



**American
Red Cross**

Hurricane Harvey

Three-Month Update | December 2017

Red Cross Brings Help and Hope after Harvey's Catastrophic Impact

Three months after Hurricane Harvey's powerful winds, storm surge and relentless rainfall devastated Houston—the nation's fourth-largest city—as well as communities across southeastern Texas and southwestern Louisiana, the American Red Cross continues to help storm survivors recover.

Even before Harvey came ashore, the Red Cross was mobilizing supplies, equipment and trained disaster volunteers and employees from across the country. They joined local workers and partners to help staff safe shelters for 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 amid unfamiliar surroundings.

This assistance gave hope to people like Houston resident Marie Harris, whose home was left unlivable by Hurricane

Harvey. She didn't know where to turn, until someone suggested a Red Cross shelter. "I was hopeless coming to you guys," she said. "When I got to those Red Cross doors, the people at the shelter made me feel safe, comfortable and at ease that everything is going to be okay."

For seven days, the shelter was Marie's home—providing a place to stay, nourishing meals and, most importantly, peace of mind. "I am so, so, so happy that I had a wonderful experience with the Red Cross. I love the American Red Cross," Marie said.

Red Cross volunteers also traveled through severely impacted neighborhoods in our emergency response vehicles. They delivered food, water, cleanup supplies and other essentials—such as coolers, hygiene items and diapers—as people returned to their neighborhoods to sift through the damage and save what they could from flood-ravaged homes.

Response at a Glance

Thousands of 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 partners



More than **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 for more than **573,000 severely affected households**

All numbers are cumulative and reflect Red Cross response efforts since August 25, 2017.

Meeting Immediate Needs and Supporting Long-Term Recovery

The Red Cross has been there from the beginning for the hundreds of thousands who suffered heartbreaking losses in the wake of this massive storm, and our work is far from over. Powered by the overwhelming generosity of compassionate donors, we continue helping hard-hit residents with their most urgent needs.

As of November 25, the Red Cross had authorized \$400 each to more than 573,000 households severely affected by Hurricane Harvey, totaling more than \$229 million in direct financial assistance to meet their immediate needs.

Buildings, communities and lives that were built over decades were destroyed in just a few terrible hours by Harvey, and recovery will be a long and arduous journey for many survivors. Now that the emergency phase of our response has been completed, the Red Cross is focused on long-term recovery programs to help people get back on their feet and assist with outstanding community needs.

In the months ahead, we will work to assist the most affected households with resources for their recovery. This may include financial assistance for families whose housing, insurance or employment needs require the longer-term support of a disaster case manager, as well as aid for households with more complex needs in coordination with community-based Long-Term Recovery Committees.

Recovery from a disaster of this magnitude is truly a team effort. The Red Cross will continue working alongside local and state governments, other non-profit disaster partners, faith-based organizations, area businesses and others to meet the ongoing needs of people impacted by this devastating storm. This includes strategic grants to partners for the provision of community support and housing rebuild services.

Single Mother Finds 'Support Group' in Red Cross

Kristy Bell, a single mother of three, received financial assistance from the Red Cross. She used the money to help bridge the gap until she landed a new job.

"The \$400 really did help, it made a difference. I can honestly say that," she said.

Kristy currently works as a school bus driver, where she can bring her 4-year-old daughter Grace along with her. She is in the process of securing a second job as she waits for her duplex home to be available.

Kristy also received help from a Red Cross partner, Helping Hands, which has worked with her to find a place to live, while FEMA helped repair the severe flood damage to her car.

"I didn't have a family support group near me," Kristy said. "The Red Cross is my support group."



Kristy Bell and her 4-year-old daughter, Grace. Kristy received financial assistance from the Red Cross to help with immediate needs following Hurricane Harvey. Photo: Chris Genin/American Red Cross

Hurricane Survivor Gives Back after Receiving Financial Assistance

Melanie Camponovo first felt the need to abandon her Portland, Texas, home on the evening of August 24. Her lights flickered and then went out. Harvey's impact seemed almost certain to be devastating. It was time to take her dog and leave her home to stay with friends who lived inland.

When Melanie returned home, she found a damaged roof and uprooted trees. Worse, her home had shifted, causing a gas leak. She quickly turned the gas off and called a plumber. She called the roofer who had put a new roof on her home three years before.

Melanie felt lucky. She was better off than many of her neighbors. Yet the repair costs and other losses caused a strain on her finances. Melanie applied for Red Cross financial assistance of \$400 made available to many Hurricane Harvey survivors, and—despite some early technical issues with an all-new system—was ultimately approved.

"I'm going to use the money to help pay some of the extra bills from damage caused by the hurricane," Melanie said.

When the Red Cross set up to help the community apply for financial assistance, Melanie came out to volunteer. She talked to people in the line and helped them with their applications. "I appreciated the help from the Red Cross," she said. "And I felt I needed to give back."

Compassionate Donors Power Relief and Recovery

Thanks to our generous supporters, the Red Cross has raised \$493.3 million, including the value of critical donated goods and services, to help people impacted by Hurricane Harvey in Texas and Louisiana. As of November 25, the Red Cross had already spent well over half of the funds raised to date and made commitments to spend in total approximately \$311.7 million on emergency relief and recovery efforts for people affected by Hurricane Harvey. 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 Harvey, the Red Cross has ceased active fundraising for Hurricane Harvey, and has removed the Hurricane Harvey donation option from all fundraising channels. People who wish to support Harvey relief efforts—or any specific cause—can always do so by using the downloadable donation form on redcross.org.



A Red Cross emergency response vehicle brings food and other relief support to a flood-damaged neighborhood in Wharton, Texas, as residents cleaned up from Hurricane Harvey. Photo: Chuck Haupt/American Red Cross

Hurricane Harvey Spent and Committed (in millions)

As of November 25, 2017 (\$493.3M 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	\$25.6	\$0.2	\$229.0		\$254.8	81.7%
Deployment and maintenance of volunteers and staff (includes airfare, lodging, meals and vehicles)	\$10.9	\$2.9	\$0.6		\$14.4	4.6%
IT, communications and call centers	\$0.5		\$3.4		\$3.9	1.3%
Freight and warehousing	\$3.3				\$3.3	1.1%
Kitchen, shelter and other logistics that enable service delivery	\$2.5				\$2.5	0.8%
Temporary disaster employees and long-term recovery hires	\$0.4		\$1.0	\$0.1	\$1.5	0.5%
Long-term recovery grants to help meet unmet needs				\$1.0	\$1.0	0.3%
Equipment, maintenance and fueling of Red Cross emergency vehicles and rented trucks	\$0.9				\$0.9	0.3%
Full-time Red Cross employees	\$0.5	\$0.1	\$0.1		\$0.7	0.2%
Financial institution vendor services			\$0.7		\$0.7	0.2%
Total Program Expenses	\$44.6	\$3.2	\$234.8	\$1.1	\$283.7	91%
Management, general and fundraising*					\$28.0	9%
Total Spent and Committed					\$311.7	100%
Program Dollars Remaining					\$165.2	
Management, general and fundraising remaining to be applied					\$16.4	
Total Budget					\$493.3	

*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.