

Panel 2
Disaster Services

2017 Program Information

Please use a separate form for each program.

1. Agency: American Red Cross Lake Erie/Heartland Chapter

2. Program Name: Disaster Cycle Services - Disaster Response

A. Based on the targeted outcomes of this program, from which of the following community impact areas are you requesting funding?

Nurturing Children & Youth

(Provides positive outcomes that help children and youth succeed in school and develop into successful adults)

Helping In Hard Times

(Provides emergency assistance: food, shelter, clothing, and legal help)

Developing Life Skills

(Provides positive outcomes with programs that enable individuals and families to become more emotionally, physically, and/or financially stable)

Promoting Health & Wellness

(Provides positive outcomes with programs that enable individuals and families to have access to prevention and/or treatment in the health arena, enabling them to become and/or stay healthier emotionally, physically, and/or financially)

B. Is this Program

New program

Expanded program

Continuation of a previously funded program

3. Please complete the following for each program:

<u>\$9,000</u>	+	<u>\$82,284</u>	=	<u>\$91,284</u>
Funds Requested From OAUW		Funds Requested/Received From Other Sources		Total Program Funds

4. If previously funded program, are you asking for increased dollars of support?

Yes No

5. If yes, why are you requesting more money?

The American Red Cross Lake Erie/Heartland Chapter is in the process of building up its area volunteer base. With the successful recruitment and training of new volunteers, the Chapter will be able to increase its services in Orrville and Wayne County in general.

6. If your program was not funded for the full amount you requested for 2016, what impact did this have on your program? What adaptations did you have to make?

The American Red Cross operates under an unfunded Congressional mandate to provide Disaster Recovery Services. Therefore, the Disaster Response activities in Orrville and Wayne County in general will need to continue.

7. How will the agency adapt this program next year if your requested funding level cannot be met or if a decision is made that the program will not be funded at all next year?

The American Red Cross operates under an unfunded Congressional mandate to provide Disaster Recovery Services. Therefore, the Disaster Response activities in Orrville and Wayne County in general will need to continue.

8. Please describe the fees and reimbursements associated with this program.

The American Red Cross Lake Erie/Heartland Chapter, as all American Red Cross Chapters across the United States, does not charge fees for any of its Disaster Cycle Services programs.

Fees:

Sliding Fee Schedule:

Insurance Reimbursement:

Government Subsidies:

Community Impact

8. Describe the target population and eligibility requirements for the Program:

The target population for American Red Cross Lake Erie/Heartland Chapter's Disaster Response services are any residents of Orrville, its surrounding areas

9. What agencies or programs in the community provide similar services? Please be specific about how we can differentiate this program from others.

The American Red Cross is Congressionally mandated to provide Disaster response services and no other agency in Orrville or Wayne County provide this service.

Impact Analysis

10. Describe the targeted outcomes of this program. In other words, you ran this program, you gave clients certain skill sets, you increased their knowledge, and you treated their illness, which is all good. But how have you changed the lives of those people, and as a result, our community?

The American Red Cross Lake Erie/Heartland Chapter's Disaster Response services provide comfort, referral assistance and Direct Client Assistance to help meet the immediate needs of individuals facing a disaster event, most often a home fire.

Please include the following information in your narrative *and limit this to 2 pages:*

- **Description of the activities and resources you use to accomplish these outcomes**

Disaster Cycle Services

As one of its core and congressionally mandated programs, the ARC Summit, Portage and Medina Counties Chapter's Disaster Cycle Services helps residents throughout those same three counties by preparing them for, responding to and assisting them in recovery from any disaster – natural or man-made.

Disaster Response and Disaster Action Teams (DATs)

Unfortunately, no matter how good our prevention efforts are, there will be home fires, and they will change lives. Each year, the Red Cross helps well over 450 Summit County residents rebuild their lives after a disaster, the majority of which are home fires. While some individuals and families are able to recover from a home fire with only minimal assistance, Summit County's most vulnerable residents must often rely on the Red Cross to help them rebuild their lives.

The ARC Summit, Portage and Medina Counties Chapter's Relief program, through its all-volunteer Disaster Action Teams (DATs), provides immediate relief and assistance to victims of local disasters. A DAT is most commonly dispatched to assist individuals who have been victims of a home fire either in single-family homes or multi-unit apartment complexes, which frequently impact and displace multiple individuals and/or families.

A typical Disaster Relief response adheres to the following protocol:

- The ARC is informed of a disaster event by first responders (fire and/or police) or the victims themselves
- The DAT is dispatched to the disaster scene, where, many times, DAT volunteers find individuals and/or families displaced from their home and in need of guidance on next steps
- DAT volunteers conduct an on-site assessment to determine immediate client needs, including funds for alternative housing at a local hotel/motel for up to three days if the home is determined unlivable and basic necessities such as food, clothing and replacement of critical medical supplies and/or equipment
- The following business day, a Red Cross caseworker contacts the client and assesses any further needs, including, but not limited to:
 - ❖ Assistance in replacing prescription medications, eyeglasses, dentures and other critical medical equipment
 - ❖ Burial assistance in the case of a fire or other disaster related fatality
 - ❖ Bus passes to assist with transportation to work or school
- For families who require additional supportive services, specially-trained mental health professionals, EMTs or nurses are available

After we help meet the most urgent basic needs, our case workers assist individuals and families with long-term recovery strategies so that they can rebuild their lives. We help people find new housing and can even assist with their first month's rent or a security deposit. We refer clients to furniture banks if they must furnish a new home. Our Disaster Mental Health volunteers provide free short-term counseling and can refer clients to agencies that offer long-term counseling, as

needed. Whatever disaster-caused needs an individual or family may have, we either meet those needs or help them find appropriate community resources to do so.

- **Information about the tools you use to measure outcomes**

All outcome measures for Disaster Response activities is maintained in Client Assistance System (CAS) 2.0, the American Red Cross's national database for confidential and secure maintenance of all client records. In addition, the American Red Cross monitors quality of all its Disaster Cycle Services activities through a thorough system of client surveys. These surveys can be accessed both on-line and through the U.S. mail. Reporting of the results of these surveys is conducted through American Red Cross National Headquarter.

- **Dialogue about the challenges you face in measuring the success of the program**

The main challenge faced in the measuring of the success of the program is in securing the return of client surveys.

- **Specific information about the recorded outcomes you achieved last year**

During the 2016 Fiscal Year, the American Red Cross Lake Erie/Heartland Chapter provided the following Disaster Response Services to residents of Orrville and its immediate surrounding areas:

- 44667 – 5 events, 14 people assisted, \$2,905 in Direct Cash Assistance
- 44618 – 2 events, 6 people assisted, \$1,210 in Direct Cash Assistance
- 44645 – no activity

- **Discussion of whether or not your outcomes met, exceeded or fell short of your desired outcomes**

The American Red Cross Lake Erie/Heartland Chapter met all outcomes by responding to all home fire events within 2 hours of notification.

Program Outputs

11. Define a unit of service. If it is not possible to define one unit, please state why.

Remember that whatever the method of measurement, you are consistent from year-to-year.

A unit of service consists of the response to a disaster event, including a devastating home fires. Determining a unit cost is difficult as the number of individuals needing assistance, the type of assistance needed dramatically varies from one even to the next or even within multiple cases associated with one disaster event.

12. Complete the following if the agency is seeking United Way funding for this program.

Year	Number of Clients in zip codes 44667, 44618, 44645	Number of Clients in all of Wayne County	Clients on a Waiting List
2016 Actual	44667 – 5 events, 14 people assisted, \$2,905 in Direct Cash Assistance 44618 – 2 events, 6 people assisted, \$1,210 in Direct Cash Assistance 44645 – no activity	16 events, 51 people assisted, \$9,290 in Direct Cash Assistance	0
2017 Projected	44667 – 14 people 44618 – 6 people 44645 – no activity	51	0
2018 Projected	44667 – 14 people 44618 – 6 people 44645 – no activity	51	0

13. Unit Cost: Please explain changes either up or down in your cost.

Year	Individuals or Units of Service	Total Cost of Program	Unit Cost (Cost/Units)
2015 Actual	51	\$71,129	\$1,395
2016 Projected	51	\$79,886	\$1,566
2017 Projected	51	\$91,284	\$1,790

14. Individuals served

Last year (actual): 51

This year (projected): 51

Client Demographics

14.

	NUMBER
Types of Clients: Individuals	51
Information & Referral, Brochures	
Organizations	

PLEASE COMPLETE THE INFORMATION FOR INDIVIDUAL CLIENTS ONLY		
Age Group: Under 5		
6 thru 12		
13 thru 17		
18 thru 34		
35 thru 54		
55 thru 64		
65 thru 74		
75 thru 84		
85 and over		
Unknown		51
TOTAL INDIVIDUALS:		51
Gender: Male		25
Female		26
Unknown		
TOTAL INDIVIDUALS:		51

	NUMBER		NUMBER
Household Income:		Ethnic/Racial Background:	
\$0 thru \$11,999		White	
\$12,000 thru \$14,999		Black or African American	
\$15,000 thru \$24,999		Hispanic or Latino	
\$25,000 thru \$49,999		American Indian or Alaska Native	
\$50,000 thru \$74,999		Asian	
More than \$75,000		Native Hawaiian or Pacific Islander	
Unknown	51	Unknown	51
TOTAL INDIVIDUALS:	51	TOTAL INDIVIDUALS:	51

*NOTE: All TOTALS should be the same number

**American Red Cross
Wayne County
Agency Budget**

	FY16				
	FY14 Results	FY15 Budget	FY15 Results	Preliminary Results	FY17 Draft Budget
REVENUE					
Federated	29,431	22,500	25,049	15,222	25,535
Monetary Contributions	121,028	133,373	54,716	22,796	71,781
Net Special Events	40,513	40,000	12,478	10,725	9,372
Legacies & Bequests			12,841	5,224	
Income From Endowments			95	99	100
Contracts	7,934	7,934	11,561	7,704	8,490
Products & Services	53,305	55,970	39,536	41,739	41,739
Other Revenues			2,974	3,043	2,695
Support from other ARC units	163,556	159,550	41,351	87,835	55,510
TOTAL ACTUAL REVENUE	415,768	419,327	200,602	194,386	215,222

	FY16				
	FY14 Results	FY15 Budget	FY15 Results	Preliminary Results	FY17 Draft Budget
EXPENSES					
Compensation	171,108	173,800	81,396	74,682	83,050
Employee Benefits	55,084	55,128	26,494	23,970	26,601
Travel & Meetings	9,716	9,731	6,103	5,361	6,257
Financial Assistance	42,165	42,849	10,833	26,789	32,677
Supplies	5,182	4,129	2,968	3,021	2,671
Program Materials	6,546	5,215	4,598	5,219	5,458
Equipment Maintenance & Rentals	7,816	8,472	5,890	6,029	5,640
Buildings & Occupancy	57,490	60,382	27,052	17,805	20,189
Professional Fees	19,301	17,695	12,119	12,401	11,476
Contractual Services	13,935	12,776	11,483	11,328	11,564
Depreciation	27,427	29,150	11,664	7,783	9,638
TOTAL ACTUAL EXPENSES	415,768	419,327	200,602	194,386	215,222
ACTUAL SURPLUS (DEFICIT)	0	0	0	0	0

**American Red Cross
Wayne County
Disaster Services Budget**

	FY16				
	FY14 Results	FY15 Budget	FY15 Results	Preliminary Results	FY17 Draft Budget
REVENUE					
Federated	15,500	8,000	9,000	6,500	9,000
Monetary Contributions	74,433	109,124	32,644	15,056	46,222
Contracts			935	318	318
Support from other ARC units	100,588	71,933	28,550	58,012	35,744
TOTAL ACTUAL REVENUE	190,521	189,057	71,129	79,886	91,284

	FY16				
	FY14 Results	FY15 Budget	FY15 Results	Preliminary Results	FY17 Draft Budget
EXPENSES					
Compensation	70,801	69,733	28,245	25,449	28,461
Employee Benefits	22,201	21,552	9,043	7,939	8,809
Travel & Meetings	2,406	1,936	1,730	1,389	1,843
Financial Assistance	39,571	40,142	9,286	26,286	31,919
Supplies	1,320	586	1,055	703	520
Program Materials	3,007	1,334	1,461	1,245	1,600
Equipment Maintenance & Rentals	4,111	5,068	3,515	3,399	3,140
Buildings & Occupancy	28,463	29,837	8,450	6,245	6,967
Professional Fees	1,202	1,075	1,200	1,053	1,137
Contractual Services	4,434	3,964	3,746	3,649	3,809
Depreciation	13,005	13,830	3,400	2,528	3,077
TOTAL ACTUAL EXPENSES	190,521	189,057	71,129	79,886	91,284
ACTUAL SURPLUS (DEFICIT)	0	0	0	0	0