

United Way of Laramie County End-of Year Report
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Agency Name: American Red Cross of Wyoming- High Plains Branch

Program: Disaster Preparedness and Response- Helping Citizens Manage Acute Crises."

Reporting Period: Jan - Dec 2009

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Agency Mission/Vision:	Provide relief to victims of disasters and help people prevent, prepare for and respond to emergencies. <small>provider</small>
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Community Issue Program Targets:	"Helping Our Neighbors In Crisis and Strengthening Families To Move Toward Economic Self Sufficiency"
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Program Target Population:
1. Ensure a safety net of critical life saving services are in place 24/7 for victims of disasters. This includes providing shelter, food, clothing, medicines, eyeglasses, rent subsidies, and mental health crisis support to any victim of a man-made or natural disaster. 2. Serve as an integrated part of our community's emergency response infrastructure in partnership with Emergency Management Services, Fire Dept., Homeland Security, Public Health, Law Enforcement, Military and School District. 3. Provide disaster preparedness education to the general public to ensure self-sufficiency during times of disaster. 4. Serve as the agency responsible for securing statewide and National American Red Cross personnel and equipment during a large community disaster that exceeds local response capabilities.

Program Significance to the Community
1. The Red Cross is the only non-profit community agency mandated to respond to disasters 24/7. Red Cross maintains this capacity 365 days per year. 2. The agencies noted above expect the Red Cross to have the operational capacity in place to respond to local disasters and call upon the Red Cross to do so. 3. Community members that experience a man-made or natural disaster(single family or apartment fire, tornado, flood, hazardous material spills, toxic explosions, wildfires, etc.) are assured that their basic survival needs will be met through the provision of shelter, food, clothing, medicines, eyeglasses, rent subsidies, and mental health crisis support. 4. Should a large disaster occur in Laramie County, the Red Cross will coordinate with all local emergency response agencies as noted above, FEMA, mobilize statewide Red Cross personnel and equipment as needed, and mobilize National Red Cross personnel and equipment as needed. 5. As a result of receiving adequate services to meet basic survival needs during the immediate aftermath of a disaster, clients have the opportunity to develop a realistic recovery plan to regain self-sufficiency. 6. The Red Cross works in partnership with the public emergency response agencies noted above to educate the public in disaster preparedness to enhance community member's capacity to remain self sufficient during the first 3-7 days after a disaster occurs. The Red Cross, as part of the National American Red Cross, has access to high quality brochures and pamphlets developed by national subject experts. The ARC purchases these materials and hands them out during public presentations free of charge, or when citizens come to the Red Cross office seeking disaster preparedness education. 7. The Red Cross on a continual basis recruits and trains volunteers to respond to disasters. 8. The Red Cross continually raises funds in order to ensure that it has the resources required to respond effectively to local disasters.

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Program: Disaster Preparedness and Response- Helping Citizens Manage Acute Crises.

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Program Resources		Program Activities	
<ol style="list-style-type: none"> 1. Staff 4FTE (31% dedicated to Laramie County) and 15 volunteers dedicated 100% to Laramie County. 2. High Plains Branch office (Statewide headquarters) computer networked with National Headquarters and Statewide branch offices. 3. Disaster preparedness program materials. 4. All necessary office equipment. 5. Disaster trailer stocked for 100 person disaster (cots, blankets, personal hygiene kits) 6. Collaborative partnership with all local and state emergency response government agencies. 		<ol style="list-style-type: none"> 1. Disaster response including 24/7 on-call system. 2. Disaster preparedness education. 3. Volunteer recruitment and training. 4. Drills, exercise, meetings and consultations to ensure effective integration into overall local emergency response infrastructure with all emergency response government agencies. 5. Fundraising (in addition to United Way) to ensure adequate revenue to support all disaster program operations. 	
Outcome	Performance Measure	Method of Measure	
<ol style="list-style-type: none"> 1. Sufficient trained volunteers and staff to man 24/7 on-call disaster response system. 2. Laramie County residents will have disaster preparedness training to protect themselves and loved ones during a disaster 3. Ensure sufficient equipment and personnel can be mobilized to provide timely disaster relief services. 	<ol style="list-style-type: none"> 1. # of volunteer hours to manage 24/7 on-call system and be trained. 2. # of county residents receiving disaster preparedness training. 3. disaster relief readiness level. 4. Activities related to coordinating disaster services with emergency response agencies. 	<ol style="list-style-type: none"> 1. Schedules to count volunteer hours. 2. Count residents receiving disaster preparedness training. 3. Inventory disaster equipment. 4. Calendar and meeting minutes to track coordination with Emergency Response agencies. 	
Program Results		Results Analysis and Next Steps	
<ul style="list-style-type: none"> • 1. Red Cross 24/7 on-call system for emergency response active 365 days. "Fire station" readiness model working effectively. • Red Cross disaster relief services provided within 2 hours of initial notification. • 500 people oriented to disaster preparedness during community events (ie: Superday, Small Business Exposition, etc.). • 11,680 volunteer hours to manage 24/7 on-call system. All Laramie County residents covered by this system. • 18 families provided with disaster relief services within 2 hour response time. Immediate basic living needs met 100% of time. Health and safety of clients preserved. • Disaster response equipment inventory restocked to serve 100 families during single incident. This level of inventory being maintained on daily basis. • Ongoing meetings with Emergency Response local government agencies and military to ensure effective coordination of services during disaster event. Red Cross fully integrated into all emergency response plans. • Ongoing consultation with National American Red Cross and FEMA to review response protocols should Laramie County require National Red Cross support during a large disaster. • Continued expansion of disaster response equipment and personnel throughout Wyoming that will be mobilized to Laramie County during a large disaster event. All equipment statewide is now mobile in trailers. • Client population has not changed during the last couple of years. Clients are typically low income who need financial assistance for basic living needs after a disaster occurs. <p>Fundraising (in addition to United Way allocation) was sufficient to maintain and strengthen Red Cross Headquarters and High Plains operations on behalf of Laramie County residents.</p>		<p>*24/7 on-call system improved by more comprehensive training for staff and volunteers in shelter management and client casework. Additional volunteers will continue to be recruited and trained during next year to expand personnel capacity to manage shelters. This is an ongoing process.</p> <p>* 2 hour disaster response time achieved.</p> <p>*Disaster preparedness training program still needs to be improved. Encouraging businesses, schools, and government agencies to take this training is a challenge.</p> <p>* Sufficient number of new volunteers were recruited and trained to maintain 24/7 on-call system.</p> <p>* All families received financial assistance to ensure that basic living needs were met. This included shelter (motels), food, clothing, replacement medicines and eyeglasses, rent subsidies, and referral services to other social service agencies. Local fundraising efforts (United Way, corporate, foundation and individual donations) will continue to ensure adequate funding base to support client assistance.</p> <p>* Inventory control working effectively with sufficient funds available to restock supplies as needed.</p> <p>* Red Cross is seen as a full partner in all Laramie County disaster preparedness and response activities initiated by local and state emergency response agencies. Maintaining these critical partnerships will continue.</p> <p>* Red Cross CEO and COO consult regularly with National Red Cross Disaster Response Regional Director and FEMA representatives to ensure familiarity with all protocols in place to secure National Red Cross support during a large disaster.</p> <p>* Statewide Red Cross response protocols in place to support Laramie County during large disaster.</p> <p>* Grants awarded in other parts of Wyoming used to increase inventory of disaster response equipment in mobile trailers. This equipment will be available to Laramie County during a large disaster.</p>	