



**American  
Red Cross**

# Hurricane Dorian **ONE-YEAR UPDATE**

September 2020

## A message from Koby Langley, senior vice president, International Services, American Red Cross

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Over Labor Day weekend 2019, Hurricane Dorian raked the Bahamas with catastrophic 180 mph winds and rising waters for more than two days. The deadly Category 5 storm inflicted devastating damage, leaving at least 6,000 people homeless on the Abaco Islands and Grand Bahama Island, while also posing a serious threat to the East Coast of the United States.

Ultimately, the Bahamas bore the brunt of Dorian's destruction. Thanks to an outpouring of support from our compassionate donors, the American Red Cross stood ready to assist the Bahamas Red Cross and the global Red Cross and Red Crescent network by delivering help and hope in the immediate aftermath of this heart-rending disaster.

To support the ongoing needs of hard-hit residents and communities in the Bahamas, the American Red Cross has funded critical recovery efforts over the past year, including direct financial assistance, rental assistance, and aid for residents facing food insecurity and the impact of the COVID-19 pandemic, as well as grants to partners assisting with home repair and rebuilds, economic recovery for small businesses, provision of clean water for drinking and cooking, and much more.

And while Dorian's impact on the United States was more limited, donated dollars also funded the work of the Red Cross here at home to provide vital support from Florida to the Carolinas, helping shelter evacuees and providing relief, comfort and recovery assistance to the areas — like Ocracoke and other North Carolina barrier islands — that saw direct impacts from the storm.

In the year since Dorian struck, the American Red Cross has worked alongside the Bahamas Red Cross to support ongoing recovery for residents who lost so much to the hurricane's devastation — while also attending to the disaster-caused needs of impacted U.S. communities. And thanks to the commitment of our donors and dedication of Red Cross disaster relief volunteers and employees from both our international and domestic ranks, we'll continue to deliver this vital aid until our work is done. On behalf of those we serve, thank you for standing with us.

Koby Langley

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Cover: Fritz Bootle, who has lived on the Abaco Islands most of his life, received financial assistance from the American Red Cross to help him repair his hurricane-damaged home. A contractor, Fritz has also been hired to assist other homeowners with repairs, providing additional income. "The program is fantastic," he said. "So many people need help, and this is helping them." Photo by Holly Baker/American Red Cross



## Delivering Relief for Bahamas Residents in Dorian's Wake

As Dorian's onslaught loomed, the Bahamas Red Cross helped residents of the islands prepare for this extraordinarily powerful Category 5 hurricane, which would ultimately take more than 70 lives and displace tens of thousands of people from their homes across the Abaco Islands and Grand Bahama. Volunteers with the Bahamas Red Cross — many coping with losses of their own — helped open and run emergency shelters, distributed relief items and comforted traumatized survivors in the wake of Dorian's devastating impact.

To assist Bahamas residents immediately after the storm, the American Red Cross provided critical support for hard-hit survivors, many of whom had lost homes and livelihoods. We also offered thousands of residents help to meet urgent needs, including financial assistance, shelter kits, personal care and hygiene items, blankets, kitchen sets, cleanup supplies and more.

The global Red Cross network also provided reconnection services to help people get in touch with family members and friends in the hurricane's aftermath. In addition, 48 American Red Cross disaster responders with special expertise in health, logistics, water and sanitation, financial assistance, and more deployed to the Bahamas to help stricken residents and communities get back on their feet.

## American Red Cross Provides Ongoing Support to Impacted Households

In the year since Dorian's landfall, the American Red Cross has continued work with the Bahamas Red Cross and other organizations to support sorely needed recovery assistance for individuals and families who saw their lives turned upside down.

### Providing Financial Assistance for Urgent Recovery Needs

Thanks to the remarkable generosity of our donors, as of August 7, 2020, the American Red Cross had provided \$16.6 million in financial assistance, including approximately \$11.3 million in unrestricted cash grants to more than 3,000 households. With these funds,



Top: Volunteer Emmanuel Saint Just accompanies an Abaco resident who received Red Cross financial assistance to support her recovery. More than 3,000 families have received unrestricted cash from the Red Cross to help meet pressing needs. Photo by Stephen Hagerich/American Red Cross

Bottom: Abaco Islands resident and Dorian survivor Minalee used Red Cross financial assistance for a temporary apartment and to help support her child with special needs. Photo by Katie Wilkes/American Red Cross

Dorian survivors could find a place to stay, buy groceries and clothing for their children, replace tools or equipment needed for their jobs, repair storm-damaged homes, replace lost belongings and more. Because each impacted family's situation is different, this cash support helped people take the lead in their own recovery.

For Abaco Islands resident Minalee, Red Cross funds helped to pay for a temporary apartment and provide support for her child with special needs. "Part of the burden has been lifted, like a weight off of me," she said.

### Fighting Hunger Amid the Impact of Dorian and COVID-19

In addition to giving cash to people in need, the American Red Cross and partner organizations have provided food assistance for storm survivors — a mission that became even more critical as the COVID-19 pandemic caused some residents already affected by Hurricane Dorian to become even more vulnerable to hunger.

With our partner, World Central Kitchen, the American Red Cross has been funding the Bahamas Red Cross to supply food and meals for people across the islands through a home meal delivery program. The program expanded further to accommodate people who were pushed into food insecurity by COVID-19 — either through lost employment or because they are elderly or disabled and discouraged from going out in public.

As part of this effort, we provided funding to the Bahamas Red Cross to offer food assistance to hundreds of additional people on New Providence Island, including in the capital city of Nassau, as well as on Grand Bahama and the Abaco Islands. In the first year of our response, we have joined with World Central Kitchen and the Bahamas Red Cross to serve nearly 575,000 meals to residents coping with the impact of Dorian and the coronavirus outbreak.

We also provided additional supplies, funding for meal ingredients and vehicles with drivers to fulfill increased needs during this unprecedented public health crisis. For example, the Bahamas Red Cross is using three new flatbed trucks purchased by the American Red Cross to distribute food parcels across the islands, along with personal protective equipment (PPE) and supplies to help combat COVID-19, assist food-insecure residents and prepare for the 2020 hurricane season.



Ernest Ferguson, of Nassau, the Bahamas, looks forward to receiving his lunch six days a week through the Bahamas Red Cross home meal delivery program, which is funded by the American Red Cross. "Thank you for delivering the nice meals," he said. Photo by Holly Baker/American Red Cross

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**"It's more than just bringing a meal to someone, we're bringing comfort."**

Khris Kemp, Bahamas Red Cross volunteer

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## Supporting Community Recovery with Partners

The American Red Cross has also granted funds to non-profit partners with specialized expertise to help communities recover and rebuild — including support for debris removal and housing repair, providing access to clean water, and improving economic conditions by assisting local businesses overcome disaster-caused challenges. As of August 7, 2020, the American Red Cross had provided approximately \$4 million to support this community recovery work.

### CORE Community Organized Relief Effort

Through a partnership with CORE Community Organized Relief Effort, the American Red Cross is providing grants to small- and mid-sized businesses, bolstering economic activity in the Abaco Islands and Grand Bahama and helping owners who lost nearly everything to Dorian regain their livelihoods. These grants have helped business owners with a variety of expenses needed to recover and reopen.

Hurricane Dorian changed the landscape of Bahamas communities like Sweetings Cay, and these grants have provided essential recovery assistance for local business owner Winifred Mitchell. Her restaurant was swept away in the storm, leaving an empty lot covered in debris.

“This ain’t the little island I know,” said Winifred. With a \$5,000 grant to help her recover from damage done by the storm, she plans to pay for building materials and other general needs of a business owner. A mother of five, Winifred says the money “will be a big help.”

In addition to grants for small businesses, Bahamas residents were also employed by a cash-for-work program through CORE to remove debris from homes and help restore household items. Over 24,000 cubic meters of debris were cleared as part of a massive cleanup effort following Dorian, providing much-needed income for survivors.

Finally, we are working with CORE to fund repairs for people whose homes were damaged by Dorian. In partnership with the International Federation of Red Cross and Red Crescent Societies (IFRC) and the Bahamas Red Cross, we are providing technical and material support, including repairs to roofs, internal



Top: Winifred Mitchell, who lost the restaurant she owned on Sweetings Cay to Dorian, received a \$5,000 business grant to help with recovery expenses. Photo by Holly Baker/American Red Cross

Bottom: Rudell Fowler received money from the Red Cross to help repair the roof of her Freeport, Grand Bahama, home. “It was a great help,” she said, “and we’re in hurricane season again, so I’m very grateful!” Photo by Holly Baker/American Red Cross

or external walls, electrical, plumbing and sanitation systems, and window replacement.

## Mercy Corps

Hurricane Dorian made the water unsafe to drink for thousands of residents on Grand Bahama. By funding our partner, Mercy Corps, we are helping deliver potable water to nearly 4,900 households each month, plus health clinics and small businesses on the island. Mercy Corps produced and distributed water to local clinics and 20 water distribution points throughout the affected communities, allowing residents to refill containers of water as often as needed.

Through Mercy Corps' Restoring Industries and Sustaining Employment (RISE) program, which provides up to \$10,000 in grant funding, management training and free business mentoring for small businesses, we are also helping to rebuild economic activity and increase employment opportunities on Grand Bahama. An estimated 2,500 micro-, small- and medium-sized enterprises were affected by Dorian on Grand Bahama alone, and owners are coping with damaged equipment, inventory and structures, mold, lack of commercial travel and tourism, lack of potable water, and scarce capital.

Thanks to these funds, Mercy Corps has awarded grants to a variety of businesses, including retail and sales, tourism, hospitality, trade and service sectors. Owners also received training on social media marketing, financial planning, disaster preparedness and making their businesses more resilient against future disasters.

## The Bahamas Red Cross

Along with grants to partners, the American Red Cross and the IFRC are supporting home repair initiatives led by the Bahamas Red Cross. Workers have thoroughly assessed damage to homes in hurricane-affected communities to identify those in need of assistance, while also improving accessibility for homeowners with disabilities by paying for improvements like wheelchair ramps. For other families, the Red Cross is providing cash to pay rent for six months as part of its financial assistance. This cash support allows them to focus on other priorities while having a secure place to live as they recover from Dorian.

In addition, we are strengthening the Bahamas Red Cross by providing equipment to bolster their response to future disasters, such as satellite phones and laptops to improve cross-island communications when other networks are knocked out by storms. We've also added three flatbed trucks and two forklifts to their fleet to transport supplies, and we are funding repairs to damaged Bahamas Red Cross buildings and infrastructure.

Along with equipment, we've provided more in-depth disaster training for Bahamas Red Cross staff and volunteers, as well as training volunteer EMTs in the use of personal protective equipment (PPE) to cope with the added challenges of COVID-19. These measures had already made a deep impact on the Bahamas Red Cross readiness and response planning as the active 2020 hurricane season got underway.



Julian Cooper, a worker with Red Cross grantee Mercy Corps, helps fill jugs and other containers for residents of Freeport on Grand Bahama, where the water was unsafe to drink for several months after Dorian's landfall. Photo by Holly Baker/American Red Cross



## Dorian in the U.S.: Delivering Relief and Recovery Assistance for Affected Residents

After pummeling the Bahamas for more than two days, Hurricane Dorian headed for the U.S., following an unpredictable path and threatening millions. In anticipation of a major disaster, thousands of people from Florida to the Carolinas fled their homes. With emergency response vehicles and disaster relief items pre-positioned along the Southeast coast, Red Cross disaster workers were ready to respond quickly to the storm's shifting course.

Ultimately, Dorian made a second landfall in North Carolina, causing damaging tornados and inundating coastal communities. Together with our partners, more than 3,100 Red Cross responders worked to support disaster survivors, providing more than more than 38,300 overnight stays in Red Cross and community shelters, helping serve over 189,700 meals and snacks, and distributing more than 20,800 critical relief items like comfort kits and cleanup supplies.

In the year since Dorian struck, the American Red Cross has provided critical aid to survivors, particularly in the hardest hit areas along the North Carolina coast. Red Cross workers helped individuals and families find recovery resources and provided financial assistance to help them rebuild after this life-changing storm. As of August 7, 2020, the Red Cross had provided approximately \$800,000 in financial assistance to support long-term recovery for households in the U.S. that experienced significant impacts from Hurricane Dorian.

### Red Cross Brings Hope and Help to North Carolina Island Community

After living on Ocracoke Island for fifteen years, Celeste Brooks — who is the community's postmaster — thought she had seen it all. She's weathered many storms and hurricanes over the years, but she had never seen anything like Dorian's storm surge, which flooded homes across the island, including her own, as well as the home of her friend and co-worker, Melissa Sharber.

Celeste describes the Ocracoke community as one big family. "Although there are challenges, when tough times come, we all stand with each other and do what

is necessary to move forward," she said. Prior to Dorian, Celeste had seen the Red Cross provide meals and resources, but she had not received services directly.

The town of Ocracoke is resilient, with residents who are used to looking out for each other, but they cannot do it all. Celeste told us the Red Cross and community partners that provided recovery support for the tiny island community have been a blessing.

"I am speechless at the kindness of strangers, the care and concern, just how much they did for people they don't even know," she said. Celeste told us that the financial assistance provided by the Red Cross has been so critical to helping families hold on a little longer as their homes are repaired, businesses reopen, and people can return to work.



Melissa Sharber (left) and Postmaster Celeste Brooks (right) both saw their homes on Ocracoke Island, N.C., flooded by Dorian's storm surge. They recounted how Red Cross assistance made a real difference for residents in their tight-knit community. Photo by Cally Edwards/American Red Cross

## Compassionate Supporters Enable Relief and Recovery

Thanks to our generous donors, the American Red Cross has raised \$51.2 million, including the value of critical donated goods and services, to help people impacted by Hurricane Dorian, both in the Bahamas and the United States. As of August 7, 2020, the Red Cross had allocated approximately \$37.7 million to emergency

relief and recovery efforts for people affected by Hurricane Dorian. We will continue to use the remaining funds to provide and support services for both individual and community long-term recovery in the impacted communities.



American Red Cross Field Representative Amy Bruins and Bahamas Red Cross Director General Sean Brennen show off one of three new flatbed trucks purchased by the American Red Cross. Photo by Holly Baker/American Red Cross



### Hurricane Dorian Bahamas Expenses and Commitments (in millions)<sup>1</sup>

As of August 7, 2020

Expense Categories	Food, Shelter and Relief Items	Financial Assistance	Community Recovery	Total	Expense %
Grants to help meet unmet needs	\$3.2	\$16.6	\$3.7	\$23.5	83%
Deployment of American Red Cross volunteers and staff (includes airfare, lodging, meals and vehicles)	\$0.1	\$0.4	\$0.4	\$0.9	3%
Full-time American Red Cross employees	\$0.1	—	\$0.5	\$0.6	2%
Temporary American Red Cross disaster hires and reservists	—	—	\$0.6	\$0.6	2%
Total Program Expenses	\$3.4	\$17.0	\$5.2	\$25.6	90%
Management, general and fundraising <sup>2</sup>				\$2.9	10%
<b>Total Expenses</b>				<b>\$28.5</b>	<b>100%</b>

### Hurricane Dorian U.S. Expenses and Commitments (in millions)

As of August 7, 2020

Expense Categories	Food, Shelter and Relief Items	Health and Emotional Support	Financial Assistance	Total	Expense %
Deployment of volunteers and staff (includes airfare, lodging, meals and vehicles)	\$2.5	\$0.2	—	\$2.7	30%
Financial assistance, food and other relief items	\$1.3	—	\$0.8	\$2.1	23%
Freight, postage and warehousing	\$2.1	—	—	\$2.1	23%
Full-time Red Cross employees	\$0.5	—	\$0.1	\$0.6	7%
IT, communications and call centers	\$0.2	—	—	\$0.2	3%
Equipment, maintenance and fueling of Red Cross emergency vehicles and rented trucks	\$0.2	—	—	\$0.2	2%
Temporary disaster hires	\$0.1	—	—	\$0.1	1%
Kitchen, shelter and other logistics that enable service delivery	\$0.1	—	—	\$0.1	1%
Total Program Expenses	\$7.0	\$0.2	\$0.9	\$8.1	90%
Management, general and fundraising				\$0.9	10%
<b>Total Expenses</b>				<b>\$9.0</b>	<b>100%</b>

<sup>1</sup>Dollar figures in all tables are rounded to the nearest \$100,000; therefore, expenses \$49,999 and below are represented as zero.

<sup>2</sup>Management, general and fundraising expenses support our work at its core and are indispensable to running the organization and helping people in need. They include the people and systems to maintain our enterprise-wide computer and telecommunications, HR and payroll systems to support our more than 20,000 employees and approximately 300,000 volunteers, fundraising and communications functions, and other support services across all program lines. 90 cents of every dollar received for Hurricane Dorian will be spent on our services to people affected by Hurricane Dorian.

## Hurricane Dorian Total Expenses and Commitments (total in millions)

As of August 7, 2020

Expense Categories	Total
Total Program Expenses	\$33.7
Management, general and fundraising	\$3.8
<b>Total Expenses</b>	<b>\$37.5</b>
Program Dollars Remaining	\$12.3
Management, general and fundraising remaining to be applied	\$1.4
<b>Total Raised</b>	<b>\$51.2</b>



*Thank you!*

The American Red Cross must be prepared to respond quickly when disasters occur. From home fires that affect a single family to hurricanes that impact millions, those in need turn to the Red Cross in their darkest hours because they know they can depend on us with vital relief when it's needed most. Your donation helps us fulfill this trust.

Red Cross volunteers make dozens of stops every day to deliver meals through the Bahamas Red Cross home meal delivery program. Photo by Holly Baker/American Red Cross