or whether or not it was coordinated well. And then we'll be going through some questions about scalability, DNA recommendations we might have for us to improve how we deliver services moving forward.

00:02:41 Respondent

Sir, do you mind giving me the list again? It was, I know, mothers helping mothers.

00:02:46 Interviewer

Oh, sorry, the the the the list was all faiths Food Bank, Church of the Palms, Epic Community Resource Center, Harvest Tabernacle, Sarasota Mote Marine Laboratory and Mothers helping Mothers and there were a couple other organizations that worked with CAT during that. But they're level of service delivery was a little bit lower than these organizations. So for these organizations, I think son and I have put those in the in the chat as well.

00:03:25 Respondent

No worries at all. Thank you so much. I appreciate. I just want to make sure I want to, you know, appreciate what you're talking about.

00:03:32 Interviewer

Thank you. Thank you. So for the the first section is around the quality of service delivery. Can you please describe your role and experience in disaster response working, including your work with the CAP?

00:03:46 Respondent

Program, sure. So as the long term recovery group, because we started the long term recovery group after Ian, so in 2022 and since then have been intricately linked with the county, right. His response we had folks that were from our staff in the EOC, in the operation, you know, emergency operation command during response directly after Debbie and Helene and Milton. So and then we also partnered with all of those agencies with again under the Coed umbrella, which has about I think 33 agencies right now. So and then the LHRG has a little over 28. So in working, we've kind of worked each stage of disaster from immediate response and assessment, right, assessment of damages all the way through we're rebuilding homes, right. So we have a, a really broad spectrum of what we are involved in when it comes to disaster. So from the from resiliency and education through the Coed to immediate response during Coed, right, during that short term phase of the kind of the national disaster framework, right response. So short term, even in the mid term and then definitely the long term side because we, we took that on. So and then again, all of the the partners in CAP and now I don't know, I've not had a whole lot of an actual Moat or Church of the Palms, but but the other agencies are on the same calls with us so that that I do know great.

00:05:21 Interviewer

And what worked well during Debbie and Helene and and Milton and what could be improved?

00:05:29 Respondent

I think what worked well is the willingness of. An extremely, it's an extreme strength of our of our community is that we have folks who can pivot very quickly to disaster response and want to help. They're able to identify what they have to offer. They're able to open their doors to do those things and they're able to make connections with other folks who need services or who can give services. So I think that's a major strength of our community,

including the cat partners in that, right. So I think about mothers helping mothers who, you know, Martha sat on our AD board for a long time and so, you know, intricately involved with what's going on epic, you know, sits in a long term recovery and is going to be sitting at our unmet needs table. So I think that's a really strong component of how we just how we respond to disaster. I think some of the things that were identified as weaknesses over the last couple go rounds is the coordination level at the county space, right? So in the EOC, how we're coordinating response and making sure that we don't have duplication of services or we know what everybody's doing. I think that's the one piece. Everybody wants to do something. So they they go out and do something, but not always is it coordinated. So you end up with, you know, OK, we have all these meals over here, but we don't have any over here or we have, you know, all of this, you know, all these bottles of water over here, but we need them over here. So I think that piece has got some work to do, but we're getting better at that because that's also part of what the county's been doing to kind of coordinate that to make sure that it looks smoother.

00:07:07 Interviewer

Can you talk a little bit about that transition from blue sky to Gray sky? Was that a difficult transition for the organizations to make And, and how did how did that happen that people were willing to to do that coordination in Gray skies?

00:07:25 Respondent

I don't think it was. It didn't seem difficult for agencies to make that transition because they still kept to the core missions. It was just in a different a different venue, right, So mothers helping mothers still helped moms. It just was with disaster needs as well, right, or they were able to pull in those resources to respond to those folks needs. Epic the same way, right, They have kind of their blue sky rules of what they do as far as supporting the community. But then they were able to come in and say we can help come and do muck and gut. We can help come, you know, clean the Brie up. You know, they were able to jump in and say, this is what we can do during my grace. And they were pretty quick to do that across the board, right? Really and truly, when you look at that and go, okay, they, they transitioned really fast. Everybody knew exactly what they wanted to do and how they were able to help and how they weren't able to help, which is also extremely helpful to know, right, for people to go here's what we can do and here's what we can't do. That's extremely beneficial when you're doing disaster response because, you know, OK, I have to, there's a gap here. I need to find somebody to fill that one. But I have, you know, 15 groups doing my can get and clean up. I need a group that's doing tarps on the roofs. So I'm going to use kind of hurricanes as a reference just because that's what we deal with so much here.

00:08:45 Interviewer

And, and for the, the, the coordination at the you had mentioned that you know, there, there may be some work to be done at, at regarding coordination at the county level. Do you are there steps being taken to increase that coordination or there are things that were being done before the the last disasters that that that helped with that?

00:09:09 Respondent

Yeah, I think after EN, because the county was in transition, unfortunately, during EN and with Debbie Helling and Milton, there was a lot of new crew, right? New people that were there who were just barely in their positions. So it gave a great space for #1 finding the holes in gaps. And since then they've done what's called, you know, then, then what's called the hot wash of, of what happened and what they need to improve. And they brought in consultants to help with that. And so they've really done a great job of taking a hard look at the process and saying how do we make it better?

00:09:49 Interviewer

So compared to past, disastrously before the past disaster season, before the 2024 disasters, how was your community's experience in receiving help? So compared to Ian, what was the experience this time? You had mentioned that a lot of things were being worked on. When you compare Ian to the other, to the 2024 season, what was the what was the experience? What were the differences in the response?

00:10:18 Respondent

Sure. I think that one of the biggest things between Ian and Debbie, Helena Milton is a couple of things. So one was the the EOC chief, right? So we had a change in our chief. So before it was Ed Mccrane and he retired and Sandra Chuck Fulme came in. So she had a different way of running things because she came from South of us, right? So she came from a different community with different ideas and wanted to make improvements here in Sarasota County. Ed Mccrane had been here for a very long time. So he had kind of an integrate, you know, he was kind of ingrained and had all these groups working. And so there was a transition there between those two, between Ian and, you know, Debbie, Helena, Milton. And in that transition, when Ian hit, there was also transition inside the staff at the county level. So the Coad, for instance, hadn't had for a long time sat underneath the county. The county was the lead for the COAD. They were the organization that administered it. And I mean, it was in their building, their contracts, all sorts of other stuff. So with that, though, there was transition with staff members who were like in charge of Coed and that person was no longer there. So during EN, there was nobody who was really connecting to the nonprofit community at the county level for the response. So it left, it left a real gap. So it was a lot more disjointed response during EN this time around. COAD was at the table, they were in the EOC. We now have seats at the EOC for both COAD and LTRG. So it's like, I mean, we're, we're on the board on, you know, under ESF 15. So it's like they, Sandra came in and made that a part of the county's response. It wasn't just like, oh, well, we'll work with COAD over here on the side. It was no, you're going to be here with us in the EOC. You are part of our response. You know, so there was a big change there and having those meetings and the COA, having those meetings in the EOC this time around with the leads of all of those agencies and groups and organizations was different. So this time everybody was intimately involved and was able to put everything up in the boards and and really help coordinate a lot better than previous years.

00:12:30 Interviewer

And what do you think made that change happen? How? Why were the nonprofits sitting at the table last year as compared to previous years to did? Was there some sort of recognition that nonprofit of the, you know, the value of nonprofits? You know what was the reasons why that that shift for the shift taking place?

00:12:54 Respondent

So I think probably a couple of things, people within some of the agencies that shifted who were very disaster oriented, right, disaster minded oriented kind of thing. So folks were disaster was what they really wanted to be involved in. There were some changes within organizations so that that created a different connection with the county. You also had new staff members of the county who were quick to really help draw people in and make sure that calls were happening, make sure that, you know, meetings were going on, make sure that everyone was getting communication out, keeping those lists of people, keeping it updated. Those kinds of things changed a lot. So it was a lot of people movement, I think made the difference and people that were #1 wanting to make sure that it was done well because they had been involved in it for 20 years. From the nonprofit side, people that came in who had been in, you know, disaster work for 20 years. And now we're like, we want to make sure we're involved. We want to make sure that nonprofits are involved. We want to make sure everybody's coordinated. I think that made a big difference. And then the county being receptive to that and having some new folks in who said, hey, we want to organize volunteers and donations, let's make it happen. Let's get everybody in the same room. Think that made a big difference.

00:14:16 Interviewer

And during Hurricane Debbie and and Milton and Helene, did you notice any of the partners like All Fake Sweet Bank or Church of the Palm News, Epic Community Resource Center, Harvest Tabernacle, Mother's helping mothers I just mentioned, did you did you notice them working directly with the community and and what kinds of help did they offer?

00:14:43 Respondent

So from what I remember, so you have to forgive me, this is just going by memory.

00:14:47 Interviewer

So again, like those for like hurting Debbie. So I know it was a while ago so I apologize for the the time.

00:14:56 Respondent

No, no, no, it's fine. I just, I want to make sure to give you good information and I don't want to miss anything. So I'm just going to go by what I remember. So like most helping mothers was actively involved with all the clients. They were going over and above and beyond because Martha was just she's just that type of person when she was there. So she made

sure that mothers was in the middle of all sorts of things. She was even identifying places in Manatee County that needed help. I mean, she was really going, you know what she was able to, she was really bringing to the table, you know, the the rabona, you know, area and stuff like that. So it's like, I think that was that was really amazing. She was always in the call, was always involved, always getting stuff saying, you know, hey, I've got tons of diapers, who needs them? You know, I have all this and who needs this or we have folks who need these kind of supplies, where can we get them or can we direct them to? So that that was great. Then of course, all faiths is always involved. I mean, they're, you know, doing food distribution. They're doing that because they were intimately involved. Ethic was at the table again, wanting to do some direct client work with debris clean up, with making sure they could, you know, they raised some funds to help people rebuild. So they were absolutely, you know, plugged in, hot and heavy. And then Harvest. I don't remember what Harvest did during that time and I don't, I'm not sure in Church of the Poems and I'm not sure on Mote. Those didn't stand out to me. I know they were up on the boards, maybe, but but I don't remember what they actively did during the time. That's just my own, my limitation, my limitation on that. Ask somebody else, they can tell you.

00:16:28 Interviewer

Oh, that's fine. That's completely fine. Did, was it easy? Did you feel like it was easy or hard for people to get services from the CAP and from CAP and CAP partners from the organizations that you witnessed?

00:16:48 Respondent

You know, I think it was easy for people to get services from, from the CAP partners. Yeah, I don't remember any barriers, you know, specifically to CAP because even even Glamma was, you know, involved all the time. So, you know, she was, she was right there alongside the county as well. So yeah, she kept that group very engaged with what was needed.

00:17:15 Interviewer

And did you see a difference from other organizations working in the community? Was it just as easy for a non cap organization to get services or what was it about the same?

00:17:28 Respondent

I think it all depends on the agency. You know, it really does come down to the individual agency at that point. I mean, by and large, we had an amazing response from everybody in Under the Sun, like from Epic to Laurel Civic to, you know, all faiths to the Salvation Army, you know what I mean? It was like everybody wanted to jump in and help. And so I don't, I don't think there was anybody that was just like that make it impossible for people to access our services, you know, I don't think.

00:17:59 Interviewer

About Were there people who usually get overlooked who got help this time?

00:18:09 Respondent

It's a good question. The I think the problem that I would have an answer to that is just I don't know who was normally overlooked. I think that that piece is a tough one. I do think, you know, during Debbie, not Debbie, it's so much maybe Milton and even maybe Helene too. Yeah, Helene and Milton, you know, some of the groups that are overlooked are the barrier islands because the assumption is, well, those folks are rich, they can take care of it. And, you know, they're, they're living on the beach, they're living on the island. And in a reality, there are people that have, you know, legacy homes out there that have been there for 50 years and they're not rich. You know, they're not, you know, ultra wealthy and they're just living in their house and their house got destroyed and they needed help. So I think sometimes the barrier islands are overlooked, especially when you have things like the county cuts off, you know, water supply to those homes, you know, to protect the infrastructure, which I get. But at the same time, it's like there are things like that that have to be considered when you're getting a response to go, OK, here's a bunch of folks who had to evacuate their home. Their home has no water when they do go back and, you know, and their home was destroyed and they are not wealthy. They don't have \$3,000,000 in the bank, you know, to fix their home. So, I mean, I, I met a guy at Lowe's who we were just talking, he's working at Lowe's. He had a house on the island and, you know, he was damaged. He had applied with FEMA, was having all sorts of problems and his insurance and was having issues. And it's like there's a guy working at Lowe's, right, lives on the island, you know, when he was, I don't know, 60. So, you know, it's like those folks are overlooked sometimes.

00:19:51 Interviewer

Yeah, yeah, especially with the fixed income because it's hard for them to meet a lot of the repair and recovery on the.

00:19:58 Respondent

Expenses, yeah, absolutely.

00:20:02 Interviewer

Did you did the CAP and the CAP partners, did they do a good job in reaching some of those people, like people on the barrier islands for example?

00:20:11 Respondent

They honestly don't know. That would be a great question, but I'm not certain. I don't have any specific.

00:20:17 Interviewer

Oh, that's OK, that's completely fine. Did you feel like what the the systems the CAP and and CAP partners were providing was a good cultural fit for your community's cultural and maybe language needs?

00:20:33 Respondent

Yeah. I mean, yeah, I would say the same.

00:20:39 Interviewer

Were there, you know, for example, were there interpreters are available or was the food appropriate? Like if there were food organization, feeding organizations that were distributing food was are there any, you know, examples that you can think of where the services were a good fit for the community?

00:21:01 Respondent

I don't know about interpreters. I mean, I do know that we're very fortunate to have, you know, folks who came in who were Spanish speakers who were able to communicate with certain segments of our population, right? We don't have a lot of Ukrainian speakers or, you know, Russian or maybe Polish. We have a couple of Polish folks on our staff, but they, you know, that piece is a little iffy outside of maybe Spanish, you know, that's really going to be the primary in that regard. But other than that, things like, you know, food that was made available, all very appropriate things, especially for different phases in disaster, right? So you start off with maybe Mr. ES, right? Because there's no power, there's no anything. So people need something to eat. But then you have groups like Salvation Army coming with canteens that they're serving hot meals. And then you have, you know, once they start to kind of open back up a little bit, you have, you know, all the phase being able to provide all sorts of food for folks. So I think that, you know, there's a, there's a phase to that, right? And I think that that the group as a whole, all the partners respond well in each piece of that.

00:22:10 Interviewer

Were there, you know, services during the Hurricanes, either Debbie or Milton and Helene? Were there any services that were provided that weren't provided during, say, Hurricane Ian?

00:22:31 Respondent

I'm not sure that's a great question, but I'm not sure.

00:22:36 Interviewer

Did people have services as long as they needed them?

00:22:42 Respondent

Yeah, I think they were able to have services as well. I don't know, as long as, as long as they needed them, the community and all the agencies involved will find ways to meet those needs. It may change the way it looks and who's providing it, right. Some agencies are good for two or three weeks and then they have to kind of back away. Some are good for two or three months, right, and then have to back away. And some are good for the long haul, depending. And that's where you get more into what is their primary mission normally, right? So everybody has a a quick turn where they can do it for a little bit, right? It's like I

can go out and run a full Sprint for a little bit, but then I'm going to slow down my little pace. So I think it's the same way in disaster. You have people that are kind of in for the Sprint and then they kind of think, well, we can't continue to do this piece of it. You know, we're going to have to back with that part, but we're still involved. Then there will change a little bit what they offer, right? So Salvation Army offers canteen services up front and they'll offer them until there's no need for them, right? And then after that they move into case management, right? They're like, well, we're going to provide some case management and funding, right, to help rebuild. So they're they're role changes. And I think a lot of agencies do that. But then you have folks like like all face, they're going to provide food indefinitely, right? I mean, that's because that's their core mission. I think that's the piece where you end up with, you know, that core mission comes back in, right? So Harvest Tabenham, right? So Harvest House, they have a primary core mission and for a time they do something different and then they're going to kind of it's going to have a natural fade back to their everyday, right. And if that everyday core service and core mission fits disaster needs, then they're still involved.

00:24:35 Interviewer

And did you see a difference for organizations like All Faiths or Epic or you know any of these organizations that are cap partners, did they provide services differently during Ian than they did in Hurricane Milton Helene or or Debbie? Or did you see that they were able to provide those, you know, sort of during the Sprint, they were able to provide those services before they, you know, sort of transitioned into a regular service delivery or was it about the same, you know, during both Ian and the the 2024 hurricane season?

00:25:19 Respondent

That's another. I'm not sure on that part only because my role was different during EN. So, so I'm I didn't, I didn't have the visuals on that. I do know that, you know, places like Epic had some leadership changes, right? So there was some change there, I think and as they were kind of formulating who they were going to be. But but I do think I mean I saw I can't really answer that.

00:25:47 Interviewer

Well, I don't think that's fine. That's fine. What do you think that there are any services that would not have been delivered if CAP or CAP partners had not been engaged?

00:26:08 Respondent

I'm not certain either, only because I don't know if if I don't, the CAP partners themselves I think would have still provided services. To what extent the CAP program impacted that this time around, I don't know. OK, that's the problem. I'm not sure. I don't know what would have been missing had CAP not been there, if that makes sense.

00:26:32 Interviewer

No, that's not that makes sense. Do you think that there were any challenges, breakdowns

or unmet expectations or needs that should have been provided?

00:26:46 Respondent

As far as services to clients or as far as the organization of everything or and.

00:26:52 Interviewer

What I guess, I guess it's the the service to clients, but as that relates to it also related to, you know, were there things that the organizations could have used that they didn't have related to their service delivery as well?

00:27:18 Respondent

And I'm not sure on that one either. I'm sorry, don't know that you have a quality answer for you now.

00:27:23 Interviewer

Oh, that's OK. That's, that's completely fine. Did you had mentioned trying to avoid duplication and services, but there was some coordination that and so there may have been a little bit of duplication. Did did the cap, did CAP and CAP partners coordinate well with each other and with other local organizations and with the county? Did they was that did you see duplication of services that prep may have been avoidable?

00:28:02 Respondent

Not so much duplication of services that could have been avoidable, avoided, but more along the lines of coordination between CAP and other established groups of nonprofits. So for instance, there was a bit of a rub between the Co AD and CAP, right? So Co AD would have meetings and then CAP was having meetings that were separate. And that created times where we had one time it was like providers had to figure out, well, CAP and Co AD have the meeting at the same time, who am I going to go to, right. So and that, that was more divisive than helpful in that regard, because then it was like then not everybody's on the Coed calls, which is where we need everybody at the time. And you know, they're over here doing something with Cap and it's like that doesn't really work. Or you know, that there was some lack of coordination up front, like, OK, Cap, what are you guys doing? How does it fit into Co Ed? Right. So it's not a a separate group of agencies over here doing something. We that part became more of the concern. It was like, OK, we have Co Ed, which is supposed to be the whole community, the community organizations that have a disaster. Then it was kind of like we have this little subgroup over here of cap and I was like almost doing their own thing. Sometimes it was like, that's really not the IT would fit inside Co Ed, you know what I mean? So.

00:29:30 Interviewer

How did how did it resolve or how how would how do you? What are your thoughts about resolving that that issue in the future?

00:29:40 Respondent

Well, I think this is unfortunate, I guess. I think, I think that coordination of realizing that CAP has its purpose and has its benefits to the community that stands separate from are they leading these organizations somehow within a community that has a strong Co AD, you don't need to have another group leading a smaller group of agencies. You need that group just to say we're partnering alongside the Co AD. You're part of the Co AD. You may be CAP recipients, but you're also part of Co AD. That I think would resolve it is that CAP isn't its own thing all by itself. From what I understand from the CAP side of things, CAP enhances the response of certain agencies by funding supplies, you know, whatever they're needing to do to remain resilient in disaster so they can continue to operate. That's an enhancement to the whole system, right? So I think if it was viewed that way moving forward, that CAP comes alongside a community and enhances what's already there and existing and doesn't try to supplant it or tear it away, that would be the that would be the gig. That would be perfect. Because then the more cap we have, the better off we are, because the more the agencies can respond in disaster without missing a beat, right? They don't have to worry about their own place necessarily, which is helpful, right? So because if your building is destroyed, it's hard for you to offer services to everybody, right? So I think that would be my take on that.

00:31:28 Interviewer

And are there points to to to make that it make it more integrated so to to, you know, make cap not a separate entity but part of the Co add are are are ways that could be done to make that a little smoother?

00:31:52 Respondent

Yeah. I mean, it's kind of like, I'll say Community Foundation of Sarasota County as an example. So the Community Foundation of Sarasota County funds, right? They have their Suncoast Disaster recovery Fund and agencies apply to that fund for money to be able to provide services for disaster, whether it's rebuilding staff, whatever they're trying to do. The Community Foundation doesn't, however, have a meeting separate with the agencies that are funded by them, right? Or or do do some sort of luncheon with all their providers who are, you know, being funded by them. They just come alongside as a funder and says and say, Hey, we're we're glad to help the community, right. They're at the COID meetings, they're at the LTRG meetings. They're there and people know that they're being funded by them by all means, but it's not a separate group that makes sense. So cap from, and I might, my understanding cap may be different, but with, and I may not be right about that, but my understanding of it was like it's same, it's the same thing, except it just enhances this group of agencies in very specific ways to again have more resiliency, better response, you know, more seamless response during disaster. If that's the case, then they really kind of sit in the same boat as the Community Foundation does, right with those kind of funds rather than being their own entity.

00:33:14 Interviewer

Yeah, yeah, that, that definitely makes sense. So from what you observed, did the CAP partners use their own local supplies, services and volunteers during the response? And did that help things run more smoothly, you know, then, for example, like having to come in from a national organization before the response started?

00:33:39 Respondent

Yeah, because any time things come in from a national response, there's always a pause on the ground here, right? So and I and I know that, you know, Red Cross as a whole runs into that and it's just the way the structure is. But it's like, you know, there's a ground stop and nobody can move until, you know, something happens. So everybody's just like waiting and going. We want to help, but we can't. You know, I do think though, the agencies, the cap agencies definitely utilized their own folks and brought in, you know, burn in even additional folks who wanted to volunteer, right? And you're like, hey, I want to help. And, you know, they had some connection to that agency. And then absolutely, their staff, their volunteers, they're funding all of.

00:34:16 Interviewer

Them, yeah, Next thing that sometimes there's a pause and that people are sort of waiting around just to see what happens next. Do you think that creates problems in the in the response? Do you think things fall through the cracks during that pause?

00:34:33 Respondent

And I don't probably not the best person to talk to the internal, you know, Red Cross, you know, kind of stipulations on things. I just know that at the local level, the folks locally were frustrated because they couldn't respond when they wanted to because there was a ground stop for like all of Florida. They're like, but we're fine, the sun's shining, we're good, let's go, you know, but it was kind of a global decision, you know, that it was like all state is stopped, you know, and you're like those areas that are OK, you know. So, I mean, if they could, again, this is just my own outside looking in going, hearing the local people going, we can't do anything yet. We're stuck, you know, and just seeing their frustration on that. They wanted to help, you know, they were ready, they were staged, they were ready to go, you know, they're in their cars kind of thing. Just my \$0.02.

00:35:21 Interviewer

Yeah. And and it's and it's always good to when the community wants to help to provide that ability for them to do that. Of course, on the next couple questions are about the speed of service delivery. Was there any delay between when the disaster happened and when people actually got services that received help?

00:35:43 Respondent

Said it was immediate.

00:35:46 Interviewer

OK. And did CAP and CAP partners help provide services quickly?

00:35:53 Respondent

Should I and?

00:35:55 Interviewer

And compared to, you know, say Ian, was there any difference in the speed of service delivery?

00:36:03 Respondent

Yeah, probably. When I don't, I won't be able to answer that correctly. No thanks.

00:36:11 Interviewer

Happy guy. And was there anything for the, you know, thinking about the CAP and CAP partners, was there anything that helped them to respond quickly? And was there anything that kind of slowed things down like you had mentioned? You know, sometimes the national organizations kind of slow things down or the state. Were there there things that enabled them to move quickly, or were there things that slowed them down?

00:36:38 Respondent

But I think the only thing that probably slowed organizations down was if their their own staff were impacted heavily, right? And couldn't be there to help, you know what I mean? Because if you have a staff member whose house is half destroyed, they're probably not going to come to work that day, you know? So you had some of that going on and then you then you had people that their house was damaged, but they were out helping other people, you know, So it does happen. But but I think that's probably the only delay. Other than that, no, there was no real delay. Everybody was jumping right in. Everybody was, everybody was also talking before the storm. And that makes all the difference, right? I mean, your response really starts way before the storm hits, so.

00:37:23 Interviewer

Yeah, yeah, that that's, that's very cool. And was the Coed, is the Coed the primary entity where people sort of coordinate before the storm hits? Are there other forms that people use?

00:37:37 Respondent

Yeah, it's it's county and the code's a part of that. The county's really the big, the big player in the room at that point for immediate response and pre response. They're they're going to be the ones who are already meeting and talking and you know, getting the ESD ready, all that kind of stuff. So they're already, they're the ones who lead it at that point.

00:37:59 Interviewer

The next section of questions is around scalability and any recommendations you might

have. What did you what? What was? What do you think was helpful about CAP and CAP partners during the disaster response?

00:38:22 Respondent

General, I mean, the fact that they're at the table, that they're providing, you know, services, whatever that looks like, whether it's people, materials, supplies, you know, whatever that is. They're willing to jump in and do what needs to happen. They open up, you know, feeding stations, they open up shower stations, they open up, you know, all sorts of things. That part I don't know. But again, I don't know. I don't know the enhancement that Cap offered them because it's a, it'd really be internal to that organization. They would know, you know, I wouldn't know from the outside, but I hope that helps. I don't know if that answers the question exactly or not.

00:39:04 Interviewer

No, no, that's, no, that's great. That's great to because I think that that's, that's you know, the enhancement may be different for different organizations. So there may be a different level in each organization. Are there things well during the disaster response that you think should be done again in future responses, particularly thinking about how CAP and CAP partners assisted with the response, were there things that really should be replicated again?

00:39:35 Respondent

I mean, I think for for the the leads, the cap right, the internal within their within the Red Cross for those leaders to be intimately tied to the Co AD and the LTRGI think would be extremely helpful. And that happened. I mean, you know Glatma was out with the county folks and all sorts of stuff, you know in those initial times. So I think that would be a continued thing that would be better to have them in lock step with the CoAD and with the county both not just the county at that point, but really and truly to be integrated again with the CoAD I think would be helpful just as a response total, my total response to that. So I think that would be good to be to be repeated again.

00:40:24 Interviewer

And, and conversely, you know what? What should CAP and CAP partners do differently next time?

00:40:35 Respondent

I think that more goes back to how CAP operates within the larger community. I think that's when I kind of talked about that before. But I think that would be the one place I'd say to do it differently is to make sure that it really is integrated in the COAD. It's not a separate thing doing its own thing because that's, you know, and again, everybody wants to do their own thing and, you know, whatever. But it comes time where it's like, you know, let's throw that stuff aside and let's just make sure that our response is solved across the board, you know, and it's not about, well, I'm doing this or this person doing that or this person doing that. It's

like, it really doesn't matter. It's about us as a community responding for our neighbors. You know, it's really, it's always really about.

00:41:16 Interviewer

I think that's always important to remember that the goals and the outcomes. Is there anything else that you would like to share about CAP and and CAP partners and the assistance that was provided during the Hurricanes?

00:41:35 Respondent

I think the cap partners did an amazing job responding. I mean, I'm just going to say that upfront. Absolutely, they did a fantastic job. They were at the table. They were asking questions, they were offering services and I think that part went off wonderfully, but it was perfect. The yeah, I think that went great. CAP as a program, I think again, it would just be best if if kind of CAP really had a solid bead on here's how we do that, how we integrate and become just part of the group as a whole. That would help, yeah.

00:42:25 Interviewer

I think that's that's important to to, to remember that it's, it's not about individual programs, it's about a larger program helping in the community as a whole.

00:42:37 Respondent

Yeah, and it and it makes it hard when I know, and this being the nonprofit a little long enough, it's it's hard for someone in certain roles to do that when they know that they are a pilot that has to prove it's worth, right. That makes it tough. So because then people are like, Oh my goodness, if I don't do all this stuff, then I'm not going to have a job next month, Yeah, or next year. So I get that too. That's just a practicality of it and I get that. So I guess that's just a suggestion to a suggestion, just an idea, you know, that if, if CAB didn't feel that pressure, if the staff of the Red Cross and CAB didn't feel that pressure, it might be different. It might be easier to do that.

00:43:25 Interviewer

You know, yeah, yeah, just.

00:43:28 Respondent

Just two, my two cents. I'm just, yeah, you're going to get transparency with me. This is just what I think.

00:43:33 Interviewer

Oh, no, no, no, this is so helpful. It's so helpful. And, and I think, and it's something that our organization needs to be aware of too, that that pressure exists. And, and then sometimes it pushes people into doing things that may not be necessarily consistent with what the goals, the larger goals of the community are. So that's a very important point to make. And, and I really appreciate I, I, we very much appreciate your candor and I appreciate your insights

on everything. And, and, and you know, it's the end of our interview right now. And unless you have any, you know, closing thoughts that you would like to share with us or any, anything that we should have asked you, but we didn't ask you, we're we're happy to answer any questions you might have as well. OK, great. Well, thank you again. And I'm just going to turn over to Isana for a moment and to see if she has any any clarifying points that she would like to ask or any questions that she might have. No, no, nothing from from me. Thank you so much, Chris.

00:44:41 Respondent
Absolutely.

00:44:43 Interviewer
Well, we just want to thank you so much. Well, we first of all, we want to thank you so much for all the work that you do in the community. And we know that you have a consistent cycle of, of disasters that seem to be going through your area. So we so much appreciate the work that you do in your community and the work that you do with the CAP program and on the Coed and, and, and, and also for speaking with us today for spending an hour with us on and answering these questions. And so it really is going to help. And again, we appreciate your candor and we appreciate, appreciate your, your insights and it really is going to help us to improve how we run and manage the program in the future. So, so if you have any questions ever, please feel free to reach out. You have my contact information. So if you ever have any questions about the evaluation or any additional thoughts that you'd like to add, please feel free to draw us a note. We, we, we, we're very appreciative.

00:45:37 Respondent
All right. Thank you all so much. Thanks for the time. We appreciate it.

00:45:40 Interviewer
Thank you. Have a great bye. Bye bye.

00:45:44 Respondent
Bye.

00:45:45 Interviewer
Bye.