

2018 Program Information

Please use a separate form for each program.

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

2. Program Name: Service to the Armed Forces

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>\$2,500</u>	+	<u>\$11,297</u>	=	<u>\$13,797</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?

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 Lake Erie/Heartland Chapter operates under an unfunded Congressional mandate to offer Service to Armed Forces programming (specifically Emergency Communications). Therefore, if funding were reduced, then the American Red Cross Lake Erie/Heartland Chapter would first seek other funding sources to continue its full array of programming. If other funds could not be secured the Chapter would have to strategize about which Services to Armed Forces programming above Emergency Communications would need to be reduced or eliminated.

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 Lake Erie/Heartland Chapter operates under an unfunded Congressional mandate to offer Service to Armed Forces programming (specifically Emergency Communications). Therefore, if funding were reduced, then the American Red Cross Lake Erie/Heartland Chapter would first seek other funding sources to continue its full array of programming. If other funds could not be secured the Chapter would have to strategize about which Services to Armed Forces programming above Emergency Communications would need to be reduced or eliminated

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 Service to Armed Forces programs.

Community Impact

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

The American Red Cross Lake Erie/Heartland Chapter's Service to the Armed Forces Emergency Communications program is targeted at the following populations:

- Service Members on active duty in the Army, Marines, Navy, Air Force or Coast Guard
- an activated member of the Guard and Reserve of all branches of the U.S. Armed Forces
- a civilian employed by or under contract to the Department of Defense and stationed outside the Continental United States
- a cadet or midshipman at a service academy; ROTC cadet on orders for training
- a Merchant Marine aboard a U.S. Naval Ship

In addition, other Service to Armed Forces programming is open to:

- Service Members on active duty in the Army, Marines, Navy, Air Force or Coast Guard
- an activated member of the Guard and Reserve of all branches of the U.S. Armed Forces
- Veterans from all branches of the U.S. Armed Forces

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

While the Wayne County Veterans Services Commission provides assistance to Veterans in accessing all rights and benefits due to them. The American Red Cross Lake Erie/Heartland Chapter's Service to Armed Forces programs focus on Emergency Communications, referrals to appropriate services, volunteer engagements and some direct services to Service Members and their families.

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 Service to Armed Forces program of the American Red Cross Lake Erie/Heartland Chapter provides critical services to Service Members and their family members who reside within Orrville itself of Wayne County in general. These comfort, communication and referral services are only provided by the American Red Cross Lake Erie/Heartland Chapter in the target area. Without those services, many Service Members, their families and Veterans would not receive the information and services required to be productive community members.

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**

Service to Armed Forces programming continues to grow and develop to meet the needs of a changing military.

EMERGENCY COMMUNICATIONS

When an emergency occurs, the Red Cross, under authorization of the Department of Defense, relays urgent messages to soldiers stationed anywhere in the world. Red Cross-verified information assists the soldier and commanding officers with making a decision regarding emergency leave.

INFORMATION & REFERRAL

The American Red Cross offers confidential services to all military personnel and their families by connecting them with Red Cross and community resources across the United States and offices on military installations worldwide.

LOCAL PROGRAMS

-Get to Know Us Before You Need Us: The Red Cross offers these sessions for new enlistees, soldiers, and their families to introduce them to the many services offered by the Red Cross. By providing families with information about our services at the outset, we are hoping to alleviate some of the stress and strain that can occur during a crisis.

Reconnection Workshops: These workshops focused on individuals and small groups are designed to help family members reconnect and service members reintegrate successfully. These free workshops are open to service members, veterans, and their families/ support networks.

-Coping with Deployments: Psychological First Aid for Military Families was developed out of the Red Cross' continuing commitment to serving military families wherever they reside. The course provides useful information on how to strengthen the participants' ability to respond to challenges that may arise throughout the deployment cycle. It was designed specifically for the spouses, parents, older children, siblings and significant others of the service member.

-Outreach During Active Duty: The Red Cross provides support to active duty service members and to their families in Northeast Ohio. Families can always reach out to the Red Cross for emotional support during this difficult time.

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

The main tool that the American Red Cross Service to Armed Forces program uses to track program outcomes is its LMS system. This electronic database captures and stores information on the number of community presentations (including attendance) and events held by Service to Armed Forces staff and volunteers. Emergency communications are tracked directly through the American Red Cross call centers in which they are received. In addition, the American Red Cross monitors quality of all its Service to Armed Forces 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 biggest challenge in measuring the success of the Service to Armed Forces program is in getting clients to fill and turn in surveys after completion of services.

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

During the American Red Cross Lake Erie/Heartland Chapter's 2017 Fiscal Year (July 1, 2016– June 30, 2017), the following Service to Armed Forces cases were opened in the Orrville area:

44667: 15

44618: 6

44645: 1

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

The program outcomes met the levels of desired outcomes.

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 is comprised of all Service to Armed Forces programming received by one discrete individual. Please note that services are customized to meet the needs of each individual Service Member, their family member or Veteran.

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: 15 44618: 6 44645: 1	80	0
2017 Projected	44667: 12 cases 44618: 5 cases 44645: 0	80	0
2018 Projected	44667: 13 cases 44618: 5 cases 44645: 0	84	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)
2016 Actual	80	\$13,828	\$173
2017 Projected	80	\$13,763	\$172
2018 Projected	84	\$13,797	\$164

14. Individuals served

Last year (actual): 80

This year (projected): 80

Client Demographics

14.

	NUMBER
Types of Clients: Individuals	80
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	80
TOTAL INDIVIDUALS:	80
Gender: Male	
Female	
Unknown	80
TOTAL INDIVIDUALS:	80

	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	80	Unknown	80
TOTAL INDIVIDUALS:	80	TOTAL INDIVIDUALS:	80

*NOTE: All TOTALS should be the same number

**Orrville Area United Way
Supplemental Agency Questions**

American Red Cross Lake Erie/Hearland Chapter

September 6, 2019

Agency Name

Date

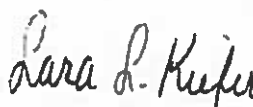
Please check the appropriate box in answer to each question.

	Yes	No	Don't Know
Does the agency have checks/balances and distribution of responsibilities such that tasks such as opening mail, paying bills, signing checks, bookkeeping, producing internal financial reports do not rest in the hands of too few persons?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have the board and top administrative officers discussed/reviewed/agreed upon what is appropriate in terms of division of these responsibilities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the agency have a board approved Fiscal Policy?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the auditor meet with the board and top administrator to discuss audit results?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the board conduct an annual evaluation of the top administrative officer?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the evaluation results in written form?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the agency have written by-laws to which they adhere?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the board and/or a Financial Committee or Executive Committee review complete financial statements monthly including cash flow statements?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the agency goals/objectives/plans in written form?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do the agency by-laws/guidelines specify a length of term for board members?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are board members required to rotate off the board for some minimum amount of time upon completion of some maximum time of service?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the agency currently compliant with guidelines for submitting an Audit including the management letter, 990, Agency Agreement, and Verification of Registration with the State of Ohio Attorney General's Office to United Way?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What percentage of your Board financially supports your agency?	100 %		



Board Chair

Governing board representative (name, title)



Executive Director

Administrative official (name, title)

**American Red Cross
Wayne County
Agency Budget**

	Actual FY-16	Actual FY-17	Budget FY-18
REVENUE			
Federated	12,222	10,986	10,966
Monetary Contributions	21,196	102,631	139,848
Net Special Events	10,725	8,290	4,988
Legacies & Bequests	5,224	21,006	-
In-Kind Contributions	3,721	3,721	4,620
Income From Endowments	99	99	107
Contracts	10,600	10,742	10,964
Products & Services	35,109	35,109	44,740
Other Revenues	3,043	1,257	1,393
Support from the Humanitarian Network	97,796	12,448	9,654
TOTAL REVENUE	\$ 199,735	\$ 206,289	\$ 227,280

	Actual FY-16	Actual FY-17	Budget FY-18
EXPENSES			
Compensation	82,279	83,282	94,706
Employee Benefits	24,781	27,781	26,846
Travel & Meetings	5,157	5,175	6,015
Financial Assistance	21,592	30,832	32,959
Supplies	3,420	3,890	2,800
Program Materials	4,033	5,398	4,394
Equipment Maintenance & Rentals	4,012	3,003	3,215
Buildings & Occupancy	17,885	17,094	13,737
Professional Fees	16,134	11,972	26,151
Contractual Services	12,371	12,361	10,536
Depreciation	8,071	5,501	5,921
TOTAL EXPENSES	\$ 199,735	\$ 206,289	\$ 227,280

FY-18 ARC Northern Board Members

Board Member	Company	Home Address	Phone	Committee	Term
Michael Palmer-Chair mspalm15@gmail.com		1835 Cedar Point Rd. Sandusky OH 44870	H-(419) 621.1600 C-(419) 656.3132	Executive Nominating	Vol 7-1-2005 Board 7-1-2016
Jan Alexander Jan1alex@aol.com		2081 Heritage Dr. Sandusky OH 44870	H-(419) 625.2848	PR/Marketing	Board 1/31/2009 Board 9-1-2016
David Brink daveb@pncca.biz	Payne, Nickles & Co. 422 W. Market St. Sandusky OH 4487	1214 Ogontz St. Sandusky OH 44870	H-(419)625.4400 W-(419)668.2552	Funds Development (Chair)	Board 7-1-1999
Marscha Danhoff marscha_danhoff@mercy.com	Mercy Health 1100 Neal Zick Rd. Willard OH 44890	3975 Bullhead Rd Willard OH 44890	H-(419)933.4204 C-(567)224.1350 W-(419)455.7039		Board 7-1-2009 to 6-30-2015 Board 10-1-2016
Keith Nader Fakhoury keith.fakhoury@pnc.com	PNC Financial Services Group Asset Management Group 1900 E 9th St Mall Stop B7-YB13-02-4 Cleveland OH 44114	1457 Lindazzo Ave. Cleveland OH 44114	C-(541)609.8696 W-(216)222.1002	Funds Development	Board 10-20-2016
Mary Anne Jeffrey maryannejeffrey@aol.com	Realty Executives Strayer Group 1604 E Perkins Ave Sandusky OH 44870	135 Marina Point Dr. Sandusky OH 44870	H-(419)625.4840 W-(419)625.2752	Nominating	Board 9-9-2013
Jeremy Jones Jeremy_jones@pepperidgefarm.com	Pepperidge Farm Willard OH 44890	1199 E Tiffin Willard OH 44890	W-(419)933.2611 ext 3850	PR/Marketing	Board 7-1-2010
Stacey Varuolo Stacey.varuolo@polyone.com	PolyOne Corporation 33587 Walker Rd Avon Lake OH 44012	30051A Center Ridge Westlake OH 44145	C-(440)308.4091 W-(440)930.1616	PR/Marketing	Board 1-4-2016