A World Apart, Next Door: Lessons for Culturally-Competent Disaster Response from Staten Island after Hurricane Sandy

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Key Cultural Characteristics

**ECONOMY**
- Cash economy
- Poor building code compliance
- Shoreline environment

**SOCIAL ORGANIZATION**
- Ambivalent relationship with government and agencies
- Low experience of safety net programs

**BELIEFS**
- Perception of middle-class status
- Centrality of homes/houses to identity
“Someone who did nothing, waited around for handouts, took no initiative to make themselves more resilient…

[the process] cut off a lot of people who could really benefit from [federal] resources.”

- Disaster case manager associated with FEMA