

MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1 – November 30 of the current year!

Agency Name: American Red Cross

Program Name: Disaster Services

Brief Description of Program: Disaster Services m is comprised of preparedness, response and recovery following home fires, floods, tornadoes and other disasters. We provide individuals and families in need with emergency assistance for food and safe shelter to prevent sudden homelessness and help families regain self-sufficiency in their community.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:** In Story County, (11) individuals (33) Units/service contacts made to date.
2. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:** We utilize internal systems Client Assistance System (CAS); Field Operations Client Information System (FOCIS); and Client & Partner Satisfaction Surveys (CAPSS) to ascertain that 100% of clients seeking assistance during a verified disaster have received the support needed for recovery. Measurements are gathered on a daily, monthly and annual basis.
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** Each Unit / service contact consists of an initial face-to-face consult and follow-up calls to assure each disaster victim is on the road to recovery.
4. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:** 100% of clients seeking assistance have the support they need for recovery.
5. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):** None
6. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):** (11) individuals in Story County.
7. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?** - No
8. **Comments:**
Although no additional outputs are available to report at this time, we have found that the cold winter months tend to increase calls for assistance. Therefore, the Red Cross stands ready 24/7 365 days of the year to help victims of disasters in our local Iowa communities.