

OKLAHOMA TORNADOES

SIX-MONTH UPDATE | NOVEMBER 2013



**American
Red Cross**

A Message From the President and CEO

Six months after severe tornadoes swept through Oklahoma, signs of progress can be seen throughout the impacted community. Vital infrastructure has been repaired, children have returned to school, and families and individuals who lost so much are slowly putting their lives back together.

Recovery is a marathon—not a sprint—and it will take time for people to heal, rebuild and regain their optimism. I had an opportunity to tour Moore, Oklahoma, just days after the tornadoes hit in May. The devastation and loss I witnessed were truly heartbreaking. But I also heard of countless examples of neighbors helping neighbors, and was reminded of both the remarkable generosity and resilience of the American people.

Only hours after I visited Moore, I returned to Joplin, Missouri, to attend a remembrance ceremony on the two-year anniversary of the tornado that leveled much of that town. What I saw in Joplin was inspirational. A new hospital, a new school and new houses had been built, and businesses were reopening and flourishing. As I write this letter, I'm filled with hope that affected communities in Oklahoma are on the path to a similar recovery.

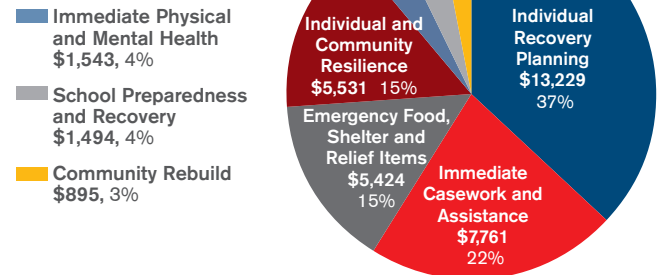
For weeks following the tornadoes, Red Cross relief operations sheltered, nourished and comforted people. This response was powered by more than 2,500 Red Cross workers—91 percent of them volunteers—who served more than 459,000 meals and snacks, distributed more than 390,000 relief items, and provided more than 6,300 overnight shelter stays in the most devastated areas. None of these efforts would have been possible without the remarkable compassion and generosity of our donors and volunteers.

As of November 5, the American Red Cross had received approximately \$51 million in donations for the Oklahoma tornadoes, and so far we have spent or have commitments to spend approximately \$35.9 million as we work to get help to those most in need. We remain committed to being good stewards of our donors' generosity, and this report shows our past, present and future work in response to the Oklahoma tornadoes.

Gail McGovern

Oklahoma Tornadoes Expenses and Commitments*

Through November 5, 2013
\$35.9M (of \$51M raised)
(in thousands)



*An average of 91 cents of every dollar the Red Cross spends is invested in humanitarian services and programs.

Individual Recovery Planning

We work with partners to help families plan their recovery and connect them with community and government resources beyond their immediate disaster-caused needs. Assistance can include support with housing, such as repairs, rent, security deposits and utility deposits; furniture and appliances; transportation; health and mental health; and other needs identified by disaster case managers.

Immediate Casework and Assistance

Client caseworkers meet with individuals affected by disasters to offer assistance with their immediate disaster-caused needs. Assistance can include groceries, clothing, lodging and other assistance to help families get back on their feet.

Emergency Food, Shelter and Relief Items

Working with our partners, the Red Cross serves meals at shelters, from emergency response vehicles and fixed feeding sites in affected communities, and to first responders. Through effective partnerships, the Red Cross opens shelters and ensures they meet the needs of individual communities. The Red Cross also distributes a broad range of relief items to clients, including cleaning supplies, tarps, shovels, coolers and comfort kits containing hygiene items, such as toothbrushes and toothpaste.

Individual and Community Resilience

In coordination with partners, the Red Cross helps individuals, families and communities assess and overcome barriers to community recovery, including preparedness and mitigation measures for future disaster events. Projects can include providing disaster preparedness education and partnering with other community organizations on sheltering programs.

Immediate Physical and Mental Health

We provide physical and emotional support services to clients, including first aid and replacement of prescription medicines.

School Preparedness and Recovery

In coordination with partners, we are providing resources for school building repair, as well as equipment and supplies to help schools return to effectively delivering educational services. Along with community partners, we will also be delivering education programs designed to increase schools' preparedness levels for future disaster events.

Community Rebuild

In coordination with partners and a cross-section of community leaders and stakeholders working to meet disaster-caused community needs, we are providing grant funding for community rebuilding initiatives, including repairing infrastructure.

The Red Cross and Oklahoma's Recovery

When devastating tornadoes struck Oklahoma, the Red Cross moved quickly to address emergency relief needs, providing survivors with shelter, hot meals, water, snacks, comfort kits and sorely needed cleanup supplies. But we know that needs remain after the initial emergency response, and we are continuing to be there with help.

Today, six months after the tornadoes destroyed homes and uprooted families, the Red Cross remains actively engaged in long-term recovery efforts in Oklahoma, sustained by an outpouring of support from generous donors all over America.

We know that each disaster is different, and so our recovery efforts address the unique needs of individuals, families and communities as they struggle to rebuild and prepare for a safer, more secure future. While the immediate emergency response garners headlines, the recovery process is less visible, but no less important. The Red Cross is prioritizing our resources to address unmet needs and gaps. We are providing assistance to individuals, families and communities where federal, state and local agencies are not able to meet the need.

“When a mother sits across from me and her face turns from a worried brow to a smile, I know we have made a difference.”

—Kenneth Bentley, Long-Term Recovery Case Manager
American Red Cross of Central and Western Oklahoma

Individuals and Families

Thanks to the overwhelming compassion of our supporters, the Red Cross is addressing the needs of so many people affected by May's devastating storms. We have joined forces with Catholic Charities, Salvation Army, Society of St. Vincent de Paul and the Oklahoma United Methodist Church to form the Oklahoma Disaster Recovery Project. This fall, we have held open houses at the project's new long-term recovery centers in Moore, El Reno and Shawnee, Okla., to increase community awareness. Case managers are available at these recovery centers to meet one-on-one with those impacted by the tornadoes.

Our core recovery efforts have centered on the work of these Red Cross case managers, who help families that are struggling to put their lives back together. In addition to mapping out individual recovery plans and ensuring survivors have access to resources from their community and FEMA, the Red Cross has provided assistance with new housing and home repairs, helped with critical health needs and provided referrals for mental health and spiritual care.

Case managers already have identified 2,500 potential long-term cases and are working with those people to determine what they need and to offer assistance. In early November, the call center in Moore was receiving about 60 calls per day from people needing help.



An American Red Cross volunteer delivers water to children in Moore, Okla.

Communities and Partners

The Red Cross is currently working with the impacted communities, identifying opportunities to support individual and community resilience projects. Those projects include building safe rooms in homes, developing school preparedness programs, and assisting with repairs to buildings and infrastructure. We have also worked with local leaders to identify more immediate gaps in resources.

In one example, we provided over 400 teachers and support staff within the Moore, Mid-Del and El Reno school districts with financial assistance so they could rebuild their classrooms in time for the new school year. Another project helped repair a damaged water well in a community near Shawnee.

The recovery work we do with local partners, communities and governments helps foster more resilient communities across Oklahoma—communities that are better equipped to deal with the impact of future disasters and help people return to their normal lives.

As in past disasters, the Red Cross is committed to remain on hand as needs emerge or change. The generosity of our donors who directed their gifts to Oklahoma tornado recovery will continue to make a difference for those affected and their communities in the months and years to come.

Stories of Recovery Following the Oklahoma Tornadoes

Survivors of disaster next face the challenge of recovery. Finding the right resources can be daunting, and people often don't know where to turn. The Red Cross is working with government, nonprofit and local partners to reach those affected by the Oklahoma tornadoes, identifying needs and developing recovery plans, and here are several examples of people we've helped.

“Part of my home was over in the pond.”

—Shalan Pearson, Newalla, Okla.

Shalan Pearson's world changed in an instant when a tornado ripped through her home in Newalla, Okla. Just an imprint remained where her home once stood. “Part of my home was over in the pond,” she said.

Pearson, her husband and her children, ages 14 and six years, received immediate help from the Red Cross. “I needed medications for a back injury and visits to the doctor's office,” she said. “They provided me with the ability to get the

medication. The Red Cross has come through for my family more than we ever expected.”

The Pearson family received financial assistance from the Red Cross, as well as support from trained Red Cross disaster mental health workers. And caseworkers remained in contact

Oklahoma Tornadoes Response

as of 11/5/13

In May, a series of deadly tornadoes ripped through Oklahoma, leaving paths of destruction in their wake. Six months later, the Red Cross continues to provide **hope, comfort** and **support** to help people get back on their feet.



Activated more than **45 response vehicles.**



Provided more than **6,300 overnight stays** in shelters.



Distributed more than **390,000 relief items.**



Provided more than **23,000 health and mental health contacts.**



Served more than **459,000 meals and snacks.**



Mobilized more than **2,500 workers and volunteers.**

For the most current information about the Oklahoma tornadoes relief efforts, visit redcross.org. All numbers are cumulative and represent Red Cross response efforts since May 19, 2013.

with her to make sure her and her family's needs were met. "When I get back on my feet, whenever that is, I plan to donate to the Red Cross," she said, "even if I only have a little money."

"This just validates that the Red Cross will do what it says it will do."

—Craig McVay, El Reno, Okla.

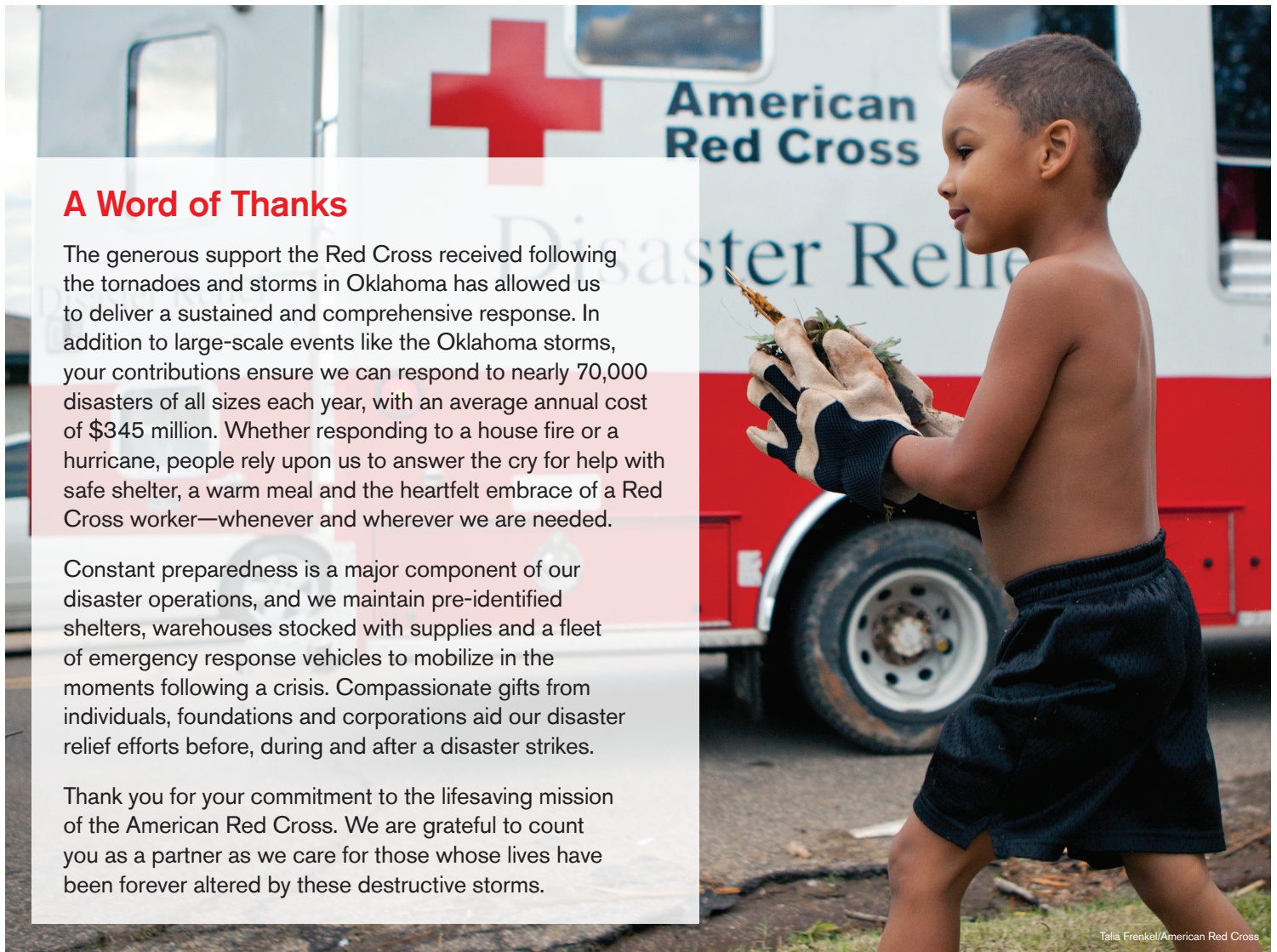
History teacher Marty Young's classroom in El Reno suffered water damage after huge pieces of hail slammed through the school's roof during the May storms. The Red Cross offered help to Young and others in the school district, providing financial assistance to teachers, support staff and administrators to help them replace personal classroom items lost in the tornado.

"I am about to cry it means so much to me," said Young. "I'll be able to replace maps and 12 years worth of stuff."

The El Reno district is one of three school districts where the Red Cross has assisted teachers and staff with replacing classroom items. In August, teachers, staff and administrators from the hard-hit Moore district and neighboring Mid-Del school district received financial assistance to replace classroom items just before the school year started.

"I never would have thought about needing help on something like this," said Craig McVay, the El Reno school district superintendent. "This just validates that the Red Cross will do what it says it will do."

Four-year-old Marvion Hambrick of Moore, Okla., uses his father's work gloves to help clear debris in the aftermath of the tornado.



A Word of Thanks

The generous support the Red Cross received following the tornadoes and storms in Oklahoma has allowed us to deliver a sustained and comprehensive response. In addition to large-scale events like the Oklahoma storms, your contributions ensure we can respond to nearly 70,000 disasters of all sizes each year, with an average annual cost of \$345 million. Whether responding to a house fire or a hurricane, people rely upon us to answer the cry for help with safe shelter, a warm meal and the heartfelt embrace of a Red Cross worker—whenever and wherever we are needed.

Constant preparedness is a major component of our disaster operations, and we maintain pre-identified shelters, warehouses stocked with supplies and a fleet of emergency response vehicles to mobilize in the moments following a crisis. Compassionate gifts from individuals, foundations and corporations aid our disaster relief efforts before, during and after a disaster strikes.

Thank you for your commitment to the lifesaving mission of the American Red Cross. We are grateful to count you as a partner as we care for those whose lives have been forever altered by these destructive storms.

Talia Frenkel/American Red Cross