



**American
Red Cross**

Hurricane Irma

Six-Month Update | March 2018

Red Cross and Partners Providing Recovery Aid for Impacted Residents

Six months after Hurricane Irma brought devastation to residents in Florida and other southeastern states, as well as the U.S. Virgin Islands, the American Red Cross continues our work to support the affected communities. Along with a large team of partners, we are meeting with individuals and families as they rebuild their lives, providing aid and helping them find the critical resources they need to get back on their feet.

In storm-battered Florida communities, the Red Cross and other nonprofit organizations are joining with the 26 Long Term Recovery Groups that have formed across the state to help Irma survivors connect with those resources. Trained Disaster Case Managers will connect with affected residents to create recovery plans, navigate paperwork and determine eligibility for financial assistance from community organizations, including the Red Cross.

Along with additional financial assistance for families facing the greatest hardship due to Hurricane Irma, we

are providing grants to community partners. These strategic grants will go to organizations with specialized expertise in areas like home reconstruction and repair and family services, with a focus on meeting recovery needs in the hardest-hit and most economically vulnerable communities.

In all the impacted areas, the Red Cross is aligning our recovery efforts to meet the varied needs of affected communities, and our role may vary from neighborhood to neighborhood. For example, in the U.S. Virgin Islands, a Red Cross community recovery needs assessment team has reached out to community members across three islands (St. Thomas, St. John and St. Croix), collecting information focused on education, community health, household resources and resilience. We are using this information to inform our recovery operation as we continue working with local communities to strengthen resilience and reduce their vulnerability to future crises.

Response at a Glance

More than 7,000 trained Red Cross workers have helped hundreds of thousands of people impacted by Hurricane Irma:



More than **555,300 overnight shelter stays** provided with partners



Over **1.6 million meals and snacks** served with partners



More than **1.8 million relief items** distributed



More than **62,500 health and mental health contacts** made



Over **12,900 cases** opened for people in need

All numbers are cumulative and reflect Red Cross response efforts in the continental U.S. and the U.S. Virgin Islands as of March 10, 2018.

Above: After Hurricane Irma struck, the Red Cross provided shelter and emergency relief for residents of storm-ravaged Immokalee, Florida. Photo: Daniel Cima/American Red Cross

During an Unprecedented Disaster Season, Red Cross Brings Aid to Irma Survivors

Hurricane Irma—the second of three devastating hurricanes to hit the U.S. in 2017—brought damaging winds and flooding from the U.S. Virgin Islands to Puerto Rico, across Florida and five other states. As the storm threatened the entire state of Florida, millions of people evacuated. High winds and storm surge brought widespread damage—Irma destroyed a quarter of the homes in the Florida Keys, while in Jacksonville, the St. Johns River rose to record levels, inundating neighborhoods.

“Following Hurricane Irma’s devastating impact, thousands of American Red Cross volunteers delivered vital aid to people in need. Today, we continue to stand with Hurricane Irma survivors to help them recover and rebuild their lives. In close collaboration with our partners, the Red Cross is furthering recovery efforts by providing additional aid to the individuals and communities hardest-hit by Irma.”

Harvey Johnson, Senior Vice President, Disaster Cycle Services

Thanks to support from generous donors, thousands of dedicated Red Cross volunteers and employees joined with our partners to provide shelter for tens of thousands of people with nowhere else to turn. Amid the stress of evacuation and anxiety about the future, they provided food, relief supplies and comfort for hurricane survivors.

When storm-damaged neighborhoods were safe to enter, Red Cross emergency response vehicles also brought food, water and cleanup supplies directly to impacted communities. The Red Cross also provided financial assistance to help severely affected households buy necessities like groceries and clothing.

In the U.S. Virgin Islands and Puerto Rico, many residents with serious medical conditions, such as dialysis patients, were evacuated to the U.S. mainland due to storm-damaged medical facilities and loss of electrical power. Hundreds of Hurricane Irma and Maria survivors from the Caribbean came to the Atlanta area for treatment.

“Imagine you are in a disaster and you are hurt,” said Georgia Red Cross Recovery Lead Kathleen Innes. “You land in a place where everything is different. The food is completely different. The culture is different. You have no money.”

Kathleen explained how her volunteer team has worked to help hurricane survivors overcome these challenges at nursing homes, residences and hospitals. “We support these people with immediate needs such as warm clothing, personal items, prescription co-pays and emergency financial assistance,” she said.

Caseworkers Help Florida Residents Take First Steps toward Recovery

Rita Owens, community manager at the Hidden River RV Park in Riverview, Florida, is no stranger to hurricanes. She lived and worked in Mississippi when Hurricane Katrina made landfall in 2005. As Irma approached, she and two members of her team made plans to ride out the storm and “do what they needed to do,” including turning the clubhouse into a dormitory. She knew there would be big challenges—many of the residents were elderly with health issues.



Hidden River RV Park community manager Rita Owens welcomes Red Cross disaster caseworkers following Hurricane Irma. Eighteen Hidden River residents lost their primary homes during the storm. Photo: Rachel Nelson/American Red Cross

She was wise to be concerned—18 of the community's homeowners lost their primary residence when Irma hit. When the Red Cross appeared on her office doorstep, she quickly offered the clubhouse to a casework team and scheduled all 18 homeowners to meet with the team one-on-one to register for emergency financial assistance.

One of those homes belonged to Dan and his wife Ann, whose mobile home was in a low-lying area of the community. They lost almost everything. Through it all, neighbors say Dan stayed positive and kept strumming his guitar. "Music is good for the soul," Dan said. He even came to play for Red Cross volunteers doing recovery

casework in the community where he lived (and plans to stay).

Helping these 18 homeowners take the first steps toward their recovery meant the world to Red Cross casework supervisor Ed Scarborough and his three-member volunteer team. After long days in the field and reviewing paperwork every night, Ed said with a smile, "This is what everybody should be doing."

As of March 10, 2018, the Red Cross had opened more than 12,900 cases for individuals and families who need extra recovery help following Hurricane Irma, reaching thousands of people in need.

Compassionate Donors Enable Relief and Recovery in Irma's Wake

Thanks to our generous supporters, the Red Cross has raised \$96.7 million, including the value of critical donated goods and services, to help Hurricane Irma survivors. As of March 10, 2018, the Red Cross had already spent or made firm commitments to spend approximately \$48 million on emergency relief and recovery efforts for people impacted by this massive storm.

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



Red Cross volunteers, including volunteer nurses, provide support, such as health services, hot meals and drinking water, for Irma survivors in Bonita Springs, Florida. Photo: Daniel Cima/American Red Cross

Hurricane Irma Expenses and Commitments¹

As of March 10, 2018 (\$96.7M 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	\$17.5	\$0.3	\$5.4		\$23.2	48.3%
Deployment and maintenance of volunteers and staff (includes airfare, lodging, meals and vehicles)	\$8.3	\$1.7	\$1.1		\$11.1	23.1%
Freight and warehousing	\$4.7				\$4.7	9.8%
IT, communications and call centers	\$0.9	\$0.1	\$0.2		\$1.2	2.5%
Kitchen, shelter and other logistics that enable service delivery	\$1.0				\$1.0	2.1%
Equipment, maintenance and fueling of Red Cross emergency vehicles and rented trucks	\$0.9				\$0.9	1.9%
Full time Red Cross employees	\$0.5	\$0.1	\$0.1		\$0.7	1.5%
Temporary disaster employees	\$ 0.4	\$0.1	\$0.1		\$0.6	1.3%
Long-term recovery grants to help meet unmet needs				\$0.3	\$0.3	0.6%
Total Program Expenses	\$34.2	\$2.3	\$6.9	\$0.3	\$43.7	91%
Management, general and fundraising ²					\$4.3	9%
Total Spent and Committed					\$48.0	100%
Program Dollars Remaining					\$44.3	
Management, general and fundraising remaining to be applied					\$4.4	
Total Budget					\$96.7	

¹Because 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 are included in the Hurricane Irma budget.

²Management, 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 Irma will be spent on our services to people affected by Hurricane Irma.

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.