

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 is comprised of preparedness efforts and response and recovery support following home fires, floods, tornadoes and other disasters that occur in Story County. We provide individuals and families with emergency assistance to help them begin regain self-sufficiency in a timely manner.

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:

Total affected: (12) families, (22) individuals of which, eight are minor-aged children in need of recovery support following home / apartment fires. 100% of clients requesting Red Cross support receive financial assistance, follow-up casework and disaster mental health support for recovery.

Total (60) Units/service contacts made. Due to COVID-19 CDC guidelines and “virtual response” service delivery, client casework follow-up has increased from the average 3 Units per contact to an average of 5 Units to assure client needs are being met.

Benefit to clients in particular, is through immediate financial support to purchase the goods and services needed for recovery. During the Derecho, two families in McCallsburg needed help when a tree fell on their home and injured a 16-year-old family member.

One Story County resident reached out to the Red Cross when her elderly mother lost her life to a fire in Webster County. She needed help with funeral expense and the Red Cross answered the call for help.

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:

Our internal systems: Client Assistance System (CAS); Field Operations Client Information System (FOCIS); and Client & Partner Satisfaction Surveys (CAPSS) ascertain that 100% of clients seeking assistance during a verified disaster have the support needed for recovery. These 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 financial support and assistance they need for quick 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):**

No barriers currently exist.

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):**

Total of (12) individuals served 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 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.

Staff Use Only:

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No