

SEPTEMBER 2023

HURRICANE IAN ONE-YEAR REPORT



**American
Red Cross**



“This assistance from the Red Cross is going to be a big help.”

NANCY TRUMBAUER

Volunteer Sherlyn Vaughn celebrates with Nancy Trumbauer, of Fort Myers, Florida, after hearing the good news that Nancy would receive Red Cross Bridge Recovery Assistance. This cash assistance helps severely impacted residents overcome barriers to their recovery.

“We had our retirement all set up,” Nancy said. “It wasn’t a lot, but it was ours — and in a flash it was all gone. We’re hoping to get another trailer and put it back in the original spot of our home and start over again. This assistance from the Red Cross is going to be a big help.”

Above: Photo by Scott Dalton/American Red Cross

Cover photo: Red Cross volunteers delivered meals and hugs to people in southwest Florida, helping many families that remain without power following Hurricane Ian. Barry Burns (right), who now lives in Texas, survived hurricanes Katrina and Harvey. He says that “when people hear I’m a kindred spirit, their eyes light up.” Photo by Marko Kocic/American Red Cross

A LETTER FROM

Gail McGovern, President and CEO, American Red Cross



One year ago, Hurricane Ian carved a path of destruction across Florida—upending the lives of tens of thousands from Fort Myers to Daytona Beach—before a northward turn brought more coastal flooding and damaging winds from Georgia and Alabama through the Carolinas and Virginia. The American Red Cross was prepared for the worst well in advance of Ian’s landfall, pre-positioning shelter and relief supplies and mobilizing thousands of disaster workers. And in the storm’s wake, caring Red Cross volunteers and employees worked around the clock to provide safe shelter, warm meals and emotional support for hard-hit residents.

When I visited storm survivors in emergency shelters and storm-battered southwest Florida neighborhoods soon after the hurricane passed, I saw Ian’s destructive impact firsthand. Wherever I went, people were eager to share their experiences with me—people like Jackie, in Fort Myers, whose spirit was unbroken, despite having her home and cherished belongings inundated by over four feet of water. I was saddened by the magnitude of their losses, but I was also inspired by their determination to recover in the face of Ian’s devastation.

The resilience of these individuals, families and communities—often in spite of daunting obstacles—only highlights the importance of our essential disaster services. While I was in Florida, I was grateful for the time I spent with the dedicated Red Crossers who deliver our vital mission. Whether offering a warm hug and words of encouragement, a toy for a child who lost her home or financial assistance that helped a displaced family find stable housing, compassionate volunteers and disaster workers were there in people’s darkest moments, helping to bridge the gap between despair and hope.

Hurricane Ian forever changed the lives of those in its path, but thanks to our generous donors, we have already helped thousands of people get back on their feet and continue on the road to recovery. But we also know that for many affected individuals and families, a new normal still seems far away. In the months to come, the Red Cross will continue to stand with Ian survivors and their communities, helping them recover and helping their communities become better prepared for future emergencies. I am profoundly grateful for all you’ve done to make this work possible. On behalf of those we serve, thank you for your meaningful support.

A handwritten signature in black ink that reads "Gail McGovern". The signature is written in a cursive, flowing style.

Gail McGovern



HURRICANE IAN RESPONSE AT A GLANCE



Served more than
1.7 million meals and snacks with partners



Reached an estimated
195,000 people with disaster relief and recovery services



Provided nearly **60,200 overnight shelter stays** with partners



Provided relief supplies to more than **36,500 households**

*Cumulative figures in Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina and Virginia in response to Hurricane Ian as of August 28, 2023.

Red Cross Delivers Immediate Aid to Devastated Residents

In September 2022, Hurricane Ian's extreme winds and destructive storm surge caused catastrophic damage when it came ashore just north of Sanibel Island near Fort Myers, Florida. As the storm moved inland, its torrential rains and high winds inundated communities and felled power lines from the Gulf Coast across central Florida to Daytona Beach. A second landfall caused additional damage in the Carolinas and other southern states. Ian was the third-costliest weather disaster on record and the deadliest hurricane to strike Florida since Labor Day 1935.

Even before Ian's landfall, American Red Cross volunteers and employees were already deploying with truckloads of critical supplies and other resources to deliver immediate aid on a massive scale. And as millions of people across Florida struggled to pick up the pieces in Ian's wake, our dedicated disaster responders stood by their sides. They offered families who had been forced from their homes safe refuge and warm meals, critical relief supplies, and desperately needed emotional support in some of their darkest hours.

As soon as it was safe, our emergency response vehicles fanned out across the most heavily damaged neighborhoods and communities. Meeting disaster survivors where they were, our volunteers delivered essential

Above: After Ian flooded their home, Heather Barker, Rhonda Hollowell and their five children were grateful for a place to stay (with their family pets) at the Red Cross shelter in Daytona Beach, Florida. "[The] Red Cross has helped tremendously," said Heather. "They helped my kids; they helped my pets. I feel very blessed by them.... I would have nowhere to go if it was not for this place here." Photo by Brad Zerivitz/American Red Cross

supplies, like shovels, rakes, cleanup kits and trash bags, as well as basic health services, comfort and spiritual care amid scenes of heartbreaking destruction and loss. The Red Cross also delivered our first round of Immediate Assistance after Ian's landfall. This cash assistance helped affected individuals and families replace lost clothing, buy food and gas, or meet other pressing needs.

Today, many individuals, families and communities are still struggling to recover from the damage Ian caused to their homes and livelihoods. Powered by the compassionate commitment of generous donors, the Red Cross continues to stand by their sides to identify and meet their most pressing needs. We have provided financial assistance to help people get back on their feet, ongoing guidance to help with recovery planning and locating available community resources, and much more as affected residents work to restore their lives and communities.

“This has been such a blessing.”

JULIO HAYMERLES

Meeting Unique Needs of Hurricane Survivors

As we respond to increasingly frequent and severe extreme weather events like Hurricane Ian, the Red Cross continues to explore ways to expand the reach of our essential disaster services and provide more help to people with the greatest needs.

Latino Engagement Teams. While working to aid thousands of people impacted by Hurricane Ian, we identified a need for focused outreach to the Latino community. Our Latino Engagement Teams (LET) helped ensure that our response included the large Spanish-speaking population of southwest Florida.

“This has been such a blessing,” Julio Haymerles said in Spanish, as he picked up free cleanup supplies and food from a Red Cross LET at the Ortiz Flea Market, a gathering point for many Latinos in southwest Florida.

Red Cross disaster workers arrived with two trucks full of supplies. At first, a trickle of families approached, but as word spread that the people in the bright red vests spoke Spanish, a long line formed.



Sonia and her daughter Arleth explain the Christmas display in front of their home to members of the Red Cross Latino Engagement Team. “There was over three feet of water in our home after the storm surge following Hurricane Ian,” she said. “Everything was ruined.” With Christmas just weeks away, she gathered ornaments that had been floating in the debris and decorated the small yard in front of her mobile home. Photo by Scott Dalton/American Red Cross

Julio and his family are originally from Cuba. “Many of us have so many needs... right now, I’m looking for work,” he said. “I’m desperately looking for work, but at least with this help, I’m saving some money, because what I have right now is to pay bills.”

Shelter Resident Transition (SRT) Program. Many individuals and families living in Red Cross shelters during Hurricane Ian faced daunting obstacles that prevented them from returning home or finding somewhere else to stay, as a combination of existing scarcity and widespread damage limited the supply of affordable housing in the wake of the hurricane. As part of our response, the SRT program focused on helping these shelter residents move on to more stable situations.

Red Cross SRT program Volunteer Christie Merrill, who supervised the transition team at the Estero shelter in Lee County, Florida, explained that the first step is the “triage” phase, where the team gathers information from shelter residents to find them the best housing solution.

The team helped each resident create a personalized plan for their next steps, linking them with resources from government agencies and other partner organizations. The top priority was housing, but caseworkers also assisted people with transportation, health care and other needs.

These services were a great help to Jennifer Whittle, her 8-week-old baby, Bryan, and her service dog, Missy. The family found refuge and comfort at the Estero shelter after Ian struck, but their house in Fort Myers was destroyed. During their weeks-long stay, the Red Cross SRT team helped Jennifer plan the next steps in her life and find a more suitable living situation. With FEMA assistance, Jennifer, Bryan and Missy were able to move to a hotel, with the goal of eventually getting a trailer and rebuilding on higher ground.

“[The] Red Cross has been amazing,” Jennifer said. “And bless their hearts, because I had nothing when I came here, and I have everything now.”

“I had nothing when I came here, and I have everything now.”

**JENNIFER WHITTLE,
FORT MYERS, FLORIDA**

Red Cross Bridge Assistance Helps Some of the Hardest-Hit Residents Recover

Months after Ian’s landfall, the Red Cross provided additional Bridge Recovery Assistance to some of the most severely affected residents—whose homes suffered major damage or were destroyed—helping them overcome significant recovery roadblocks and begin to rebuild their lives.

Thanks to the generosity of our donors, as of August 28, 2023, we had provided **Immediate and Bridge Recovery Assistance* totaling approximately \$31.0 million**, reaching thousands of households devastated by Ian’s winds and flooding. This financial assistance allowed people to make their own decisions and prioritize specific needs, such as home repairs, housing and transportation expenses, job-related needs, childcare, and accessing health and mental health services.

*Though we report Financial Assistance as a combined figure (see page 11), our Immediate Assistance was provided within 2–12 weeks of the disaster, while Bridge Recovery Assistance (provided 3–6 months post disaster) is part of our long-term recovery programming for affected residents and communities.

“Thanks so much to the Red Cross. And God bless you.”

NABOR

NABOR’S STORY: Nabor’s home suffered major damage from Hurricane Ian. Little by little, he is rebuilding both his house and his life. To help with recovery, the Red Cross provided Nabor with Bridge Recovery Assistance, with which he planned to purchase a bed and a rug, and to repair or replace some things around his house that were destroyed by the disaster.

“Thanks so much to the Red Cross,” he said. “And God bless you.”



Red Cross volunteer Christina Lucas assists Nabor Zabaleta with the process of qualifying for Bridge Recovery Assistance at the Red Cross Focused Outreach Center in Fort Myers, Florida.

“The funds were in our checking account in a minute!”

**LOLA STEHR,
FORT MYERS, FLORIDA**

BILL AND LOLA’S STORY: Bill and Lola Stehr weren’t prepared for the shock of seeing their home again after evacuating in advance of Hurricane Ian. While the seven-foot-deep floodwaters had receded, they had left behind inches of slippery muck.

The Red Cross gave the Stehrs Immediate Assistance after the storm, providing funds to buy basic necessities, and a second round of Bridge Recovery Assistance helped with the Stehrs’ efforts to repair their home. Lola was amazed at how efficiently the Red Cross provided the funds. “The funds were in our checking account in a minute!” she said. “It’s like, is this real?”



Bill and Lola Stehr of Fort Myers, Florida, explain the progress they are making toward rebuilding their home after Hurricane Ian, with some help from the Red Cross. Photo by Scott Dalton/American Red Cross

“I never get tired of saying thank you to the Red Cross.”

TERESA

TERESA'S STORY: Like thousands across Florida, Teresa received Bridge Recovery Assistance to help with her recovery from Hurricane Ian. After losing her washer, dryer, beds, clothing, uniforms, shoes and more, she had thought all hope was lost.

“I never get tired of saying thank you to the Red Cross,” she said, describing the process as “fue todo” (smooth). Teresa plans to use the money to help pay debts incurred while trying to recover, and then use whatever is left to purchase wood to fix the collapsed floor in her bedroom.



Teresa hugs a Red Cross volunteer at the focused outreach center after learning she would receive Bridge Recovery Assistance. Alexis Agrinoni, one of our Spanish-speaking caseworkers, looks on. Photo by Scott Dalton/American Red Cross

JULI'S STORY: Like many others, Juli Woodbright turned to the Red Cross for aid after Hurricane Ian severely damaged her home.

At the outreach center, Red Cross volunteer caseworker Aaron Holloway helped her through a few simple steps to register. Juli was approved for Bridge Recovery Assistance, which helped her with pressing needs as she began to recover and rebuild her life.



Red Cross volunteer caseworker Aaron Holloway assists Juli Woodbright as she goes through the steps to register for Bridge Assistance. Photo by Scott Dalton/American Red Cross

“There’s still some nice people in this world, and I just wanted to say thanks”

**WILLIAM SCHMIDT,
PORT CHARLOTTE, FLORIDA**

WILLIAM’S STORY: William Schmidt, pictured at his heavily damaged home in Port Charlotte, Florida, presented a thank-you card to Red Cross volunteer Dawnell Hindelang as an expression of appreciation. While nothing can bring back his home the exact way it was, the Red Cross provided Bridge Recovery Assistance to William to help with his recovery process.

“These are just the kindest people in the world,” William said. “They took all the time necessary to help me with my application. There’s still some nice people in this world, and I just wanted to say thanks.”



Red Cross volunteer Dawnell Hindelang hugs William Schmidt, of Port Charlotte, Florida. William received Bridge Assistance from the Red Cross after his home was destroyed by Hurricane Ian. Photo by Scott Dalton/American Red Cross

Supporting Longer-Term Recovery for Individuals, Families and Communities

In addition to our impactful Bridge Recovery Assistance to help some of the most severely affected households, the Red Cross has provided ongoing aid to help with the unmet recovery needs of affected individuals, families and their communities across the 26 Florida counties with disaster declarations after Hurricane Ian.

Shelter Resident Transition (SRT) Follow-up casework. A new aspect of our recovery support after Ian is a pilot program to expand our SRT services, providing extended casework, recovery planning and support to qualified households experiencing challenges after they leave emergency shelters. This support provides families with health care, food and housing resources for up to one year.

After leaving a Red Cross shelter, families often lose access to casework support, which can severely hamper their recovery progress. The Ian SRT Follow-up Casework program was designed to help participating households — 89% of which had annual incomes of less than \$30,000 — continue their recovery journey. Once SRT caseworkers successfully stabilized a family’s housing and food security, their cases were transferred to established disaster case management providers, who continued to support their recovery needs.

In big and small ways, from finding an affordable rental or a new job to making minor vehicle repairs or home entrance modifications that improved accessibility, the consistent, compassionate support provided by our SRT caseworkers was key to helping families get back on their feet.

Collaborating with recovery partners. In addition to financial assistance and one-on-one casework support, the Red Cross provides funding to partner organizations with specialized expertise to help with community recovery. For example, we provided grants last spring to Catholic Charities of Florida, which offered disaster case management and one-on-one mental health support for those impacted by Hurricane Ian — with a focus on services to frontline populations across agricultural communities.

In June, we began awarding community recovery grants, which help address the housing, health, and hunger needs of people and communities impacted by disasters. By investing donor dollars in partner-led recovery programs, projects or efforts, we can extend the impact of our direct relief and financial assistance programs.

These grants to community partners cover three primary focus areas:

- Individual and household needs
- Recovery capacity building
- Community recovery and resiliency

We have also funded Red Cross efforts that can help residents become better prepared for and more resilient against future crises, which could include programs like home safety training that is focused on hurricane risks, as well as separate but coordinated community adaptation programs that are designed to build capacity and resilience of local disaster response organizations in communities with high levels of social vulnerability and disaster risk.

Finally, as we reach the one-year milestone of Hurricane Ian's landfall, the Red Cross is planning to offer an additional round of Expanded Recovery Assistance this fall. This financial assistance program will help address complex disaster-related long-term recovery needs for some of the most vulnerable impacted households.



At the Red Cross assistance center near Fort Myers, Florida, caseworkers meet with disaster survivors to walk through an issue, talk about their case or help them connect with available resources from community partners. Photo by Scott Dalton/American Red Cross

Compassionate Supporters Fund Relief and Recovery for Ian Survivors

Thanks to generous donors, the Red Cross has raised \$96.8 million designated for our Hurricane Ian response — including the value of critical donated goods and services — to help people affected by this disaster.

As of August 28, 2023, the Red Cross had already spent or made commitments to spend approximately \$84.7 million on emergency relief and recovery efforts for Hurricane Ian. We will continue to program the remaining funds to provide and support services for both individual and community long-term recovery in the impacted region.

Hurricane Ian Expenses and Commitments ^{1,2} (in millions)						
as of August 28, 2023						
Expense Categories	Food, Shelter and Relief Items	Health and Emotional Support	Financial Assistance	Community Recovery & Resilience	Total	Expense %
Financial assistance, food and other relief items	\$9.5	\$1.2	\$31.0	–	\$41.7	49%
Deployment of volunteers and staff (includes airfare, lodging, meals and vehicles)	\$6.4	\$1.0	\$6.4	–	\$13.8	16%
Freight, postage and warehousing	\$4.1	–	–	–	\$4.1	5%
IT, communications and call centers	\$2.3	\$0.6	\$1.1	–	\$4.0	5%
Full-time Red Cross employees	\$2.8	\$0.1	\$0.9	\$0.1	\$3.9	5%
Kitchen, shelter and other logistics that enable service delivery	\$2.5	\$0.6	\$0.5	–	\$3.6	4%
Long-term recovery programs to help with unmet needs and support community resilience	–	–	–	\$2.8	\$2.8	3%
Temporary disaster hires	\$0.6	\$0.3	\$0.5	\$0.2	\$1.6	2%
Equipment, maintenance and fueling of Red Cross emergency vehicles and rented trucks	\$0.7	–	–	–	\$0.7	1%
Total Program Expenses	\$28.9	\$3.8	\$40.4	\$3.1	\$76.2	90%
Management, general and fundraising ³					\$8.5	10%
Total Spent and Committed					\$84.7	100%
Program Dollars Remaining					\$10.9	
Management, general and fundraising remaining to be applied					\$1.2	
Total Budget					\$96.8	

¹Dollar figures in all tables are rounded to the nearest \$100,000; therefore, expenses \$49,999 and below are represented as zero. Amounts listed in the report may fluctuate from one report to another based on the funds spent and committed timeline. All committed funds will be spent in communities impacted by Hurricane Ian. To learn more about how the Red Cross spends donations, please visit redcross.org/donations/how-the-red-cross-spends-your-donations.html.

²Includes Hurricane Ian responses in Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina and Virginia.

³Management, 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 nearly 18,000 employees and approximately 275,000 volunteers, fundraising and communications functions, and other support services across all program lines. Ninety cents of every dollar spent for Hurricane Ian will support delivering care and comfort to help people affected by Hurricane Ian.



Thank you!



American Red Cross

The Red Cross must be ready for every disaster, big or small, and we respond to an average of more than 60,000 disasters each year—including home fires, severe weather, floods and wildfires. Those in need turn to the Red Cross in their darkest hours because they know they can depend on us right after the disaster and throughout their recovery. Your donation helps us fulfill this promise. We are grateful for your trust.

To learn more about our response and the people we've helped, please visit our [Hurricane Ian Story Map \(redcross.org/hurricaneian\)](https://www.redcross.org/hurricaneian).