

# Neighborhood Captain Network Expectations

*This document outlines the expectations within Altogether's Neighborhood Captain network—**what Altogether expects of captains, and what captains can expect from Altogether.***

## Overview

### The Spirit of These Expectations

These expectations are intended to set a baseline for how we operate as an organization. They are grounded in what Altogether believes is needed to keep neighbors connected, build community, share information and resources, and help people in their recovery.

**They are intended to create a flexible shared understanding, not a rigid rubric.** If a captain is fulfilling most of these expectations and meeting them in spirit, that is enough to be a successful Neighborhood Captain.

### Sharing Responsibility

**Captains don't have to do everything alone.** To meet these expectations, we encourage collaboration and delegation to other people in your zone—whether they are official co-captains or neighbors who care. We also encourage captains across different zones to share the load in creative ways that work for them.

While Neighborhood Captains are ultimately responsible for making sure these expectations are met in their zones, your neighbors, fellow captains, and Altogether organizers can help. We estimate that captains will spend between 10-20 hours per month fulfilling these responsibilities (lower with delegation and collaboration!).

### What Altogether Provides

Altogether gives Neighborhood Captains the tools, resources, and connections they need to support their neighbors and stay informed about Altadena's recovery. **In addition to the detailed supports outlined later in this document, Altogether provides captains with the following:**

- Access to a network of local leaders and wildfire survivors who share knowledge, resources, and support.
- Exclusive gatherings and special opportunities for Neighborhood Captains.
- A recognized leadership role in Altadena's recovery and rebuilding efforts.
- Perks not available to individuals such as grants from partner organizations, tax deductible status for material donations, or special deals.
- Direct access to information and decision-makers, including opportunities to interface with government officials and recovery leaders.

## Community Agreements

We ask that every Neighborhood Captain agrees to abide by these commitments about how we show up for our neighbors and for each other.

1. Treat everyone with respect and compassion.
2. Share information and resources openly with your neighbors unless they've directly asked you not to.
3. Be there for all your neighbors, even if you disagree on specific issues or topics.
4. Make a good faith effort to represent your whole neighborhood, not just your personal views or preferred outcomes.
5. Share accurate, timely information and avoid spreading rumors or unverified claims. Do the due diligence to be able to stand behind what you share.
6. Speak for yourself. Don't speak on behalf of Altagether or other Neighborhood Captains without explicit permission—whether to the press, online, or out in the community.
7. When disagreements arise, model patience and respectfulness.
8. Acknowledge and respect different recovery paths. Whether someone chooses to rebuild, relocate, or sell, treat their decisions with grace, understanding, and without judgment.

## The Expectations:

| Area                         | Expectations of Neighborhood Captains                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Expectations of Altagether                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <b>Outreach to Neighbors</b> | <p><i>We recognize that reaching out to everyone in the zone can be challenging—but it is the heart of the Neighborhood Captain role.</i></p> <p>Captains are expected to try to make contact with every address in their zone in a timely manner upon joining the program.</p> <p>Captains are expected to periodically continue outreach to addresses they've been unable to reach, using a variety of methods, and not giving up unless a neighbor has asked to be left alone.</p> <p>For addresses for which Altagether has not provided accurate contact info, captains will make a good faith effort to make contact themselves.</p> <p>Captains are asked to record their efforts in the Zone Dashboard.</p> | <p><b>Altagether provides:</b></p> <ul style="list-style-type: none"><li>• Access to a Zone Dashboard containing neighborhood data, contact information, maps, and tools for tracking outreach and recovery</li><li>• Tools and templates to ease outreach including call scripts, <a href="#">planning templates</a>, and examples from other captains.</li><li>• Reimbursement for printing and mailings.</li><li>• Suggested methods for finding missing contact info</li><li>• Quarterly convenings for captains to do outreach to their zones in a group setting</li><li>• Working relationships with other community organizations to fill gaps and support outreach</li></ul> |

| Area                        | Expectations of Neighborhood Captains                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Expectations of Altatgether                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| <b>Supporting Neighbors</b> | <p>Captains are expected to make themselves accessible and approachable to their neighbors: share your contact information and make it clear that you're available for questions, guidance, and support.</p> <p>Captains are expected to support their neighbors by fielding questions and helping them connect with recovery resources, including case management options when needed.</p> <p>Captains are NOT expected to be case managers themselves, to know the answer to every question, or to know about every available resource.</p> <p>When they don't know how to help, captains are expected to bring questions to the broader captain network and to Altatgether organizers.</p> | <ul style="list-style-type: none"> <li>• Greater visibility in your neighborhood through Altatgether's public map, which helps residents find and connect with their captain.</li> <li>• A commitment to acknowledge and follow up on issues raised by captains in a timely way with the captain directly and the entire network if pertinent</li> <li>• A dedicated <i>Quick Questions</i> WhatsApp group where captains can seek and give support to each other.</li> <li>• Dedicated time during Neighborhood Captain meetings for crowd-sourcing answers, if necessary.</li> <li>• An online Neighborhood Captain Directory that makes it easy to find captains with specific expertise or experience</li> </ul> |
| <b>Hosting Events</b>       | <p><i>Creating opportunities for neighbors to connect socially, face-to-face, is crucial for the recovery of our community.</i></p> <p>Captains are expected to help organize at least two events per year in their zone.</p> <p>Events can take many forms and don't have to be overly ambitious. <i>The sole qualifier is that an invitation is extended to everyone in your zone.</i></p> <p><b>Examples include:</b></p> <p><i>Light Lift:</i> An invitation to join in on a community event you are attending</p> <p><i>Medium Lift:</i> Framing party, a casual coffee or happy hour meetup</p>                                                                                         | <p><b>Altatgether provides:</b></p> <ul style="list-style-type: none"> <li>• Event planning templates and ideas</li> <li>• Reimbursement for food and supplies</li> <li>• Visibility into what other zones have done so captains can seek advice, inspiration, or support</li> <li>• Potential broader support for ambitious events (organizing help, additional money, community connections, etc.)</li> </ul>                                                                                                                                                                                                                                                                                                      |

| Area                                                                 | Expectations of Neighborhood Captains                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Expectations of Altgether                                                                                                                                                                                                                                                                                                                                                                   |
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|                                                                      | <p><i>Heavy Lift:</i> Block party, holiday gathering</p> <p>Events can be co-hosted with other captains, or in concert with neighbors who are not captains.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                             |
| <p><b>Sharing Information with Neighbors</b></p>                     | <p><i>Even if your communication feels one-way, trust that consistent communication is valued by your neighbors and keeps people informed and connected.</i></p> <p>Captains are expected to maintain an active communication channel with their zone, selecting a core format that works for them but remembering that different people communicate differently and it will sometimes be necessary to go outside one's comfort zone to reach all neighbors. (For example, calling a neighbor who doesn't have a smart phone).</p> <p><b>Options include:</b></p> <ul style="list-style-type: none"> <li>• Maintaining a Facebook group, WhatsApp channel, or active email list.</li> <li>• Forwarding the Altgether newsletter</li> <li>• Sending their own newsletter</li> <li>• Hosting regular meetings or calls</li> </ul> | <p><b>Altgether provides:</b></p> <ul style="list-style-type: none"> <li>• A Newsletter published every two weeks containing recovery updates, events, opportunities, and more</li> <li>• An optional Newsletter Builder tool captains can use to create a custom newsletter with zone-specific updates</li> <li>• A shared Zoom account which can be used to host zone meetings</li> </ul> |
| <p><b>Staying Informed of Altgether's Twice-Monthly Meetings</b></p> | <p>Captains are expected to stay informed of what happens in our meetings, either by attending them, reading the recap email, or watching the recording.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p><b>Altgether provides:</b></p> <ul style="list-style-type: none"> <li>• Two 60-minute virtual meetings each month</li> <li>• A written recap and video recording for every meeting, shared the following day</li> <li>• A meeting calendar with advance notice of all meeting dates, plus day-of reminders to attend</li> </ul>                                                          |