

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.

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:**

A total of (4) families, (12) individuals (36) Units/service contacts made during this reporting period. Devastatingly, a father and son in Huxley, perished during a home kitchen fire; and two others were injured during a storm when a tree fell on their electrical box. Of the twelve individuals, four were of minor-aged children and four were of elderly age.

Benefit to clients is garnered with the immediate financial support the Red Cross provides. We also provided supplemental funding to help with funeral expense and mental health resources to assist the family in their recovery. Loss of life is shattering. And the dreadful effect of losing cherished pets during a home fire along with cell phones, vehicles and personal belongings compounded that loss. Although some had home insurance, they were grateful to have support from the Red Cross while they waited for insurance payments to come through.

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 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 (Provide update on measurement data collected based on ABF 5(O) - 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) – 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 financial support and assistance they need for quick recovery.
5. **Barriers Encountered ABF 5(O) and provide an update from July 1 to date):** No barriers currently exist.
6. **Clients Served (from July 1 to date):** Total of (4) families, (12) individuals served in Story County.
7. **Have you had to turn clients away that desire to participate in this program?** – No clients turned away.
8. **Comments:** The Red Cross stands ready 24/7 365 days of the year to help victims of disasters in Story County communities.