Theme	Sub-theme	Code
Coordination and partnerships	Cross-sector convening and coalition building (CAP, VOAD, United Way, local govt) to align roles	CAP as local convenor and enhancer using resilience hubs and trusted partners
Coordination and partnerships	Cross-sector convening and coalition building (CAP, VOAD, United Way, local govt) to align roles	CAP as local convenor and enhancer using resilience hubs and trusted partners
Coordination and partnerships	Cross-sector convening and coalition building (CAP, VOAD, United Way, local govt) to align roles	CAP as local convenor and enhancer using resilience hubs and trusted partners
Coordination and partnerships	Cross-sector convening and coalition building (CAP, VOAD, United Way, local govt) to align roles	CAP as local convenor and enhancer using resilience hubs and trusted partners
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Coordination and partnerships	Cross-sector convening and coalition building (CAP, VOAD, United Way, local govt) to align roles	American Red Cross as national operational convenor and catalyst for partner activation

Coordination and partnerships	Cross-sector convening and coalition building (CAP, VOAD, United Way, local govt) to align roles	American Red Cross as national operational convenor and catalyst for partner activation
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Coordination and partnerships	Cross-sector convening and coalition building (CAP, VOAD, United Way, local govt) to align roles	United Way/COAD integration and EOC seats to formalize nonprofitâ€'government roles
Coordination and partnerships	Cross-sector convening and coalition building (CAP, VOAD, United Way, local govt) to align roles	United Way/COAD integration and EOC seats to formalize nonprofitâ€'government roles
Coordination and partnerships	Cross-sector convening and coalition building (CAP, VOAD, United Way, local govt) to align roles	United Way/COAD integration and EOC seats to formalize nonprofitâ€'government roles
Coordination and partnerships	Cross-sector convening and coalition building (CAP, VOAD, United Way, local govt) to align roles	United Way/COAD integration and EOC seats to formalize nonprofitâ€'government roles
Coordination and partnerships	Cross-sector convening and coalition building (CAP, VOAD, United Way, local govt) to align roles	United Way/COAD integration and EOC seats to formalize nonprofitâ€'government roles
Coordination and partnerships	Cross-sector convening and coalition building (CAP, VOAD, United Way, local govt) to align roles	Information, onboarding, and liaison routines to make partner capabilities actionable

Coordination and partnerships	Cross-sector convening and coalition building (CAP, VOAD, United Way, local govt) to align roles	Information, onboarding, and liaison routines to make partner capabilities actionable
Coordination and partnerships	Cross-sector convening and coalition building (CAP, VOAD, United Way, local govt) to align roles	Information, onboarding, and liaison routines to make partner capabilities actionable
Coordination and partnerships	Cross-sector convening and coalition building (CAP, VOAD, United Way, local govt) to align roles	Information, onboarding, and liaison routines to make partner capabilities actionable
Coordination and partnerships	Cross-sector convening and coalition building (CAP, VOAD, United Way, local govt) to align roles	VOAD integration and community representation to legitimize and sustain role alignment
Coordination and partnerships	Cross-sector convening and coalition building (CAP, VOAD, United Way, local govt) to align roles	VOAD integration and community representation to legitimize and sustain role alignment
Coordination and partnerships	Cross-sector convening and coalition building (CAP, VOAD, United Way, local govt) to align roles	VOAD integration and community representation to legitimize and sustain role alignment
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	EOC embedding and routine liaison presence improve real-time integration
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	EOC embedding and routine liaison presence improve real-time integration
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	EOC embedding and routine liaison presence improve real-time integration
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	EOC embedding and routine liaison presence improve real-time integration

Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	EOC embedding and routine liaison presence improve real-time integration
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	EOC embedding and routine liaison presence improve real-time integration
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	EOC embedding and routine liaison presence improve real-time integration
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	EOC embedding and routine liaison presence improve real-time integration
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	Liaison placement and dualâ€'liaison proposal balance field access and HQ influence
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	Liaison placement and dualâ€'liaison proposal balance field access and HQ influence
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	Liaison placement and dualâ€'liaison proposal balance field access and HQ influence
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	Liaison placement and dualâ€'liaison proposal balance field access and HQ influence
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	Liaison placement and dualâ€'liaison proposal balance field access and HQ influence
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	Formal seats and leaderâ€'level integration increase access but not authority clarity
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	Formal seats and leaderâ€'level integration increase access but not authority clarity

Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	Formal seats and leader‑level integration increase access but not authority clarity
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	Formal seats and leader‑level integration increase access but not authority clarity
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	Parallel coordination and fragmented meetings create confusion over operational command
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	Parallel coordination and fragmented meetings create confusion over operational command
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	Need for formal delegation instruments: MOUs, decision matrices, escalation protocols
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	Need for formal delegation instruments: MOUs, decision matrices, escalation protocols
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	Need for formal delegation instruments: MOUs, decision matrices, escalation protocols
Coordination and partnerships	Operational integration with Emergency Operations Center and clarity of decision authority	Need for formal delegation instruments: MOUs, decision matrices, escalation protocols
Coordination and partnerships	Information‑sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Daily multi‑agency coordination calls with clear agenda and reporting expectations
Coordination and partnerships	Information‑sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Daily multi‑agency coordination calls with clear agenda and reporting expectations

Coordination and partnerships	Information–sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Daily multi–agency coordination calls with clear agenda and reporting expectations
Coordination and partnerships	Information–sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Daily multi–agency coordination calls with clear agenda and reporting expectations
Coordination and partnerships	Information–sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Daily multi–agency coordination calls with clear agenda and reporting expectations
Coordination and partnerships	Information–sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Shared client intake/contact lists with standardized intake fields to reduce re–surveying
Coordination and partnerships	Information–sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Shared client intake/contact lists with standardized intake fields to reduce re–surveying
Coordination and partnerships	Information–sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Shared client intake/contact lists with standardized intake fields to reduce re–surveying
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Coordination and partnerships	Information‑sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Shared client intake/contact lists with standardized intake fields to reduce re‑surveying
Coordination and partnerships	Information‑sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Centralized EOC/distribution hub that aggregates situational boards and routes supplies
Coordination and partnerships	Information‑sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Centralized EOC/distribution hub that aggregates situational boards and routes supplies
Coordination and partnerships	Information‑sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Centralized EOC/distribution hub that aggregates situational boards and routes supplies
Coordination and partnerships	Information‑sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Centralized EOC/distribution hub that aggregates situational boards and routes supplies
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Coordination and partnerships	Information‘sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Centralized EOC/distribution hub that aggregates situational boards and routes supplies
Coordination and partnerships	Information‘sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Centralized EOC/distribution hub that aggregates situational boards and routes supplies
Coordination and partnerships	Information‘sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Designated liaison roles and standardized onboarding/intel packets for partner integration
Coordination and partnerships	Information‘sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Designated liaison roles and standardized onboarding/intel packets for partner integration
Coordination and partnerships	Information‘sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Designated liaison roles and standardized onboarding/intel packets for partner integration
Coordination and partnerships	Information‘sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Rapid digital channels plus resiliency backups for real‘time coordination
Coordination and partnerships	Information‘sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Rapid digital channels plus resiliency backups for real‘time coordination
Coordination and partnerships	Information‘sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Rapid digital channels plus resiliency backups for real‘time coordination

Coordination and partnerships	Information‑sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Rapid digital channels plus resiliency backups for real‑time coordination
Coordination and partnerships	Information‑sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Rapid digital channels plus resiliency backups for real‑time coordination
Coordination and partnerships	Information‑sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Rapid digital channels plus resiliency backups for real‑time coordination
Coordination and partnerships	Information‑sharing routines to reduce duplication (daily calls, intake/assessment coordination)	Rapid digital channels plus resiliency backups for real‑time coordination
Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	Relationship‑ and convening‑led coordination (Red Cross facilitated alignment)
Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	Relationship‑ and convening‑led coordination (Red Cross facilitated alignment)
Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	Relationship‑ and convening‑led coordination (Red Cross facilitated alignment)
Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	Relationship‑ and convening‑led coordination (Red Cross facilitated alignment)
Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	Relationship‑ and convening‑led coordination (Red Cross facilitated alignment)
Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	Relationship‑ and convening‑led coordination (Red Cross facilitated alignment)

Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	Relationshipâ€' and conveningâ€'led coordination (Red Cross facilitated alignment)
Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	CAP as strategic coordinator and asset provider (complement, not replace)
Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	CAP as strategic coordinator and asset provider (complement, not replace)
Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	CAP as strategic coordinator and asset provider (complement, not replace)
Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	CAP as strategic coordinator and asset provider (complement, not replace)
Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	CAP as strategic coordinator and asset provider (complement, not replace)
Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	CAP as strategic coordinator and asset provider (complement, not replace)
Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	CAP as strategic coordinator and asset provider (complement, not replace)
Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	Hyperâ€'local deployment, trusted sites, and culturally tailored outreach
Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	Hyperâ€'local deployment, trusted sites, and culturally tailored outreach
Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	Operational communications: liaisons, shared contact threads, and combined outreach

Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	Operational communications: liaisons, shared contact threads, and combined outreach
Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	Operational communications: liaisons, shared contact threads, and combined outreach
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Coordination and partnerships	Partner role matching (leveraging each agency's strengths rather than siloed/duplicative efforts)	Operational communications: liaisons, shared contact threads, and combined outreach
Community access, equity and trust	Reaching hardâ€'toâ€'reach populations (mobile homes, barrier islands, isolated neighborhoods)	Mobile and door-to-door outreach with partner mobile units
Community access, equity and trust	Reaching hardâ€'toâ€'reach populations (mobile homes, barrier islands, isolated neighborhoods)	Mobile and door-to-door outreach with partner mobile units
Community access, equity and trust	Reaching hardâ€'toâ€'reach populations (mobile homes, barrier islands, isolated neighborhoods)	Mobile and door-to-door outreach with partner mobile units
Community access, equity and trust	Reaching hardâ€'toâ€'reach populations (mobile homes, barrier islands, isolated neighborhoods)	Mobile and door-to-door outreach with partner mobile units
Community access, equity and trust	Reaching hardâ€'toâ€'reach populations (mobile homes, barrier islands, isolated neighborhoods)	Resilience hubs placed in trusted community and faith institutions
Community access, equity and trust	Reaching hardâ€'toâ€'reach populations (mobile homes, barrier islands, isolated neighborhoods)	Resilience hubs placed in trusted community and faith institutions

Community access, equity and trust	Reaching hard‑to‑reach populations (mobile homes, barrier islands, isolated neighborhoods)	Partner-driven identification and community communications (reconnaissance, WhatsApp)
Community access, equity and trust	Reaching hard‑to‑reach populations (mobile homes, barrier islands, isolated neighborhoods)	Partner-driven identification and community communications (reconnaissance, WhatsApp)
Community access, equity and trust	Reaching hard‑to‑reach populations (mobile homes, barrier islands, isolated neighborhoods)	Partner-driven identification and community communications (reconnaissance, WhatsApp)
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Community access, equity and trust	Reaching hard‑to‑reach populations (mobile homes, barrier islands, isolated neighborhoods)	Partner-driven identification and community communications (reconnaissance, WhatsApp)
Community access, equity and trust	Reaching hard‑to‑reach populations (mobile homes, barrier islands, isolated neighborhoods)	Partner-driven identification and community communications (reconnaissance, WhatsApp)
Community access, equity and trust	Reaching hard‑to‑reach populations (mobile homes, barrier islands, isolated neighborhoods)	Proactive contact lists and relationship-based, language-accessible outreach
Community access, equity and trust	Reaching hard‑to‑reach populations (mobile homes, barrier islands, isolated neighborhoods)	Proactive contact lists and relationship-based, language-accessible outreach

Community access, equity and trust	Reaching hard‑to‑reach populations (mobile homes, barrier islands, isolated neighborhoods)	Proactive contact lists and relationship-based, language-accessible outreach
Community access, equity and trust	Reaching hard‑to‑reach populations (mobile homes, barrier islands, isolated neighborhoods)	Proactive contact lists and relationship-based, language-accessible outreach
Community access, equity and trust	Reaching hard‑to‑reach populations (mobile homes, barrier islands, isolated neighborhoods)	Proactive contact lists and relationship-based, language-accessible outreach
Community access, equity and trust	Reaching hard‑to‑reach populations (mobile homes, barrier islands, isolated neighborhoods)	Logistics, pre-positioning, and alternative access including waterborne and off-grid tools
Community access, equity and trust	Reaching hard‑to‑reach populations (mobile homes, barrier islands, isolated neighborhoods)	Logistics, pre-positioning, and alternative access including waterborne and off-grid tools
Community access, equity and trust	Reaching hard‑to‑reach populations (mobile homes, barrier islands, isolated neighborhoods)	Logistics, pre-positioning, and alternative access including waterborne and off-grid tools
Community access, equity and trust	Reaching hard‑to‑reach populations (mobile homes, barrier islands, isolated neighborhoods)	Logistics, pre-positioning, and alternative access including waterborne and off-grid tools
Community access, equity and trust	Reaching hard‑to‑reach populations (mobile homes, barrier islands, isolated neighborhoods)	Logistics, pre-positioning, and alternative access including waterborne and off-grid tools
Community access, equity and trust	Reaching hard‑to‑reach populations (mobile homes, barrier islands, isolated neighborhoods)	Logistics, pre-positioning, and alternative access including waterborne and off-grid tools
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Formalize bilingual staffing and professional interpretation across response sites

Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Formalize bilingual staffing and professional interpretation across response sites
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Formalize bilingual staffing and professional interpretation across response sites
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Formalize bilingual staffing and professional interpretation across response sites
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Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Formalize bilingual staffing and professional interpretation across response sites

Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Leverage trusted local intermediaries and resilience hubs for credible outreach
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Leverage trusted local intermediaries and resilience hubs for credible outreach
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Leverage trusted local intermediaries and resilience hubs for credible outreach
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Leverage trusted local intermediaries and resilience hubs for credible outreach
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Leverage trusted local intermediaries and resilience hubs for credible outreach
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Leverage trusted local intermediaries and resilience hubs for credible outreach
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Leverage trusted local intermediaries and resilience hubs for credible outreach
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Leverage trusted local intermediaries and resilience hubs for credible outreach

Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Co‑design culturally tailored food programs and menu planning with communities
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Co‑design culturally tailored food programs and menu planning with communities
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Co‑design culturally tailored food programs and menu planning with communities
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Co‑design culturally tailored food programs and menu planning with communities
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Co‑design culturally tailored food programs and menu planning with communities
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Provide multilingual materials, trainings, tech support, and preferred communication channels
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Provide multilingual materials, trainings, tech support, and preferred communication channels
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Provide multilingual materials, trainings, tech support, and preferred communication channels

Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Provide multilingual materials, trainings, tech support, and preferred communication channels
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Provide multilingual materials, trainings, tech support, and preferred communication channels
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Codify language‑access policy, monitoring, and resource commitments across partners
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Codify language‑access policy, monitoring, and resource commitments across partners
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Codify language‑access policy, monitoring, and resource commitments across partners
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Codify language‑access policy, monitoring, and resource commitments across partners
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Codify language‑access policy, monitoring, and resource commitments across partners
Community access, equity and trust	Culturally and linguistically appropriate services (bilingual staff, food preferences, trusted local intermediaries)	Address legal‑status fears and confidentiality to improve service uptake among vulnerable groups
Community access, equity and trust	Barriers from immigration/ID fears and need for safe, non-threatening intake	Immigration and legal‑status fears that deter service uptake

Community access, equity and trust	Barriers from immigration/ID fears and need for safe, non-threatening intake	Immigration and legalâ€'status fears that deter service uptake
Community access, equity and trust	Barriers from immigration/ID fears and need for safe, non-threatening intake	Fear of data misuse and perceived scams preventing engagement
Community access, equity and trust	Barriers from immigration/ID fears and need for safe, non-threatening intake	Fear of data misuse and perceived scams preventing engagement
Community access, equity and trust	Barriers from immigration/ID fears and need for safe, non-threatening intake	Language and interpretation failures blocking access to intake
Community access, equity and trust	Barriers from immigration/ID fears and need for safe, non-threatening intake	Language and interpretation failures blocking access to intake
Community access, equity and trust	Barriers from immigration/ID fears and need for safe, non-threatening intake	Language and interpretation failures blocking access to intake
Community access, equity and trust	Barriers from immigration/ID fears and need for safe, non-threatening intake	Practical ID, documentation, and technology barriers requiring handsâ€'on assistance
Community access, equity and trust	Barriers from immigration/ID fears and need for safe, non-threatening intake	Procedural safeguards: verbal assurances, minimalâ€'data intake, and inclusive MOUs
Community access, equity and trust	Sustained post-disaster support and case management (beyond immediate relief)	Material assistance hubs and food/supplies distribution networks
Community access, equity and trust	Sustained post-disaster support and case management (beyond immediate relief)	Material assistance hubs and food/supplies distribution networks
Community access, equity and trust	Sustained post-disaster support and case management (beyond immediate relief)	Material assistance hubs and food/supplies distribution networks
Community access, equity and trust	Sustained post-disaster support and case management (beyond immediate relief)	Material assistance hubs and food/supplies distribution networks

Community access, equity and trust	Sustained post-disaster support and case management (beyond immediate relief)	Material assistance hubs and food/supplies distribution networks
Community access, equity and trust	Sustained post-disaster support and case management (beyond immediate relief)	Material assistance hubs and food/supplies distribution networks
Community access, equity and trust	Sustained post-disaster support and case management (beyond immediate relief)	Clinical continuity: medical care, prescriptions and mental-health services
Community access, equity and trust	Sustained post-disaster support and case management (beyond immediate relief)	Intake, referral, longitudinal case-tracking and monitoring systems
Community access, equity and trust	Sustained post-disaster support and case management (beyond immediate relief)	Intake, referral, longitudinal case-tracking and monitoring systems
Community access, equity and trust	Sustained post-disaster support and case management (beyond immediate relief)	Intake, referral, longitudinal case-tracking and monitoring systems
Community access, equity and trust	Sustained post-disaster support and case management (beyond immediate relief)	Housing recovery, rapid rehousing and long-term rebuilding casework
Community access, equity and trust	Sustained post-disaster support and case management (beyond immediate relief)	Housing recovery, rapid rehousing and long-term rebuilding casework
Community access, equity and trust	Sustained post-disaster support and case management (beyond immediate relief)	Housing recovery, rapid rehousing and long-term rebuilding casework
Community access, equity and trust	Sustained post-disaster support and case management (beyond immediate relief)	Housing recovery, rapid rehousing and long-term rebuilding casework
Community access, equity and trust	Sustained post-disaster support and case management (beyond immediate relief)	Housing recovery, rapid rehousing and long-term rebuilding casework

Community access, equity and trust	Sustained post-disaster support and case management (beyond immediate relief)	Housing recovery, rapid rehousing and long-term rebuilding casework
Community access, equity and trust	Sustained post-disaster support and case management (beyond immediate relief)	Housing recovery, rapid rehousing and long-term rebuilding casework
Resources, logistics and scalable activation	Blue-skies investments & infrastructure (generators, refrigeration, vehicles, resiliency hubs)	Backup power and fuel logistics for resiliency hubs and equipment
Resources, logistics and scalable activation	Blue-skies investments & infrastructure (generators, refrigeration, vehicles, resiliency hubs)	Backup power and fuel logistics for resiliency hubs and equipment
Resources, logistics and scalable activation	Blue-skies investments & infrastructure (generators, refrigeration, vehicles, resiliency hubs)	Dedicated transport fleet and watercraft for distribution and rescue
Resources, logistics and scalable activation	Blue-skies investments & infrastructure (generators, refrigeration, vehicles, resiliency hubs)	Dedicated transport fleet and watercraft for distribution and rescue
Resources, logistics and scalable activation	Blue-skies investments & infrastructure (generators, refrigeration, vehicles, resiliency hubs)	Neighborhood resiliency hubs preâ€'staged with communications and wrapâ€'around services
Resources, logistics and scalable activation	Blue-skies investments & infrastructure (generators, refrigeration, vehicles, resiliency hubs)	Neighborhood resiliency hubs preâ€'staged with communications and wrapâ€'around services
Resources, logistics and scalable activation	Blue-skies investments & infrastructure (generators, refrigeration, vehicles, resiliency hubs)	Neighborhood resiliency hubs preâ€'staged with communications and wrapâ€'around services
Resources, logistics and scalable activation	Blue-skies investments & infrastructure (generators, refrigeration, vehicles, resiliency hubs)	Neighborhood resiliency hubs preâ€'staged with communications and wrapâ€'around services
Resources, logistics and scalable activation	Blue-skies investments & infrastructure (generators, refrigeration, vehicles, resiliency hubs)	Neighborhood resiliency hubs preâ€'staged with communications and wrapâ€'around services

Resources, logistics and scalable activation	Blue-skies investments & infrastructure (generators, refrigeration, vehicles, resiliency hubs)	Neighborhood resiliency hubs pre‑staged with communications and wrap‑around services
Resources, logistics and scalable activation	Blue-skies investments & infrastructure (generators, refrigeration, vehicles, resiliency hubs)	Mobile service units and local warehousing for surge capacity and logistics
Resources, logistics and scalable activation	Blue-skies investments & infrastructure (generators, refrigeration, vehicles, resiliency hubs)	Mobile service units and local warehousing for surge capacity and logistics
Resources, logistics and scalable activation	Blue-skies investments & infrastructure (generators, refrigeration, vehicles, resiliency hubs)	Mobile service units and local warehousing for surge capacity and logistics
Resources, logistics and scalable activation	Blue-skies investments & infrastructure (generators, refrigeration, vehicles, resiliency hubs)	Mobile service units and local warehousing for surge capacity and logistics
Resources, logistics and scalable activation	Blue-skies investments & infrastructure (generators, refrigeration, vehicles, resiliency hubs)	Mobile service units and local warehousing for surge capacity and logistics
Resources, logistics and scalable activation	Blue-skies investments & infrastructure (generators, refrigeration, vehicles, resiliency hubs)	Mobile service units and local warehousing for surge capacity and logistics
Resources, logistics and scalable activation	Surge operations: volunteer management, donations handling, warehouse/warehouse gaps	Partner‑driven donations handling and field distribution practices
Resources, logistics and scalable activation	Surge operations: volunteer management, donations handling, warehouse/warehouse gaps	Partner‑driven donations handling and field distribution practices
Resources, logistics and scalable activation	Surge operations: volunteer management, donations handling, warehouse/warehouse gaps	Partner‑driven donations handling and field distribution practices
Resources, logistics and scalable activation	Surge operations: volunteer management, donations handling, warehouse/warehouse gaps	Partner‑driven donations handling and field distribution practices

Resources, logistics and scalable activation	Surge operations: volunteer management, donations handling, warehouse/warehouse gaps	Partner‑driven donations handling and field distribution practices
Resources, logistics and scalable activation	Surge operations: volunteer management, donations handling, warehouse/warehouse gaps	Partner‑driven donations handling and field distribution practices
Resources, logistics and scalable activation	Surge operations: volunteer management, donations handling, warehouse/warehouse gaps	Partner‑driven donations handling and field distribution practices
Resources, logistics and scalable activation	Surge operations: volunteer management, donations handling, warehouse/warehouse gaps	Warehouse, staging, cold‑chain capacity gaps and external hub reliance
Resources, logistics and scalable activation	Surge operations: volunteer management, donations handling, warehouse/warehouse gaps	Warehouse, staging, cold‑chain capacity gaps and external hub reliance
Resources, logistics and scalable activation	Surge operations: volunteer management, donations handling, warehouse/warehouse gaps	Donations intake, quality control, duplication reduction and triage systems
Resources, logistics and scalable activation	Surge operations: volunteer management, donations handling, warehouse/warehouse gaps	Donations intake, quality control, duplication reduction and triage systems
Resources, logistics and scalable activation	Surge operations: volunteer management, donations handling, warehouse/warehouse gaps	Donations intake, quality control, duplication reduction and triage systems
Resources, logistics and scalable activation	Surge operations: volunteer management, donations handling, warehouse/warehouse gaps	Donations intake, quality control, duplication reduction and triage systems
Resources, logistics and scalable activation	Surge operations: volunteer management, donations handling, warehouse/warehouse gaps	Donations intake, quality control, duplication reduction and triage systems
Resources, logistics and scalable activation	Surge operations: volunteer management, donations handling, warehouse/warehouse gaps	Donations intake, quality control, duplication reduction and triage systems

Resources, logistics and scalable activation	Surge operations: volunteer management, donations handling, warehouse/warehouse gaps	Donations intake, quality control, duplication reduction and triage systems
Resources, logistics and scalable activation	Surge operations: volunteer management, donations handling, warehouse/warehouse gaps	Coordination structures, reporting requirements and authority bottlenecks
Resources, logistics and scalable activation	Surge operations: volunteer management, donations handling, warehouse/warehouse gaps	Coordination structures, reporting requirements and authority bottlenecks
Resources, logistics and scalable activation	Rapid activation mechanisms (contact chains, pre-identified liaisons, email/WhatsApp groups, apps)	Phone‑based personal contact chains and trust‑network mobilization
Resources, logistics and scalable activation	Rapid activation mechanisms (contact chains, pre-identified liaisons, email/WhatsApp groups, apps)	Phone‑based personal contact chains and trust‑network mobilization
Resources, logistics and scalable activation	Rapid activation mechanisms (contact chains, pre-identified liaisons, email/WhatsApp groups, apps)	Phone‑based personal contact chains and trust‑network mobilization
Resources, logistics and scalable activation	Rapid activation mechanisms (contact chains, pre-identified liaisons, email/WhatsApp groups, apps)	Phone‑based personal contact chains and trust‑network mobilization
Resources, logistics and scalable activation	Rapid activation mechanisms (contact chains, pre-identified liaisons, email/WhatsApp groups, apps)	Real‑time group messaging (WhatsApp/SMS/social) for multilingual community activation
Resources, logistics and scalable activation	Rapid activation mechanisms (contact chains, pre-identified liaisons, email/WhatsApp groups, apps)	Formal coordination channels: shared email threads, daily calls, and filtered chat distribution

Resources, logistics and scalable activation	Rapid activation mechanisms (contact chains, pre-identified liaisons, email/WhatsApp groups, apps)	Formal coordination channels: shared email threads, daily calls, and filtered chat distribution
Resources, logistics and scalable activation	Rapid activation mechanisms (contact chains, pre-identified liaisons, email/WhatsApp groups, apps)	Formal coordination channels: shared email threads, daily calls, and filtered chat distribution
Resources, logistics and scalable activation	Rapid activation mechanisms (contact chains, pre-identified liaisons, email/WhatsApp groups, apps)	Formal coordination channels: shared email threads, daily calls, and filtered chat distribution
Resources, logistics and scalable activation	Rapid activation mechanisms (contact chains, pre-identified liaisons, email/WhatsApp groups, apps)	Formal coordination channels: shared email threads, daily calls, and filtered chat distribution
Resources, logistics and scalable activation	Rapid activation mechanisms (contact chains, pre-identified liaisons, email/WhatsApp groups, apps)	Formal coordination channels: shared email threads, daily calls, and filtered chat distribution
Resources, logistics and scalable activation	Rapid activation mechanisms (contact chains, pre-identified liaisons, email/WhatsApp groups, apps)	Standardized contact protocols, maintained rosters, redundancy, and sender recognition
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Neighborhood resiliency hubs and decentralized staging for accessibility
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Neighborhood resiliency hubs and decentralized staging for accessibility
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Neighborhood resiliency hubs and decentralized staging for accessibility

Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Neighborhood resiliency hubs and decentralized staging for accessibility
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Pre-positioned partner storage and cold-chain capacity at local sites
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Pre-positioned partner storage and cold-chain capacity at local sites
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Pre-positioned partner storage and cold-chain capacity at local sites
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Pre-positioned partner storage and cold-chain capacity at local sites
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Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Pre-positioned partner storage and cold-chain capacity at local sites
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Pre-positioned partner storage and cold-chain capacity at local sites
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Partner-driven targeting and field reconnaissance to identify hardest-hit households
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Partner-driven targeting and field reconnaissance to identify hardest-hit households
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Partner-driven targeting and field reconnaissance to identify hardest-hit households

Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Partner-driven targeting and field reconnaissance to identify hardest-hit households
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Partner-driven targeting and field reconnaissance to identify hardest-hit households
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Partner-driven targeting and field reconnaissance to identify hardest-hit households
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Mobile fleets, transfer vehicles, and mutual-aid for last-mile delivery
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Mobile fleets, transfer vehicles, and mutual-aid for last-mile delivery
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Mobile fleets, transfer vehicles, and mutual-aid for last-mile delivery
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Communications, needs-capture, and shared situational awareness under outages
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Access and staffing: road clearance, volunteer surge, and devolved authority
Resources, logistics and scalable activation	Prioritization and distribution logistics to get supplies close to hardest-hit areas	Access and staffing: road clearance, volunteer surge, and devolved authority
Quality	Reaching vulnerable populations	Place‑based resilience hubs and local partner service sites
Quality	Reaching vulnerable populations	Place‑based resilience hubs and local partner service sites

Quality	Reaching vulnerable populations	Place‑based resilience hubs and local partner service sites
Quality	Reaching vulnerable populations	Place‑based resilience hubs and local partner service sites
Quality	Reaching vulnerable populations	Place‑based resilience hubs and local partner service sites
Quality	Reaching vulnerable populations	Place‑based resilience hubs and local partner service sites
Quality	Reaching vulnerable populations	Place‑based resilience hubs and local partner service sites
Quality	Reaching vulnerable populations	Mobile outreach and transport solutions for homebound and remote residents
Quality	Reaching vulnerable populations	Mobile outreach and transport solutions for homebound and remote residents
Quality	Reaching vulnerable populations	Mobile outreach and transport solutions for homebound and remote residents
Quality	Reaching vulnerable populations	Mobile outreach and transport solutions for homebound and remote residents
Quality	Reaching vulnerable populations	Field reconnaissance, mapping, and partner referral systems to locate overlooked populations
Quality	Reaching vulnerable populations	Policy, capacity, and measurement gaps limiting inclusive reach
Quality	Reaching vulnerable populations	Policy, capacity, and measurement gaps limiting inclusive reach

Quality	Reaching vulnerable populations	Policy, capacity, and measurement gaps limiting inclusive reach
Quality	Reaching vulnerable populations	Policy, capacity, and measurement gaps limiting inclusive reach
Quality	Reaching vulnerable populations	Policy, capacity, and measurement gaps limiting inclusive reach
Quality	Reaching vulnerable populations	Policy, capacity, and measurement gaps limiting inclusive reach
Quality	Reaching vulnerable populations	Policy, capacity, and measurement gaps limiting inclusive reach
Quality	Delivering more and diverse services	Scaled food systems: pantries, refrigerated storage, culturally appropriate home deliveries
Quality	Delivering more and diverse services	Scaled food systems: pantries, refrigerated storage, culturally appropriate home deliveries
Quality	Delivering more and diverse services	Scaled food systems: pantries, refrigerated storage, culturally appropriate home deliveries
Quality	Delivering more and diverse services	Scaled food systems: pantries, refrigerated storage, culturally appropriate home deliveries
Quality	Delivering more and diverse services	Scaled food systems: pantries, refrigerated storage, culturally appropriate home deliveries
Quality	Delivering more and diverse services	Scaled food systems: pantries, refrigerated storage, culturally appropriate home deliveries

Quality	Delivering more and diverse services	Scaled food systems: pantries, refrigerated storage, culturally appropriate home deliveries
Quality	Delivering more and diverse services	Non‑food material aid, donations management and household recovery supplies
Quality	Delivering more and diverse services	Non‑food material aid, donations management and household recovery supplies
Quality	Delivering more and diverse services	Non‑food material aid, donations management and household recovery supplies
Quality	Delivering more and diverse services	Non‑food material aid, donations management and household recovery supplies
Quality	Delivering more and diverse services	Non‑food material aid, donations management and household recovery supplies
Quality	Delivering more and diverse services	Non‑food material aid, donations management and household recovery supplies
Quality	Delivering more and diverse services	Infrastructure and logistics enablers: generators, vehicles, mobile units and facility upgrades
Quality	Delivering more and diverse services	Infrastructure and logistics enablers: generators, vehicles, mobile units and facility upgrades
Quality	Delivering more and diverse services	Infrastructure and logistics enablers: generators, vehicles, mobile units and facility upgrades
Quality	Delivering more and diverse services	Infrastructure and logistics enablers: generators, vehicles, mobile units and facility upgrades
Quality	Delivering more and diverse services	Infrastructure and logistics enablers: generators, vehicles, mobile units and facility upgrades

Quality	Delivering more and diverse services	Culturally and linguistically accessible clinical and psychosocial supports
Quality	Delivering more and diverse services	Culturally and linguistically accessible clinical and psychosocial supports
Quality	Delivering more and diverse services	Access facilitation: admin support, benefits navigation, preparedness training and safety education
Quality	Delivering more and diverse services	Access facilitation: admin support, benefits navigation, preparedness training and safety education
Quality	Delivering more and diverse services	Access facilitation: admin support, benefits navigation, preparedness training and safety education
Quality	Delivering more and diverse services	Access facilitation: admin support, benefits navigation, preparedness training and safety education
Quality	Delivering more and diverse services	Access facilitation: admin support, benefits navigation, preparedness training and safety education
Speed	Quicker service delivery following disaster	Pre-established partnerships and CAP coordination enable rapid activation
Speed	Quicker service delivery following disaster	Pre-established partnerships and CAP coordination enable rapid activation
Speed	Quicker service delivery following disaster	Pre-established partnerships and CAP coordination enable rapid activation
Speed	Quicker service delivery following disaster	Pre-established partnerships and CAP coordination enable rapid activation
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Speed	Quicker service delivery following disaster	Pre-established partnerships and CAP coordination enable rapid activation
Speed	Quicker service delivery following disaster	Pre-established partnerships and CAP coordination enable rapid activation
Speed	Quicker service delivery following disaster	Pre-established partnerships and CAP coordination enable rapid activation
Speed	Quicker service delivery following disaster	Local pre-positioned assets and neighborhood resilience hubs provide same-day aid
Speed	Quicker service delivery following disaster	Local pre-positioned assets and neighborhood resilience hubs provide same-day aid
Speed	Quicker service delivery following disaster	Fast communication channels and named liaisons accelerate needs detection
Speed	Quicker service delivery following disaster	Fast communication channels and named liaisons accelerate needs detection
Speed	Quicker service delivery following disaster	Fast communication channels and named liaisons accelerate needs detection
Speed	Quicker service delivery following disaster	Fast communication channels and named liaisons accelerate needs detection
Speed	Quicker service delivery following disaster	Rapid partner responsiveness and direct fulfillment shorten supply handoffs
Speed	Quicker service delivery following disaster	Rapid partner responsiveness and direct fulfillment shorten supply handoffs
Speed	Quicker service delivery following disaster	Rapid partner responsiveness and direct fulfillment shorten supply handoffs

Speed	Quicker service delivery following disaster	Streamlined intake, pre-planned pop-ups, and practiced procedures shorten beneficiary wait times
Speed	Quicker service delivery following disaster	Streamlined intake, pre-planned pop-ups, and practiced procedures shorten beneficiary wait times
Speed	Quicker service delivery following disaster	Streamlined intake, pre-planned pop-ups, and practiced procedures shorten beneficiary wait times
Speed	Quicker service delivery following disaster	Infrastructure, logistics, and restoration capacity determine ultimate delivery speed
Speed	Quicker service delivery following disaster	Infrastructure, logistics, and restoration capacity determine ultimate delivery speed
Speed	Quicker service delivery following disaster	Infrastructure, logistics, and restoration capacity determine ultimate delivery speed
Speed	Disaster Coordination	Pre-established agreements, trusted facilities, and relational infrastructure
Speed	Disaster Coordination	Pre-established agreements, trusted facilities, and relational infrastructure
Speed	Disaster Coordination	Pre-established agreements, trusted facilities, and relational infrastructure
Speed	Disaster Coordination	Pre-established agreements, trusted facilities, and relational infrastructure
Speed	Disaster Coordination	Pre-established agreements, trusted facilities, and relational infrastructure

Speed	Disaster Coordination	EOC integration and clear role assignments for CAP and partners
Speed	Disaster Coordination	EOC integration and clear role assignments for CAP and partners
Speed	Disaster Coordination	EOC integration and clear role assignments for CAP and partners
Speed	Disaster Coordination	EOC integration and clear role assignments for CAP and partners
Speed	Disaster Coordination	Standardized communication systems and resilient, offline-capable information channels
Speed	Disaster Coordination	Standardized communication systems and resilient, offline-capable information channels
Speed	Disaster Coordination	Standardized communication systems and resilient, offline-capable information channels
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Speed	Disaster Coordination	Standardized communication systems and resilient, offline-capable information channels
Speed	Disaster Coordination	Standardized communication systems and resilient, offline-capable information channels
Speed	Disaster Coordination	Liaison placement, standardized onboarding, and surge volunteer mobilization systems

Speed	Disaster Coordination	Liaison placement, standardized onboarding, and surge volunteer mobilization systems
Speed	Disaster Coordination	Liaison placement, standardized onboarding, and surge volunteer mobilization systems
Speed	Disaster Coordination	Liaison placement, standardized onboarding, and surge volunteer mobilization systems
Speed	Disaster Coordination	Community-led hubs, multilingual outreach, and geographically distributed service placement
Speed	Disaster Coordination	Community-led hubs, multilingual outreach, and geographically distributed service placement
Speed	Disaster Coordination	Community-led hubs, multilingual outreach, and geographically distributed service placement
Speed	Disaster Coordination	Community-led hubs, multilingual outreach, and geographically distributed service placement
Speed	Disaster Coordination	Community-led hubs, multilingual outreach, and geographically distributed service placement
Speed	Disaster Coordination	Community-led hubs, multilingual outreach, and geographically distributed service placement
Challenges	Partner may also be impacted	Personal and household impacts reducing partner staff availability
Challenges	Partner may also be impacted	Direct physical damage to partner facilities and local infrastructure

Challenges	Partner may also be impacted	Direct physical damage to partner facilities and local infrastructure
Challenges	Partner may also be impacted	Direct physical damage to partner facilities and local infrastructure
Challenges	Partner may also be impacted	Direct physical damage to partner facilities and local infrastructure
Challenges	Partner may also be impacted	Direct physical damage to partner facilities and local infrastructure
Challenges	Partner may also be impacted	Direct physical damage to partner facilities and local infrastructure
Challenges	Partner may also be impacted	Direct physical damage to partner facilities and local infrastructure
Challenges	Partner may also be impacted	Operational capacity limits and burnout in small and stretched organizations
Challenges	Partner may also be impacted	Operational capacity limits and burnout in small and stretched organizations
Challenges	Partner may also be impacted	Operational capacity limits and burnout in small and stretched organizations
Challenges	Partner may also be impacted	Operational capacity limits and burnout in small and stretched organizations
Challenges	Partner may also be impacted	Policy, funding, and safety contexts constraining partner effectiveness
Challenges	Burnout	Workforce capacity and volunteer reliance creating sustained burden
Challenges	Burnout	Operational norms—long shifts and high tempo causing exhaustion
Challenges	Burnout	Operational norms—long shifts and high tempo causing exhaustion

Challenges	Burnout	Small organizations' role concentration undermining sustainment
Challenges	Burnout	Small organizations' role concentration undermining sustainment
Challenges	Burnout	Small organizations' role concentration undermining sustainment
Challenges	Burnout	Small organizations' role concentration undermining sustainment
Challenges	Burnout	Individual emotional exhaustion and coping behaviors reported anecdotally
Challenges	Burnout	Individual emotional exhaustion and coping behaviors reported anecdotally
Challenges	Burnout	Evidence gaps and lack of systematic burnout documentation
Recommendations for Improvement	Spreading important components of the program in blue skies	Human capital: local leadership, volunteer corps, and training
Recommendations for Improvement	Spreading important components of the program in blue skies	Human capital: local leadership, volunteer corps, and training
Recommendations for Improvement	Spreading important components of the program in blue skies	Human capital: local leadership, volunteer corps, and training
Recommendations for Improvement	Spreading important components of the program in blue skies	Human capital: local leadership, volunteer corps, and training
Recommendations for Improvement	Spreading important components of the program in blue skies	Human capital: local leadership, volunteer corps, and training
Recommendations for Improvement	Spreading important components of the program in blue skies	Sites & assets: resiliency hubs and pre-positioned equipment
Recommendations for Improvement	Spreading important components of the program in blue skies	Sites & assets: resiliency hubs and pre-positioned equipment

Recommendations for Improvement	Spreading important components of the program in blue skies	Sites & assets: resiliency hubs and pre-positioned equipment
Recommendations for Improvement	Spreading important components of the program in blue skies	Sites & assets: resiliency hubs and pre-positioned equipment
Recommendations for Improvement	Spreading important components of the program in blue skies	Sites & assets: resiliency hubs and pre-positioned equipment
Recommendations for Improvement	Spreading important components of the program in blue skies	Communications & outreach: consolidated messaging, bilingual materials, alerts
Recommendations for Improvement	Spreading important components of the program in blue skies	Communications & outreach: consolidated messaging, bilingual materials, alerts
Recommendations for Improvement	Spreading important components of the program in blue skies	Communications & outreach: consolidated messaging, bilingual materials, alerts
Recommendations for Improvement	Spreading important components of the program in blue skies	Communications & outreach: consolidated messaging, bilingual materials, alerts
Recommendations for Improvement	Spreading important components of the program in blue skies	Communications & outreach: consolidated messaging, bilingual materials, alerts
Recommendations for Improvement	Spreading important components of the program in blue skies	Communications & outreach: consolidated messaging, bilingual materials, alerts
Recommendations for Improvement	Spreading important components of the program in blue skies	Governance & integration: standardized roles, COAD alignment, capability briefs
Recommendations for Improvement	Spreading important components of the program in blue skies	Sustainability & accountability: funding, maintenance, data, and evaluation
Recommendations for Improvement	Spreading important components of the program in blue skies	Sustainability & accountability: funding, maintenance, data, and evaluation
Recommendations for Improvement	Spreading important components of the program during disasters	Pre‑positioned physical assets and infrastructure
Recommendations for Improvement	Spreading important components of the program during disasters	Pre‑positioned physical assets and infrastructure

Recommendations for Improvement	Spreading important components of the program during disasters	Pre‑positioned physical assets and infrastructure
Recommendations for Improvement	Spreading important components of the program during disasters	Pre‑positioned physical assets and infrastructure
Recommendations for Improvement	Spreading important components of the program during disasters	Pre‑positioned physical assets and infrastructure
Recommendations for Improvement	Spreading important components of the program during disasters	Distributed trusted hubs and embedded partner sites
Recommendations for Improvement	Spreading important components of the program during disasters	Distributed trusted hubs and embedded partner sites
Recommendations for Improvement	Spreading important components of the program during disasters	Distributed trusted hubs and embedded partner sites
Recommendations for Improvement	Spreading important components of the program during disasters	Distributed trusted hubs and embedded partner sites
Recommendations for Improvement	Spreading important components of the program during disasters	Standardized communications, onboarding, and operational processes
Recommendations for Improvement	Spreading important components of the program during disasters	Standardized communications, onboarding, and operational processes
Recommendations for Improvement	Spreading important components of the program during disasters	Standardized communications, onboarding, and operational processes
Recommendations for Improvement	Spreading important components of the program during disasters	Standardized communications, onboarding, and operational processes
Recommendations for Improvement	Spreading important components of the program during disasters	Standardized communications, onboarding, and operational processes

Recommendations for Improvement	Spreading important components of the program during disasters	Standardized communications, onboarding, and operational processes
Recommendations for Improvement	Spreading important components of the program during disasters	Local capacity building: volunteers, bilingual training, and technology literacy
Recommendations for Improvement	Spreading important components of the program during disasters	Relationship building and inclusive leadership engagement
Recommendations for Improvement	Spreading important components of the program during disasters	Relationship building and inclusive leadership engagement
Recommendations for Improvement	Spreading important components of the program during disasters	Relationship building and inclusive leadership engagement
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Recommendations for Improvement	Spreading important components of the program during disasters	Relationship building and inclusive leadership engagement
Recommendations for Improvement	Spreading important components of the program during disasters	Resourcing, governance, and operationalization (SOPs & metrics)
Recommendations for Improvement	Spreading important components of the program during disasters	Resourcing, governance, and operationalization (SOPs & metrics)
Recommendations for Improvement	Spreading important components of the program during disasters	Resourcing, governance, and operationalization (SOPs & metrics)
Recommendations for Improvement	Spreading important components of the program during disasters	Resourcing, governance, and operationalization (SOPs & metrics)

Document	Quote
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	COAD was at the table, they were in the EOC.
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	you saw the American Red Cross, you saw their partners
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	partnership with the CAP program is
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	I helped lead it with United Way and then our local EOC and then we
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	CAP partners to also be Co ad partners and
CAP_Partner_DR220_24_Andre_McClerklin _2025_0627 (1).docx	we do have constant communication and collaboration with the CAP partners
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	we are not the direct service provider, but we are a strategic partner
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	an organizing entity like the county government or CAP to bring them into the
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	a combination between local law enforcement, local government and and a lot of the nonprofits
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	those resources would not have been available if you did not have American Red Cross launch.

Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	Once they call Red Cross, then someone contacts them
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	I helped lead it with United Way and then our local EOC and then we had Red Cross in it too.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	was brought to our attention by Nate Millard with Red Cross
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	I was kind of on it's steering committee, if there is a steering committee for it, with the Red Cross staff here.
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	Red Cross has been a very tremendous help.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	our partnership with the CAP program is so invaluable
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	I helped lead it with United Way and then our local EOC and then we had Red Cross in it too
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	CAP partners to also be Co ad partners and , you know , funnel into that process .
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	Voad is quick to stand up and their members are, are very active
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	Red Cross has been a very tremendous help. United Way has helped tremendously during Hurricane Ida.
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	they were in the EOC. We now have seats at the EOC for both COAD and LTRG.

Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	Because I can tell, I call Nicole and Nicole says either make a list or have them call Red Cross.
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	Services information network is a it's basically a contact list,
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	a combination between local law enforcement, local government and and a lot of the nonprofits is getting in there and figure out what's needed and making sure we get the resources needed for for the community.
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	Red Cross does have the meetings so that we can collaborate and kind of meet all the organizations
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	So we highly, highly depend on our partners to be those eyes and ears out in the field
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	combination between local law enforcement, local government and and a lot of the nonprofits is getting in there
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	we had folks that were from our staff in the EOC
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	I do think that there was a, a lack of information just given to individuals
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	it became more of including like the non for profit partners.
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	I serve as what we call the ESF 15 volunteer and donations unit lead.

Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	the things that we set up after each of the storms was having a daily
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	Without it, we're lost and we have wasted time and wasted resources.
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	local governmental entities are embedded and central to the CAP work
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	I would communicate with our emergency operations center.
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	the operation, you know, emergency operation command during response directly after Debbie
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	before hurricane it was more of an EOC group and then it became more of including like the non for profit partners.
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	those activations was at the EOC for a period of time, but
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	entities are embedded and central to the CAP work from the very
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	would communicate with our emergency operations center. This is what we have, this is what we're
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	our parish did not, was not effective in ensuring all persons received information.
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	we do have constant communication and collaboration with the CAP partners, specifically office Food Bank as well as Inca with Helping Hand.

Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	I for some of those activations was at the EOC for a period of time, but Madison's usually there for a a longer period of time.
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	local governmental entities are embedded and central to the CAP work from the very beginning
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	there was a bit of a rub between the Co AD and CAP, right?
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	we always use the term. We ask, we don't task.
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	We now have seats at the EOC for both COAD and LTRG.
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	how you know who's on point for what
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	you have your Internet command set up. Know who's going to be in charge,
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	You have to have pre-existing agreements with potential sheltering sites.
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	I did not see a duplication of services.
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	I think there was, sometimes it was daily or even just a follow up after

Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	We had a daily call. And so anyone that joined, they would then share with us
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	Everyone was talking to everyone, like who can be there? What can you bring? Where can I go?
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	I think it would be probably more communication lines.
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	keeping those lists of people, keeping it updated.
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	They were still giving them food, giving them water, helping them sign up.
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	we got all the details on an Excel sheet of, you know, all of that.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	We have a form that we sent out that identifies the family.
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	having everybody on the same page, like making sure everybody knew what everybody was doing.

Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	anyone that joined, they would then share with us
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	she had asked to for all of the participants on that call to try to add those questions to their intake
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	Whereas now they can walk into a center, give their information and, and give the information in a really safe environment.
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	they reach out to brag and then brag is where all the distributions and supplies are sent
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	Red Cross does have the meetings so that we can collaborate
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	Once they call Red Cross, then someone contacts them and then I'm already on the phone with Nicole
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	sometimes it was daily or even just a follow up after
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	it's kind of filtered through the chat

Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	the CAP team and the partners are almost always on those calls
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	There was certainly more organization with with each entity communicating and determining how they were going to use the space
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	make sure that calls were happening, make sure that, you know, meetings were going on
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	brag is where all the distributions and supplies are sent
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	so anyone that joined, they would then share with us, hey, I was
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	ringing my phone the very next day
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	on it ready now with all the organizations
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	anything that allows me to just send it out through the WhatsApp would make it so much easier.

Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	we need to have a couple locations where we can pre place a radio that can reach us back at the EOC
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	it's kind of filtered through the chat. So I'm able to send out that information.
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	and Astoria in my cell phone and we were texting,
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	14 shelters the first night to get medical eyes on people . So that
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	enhances the response of certain agencies by
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	They just came in asking where do you need us to fit?
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	I think it's just the relationships and knowing what everybody does, I think is how that happened.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	We created our own emergency disaster relief center where we provided and we partnered with the Red Cross.
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	I think this time around it was a little bit more, like I said, focused and streamlined.
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	So I think having that expanded through the CAB program has definitely been a big help for the for the county.

Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	seeing those different groups be in a room and finally come to grips with their mutual benefit
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	I understand from the CAP side of things, CAP enhances the response of certain agencies by funding
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	in knowing all the answers. They just came in asking where do you need us to fit? And
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	We kind of worked them into our system even and to that Coed group even prior to those storms happening. So they were vital partners.
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	I'd say what helped might have been the, the, you know, community partnerships that they've already developed.
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	it's my understanding in CAP experience nationwide that we are not the direct service provider, but we are a strategic partner
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	I think what I, what I enjoy so much about CAP is that everyone takes their strengths and runs with it.
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	organizations like the Community Action Agency is an example who has a daily job to distribute food to people
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	service different parts of the county to make sure everybody is covered. And what
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	Having everything just concentrated in one location can be kind of congested
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	Everybody knew exactly what they wanted to do and how they were able to help

Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	making sure everybody knew what everybody was doing.
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	of different community partners that they can, they lean on to service different parts of the county to make
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	we basically kind of combined our communication to make it a decreased burden on the respondents
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	So we were coordinating on what was needed. Everyone was sharing what they had.
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	, responsibilities , so that they are n't learning it five days into a disaster when
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	community partners that they can, they lean on to service different parts of the
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	our folks that live up in those areas and they
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	the CAP project has worked on resilience hubs and those have been targeted towards populations that traditionally are underserved
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	We were in the neighborhoods getting it to the people at ground level.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	St. John's is a trusted partner within our community.
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	we have resilience hubs that have been placed in Hispanic Latin X churches.

CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	took the step of getting their phone number, the way, the best way of contact
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	they start flooding in through our WhatsApp groups.
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	they were spread out in different neighborhoods and communities that really helped alleviate the transportation barriers for a lot of people.
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	we highly, highly depend on our partners to be those eyes and ears out in the field
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	of different community partners that they can, they lean on to service different parts of the county
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	there's an area called North Fort Myers that had a, a mobile home community that was heavily impacted.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	we may miss some of our folks that live up in those areas and they live in these kind of isolated areas for a reason.
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	the CAP project has worked on resilience hubs and those have been targeted towards populations that traditionally are underserved both before, during and after disasters.
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	once roads are cleared, resources can head down to the areas to get to people.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	with community partners on getting this into the mobile home parks because we
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	they were spread out in different neighborhoods and communities that really helped alleviate the transportation barriers

Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	so building trust with those folks has been a a journey and
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	the CAP project has worked on resilience hubs and those have been targeted towards populations that traditionally are underserved both before, during and after disasters
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	We were in the neighborhoods getting it to the people at ground level
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	They honestly don't know. That would
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	persons who lack transportation , lack mobility , aging population
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	A couple of us, you know, load some banana boxes up with food, cereals and dried
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	we had individuals and kayaks and our community got together and we started kayaking people out of their homes.
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	of different community partners that they can, they lean on to service different parts of the county to
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	we may miss some of our folks that live up in those areas
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	fortunate to have, you know, folks who came in who were Spanish speakers

CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	we do have bilingual staff that work here.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	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
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	Now we didn't actually go through with this, but what can we do to bring the types of foods that that area would want?
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	some families that spoke Spanish maybe at some of our shelters
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	the information that they send is both in English and Spanish.
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	And I think I believe Jamalat is speaks Spanish, which is certainly helpful.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	we had several folks that, you know, were Spanish speakers, even our own priest.
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	I I think one for churches that their locations, they're spread out throughout the parish.

Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	very fortunate to have, you know, folks who came in who were Spanish speakers who were
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	And so some of them were Spanish speaking, some of them was young, some of them was older.
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	Red Cross reached out to us. Do you have any food available for 60 families? Yes, we do, and then we provide it.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	We are continuously interpreting for anybody and everybody and everything.
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	over here, like here are these like super small hyper local partners that are just killing it.
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	OK. I would say for all Faith Food Bank, I know a lot of the information that they send is both in English and Spanish.
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	They've earned the trust of the the folks that they work with.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	I, from what I saw, I would say, yes, we had several folks that, you know, were Spanish speakers, even our own priest.

Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	They open up, you know, feeding stations, they open up shower stations, they open up, you know, all sorts of things.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	emergency preparedness guide that is very sought out for non-native English speakers and the barriers that
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	the information that they send is both in English and Spanish. They do have different language options. So
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	she brings a flower that is used for for cooking that specifically in that community
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	they have resources and they have their own networks of getting assistance here for the storms.
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	the dietary needs, the gluten free and we do have bilingual staff that work here.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	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
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	what can we do to bring the types of foods that that area would want?

Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	some families that spoke Spanish maybe at some of our shelters and that sort of
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	a lot of the information that they send is both in English and Spanish.
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	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
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	putting in a clause that says help everybody regardless of language
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	we were doing some projects in different areas very much geared towards cultural needs
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	we had several folks that, you know, were Spanish speakers
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	there are language barriers and there are trust issues.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	and, and give the information in a really safe environment.
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	And in regards to the Hispanic community, I think the issue is like legal status.

Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	a lot of our community were either under documented mixed status families or undocumented.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	They felt very, you know, they, they were deeply concerned that this information was going to go out and be used against people. And so, and then also just
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	And there was challenge to get trust and language challenges. And so we have resilience hubs that have been placed in Hispanic Latin X churches.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	if the vast community members that do not have access to an interpreter, they can't register.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	They're not having to pull out their ID.
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	And there was challenge to get trust and language challenges.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	They felt very, you know, they, they were deeply concerned that this information was going to go out and be used against
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	resilience hubs that have been placed in Hispanic Latin X churches.
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	CAP enhances the response of certain agencies by funding supplies, you know,
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	with refrigerators for our food pantry, shelving for the dry storage area, a power
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	The Red Cross came through for us then and has continued to come through for US ever since.
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	I make sure that families have opportunities to grab food from the food pantries and the food distribution sites across the county.

Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	hubs, we could choose to use them in a post disaster or ongoing disaster to distribute food
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	We still have a lot of NGOs and church still helping people out for that transitional phase, if that makes sense.
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	there was a lot of focus on neighborhood conversations about, you know, trauma from hurricanes.
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	home repairs, whether it was for crisis relief, food, food needs, clothing needs, just wrap around services in general.
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	empowering those agencies to ensure that the residents have not only the information, but the services they can get
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	provide healthcare at the shelter for those people that were going to be there for months. So
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	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.
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	I think at that time they had started FEMA applications helping them with that, helping them with disaster food stamps.
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	Work with them. We before, during and after.
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	home repairs, whether it was for crisis relief, food, food needs, clothing needs
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	our resiliency have locations, you know, have folks who can do some level of case management and do signing people up for SNAP

Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	a resilience hubs, we could choose to use them in a post disaster or ongoing disaster to distribute food and it
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	But when it's not available, that's what we try to do is fill those gaps to help people get to that point.
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	Because there's no power, there's no anything. So people need something to eat.
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	So I have, I have high water vehicles, I have emergency vehicles.
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	They brought the food, they they had the supplies and they had a distribution set up.
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	of Paradise had one in the county able to bring over
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	go to take a shower if you need a shower where you can go and get a meal and just different things like that.
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	before the hurricane they provided us with refrigerators for our food pantry
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	There was 1 hub in an area that was not accessible.
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	we need to have a couple locations where we can pre place a radio that can reach us back at the EOC.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	We have 5 separate buildings and so separated into office space and kitchen

Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	use them in a post disaster or ongoing disaster to distribute food
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	before the hurricane they provided us with refrigerators for our food pantry, shelving for the dry storage area, a power lift for the pallets.
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	different neighborhoods and communities that really
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	like trailers and things to go pick up couches
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	They also built a storage area and then provided a generator.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	separate buildings and so separated into office space and kitchen
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	have vans and refrigeration and infrastructure, not just hopes and great intentions.
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	organize volunteers and donations, let's make it happen.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	emergency kits, we provided the disaster storm
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	I think we did a great job of responding for food resources.
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	I am the volunteer program coordinator with Sarasota County Government.

CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	I would I would say more of like the food aspect of it.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	different organizations. We
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	other resources that they have in the networks. And you know, a
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	there was no grocery stores there. So we're looking at a locker.
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	I was loading my 5 tons up. We were in the neighborhoods getting it to the people at ground level.
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	I've got tons of diapers, who needs them?
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	just distributing meals and water
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	with refrigerators for our food pantry,
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	donated resources that they're receiving and handing out.
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	that's available for the community to utilize.<br
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	over 50% of the donations that were useless to our fire victims.

Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	we have some resources that are staged here or staged there.
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	my community received the bulk of their resources from the American
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	Once they start making the reports, I start tacking, I start doing the data recording.
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	I feel like an e-mail thread with all the organizations that can help
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	receiving information from the county and from the Coed from, you
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	cell phone
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	There's a lot of pastors prior to storm, I will get on the phone with them
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	it's kind of filtered through the chat.
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	that's like liaison to really be able to connect people together or groups and organizations.

Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	really drilled into them that we were going to have that daily call and that was going
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	the things that we set up after each of the storms was having a daily call, call out meeting. And then it became weekly,
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	lots of Zoom calls and everyone was working to ensure that we were in the right place at the right time.
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	increase the number of people that are in that , on that list to show up in a disaster . Half of
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	of pastors prior to storm, I will get on the phone with them and
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	to increase the number of people that are in that , on that list to show up in a disaster .
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	all these meals over here, but we don't have any over here or we
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	So trying to mobilize that fast response is important, but it can be hard to know which areas are the most impacted.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	They typically will let us know what they're bringing so we can do a comparison.

Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	we could choose to use them in a post disaster or ongoing disaster to distribute food and it would then reach more vulnerable populations
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	we called our Rotary to see because you borrowed a cook trailer.
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	with refrigerators for our food pantry, shelving for the dry storage area, a power lift for the pallets.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	partnerships with food pantries would be huge for us to where we could make it to where we could have like distribution days.
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	have warehouse space and only a few partners have very small warehouse capacity like
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	it looks sort of like an ambulance , but it 's a transfer vehicle that they were able to bring meals , you know , out into the community .
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	refrigeration that's been provided in part by either the Red Cross or by grants
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	the closer we can get those resources to them, the better off it is.
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	we have all these meals over here, but we don't have any over here
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	until they came, you didn't have anything
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	Red Cross provided it and then we transported it to the people, to the houses.

Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	they were spread out in different neighborhoods and communities
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	we look at like the social vulnerability index of our county
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	So many of the locations that CAP has partnered with are also United Way resiliency Hubs
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	an ambulance , but it 's a transfer vehicle that they were able to bring meals , you know , out into the community .
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	they have vans and refrigeration and infrastructure, not just hopes and great intentions.
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	cleared, resources can head down to the areas to get to people.
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	social vulnerability index of our county, as well as where we're seeing impacts from our damage assessment teams
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	we look at like the social vulnerability index of our county, as well as where we're seeing impacts from our damage assessment teams
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	So many of the locations that CAP has partnered with are also United Way resiliency Hubs,
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	are overlooked are the barrier islands because the assumption is, well, those folks are rich, they can take care of it.
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	I think this our community, particularly the east side of Homa, would have definitely been forgotten about without them.

Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	nonprofit organization. We serve low wealth families, individuals with disabilities and non-native English speakers, access
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	our partners to be those eyes and ears out in the field and to report back and tell us.
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	I would say for all Faith Food Bank, I know a lot of the information that they send is both in English and Spanish.
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	they are locations that are designed really to be positioned in areas of high need
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	I'll start with the churches and I can't say enough about the churches because the churches tap and all kind of other resources that they have in the networks.
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	A couple of us, you know, load some banana boxes up with food, cereals
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	going out into the community and identifying the areas that were hit the hardest
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	our partners to be those eyes and ears out in the field and to report back and tell us
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	I make sure that families have opportunities to grab food from the food pantries and the food distribution sites across the county
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	of getting their phone number, the way, the best way of contact,
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	are overlooked are the barrier islands because the assumption is, well, those folks are rich, they can take
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	the Hurricanes, we, you know, took the step of getting their phone number, the way, the best way of contact,

Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	However, if you're a non-native English speaking family and you are mixed status or under documented, no, you will not have access.
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	faith-based organizations, they're not as good about plugging into the structure. They just kind of do their own thing.
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	I know that there are, you know, this Haitian Creole population here. I don't know about how Cap does translation if there is not, you know, if they don't personally speak the language.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	I think there is, we're always going to miss a population and part of it is just, I mean there are a lot of factors, you know, building trust.
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	Who are The Who are the people that have resources or potentially have resources and infrastructure , and who are the people that potentially need them or have historically needed them ?
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	we have folks who can pivot very quickly to disaster response and want to help.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	emergency preparedness guide that is very sought out for non-native English speakers
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	needs, clothing needs, just wrap around services in general. 00:13:00 Interviewer
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	have opportunities to grab food from the food pantries and the food
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	built a storage area and then provided a generator.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	programs including fresh food and multiple food banks.

Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	the neighborhoods getting it to the people at ground level. And
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	needs, clothing needs, just wrap around services in general. 00:13:00
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	I would say they, you know, expanded supplies that's available for the community to utilize.
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	our gifts and kind program here is pretty, pretty strong.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	But they came in with tents and camp stoves, right?
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	Prescription medications, oxygen. Do we make people come all the way down to our shelter even though they don't need a shelter to
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	we were receiving resources and I was loading my 5 tons up. We were in the neighborhoods getting it to the people at ground level.
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	I mean, they provided us with for this coming hurricane a generator.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	One of them would be solar powered cell phone chargers, like the things that we they can just plug in.
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	they actually had a shower trailer that they use for their normal operations.
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	the generators and the vehicles and things like that, that have really, I think upped the game
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	We provided office space. We, we hosted Team Rubicon so that they could stay for several weeks.

File	Text
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	Yeah, the dietary needs, the gluten free and we do have bilingual staff that work here.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	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
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	we were able to create the bilingual emergency preparedness guide that is very sought out for non-native English speakers
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	clothing needs, just wrap around services in
CAP_Partner_DR220_24_Andre_McClerklin _2025_0627 (1).docx	regarding any type of relief centers or food assistance or other types
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	social services as far as helping people sign up for benefits ,
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	we've contracted companies through FEMA where we're able to get roads relatively clear, so we're able to get resources, get power restored.
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	I don't know if it was 20 hours later they were calling and standing up saying like, hey, let's do a meal distribution.
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	it's like they're on it. And just, you know, always the response time is like is ridiculous.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	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
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	So again, because Streets of Paradise had it in county, we could serve those people that day.
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	they absolutely, when they recognize the need, they, they jump to it.

Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	we have a procedure, we know what we're going to do.
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	they are up and running all the time. And that makes them actually a much better potential partner for response during a disaster
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	by that next morning, within within 12 hours, the roads were cleared.
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	because Streets of Paradise had it in county, we could serve those people that day.
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	we've contracted companies through FEMA where we're able to get roads relatively clear, so we're able to get resources, get power restored. And I think during those particulars in, in that, in
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	I, whoever I call, it's like they're on it. And just,
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	I call Nicole and Nicole says either make a list or have them call Red Cross.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	entity communicating and determining how they were going to use the space and who was going to
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	they are up and running all the time.
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	partnerships that they've
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	absolutely, when they recognize the need, they, they jump to it.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	it went incredibly smoothly because we're now all veterans of, of these fires.

CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	No matter what I ask for, no matter what I, whoever I call, it's like they're on it. And just, you know, always the response time is like is ridiculous.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	So we translated interpret for the assessments and then we were able to get those families into hotels and get them access to food.
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	human infrastructure like relationships and trust, but also potentially physical infrastructure like
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	it's like they're on it.
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	So the coordination before disaster is helpful
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	the infrastructure that we need are human relationships, trust and sometimes some facilities.
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	I understand from the CAP side of things, CAP enhances the response of certain
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	communication and collaboration with community partners should continue. I definitely believe that the axing of community leaders to be a part of
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	recognized the need. So we reached out to our community partner, Our Lady of Floors Catholic Church
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	We kind of worked them into our system even and to that Coed group even prior to those storms happening
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	I would communicate with our emergency operations center. This is what we have, this is what we're doing

Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	coordination level at the county space, right? So in the EOC, how we're coordinating response
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	I think it was some assessments that came out of it, a lot of these kind of interviews and feedback sessions
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	to coordinate more on the how those needs are captured and how you know who's on point for what
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	would communicate with our emergency operations center. This is what we
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	in the EOC, how we're coordinating response and making sure that we don't have duplication of services
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	there was a, a lack of information just given to individuals
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	they start flooding in through our WhatsApp groups
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	it was daily or even just a follow up after
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	daily coordination calls that we ask all of our partners to be a part of during the disaster
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	one of the things that we set up after each of the storms was having a daily call
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	I cannot express to you enough communication.
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	CAP enhances the response of certain agencies by funding supplies, you know, whatever they're

Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	So we are more than happy to be your booze on ground
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	We kind of worked them into our system even and to that Coed group even prior to those storms happening.
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	different community partners that they can, they lean on to service different parts of the county to make sure everybody is covered.
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	we're coordinating response and making sure that we don't have duplication of services or we
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	You need people working boots on the ground , you need volunteers .
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	daily coordination calls that we ask all of our partners to be a part of
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	Yes. So when it's not any type of hurricane preparedness or information happening, we do have constant communication and collaboration with the CAP partners, specifically office Food Bank as well as Inca with Helping Hand.
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	one of the things that we set up after each of the storms was having a daily call, call out meeting.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	we opened our campus and I really feel as though our campus was kind of a, A prelude to a, a cap program.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	The, the stress. I mean, I would go home literally and pour myself a glass of wine because I was just like, I'm, I'm done.
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	is destroyed, it's hard for you to offer services to everybody, right? So

CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	my dad lost his house and his car during Debbie.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	So that location is no longer a safe location for an emergency situation.
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	'cause sometimes the areas are hit. So maybe those organizations aren't, aren't open.
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	But I think they're in a flood zone.
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	Fish building was wiped out and they moved into another building.
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	We lost 18,000 structures, 13 to 14,000 homes in those 12 hours.
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	Some agencies are good for two or three weeks and then they have to kind of back away.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	we've actually seen them do less. We're seeing a very clear line being cut.
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	sometimes the areas are hit. So maybe those organizations aren't, aren't open.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	I would go home literally and pour myself a glass of wine because I was just like, I'm, I'm done.
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	there were one or two man operations and they were just go, go, go.
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	I think in a way it did kind of burn them out because it was a lot in the response.
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	. However , the more people you have , the less you feel the impact of that hard work .
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	home literally and pour myself a glass of wine because I was just like, I'm, I'm done. I cannot accept one more item or one more bag of someone's stuff that they were going to throw away. You

Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	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.
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	more people you have , the less you feel the impact of that hard work .
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	these are very small organizations to begin with with very small staff.
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	Funding agencies lose it much faster than that, right?
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	However , the more people you have , the less you feel the impact of that hard
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	we as the community are still responding and will continue to respond.
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	I think you get at least a decade of locals wanting to sustain the effort.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	individuals on CPR.
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	their locations ahead of time to like see their space, meet their staff, you know, see
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	trusted organizations in, in, you know, times where it's not needed and also times where it is needed
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	we've trained people to to be available.
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	that is human infrastructure like relationships and trust
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	One of them would be solar powered cell phone chargers
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	we did do the different disaster relief services and resiliency hubs that came out of it, both hurricanes

Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	we might lose communication in a disaster, we need to have a couple locations where we can pre place a radio
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	trusted organizations in, in, you know, times where it's not needed and also times where it is needed in those great, great skies.
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	we transitioned just maybe 18 months ago to, to naming them as resiliency hubs
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	They're at the COID meetings, they're at the LTRG meetings.
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	I definitely think the communication and collaboration with community partners should continue.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	social marketing campaign where we have what to ask in Spanish and English if someone needs
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	I think it would be helpful to have either flyer or something, something that the community can like tangibly see
Community_Stakeholder_DR220-25_Angela_Fischler_2025_0701 (2).docx	our communication to make it a decreased burden on the respondents who of
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	we continue to reach out and share with people while things are OK
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	is integrated in the COAD. It's not
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	enough refrigeration units to store, you know, for the 80 families.
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	Because of the grant that we received, we were able to create the bilingual
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	they was giving out Med the mailbox, the pill boxes for the people to make sure they put their medicine together.
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	they provided us with for this coming hurricane a generator.

File	Quote
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	I think it's hard to recognize upfront who the CAP partners are.
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	We opened it up and we became the, we became the helpers to the helpers. We provided office space.
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	I think one for churches that their locations, they're spread out throughout the parish.
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	comes alongside a community and enhances what's already there and existing and doesn't try to supplant it
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	And we included as every single one of our health and nutrition classes that we do because of the funding.
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	one of the major kind of outcomes of the CAP work has been a series of resilience hubs.
Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	I think one for churches that their locations, they're spread out throughout the parish. That's one, they have resources and they have their own networks
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	CAP enhances the response of certain agencies by funding supplies
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	we were able to create the bilingual emergency preparedness guide
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	we need to have a couple locations where we can pre place a radio
Community_Stakeholder_DR843-24_Sherry_Walmark_2025_0613 (1).docx	We opened it up and we became the, we became the helpers to the helpers.
Community_Stakeholder_DR843-25_Andrew_Miller_2025_0715 (2).docx	the infrastructure that we need are human relationships, trust and sometimes some facilities

Community_Stakeholder_DR207-25_Tim_Soignet_2025_0626.docx	their locations, they're spread out throughout the parish
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	from the CAP side of things, CAP enhances the response of certain agencies by funding supplies,
Community_Stakeholder__DRO159-25_Chris_Johnson_2025_08_05 (1) (1).docx	comes alongside a community and enhances what's already there
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	communication and collaboration with community partners should continue
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	Because of the grant that we received, we were able to create the bilingual emergency
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	understanding what the needs were and how do we work together as a community
Community_Stakeholder_DR220-25_Stephanie_Sielaty_2025_0612 (1).docx	partners get to meet each other , exchange business cards , learn about
CAP_Partner_DR220_24_Andre_McClerklin_2025_0627 (1).docx	how it is empowering those agencies to ensure that the residents have not only the information, but the services
Community_Stakeholder_DR207-25_Cherry_Wilmore_2025_0610.docx	communication and collaboration with community partners should continue.
CAP_Partner_DR139_Jill_Santorelli_2025_0618_CLEANED_am.docx	before the hurricane they provided us with refrigerators
Community_Stakeholder_DR159-24_Rosie_Harrison_2025_0910.docx	Because of the grant that we received, we were able to create the bilingual emergency preparedness guide
Community_Stakeholder_DR220-25_Marissa-Stress_Peterson_2025_0630 (2).docx	home repairs, whether it was for crisis relief, food, food needs

Quote Elaboration
Shows United Way/COAD inclusion in EOC enables formal cross‑sector role alignment.
Indicates Red Cross convened partners to deliver meals and supplies to affected communities.
Demonstrates CAP's role enhancing local preparedness through trusted, faith‑based partnerships and outreach.
Names United Way, EOC, and Red Cross as joint conveners aligning local response roles.
Expresses necessity of integrating CAP partners into existing COAD structures for coherent role alignment.
Shows standing coalition communication routines that enable role coordination among CAP partners.
Frames CAP as a coordinating enhancer rather than primary service provider, reducing duplication.
CAP and county government serve as essential conveners, bringing disconnected organizations into collaborative spaces.
Frames disaster response as collective effort across government, law enforcement, and nonprofits to align roles.
Shows Red Cross initiated distributions and mobilized partners to deliver meals and supplies.

Describes Red Cross activation pathway where calls trigger partner contact and coordinated assessments.

Reports joint leadership by United Way, EOC, and Red Cross convening community partners for coordinated planning.

Credits Red Cross staff with initiating the collaborative and catalyzing multi‑agency coordination and activation.

Indicates Red Cross staff participate in local steering committees, embedding them in coalition governance and activation.

Acknowledges Red Cross role delivering vital services alongside United Way, supporting cross‑sector response efforts.

Local CAP–Red Cross partnerships build capacity and trust, supporting cooperative roles in responses.

Joint leadership by United Way, EOC, and Red Cross exemplifies cross‑sector convening for aligned response roles.

Integrating CAP partners into COAD operationally reduces parallel meetings and clarifies partner roles.

VOAD's rapid activation and member activity provide formal network capacity for cross‑sector role coordination.

Major national partners (Red Cross, United Way) actively participate in local coalitions and response coordination.

Embedding nonprofits in the EOC formalizes liaison access, surfacing partner capabilities to decision-makers.

Named liaisons coordinate referrals and intake, turning partner capabilities into actionable tasks.
A county contact network and regular calls institutionalize information sharing and operational partner onboarding.
Team-based cross-sector coordination relies on inclusive convening to identify needs and allocate partner responsibilities.
Indicates Red Cross convenes blueâ€'skies meetings that foster partner familiarity and reduce duplication.
Reports that daily operational calls and field reporting aligned partner actions and reduced duplication.
Affirms disaster response as a team effort requiring crossâ€'sector convening to coordinate resources and roles.
Formal seats and staff presence in EOC enabled faster information exchange and partner participation.
Parish communications failure reduced situational awareness despite any liaison presence in EOC.
EOC inclusion of nonprofits increased operational coordination but did not clarify decision authority.
Designated ESF-15 liaison and 'ask not task' norms supported information flow but limited formal authority.

Sustained EOC presence and daily coordination calls enabled timely information sharing and functional integration.
Clear command roles and communications prevent wasted time and support EOC-partner operational integration.
Embedding government and pre-existing agreements align CAP activities with EOC protocols and reduce divergence.
Proactive pre-deployment briefings to the EOC improve alignment of partner actions and resource placement.
Shows formal embedding of community partners in EOC but unclear decision authority tied to those seats.
Shows EOC expanded to include nonprofits, improving integration but decision authority details remain unspecified.
Demonstrates colocated liaisons and point-person model, yet needs clearer responsibility assignment and decision authority.
Advocates pre-event embedding of government in CAP to align field operations and HQ decision structures.
Recommends routing partner capabilities through the EOC for coordinated tasking, implying centralized decision facilitation.
Parish-level communication failures show access without clear authority or EOC integration for decision-making.
Routine collaboration increased practical integration but respondent lacked visibility into formal EOC authority arrangements.

Embedding staff at the EOC aided access and information flow but did not define delegated decision authority.
Embedding government improves alignment and access but still requires formal delegation to clarify decision authority.
Parallel CAP and COAD meetings caused provider confusion despite formal EOC seats and inclusion.
County asked partners to act rather than ordering them, and inconsistent contacts caused operational authority confusion.
Formal EOC seats improve access but don't specify delegated authorities or activation protocols.
Signals need for clear decision matrices assigning responsibility and escalation pathways during response.
Emphasizes need to predefine command roles and communicators, underpinning delegation instruments and protocols.
Direct call for MOUs and pre-existing agreements to enable rapid EOC activation of partner assets.
Centralized BRAG routing and partner coordination prevented visible service duplication locally.
Partners held recurring check‑ins, sometimes daily, to update status and avoid overlapping activities.

Daily coordination calls aggregated field reports, guiding assessments and preventing duplicated responses.
Active multi‑party communication coordinated staffing, supplies, and site use to prevent duplicate presence and distributions.
Large disasters require expanded communication channels to maintain coordination and avoid service overlap.
County maintained updated contact lists to coordinate partners, supporting shared intake and reducing duplicate outreach.
Partners assisted with sign‑ups (FEMA, food stamps) but did not describe shared intake lists.
They compiled client contact details in Excel to enable outreach but didn't report shared cross‑partner access.
Local agency used a standardized form to record family intake, though not broadly shared across partners.
Regular check‑ins kept partners aligned, reducing duplicated outreach though intake sharing wasn't detailed.

Daily calls served as routine for partners to report field observations and coordinate activities.
Partners requested standard intake questions be added across agencies to reduce respondent burden and re‑surveying.
Centralized intake at centers allowed single information collection, reducing repeated client reporting across providers.
BRAG functioned as a central distribution hub routing supplies, reducing multiple actors concentrating at one spot.
Red Cross meetings served as a coordination hub, matching partner resources and preventing overlapping distributions.
Designated Red Cross liaison enabled real‑time intake coordination, reducing duplicate visits and overlapping assessments.
Regular daily check‑ins kept partners informed and helped prevent duplicated outreach and services.
Chat groups functioned as a rapid information conduit to share partner event and distribution updates.

Routine calls with CAP and partners provided a shared platform to announce activities and avoid overlapping efforts.

Partners negotiated staffing and space assignments centrally to prevent multiple actors duplicating presence at the same sites.

County staff organized calls and maintained contact lists to integrate partners and reduce service duplication.

Centralized BRAG hub routed distributions, limiting redundant deliveries but lacking formal liaison onboarding processes.

Regular daily calls function as a core routine for partners to report observations and avoid duplicated activities.

Phone calls enabled same‘day coordination to prevent overlapping service delivery across organizations.

A persistent email thread could centralize requests and reduce duplicated outreach among partners.

WhatsApp broadcasts and app alerts enabled rapid reporting and could centralize intake to prevent duplicate registrations.

Pre‑placed radios at resiliency hubs provided a backup communication path when networks were down.
A chat group functioned as a rapid distribution channel, sharing partner updates and preventing duplicated outreach.
Direct texting between named contacts enabled rapid mutual support coordination and avoided overlapping responses.
Personal contact networks and direct phone outreach mobilized shelters quickly, reducing duplication through targeted activation.
Describes CAP supporting agencies financially to enable complementary roles, preventing service duplication.
Shows partners offering flexible placement, adapting roles to community-identified needs under Red Cross coordination.
Credits Red Cross‑facilitated relationships and meetings for enabling role clarity and preventing duplication.
Local hub partnered with Red Cross, combining trust and resources to assign complementary frontline roles.
Reports improved focus and streamlined efforts, attributed to Red Cross assessment and coordination presence.
Shows CAP expansion via CAB enabled partners to extend services geographically, reducing duplication and increasing coverage.

Advocates convening diverse partners early to align mutual benefits, clarify roles, and avoid duplicative work.
Describes CAP funding assets to strengthen others, enabling agencies to focus on their core roles.
Shows CAP/partners adapted roles to local needs, avoiding imposed duplicate services.
Describes pre‘storm integration and capability mapping to assign complementary tasks and prevent duplication.
Attributes expanded coverage to existing partnerships, leveraging partners to extend food distribution and reach.
Explicitly frames CAP as coordinator and complement, allocating assets while partners deliver community services.
Affirms CAP matches partners to strengths to avoid mismatched tasks and duplicated efforts.
Recommends leveraging standing organizations' everyday capacities (logistics, refrigeration) for emergency roles, avoiding duplication.
Pre‘event partnerships expanded food distribution geographically, leveraging partners' local networks to avoid duplication.
Recommends EOC‘led geographic tasking to distribute partners across neighborhoods and avoid duplication.
Clear capability statements enabled coordinated outreach and reduced duplicated communications during response.

Transparent activity reporting reduced overlap and focused combined outreach across partner organizations.

Pre-established community partnerships supported coordinated outreach and geographic distribution, reducing duplicate communications and effort.

Combined communications and shared contacts reduced respondent burden and enabled direct partner coordination.

Active coordination and resource-sharing facilitated combined outreach and minimized duplicated partner activities.

Pre-event role clarity and convenings enable combined outreach and prevent last-minute communication breakdowns.

Describes leveraging community partners to extend distribution reach across counties, covering hard‑to‑reach neighborhoods.

Acknowledges isolated residents are easily missed, necessitating long‑term trust and targeted outreach approaches.

Indicates reliance on resilience hubs to reach underserved groups instead of solely mobile unit deployments.

Confirms neighborhood‑level ground deliveries brought aid directly to residents, bypassing distant centralized distribution sites.

Faith-based trusted partners like St. John's function as local hubs, improving access for isolated residents.

Locating hubs inside culturally trusted churches builds trust, improving reach into marginalized communities.

Staff collected contacts and delivered supplies to homes, supporting outreach to immobile residents.
Grassroots WhatsApp alerts and community reconnaissance (kayaks) identified and reached isolated, cut-off households.
Dispersing services across neighborhoods reduced transportation obstacles and improved reach to isolated residents.
Reliance on partners' field reconnaissance identifies pockets of need but risks coordination gaps.
Using partner networks and shared communications helps cover geographically dispersed neighborhoods quickly.
Partners identified and provided material aid to impacted mobile-home communities like North Fort Myers.
Long-term trust building is essential because isolated residents are often intentionally disconnected and easily missed.
Resilience hubs leverage trusted local sites to connect with underserved, hard-to-reach populations before and after disasters.
Road clearance enables partner reconnaissance and subsequent ground deliveries into previously inaccessible neighborhoods.
Direct partner deliveries into mobile-home parks bypass distant PODs to reach isolated, transportation-limited residents.
Locally dispersed sites and hubs reduce travel burdens for residents in isolated neighborhoods and mobile homes.

Long‑term trust‑building and proactive blue‑skies engagement enable access to isolated, reluctant residents.
Resilience hubs in trusted, cultural sites leverage relationships and language access to reach underserved residents.
Neighborhood‑level presence and direct delivery builds relationships to reach isolated households effectively.
Indicates lack of awareness whether barrier island residents were reached, highlighting situational awareness gaps.
Shows distant PODs excluded mobility-limited residents; pre-positioning and local staging needed.
Demonstrates direct home deliveries as an alternative to distant PODs for mobility-limited residents.
Example of waterborne evacuations; highlights need for boats, staging, and off-grid supplies for isolated areas.
Uses partner networks to extend coverage countywide; useful for pre-positioning and localized distribution.
Acknowledges physical isolation causes missed residents; pre-positioning and trust-building recommended to reach them.
Indicates some Spanish‑speaking staff existed, but not formalized or comprehensive across sites.

Direct confirmation Harvest House employed bilingual staff supporting dietary accommodations in food services.
Describes ad hoc interpretation and gaps, calling for formalized language access across partners and registries.
Shows planning to tailor food to community preferences, though implementation was not completed.
Indicates Spanish‘speaking evacuees were present and some communication assistance occurred.
Shows All Faiths disseminated bilingual materials, but staffing or interpretation coverage remains unclear.
Provides evidence of at least one Spanish‘speaking partner, aiding language access though not comprehensive.
Observed Spanish‘speaking personnel improved communication, yet formal interpreter systems were not described.
Identifies churches as distributed trusted nodes, but language staffing details are not provided.

Spanish-speaking local staff served as intermediaries to connect and communicate with affected communities.
Local, respectful staff and Spanish-speaking personnel foster trust and improve outreach effectiveness.
Harvest House acted as trusted intermediary, receiving partner referrals and communicating via preferred channels.
Faith-based partners provided trusted entry points and continuous interpretation for linguistically isolated residents.
Hyper-local organizations quickly mobilized trusted networks to receive and distribute aid effectively.
All Faiths provided bilingual materials, enabling trusted partners to communicate disaster information in Spanish.
Trusted local leaders like OILE's director provide culturally sensitive outreach and food access.
Presence of Spanish-speaking staff and clergy facilitated communication and trust during crisis response.

Documents local feeding operations but lacks evidence food menus were community‑co‑designed or culturally tailored.
Documents bilingual materials and trainings supporting non‑English speakers, though scale and language breadth unclear.
Indicates partner provides bilingual informational materials (English and Spanish), aiding linguistically accessible outreach.
Shows trusted intermediary sourcing culturally specific ingredients, indicating community‑aligned food provisioning practices.
Identifies churches as distributed trusted intermediaries coordinating local food and resource distribution.
Harvest House provided bilingual staff and dietary accommodations, supporting linguistically appropriate food assistance.
Created bilingual preparedness guides and bilingual trainings, addressing language access and tech literacy for diverse communities.
Shows intent to tailor food distributions to local preferences, though project remained unimplemented.

Spanish-speaking shelter residents were present and received ad hoc communication support, indicating informal language aid.
All Faiths provided bilingual materials in English and Spanish, improving written language accessibility for clients.
Indicates reliance on Spanish‑speaking staff but not formalized language‑access commitments across partners.
Explicitly requests codified partner clauses ensuring language access and non‑discrimination.
Indicates planning-level cultural adaptations, but lacks codified partner language‑access or monitoring requirements.
Evidence of on‑the‑ground bilingual capacity but lacks formal partner language‑access commitments.
Identifies systemic barriers requiring coordinated partner policies, monitoring, and dedicated resources.
Safe, no‑ID intake and confidentiality reduce fear, enabling bilingual staff and trusted intermediaries to engage.
Quotes show legal‑status fear and distrust deter Hispanic residents; trusted, nonthreatening intake increases engagement.

Rosie describes documentation checks and mixed‑status status directly blocking disaster relief access for many families.
Concerns about data misuse led partners to minimize information collection and avoid ID requirements.
Locating hubs in trusted community sites addresses mistrust and reduces perceived risk of engagement.
Absence of interpreters on registries directly prevents non‑English speakers from completing intake registration.
Reducing ID requirements and collecting minimal data made intake feel safer for undocumented or fearful clients.
Language barriers and mistrust required placing hubs in trusted community sites for accessible intake.
Describes fear data could be used against people and safer intake practices avoiding ID requirements.
Trusted community hubs reduce language and trust barriers, creating less threatening intake entry points.
Shows CAP-funded supplies enable agencies to sustain food and supply distribution post-disaster.
Capacity investments (refrigerators, shelving) strengthened food pantry storage and distribution for sustained post‑disaster operations.
Indicates ongoing partner-driven supply support sustained beyond initial response via Red Cross involvement.
Reflects expanded countywide food distribution networks improving sustained access to nonperishable supplies.

Describes resilience hubs functioning as distribution points for food and supplies reaching vulnerable populations.
Indicates NGOs and churches provided continued material aid and distribution during transitional recovery phases.
Indicates community-level, trauma-focused conversations as part of ongoing psychosocial recovery efforts after disasters.
Indicates resiliency hubs provided wrapâ€'around services including repairs and basic needs via referral pathways.
Highlights CAP's role in strengthening agencies to deliver ongoing services and preparedness information for referrals.
Describes infrastructure and mobile clinical capacity supporting sustained service delivery and potential institutionalization.
Shows transition from immediate response into funded case management and rebuilding support for housing recovery.
Indicates sustained administrative assistance (FEMA, benefits) supporting recovery beyond immediate relief.
Demonstrates ongoing client contact across all phases supporting sustained postâ€'disaster casework and followâ€'up.
Indicates resiliency hubs provided wraparound services including home repairs, reflecting sustained recovery beyond immediate relief.
Shows localized case management at resiliency sites and recurring coordination calls enabling ongoing referrals and followâ€'up.

Illustrates infrastructure and clinical supports for prolonged sheltering, enabling sustained recovery and rebuilding support services.
Emphasizes local NGOs and churches filling transitional support gaps during the post‑disaster recovery phase.
Highlights power loss driving food needs; indicates importance of backup power and cold storage.
Confirms publicly owned high‑water and emergency vehicles enabled neighborhood-level deliveries post-storm.
Indicates organized distribution but unclear whether dedicated transport fleet supported delivery operations.
Local partners' trailers and vehicles enabled immediate on-site services and rapid distribution support.
Shows local sites acted as hubs offering showers, meals, and distribution during emergencies.
Pre‑storm refrigeration and equipment supported food pantry capacity and hub readiness for emergency distribution.
Highlights hub siting failures and community-created centers, emphasizing accessibility for neighborhood resilience.
Documents pre‑staged radios at hub sites to maintain EOC communications during outages.
Describes a grant-supported multi-building church campus functioning as a resiliency hub with facilities for wrap‑around services.

Describes hubs network enabling food distribution and partners with vans and refrigeration supporting cold-chain logistics.

Pre‑disaster refrigeration and storage equipment increased local cold‑chain and warehouse handling capacity.

Neighborhood‑sited hubs reduced transportation barriers, enabling faster local distribution and surge access.

Documents limited warehouse capacity and reliance on partner trailers for large‑item pickup and distribution.

Reports CAP funded built storage area and generator—direct investments in local warehousing and power resiliency.

Describes multi‑building church campus serving as hub, offering space for staging and local logistics.

Confirms partner‑owned refrigerated vehicles support food distribution, strengthening local surge logistics capacity.

County convenings centralized volunteer and donation coordination, improving alignment but lacking procedural follow-through.

Community partners distributed emergency kits and tarps through outreach, addressing immediate needs despite inventory system gaps.

Distributed food via neighborhood hubs reduced transportation barriers but some needs remained unmet.

ESF‑15 led volunteer and donations coordination, collecting partner reports for FEMA reimbursement accounting.

CAP partners expanded food distributions through pantries and local sites, leveraging community partnerships for coverage.
Cross‑organizational volunteer pooling occurred, but coordination, vetting, and transport caused operational challenges.
Faith‑based partners functioned as informal staging hubs, mobilizing community donations and networks rapidly.
Describes neighborhood-level hubs and lockers to overcome transport barriers and distributed staging for food access.
Illustrates churches as local staging points and government trucks delivering supplies directly into neighborhoods.
Shows ad-hoc offers of goods requiring intake coordination and avoidance of unmanaged donations.
Illustrates partner-led field distributions but limited evidence of centralized intake, sorting, or inventory control.
Shows surge investments improving cold storage, reducing perishables loss during donations intake and distribution.
County required partner reporting of donated resources to support FEMA soft-match and accountability.
Indicates expanded supply availability through partners but lacks detail on intake, triage, or quality controls.
Highlights poor donations quality leading to heavy triage burden and wasted volunteer time.

Describes faith-based pre-positioning and local staging important for donations triage and rapid distribution.
Local dependence on Red Cross centralized donations, complicating local volunteer management and local warehouse access.
Local intake forms enabled beneficiary tracking, but lacked integration with wider reporting and warehouse logistics.
Maintained contact lists and shared email threads enable partner coordination and rapid resource requests.
Pre‘identified liaisons, email lists, and daily calls supported situational awareness and rapid activation.
Personal saved contacts and trust act as immediate contact chains prompting committed responders to 'show up'.
Phone outreach to pastors and direct EOC communication identified staged resources and enabled quick local activations.
Indicates a chat channel is used to filter and disseminate event information among partners.
Designated liaison roles linked partners and groups, enabling quicker activation through direct connector relationships.

Pre-event email distribution plus daily calls provided centralized situational updates and partner check-ins for activation.
Standing daily calls during acute response, later weekly, centralized partner updates and expedited coordination.
Synchronous channels (Zoom, radio) enabled immediate coordination and pre-notification of deployments among partners.
Informal phone contact lists and expectations to 'show up' supported rapid community activation absent formal digital systems.
Pre-storm phone outreach to pastors identified staged resources and facilitated rapid local activation.
Personal saved contacts and informal rosters drive rapid responses, though formal maintenance and notification mechanisms are lacking.
Demonstrates uneven site placement; supplies concentrated away from underserved neighborhoods, requiring decentralized hub activation.
Limited granular situational awareness hindered rapid prioritization; partner networks used to expand localized coverage.
Advance notification and coordination among partners reduced duplication and informed site selection for localized distributions.

Leverage existing local distribution infrastructure and mobile assets to reach vulnerable, underserved communities quickly and efficiently.
Local assets like cook trailers enabled immediate, proximate distribution when central storage wasn't available.
Provided refrigeration and shelving enabled local cold storage and faster neighborhood-level distribution.
Partner food pantries offer local storage and sites for regular, proximate distribution to impacted neighborhoods.
Limited local warehouse capacity constrained prepositioning; external or temporary hubs supplied staging and pull systems.
Transfer vehicles and generators enabled mobile distribution and refrigerated deliveries into isolated communities.
Local refrigeration grants enabled distribution of perishable foods to ethnically and geographically underserved communities.
Prioritize staging supplies as near as possible to Bayou/coastal hardest‑hit areas for faster access.
Shows uneven site placement required redistributing supplies to reach underserved, hardest‑hit pockets locally.
Indicates POD siting missed vulnerable pockets, increasing need for closer neighborhood distributions.
Shows partner-requested supplies were delivered directly to homes, enabling last‑mile reach.

Neighborhood distribution reduced travel barriers, improving access for hardest‐hit, low‐mobility residents.
Describes layered targeting using SVI and damage assessments to identify underserved pockets for supplies.
Indicates pre‐identified resiliency hubs were used to position supplies in high‐need neighborhoods.
CAP supplied transfer vehicles and generators to enable mobile meal deliveries and island access.
Local cold‐chain and vehicle assets supported perishable supply staging near underserved or hardest‐hit communities.
Emphasizes road clearance and local staging near Bayou/coastal zones to enable timely last‐mile delivery.
Layered data—SVI, damage assessments, partner reports—guided prioritization and directed supplies toward underserved pockets.
Prioritization used layered data—SVI, damage assessments, partner reports—to target distribution gaps.
Using resiliency hubs concentrates supplies in high-need neighborhoods for faster, localized distribution.
Assumptions about wealth led to skipping locations, undermining hub placement and local access.
Local partners prevented neighborhood neglect by hosting services nearer to residents, improving access.

Local hubs and partner sites targeted these populations offering in-person assistance and bilingual resources.
Local partners identified impacted neighborhoods and fed information to hubs and response coordinators for action.
Bilingual materials at partner sites improved accessibility for non-English speakers at resilience hubs and distributions.
Strategically sited resiliency hubs target socioeconomically vulnerable neighborhoods to improve local service access.
Church networks act as distributed local sites, providing resources and connections within affected neighborhoods.
Staff prepared and delivered food boxes directly to households, reaching clients unable to travel to distribution sites.
Field teams proactively visited hardest–hit neighborhoods to locate and assist vulnerable, homebound, or isolated residents.
Partners conducted field reconnaissance, identifying impacted neighborhoods and enabling targeted mobile or doorstep responses.
Countywide distribution sites and partner networks ensured material access, though door–to–door transport wasn't explicitly described.
Pre-collected contact info enabled rapid outreach and targeted referrals to vulnerable households after disasters.
Assumptions about wealth caused operational blind spots, excluding vulnerable long-term residents on barrier islands.
Proactive contact collection addressed capacity gaps in outreach but lacked measurement of actual reach.

Documentation and language policies excluded mixed‑status families, revealing policy gaps limiting inclusive service reach.
Fragmented faith‑based activity and reliance on partner reports created coordination and measurement blind spots.
Uncertain translation capacity created language‑access gaps, limiting inclusive reach to some cultural groups.
Persistent trust and outreach gaps mean some populations will continually be missed without policy changes.
Lack of asset and need mapping hinders targeted allocation and measurement of reach to vulnerable communities.
Local organizations quickly adapting roles expanded delivery of services like feeding, showers, and case management.
Bilingual materials and emergency kits supported culturally appropriate outreach and scaled distribution to underserved communities.
CAP supported expanded food access and diverse wraparound services including home repairs and crisis relief.
Expanded pantry distribution and information-sharing increased household access to diverse food assistance across county sites.
Generators, storage, and transport assets strengthened refrigerated storage, distribution, and home-delivery capacities.
Fresh-food programs, multiple food banks, and gift cards diversified immediate food and financial support.

Ground-level delivery and cleared access routes enabled direct distribution and home deliveries to affected households.
Summarizes diverse non‑food and recovery services including home repairs, clothing, and broader wrap‑around supports.
Notes intentional expansion of non‑food supplies pushed out to communities through CAP partner coordination.
Indicates gifts‑in‑kind channels supplying tarps, water, and household recovery goods for distribution.
Provides examples of household and temporary‑living supplies (tents, camp stoves) distributed for recovery needs.
Highlights medical supply gaps (oxygen, prescriptions) as household recovery needs requiring local delivery solutions.
Notes neighborhood‑level distribution of received resources, delivering household supplies directly to affected residents.
Generator provision sustained operations and refrigeration, enabling continued food distribution during power outages.
Solar chargers improve communication access post-disaster, enabling clients to contact services and receive aid.
Mobile shower trailers provided essential hygiene services, extending shelter comfort and public-health protections.
CAP-funded generators and vehicles expanded partners' operational capacity, improving service reach and distribution logistics.
Providing office space and hosting response teams enabled sustained operations, increasing capacity for diverse recovery services.

Bilingual staff and dietary accommodations broaden equitable access to services for non-English speakers.
Bilingual training and therapist partnerships expanded culturally and linguistically accessible clinical and psychosocial services.
Bilingual preparedness materials increased accessibility for non-English speakers and individuals with disabilities.
Indicates partners provided wrap-around services including repairs and basic needs, aiding recovery access.
Information-sharing helped residents locate relief centers, food, and assistance, improving service access.
Indicates CAP-supported partners provided benefits navigation and FEMA assistance to facilitate recovery access.
Clearing roads and restoring power enabled delivery of services and improved access to benefits and aid.
Example shows distribution sites stood up roughly within a day, enabling much quicker aid delivery.
Perceived rapid partner responsiveness translated into faster fulfillment of community needs after disasters.
Direct referral chains and WhatsApp alerts sped identification and activation of services immediately.
Pre-positioned county assets enabled same-day service delivery, demonstrating faster local activation.
Immediate recognition and quick CAP coordination led partners to act rapidly on identified needs.

Established procedures and veteran experience reduced startup delays and sped activation.
Standing organizations with assets and routines can be repurposed immediately to deliver services faster.
Faster road clearance drastically shortened access times, allowing quicker delivery and restoration.
In‑county assets like shower trailers enabled same‑day services at shelters, demonstrating local asset effectiveness.
Rapid road clearance via contracted teams enabled faster resource access and quicker restoration of essential services.
Named contacts responded immediately to requests, shortening request-to-delivery cycles for emergency supplies.
Direct referral to named contacts enabled immediate handoffs and parallel assessment, speeding assistance initiation.
Organized communication among entities and clear roles enabled faster identification of gaps and quicker responses.
Continuously active partners provided immediate channels and contacts to detect needs and deploy services quickly.
Pre-existing community partnerships improved intentionality and speed of resource distribution post-disaster.
Prompt frontline mobilization meant needs were addressed quickly once identified, shortening delivery times.
Institutionalized procedures and veteran experience reduced start-up delays and sped service activation.

Rapid partner fulfillment and immediate confirmations enabled quick distribution of requested supplies to beneficiaries.
Community referral chains, translation, and standby staff accelerated intake and got families rapid shelter and food access.
Preâ€'existing relationships and physical infrastructure enabled immediate activation and faster beneficiary service delivery.
Rapid partner responsiveness reduced delays between requests and fulfillments, speeding aid delivery.
Pre-disaster coordination enables rapid resource deployment by clarifying roles and available services.
Existing human relationships, trust, and facilities enable immediate, trusted service delivery in emergencies.
Positions CAP as a relational enhancer rather than creating new facilities or agreements.
Highlights need for sustained partner relationships and community leader inclusion to enable trusted, effective response.
Demonstrates trusted local sites and communication networks enable rapid, culturally competent resource activation.
Pre-integrating partners into COAD builds trusted relationships and simplifies operational coordination during disasters.
Recommends formal EOC engagement to align local partners and avoid duplicative efforts during response.

County EOC coordination weaknesses produced confusion about CAP's role within COAD and response structures.
Assessments and structured meetings institutionalized roles and prioritized partner actions, reducing concurrent, overlapping responses.
Calls for predefined roles and needs-capture to scale coordination and assign clear CAP responsibilities.
Use the EOC proactively to declare capabilities and coordinate partner actions, preventing duplication and misplacement.
Highlights need for standardized EOC communication channels to prevent duplication and improve situational awareness.
Signals parish-level communication gaps; need standardized, redundant channels to ensure resilient information flow.
Community used WhatsApp; outages show need for offline-capable backup channels and forms.
Describes routine daily follow-ups that standardize situational awareness and coordinate partner actions.
Daily coordination calls function as a one-stop standardized channel for partners to share information.
Highlights standing daily calls and centralized contact lists as standardized practices improving resilience and coordination.
Stresses communication as central; advocates organized, consistent channels and co-located hubs for reliable coordination.
Indicates CAP funding boosts partner surge capacity but doesn't specify liaison or volunteer onboarding systems.

Community groups willingly provide boots‑on‑ground surge capacity but need digital intake to integrate volunteers efficiently.
Describes pre‑integration of partners into COAD, improving liaison visibility and easing volunteer surge coordination.
Pre‑existing partner networks provide surge capacity and flexible site coverage, supporting rapid volunteer mobilization.
Notes county/EOC coordination gaps and necessity of CAP integration to prevent parallel, duplicated efforts.
Highlights need for local staffing and volunteers to run distributed hubs and reach underserved pockets.
Daily partner calls centralized situational awareness and coordinated placement of distributed services and hubs.
Ongoing partner collaboration enables rapid scaling and geographically distributed outreach during disasters.
Describes meeting cadences and contact lists that enabled targeted, geographically dispersed distribution coordination.
Campus served as a local coordination hub, co-locating partners and concentrating multilingual outreach capabilities.
Emotional exhaustion and resource depletion among partner staff reduced capacity and led to service limitations.
Destroyed partner buildings directly limit organizations' ability to provide community services after disasters.

Personal losses among staff or family show partners face direct, personal property impacts during disasters.
Loss of safe partner locations constrains use of facilities for emergency response and local infrastructure.
Organizations in hit areas may be closed, indicating partner facilities were directly affected and unavailable.
Partner facilities located in flood zones face physical risk, limiting their ability to host or sustain operations.
Complete destruction of partner facilities forced relocation and disrupted local service delivery and infrastructure.
Massive structural losses imply partner facilities and local infrastructure were likely destroyed, disrupting services.
Shows partner organizations exhaust surge capacity and staff personal impacts reduce sustained response ability.
Funding fears and losses forced partners to reduce services, decreasing their disaster response capacity.
Indicates partner closures in affected areas reduce service availability and necessitate verifying operational status.
Emotional exhaustion and organizational pressure to over-engage contributed to partner burnout and reduced capacity.
Small staff sizes led to burnout and reduced partner effectiveness during prolonged disaster responses.
Directly reports burnout among small organizations due to intense response demands and limited staff.
Attributes burden reduction to staffing, implying heavy workload causes individual exhaustion risk.
Vivid personal account of emotional exhaustion and coping, directly evidencing frontline burnout symptoms.

Indicates many partners withdraw after short periods, reflecting limited capacity among small organizations.
Shows staffing reduces individual burden; small teams risk sustained overload and eventual withdrawal.
Explicitly links small staff and role concentration to unsustainable workload and partner disengagement.
Highlights long-term local burden and turnover eroding sustained capacity, stressing small organizations continuously.
Highlights staffing as primary buffer against individual workload and consequent emotional strain.
Highlights prolonged local recovery burdens, turnover, and participation fatigue increasing long-term burnout vulnerability.
Describes prolonged local responsibility and external disengagement, implying sustained strain but no burnout metrics.
Example of blue-skies capacity building through bilingual, practical emergency training for local volunteers.
Site visits and meetings build relationships and enable partners to train and formalize volunteer roles.
Argues sustaining trusted partners in peacetime builds leadership capacity and volunteer availability during crises.
Emphasizes training during calm periods to ensure local volunteer availability and leadership continuity.
Identifies relationships and trust as core human capital to spread and sustain through blue-skies engagement.
Identifies small, portable pre-positioned equipment to sustain communications for residents during outages.
Describes establishing geographically distributed resiliency hubs used before disasters to improve access and equity.

Specifies pre-staging communication equipment at designated resiliency hubs to maintain EOC connectivity.
Emphasizes keeping partner sites active in blue skies so they're trusted and usable during crises.
Describes formal hub designation and facility hardening initiatives to equip sites during blue skies.
Use routine attendance at local coordination meetings to share messaging and resources pre‐event.
Sustain routine partner communication to disseminate CAP messages and maintain readiness before crises.
Produce bilingual materials and social marketing to reach non‐English speakers proactively.
Create simple, tangible flyers to increase public recognition of CAP roles before disasters.
Consolidate messaging across agencies to reduce duplicate requests and improve public clarity.
Maintain proactive outreach during non‐emergency times to build familiarity and trust.
Recommend formal COAD integration to normalize CAP roles and align partner responsibilities pre-disaster.
Pre-positioned equipment funding increases partner capacity, maintenance and evaluation needs must be planned.
Grant-funded materials support inclusive preparedness; data collection and evaluation should track reach and effectiveness.
Distributing preparedness materials directly aids vulnerable residents and supplements local infrastructure during disasters.
Pre‐positioned generators and refrigeration enhance partner storage and operational capacity during emergencies.

Tangible outreach materials make pre‑positioned partners and sites recognizable during disasters, improving access.
Offering shared office space and local hubs spreads operational infrastructure and supports coordinated disaster response.
Distributed church locations can host pre‑positioned assets and serve as community distribution hubs during disasters.
Recommends embedding CAP into established community structures to decentralize services through trusted partner sites.
Shows embedding preparedness materials into regular partner programs to reach residents through trusted local settings.
Identifies resilience hubs as distributed, trusted sites to deliver services to vulnerable populations during disasters.
Advocates using churches as geographically distributed, trusted sites to stage services and reach neighborhood residents.
Funding and supplies strengthen partner capacity to maintain services during disasters.
Bilingual materials integrated into regular programming spread preparedness to non‑English speakers effectively.
Pre‑staging communications equipment at partner sites preserves connectivity and spreads operational capability.
Offering shared office space and co‑location spreads program functions and enables partner coordination locally.
Human relationships, trust, and physical sites constitute spreadable infrastructure for reliable early disaster response.

Leveraging churches as distributed hubs spreads resources and improves local access during disasters.

Funding supplies builds local partner capacity for volunteer operations, bilingual outreach, and technology readiness.

Advocates embedding CAP within existing community leadership to build trust and sustain program adoption.

Recommends formal inclusion of community leaders and continuous communication to ensure equitable program dissemination.

Uses bilingual materials and trainings to build trust and include diverse community leadership in preparedness.

Frames program as community-driven, emphasizing local leadership inclusion and collaborative problemâ€'solving for spreading components.

Encourages pre-disaster networking and formal inclusion of partners into COAD to institutionalize leadership engagement.

Supports empowering local agencies and making CAP partners visible to include leaders and spread program components.

Prioritize sustained partner communication and leader inclusion to institutionalize operational SOPs and coordination.

Preâ€'positioned equipment like refrigerators strengthens partners' operational capacity during disasters.

Grant-funded bilingual materials and class integration institutionalize preparedness across partner programming.

Spread multi-service resilience hubs to deliver diverse supports across neighborhoods during disasters.