

Interim Performance Report

Grant Award: HQ0034-11-1-0004
CLIN 4

Period: 1 January – 31 March 2012

Recipient: American Red Cross National Headquarters
Service to the Armed Forces
2025 E Street NW
Washington, DC 20006-5009

1. Objectives and Need for Assistance

The objectives of the American Red Cross in requesting financial assistance are:

- A. To enhance and expand Red Cross services in support of military members and their families on military installations, worldwide;
- B. To enhance Red Cross services in conjunction with initiatives launched by the Department of Defense in support of military families and veterans;
- C. To ensure no degradation in the delivery of services to the Armed Forces.

2. Results or Benefits Expected

During these challenging times, the Department of Defense has called on the American Red Cross to partner with them in order to provide additional support services to military families around the world.

This grant is being used to defray costs of and enhance the American Red Cross emergency communications services between service members and their families, support the work of Red Cross personnel providing services to deployed troops, continue and enhance installation services at both domestic and overseas locations, and provide guidance and program support to Red Cross offices providing services to military families in their local communities.

3. Quarterly Performance

Installation-based Services for Military Members and their Families

American Red Cross offices on military installations around the world continue to find innovative ways of supporting military members and their families.

- The station office in Naples, Italy continues to support the USN Hospital by providing the Pediatrics CPR course taught for the Hospital's pre-natal program. They have incorporated the course to help the hospital ensure that their new parents are fully prepared to take on the roll of parenting. Active duty service members and their spouses who are expecting a child are enrolled in different classes each trimester; during the third trimester, the future parents are offered Infant CPR free of charge.
- At Kunsan Airbase in Korea, the station assisted the Sexual Assault Response Coordinator (SARC) with purchasing and assembling sexual assault victim kits. These kits include toiletries and clothing, and are available for both men and women. Items were purchased in February, and in March, a total of 19 kits were assembled.

Deployment Sites

The American Red Cross deploys staff members in support of Operation Enduring Freedom and Operation New Dawn to Bagram Air Base (Afghanistan), Camp Arifjan (Kuwait), and Camp Lemonnier (Djibouti, Africa). During the reporting period, these 9 staff members:

- Delivered 4,498 Emergency Communications Messages to deployed service members;

- Received 12,717 visitors to their offices. Visitors frequently took advantage of a variety of canteen services, including movie libraries, television lounges, (some with video game systems) and coffee and snacks.
- The Red Cross office at Camp Lemonnier, Djibouti continues to provide Health and Safety courses at no cost to deployed service members. During the reporting period, 36 courses were held for 159 participants.

Call Center Emergency Communications Services

In June 2011, the American Red Cross implemented a new Call Center model to provide more efficient emergency communications services to military members and their families. This model consists of one call center with four geographically dispersed locations, providing intake, verification, and message delivery services worldwide (with the exception of deployment sites supporting Operations Enduring Freedom and Operation New Dawn in Afghanistan, Kuwait, and Djibouti, Africa, described above).

During this reporting period, the Call Center reported the following activity:

- 32,525 cases initiated;
- \$1,518,318 in financial assistance provided to 1408 individuals;
- 101 cases were initiated, upon the request of a friend or family member, to prevent a suicide.

State-based Support for Community-Based Military Members and Their Families

Across the nation, 15 State managers assist the chapters within their jurisdictions with providing core SAF services. During the reporting period, state managers provided support to the Emergency Communications system by fielding Quality Assurance questions from chapters in their states, as well as assisting chapters with establishing structures for providing Follow-up services to Emergency Communications clients.

4. Budget vs. Actual Results

Of the total program budget of \$24 million dollars, approximately 56% remains unspent through the reporting period ending March 31, 2011.

**DOD Quarterly Report
Reporting Activity from September 20th, 2011 through March 31st, 2012
CLIN4 Summary**

(b)(4)	Total Grant (b)(4)	(b)(4)
	24,000,000	

(b)(4)



(b)(6)



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Date

American Red Cross