Speaker 1 ([00:00](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=0.24)):

This is a wildland fire, but really it burned up the Greenway. That is a trans… as a made its way through the valley, it's really turned into an urban fire and the damage of that urban area that you're going to see was pretty extreme. We'd assessed 3,618 of structures as part of this fire. And out of that number 2,491 residential structures were destroyed. 124 were damaged. So basically with the with the way this fire moved, if it caught on fire at all, it was completely destroyed. 170 commercial structures were destroyed and 24 were damaged.

Speaker 2 ([00:43](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=43.61)):

John Vial is the Emergency Operations Center director for Jackson County, Oregon. What he's doing is giving a driving tour of Phoenix and Talent, two towns near Medford in the southern part of the state that were damaged by fires fueled by straight-line winds. Similar fires have burned throughout the western United States, but Oregon burned. It burned. This disaster was so severe and unexpected that it attracted an in-person visit from FEMA Administrator, Pete Gaynor.

Speaker 3 ([01:11](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=71.24)):

One of the things I want to ask first is, you know, my role as the FEMA Administrator is to make sure that we get disaster assistance into the hands of disaster survivors. And so what I'm going to give out is a 1-800 number. 1-800-621-3362. If you were a victim of, or a survivor of the wildfire we ask you to register with FEMA so we can get to you disaster assistance. You can always also go online to a disasterassistance.gov to register. So if you do one of those two things, we want to know who you are. We want you to register and therefore you are eligible for federal assistance. If you don't do that, it makes us getting that critical disaster assistance to you that much harder.

Speaker 2 ([02:01](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=121.31)):

I'm David L Yost, and this is the FEMA podcast.

Speaker 3 ([02:10](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=130.85)):

We visited Phoenix and Talent today. And again, truly devastated. FEMA is here. The president and the Administration in record time on both the emergency declaration and the major declaration. Less than 24 hours for the latter. Approved a major disaster for Oregon, again in record time, less than 24 hours. So I want to thank the Administration, the President, for his quick work. Recovery works best when it's locally executed, state managed and federally supported. Our role in recovery is to support mayors and town managers and the state of Oregon with their plan of recovery. Our role is to bring to bear federal assistance, not only from FEMA, but from across federal government and from our private partners, our NGOs to make a difference for disaster survivors. It is never fast enough.

Speaker 3 ([03:08](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=188.68)):

Recovery is never fast enough. It's never fast enough for the survivors. It's not fast enough for me. And it's not fast enough for my state and local partners and I understand that. But we must work together to kind of solve some of these problems that we see out there. One of the things I asked everyone to do is to over-communicate. Don't assume someone is doing it just because you haven't heard, don't assume that it's happening. We must over-communicate about what's going on and keep people informed. It is critical in disaster. And just to make it clear about our role here, you know, we are supporting the local, county, state plan for recovery. We are not bringing the federal solution down to the local level. We are here to make sure because every city, town, county is unique and we want to make sure we support that uniqueness. And again, I appreciate all the support from everyone's here today. Senator Ron Wyden, Senator Jeff Merkley, Representative Greg Walden, and our chairman Peter DeFazio for being out here today and being with us to make sure that we hear from mayors and senators and congressmen about what Oregon needs to, again, get back to the new normal.

Speaker 2 ([04:29](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=269.04)):

A presidential declaration for a major disaster that includes individual assistance, means that FEMA can help be part of that process to get to normal. It means a lot of work goes into contacting people who have lost their homes. People that may be staying anywhere in Oregon or in neighboring states.

Speaker 4 ([04:45](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=285.84)):

It's easier to do it in person. It's more difficult to try to call a 1-800 number and get registered through the one 1-800 number. It's easier to do it in person. The survivors are usually more comfortable.

Speaker 2 ([05:02](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=302.52)):

Margarita Ramirez, who works as representative with Disaster Survivors Assistance, is in Oregon for the first time. She lives in Puerto Rico and Spanish is her first language, something that is important as a number of survivors in southern Oregon are Spanish speakers. Along with COVID-19, the language barrier has made interacting with survivors difficult.

Speaker 4 ([05:22](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=322.32)):

We focus on trying to get everyone registered for possible assistance and to answer questions or conduct inquiries or updates of the cases once they have registered.

Speaker 2 ([05:32](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=332.91)):

To apply, is it easier for somebody that speaks Spanish to go through like the app or the phone number? Or is it easier for them to talk to you?

Speaker 4 ([05:45](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=345.81)):

Depending on the person? Some people will be, will feel comfortable by registering themselves through the website. The information is also in a Spanish available on disasterassistance.gov. It can also be disasterassistance.gov in Spanish. So the application will be in Spanish for them. But it depends on the degree of computer literacy the survivor will have. And sometimes elders will prefer to have face-to-face contact. They can also call the 1-800 number and there's helpline representative that will speak two languages. But some are, if they reach someone that their first language is not Spanish, they can get a translator as well over the phone. And the only things that I have heard is that sometimes it takes longer using our translators or that it translator might not be exactly translating what the individuals are saying. But we give them options of how they want to go about registering, so they can choose. And if we are out there in the field available for them, that's going to be a better way of another option for them to take, to get registered if they prefer to do it face-to-face.

Speaker 2 ([07:06](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=426.79)):

So most of…you can still register. Do you still register people in English?

Speaker 4:

Yes!

Speaker 2:

The people that are affected in like Talent and Phoenix, have most of those people been Spanish speakers or English speakers?

Speaker 4 ([07:17](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=437.44)):

I will say we have both. Here in Harry’s and David's they might have a larger employees that are with limited English proficient or Spanish speakers. But we have had them all around Oregon.

Speaker 2 ([07:35](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=455.5)):

Is there a major concern from your Spanish speaking clients that you've heard like repetitively? I mean, what are the things that are concerning to them? What’s bothering them about the application process?

Speaker 4 ([07:48](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=468.91)):

We have a lot of people now that are also worried about the debris removal and because landlords they usually rent out a lot, even though they own the properties. So because they're renting the lots and the owners of this land needs to fix it in order to be able to have it ready, available, to be able to have an income, they are requesting individuals to, they are probably cleaning up the debris themselves. And they're going to ask the individuals to pay for the debris removal cost, which they probably can avoid if they wait for the state and for FEMA to follow all through the process and get the debris removed by the funds provided by Public Assistance.

Speaker 2 ([09:42](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=582.56)):

Before this, we were kind of chatting about why you do this. So my question is, why do you do this?

Speaker 4 ([09:49](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=589.13)):

I personally do this because I love helping people. And I find this a very useful way of investing my time, because I am helping people and it is a job. So I also get paid for it. So I really enjoy helping people a lot. It makes me happy at the end of the day, to be able to do something valuable with my time.

Speaker 2 ([10:16](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=616.13)):

Is there anything else you wanted to add? Anything else you wanted to say? You can reply in either English or Spanish. Anything you want to say in Spanish, maybe I should ask?

Speaker 4 ([10:27](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=627.23)):

If someone had damages, please try to register with FEMA for possible assistance. If it is not possible for FEMA to help you, we might be able to refer you to other agencies that might be able to assist you. Going through the disaster is nothing easy. Fires are even worse because everything is lost. Other types of disasters, you might still have some things that you can rescue from your home damage. So please register with FEMA. The worst thing that can happen is that we say no, but at least you try and knock on each door that is available to try to get assistance because recovering is long process, difficult and emotionally exhausting. So please try to get the assistance that you deserve. And if you have questions or concerns, ask us. We'll try to guide you to the best of our knowledge. And in Spanish... [Spanish language] Going back to English, if someone has been denied for FEMA assistance, it would be good if you consult with FEMA. What was the reason for it and read the letters that we send, explaining the reason for it. Because most of the time, it's just a document that we need to have in file in order to continue reviewing your case for the assistance. So please, if you have questions or concerns, give us a call. We are available by phone at 1-800-621-3362 and we are also deployed physically to different locations in Oregon.

Speaker 2 ([13:23](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=803.73)):

It's not lost on anyone in FEMA or Jackson County, or the state of Oregon, the difficulties facing specific populations. Disasters don't discriminate, but the impact is different for everyone. A whole community response, as encouraged by FEMA, helps focus resources where they are needed. These towns that burn know what they need to recover. FEMA is a part of the federal support network, the federal family as it can be called. As Vial continue the tour of Talent and Phoenix, the need for a whole community response was obvious.

Speaker 1 ([13:50](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=830.7)):

One thing you'll note, as we go through here you'll see numerous mobile home parks that have been destroyed. That is the biggest impact that we have from this. Approximately two thirds of all the structures lost in this were from mobile home parks and that is a huge problem for this valley. The parts that were destroyed constitutes probably the bulk of the low-income housing that we have in this area. And this impacted the Latinx community, the elderly community and the disabled community very disproportionately. Those populations were hit very hard and those populations are struggling a lot. Much of the affordable housing in this valley has been lost because we lost so many of these manufactured parks. On the left-hand side is an example of a one of 18 trailer parks. This is the Talent Mobile Estates.

Speaker 1 ([14:48](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=888.16)):

This is an older trailer park that had a lot of low income people, a lot of elderly people in it. On the right hand side, and it goes for quite some distance, is a whole series of apartment buildings, single family residential apartment buildings, and duplexes, triplexes, and some multifamily housing. You can see the trailer park on the left is a complete loss. There's a few here at the very south end that did survive and lots of severe damage throughout both sides. And were going to turn right here on Talent Avenue, and as we go through Talent Avenue, you'll see significant damage all along from Talent Avenue, all the way to Highway 99 and then all the way to Interstate 5. And so the fire went through this very large swath and burned everything. Basically between Talent Avenue and Interstate 5 was impacted.

Speaker 1 ([15:43](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=943.04)):

One thing I note about this fire that was so difficult is with the greenway and the high winds, this fire would jump ahead. Sometimes up to a mile at a time. Or the winds would carry the embers that would start new fires and the fires that were moving house-to-house and trailer park to trailer park and trailer to trailer, structure to structure: those were well behind the fire. So when you had was this situation where firefighters had to go in the middle of the fire to fight fire. And you kind of picture a regular fire where you have a fire front and you're trying to fight the fire on the front. On this one, you're fighting it in the middle of the fire cause they're trying to put the structures out. And those are kind of moving at a pace slower than the wildland fires moving forward. On the right hand side here was quite a bit of a multifamily housing that was lost through this fire. As I noted, the cruelest part of this fire is the disproportional impact that it had on the lower income and the affordable housing in our area. It was especially cruel to that population, the Latinx community.

Speaker 2 ([16:53](https://www.temi.com/editor/t/gJ5Wc7rBn061n9t9freUJifBa9rdWeOQMnJEWmcVFtv7rfs774aUGiTBEa0DnFL0R1nT0x8WK7CTlxMLgeMJX321yGE?loadFrom=DocumentDeeplink&ts=1013.56)):

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