

## Interim Performance Report

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

Period 1 April – 30 June 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.

- Three stations participated in local events celebrating the Month of the Military Child in April. At Fort Belvoir, Virginia, volunteers handed out informational brochures and provided face painting. Pet visitation program volunteers were on hand, and allowed attendees to play with their animal counterparts. At Guantanamo Bay, Cuba, volunteers assisted with Island Games sponsored by the local Military Spouses' Club. At Fort Riley, Kansas, 475 attendees visited the Red Cross booth at the Month of the Military Child Festival, where they worked together to solve puzzles, and received information materials.
- At the Carl R. Darnall Army Medical Center in Fort Hood, Texas, volunteers provide service through the Mobile Care program. Patients requiring transportation to various remote locations on the medical campus can rely on these volunteers to drive them to their destination. During the quarter, Red Cross volunteers provided 3,169 rides to destinations such as the Warrior Reset Clinic, Referral Management office, Tricare office, Women's Health Clinic, Dental Clinic, or Orthopedic Clinic.

### 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 9 staff members:

- Delivered 4,101 Emergency Communications Messages to deployed service members.
- Received 9,887 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, 27 courses were held for 131 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:

- 34,424 cases initiated;
- \$1,702,353 in financial assistance provided to 1,626 individuals;
- 145 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.

## **4. Budget vs. Actual Results**

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

**DOD Quarterly Report**  
**Reporting Activity from September 20th, 2011 through June 30th, 2012**  
**CLIN4 Summary**

(b)(4)

**Total Grant**  
(b)(4)  
**24,000,000**

(b)(4)

(b)(4)

(b)(6)

(b)(6) **ice President**  
**Service to the Armed Forces**  
**American Red Cross**

6 AUG 12  
**Date**