



**American  
Red Cross**

## Help When It's Needed Most

Disaster Update: Fiscal Year 2018

JULY 1, 2017 – JUNE 30, 2018

# Rising to the Challenges of an Extraordinary Year

A message from the president, American Red Cross Humanitarian Services

The 2018 fiscal year saw millions impacted by an extraordinary string of major disasters in the United States and its territories. From July 1, 2017 to June 30, 2018, the Red Cross responded to 258 large-scale disasters<sup>1</sup> across the country, including an unprecedented 22 major disasters<sup>2</sup> that encompassed catastrophic events like Hurricanes Harvey, Irma and Maria, as well as 2017's destructive wildfires in California.



Powered by generous donations to Disaster Relief and the heroic efforts of volunteers and community partners, the Red Cross rose to the challenge of these consecutive disasters.

We brought vital aid and immediate financial assistance to devastated survivors, and we extended services to stricken communities all over the country. Today, we continue to provide long-term recovery services quickly and in creative ways to those most affected by disasters across Texas, Florida, California, Puerto Rico and the U.S. Virgin Islands. The Red Cross was also there after the tragic shootings in Las Vegas, Sutherland, Texas, and Parkland, Fla., providing comfort for people coping with unimaginable heartbreak and loss.

Each day, compassionate Red Cross volunteers and employees responded to home fires and other crises—all of them major events for the impacted individuals and families. Following disasters of all kinds, we remained by the sides of survivors with essential recovery support and guidance. Critically, the Red Cross continued to provide families with lifesaving tools and information to support readiness. A cornerstone of this effort is our Home Fire Campaign, which continues to make a transformational impact across the country and has saved at least 520 lives since it began in 2014.

Our work doesn't end at the U.S. border, and American Red Cross International Services are integral to our mission to relieve suffering. In addition to domestic disaster relief, the Red Cross provided aid to Caribbean nations struck by Hurricanes Irma and Maria—as well as to Mexico following 2017's devastating earthquakes.

The steadfast commitment of our donors fuels these around-the-clock efforts. Thanks to your generosity, thousands of Red Cross disaster workers had the needed training, supplies, technology (including our state-of-the-art RC View disaster management system) and infrastructure to carry out these critical disaster response, recovery and preparedness efforts. I am profoundly thankful for the meaningful impact of your contributions through this year of unprecedented disaster activity.

Sincerely,

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

Harvey Johnson

<sup>1</sup>Defined as Level 2+ disasters, with costs of \$10,000 or more;

<sup>2</sup>Defined as Level 4+ disasters, with costs of \$250,000 or more.



# Helping Disaster Survivors Across the Country

In fiscal year 2018, generous donors and some 41,000 disaster workers—more than 90 percent volunteers—helped bring relief to people in need through a series of powerful storms, record floods, devastating wildfires and mass casualty events, as well as local emergencies that impacted tens of thousands of families across the country.

## Hurricane Harvey

In August 2017, Harvey's winds battered Texas, and lingering torrential rains inundated Houston and communities across the Texas coast into Louisiana. Even before the storm's landfall, Red Cross volunteers and employees prepared a massive response to help people in need. During and after the storm, they worked around the clock to deliver shelter, food and relief supplies—sometimes in high-water vehicles.

Within days of landfall, recovery teams used web-based tools for the first time to distribute emergency financial assistance to hundreds of thousands of families via electronic funds transfers. In addition, Red Cross volunteers and staff continued to provide vital emotional and financial support, as well as recovery services tailored to the needs of survivors facing these staggering losses.



Harvey survivors Stephanie Carr and her brother, Stevie, speak with a Red Cross worker at the Red Cross mega-shelter in Houston, Texas. Photo by Daniel Cima/American Red Cross

## Hurricane Irma

Striking less than two weeks after Harvey, Irma was the strongest hurricane to make landfall in the U.S. in 12 years. The powerful storm ravaged the U. S. Virgin Islands before traversing the full length of Florida—destroying an estimated 25 percent of homes in the hard-hit Florida Keys and severely affecting those living in houseboats and trailers. The Red Cross was there to help with food, relief supplies, financial assistance, health and mental health services and more.

As survivors continue picking up the scattered pieces of their lives, Red Cross volunteers and staff have provided ongoing recovery services and additional financial assistance for those displaced by the storm—in particular, elderly residents and those with disabilities and access and functional needs.

### Response at a Glance: Around the Country (July 1, 2017 to June 30, 2018)



More than **20 million meals and snacks** served with our partners



More than **9 million relief items** distributed



Nearly **300,000 health and mental health contacts** made



More than **1 million overnight shelter stays** provided with partners



More than **610,000 households** provided with recovery assistance

For more information on how the American Red Cross helps disaster survivors here at home, please visit [redcross.org](http://redcross.org).

# Helping Disaster Survivors Across the Country

## Hurricane Maria

Maria was the third major hurricane to strike U.S. territories in less than a month. This intense storm left millions in Puerto Rico without access to power, drinking water and communications—outages that lasted for weeks and even months. Red Cross disaster workers, including compassionate international volunteers from our sister societies in Mexico, Spain, Finland, Costa Rica, Honduras and Colombia, helped to distribute food, water, and other relief supplies to thousands of residents coping with Maria's devastation. We also provided water filtration devices to families who lacked safe and reliable drinking water and generators for people who lacked power to operate critical medical devices.

During recovery, the Red Cross is partnering with the Commonwealth to strengthen individual and community resilience by installing solar micro-grids, water purification systems and AED devices in more than 100 schools that are also used as shelters—in addition to providing financial grants to small business farmers and connecting solar power to community-owned wells. To assist children and families, the Red Cross is providing wellness checks and vaccinations, as well as supporting after school and summer school programs.



Red Cross workers distribute relief supplies to Hurricane Maria survivors in Barceloneta, Puerto Rico. Photo by Sergio Rojas/American Red Cross

## California Wildfires (2017)

Massive wildfires engulfed more than 235,000 acres across Northern California in October 2017, killing more than 40 people and forcing over 90,000 to flee their homes. Two months later, numerous destructive blazes broke out across Southern California. The Thomas Fire alone scorched more than 281,000 acres, primarily in Ventura County—and was followed by heavy rains that unleashed deadly mud and debris flows, wiping out entire neighborhoods.

Thousands of Red Cross volunteers helped shelter displaced families and visited fire-scorched neighborhoods with food and cleanup supplies. Red Cross recovery teams provide financial support to families and coordinated with partners to provide needed community services.



A Red Cross volunteer assesses damage from the Tubbs Fire in Santa Rosa, California. Photo by Marko Kokic/American Red Cross



## Helping Disaster Survivors Across the Country



Spiritual care volunteers Bill Dahlquist and Eric Baum prepare to support families impacted by the October 1, 2017, mass shooting in Las Vegas. Photo by American Red Cross.

### Home Fires and Disasters of All Kinds

Large-scale disasters made up only a portion of our disaster responses. As the Red Cross responded to major crises from coast to coast, we continued to address home fires in communities each day—responding to thousands of these everyday emergencies. Often among the first to arrive on the scene, our trained volunteers and employees met with home fire survivors—sharing hugs and small comforts like warm blankets and coffee—and helped them begin to plan the next steps of their recovery.

From Maine to Hawaii, Alaska to Puerto Rico, no part of the country was unscathed by disasters. In fiscal year 2018, dedicated Red Cross disaster volunteers and staff deployed to help people in need more than 57,000 times, working in countless ways to stand with survivors and their communities as they began to recover and rebuild their lives. In addition to home fires, the Red Cross responded following tornadoes and other severe weather outbreaks, major accidents and more.

### Mass Casualty Events

The Red Cross was also there to support victims and their families following man-made emergencies, including tragic mass-shootings in Las Vegas, Sutherland Springs, Texas, and Parkland, Florida. After these heartbreaking events, we joined with partners to open family assistance centers where Red Cross workers provided food, water, mental health, health services and spiritual care. This support included trained grief counselors and spiritual care providers connecting with loved ones struggling to come to terms with these tragedies.

“It’s an opportunity to see the best of people,” said Red Cross Disaster Spiritual Care Volunteer Linda Walsh-Garrison. “I feel that we all get our turn, and it’s important that we can take care of each other.”

# Helping Disaster Survivors Across the Country

## Providing Ongoing Recovery Support

With our longstanding presence in local communities, the Red Cross could connect with survivors after disasters big and small, aiding them with longer-term recovery needs. Trained caseworkers met one-on-one with affected individuals and families to help them make recovery plans, fill out complex paperwork, replace necessities, find rental housing and clean up or repair their damaged homes, remaining in touch long after the disaster to make sure their needs were being addressed.

Thanks to a generous outpouring of support from compassionate donors, we had resources to provide recovery financial support to hundreds of thousands of households following some of fiscal year 2018's most extraordinary disasters, like Hurricanes Harvey and Irma and the California Wildfires. We also made strategic grants to organizations with specialized expertise in areas like family services and home repair and reconstruction, with a focus on recovery needs in the hardest-hit and most vulnerable communities.

In the face of tremendous individual, family and community devastation, the Red Cross created new methods for client-based delivery of financial assistance. For the first time, clients could access a web-based application and in just a few minutes select how they wanted to receive funds—by bank account deposit or via debit card.

And as residents faced the many challenges of Maria's aftermath, the Red Cross offered funding support to help Puerto Rican communities recover and become better prepared against future disasters, focusing on four key recovery areas: consistent power, clean water, community health and community resiliency.

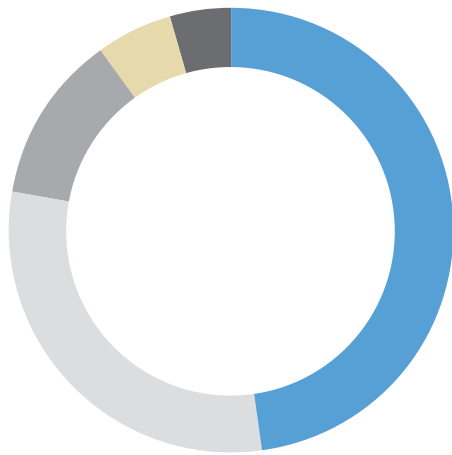
Addressing these key areas through a community-centered recovery approach has helped mitigate the devastating impact to key infrastructure on the island—and the resulting effects on home life, families, health and the local economy.



Volunteer Cheryl Burton speaks with Houston resident Liliana Rodriguez. After their home was flooded by Hurricane Harvey, the Rodriguez family received immediate financial assistance from the Red Cross, which they used to buy groceries, as well as long-term recovery financial assistance, which they planned to put toward a down payment on a new air conditioner.

# Bringing Help to People in Need Across the Country

## Fiscal Year 2018 Domestic Disaster Services Spending \$766.8 Million



- Individual Emergency Assistance and Recovery 53%
- Food, Shelter and Relief Items 27%
- Disaster Preparedness 11%
- Community Recovery 5%
- Health and Emotional Support 4%

## Bringing Hope Around the World

Disasters like earthquakes and floods can strike millions with little or no warning, anywhere in the world. In fiscal year 2018, the American Red Cross provided support to Caribbean nations following Hurricanes Irma and Maria, as well as assistance for people affected by devastating earthquakes in Mexico and refugee crises, such as those in Europe, Africa and Asia.

Crescent network helped survivors recover from disasters, as well as supporting public health and disaster preparedness for communities in need. As part of these efforts, the American Red Cross continued to fund existing disaster recovery and readiness efforts in Haiti, Nepal and the Philippines (Typhoon Haiyan) over the previous fiscal year.

In addition to emergency disaster relief, the American Red Cross and the global Red Cross and Red

### Response at a Glance: Around the Globe

Working with our global Red Cross and Red Crescent partners, the American Red Cross helped millions of people around the world during fiscal year 2018:



#### Disaster Response

Assisted **3.8 million people** affected by crises in **24 countries**.



#### Reconnecting Families

We helped reconnect more than **7,300 families** separated by conflict or disaster.



#### Disaster Preparedness and Risk Reduction

We helped families and communities in **22 countries** become better prepared for potential disasters.

For more information on how the American Red Cross helps people around the world, please visit [redcross.org/international](http://redcross.org/international).



# Bringing Hope Around the World



Daniel Cima/American Red Cross

## Mexico Earthquakes

After two powerful earthquakes killed hundreds and caused massive destruction in southern and central Mexico, our generous donors provided millions of dollars to aid earthquake relief efforts.

The American Red Cross funded the purchase of supplies like kitchen sets and cots, and supported Mexican Red Cross volunteers delivering food, water, medical assistance, temporary shelter, relief items, household cleanup kits, blankets, mattresses, stoves and more. Pictured, an American Red Cross and Mexican Red Cross team surveys damage in Jojutla, a small Mexican city that suffered severe damage from the September 19 quake.

## Fiscal Year 2018 International Disaster Relief Spending \$87.5 Million



|                                  |     |
|----------------------------------|-----|
| ■ Disaster Response and Recovery | 28% |
| ■ Disaster Preparedness          | 25% |
| ■ Haiti Assistance Program       | 19% |
| ■ Nepal Earthquake Response      | 13% |
| ■ Mexico Earthquake Response     | 8%  |
| ■ Typhoon Haiyan Response        | 7%  |



# Supporting Disaster Preparedness at Home and Abroad

Helping individuals, families and communities become better prepared is a key element of the Red Cross disaster relief cycle. We provide knowledge and resources to make them ready for and more resilient in the face of emergencies of all kinds—from home fires to natural disasters like hurricanes, tornadoes and floods.

## Supporting Preparedness at Home

Our Home Fire Campaign—a cornerstone of our preparedness efforts—continued to save lives and help families across the U.S. become better prepared for these emergencies in fiscal year 2018 as we installed our one millionth free smoke alarm since the campaign began in 2014. During our spring 2018 Sound the Alarm events, more than 31,000 community volunteers visited more than 50,000 homes in more than 100 major cities across the U.S., installing over 120,000 smoke alarms, replacing smoke alarm batteries and helping families plan an emergency escape route together.

And because about 20 percent of the U.S. population is affected by hearing loss, the Red Cross is helping hearing-impaired Americans stay safe and prepared by installing free bed-shaker

alarms. These alarms connect to conventional smoke alarms and are coupled with screens throughout the home that read “FIRE” when a fire is detected.

In addition, the Red Cross has developed 12 free mobile apps that put lifesaving information into people’s hands whenever and wherever they need it. So far, these apps have been downloaded nearly 12.7 million times since their initial launch, putting preparedness right in people’s pockets and providing access to lifesaving tools and information when it’s needed most. More than 1.3 billion alerts from the apps have warned users of impending threats, so they can prepare and get their families to a safe space. In addition, we trained more than 593,000 youth and adults in face-to-face disaster education sessions annually, deepening preparedness of all ages nationwide.

## Reducing Disaster Risks Overseas

As in the U.S., our international work doesn’t end with response and recovery. The American Red Cross is committed to helping communities become more resilient by investing in preparedness and capacity building, so communities can organize and manage their own responses to crises.

In fiscal year 2018, we supported capacity building and recovery and preparedness programs worldwide in 22 countries. The American Red Cross and our partners worked with community members to recognize risks, develop community action plans highlighting evacuation routes, and identify cost-effective early warning systems to better predict and react to threats.

Through activities such as training communities on proper water management and treatment in Colombia to school-based disaster preparedness programs in Micronesia, the American Red Cross is not only building capacity at the community level, but also developing larger-scale initiatives that can save lives when disasters occur.



Rane Tamang (right) points out the safety features of his newly-constructed home to Red Cross volunteer, Hira. Rane—who lost his home in the 2015 Nepal earthquake—is one of over 1,000 masons trained with American Red Cross funding on safe construction techniques. Photo by Brad Zerivitz/American Red Cross

# Thanking our Generous Supporters

## Annual Disaster Giving Program Members | \$1,000,000+ Annually\*

|                           |                                  |   |
|---------------------------|----------------------------------|---|
| Adelson Family Foundation | Delta Air Lines                  | Nationwide Foundation                               |
| American Airlines         | Enterprise Rent-A-Car Foundation | New Balance Foundation and<br>New Balance Athletics |
| Anheuser-Busch Foundation | FedEx                            | PepsiCo Foundation                                  |
| Anthem Foundation         | Grainger                         | State Farm  |
| Bank of America           | The Home Depot Foundation        | Target  |
| Brown & Brown Insurance   | LDS Charities                    | VSP Global  |
| Caterpillar Foundation    | Lilly Endowment, Inc.            | Walmart and the Walmart Foundation                  |
| The Clorox Company        | Lowe's Companies, Inc.           | The Walt Disney Company                             |
| ConocoPhillips            | Mazda North American Operations  |   |
| Costco Wholesale          | Microsoft Corp.                  |   |

## Annual Disaster Giving Program Members | \$500,000+ Annually\*

|                                     |                                   |                           |
|-------------------------------------|-----------------------------------|---------------------------|
| Altria Group                        | Ford Motor Company                | Procter & Gamble Company  |
| American Express                    | General Motors                    | PwC                       |
| Aon                                 | Humble Bundle                     | Ryder                     |
| Capital One                         | IBM Corporation                   | Southwest Airlines        |
| CBS Corporation                     | International Paper               | Tata Consultancy Services |
| Cisco Foundation                    | John Deere Foundation             | TD Ameritrade             |
| Citi Foundation                     | Johnson Controls                  | The TJX Companies, Inc.   |
| CSX                                 | LabCorp                           | United Airlines           |
| Darden Restaurants, Inc. Foundation | Medtronic Foundation              | UPS                       |
| Discover                            | Meijer                            | The Wawa Foundation       |
| Edison International                | Merck Foundation                  | Wells Fargo               |
| Energy Transfer/Sunoco Foundation   | Mondelēz International Foundation |                           |

## Disaster Responder Members | \$250,000+ Annually\*

|                             |   |  |
|-----------------------------|---|--|
| 7-Eleven Cares Foundation   | Duke Energy   | The Pew Charitable Trusts                                |
| Adobe                       | Entergy Corporation   | Prudential Financial                                     |
| AdvoCare International L.P. | Farmers Insurance   | Raytheon Company   |
| Alliance Data               | Harbor Freight Tools Foundation, LLC                          | SC Johnson   |
| Assurant                    | Hewlett Packard Enterprise Foundation                         | Southeastern Grocers Home of<br>BI-LO Harveys Winn Dixie |
| AT&T                        | HP Foundation   | Standard Textile   |
| AvalonBay Communities, Inc. | HSBC Bank   | Stearns Bank   |
| Avangrid Foundation         | Ingersoll Rand Foundation                                     | Toyota   |
| AXA Equitable Life          | The J.M. Smucker Company                                      | U-Haul International                                     |
| The Ball Foundation         | Land O'Lakes, Inc.  | United Technologies Corporation                          |
| Barclays                    | Mastercard  | The USAA Foundation                                      |
| BMW of North America        | Morgan Stanley  | U.S. Bank  |
| Boise Paper                 | Neiman Marcus Group   | Visa   |
| CarMax                      | Northrop Grumman Corporation                                  |  |
| Cox Automotive              | Northwestern Mutual and the<br>Northwestern Mutual Foundation |  |



# Thanking our Generous Supporters

## Individual and Family Foundation Honor Roll — \$100,000+ Annually

|  |   |  |
|--|---|--|
| James Avery  | The Greehey Family Foundation                                 | Mr. Kenneth R. & Mrs. Linda A. Morris                  |
| Susan & Riley Bechtel                              | Kenneth C. Griffin  | Murray Family Foundation                               |
| Berghoef Boyle Foundation                          | Alecia M. Hart  | Mr. Alan D. Mut & Ms. Elaine J. J. Matte Mut           |
| The Boler Family Foundation                        | Kevin Hart  | Najim Family Foundation                                |
| Bombeck Family                                     | Marjorie Harvey   | The Frederick & Julia Nonneman Foundation              |
| Ms. Sandra Bullock                                 | Marshall Hennington   | The Ray & Tye Noorda Foundation                        |
| August A. Busch III Charitable Trust               | Ray Hickey Foundation   | Junior & Tammy Ottwell                                 |
| Mr. David Carrigan                                 | Mr. & Mrs. David B. Ingram                                    | Our Family Foundation                                  |
| The Chambers Family Foundation                     | Colburn A. & Alana S. Jones                                   | Victor Parachini                                       |
| Daniel & Barbara Chapman Trust                     | Dan & Pat Jorndt  | The Peierls Foundation                                 |
| Crown Family Philanthropies                        | Kardashian Jenner Family Foundation                           | Scherr Family Fund                                     |
| Ms. Carole Bayer Sager &<br>Mr. Robert A. Daly     | Stephen & Tabitha King Foundation                             | Beatriz V. & Edmund O. Schweitzer                      |
| The Douglas & Maria Devos Foundation               | Sandra J. Klein   | Nancy C.G., Doug, Jennifer &<br>Sophia Snowden         |
| Linden Root Dickinson Foundation                   | Karen & Gerald Kolschowsky                                    | Denise R. Sobel  |
| Cleveland H. Dodge Foundation, Inc.                | Mario L. Kreutzberger   | The Thompson Family Foundation                         |
| Honoriam & Dudley Diebold                          | Ronald S. Lauder and Family & Leonard A.<br>Lauder and Family | Tisch Families   |
| Jeff Dunham  | The Carol Lavin Bernick Family Foundation                     | C. Scott & Dorothy E. Watkins<br>Charitable Foundation |
| John & Nancy Edwards                               | Ruth Lilly Philanthropic Foundation                           | Mr. Elden G. Weiss                                     |
| Edwardson Family Foundation                        | George Lucas Family Foundation                                | Sonya Moore-Wells & David Wells                        |
| Fixel Family                                       | Mr. & Mrs. David Lumpkins                                     | John E. Williams Jr.                                   |
| Mr. George Foreman & Mr. George E.<br>Foreman, Jr. | Seth MacFarlane   | Randy J. & Jennifer L. Wolcott                         |
| The Fournier Family Foundation, Inc.               | J. Willard & Alice S. Marriott Foundation                     | J. Yang Family Foundation                              |
| The Sam J. Frankino Foundation                     | Casey & Anke Mermans,<br>The Merancas Foundation              | Daddy Yankee   |
| Gleason Family Foundation                          | Mark & Maureen Miller Family Foundation                       |  |
| Alvin L. Glick Foundation Inc.                     | Larry H. & Gail Miller Family Foundation                      |  |

\*As of June 30, 2018

*Thank you!*

The American Red Cross is deeply grateful for those companies and organizations that give to our Annual Disaster Giving Program (ADGP) and Disaster Responder Program, as well as our most dedicated individual and family foundation supporters. Their pre-investment ensures that we are prepared to respond immediately and compassionately to meet the needs of those affected by disasters.



## You Bring Our Mission to Life

Compassionate donors power the Red Cross mission to alleviate human suffering in the face of emergencies. Whether it was shelter and a hot meal for a hurricane survivor, a Red Cross caseworker offering comfort and helping a family find the resources they need to put their lives back together after a fire or financial assistance, materials and skills training that helped communities rebuild after an earthquake, your contributions have turned heartbreak into hope for people affected by disasters in communities here at home and around the world. Thank you.

Cover photo: Following Hurricane Irma, Keniuska (right) and Patricia, age 1, received hot meals from Red Cross relief worker Stephen Bentley, an emergency response vehicle team member from Michigan, at Marathon Key, Florida. Photo by Marko Kovic/American Red Cross