

Interim Performance Report

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

Period 20 September – 31 December 2011

Recipient: The American National Red Cross
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 provide essential American Red Cross emergency services to military members and their families wherever they are assigned, around the world;
- 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 will be used to defray the costs of and enhance the American Red Cross emergency communication 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 delivering services to military members and their families.

- At RAF Lakenheath, United Kingdom, the station offer several programs for military families who live on the installation. In October and November, Infant and Child CPR classes were offered at no cost to a total of 20 military family members. The station also hosted "Mind the Gap" potlucks on November 16th and December 14th, as meet-and-greet events for pregnant airmen and spouses of deployed or geographically separated airmen. A Healthy Pregnancy, Healthy Baby course was held for 13 participants on 19 November.
- The station office in Kunsan, Korea partnered with their local exchange, Health and Wellness Center, TriCare, and the base Retiree office to co-sponsor the base Retiree Activity Day on September 24th. Station staff and volunteers provided information about local Red Cross services, information sheets on what to do in an emergency and a thank-you letter to retirees and their spouses or widows.

- In Guantanamo Bay, Cuba, the American Red Cross coordinated a local Bike-O-Rama. One Red Cross paid staff member and 42 Red Cross volunteers worked with the local Spouse's Club, Base Safety Office, Navy Seabees, and MWR to ensure that local bicycles and riders were safe and properly equipped, and facilitated races and other events. Over one hundred individuals participated.
- Every month, the station at Fort Hood, Texas supports deploying service members manifested on departing flights. Red Cross personnel distribute Starbucks coffee, candy, magazines and books to those waiting at the terminals for their departure. In October and November, 2,556 soldiers on fifteen separate manifests were supported through this program.

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 13,862 Emergency Communications Messages to deployed service members;
- Received 20,159 visitors to their offices. Visitors frequently took advantage of a variety of canteen services, including movie libraries, television lounges (some with video game systems, coffee, and snacks.)

The Red Cross office at Camp Lemonnier in Djibouti opened on 26 September and is providing Health and Safety courses to deployed service members at no cost and delivering Emergency Communications Messages. Through the end of the reporting period, 88 individuals participated in 16 CPR and First Aid courses.

Call Center Emergency Communications Services

In June 2011, SAF Emergency Communications services were consolidated into a single call center environment, providing military members and their families the ability to access these services through the use of a single telephone number 877-272-7337 (U.S. Toll Free) regardless of where they live. The new business 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 in Item 4).

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

- 34,821 cases initiated;
- 127,675 incoming and 180,219 outgoing calls;
- \$1,964,178 in financial assistance provided to 1,969 individuals;
- 116 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 Program Support 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 76% remains unspent through the reporting period ending December 31, 2011.

DOD Quarterly Report
Reporting Activity from September 20th, 2011 through December 31, 2011
CLIN4 Summary

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

(b)(4)

(b)(6)

30 JAN 12
Date

Service to the Armed Forces
American Red Cross