



**American
Red Cross**

Hurricane Harvey

Six-Month Update | March 2018



Working Alongside Community Partners to Support Longer-Term Recovery

Six months after Hurricane Harvey's devastating landfall, the emergency response has come to an end, but the American Red Cross continues to stand with storm survivors who suffered heartbreaking losses. During the past few months, Red Cross and our federal, state and local partners have put in place a system to deliver financial assistance through local Disaster Case Managers to households with limited resources whose homes were destroyed or suffered major damage.

That program is now underway, along with grants to local communities, and we expect to ramp up spending as we move forward. The Red Cross anticipates committing the remaining program funds to provide financial assistance for families that need extra help and to support community-based recovery efforts.

Financial Assistance for Households

The second phase of financial recovery assistance is intended to support the more than 60,000 Texas and Louisiana households whose homes incurred major damage or were destroyed. This program follows the emergency phase of our response and the Hurricane Harvey Immediate Assistance (HHIA) program, which distributed \$230 million to households across the storm's impact area.

The Red Cross will provide financial assistance through local Disaster Case Managers to eligible hurricane survivors with limited resources who lost their homes or suffered severe damage. These trained Disaster Case Managers are connecting one-on-one with affected families to create recovery plans, navigate paperwork,

“The American Red Cross is working closely with our non-profit, community and government partners to implement longer-term recovery support, and listening carefully to the needs of individuals and families impacted by this unprecedented disaster. We have forged links at every level to best ensure collaboration, communication and partnership to serve those in need, and we are applying lessons learned from previous disaster recovery efforts to ensure that we make the most effective use of donor dollars.”

Harvey Johnson, Senior Vice President, Disaster Cycle Services

and determine eligibility for financial aid from community organizations, including the Red Cross.

Successful disaster recovery not only requires thoughtful planning to make the best use of donor dollars, it also takes effective teamwork. The Red Cross is collaborating with local Long-Term Recovery Committees and other government and community partners to ensure we're reaching people facing the greatest hardships. This includes many individuals and families whose financial resources may have already been stretched to the limit due to Harvey's extraordinary destruction.

Community Grants

Along with financial assistance for severely impacted households, the Red Cross is also supporting community-

based recovery efforts. We are providing 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 economically vulnerable communities. Through these grants, we will help impacted residents attain safer and more stable housing.

The Red Cross is working to identify the most urgent needs and suitable potential partners for these recovery grants, which could support efforts such as the provision of behavioral health services across the affected counties, focusing on the needs of children suffering from multiple

transitions and uncertainty about the future. The Red Cross will also help to fund other recovery services, such as Long-Term Recovery Committees, financial counseling and programs that assist people with disabilities, the elderly, and underserved communities.

While we expect to make a significant impact, the Red Cross recognizes that we are but one partner contributing to a larger federal- and state-managed recovery program, a program that over the months and years to come will ease the burdens of Hurricane Harvey survivors.

Standing with Survivors Through the Storm and Beyond

In response to Hurricane Harvey, thousands of trained Red Cross disaster workers from all over the country joined local volunteers and partners to bring aid. Battling extreme conditions, they staffed shelters for thousands of people forced from their homes, provided warm meals and relief supplies like comfort kits and blankets, and offered emotional support for individuals and families coping with the stress of evacuation. As survivors returned to their homes, Red Cross volunteers in emergency response vehicles also delivered vital assistance like food, water and cleanup supplies directly to devastated neighborhoods.

In addition, the Red Cross launched the HHIA program to meet the emergency needs of Texans severely affected by Harvey. We provided \$400 each to more than 575,000 households, helping them meet immediate needs for groceries, clothing and other pressing requirements.



A Red Cross worker assesses damage and standing water levels in Wharton, Texas, nine days after Hurricane Harvey made landfall. Photo: Daniel Cima/American Red Cross

Response at a Glance

More than 9,500 Red Cross workers have helped hundreds of thousands of people impacted by Hurricane Harvey in Texas and Louisiana, including:



More than **414,800** overnight shelter stays provided with partners¹



Over **4.5 million** meals and snacks served with partners



More than **1.6 million** relief items distributed



More than **127,000** health and mental health contacts made



Immediate financial assistance provided for over **575,000** severely affected households

All numbers are cumulative and reflect Red Cross response efforts as of February 25, 2018.

¹Correction: A previous version of this document inaccurately reported the number of overnight shelter stays. After re-verifying the data, that figure has been corrected to more than 414,800.

Throughout Family's Disaster Journey, Red Cross Provides Help and Hope

As Hurricane Harvey worked its way up the Texas Gulf Coast, John and Ethel Minniefield wondered if they should leave their Port Arthur home, which wasn't in a flood-prone area. When the waters rose to Ethel's ankles later that evening, a neighbor gave them a ride to apparent safety with her brother-in-law. But the rains kept pouring down through the night.

By morning, the water was lapping at her brother-in-law's door and continuing to rise. Ethel learned that U.S. Navy helicopters were using nearby high ground as a rescue pad to airlift residents trapped by rising waters. After an odyssey that included wading through chest-high water, an airlift and a bus ride, the family reached a temporary emergency shelter, where relatives picked them up.

They also encountered Red Cross volunteers for the first time. "The Red Cross had set up outside of a church and they had cooked for people," said Ethel. "They gave us food, blankets and clothes. The smiles on their faces, that was the real thing. The smiles on their faces made you feel so good."

It seemed the worst was over. But in their haste, they'd left behind John's extra oxygen canisters. "By the next morning we were out of oxygen," said Ethel. "I called 211, and they told us to call the Red Cross. A lady from the Red Cross told me to bring John to the high school, and they would put him on oxygen. So sure enough, that's where we brought him."

After a few days' stay at the shelter while nurses helped John's oxygen levels recover, they traveled to their daughter's Dallas home. Once there, Ethel applied for the Red Cross financial assistance program, eventually using the money to buy groceries and replace some of their shoes and clothes.



Ethel and John Minniefield found help from the Red Cross during and after their arduous escape from Harvey's floodwaters. They are now staying with their daughter in Dallas, Texas, while their home is rebuilt. Photo: Ekland Dourousseau/American Red Cross

The damage to their own home was extensive and heartbreaking. "Clothes you can get back, but we lost so much of our history all at one time," said Ethel. "I'm a picture person, so I had about forty books of pictures. We saved some of the photos, but all of the ones with the kids when they were small, all of those are gone."

Thankfully, John and Ethel had insurance, and their son returned every weekend to help oversee the rebuild. In March, nearly seven months after Harvey turned their world upside down, the Minniefields will return to the home they have shared for over 51 years. They were glad that the Red Cross was there with help at several points along the way.

"At first it was like a black wall where I couldn't see nothing in front of me," said Ethel. "When I left there, I didn't see hope for coming back; I didn't see hope for nothing. I was just devastated. Now I feel pretty good about it. Now I can see where the black wall is getting brighter and brighter."

Generous Donors Power Relief and Recovery for Harvey Survivors

The Red Cross has raised \$518.8 million, including the value of critical donated goods and services, to help Hurricane Harvey survivors in Texas and Louisiana. As of February 25, 2018, the Red Cross had already spent or made firm commitments to spend approximately \$318.7 million on emergency relief and recovery efforts for people affected by Hurricane Harvey. We plan to allocate all the

remaining program funds to help with unmet needs for individuals and families impacted by Hurricane Harvey, as well as to expand longer-term community-based recovery services in the affected areas. Our goal is to have spent the entirety of Hurricane Harvey designated funds in the fourth quarter of 2019.

Hurricane Harvey Expenses and Commitments: \$318.7M

As of February 25, 2018 (\$518.8M raised)

Expense Categories	Food, Shelter and Relief Items	Health and Emotional Support	Immediate Financial Assistance	Individual and Community Recovery	Total	Expense %
Financial assistance, food and other relief items	\$26.3	\$0.2	\$230.1	0	\$256.6	80.5%
Deployment and maintenance of volunteers and staff (includes airfare, lodging, meals and vehicles)	\$11.7	\$3.1	\$0.6	0	\$15.4	4.8%
IT, communications, and call centers	\$1.0	0	\$3.9	\$0.2	\$5.1	1.6%
Freight and warehousing	\$4.2	0	0	0	\$4.2	1.3%
Kitchen, shelter and other logistics that enable service delivery	\$2.5	0	0	0	\$2.5	0.8%
Temporary disaster employees and long-term recovery hires	\$0.8	\$0.1	\$1.2	\$0.3	\$2.4	0.8%
Long-term recovery grants to help meet unmet needs	0	0	0	\$1.2	\$1.2	0.4%
Equipment, maintenance and fueling of Red Cross emergency vehicles and rented trucks	\$1.2	0	0	0	\$1.2	0.4%
Full time Red Cross employees	\$0.5	\$0.1	\$0.1	0	\$0.7	0.2%
Financial institution vendor services	0	0	\$0.7	0	\$0.7	0.2%
Total Program Expenses	\$48.2	\$3.5	\$236.6	\$1.7	\$290.0	91%
Management, general and fundraising*					\$28.7	9%
Total Spent and Committed					\$318.7	
Program Dollars Remaining					\$182.1	
Management, general and fundraising remaining to be applied					\$18.0	
Total Budget					\$518.8	

*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 nearly 314,000 volunteers, fundraising and communications functions, and other support services across all program lines. 91 cents of every dollar received for Hurricane Harvey will be spent on our services to people affected by Hurricane Harvey.

Thank you!

The Red Cross must be ready for every disaster, big or small, and we respond to an average of nearly 64,000 disasters per year—including single-family or apartment 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 through their recovery. Your donation helps us fulfill this promise. We are grateful for your trust.