**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 focuses on meeting people’s immediate needs following large or small-scale disasters such as single or multi-family home fires, floods, tornadoes or other disasters with the primary purpose of providing victims with urgent relief and the comfort they need.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide update on program/ service outcome from July 1 to date:**
* Disaster Services responded to 5 single-family home and apartment fires. These separate events displaced 18 individuals for a total of 54 Unit contacts. Our adopted and proposed Unit contacts were estimated to be 60 for the complete fiscal year. Requests for Red Cross assistance is up 50% over last year’s mid-year report.
1. **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:**
* The Red Cross utilizes quality and effectiveness measures to ensure we meet standardized procedures and expected client outcomes. Data is uploaded daily and reported monthly using our internal Field Operations Consolidated Information System (FOCIS).
* Our minimum standard is to receive a satisfaction rating of 75% or better. Clients this period, reported 91.4% satisfaction with Red Cross services.
1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**
* With 54 Units Served (18 individuals) in five disaster incidents this reporting period, we are on track to exceed our goal of assisting 60 individual Units.
1. **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 the people who requested Red Cross services were provided access to basic needs of food, clothing and safe shelter.
1. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**
* N/A
1. **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):**

**Staff Use Only:**Change/ Benefits demonstrated for client/ community? Yes No
Quantifiable Outcome Measures? Yes No
Outcomes Reported? Yes No

* 2018 – 9 individuals were served.
* 2019 – 18 individuals were served in Story County.
1. **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?**
* Following a verified disaster, no clients are ever turned away from Red Cross services.
1. **Comments:**
* Disaster Services is comprised of Preparedness, Response and Recovery. The above portion of this report involved the two phases of Response & Recovery. While under Preparedness, the Red Cross also helped to install smoke alarms at no-cost to Story County residents.
* 2019 – Total (118) smoke alarms were installed making (49) home safer in Story County.