

Interim Performance Report

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

Period 1 July – 30 September 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. During this reporting period, American Red Cross staff:

- Distributed over 14,500 items to patients in military medical facilities and to Warrior Transition Units;
- Coordinated therapy programs for 3,948 patients;
- Recruited 1,018 new volunteers.

In addition, following are a few examples of installation-based activities this quarter:

- Volunteers at Eisenhower Medical Center in Georgia assisted with the transportation of patients through two programs: Patient Transportation, in which volunteers assist by pushing the wheelchairs of patients; and the shuttle cart program, which assists patients with movement from the parking lot to the medical center through the use of a golf cart. For the months July-September, volunteers assisted 1,373 patients with the shuttle cart program, and 818 through the Patient Transportation program.

- In support of National Preparedness Month in September, paid and volunteer staff in Camp Zama, Japan established an information table at the base Exchange. Staff discussed preparedness and provided pamphlets on how to prepare for and prevent disasters to 75 attendees.
- At Walter Reed National Military Medical Center Bethesda, volunteers man a comfort cart to distribute items such as adaptive clothing, toiletries, entertainment games, DVDs and snacks to the wounded service members on the 4th floor. During the reporting period, over 5,100 items were distributed.

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 3,800 Emergency Communications Messages to deployed service members.
- Received 7,460 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, 24 courses were held for 125 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:

- 32,344 cases initiated;
- \$1,950,408 in financial assistance provided to 1,724 individuals;
- 111 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 chapters within their jurisdictions with providing core military and veteran services. During this reporting period, these State Managers supported emergency communications services by assisting chapters with their local communication structures and interpretation of policy and guidance. Managers also provided liaison services, and coordinated events for military families.

4. Budget vs. Actual Results

Of the total program budget of \$24 million dollars, approximately 18% remains unspent through the reporting period ending September 30th, 2012.

DOB Quarterly Report
Reporting Activity from July 1, 2012 through September 30th, 2012
CLIN4 Summary

(b)(4)	Total Grant (b)(4)	(b)(4)
	24,000.000	

(b)(4)

(b)(6)

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Date

Service to the Armed Forces
American Red Cross