



**American
Red Cross**

Hurricane Maria

Six-Month Update | April 2018

Red Cross Response Continues to Aid Communities with Urgent Needs

More than six months after Hurricane Maria's high winds and torrential rainfall devastated Puerto Rico, the U.S. Virgin Islands and islands throughout the Caribbean, the American Red Cross continues to provide life-sustaining support for people with urgent needs. In Maria's wake, thousands of hurricane survivors, particularly in more isolated communities, face long-term challenges brought about by severe storm damage to homes and infrastructure—including lack of power and clean water.

Using the RC View data collection system, Red Cross volunteers and employees have been able to assess damage, identify unmet needs and target communities across Puerto Rico where additional support is required. We have delivered vital relief items like drinking water, bulk food items and cleanup supplies, as well as tarps to help shelter families with damaged or destroyed roofs.

We also worked to help survivors cope with day-to-day difficulties caused by the destruction of much of the island's power grid. For example, water pumps aren't functioning in many communities with ongoing power outages, leaving thousands of residents without access to safe drinking water. Red Cross disaster workers traveled throughout Puerto Rico, supplying water filters to these heavily impacted areas and training people on how to purify the water they are drawing from wells, streams and rivers.

In addition, the Red Cross is providing critical health and mental health services for people dealing with ongoing medical needs that were further complicated by damage to the health care infrastructure, as well as those suffering from heartbreaking loss. Many families found themselves separated or isolated after Hurricane

Response at a Glance

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



More than **12.8 million meals and snacks** served with partners



More than **5.2 million relief items** distributed



More than **77,000 water purification filters** distributed



More than **40,800 health and mental health contacts** made



More than **2,670 generators** distributed for people with medical equipment needs

—Cumulative figures as of March 20, 2018

Maria, either because the roads were blocked or because communications were not working. This isolation particularly affected the families who lost a loved one. To help, the Red Cross is offering emotional, spiritual and financial support to those grieving families, through our Integrated Care and Condolence Team (ICCT).

Katira Álvarez, a member of the ICCT, has been visiting, listening to and comforting bereaved families following Hurricane Maria. “Many of the people who have lost a loved one,” she says, “tell us that this is the first time they can talk about it, as their relatives and friends are still unaware. I let them know that the Red Cross is a witness, that we care about what they have gone through.”

Others, like Daisy Morel from Carolina, a municipality just east of San Juan, are coping with the stress of long-term displacement. With her home uninhabitable due to the storm, Daisy was still living in a shelter in Canóvanas at the beginning of 2018. She was happy to see the Red Cross Spiritual Care and Mental Health Team visit. As soon as chaplain Leonardo Lugo arrived, she embraced him with strength.

While she waited for a permanent home, Daisy found ways to cope with her fears. “I have a garden here,”



Leonardo Lugo, a chaplain with the Red Cross Spiritual Care and Mental Health team, hugs hurricane survivor Daisy Morel at a shelter in Canóvanas, Puerto Rico. Photo: Elena Sartorius/American Red Cross

she revealed. “I planted tomatoes, melons and yautia, to entertain my mind,” she said. “I planted flowers, for there were no flowers here. I talk to my plants, I touch them. After the hurricane, I told my plants: ‘Now they must get very pretty, because...the hurricane is gone.’”

Red Cross Recovery Plans Focus on Critical Needs for Impacted Communities

Six months after Maria devastated parts of the U.S. Virgin Islands and Puerto Rico, the Red Cross and our partners are providing ongoing relief and recovery assistance to affected residents. For many, the road to recovery will be long and difficult, but the Red Cross is committed to standing with hurricane survivors in the months and years ahead.

In Puerto Rico, families face unique recovery challenges due to long-term loss of access to power and clean water. While we continue to deliver relief supplies, the Red Cross is developing recovery plans to assist with the most urgent needs of hurricane survivors—including access to power, access to clean water, community health needs and improving individual and community resilience against future crises.

As recovery work gets underway, Red Cross planning is focusing on several school- and community-based

efforts. Proposed initiatives include supporting the installation of solar power systems to help schools better serve as shelters during emergencies and to power medical and assistive equipment. We also plan to support installation of water purification systems for schools and homes, as well as water hygiene education taught by Red Cross or partner instructors.

As part of community health recovery efforts, the Red Cross may support the delivery of health and mental health education and services at schools, as well as at primary community health centers. In addition, we will work to improve individual and community resilience by providing disaster preparedness education programs, microgrants for local farmers and support for the training of local workers to install and maintain solar power systems.

Generous Donations Support Ongoing Relief and Recovery

Thanks to our generous donors, the Red Cross has raised \$71.4 million, including the value of critical donated goods and services, to help people impacted by Hurricane Maria. As of March 20, 2018, the Red Cross had already spent or made firm commitments to spend approximately \$35.8 million

on emergency relief and recovery efforts for people affected by Hurricane Maria. The remaining funds will be used to provide and support services for both individual and community long-term recovery. Our goal is to have spent the entirety of Hurricane Maria designated funds by the fourth quarter of 2019.

Presumed Dead, Survivor Reconnects with Family through American Red Cross

In addition to Maria's destruction in Puerto Rico and the U.S. Virgin Islands, the hurricane had a devastating impact across the Caribbean. In response, the American Red Cross joined with our partners in the global Red Cross network to aid our neighbors, funded by donations restricted for our international services.

In the island nation of Dominica, Maria's ferocious winds caused catastrophic damage. The American Red Cross has provided \$150,000 and deployed eight disaster responders for Hurricane Maria disaster relief in Dominica, assisting with damage assessments, telecommunications connectivity, reconnecting family members and distributing relief items.

Because Dominica's communication infrastructure was so severely impacted, many of the 73,000 residents on the island had little idea of the damage to neighboring communities and whether their loved

ones were safe. Susan Schaefer, a Red Cross disaster responder, was deployed to Dominica to support our Restoring Family Links efforts.

Every day, her Red Cross team visited communities impacted by the storm. Susan explained: "We bring along satellite phones and announce that people can use them to call family members anywhere in the world to let them know they are okay. Often people may not know their family's phone numbers by heart, so we also bring equipment that enables people to charge their phones and find contact information."

"Three weeks after Hurricane Maria, one gentleman was able to call his family using our satellite phones," Susan recounted. "When he reached his family, they were actually planning his funeral," she said. "Our volunteer said he could hear the family crying on the other end of the call. Imagine being able to tell your family that you're alive! It's a reminder of why we're here in Dominica doing this work."

Hurricane Maria Spent and Committed¹ (in millions)

As of March 20, 2018 (\$71.4M raised)

Expense Categories	Food and Relief Items	Health and Emotional Support	Total	Expense %
Food, relief items and other assistance ²	\$18.9	\$0.2	\$19.1	53.4%
Freight, warehousing and other logistics that enable service delivery	\$5.8	0	\$5.8	16.2%
Deployment and maintenance of volunteers and staff (includes airfare, lodging, meals and vehicles)	\$4.7	\$0.4	\$5.1	14.2%
Temporary disaster employees	\$1.2	\$0.1	\$1.3	3.6%
IT, communications and call centers	\$0.6	\$0.1	\$0.7	2.0%
Full-time Red Cross employees	\$0.3	\$0.1	\$0.4	1.1%
Equipment, maintenance and fueling of Red Cross emergency vehicles and rented trucks	\$0.2	0	\$0.2	0.6%
Total Program Expenses	\$31.7	\$0.9	\$32.6	91%
Management, general and fundraising ³			\$3.2	9%
Total Spent and Committed			\$35.8	100%
Program Dollars Remaining			\$32.4	
Management, general and fundraising remaining to be applied			\$3.2	
Total Budget			\$71.4	

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 were included in the Hurricane Irma budget.

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

³Management, 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.