

Interim Performance Report

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

Period 1 October – 31 December 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.

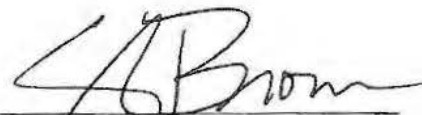
This grant is being used to defray costs of and enhance the American Red Cross emergency communications services between service members and their families, support the work of Red Cross personnel providing services to deployed troops, continue and enhance installation services at both domestic and overseas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

3. Quarterly Performance

Programmatic expenses previously associated with CLIN4 funding were paid this quarter from CLIN5. The remaining funds in CLIN4 will be utilized toward community-based military programs, with expenditures to begin during the next reporting period.

4. Budget vs. Actual Results

Of the total program budget of \$24 million dollars, approximately 18% remains unspent through the reporting period ending December 31st, 2012.


Sherri L. Brown
Senior Vice President
Service to the Armed Forces
American Red Cross

31 JAN 13
Date

Interim Performance Report

Grant Award: HQ0034-11-1-0004
CLIN 5

Period 1 September – 31 December 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 and enhance the American Red Cross emergency communications services between family members and service members on domestic and overseas military assignments, 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 service to military families in their communities.

3. Quarterly Performance

State-level Support for Community-based Military Members and their Families

Working closely with our Yellow Ribbon Reintegration Program (YRRP) partners, state managers coordinated resiliency and reintegration education for service members, veterans and their families. They also supported continuing efforts to build capacity for delivering Services to the Armed Forces through the Red Cross chapter network.

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. During this reporting period, American Red Cross staff:

- Distributed over 9,500 items to patients in military medical facilities and to Warrior in Transition Units;
- Coordinated therapy programs for over 1,500 patients;
- Recruited over 600 new volunteers.

In addition to programs conducted at military installations worldwide, each installation-based office also conducts locally-developed programs to meet their community's unique needs. Examples during this quarter include the following:

- Staff at Vicenza Italy assist new military parents through the distribution of baby bundles and with birth registration. For each new baby, parents are eligible to receive a collection of donated supplies, including diapers, washcloths, burp cloth, a onesie, socks, pacifier and wipes, wrapped in a receiving blanket. Because all births within Italy must be registered with the Italian government, 12 volunteers assist new parents with

completing the necessary forms and delivering them to the appropriate agency. From October through December, 38 military families were assisted with bundles and registration.

- Throughout the quarter, at Joint Base Lewis-McChord Washington's Madigan Army Medical Center, volunteers distributed items through their Fruit and Book Carts, as well as providing pet therapy through their canine visitation program. From October through December, the fruit cart had over 250 clients; nearly 700 patients and family members received books, and there were over 500 visits by therapy dogs.

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 8 employees:

- Delivered over 3,400 Emergency Communications Messages to deployed service members.
- Received over 7,200 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, 54 courses were held for 370 participants.

Call Center Emergency Communications Services

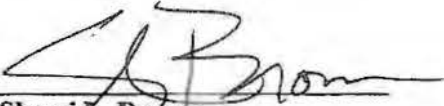
In June 2011, the American Red Cross implemented a new Call Center model to provide more efficient emergency communications services to military members and their families. This model consists of one call center with four geographically dispersed locations, providing intake, verification, and message delivery services worldwide (with the exception of deployment sites supporting Operation 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:

- More than 29,000 cases initiated;
- \$1.5 million in financial assistance provided to over 1,200 individuals;
- 97 cases were initiated, upon the request of a friend or family member, to prevent a suicide.

4. Budget

Of the total program budget of \$24 million dollars, approximately 74% remains unspent through the reporting period ending December 31, 2012.


Sherri L. Brown
Senior Vice President
Service to the Armed Forces
American Red Cross

31 JAN 13
Date

Interim Performance Report

Grant Award: HQ0034-11-1-0004
CLIN 0001 (formerly referred to as CLIN4)

Period 1 January – 31 March 2013

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 and veteran families in their local communities.

3. Quarterly Performance

Community-based Services for Military and Veteran Families

88 American Red Cross Regional Chapters are participating in the FY13 grant program. Those receiving funds reported the following activity for the reporting period:

- *Get to Know Us Before you Need Us* and other Red Cross Briefs: nearly 500 briefings were conducted for 34,800 military members and over 9,300 family members;
- Over 230 Support/Educational meetings were hosted, for 8,500 individuals;
- Over 190 Community Partner meetings were hosted;
- Nearly 32,000 items were distributed at VA Medical Centers
- Post-deployment briefings provided to 22,500 service members and family members.

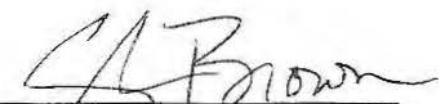
Many community-based military members (such as National Guard and Reserve) and veterans have difficulty obtaining military social services close to home. The American Red Cross is working to fill the gap by increasing knowledge about programs and services through a variety of venues and innovative means. These are a few examples of activities during this reporting period:

- In March 2013, the Evansville Region participated in the WorkForce Vet Expo in Terre Haute, Indiana. They answered questions from veterans and distributed Veterans Resource Guides to the 800 attendees.

- On February 7th, 2013, the East Tennessee Military Affairs Council was held at the Chamber of Commerce in Knoxville, Tennessee. 65 attendees received a briefing about American Red Cross services available in the local area.
- In January and February 2013, the Sacramento Region partnered with the River City Blue Star Moms to help put together care packages for troops overseas. During January, donated items were collected at the American Red Cross office in Sacramento. On February 2nd, American Red Cross volunteers and their Blue Star partners sorted and combined the items into 100 care packages which were then prepared for overseas shipment.

4. Budget vs. Actual Results

Of the total program budget of \$24 million, approximately 14% remains unspent through the reporting period ending March 31st, 2013.



Sherri L. Brown
Senior Vice President
Service to the Armed Forces
American Red Cross

1 MAY 13

Date

Interim Performance Report

Grant Award: HQ0034-11-1-0004
CLIN 1001 (formerly referred to as CLIN5)

Period 1 January – 31 March 2013

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 and enhance the American Red Cross emergency communications services between family members and service members on domestic and overseas military assignments, 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 service to military and veteran families in their communities.

3. Quarterly Performance

State-level Support for Community-based Military Members and their Families

State managers expanded offerings of resiliency and reintegration education for service members, veterans and their families. Additionally, the managers reviewed proposals from regional offices for funding for hospital programs and other programs. They also supported continuing efforts to build capacity for delivering Services to the Armed Forces through the Red Cross chapter network.

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. During this reporting period, American Red Cross staff:

- Distributed over 15,600 items to patients in military medical facilities and to Warrior Transition Units;
- Coordinated therapy programs for over 1,900 patients;
- Recruited over 800 new volunteers.

In addition to programs conducted at military installations worldwide, each installation-based office also conducts locally-developed programs to meet their community's unique needs. Examples during this quarter include the following:

- In February 2013, staff at the Fort Bragg American Red Cross office were invited to assist transitioning, wounded, ill or injured service members during the Chamber of Commerce "Hire our Heroes" event. The 20 attendees and their spouses were provided information about career opportunities with the American Red Cross, and were able to participate in mock interviews to sharpen their skills.
- At Camp Foster in Okinawa Japan, the American Red Cross worked with the New Parent support group on their "Ages and Stages" event. After attending several planning meetings, Red Cross staff assisted with a full day event on Saturday March 23rd. At the event, staff worked with children to develop their own typhoon readiness kits and demonstrated CPR to over 300 participants.

Deployment Sites

American Red Cross staff members deploy 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 8 employees:

- Delivered over 3,200 Emergency Communications Messages to deployed service members.
- Received over 6,300 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, 40 courses were held for 325 participants.

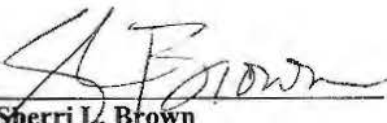
Emergency Communications Services

During this reporting period, the Emergency Communications Center reported the following activity:

- More than 31,000 cases initiated;
- Over \$1.5 million in financial assistance provided to over 1,200 individuals on behalf of the military aid societies;
- 94 cases were initiated, upon the request of a friend or family member, to prevent a suicide.

4. Budget

Of the total program budget of \$24 million dollars, approximately 18% remains unspent through the reporting period ending March 31st, 2013 .


 Sherri L. Brown
 Senior Vice President
 Service to the Armed Forces
 American Red Cross

1 MAY 13
 Date

Interim Performance Report

Grant Award: HQ0034-08-1-0021
CLIN 3

Period: 1 March 2013 – 31 May 2013

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 conjunction with initiatives launched by the Department of Defense in support of military families and veterans;
- B. To provide essential American Red Cross emergency services to military members and their families wherever they are assigned, around the world;
- 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 and enhance the American Red Cross emergency communications services between service members and their families, continue and enhance the American Red Cross services on domestic and overseas military installations and support the work of American Red Cross chapters across the country to ensure that service members, their families, and veterans receive needed support and services.

3. Quarterly Performance

During this reporting period, the funds under CLIN3 were used for the following purposes:

Community-Based Programs for Military Families and Veterans Hospitals

Chapters have focused on building community support for military families with programs targeted at the periods before, during and after a service member's deployment. During the reporting period the American Red Cross provided the following family support activities:


- *Get to Know Us Before you Need Us* and other Red Cross briefs: 1079 briefings were conducted for 57,965 service members and 20,639 family members;
- 504 Support/Educational meetings were hosted, attended by 15,472 individuals;
- 411 Community Partner meetings were hosted;
- 7 Employment Development programs were hosted, providing helpful resources to 2,054 veterans and 317 family members.

Many community-based military members, such as National Guard and Reserves, as well as veterans have trouble obtaining military social services close to home. The American Red Cross is working to fill the gap by providing programs such as the following:

- In Mississippi, the Biloxi Chapter participated in Child Pride Day on April 20, 2013 at Kessler AFB. Over 800 military and family members attended the event and the American Red Cross provided an information booth with outreach materials regarding American Red Cross services to the Armed Forces, as well as Disaster Preparedness. Chapter volunteers attended the event from 8 A.M. to 4 P.M. and provided "Get to Know Us before you Need Us" briefings to approximately 286 family members.
- In April, the Denver, Colorado Chapter partnered with the Colorado Oil and Gas Association to provide an "Adopt a Service Member" event. For this event, volunteers collected items for customized care packages. They then met at the Red Cross to assemble the care packages. This event led to 132 service members being "adopted."
- The Greater Kansas City Chapter attended a Memorial Day event at Liberty Memorial. 8 volunteer staff members provided canteen services and personal hygiene supplies to approximately 300 veterans.

4. Budget

The total program budget of \$22.1M has been expended through the reporting period ending May 31, 2013. The American Red Cross will submit the final Performance Report for Grant HQ0034-08-1-0021 CLINs 1, 2 and 3 no later than September 30, 2013.


 Sherri L. Brown
 Senior Vice President
 Service to the Armed Forces
 American Red Cross

19 JUN 13
 Date

Interim Performance Report

Grant Award: HQ0034-11-1-0004
CLIN 0001

Period: 1 April 2013 – 30 June 2013

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 conjunction with initiatives launched by the Department of Defense in support of military families and veterans;
- B. To provide essential American Red Cross emergency services to military members and their families wherever they are assigned, around the world;
- 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 and enhance the American Red Cross emergency communications services between service members and their families, continue and enhance the American Red Cross services on domestic and overseas military installations and support the work of American Red Cross chapters across the country to ensure that service members, their families, and veterans receive needed support and services.

3. Quarterly Performance

During this reporting period, the funds under CLIN 0001 were used for the following purposes:

Community-Based Programs for Military and Veteran Families

Regional Chapters across the U.S. have focused on building community support for military families with programs targeted at the periods before, during and after a service member's deployment. During the reporting period, Chapters recorded the following activity:

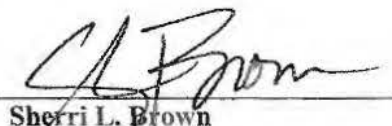
- *Get to Know Us Before You Need Us* and other Red Cross briefs: over 1,100 briefings were conducted for more than 61,000 service members and nearly 22,000 family members;
- Over 500 Educational/Support meetings were hosted, attended by more than 16,000 individuals;
- Hospital Therapy Programs were provided for more than 2,100 participants;
- 10 Employment Development programs were hosted, providing helpful resources to over 1,900 veterans and more than 350 family members.

Many community-based military members, such as National Guard and Reserves, as well as veterans have trouble obtaining military social services close to home. The American Red Cross is working to fill the gap by providing programs such as the following:

- In June, the Anchorage, Alaska Chapter participated in a Family Fun day, introducing 400 participants to Red Cross services.
- On May 15th, the Omaha, Nebraska Chapter attended the Military Empowerment Fair, providing information and volunteer opportunities to over 500 veterans and service members.
- The Cambridge, Massachusetts Chapter hosted an hour-long seminar providing information on Red Cross services to over 150 active duty officials and military support volunteers. The Massachusetts National Guard Family Support Group liked the seminar so much, the Red Cross was invited to host this seminar annually as a "Volunteer Workshop."

4. Budget

Of the total program budget of \$24 million dollars, approximately 14% remains unspent through the reporting period ending June 30, 2013.



Sherri L. Brown
Senior Vice President
Service to the Armed Forces
American Red Cross

26 JUL 13

Date

Interim Performance Report

Grant Award: HQ0034-11-1-0004
CLIN 1001

Period: 1 April 2013 – 30 June 2013

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 conjunction with initiatives launched by the Department of Defense in support of military families and veterans;
- B. To provide essential American Red Cross emergency services to military members and their families wherever they are assigned, around the world;
- 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 and enhance the American Red Cross emergency communications services between service members and their families, continue and enhance the American Red Cross services on domestic and overseas military installations and support the work of American Red Cross chapters across the country to ensure that service members, their families, and veterans receive needed support and services.

3. Quarterly Performance

State-level Support for Community-based Military Members and their Families

Red Cross state managers coordinated resiliency and reintegration education for service members, veterans and their families. They also continued their support efforts by facilitating Dental Assistant or Medical Assistant training to over 160 individuals.

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. During this reporting period, American Red Cross staff:

- Distributed over 11,000 care items to patients in military medical facilities, VA medical facilities and service members in Warrior Transition Units;
- Coordinated therapy programs for over 1,600 patients;
- Recruited over 1,000 new volunteers.

In addition to programs conducted at military installations worldwide, installation-based offices also conduct local outreach within their communities. Examples during this quarter include the following:

- On May 7th, staff from the Fort Sill American Red Cross office presented a facts meeting to installation service members and their families. Over 300 people learned about Red Cross Blood drives and the Summer Youth Program.

- The Fort Carson American Red Cross office hosted an information table at the Fort Carson Job Fair on May 17th. Over 500 attendees were able to learn about volunteer and job opportunities with the American Red Cross.

Deployment Sites

American Red Cross staff members deploy in support of those serving in 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 employees:

- Delivered over 3,200 Emergency Communications Messages to deployed service members.
- Received over 7,500 visitors to their offices. These visitors often took advantage of a variety of canteen services; including movie libraries, television lounges (some with video game systems), and coffee and snack provisions.
- The Red Cross office at Camp Lemonnier, Djibouti continues to provide Health and Safety courses at no charge to deployed service members. During the reporting period, 24 courses were held for 275 participants.

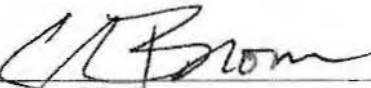
Emergency Communications Services

During the reporting period, the Emergency Communications Center reported the following activity:

- Over 30,000 cases initiated;
- More than \$1.7 million in financial assistance provided to over 1,300 individuals in need; on behalf of military aid societies;
- 92 cases were initiated, on behalf of a friend or family member, to prevent the suicide of a service member.

4. Budget

Of the total program budget of \$24 million dollars, approximately 26% remains unspent through the reporting period ending June 30, 2013.



Sherri L. Brown
Senior Vice President
Service to the Armed Forces
American Red Cross

26 JUL 13

Date

Interim Performance Report

Grant Award: HQ0034-11-1-0004
CLIN 0001

Period: 1 July 2013 – 30 September 2013

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 conjunction with initiatives launched by the Department of Defense in support of military families and veterans;
- B. To provide essential American Red Cross emergency services to military members and their families wherever they are assigned, around the world;
- 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 and enhance the American Red Cross emergency communications services between service members and their families, continue and enhance the American Red Cross services on domestic and overseas military installations and support the work of American Red Cross chapters across the country to ensure that service members, their families, and veterans receive needed support and services.

3. Quarterly Performance

During this reporting period, the funds under CLIN 0001 were used for the following purposes:

Community-Based Programs for Military and Veteran Families

Regional Chapters across the U.S. have focused on building community support for military families with programs targeted at the periods before, during and after a service member's deployment. During the reporting period, chapters recorded the following activity:

- *Get to Know Us Before You Need Us* and other Red Cross briefs: over 850 briefings were conducted for more than 56,000 service members and over 24,000 family members;
- Over 475 Educational/Support meetings were hosted, attended by more than 18,000 individuals;
- Hospital Therapy Programs were provided for over 1,700 participants;
- 13 Employment Development programs were hosted, providing helpful tools and advice to over 1,200 veterans and more than 250 family members.

Many community-based military members, such as National Guard and Reserves, as well as veterans have trouble obtaining military social services close to home. The American Red Cross is working to fill the gap by providing programs such as the following:

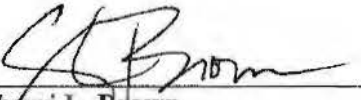
- On July 14th, the Pittsburgh, Pennsylvania Chapter participated in a military family day, introducing 300 participants to Red Cross services.
- In August, the Greensboro, North Carolina Chapter attended the North Carolina National Guard 113th Sustainment Brigade Freedom Salute Ceremony. Red Cross volunteers provided information on SAF services to over 700 service members and their families. These volunteers also provided snacks and water throughout the day.
- The Vancouver, Washington Chapter participated in the Prisoner of War/Missing in Action Observance at the Armed Forces Reserve Center on September 11th. While there, Red Cross staff handed out informational brochures and resource books to the 150 attendees.

Reconnection Workshops

Reconnection Workshops are an important aspect of post-deployment Red Cross programs. The Red Cross trained facilitators of these Workshops across various locations to ensure and maintain quality programs. Over 40 Reconnection Workshops were conducted for 435 participants during the reporting period.

4. Budget

Of the total program budget of \$24 million dollars, approximately 13% remains unspent through the reporting period ending September 30, 2013.



Sherri L. Brown
Senior Vice President
Service to the Armed Forces
American Red Cross

30 OCT 2013

Date

Interim Performance Report

Grant Award: HQ0034-11-1-0004
CLIN 1001

Period: 1 July 2013 – 30 September 2013

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 conjunction with initiatives launched by the Department of Defense in support of military families and veterans;
- B. To provide essential American Red Cross emergency services to military members and their families wherever they are assigned, around the world;
- 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 and enhance the American Red Cross emergency communications services between service members and their families, continue and enhance the American Red Cross services on domestic and overseas military installations and support the work of American Red Cross chapters across the country to ensure that service members, their families, and veterans receive needed support and services.

3. Quarterly Performance

During this reporting period, the funds under CLIN 1001 were used for the following purposes:

State-level Support for Community-based Military Members and their Families

Red Cross state managers coordinated resiliency and reintegration education for service members, veterans and their families. In addition, they continued to support efforts to build capacity for delivering services throughout the Red Cross chapter network.

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. During this reporting period, American Red Cross staff:

- Distributed over 6,700 care items to patients in military medical facilities and service members in Warrior Transition Units;
- Provided Nurse Assistant or Dental Assistant training to over 85 individuals
- Coordinated therapy programs for over 350 patients;
- Recruited over 1,100 new volunteers.

In addition to programs conducted at military installations worldwide, installation-based offices also conduct local outreach within their communities. Examples during this quarter include the following:

- On August 30th, staff from the Camp Zama office hosted a Disaster Drill for the community. The station staff briefed 75 participants on what the American Red Cross offers to victims of disasters.
- The 29 Palms American Red Cross office participated in the station's July 4th celebration. Staff provided information briefings on Red Cross Emergency Communications services, Disaster Preparation and current volunteer opportunities to 118 community members.

Deployment Sites

American Red Cross staff members deploy in support of those serving in 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 employees:

- Delivered nearly 3,000 Emergency Communications Messages to deployed service members.
- Received over 12,000 visitors to their offices. These visitors often took advantage of a variety of canteen services; including movie libraries, television lounges (some with video game systems), and coffee and snack provisions.
- The Red Cross office at Camp Lemonnier, Djibouti continues to provide Health and Safety courses at no charge to deployed service members. During the reporting period, 67 courses were held for 241 participants.

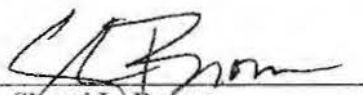
Emergency Communications Services

During the reporting period, the Emergency Communications Center reported the following activity:

- Over 30,000 cases initiated;
- More than \$2 million in financial assistance provided to over 1,600 individuals in need; on behalf of military aid societies;
- 95 cases were initiated, on behalf of a friend or family member, to prevent suicide.

4. Budget

Of the total program budget of \$24 million dollars, approximately 10% remains unspent through the reporting period ending September 30, 2013.


 Sherri L. Brown
 Senior Vice President
 Service to the Armed Forces
 American Red Cross

30 OCT 2013
 Date

Interim Performance Report

Grant Award: HQ0034-11-1-0004
CLIN 0001

Period: 1 October 2013 – 31 December 2013

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 conjunction with initiatives launched by the Department of Defense in support of military families and veterans;
- B. To provide essential American Red Cross emergency services to military members and their families wherever they are assigned, around the world;
- 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 and enhance the American Red Cross emergency communications services between service members and their families, continue and enhance the American Red Cross services on domestic and overseas military installations and support the work of American Red Cross chapters across the country to ensure that service members, their families, and veterans receive needed support and services.

3. Quarterly Performance

During this reporting period, the funds under CLIN 0001 were used for the following purposes:

Community-Based Programs for Military Families and Veterans Hospitals

Regional Chapters across the U.S. have focused on building community support for military families with programs targeted at the periods before, during and after a service member's deployment. During the reporting period, chapters recorded the following activity:

- *Get to Know Us Before You Need Us* and other Red Cross briefs: over 600 briefings were conducted for nearly 35,000 service members and over 15,000 family members;
- Over 280 Educational/Support meetings were hosted, attended by almost 12,000 individuals;
- Hospital Therapy Programs were provided for over 2,500 participants;
- Over 3,000 locally-developed resource guides were distributed to service members, veterans and their family members. These resource guides provide valuable information about local resources and services from which the military community can benefit.

Many community-based military members, such as members of the National Guard and Reserves, as well as veterans have trouble obtaining military social services close to home. The American Red Cross is working to fill the gap by providing programs such as the following:

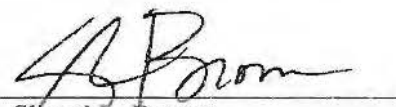
- In October, the Hoover, Alabama Chapter sent volunteers to participate in Operation Stand Down 2013. The volunteers handed out comfort kits to 130 homeless veterans, and provided brochures with helpful information.
- On November 12th, staff from the Lynchburg, Virginia chapter participated in a Veteran's Day event. Over 150 veterans visited the Red Cross booth, which provided valuable information and brochures.
- On December 7th, the Milwaukee, Wisconsin Chapter provided reintegration support to 110 service members. An information booth was set up to help service members learn about Red Cross services available to them.

Community-Based Programs for Military and Veteran Families – Mental Health Initiatives

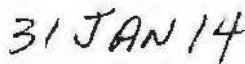
The American Red Cross offers programs designed to help families cope with the stress of deployment. *Coping with Deployments* is an important offering that helps service members and their families prepare for an impending deployment. In total, 273 participants took this course during the reporting period, either in person or online in English or Spanish. The Red Cross also offers Reconnection Workshops, a program designed to help military families handle the transition of a service member back home. Reconnection Workshops are an important aspect of post-deployment Red Cross programs. Over 55 Reconnection Workshops were conducted for 460 participants during the reporting period. The Red Cross continued to train facilitators of these Workshops across various locations to maintain the quality of the program.

4. Budget

Of the total program budget of \$24 million dollars, approximately 5% remains unspent through the reporting period ending December 31, 2013.



Sherri L. Brown
Senior Vice President
Service to the Armed Forces
American Red Cross



Date

Interim Performance Report

Grant Award: HQ0034-11-1-0004
CLIN 1001

Period: 1 October 2013 – 31 December 2013

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 conjunction with initiatives launched by the Department of Defense in support of military families and veterans;
- B. To provide essential American Red Cross emergency services to military members and their families wherever they are assigned, around the world;
- 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 and enhance the American Red Cross emergency communications services between service members and their families, continue and enhance the American Red Cross services on domestic and overseas military installations and support the work of American Red Cross chapters across the country to ensure that service members, their families, and veterans receive needed support and services.

3. Quarterly Performance

During this reporting period, the funds under CLIN 1001 were used for the following purposes through October 31, 2013.

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. During this reporting period, American Red Cross staff:

- Distributed over 2,500 care items to patients in military medical facilities and service members in Warrior Transition Units;
- Provided Nurse Assistant or Dental Assistant training to more than 20 individuals
- Coordinated therapy programs for over 180 patients;
- Recruited over 240 new volunteers.

In addition to programs conducted at military installations worldwide, installation-based offices also conduct local outreach within their communities. Examples during this quarter include the following:

- On October 25th, the Camp Zama American Red Cross office visited Zama Middle School to provide information on disaster preparedness and volunteer opportunities. There were 108 student and teacher participants briefed.

- On October 30th, the American Red Cross office at Camp Lejeune attended a unit meet and greet. Red Cross staff set up an information and support table, and reached 60 active duty service members and 35 family members.

Deployment Sites

The American Red Cross deploys mobile staff in support of service members serving on Bagram Air Base (Afghanistan), Camp Arifjan (Kuwait), and Camp Lemonnier (Djibouti, Africa). During the reporting period, these employees:

- Delivered over 900 Emergency Communications Messages to deployed service members.
- Received nearly 6,000 visitors to their offices. These visitors often took advantage of a variety of canteen services; including movie libraries, television lounges (some with video game systems), and coffee and snack provisions.
- The Red Cross office at Camp Lemonnier, Djibouti continues to provide Health and Safety courses at no charge to deployed service members. During the reporting period, 13 courses were held for 72 participants.

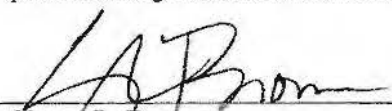
Emergency Communications Services

During the reporting period, the Emergency Communications Center reported the following activity:

- Over 10,000 cases initiated;
- More than \$680,000 in financial assistance provided to over 600 individuals in need; on behalf of military aid societies;
- 28 cases were initiated, on behalf of a friend or family member, to prevent suicide.

4. Budget

Of the total program budget of \$24 million dollars, approximately 2% remains unspent through the reporting period ending December 31, 2013.


 Sherri L. Brown
 Senior Vice President
 Service to the Armed Forces
 American Red Cross

31 JAN 14
 Date

Interim Performance Report

Grant Award: HQ0034-13-1-0004
CLIN 0001

Period: 1 October 2013 – 31 December 2013

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 conjunction with initiatives launched by the Department of Defense in support of military families and veterans;
- B. To provide essential American Red Cross emergency services to military members and their families wherever they are assigned, around the world;
- 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 and enhance the American Red Cross emergency communications services between service members and their families, continue and enhance the American Red Cross services on domestic and overseas military installations and support the work of American Red Cross chapters across the country to ensure that service members, their families, and veterans receive needed support and services.

3. Quarterly Performance

During this reporting period, the funds under CLIN 0001 were used for the following purposes during the months of November and December 2013:

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. During this reporting period, American Red Cross staff:

- Distributed over 4,600 care items to patients in military medical facilities and service members in Warrior Transition Units;
- Provided Nurse Assistant or Dental Assistant training to more than 30 individuals
- Coordinated therapy programs for nearly 300 patients;
- Recruited over 450 new volunteers.

In addition to programs conducted at military installations worldwide, installation-based offices also conduct local outreach within their communities. Examples during this quarter include the following:

- On November 7th, 3 staff members from the Fort Campbell office hosted a disaster training exercise. The staff trained service members on how to set up and maintain an emergency shelter. In all, 40 service members were trained.

- On December 6th, the Red Cross office on Misawa Airbase hosted a holiday open house. The 120 participants were provided information on Red Cross services and a special thank you was given to volunteers.

Deployment Sites

The American Red Cross deploys mobile staff in support of service members serving on Bagram Air Base (Afghanistan), Camp Arifjan (Kuwait), and Camp Lemonnier (Djibouti, Africa). During the reporting period, these employees:

- Delivered over 1,600 Emergency Communications Messages to deployed service members.
- Received over 11,500 visitors to their offices. These visitors often took advantage of a variety of canteen services; including movie libraries, television lounges (some with video game systems), and coffee and snack provisions.
- The Red Cross office at Camp Lemonnier, Djibouti continues to provide Health and Safety courses at no charge to deployed service members. During the reporting period, 38 courses were held for 267 participants.

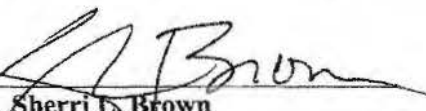
Emergency Communications Services

During the reporting period, the Emergency Communications Center reported the following activity:

- Over 16,500 cases initiated;
- Nearly \$1 million in financial assistance provided to over 800 individuals in need; on behalf of military aid societies;
- 51 cases were initiated, on behalf of a friend or family member, to prevent suicide.

4. Budget

Of the total program budget of \$24 million dollars, approximately 85% remains unspent through the reporting period ending December 31, 2013.


Sherri D. Brown
Senior Vice President
Service to the Armed Forces
American Red Cross

30 JAN 14
Date

Interim Performance Report

Grant Award: HQ0034-11-1-0004
CLIN 0001

Period: 1 January 2014 – 31 March 2014

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 conjunction with initiatives launched by the Department of Defense in support of military families and veterans;
- B. To provide essential American Red Cross emergency services to military members and their families wherever they are assigned, around the world;
- 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 and enhance the American Red Cross emergency communications services between service members and their families, continue and enhance the American Red Cross services on domestic and overseas military installations and support the work of American Red Cross chapters across the country to ensure that service members, their families, and veterans receive needed support and services.

3. Quarterly Performance

During this reporting period, the funds under CLIN 0001 were used for the following purposes:

Community-Based Programs for Military and Veteran Families

Regional Chapters across the U.S. have focused on building community support for military families with programs targeting the periods before, during and after a service member's deployment. During the reporting period, chapters reported the following activity:

- *Get to Know Us Before You Need Us* and other Red Cross briefs: over 200 briefings were conducted for nearly 15,000 service members and family members;
- Nearly 70 Educational/Support meetings were hosted, attended by more than 3,000 individuals;
- Over 900 locally-developed resource guides were handed out to veterans and military family members;
- 5 Employment Development programs were hosted, providing helpful tools and advice to over 250 veterans and family members.
- On January 28th, the Omaha, Nebraska Chapter participated in a Salute the Vets breakfast, serving breakfast and providing helpful information to 150 veterans at Grand Island VA Medical Center.
- In March, the Orlando, Florida Chapter set up an information table at the 81st Regional Support Command, introducing roughly 500 participants to Red Cross services.

- The Detroit, Michigan Chapter staffed an ROTC resource table at the University of Michigan on March 17th. While there, Red Cross volunteers handed out informational brochures and resource books to over 350 attendees.

Reconnection Workshops

Reconnection Workshops are a key aspect of post-deployment Red Cross programs. They are designed to help service members and their families cope with the stresses of the transition back home. During this reporting period, the Red Cross trained facilitators of these Workshops across various locations to ensure and maintain quality programs. Nearly 70 Reconnection Workshops were conducted for 934 participants during the reporting period.

4. Budget

Of the total program budget of \$24 million dollars, approximately 3% remains unspent through the reporting period ending March 31, 2014.



Sherri L. Brown
Senior Vice President
Service to the Armed Forces
American Red Cross

28 APR 14
Date

Interim Performance Report

Grant Award: HQ0034-11-1-0004
CLIN 1001

Period: 1 January 2014 – 31 March 2014

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 conjunction with initiatives launched by the Department of Defense in support of military families and veterans;
- B. To provide essential American Red Cross emergency services to military members and their families wherever they are assigned, around the world;
- 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.

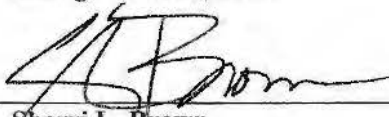
This grant is being used to defray costs and enhance the American Red Cross emergency communications services between service members and their families, continue and enhance the American Red Cross services on domestic and overseas military installations and support the work of American Red Cross chapters across the country to ensure that service members, their families, and veterans receive needed support and services.

3. Quarterly Performance

A new fringe benefit rate was negotiated and signed into agreement on February 28, 2014 between the Red Cross and the Federal Government. A current year adjustment of 5.70% based upon the new fringe benefit rate of 31.50% was applied. This benefit rate charge was applied for all SAF personnel through the reporting period.

4. Budget

Of the total program budget of \$24 million dollars, less than 1% remains unspent through the reporting period ending March 31, 2014.


Sherri L. Brown
Senior Vice President
Service to the Armed Forces
American Red Cross

1 MAY 14
Date

Interim Performance Report

Grant Award: HQ0034-13-1-0004
CLIN 0001

Period: 1 January 2014 – 31 March 2014

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:

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- 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 and enhance the American Red Cross emergency communications services between service members and their families, continue and enhance the American Red Cross services on domestic and overseas military installations and support the work of American Red Cross chapters across the country to ensure that service members, their families, and veterans receive needed support and services.

3. Quarterly Performance

During this reporting period, the funds under CLIN 0001 were used for the following purposes:

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. During this reporting period, American Red Cross staff:

- Distributed over 5,500 care items to patients in military and veterans' medical facilities and service members in Warrior Transition Units;
- Provided Nurse Assistant or Dental Assistant training to more than 20 individuals;
- Coordinated therapy programs for nearly 2,400 patients;
- Recruited over 550 new volunteers.

In addition to programs conducted at military installations worldwide, installation-based offices also conduct local outreach within their communities. Examples during this quarter include the following:

- On January 23rd, staff members from the Camp Lejeune Red Cross office hosted an information table at Coastal Carolina Community College's Service Learning Fair. Over 100 attendees were briefed on Red Cross services and provided informational brochures.

- On February 22nd, the Red Cross office on Fort Bragg supported a Wounded Warrior event on the installation, providing information and handouts about various Red Cross services to over 100 attendees.
- The American Red Cross at Fort Drum hosted a blood drive on March 14th. Soldiers and their family members from the station donated 69 units of blood, surpassing its goal of 60.

Deployment Sites

The American Red Cross deploys mobile staff in support of service members serving on Bagram Air Base (Afghanistan), Camp Arifjan (Kuwait), and Camp Lemonnier (Djibouti, Africa). During the reporting period, these employees:

- Delivered nearly 2,300 Emergency Communications Messages to deployed service members.
- Received over 19,000 visitors to their offices. These visitors often take advantage of a variety of canteen services; including movie libraries, television lounges (some with video game systems), and coffee and snack provisions.
- The Red Cross office at Camp Lemonnier, Djibouti continues to provide Health and Safety courses at no charge to deployed service members. During the reporting period, 38 courses were held for 239 participants.

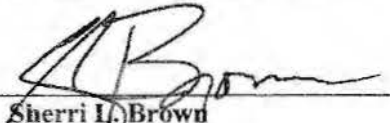
Emergency Communications Services

During the reporting period, the Emergency Communications Center reported the following activity:

- Nearly 27,000 cases initiated;
- Over \$1.3 million in financial assistance provided to more than 1,100 individuals in need; on behalf of military aid societies;
- 86 cases were initiated, on behalf of a friend or family member, to prevent a suicide.

4. Budget

Of the total program budget of \$24 million dollars, approximately 61% remains unspent through the reporting period ending March 31, 2014.


 Sherri L. Brown
 Senior Vice President
 Service to the Armed Forces
 American Red Cross

01 MAY 14
 Date