Turning Compassion Into Action.
Together, We Are Stronger.

When disaster strikes and you are forced from your home, you can feel lost without support. When accident or illness creates a need for blood for you or a loved one, you rely on others who have understood the need to give blood, the Gift of Life. When your husband is serving in the military and you need to get word to him about the birth of a baby, you need someone who can establish a communications link. When you need the skills and training to save a life, you need an expert who can teach you.

We all need support and help at different times, because some challenges are too great to face alone. That’s when you can turn to your American Red Cross, because together, we are stronger.

The Red Cross can help with comfort and care when you need a safe, warm place to stay after a fire. The Red Cross can help when you or a loved one needs blood. The Red Cross can help when you need to reach a family member serving in the military with important news. The Red Cross can link families separated by war or disaster. The Red Cross can help when you need the training to keep your family or your workplace safe.

We are there to support people in our community when they need help, because we can count on your support with gifts of money, time and blood. Together, we are a source of comfort. Together, we are life savers. Together, we are a link to loved ones. Together, we are a source of training and information. Together, we change lives. Together, we are stronger.
Dear Friend,

This report updates you on the work of a familiar organization doing its work in a completely new way.

Last July, eight Connecticut Red Cross chapters began working as one chapter. The new chapter serves nearly three million people in 145 towns in Hartford, Fairfield, Litchfield, New Haven, New London, Tolland and Windham counties, plus Fishers Island, N.Y. We have offices throughout these communities, and in addition, train more than 175,000 people each year in hundreds of locations across our state.

The Connecticut Chapter of the American Red Cross is the result of a decision to put the Red Cross mission ahead of geography and tradition. It is a choice to ensure that the American Red Cross not only survives lean times, but grows in scope and presence to support the health and safety of Connecticut’s residents today and in years to come.

Together, we are better able to serve our community and to make more efficient use of donated resources. Together, we provide prompt, compassionate response to people affected by disasters. Together, we provide 24/7 support to Connecticut’s military families. Together, we train people in hundreds of sites across the state. Together, we are stronger.

This report contains data consolidated from the eight chapters that comprise the new Connecticut Chapter. The fiscal year covered saw each chapter operating individually, and when we combined our resources in July, we decided that we would look forward. While an annual report by its very nature looks back, we felt strongly that the best way to present our work was to present it as a whole; reflective of the new organization that is touching lives today in communities across Connecticut.

We hope this report gives you a sense of our depth in the community. And we hope it gives you a sense of how deeply we value and carefully steward your support.

With thanks on behalf of the people you help us to serve,

Elizabeth S. Gagne, Board Chair
Dianne J. Auger, CEO
Disaster Response

Red Cross volunteers and staff work every day to provide people the skills they need to prevent or prepare for disaster. And when the unimaginable happens, we are there to help our neighbors around the corner or across the country pick up the pieces and begin their recovery.

Last year, members of the consolidated chapters of the Connecticut Chapter’s Disaster Action Team responded to 387 local emergencies – an average of more than seven responses each week. Disaster volunteers respond regardless of the time or day. And many of these volunteers have deployed to help neighbors across the country whose lives were turned upside down by major disasters, including hurricanes, tornadoes, floods or fires.

American Red Cross disaster assistance is free. It is made possible by generous donations and by the work of volunteers. Our volunteers and donors answered the call in their communities and around the country, helping your American Red Cross keep our promise to be there when our neighbors need us most.

FY 2009:
Disaster Responses: 387
Families Assisted: 701
Funds committed: $371,554
Disaster Volunteers: more than 1,000

International Services

When war, political strife, famine or other natural disasters separate families around the world, the Red Cross is there to help reconnect families and ease suffering. Local families seeking loved ones can turn to our International Family Tracing service for assistance. Through cooperative agreements with the International Committee of the Red Cross and 186 national Red Cross and Red Crescent societies, staff and volunteers work to reconnect families separated by war, political upheaval or natural disasters.

In FY2009 the consolidated chapters of the new Connecticut Chapter processed 58 International Family Tracing and messaging cases. The range of the cases, from Eastern Europe to Africa, reflects the diversity of the area’s population. Family Tracing cases are updated every six months and usually stay open for a number of years. The Red Cross still receives tracing cases related to families separated during the Holocaust.

Service to the Armed Forces

A common thread of duty and pride in service distinguishes military families. Since our founding by battlefield nurse Clara Barton, your American Red Cross has worked to comfort and serve those who serve their country.

Programs today include emergency communications, counseling services, emergency financial assistance, or acting as a liaison to other military and community services. A notable — and much-loved — program is Holiday Mail for Heroes, which brings messages of greeting and support to active duty military, veterans and military families across the nation and abroad. In FY2009, the consolidated chapters that now form the Connecticut Chapter served 1,614 Connecticut military families.

Health & Safety Training

When a family member, a friend or a co-worker suffers an injury, is choking, or suddenly collapses, will you know what to do?

The Connecticut Chapter can give you the skills you need to help save a life. Training in First Aid, CPR, Babysitter’s Training, Aquatics, Connecticut Child Care, and other lifesaving courses help people create safer homes and communities. Our Private Occupational School offers certification for Certified Nurse Assistants and Phlebotomist/EKG Technicians.

We offer a broad range of training that helps prepare people for life’s unexpected emergencies. With classes at hundreds of locations across the state, there is one near you.

The Chapter also offers a wide range of safety products. We are the one place to turn for the skills and equipment you need to be ready.

Last year, the consolidated chapters of the new Connecticut Chapter trained 192,470 people in critical lifesaving skills, including CPR, First Aid, use of Automated External Defibrillators, Babysitter’s Training, Aquatics and more.
The Connecticut Chapter: A Brief History

The Connecticut Chapter of the American Red Cross traces its roots to 1898. From our earliest years, the Chapter supported local, national and international disaster relief and provided services to members of the military.

During World War I, we produced clothing and bandages for the armed forces. Our Home Service program helped military families communicate with soldiers overseas and provided other services. We began preparedness training in the 1920s, with first aid and aquatics programs. As technology developed, we added CPR and Automated External Defibrillator (AED) training. We offer information to prepare people for natural or other disasters.

During World War II, services to the armed forces again increased. Volunteers produced needed items, visited wounded soldiers and supported home front relief work. The Red Cross also began supplying the armed services with blood plasma.

In 1950, with transfusions becoming a more frequent civilian medical practice, the Connecticut Red Cross Blood Program was established.

Today, we provide many of the services upon which we were founded. We respond to an average of 400 local disasters each year, and support Red Cross disaster relief operations across the nation. We support Connecticut military families with emergency communications, counseling and emergency financial aid. We reunite families around the world, separated by conflict or disaster. We provide life safety training to nearly 200,000 people each year. And we help to collect nearly 100,000 units of lifesaving blood.


Volunteers

The Connecticut Chapter of the American Red Cross relies on a team of talented and devoted volunteers to accomplish our work. Our volunteers hail from all walks of life — retirees, family groups and teens.

Last year, nearly 8,000 volunteers supported the consolidated chapters that make up the Connecticut Chapter of the Red Cross. Their help means that more of the donated dollar goes to direct service.

Disaster Action Team volunteers respond to local disasters, day or night. They are the compassionate presence at a chaotic fire scene, offering emotional support; a safe, warm place to stay; and financial assistance for emergency needs like clothing and food. Many disaster volunteers also support national Red Cross relief efforts in the wake of hurricanes, floods or other emergencies.

Community Disaster Education Presenters and Health & Safety Instructors help Connecticut residents live safer, healthier lives by providing the latest in Red Cross training and information.

Office volunteers help with vital daily functions of running a 24/7 operation, including administration, customer service and special event support.

And Blood Drive volunteers are the first point of welcome at drives and the heart of hospitality at blood drive canteens. They help to maintain a vital supply of blood and blood products.

There are opportunities for nearly every age and ability to volunteer in support of the world’s largest nonprofit disaster services organization. Volunteers help us provide the very best services that we can and enable us to be there when needed; we can’t help our neighbors without you.


STATEMENT OF FINANCIAL POSITION

Assets
Cash $ 1,619,364
Investments 9,165,728
Accounts Receivable:
    Contributions (Including United Way) 1,191,955
    Other 658,058
    Inventories and Other Assets 1,098,815
    Property & Equipment, Net 2,674,095
Total Assets $ 16,408,015

Liabilities and Net Assets
Accounts Payable & Other Liabilities $ 879,734
Unrestricted Net Assets 10,672,294
Temporarily Restricted Net Assets 1,161,470
Permanently Restricted Net Assets 2,324,517
Total Liabilities and Net Assets $ 16,408,015

STATEMENT OF ACTIVITIES

Public Support and Revenue
United Way Contributions $ 1,210,257
Other Contributions 3,308,654
Health & Safety Program Revenues 2,798,259
Investment Return used for Operations 0
Inter-Red Cross & Other Revenues 1,008,272
Total Public Support and Revenues 8,325,442

Expenses
Program Services
    Services to Chapters 215,735
    Emergency Services 2,412,822
    Health & Safety Services 2,941,707
    Community Services 815,706
    Blood Services 352,129
    Total Program Services 6,738,099

    Total Supporting Services 2,497,002

    Management & General 972,047
    Membership & Fundraising 1,524,955
    Supporting Services 972,047
    National Sector - Chapter Assessment 1,066,819
    Total Expenses 10,301,920

    Operating Deficit (1,976,478)
    Investment Loss (1,122,615)
    Change in Net Assets (3,099,093)
    Net Assets, Beginning of Year 18,627,374
    Net Assets, End of Year $ 15,528,281

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“I am very grateful the Red Cross found the dates of my parents’ and sisters’ deaths. It is closure for me. I will never have them back, but at least I am able to properly have a memorial light on these sad dates.”

– Liz
(holocaust tracing client)

“My daily mail usually has multiple requests for donations to various charities… However, the envelopes with a red cross on them usually meet with a favorable acknowledgement… I was in the first captured German city of Aachen… Three times a week the Red Cross canteen wagon came to our area and offered coffee and donuts, even with intermittent shelling from the Germans 40 to 50 times daily. This wartime experience has left me with eternal respect for the special service provided by the American Red Cross.”

– Walter
(a U.S. Infantry Veteran)

“Thank you so much for being there with a helping hand when we needed it the most. We will always remember your thoughtfulness and kindness.”

– Margaret
(disaster response client)

“My daughter, a freshman at UCONN - Avery Point campus, returned to her (off campus) apartment yesterday to find her building fully engulfed in flames. To make a long story short, Red Cross responded so quickly and gave my daughter money for food and items she needed for her stay in a hotel that night. As an anxious mother of a freshman away for the first time, you don’t know how much that means to me and I thank you. I never truly realized until now the great works that Red Cross does. I will be sure to donate to your cause. Thank you again.”

– Lori
(parent of a disaster client)

“Your presence at emergency scenes brings us much appreciated aid and support, including refreshments and small snacks, which enable our hardworking members to accomplish the daunting tasks at hand. Not only does your presence on scene help us but it provides aid and a calming effect to the families (at) the emergencies we respond to.”

– Allan
(Chief of a local volunteer fire department)

“I believed in angels, but I wasn’t sure if they were boys or girls. Now I am sure that mine is a girl! Mine showed up one cold night when I saw my home in flames… her hug reminded me of my mom’s hug. She is my angel!”

– Lucilia
(disaster response client)

“I am sure that all of us Red Cross volunteers know that the best gift of all is the gift to give back to someone else.”

– Theresa
(Connecticut Chapter volunteer)

“Our sincere appreciation goes out to you for the cards for the veteran patients at our Medical Center. Our veteran patients and families enjoyed decorating their rooms with the colorful greetings of the holiday season. Your thoughtful contribution has enhanced the morale and well-being of our veterans. We are indeed grateful to you for helping our hospitalized veterans. Please be assured of our heartfelt gratitude for your contribution. We look forward to receiving greetings and cards like these in the future.”

– James
(Director of a VA Medical Center)

“Thanks… for giving us the opportunity for a better moment in our lives, especially at this moment when everything is difficult for us. …thank you for your heart and we will keep you in our hearts.”

– Roberto, Brandon, Seida and Jose
(disaster response clients)