



**American  
Red Cross**

## Hurricane Maria

Three-Month Update | January 2018

### Red Cross Relief Efforts Continue in Wake of Deadly Storm

Hurricane Maria swept through the Caribbean in late September 2017, causing catastrophic damage in the U.S. Virgin Islands and across Puerto Rico, where it was the strongest hurricane to make landfall in more than 80 years. In Maria's wake, residents of these heavily impacted U.S. territories faced devastating losses to homes and crops, as well as long-term challenges due to damaged infrastructure. People across the islands were left without power, phone service and safe drinking water, and in Puerto Rico, more than 1.5 million people were still awaiting restoration of electricity over three months later.

Since Maria struck, Red Cross volunteers and employees have been visiting impacted communities, delivering bulk food supplies like rice, beans and fresh produce, drinking water, cleanup supplies, tarps and comfort kits with hygiene items. We are also providing critical health and mental health services to people with urgent needs. And while Puerto Rico's shelters are operated by the government, we opened shelters for residents in the U.S. Virgin Islands who had been forced from their homes.

Due to the difficulties in restoring communications following the storm, many families also have had a hard time connecting with friends and relatives on the island or stateside. The Red Cross has provided satellite technology, portable generators, laptops and power strips on reunification trucks that traveled around the island, giving residents the opportunity to charge phones and communicate with loved ones.

This assistance makes a real difference in the daily lives of hurricane survivors. In a hard-hit community in central Puerto Rico, a Red Cross team delivered a generator to combat veteran Raul and his family, who had been without power and water for nearly 100 days. Raul, the family's breadwinner, had only been sleeping one hour a night since Maria hit, because he did not have power for his CPAP machine. He was thrilled to receive the solar generator. The next day, Raul texted the team: "I finally slept for seven hours last night for the first time since Maria."

#### Response at a Glance

Hundreds of American Red Cross workers are working around the clock to help people impacted by Hurricane Maria in the U.S. Virgin Islands and Puerto Rico.



More than **8.5 million**  
**meals and snacks**  
served with partners



More than **3.6 million**  
**relief items** distributed



More than **31,800**  
**health and mental**  
**health contacts** made

—Cumulative figures as of December 20, 2017

### Volunteer Helps Hurricane Survivor: 'I Wasn't Gonna Let Her Down'

John Hendricks, a Red Cross volunteer from Detroit, had been camping out in the mountains with his team, delivering water filters to the most remote communities. "I was in Patron, Morovis," he recalled, "and this little old lady comes up to me and starts patting me on the chest and talking in Spanish."

The team's translator told him, "She is patting your chest because she saw you in the mountains, and she loves your heart." Touched by the gesture, he learned more about her situation. Aged 87, Rosa Ortiz had lost part of her home—where she lives with three of her grandchildren—to the storm. Like most homes in the highlands of Puerto Rico, there is no running water, and families collect water from mountain springs.

Mrs. Ortiz was happy to receive the water filter to keep her family safe from bacteria, viruses and toxins—one of 20,000 high-volume water filters the Red Cross has delivered to isolated Puerto Rican communities. However, Mrs. Ortiz desperately needed tarps to keep out the seasonal downpours. John promised to return.

At the closest Red Cross warehouse, all the available tarps had been handed out and the next shipment hadn't yet arrived. "I wasn't gonna let her down, so I went to Home Depot and bought her tarps," John said. "When I took her the tarps, she told me she also needed a cat." Mrs. Ortiz was worried about rats and mice and the diseases they might transmit to her grandchildren.

When John told his fellow volunteer, Leo Taraborrelli, about Mrs. Ortiz, Leo recalled an abandoned kitten the team rescued during a relief distribution in Juana



Volunteer John Hendricks, of Detroit, went the extra mile to help hurricane survivor Rosa Ortiz in Patron, Morovis, Puerto Rico. Photo: Winnie Romeril/American Red Cross

Diaz. The Red Cross volunteers were mostly away from their camp, working 15-hour days, so the kitten would be better off in a home with children to love him. Later that night, in their off-duty hours, the two volunteers returned to Mrs. Ortiz's home with the kitten. "I'm so happy! Thank you!" she exclaimed.

## Providing Ongoing Support as Hurricane Survivors Recover

Three months after Maria battered the U.S. Virgin Islands and Puerto Rico, the Red Cross and our partners continue to provide critical assistance to affected residents. For hurricane survivors, recovery will be a long and arduous journey.

In Puerto Rico, families face unique recovery challenges due to widespread infrastructure damage

that has resulted in long-term loss of access to power and clean water. Distribution of bulk food, water and emergency relief supplies on the island will continue well into 2018. In addition, The Red Cross is developing recovery plans to assist with the most urgent needs of hurricane survivors, with a focus on four key pillars—access to power, access to clean water, livelihoods restoration and community health.

The Red Cross aims to not only help affected residents cope with difficult circumstances while infrastructure is being restored, but also to help them become more resilient and self-sufficient. Many people lost homes and livelihoods to Maria, with income-generating agricultural crops decimated by the storm.

Along with helping provide survivors with access to power and clean water, we will provide support to restore their livelihoods, for example, through microgrants to small businesses and skills training in home reconstruction and agriculture. Finally, the Red Cross will use recovery funds to support public health and mental health training and initiatives for impacted communities.

## Compassionate Supporters Enable Relief and Recovery Assistance

Thanks to our generous donors, the Red Cross has raised \$65.5 million, including the value of critical donated goods and services, to help people impacted by Hurricane Maria. As of December 20, 2017, the Red Cross had already spent or made commitments to spend approximately \$30 million on emergency relief and recovery efforts for people affected by Hurricane Maria. We are working on plans for the remaining funds, which will be used to provide and support services for both individual and community long-term recovery.

While we will continue to accept donations designated to Hurricane Maria, the Red Cross has ceased active fundraising for Hurricane Maria and removed the Hurricane Maria donation option from all fundraising channels. People who wish to support Maria relief efforts—or any specific cause—can always do so by using the downloadable donation form on [redcross.org](http://redcross.org).

## A Team Effort: American Red Cross Works with Global Red Cross Network after Maria

In addition to causing massive damage in the United States, Hurricane Maria brought destruction to islands across the Caribbean. In response, the American Red Cross reached across borders to aid our neighbors. The cost of this assistance was supported by donations restricted for our international services.

When Hurricane Maria barreled through the island nation of Dominica, its ferocious winds damaged 98 percent of all roofs and swept away 75 percent of the natural landscape. The American Red Cross has deployed disaster specialists and contributed \$150,000 towards hurricane relief efforts in Dominica. We have helped the Dominica Red Cross and the International Federation of Red Cross and Red Crescent

Societies (IFRC) with damage assessments, telecommunications connectivity, reconnecting family members and distributing relief items.

The global Red Cross Red Crescent network also came to the American Red Cross's aid when Hurricanes Irma and Maria struck Puerto Rico and the U.S. Virgin Islands. In fact, more than 30 Red Cross disaster responders from around the globe deployed to the affected U.S. territories, helping American Red Cross teams deliver aid and reconnect families who lost touch because of the storm. These disaster responders came from Red Cross societies in Colombia, Costa Rica, Denmark, Finland, Honduras, Mexico and Spain, as well as from the IFRC.

### Hurricane Maria Spent and Committed<sup>1</sup> (in millions)

As of December 20, 2017 (\$65.5M raised)

Expense Categories	Food and Relief Items	Health and Emotional Support	Total	Expense %
Food, relief items and other assistance <sup>2</sup>	\$18.1	\$0.1	\$18.2	60.7%
Deployment and maintenance of volunteers and staff (includes airfare, lodging, meals and vehicles)	\$3.6	\$0.4	\$4.0	13.3%
Freight, warehousing and other logistics that enable service delivery	\$3.4		\$3.4	11.3%
IT, communications, and call centers	\$0.5	\$0.1	\$0.6	2.0%
Temporary disaster employees	\$0.6		\$0.6	2.0%
Full-time Red Cross employees	\$0.3	\$0.1	\$0.4	1.3%
Equipment, maintenance and fueling of Red Cross emergency vehicles and rented trucks	\$0.1		\$0.1	0.3%
<b>Total Program Expenses</b>	<b>\$26.6</b>	<b>\$0.7</b>	<b>\$27.3</b>	<b>91%</b>
Management, general and fundraising <sup>3</sup>			\$2.7	9%
<b>Total Spent and Committed</b>			<b>\$30.0</b>	
Program Dollars Remaining			\$32.3	
Management, general and fundraising remaining to be applied			\$3.2	
<b>Total Budget</b>			<b>\$65.5</b>	

<sup>1</sup>Because the Hurricane Irma response in the U.S. Virgin Islands was already underway when they were impacted by Hurricane Maria, the costs for the response to both storms in the U.S. Virgin Islands were included in the Hurricane Irma budget.

<sup>2</sup>Does not include value of U.S. government-provided supplies distributed by the American Red Cross.

<sup>3</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 21,000 employees and approximately 300,000 volunteers, fundraising and communications functions, and other support services across all program lines. 91 cents of every dollar received for Hurricane Maria will be spent on our services to people affected by Hurricane Maria.

*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.