

PD-ABY-355

REPORT SUMMARY

THE CENTER FOR INTERNATIONAL DISASTER INFORMATION (CIDI)

ORGANIZATION:	Heartlands International, Inc.	DATE:	April 30, 2003
		CONTACT PERSON:	Suzanne H. Brooks
		TELEPHONE:	703/243-8900 ext. 22
		FAX:	703/243-3003
		INTERNET ADDRESS:	sbrooks@cidi.org
MAILING ADDRESS:	4100 North Fairfax Drive Suite 302 Arlington, VA 22203-1629		

PROGRAM TITLE:	Center for International Disaster Information
COOPERATIVE AGREEMENT/GRANT NO.:	HDA-G-00-03-00013-00
COUNTRY(IES)REGION(S):	Worldwide
DISASTER/HAZARD:	All International Natural and Man-Made Emergencies
TIME PERIOD COVERED BY THIS REPORT:	January 1, 2003 – March 31, 2003

OBJECTIVE #1 DONATION/VOLUNTEER MANAGEMENT

Handle public and corporate inquiries related to unsolicited donations of commodities or volunteer services for international disaster relief efforts. Determination of whether offers are appropriate and/or practical for use by relief agencies. Referrals to the Center are made by USAID and other government agencies, InterAction, and many international relief agencies. These inquiries are received through the Center's hotline, the web site, and by mail.

Targeted population:

- Individuals and groups who are **not initially** inclined to make cash donations to established relief agencies operating on the ground in disaster stricken areas.
- Individuals and groups who have **already collected or plan to collect** large quantities of commodities intended for international disaster sites.
- Corporations wishing to make material/service donations to assist in disaster relief efforts but need guidance on working with relief agencies.

Length of time needed to fully satisfy objective:

- Ongoing

OBJECTIVE #2 PUBLIC EDUCATION AND DONOR AWARENESS CAMPAIGN

Expand the public education campaign to inform the American public and specific target groups about appropriate in-kind donations for international disasters through expanded travel for CIDI staff to target communities.

Targeted populations:

- Embassies and Consulates
- Ethnic Populations in the United States
- Governmental structure (international, national state and local)
- Service Clubs and Organizations/ Youth and 'grass roots' organization networks
- Labor Organizations/Professiona/Trade Associations
- Non-disaster NGOs

Length of time needed to fully satisfy objective:

- Ongoing

Objective #3 Resource Identification and Development

Work with corporations and trade/professional organizations to develop guidelines for appropriate utilization of their products/services for use in international disaster relief activities.

Profile of targeted populations:

- Corporations
- Service Clubs and Organizations/ Youth and community based organization networks
- Labor Organizations and Professional/Trade Associations
- Media

Length of time needed to fully satisfy objective:

- Ongoing

Objective #1 Donations/Volunteer Management

Efficiently respond to public and corporate inquiries related to unsolicited donations of commodities or volunteer services for international disaster relief efforts. Determination of whether offers are appropriate and/or practical for use by relief agencies. Referrals to the Center are made by USAID and other government agencies, InterAction and many other international relief agencies. These inquiries are received through the Center's hotline, the web site and by mail.

- **AREAS OF ACTIVITY**

During the period of this grant report, the Center responded to inquiries related to the following emergencies (large scale emergencies underlined):

Drought: Eritrea

Flooding: Vanuatu, Malawi, Bolivia, Madagascar, Peru, India, Sri Lanka

Storms: Pakistan, India, Solomon Islands, New Caledonia, Fiji, DR Congo,

Civil strife: Afghanistan, Iraq

Earthquake: Turkey, China, Mexico, Georgia

Complex Emergencies: Indonesia

Landslides: Indonesia

Famine: Kenya

Weather: Bangladesh, India, Nepal, Vanuatu

Food Crisis: Southern Africa

Rains: Mozambique

- **A DESCRIPTION OF ASSESSMENTS AND SURVEILLANCE DATA USED TO MEASURE RESULTS**

During this reporting period of the grant, the CIDI provided the following as part of its objectives:

Posted approximately 230 situation reports

Disseminated approximately 48,973 reports through the Center's Listserv

Responded to over 1650 inquiries via phone, e-mail and fax

Totaled over 147,968 pages of the CIDI web site downloaded by outside access

Trained 50 individuals in international donations management for CIDI hotline operation

- **DEMOGRAPHIC PROFILE OF THE TARGETED AND REACHED POPULATION**

The targeted population and needs identified are as follows:

- A. Individuals and groups seeking information related to donation and/or volunteer opportunities for international disaster relief.
- B. Embassies, consulates, select ethnic populations, state-level emergency management personnel, private voluntary organizations and others requiring guidance in appropriate international disaster response activities.
- C. Corporations and professional/trade organizations requesting guidance for having appropriate utilization of their products/services in international disaster relief activities.

The majority of inquiries received during this period pertained to unmet needs in Afghanistan and the potential needs of victims of the war in Iraq.

- **TOTAL NUMBER OF TARGETED AND REACHED BENEFICIARIES FOR THE OVERALL PROGRAM**

Quantification of the number of beneficiaries reached through the program:

Posted approximately 230 situation reports
Disseminated approximately 48,973 reports through the Center's Listserv
Responded to over 1650 inquiries
Totalled over 147,968 pages of the CIDI web site downloaded by outside access
Trained 50 individuals in international donations management for CIDI hotline operation

Information on the CIDI web site is often used for teaching students, creating a multiplier effect as they share what they have learned with their friends and families. We have found this to be true particularly for professional individuals who share the CIDI Guidelines with their co-workers, families, church and social groups—and share stories of how interesting this information was to them.

- **QUANTITATIVE AND QUALITATIVE DATA**

Please see above. More detailed reports and examples of success stories have been included with previous reports—and are available through the CIDI web site at <http://www.cidi.org>.

- **SUCCESSES ACHIEVED, CONSTRAINTS ENCOUNTERED, ADJUSTMENTS MADE FOR ACHIEVING EACH OBJECTIVE**

The Center for International Disaster Information (CIDI) relocated its headquarters operations in January 2003 to Heartlands International, Inc. The CIDI continues to serve as a resource for information on current international disaster situations as well as provide valuable guidance on appropriate international disaster relief.

During this period, the CIDI has been able to re-establish operations at the new site – including the reconnection of the hotline system, web site and other services. The voice mail system was upgraded—and now has an e-mail notification function that has been a valuable improvement to the CIDI's inquiry response time.

One of the most effective success indicators of the CIDI program is the "CIDI Honors" program, where individuals and groups are recognized on the CIDI website when they demonstrate a "change of behavior" from initially desiring to collect-in-kind donations in response to international emergencies to becoming involved in or spearheading fundraising activities in support of a professional relief agency.

It is still relatively early in the Iraq response, and we anticipate having new "CIDI Honors" stories related to Iraq in upcoming reports. Though not yet documented, the CIDI has been able to dissuade several individuals and groups from collecting items such as teddy bears, old shoes, school supplies and T-shirts for Iraq. The old shoes were donated to a local homeless shelter in Ellicott City, Maryland. Cash that would have been spent on purchasing teddy bears in China and transporting them to Iraq, will be given to an InterAction member agency working in Iraq. School supplies collected in Maine will hopefully be used in their own community in the coming school year. The red, white and blue T-shirts were donated to a high school and the children expected to sell them to raise funds for donation to one of

the InterAction member agencies working in Iraq. The CIDI hopes that the participants will document their activities (and change in behavior) through stories and photos that will be shared on the CIDI web site.

The Center was able to undertake large training sessions with staff from the Airline Reporting Corporation, the corporation from which the CIDI rents office space.

- **OVERALL PERFORMANCE OF THE PROJECT**

All targets were met under this objective. The Center has responded to all public inquiries received in a timely manner, and continues to distribute the information packets, tailored for specific emergencies.

NOTE: Indicators of success under this objective are directly related to the frequency and magnitude of high-visibility international emergencies occurring during the given period.

- **SUMMARY OF COST EFFECTIVENESS**

NOTE: The budget submitted and approved for this program is not divided by objective. Therefore, no budget breakdown of expenditures is included in the Executive Summary. A separate budget with a breakdown is attached.

Objective #2 Public Education and Donor Awareness Campaign

Develop and promote a public education campaign to educate specific target groups about appropriate in-kind donations for international emergencies.

- **AREAS OF ACTIVITY**

Local Outreach: The Center continues to perform training programs for local government, universities and local businesses and a county fair.

National Outreach: The CIDI continues to work in partnership and in support of NGOs involved in international disaster relief.

State and Local: The CIDI continues to work closely with FEMA and participate as the "international representative" for domestic (state and local) issues dealing with donations management.

International: Working closely with embassies—both pre-emptively and after the fact, the CIDI continues to serve as a resource in channeling cash instead of goods from the general public.

- **A DESCRIPTION OF ASSESSMENTS AND SURVEILLANCE DATA USED TO MEASURE RESULTS**

Measured by interest by target audience, follow-up inquiries, requests for additional presentations/participation, requests to post, reprint, copy or share information and relative increases in access to the web site.

Intercultural fairs and meetings of specific groups of foreign nationals, ethnic and religious groups have proven to be receptive target groups for the CIDI message.

- **DEMOGRAPHIC PROFILE OF THE TARGETED AND REACHED POPULATION**

Embassies from the disaster prone countries are those who have the greatest numbers of people at risk. For that reason the Center's first international program focused on the Caribbean/Central America—as these regions are prone to a multitude of influences of hurricanes, earthquakes, volcanoes, flooding and drought—and civil strife.

- **TOTAL NUMBER OF TARGETED AND REACHED BENEFICIARIES FOR THE OVERALL PROGRAM**

No specific numbers of targeted individuals were identified. Numbers are directly related to the number of, frequency and magnitude of each emergency. Also relevant are media coverage of particular events and the numbers of nationals from the affected country who are resident in the U.S.

- **QUANTITATIVE AND QUALITATIVE DATA**

Success in training sessions, presentations and meetings has been demonstrated by the many messages of thanks and support for the Center. *Examples have been attached to previous reports.*

- **SUCCESSES ACHIEVED, CONSTRAINTS ENCOUNTERED, ADJUSTMENTS MADE FOR ACHIEVING EACH OBJECTIVE**

Reluctance to collect and give cash, preference to collect supplies, misunderstanding about the role of the US in transporting unsolicited donations, poor understanding of the realities and complexities of handling inappropriate in-kind donations in the field and the impact that they have upon relief operations, the affected country and relevant populations—in terms of health, economics, transportation, distribution and political issues.

- **OVERALL PERFORMANCE OF THE PROJECT**

It was hoped that the project would have had an opportunity to undertake a more vigorous outreach program, however time and events limited these activities.

- **SUMMARY OF COST EFFECTIVENESS**

NOTE: The budget submitted and approved for this program is not divided by objective. Therefore, no budget breakdown of expenditures is included in the Executive Summary. A separate budget with a breakdown is attached.

Objective #3 Resource Identification and Development

Work with corporations and trade/professional organizations to develop guidelines for utilization of their products/services for use in international disaster relief activities.

- **AREAS OF ACTIVITY**

Even as the war in Iraq was underway, the CIDI began receiving inquiries regarding contracts and business opportunities in Iraq. Initially, information regarding these activities was basically non-existent. Later, as information regarding USAID contracting became available—and word that bids had already been solicited and awarded, the tone of the inquiries changed. In the case of Iraq, there were many retired government officials who now represent large US companies, and were looking to help get their client's foot in the door in a most urgent manner. Some corporations offered commodity as a donation, in order to secure a sale of equipment to Iraq in the future.

- **A DESCRIPTION OF ASSESSMENTS AND SURVEILLANCE DATA USED TO MEASURE RESULTS**

Corporate and business interest level is directly related to the necessity for economic survival of the corporation in the affected country. Results are also predicated on the amount of confidence that the corporation has in the host country government's recovery activities. Also corporations rely strongly, and tend to be dependent on their industry association memberships to provide information and technology to remain in business after a disaster.

- **DEMOGRAPHIC PROFILE OF THE TARGETED AND REACHED POPULATION**

CIDI provides information on current international disaster situations and guidance on how to provide appropriate international disaster relief. It is a resource available to any corporation or business organization doing business but particularly to those that have international affiliates. CIDI shares its corporate guidelines with the private sector to help their overseas affiliates reduce future disaster related losses.

- **TOTAL NUMBER OF TARGETED AND REACHED BENEFICIARIES FOR THE OVERALL PROGRAM**

Since its inception in 1988, CIDI has been in contact with over a thousand company representatives and their staffs. Working with Heartlands International, Inc., CIDI continues to communicate the appropriate disaster response message to corporations, businesses, and their associations and foundations.

- **QUANTITATIVE AND QUALITATIVE DATA**

As previously stated, the corporate response is empirical, based on the profit and loss factor of the company. However, there are a great many large corporations that are now coming around to the philosophy of preparedness, mitigation and prevention. The number of CIDI contacts is growing daily.

- **SUCCESSES ACHIEVED, CONSTRAINTS ENCOUNTERED, ADJUSTMENTS MADE FOR ACHIEVING EACH OBJECTIVE**

Successes are directly related to the frequency and magnitude of high-visibility international emergencies during a given period. CIDI readily makes available to all organizations current international disaster information to increase their ready-alert capabilities.

- **OVERALL PERFORMANCE OF THE PROJECT**

Indicators of success under this objective are directly related to the frequency and magnitude of high-visibility international emergencies occurring during the given period.

- **SUMMARY OF COST EFFECTIVENESS**

NOTE: The budget submitted and approved for this program is not divided by objective. Therefore, no budget breakdown of expenditures is included in the Executive Summary. A separate budget with a breakdown is attached.

During this period the Center's staff has either hosted or participated in numerous meetings -- from informal bi-weekly meetings with the OFDA CTO, meetings with other OFDA and LPA personnel to discuss the program and planning for future activities; meetings specifically related to activities in Iraq and Afghanistan; to meetings with Congressmen and constituents; presentations to and training for State and Local Emergency Management personnel; training sessions for outreach and volunteer recruitment; and communication with sister-organizations and government agencies related to international disaster relief.

Through meetings in person by the CIDI staff, the web site and phone, the Center has been able to reach thousands of individuals and groups. Relevant to the program's public information campaign, the Center has purchased the necessary computer equipment and software required under this contract and has continued to upgrade, update, refine and enhance the Center's web site.

In the period January 2003 – March 31, 2003, the Center posted over 230 situation reports from various agencies and distributed over 48,973 reports through its disaster listserv.

The major international emergencies during this period were Afghanistan and Iraq.

The Center's activities dealt extensively with the public response to emergency needs and rehabilitation in Afghanistan and the war in Iraq.

The public inquiry level was moderate to heavy during this period.

The program continued its progress in upgrading its web site and voice mail systems.

NOTE: Indicators of success under this objective are directly related to the frequency and magnitude of high-visibility international emergencies occurring during the given period.

II. PROGRAM OVERVIEW:

- A. The overall goal of the Center is to reduce the incidence of the American public's historically poor practice of collecting inappropriate in-kind donations and offering unqualified volunteer assistance for use in professional international disaster relief operations.
- B. The targeted population and needs identified in the proposal are as follows:
 1. Individuals and groups seeking information related to donation and/or volunteer opportunities for international disaster relief.
 2. Embassies, consulates, select ethnic populations, state-level emergency management personnel, private voluntary organizations and others requiring guidance in appropriate international disaster response activities.

3. Corporations and professional/trade organizations requesting guidance for having appropriate utilization of their products/services in international disaster relief activities.
- C. Program activities are primarily targeted to US-based groups and are relevant to all international natural and man-made emergencies.

III. PROGRAM PERFORMANCE

OBJECTIVE I:

A. CORE ACTIVITIES – PUBLIC INQUIRIES RELATED TO INTERNATIONAL DISASTERS

1. In the period January– March 2003, the Center maintained its ability to efficiently and effectively handle public inquiries related to international emergencies. During this period, the Center, through its web site posted 230 situation reports from a variety of international relief agencies and distributed more than 48,973 reports through its disaster listserv.

The public inquiry level was moderate to heavy during this period, with priority given to relief, rehabilitation and reconstruction in Afghanistan and the war and reconstruction efforts in Iraq. The Center surpassed its average for “non-active” public responses at approximately 250 inquiries per month, but totaling over 1500 inquiries for this period. The increase during this period came at the end of the reporting period, due to the media coverage of the war in Iraq and the state of affairs in Afghanistan. Nearly a quarter of these inquiries normally require follow-up if information is not available through the web site. In all cases, follow-up was made within one business day.

Technology and access to improved communications continues to have an impact on the services of the Center. The Center continues to receive inquiries from around the world—whether they are offers of commodities, technical assistance or requests for transportation.

International emergencies during this period included the earthquake activity in China, Turkey, Mexico and Georgia; landslides in Kyrgyzstan, storms in Solomon Islands, India, Pakistan, DR Congo, Bangladesh, Ethiopia, Fiji, Nepal; a consolidated set of storms, floods, weather conditions in Indonesia; drought in Eritrea, floods in Peru, Sri Lanka, Madagascar, Malawi, Mozambique, Bolivia, Vanuatu and food crises in South Africa, and Kenya.

Approximately one quarter of the inquiries received during this period continued to be of a general nature -- job/volunteer opportunities in international disaster relief, transportation requests for goods to be sent to both non-disaster and disaster-stricken areas and information related to sales of equipment and services for use in international disaster relief. In anticipation of the war in Iraq, heavy media coverage of unmet needs in Afghanistan has stimulated inquiries related to the situation in that country.

The Center continues to encourage qualified individuals and relief commodity distributors to register through the Center's data base. An increased level of participation in disaster-related meetings and conferences which have led to valuable networking opportunities are detailed under Objective #2. The Center

maintains a list of qualified, available volunteers as temporary staff and continues to recruit new individuals.

New informational pieces are available through the web site, particularly those that support the Center's mandate for appropriate international disaster response. These include Commentary from the Afghan Women and Children's Relief Project, CIDI's Guidelines for Corporate Donations, and CIDI's Caution on Collecting Unsolicited Material Donations for the Iraq Crisis.

The Center maintains critical links to organizations, particularly InterAction. A link to the Sphere Project, which provides excellent guidance on minimal standards for disaster relief is also posted on the web site and continues to provide valuable background information for screening inappropriate donations.

The Center continues to monitor the number of situation reports and other materials distributed through the Center's listserv.

2. All targets were met under this objective. The Center has responded to all public inquiries received in a timely manner, and continues to distribute the information packets, tailored for specific emergencies.

B. IRAQ

Since early 2003 there was extensive media coverage in preparation for the US war with Iraq. As a result, the public—and the Iraqi-American population in particular, expressed concerns related to the military action and the anticipated aftermath—with the expectation of hundreds of thousands of displaced persons within Iraq and refugee flows to surrounding countries. Unlike a sudden-onset natural disaster that victims are rarely prepared for, this crisis had been discussed for many months, and public interest in preparing for the aftermath grew weekly.

During this period, the CIDI responded to the usual requests for information, including inquiries related to how best individuals could provide assistance, contracting and volunteer opportunities, confusion regarding the status of the embargo and general questions about potential relief efforts. This emergency, however, was unique in the public's response. Some of the more notable issues are described below.

Of particular note during this period, was the CIDI's extensive contact with Iraqi-American communities in the US. Hundreds of Iraqi-Americans offering their assistance in helping to provide relief or aiding in reconstruction have contacted the Center. These groups included student groups, professional associations (mainly medical and engineering), business groups (Chambers of Commerce) and religious groups (both Christian and Moslem).

In many cases the Iraqi-Americans callers were very reluctant to register information through the Center's data base, though many actually did. In conversations with these callers, that there remains a deep mistrust of the USG, particularly related to immigration issues. Even individuals who were born in the US were concerned that the USG was likely to arrest or jail innocent members of the Iraqi-American community. While the CIDI explained that we are not a USG agency, we did not press callers to register information if they did not feel comfortable.

).

During this period, the Center was able to take advantage of the offers of assistance from the Iraqi-Americans who had contacted the Center -- even if they could not travel to Iraq. The valuable language skills, technical skills and cultural knowledge possessed by the Iraqi-American callers was put to use in helping the CIDI answer inquiries posed to the Center. The CIDI was able to provide information to the public and corporations who contacted the Center with specific questions regarding Iraq. Iraqi-American doctors and engineers were instrumental in providing guidance to the CIDI on a wide variety of topics -- from pharmaceutical companies with questions regarding language requirements for the labeling of drugs, to questions regarding cultural sensitivity in marketing in Iraq.

On a positive note, the Iraqi-American community as a whole was not particularly active in collecting material donations to send to Iraq. There were a few groups, but these were the exception, rather than the rule. The Iraqi-Americans do expect the USG to provide timely material support, particularly to those who were directly affected by the fighting.

Of greater concern, though in relatively small numbers compared to previous emergencies, were Americans who were interested in undertaking the traditionally inappropriate material collections—from blankets, to teddy bears and red, white and blue T-shirts. In the majority of cases, these collections were driven by requests from family members serving in Iraq. There were also a number of "copycat" activities where groups who started early and had "connections" were successful in finding transportation of their donated commodities. Groups who tried to duplicate these collections and could not find free transportation were later left to scramble to collect funds or donate the collected materials locally.

Because this was a large-scale military operation, the media focused on the troops and their families—and logically, tremendous US public support was directed toward supporting them through a variety of collection drives and "care packages" as well as monetary and material support for their families. These activities provided some relief to those who feel anxiety to "do something" during difficult times, and funds, activities and collections were channeled in support of these activities.

The Center was also the place where individuals called when they were trying to get information about activities on the ground—and what the USG's plans were. While the Center's staff were not able to answer many of the specifics of the military operation, the reports from responding agencies (once they became available) that were posted on the web site were extremely popular with visitors to the site. Non-classified information shared through InterAction (both JNEPI and by the Interaction Observer) was EXTREMELY valuable to the Center.

Before the fighting had subsided, there was enormous public interest, both public and corporate in contracting and employment opportunities. Information contained in the Iraq section of the USAID web site was particularly helpful, especially with direct links to the winning contractors' web sites. This information certainly reduced the burden of these types of inquiries handled by CIDI staff.

Finally, it should be noted that the Operations Center staff at USAID provided excellent assistance to the Center -- from referring calls to the CIDI, to tracking down answers to tough questions that the CIDI needed. USAID should also be congratulated for providing useful information as it became available both on the web site and through e-mail dissemination. In terms of information availability, sharing and support

under USAID's authority, this is perhaps the best response from the USG that the CIDI has experienced.

Though program activities are primarily targeted to US-based groups and are relevant to all international natural and man-made emergencies, the program's audience has clearly expanded during the life of this grant. Technology and access to improved communications continues to have an impact on the services of the Center. By the end of March, nearly one third of the inquiries made to the CIDI regarding Iraq were received from foreign countries (Namely Turkey, Italy, Germany, Switzerland and many countries in the Middle East) requesting additional information from the CIDI. These inquiries came via telephone, e-mail and fax. The Center continues to receive an increasing number of inquiries from around the world—whether they are offers of, or requests for, commodities, technical assistance or transportation.

OBJECTIVE #2 PUBLIC EDUCATION AND DONOR AWARENESS

A. CIDI Honors

In a creative new initiative of the Center, the CIDI has developed the "CIDI Honors" Program. In an effort to acknowledge the individuals, groups, relief agencies and corporations who have undertaken innovative and meaningful initiatives to help those affected by disasters around the world—but with an expressed focus on our appropriate donations message. This activity also provides a method of demonstrating the Center's effectiveness in "changing minds and behavior" when addressing international donations for disasters.

Each individual or group who demonstrates the importance of appropriate giving for international disasters will have their story posted on the CIDI web site. It is hoped that these stories will serve as examples to others around the country that there are avenues to provide assistance to those affected by disaster—in ways other than the collection of materials. Each story will also provide insight into the on the 'learning process' each of the Center's honorees went through to come to the point where they changed their own behavior/activity to best meet the needs of those affected by disasters.

Through this program, the CIDI recognizes that there is an important role for the public and corporations to play in international humanitarian assistance. CIDI remains committed to providing them with the guidance to help them make the best choices and hopes that by sharing these stories, it will inspire others to respond to other humanitarian needs around the world with compassion, creativity and insight.

CIDI Honorees will also receive a certificate of appreciation from the Center, and hopefully a certificate/acknowledgement from USAID in the future.

The lead page to each story also includes a quote from the Honoree, that reinforces the CIDI's message...

The CIDI's pilot program began with Afghanistan, but will be replicated for other countries affected by disaster.

B. OUTREACH ACTIVITIES

Local Outreach: The Center continues to perform training programs for local government, universities and local businesses and a county fair.

National Outreach: The CIDI continues to work in partnership and in support of NGOs involved in international disaster relief.

During the early days of the Iraq crisis, the CIDI forces with the *National Voluntary Organizations Active in Disaster (NVOAD)*. In doing so, the CIDI was able to channel donations of commodities that were inappropriate for Iraq to voluntary disaster response agencies working in the US. This strategy worked extremely well, in that the public was very receptive to the idea of using donated commodities domestically. National voluntary organizations were grateful for the opportunity to receive both cash and commodity directed their way, as their own resources have diminished significantly since 2001. (Press Release Attached)

State and Local: The CIDI continues to work closely with FEMA and participate as the "international representative" for domestic (state and local) issues dealing with donations management.

The CIDI continues to work closely with the *Points of Light Foundation* to provide guidance on volunteer issues related to disasters. A referral from the Foundation led to an interview for an article to be published about volunteering for disaster relief.

International: Working closely with embassies—both pre-emptively and after the fact, the CIDI continues to serve as a resource in channeling cash instead of goods from the general public. (See below under "Nicaragua").

As part of the "*Post Disaster Outreach*" program, the CIDI staff continue to expand the Center's *data base of contacts for international ethnic populations* in the US. Currently CIDI staff are focusing on disaster prone countries.

C. POST-DISASTER OUTREACH

As a tool for managing unsolicited commodity donations in response to international emergencies, the PDO Team will "immediately following a disaster (or upon notification of an impending disaster) engage in rapid, targeted outreach activities designed to inform specific segments of the public on how they can best assist those affected by the disaster. The goal of PDO is to encourage cash donations to humanitarian organizations responding to the particular disaster and minimize spontaneous outpourings of commodity donations and untrained volunteer services. "

As outlined in previous reports, the CIDI continues to develop Post Disaster Outreach materials.

CIDI staff have proactively begun to research and identify church groups, media outlets, and various associations and organizations within the disaster prone regions to be able to quickly reach out to immigrant communities in the United States most likely to respond to emergencies in their homelands. This project is ongoing, and to date the CIDI database consists of statistics on such populations as Chile, Jamaica, Dominican Republic, Haiti, Honduras, Venezuela, Nicaragua, El Salvador, Colombia, Peru, Belize, Dominica, Guatemala, Guyana, Antigua, Bahamas, Barbados, Grenada, St. Lucia, St.

Vincent and Trinidad/Tobago, Czech Republic. During this reporting period CIDI has completed Syria, Somalia, Pakistan, Caribbean, Philippines and Cuba.

D. NICARAGUA – FUERZAS ALLIADAS HUMANITARIAS

In early 2003 the CIDI Director made a presentation at *the Fuerzas Aliadas Humanitarias (FAHUM – Allied Humanitarian Forces) sponsored by the US Southern Command* in Nicaragua. The Director's presentation on in-kind donations was particularly well received by the attendees. Representatives from countries that have already experienced the deluge of inappropriate donated commodity from the US -- including Argentina, El Salvador, Honduras, Jamaica, Nicaragua and Venezuela were particularly supportive of the message. Participants also expressed concerns related to similar themes -- how to stop unsolicited "disaster volunteers" from the US from arriving on their shores, the responsibility of the USG for ensuring the "appropriateness" and safety of unsolicited donated commodity from arriving in-country, and what steps they can take to prevent these offers of assistance. Follow-up correspondence and contact has strengthened relationships between other FAHUM participants and the CIDI.

E. VIDEO AND RADIO NEW RELEASES

After nearly five years of discussions and planning, an agreement between the CIDI and InterAction is being finalized for the development, production and distribution of *Video and Radio News Releases in English and Spanish*. These products will aim to inform the American public of the most efficient methods by which they can assist those affected by disasters. These releases will be completed in time for the 2003 Hurricane Season.

F. New Resources on the Web Site

New informational pieces are available through the web site, particularly those that support the Center's mandate for appropriate international disaster response. These include Commentary from the Afghan Women and Children's Relief Project, CIDI's Guidelines for Corporate Donations, and CIDI's Caution on Collecting Unsolicited Material Donations for the Iraq Crisis.

G. PUBLIC OUTREACH – LOCAL VOLUNTEER RECRUITMENT AND EDUCATION

CIDI works locally to interact with groups having a natural interest in the program in an effort to recruit, train and encourage others to share what they learn about appropriate international disaster response. Below are descriptions of local training activities with groups who would be most likely to influence others on appropriate response to international emergencies.

Arlington

CIDI conducted its first volunteer training session at the new headquarters 4100 Fairfax Drive in Arlington, Virginia. A group of 18 volunteers from an airline reporting corporation have been trained and are ready and willing to assist on an as needed basis. Some of the volunteers had already attended training last year and returned for a refresher course. CIDI will be conducting additional training sessions in the next reporting period.

Library

CIDI posted a recruitment flyer on the bulletin board at the Arlington Country Central Library. The Central Library is noted for its resources and activities, and more than 100,000 people visit the Central Library monthly.

Fairfax County

To date CIDI has exhibited at two county fairs in Fairfax County. Hundreds of organizations, associations and corporations join to demonstrate their capabilities to the attendees who come not only to be entertained, but to learn about new and current technical opportunities. CIDI personnel will staff a booth at the Festival being held in June, and will promote appropriate relief donations for international emergencies.

Local Universities

CIDI has posted recruitment flyers on the student bulletin boards at colleges in the area. George Mason, Marymount, Georgetown University, and George Washington Universities are cooperating with CIDI.

Area Corporations

Employees of large corporations with offices located in the Ballston area are participating in CIDI's campaign for volunteers. During this reporting period, CIDI has posted flyers on staff bulletin boards of CACI, a large accounting firm, and the Nature Conservancy Corporate Partnership.

AARP

CIDI has posted a message on the American Association of Retired Persons (AARP) bulletin board. The CIDI message explained to the membership the importance of appropriate relief donations and invited AARP members living in the Washington metropolitan area who have a genuine interest in humanitarian affairs, and who wish to volunteer, to help us spread the appropriate disaster response message. .

Dear Abby

As part of CIDI's Post Disaster Outreach Program, a letter designed to educate the public on how best to respond to an international emergency was sent to the syndicated column Dear Abby. The readers of this column are known for their interest in humanitarian affairs, and the column is read around the world. The letter has not yet been posted.

OBJECTIVE #3 RESOURCE IDENTIFICATION AND DEVELOPMENT

To develop guidelines in cooperation with corporations and professional/trade organizations for appropriate utilization of their products/services in international disaster relief activities.

A. New CIDI Corporate Guidelines

CIDI's Guidelines for Corporate Donations -- a concise set of guidance for determining the validity of a corporate donation, is available on the CIDI web site. This information was compiled by the CIDI, along with other professional donations management and corporate professionals.

US Chamber of Commerce – Disaster Recovery Assistance Program

One of the objectives set forth under the new CIDI grant is an initiative to work with various U.S. offices of the Chamber of Commerce in order to provide guidance on U.S. corporate response to international emergencies. Though Chamber activities related to disaster relief and reconstruction have historically been very generous, the response has often been the typical donation of inappropriate materials that have caused many of the logistical complications at disaster sites. The U.S. Chamber of Commerce now has a Center for Corporate Citizenship, which supports both a domestic and international Disaster Recovery Assistance Program (DRAP).

The Center's staff has made an agreement to work with the DRAP. While the DRAP seeks to provide a streamlined procedure for corporations to become involved in both domestic and international disaster relief activities, the Center will work directly with the program to ensure that the goods and services offered for use in international emergencies is actually needed and appropriate. With over 3 million member companies, 3,000 state and local chambers, 775 business associations and 85 American Chambers of Commerce abroad this is potentially the most valuable partner the Center could have for reaching its goals under Objective #3.

By working with the DRAP, the CIDI will be able to coordinate with a central single U.S. Chamber program and its members interested in international disaster preparedness, mitigation and response issues. The CIDI will still maintain a focus on those Chambers in particularly troublesome locations such as New Orleans, Miami and Los Angeles. This program is very new -- and the initial objectives seem to be more 'supply-driven' than 'demand-driven.' The CIDI will work with the DRAP to ensure that they are on the right track for responsible 'giving.'

A DRAP consultant has also agreed to assist in providing additional information resources for the corporate section of the CIDI web site.

Corporate Inquiries

As described in previous sections, there were hundreds of corporate inquiries related to the situation in Iraq. Most of these inquiries were related to possible contracting opportunities. Very few were related to offers of corporate donations.

Professional Organizations

A number of professional organizations contacted the CIDI regarding the possibility of offering their services. There was a tremendous response from the American Association of Plastic Surgeons -- who had several of their law firms, as well as their public relations firm, contact the Center. Other medical (reconstructive surgery for limbs destroyed in bombings or by mines), and several engineering associations also offered assistance through the Center.

Funding Institutions

There were no inquiries from funding institutions during this period.

IV. RESOURCE USE/EXPENDITURES

The present grant agreement was signed on December 17, 2002, and on January 3, 2003, The Center for International Disaster Information (CIDI) moved its operation to 4100 Fairfax Drive, Suite 302, Arlington, VA 22203-1629. CIDI will work at the new location with Heartlands International, Inc. and continue to provide information on current international disaster situations and guidance about how to provide appropriate international disaster relief. The Center was originally created under the aegis of Volunteers in Technical Assistance, Roslyn, VA.

Attachment A – Standard Form 299, Financial Status Report describes the expenditures incurred for startup costs at the new location.

Some of the new activities under the program have gotten off to a slow start. The priority for this period focused on start up at the new location, procurement of new equipment and furniture; setting up a new web site -- finding appropriate content and securing the required releases; working with the target audiences for the public education campaign. Absolute precedence was given to assuring that there was no interruption of communications with the public on appropriate disaster response. Nearly all of the equipment and furniture has been purchased and installed, and the Center will focus on more of the programmatic aspects of the project.

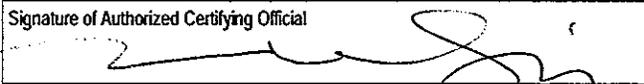
C. There were no unforeseen circumstances, beyond what is listed above, which delayed activities under this objective.

ATTACHMENT A
FINANCIAL STATUS REPORT

FINANCIAL STATUS REPORT

(Long Form)

(Follow instructions on the back)

1. Federal Agency and Organizational Element to Which Report is Submitted USAID/OFDA		2. Federal Grant or Other Identifying Number Assigned By Federal Agency HDA-G-00-03-00013-00		OMB Approval No. 0348-0039	Page of 1 1 pages
3. Recipient Organization (Name and complete address, including ZIP code) Heartlands International, Inc. 510 N St., SW Suite N527 Washington, DC 20024					
4. Employer Identification Number 52-2101202		5. Recipient Account Number or Identifying Number CIDI-2003		6. Final Report <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	7. Basis <input type="checkbox"/> Cash <input checked="" type="checkbox"/> Accrual
8. Funding/Grant Period (See Instructions) From: (Month, Day, Year) 12/17/2002		To: (Month, Day, Year) 06/30/2003	9. Period Covered by this Report From: (Month, Day, Year) 12/17/2002		To: (Month, Day, Year) 03/31/2003
10. Transactions:				I Previously Reported	II This Period
				III Cumulative	
a. Total outlays				0	258,785
b. Refunds, rebates, etc.				0	0
c. Program income used in accordance with the deduction alternative				0	0
d. Net outlays (Line a, less the sum of lines b and c)				258,785	258,785
Recipient's share of net outlays, consisting of:					
e. Third party (in-kind) contributions				0	0
f. Other Federal awards authorized to be used to match this award				0	0
g. Program income used in accordance with the matching or cost sharing alternative				0	0
h. All other recipient outlays not shown on lines e, f or g				0	0
i. Total recipient share of net outlays (Sum of lines e, f, g and h)				0	0
j. Federal share of net outlays (line d less line i)				258,785	258,785
k. Total unliquidated obligations				3,425	3,425
l. Recipient's share of unliquidated obligations					
m. Federal share of unliquidated obligations				3,425	3,425
n. Total Federal share (sum of lines j and m)				262,210	262,210
o. Total Federal funds authorized for this funding period				546,206	546,206
p. Unobligated balance of Federal funds (Line o minus line n)				283,996	283,996
Program income, consisting of:					
q. Disbursed program income shown on lines c and/or g above				0	0
r. Disbursed program income using the addition alternative				0	0
s. Undisbursed program income				0	0
t. Total program income realized (Sum of lines q, r and s)				0	0
11. Indirect Expense	a. Type of Rate (Place "X" in appropriate box) <input checked="" type="checkbox"/> Provisional <input type="checkbox"/> Predetermined <input type="checkbox"/> Final <input type="checkbox"/> Fixed				
	b. Rate 81.52	c. Base 1/	d. Total Amount 124,681	e. Federal Share 100%	
12. Remarks: Attach any explanations deemed necessary or information required by Federal sponsoring agency in compliance with governing legislation.					
13. Certification: I certify to the best of my knowledge and belief that this report is correct and complete and that all outlays and unliquidated obligations are for the purposes set forth in the award documents.					
Typed or Printed Name and Title Michelle Loosli, Vice President				Telephone (Area code, number and extension) 703 243 8900 x12	
Signature of Authorized Certifying Official 				Date Report Submitted 4/28/03	

-19-

Heartlands International, Inc.
Costs by Job
 As of March 31, 2003

<u>Date</u>	<u>Source Name</u>	<u>Memo</u>	<u>Amount</u>
5700 · Consultants			
02/10/2003	Confluence Corporati	Hot Line/Lynux Support	865.00
Total 5700 · Consultants			<u>865.00</u>
5500 · Direct Travel			
5510 · Air Transportation			
02/22/2003	Travel Insurance	Airflight Insurance	7.50
02/22/2003	Travel Insurance	Baggage Insurance	9.95
02/22/2003	Travel Insurance	Travel Delay Insurance	9.95
03/11/2003	American Airlines	Air Ticket	1,077.90
Total 5510 · Air Transportation			<u>1,105.30</u>
5530 · Local Travel			
02/10/2003	BAlI	Mileage for CIDI	15.21
02/10/2003	SBrooks	Taxi to CIDI Meeting	30.00
03/22/2003	SBrooks	Two Taxi Rides	64.00
03/24/2003	SBrooks	Cabs to and from Airport	72.00
Total 5530 · Local Travel			<u>181.21</u>
Total Travel			1,286.51
5520 · Per Diem			
03/24/2003	SBrooks	Trip to Nicaragua M&IE	366.00
02/28/2003	Hotel Intercontinental	Hotel in Nicaragua	364.65
Total 5520 · Per Diem			<u>730.65</u>
5600 · Other Direct Costs			
5610 · Web Site Support			
5612 · Equipment Purchase			
12/30/2002	Dell Computer	Computer	2,699.24
01/22/2003	PC Connection	Computer accessories	127.80
01/22/2003	PC Connection	Computer accessories	91.48
Total 5612 · Equipment Purchase			<u>2,918.52</u>
5614 · Software			
12/30/2002	Dell Computer	PO# 197733109 Software	155.71
12/30/2002	Dell Computer	PO# 197734503 Software	81.93
01/22/2003	PC Connection	Software	215.90
Total 5614 · Software			<u>453.54</u>
5616 · Modem/Fax Lines			
02/19/2003	AT&T	Service Provider (set up + one month)	1,059.56
03/20/2003	RMuffley	Computer Equipment	18.79
03/24/2003	AT&T	MonthlyService Provider Fee	269.95
Total 5616 · Modem/Fax Lines			<u>1,348.30</u>
Total 5610 · Web Site Support			4,720.36
5620 · Hot Line Support			

Heartlands International, Inc.
Costs by Job
 As of March 31, 2003

Date	Source Name	Memo	Amount
Total 5642 · VNR			50,000.00
5644 · Mailings			
02/25/2003	Carnae Office Produ	Printing materials	251.85
Total 5644 · Mailings			251.85
5646 · Publications/Subscriptions			
01/18/2003	Barnes & Noble	Writers Guide	31.34
Total 5646 · Publications/Subscriptions			31.34
Total 5640 · Communications			50,283.19
5650 · Office			
5651 · Hardware and Furniture			
12/30/2002	Dell Computer	Computers	6,809.21
12/30/2002	Oval Office Supply	Staff Furniture	1,900.00
12/30/200	Oval Office Supply	Staff Furniture	755.95
12/30/2002	Oval Office Supply	Staff Furniture	614.00
12/30/2002	Oval Office Supply	Staff Furniture	316.00
12/30/2002	Oval Office Supply	Staff Furniture	95.00
12/30/2002	Oval Office Supply	Staff Furniture	31.50
12/30/2002	Oval Office Supply	Staff Furniture	112.00
12/30/2002	Oval Office Supply	Staff Furniture	349.00
01/03/2003	PC Connection	Computer Equipment	1,931.04
01/05/2003	Oval Office Supply	Staff Furniture	698.00
01/05/2003	Oval Office Supply	Staff Furniture	130.00
01/08/2003	Vita Inc.	Staff Furniture	435.00
02/10/2003	Oval Office Supply	Staff Furniture	65.00
02/10/2003	Oval Office Supply	Staff Furniture	65.00
Total 5651 · Hardware			14,306.70
5652 · Software			
12/30/2002	Dell Computer	Software	158.11
Total 5652 · Software			158.11
5654 · Telephone Service			
02/10/2003	Sprint	January Cell Phone	59.15
03/03/2003	Sprint	February Cellular Phone	59.65
03/30/2003	Sprint	March Cell Phone	58.36
Total 5654 · Telephone Service			177.16
5656 · Rent			
01/02/2003	ARC	January 2003 rent	3,486.13
02/01/2003	ARC	February 2003 rent	3,486.13
03/01/2003	ARC	March 2003 rent	3,486.13
Total 5656 · Rent			10,458.39
5658 · Supplies			
01/27/2003	ABradley	Moving Supplies	42.20
02/24/2003	Oval Office Supply	Card, Busn, Lsr/inkjt, we	12.35

January through March 2003

	Hours				Salary
	<i>Time</i>	<i>Holiday</i>	<i>Vacation/Sick</i>	<i>Total</i>	
Ali, Barlin H					
CIDI Program Coordinator	472.00	16.00	21.00	509.00	8,750.00
Bradley, Anne C					
CIDI Deputy Director	391.00	16.00	17	424.00	12,820.00
Brooks, Suzanne H					
CIDI Director	488.00	16.00	8.00	512.00	17,812.50
Muffley, Richard S					
CIDI Info Systems	468.00	16.00	25	509.00	16,302.10
 Total Hours	 1,819.00			 1,954.00	 55,684.60