



**American
Red Cross**

Help When It's Needed Most

Disaster Update: Fiscal Year 2019

JULY 1, 2018 – JUNE 30, 2019

Helping Survivors Through a Year of Constant Crises

A message from the senior vice president, American Red Cross Disaster Services

During the 2019 fiscal year, the American Red Cross team of volunteers and paid staff worked tirelessly to help disaster survivors, many of them still recovering from the past two years of extreme storms and fires. From July 1, 2018 to June 30, 2019, we responded to 251 large-scale events¹ across the country, including 29 major disasters²—32 percent more than in fiscal year 2018. In this year of constant crises, no part of the U.S. was left untouched by disasters, but thanks to our generous supporters, people did not have to face their aftermath alone.



Powered by the meaningful pre-investments of Disaster Relief donors, Red Cross volunteers and employees were on the scene with swift relief when it was needed most. With the help of our partners, safe shelters were opened for evacuees, and the Red Cross provided vital aid—including food, supplies, immediate financial assistance and sorely needed emotional support—to disaster-affected residents in communities all over the country. What’s more, we continued to deliver long-term recovery services for months and sometimes years, helping individuals and families with the greatest needs get back on their feet in the wake of hurricanes, wildfires, tornadoes, floods and more.

The Red Cross was also there in moments of grief and tragedy, providing aid and comfort for victims and their families after the deadly wildfire in Paradise, California, and heartbreaking mass shootings across the U.S. Compassionate Red Cross workers offered vital assistance following thousands of everyday disasters like home fires and other emergencies. Just as important, we continued to provide lifesaving tools and information supporting disaster readiness. At the heart of these efforts is our Home Fire Campaign, which has helped make tens of thousands of families better prepared for this deadly threat, saved at least 715 lives and installed more than 2 million free smoke alarms since its inception.

In addition, as part of the world’s largest humanitarian network we supported disaster relief and preparedness far beyond our nation’s borders. In fiscal year 2019, the American Red Cross once again played an active part in the global Red Cross mission to alleviate suffering, working with international Red Cross and Red Crescent partners to bring help and hope following natural disasters like typhoons, floods and volcanic eruptions, as well as population movement crises around the world.

None of this critical work could happen without the unwavering commitment of our donors. Your generosity ensured that our dedicated Red Cross disaster workers had the needed training, supplies, technology (including our cutting-edge RC View disaster management system), and infrastructure to effectively and efficiently fulfill our mission. On behalf of those we serve, thank you for your trust.

Sincerely,

A handwritten signature in black ink that reads "Trevor Rigger".

Trevor Rigger

¹Defined as Level 2+ disasters, with costs of \$10,000 or more.

²Defined as Level 4+ disasters, with costs of \$250,000 or more.

Your Support Brought Relief Across the Country

In fiscal year 2019, generous donors and dedicated volunteers helped the Red Cross bring relief to people in need around the U.S.—as we once again responded to record-breaking hurricanes and relentless flooding, terrifying wildfires and mass casualty events, as well as local emergencies that impacted tens of thousands of families across the country.

You Helped Tens of Thousands in Need Following Major Disasters

On the heels of 2017's unprecedented storms, multiple powerful and damaging hurricanes once again battered the country in 2018. Six major tropical cyclones—including Hurricanes Florence and Michael in the Southeast as well as Typhoon Yutu in the Northern Mariana Islands—hit U.S. soil in three months, inflicting destruction across nine states and territories.

Meanwhile, massive wildfires in California scorched millions of acres through the summer and fall, including the terrifying Camp Fire that swept through the small town of Paradise and neighboring communities in November—taking 85 lives. In Southern California, the Woolsey Fire ignited on the same day, killing three people and forcing more than 295,000 residents to flee their homes. Thousands more Californians were afflicted by multiple blazes over the preceding summer months, including the Carr Fire and the vast Mendocino Complex Fire.

The new year brought little respite, as the Red Cross opened at least one major disaster response per week through the first six months of 2019—double our normal activity seen during this period over the previous decade. A relentless string of severe storms and floods plagued states from the Great Plains and Midwest through much of the South and Gulf Coast, bringing unprecedented tornado outbreaks and weeks of destructive flooding along the Missouri and Mississippi rivers and their tributaries that took a heavy toll on disaster-weary survivors.

Amid this heartbreaking destruction, more than 14,000 dedicated Red Crossers stepped up again and again, serving for weeks—and even months—with little downtime. Working closely with our community, nonprofit and government partners, they provided compassionate aid to stricken residents, many of whom had seen homes and belongings flooded, flattened or reduced to ash. Along with safe shelter, nourishing food, essential relief supplies and financial assistance, they also offered critical emotional support and spiritual care for survivors coping with the aftermath of these traumatic events.



Top: Volunteer Elaine Johnson shares a hug with Belhaven, N.C., resident Ouida at a Red Cross shelter following Hurricane Florence.

Bottom: Panama City, Florida, resident Walter Anderson receives a hot meal from Red Cross volunteer James Hogan following Hurricane Michael.

Photos by Daniel Cima/American Red Cross

You Helped People after Home Fires and Other Emergencies

Large-scale disasters made up only part of our disaster responses. Along with major crises from coast-to-coast, we continued to address the nation's most prevalent disaster, home fires—responding to nearly 56,000 of these everyday emergencies. Often among the first on the scene, our trained workers met with affected families—sharing hugs and small comforts like warm blankets and coffee—and helped them begin to plan their recovery. With essentials like clothing, food and personal care items often consumed by flames, we also provided survivors with financial assistance for immediate needs.

In fiscal year 2019, the Red Cross also brought comfort and care to victims and their families following other natural disasters and man-made emergencies, including heartbreaking mass-shootings in Virginia Beach, Pittsburgh and other communities. When needed, the Red Cross also helped support the provision of blood and blood products for victims.

After these tragic events, we worked with local partners to open family assistance centers, where compassionate Red Cross workers offered relief services and spiritual care. This support included trained



Maureen Curtis, of Paradise, California, enjoys the comfort of her dogs as she rests in the Red Cross shelter at the Neighborhood Church in Chico after 2018's devastating Camp Fire. Photo by Daniel Cima/American Red Cross

counselors and spiritual care providers connecting with loved ones, first responders and other community members struggling to cope with grief and trauma.

“Most disaster victims need more than just a meal and a safe place to sleep,” said Oregon-based Red Cross volunteer chaplain Tim Serban. “They also need emotional and spiritual support to help them get through an ordeal that threatens to tear their lives apart.”



In DeKalb County, Georgia, Red Cross Disaster Action Team (DAT) members respond to a home fire in their community. Brad Zerivitz/American Red Cross

Making a Real Difference for People in Need

Every year, the American Red Cross responds to an average of more than 60,000 of disasters across our country. The numbers are impressive, but what do these services mean for disaster victims?

Response at a Glance: Across the Country

From July 1, 2018, to June 30, 2019, thousands of disaster workers—over 90 percent volunteers—brought vital relief to communities all over the country, including:



More than **4.8 million meals and snacks** served with our partners



More than **1 million relief items** distributed



More than **186,700 health and mental health contacts** made



More than **248,200 overnight shelter stays** provided with partners



More than **97,300 households** provided with recovery assistance

Statistics reflect responses to Level 2+ disasters costing \$10,000 or more. For more information on how the American Red Cross helps disaster survivors here at home, please visit [redcross.org](https://www.redcross.org).

Food, Shelter and Relief Items

Disasters upend lives, leaving survivors overwhelmed and uncertain. Working with government and community partners, we open shelters for people forced from their homes, provide food and water to survivors and first responders, and distribute vital supplies—everything from household essentials like toothpaste, blankets and diapers to mops, rakes, gloves, buckets and bug spray to help survivors during cleanup.

Health and Emotional Support

During disasters, people face stressful evacuations and share unfamiliar surroundings with strangers. They may have forgotten to pack their medicine or have other special needs. Maybe they've lost everything—or don't know what awaits them when they return home. Beyond the basics like food and shelter, these emergencies also take a toll on survivors' physical and mental wellbeing.

Trained Red Cross volunteers provide emotional support and basic health services, including hands-on care, health education, help with replacing prescription medications, durable medical equipment or eyeglasses, and assisting individuals with their new reality post-disaster. In addition, specially trained volunteers offer

support for people with disabilities and those with access and functional needs—a community that is often disproportionately affected by disasters.

“The service you offer is awesome. Y'all are a blessing.”

Chavella Woods, Dayton, Ohio



Chavella Woods and her children took refuge in a Red Cross shelter in Dayton, Ohio, after a devastating tornado outbreak in May 2019. Photo by Marita Salkowski/American Red Cross

Individual Emergency Assistance and Recovery

Red Cross caseworkers help people affected by disasters create recovery plans and identify available resources from other organizations. When resources allow, we may provide financial assistance to help them with disaster-caused needs. Our caseworkers also provide a calm, compassionate presence and consistent care, often staying in touch with disaster survivors for months to make sure their needs are addressed.

“It’s like having life insurance or car insurance you didn’t know you had.”

Michael Bernhardt, Panama City, Florida

In fiscal year 2019, the Red Cross provided over 97,300 households with recovery assistance following natural disasters, multi-family home fires and human-caused tragedies. After big disasters like Hurricane Florence and the wildfires in California, we reached out directly to people whose primary homes were destroyed or sustained major damage, offering financial assistance to help with their most pressing needs. We also provided financial assistance and other recovery support to nearly 68,800 households affected by smaller disasters, like single-family fires.



After Hurricane Michael, Mary Bernhardt, of Panama City, Florida, and her husband, Michael, used Red Cross financial assistance to buy food and to help pay for home repairs. Scott Dalton/American Red Cross

Community Recovery

Following some of fiscal year 2019’s biggest disasters, the Red Cross worked with a large team of partners—including government agencies, other nonprofits, businesses and faith-based organizations—to help residents access critical services and resources.

We funded strategic grants to organizations with specialized expertise in areas like financial counseling,



As we worked to support recovery for Puerto Rico residents impacted by Hurricane Maria, the Red Cross helped provide Stephanie (center-left) with medical equipment to monitor her 4-year-old son’s heart condition. Photo by the American Red Cross.

health and mental health care, and home repair and reconstruction, focusing on the needs of the hardest-hit and most vulnerable communities. For example, we are helping to support housing rebuilds in areas inundated by Hurricane Florence's flooding and providing grants for mental health programs assisting families coping with stress and trauma following the wildfires in California.

Absorbing the lessons learned from each disaster operation, the Red Cross constantly sought to improve our long-term recovery support in the wake of fiscal year 2019's major disasters. In addition, we continued funding grants to address the ongoing needs of communities impacted by prior disasters, such as Hurricanes Harvey, Irma and Maria, as well as the 2017 California wildfires.

Disaster Preparedness

Before disasters strike, the Red Cross works diligently to provide knowledge and resources that make communities ready for and more resilient in the face of emergencies of all kinds. Not only are resilient communities better equipped to prevent

or minimize deaths, injuries and property damage, but their residents can also quickly return to work, reopen businesses and restore essential services.

About 315,000 people attend Red Cross disaster education presentations annually, and we reach an average of nearly 297,000 youth each year through a combination of the Pillowcase Project, the Monster Guard App and other preparedness programs.

In addition, our suite of 12 free mobile apps puts lifesaving tools and information in people's pockets, including how to stay safe during disasters, valuable first aid tips and the ability to schedule a blood donation appointment. So far, these apps have been downloaded over 14.4 million times, and more than 1.6 billion alerts from the apps have warned users of impending threats, so they can take precautions and get their families to safety.

Home Fire Campaign

The cornerstone of our preparedness efforts is the Home Fire Campaign. Each day in the U.S., seven people die and 36 more suffer injuries due to home fires, most in



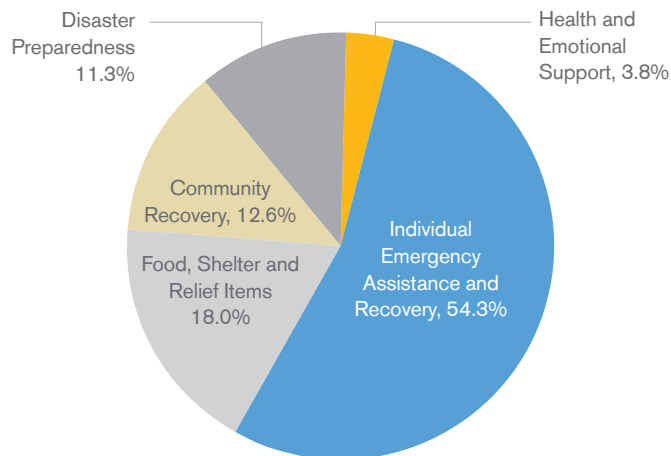
When Gilbert Toussaint's New Orleans home caught fire, newly installed smoke alarms alerted him and his daughter. He credits the smoke alarms—provided through the Red Cross Home Fire Campaign—with saving his and his daughter's lives. Photo by Brad Zerivitz/American Red Cross

homes that lack working smoke alarms. In 2014, we put the full muscle of the Red Cross into preventing these tragedies—and we have already accomplished so much.

Joining fire departments and community groups, Red Cross volunteers visit homes door-to-door, installing free smoke alarms, replacing dead smoke alarm batteries and helping families plan their home fire escape route together. So far, we've served more than 2.2 million people across the country through this initiative, installing more than 2 million smoke alarms and creating more than 730,000 escape plans.

In the spring of 2019, the Red Cross mobilized more than 29,000 volunteers for our second annual *Sound the Alarm* events nationwide. Working together with community and donor partners, the Red Cross visited more than 51,000 homes, providing lifesaving fire safety education and installing more than 123,000 smoke alarms during over 500 safety events in 146 at-risk communities.

Fiscal Year 2019 Domestic Disaster Services Spending: \$667.4 million*



*The Red Cross is proud that an average of 90 cents of every dollar we spend is invested in delivering care and comfort to those in need.

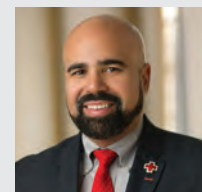
Your Support Changed Lives All Over the World

Providing Aid after Disasters

With over 190 Red Cross and Red Crescent international partners, the American Red Cross supports disaster-response efforts worldwide. Through this network, we have unparalleled access to communities in need, even in remote and difficult-to-access areas. When our sister societies request help in times of crisis, we can provide urgently needed aid, which includes financial assistance, and/or trained emergency response personnel.

In fiscal year 2019, the American Red Cross worked alongside global Red Cross partners to help 1.9 million people in 15 countries following events like Typhoon Mangkhut in the Philippines, flooding in Nigeria, the Fuego Volcano eruption in Guatemala and population displacements around the globe. We also deployed disaster response specialists when

Catastrophic events like earthquakes, typhoons and armed conflicts can upend the lives of millions with little warning, anywhere in the world. In fiscal year 2019, the American Red Cross and the global Red Cross and Red Crescent network provided emergency relief, helped people around the globe recover from disasters, and supported public health and disaster preparedness for at-risk communities. On average, 230 million people outside the U.S. benefit each year from American Red Cross disaster relief and disease prevention activities. We are deeply grateful to the generous donors who make this work possible.



– Koby Langley, senior vice president, American Red Cross International Services

requested, filling critical roles in operations management and coordination, information management, cash transfer programming, IT and communications.

Additionally, the American Red Cross helped reconnect thousands of families separated by international crises. In the chaos caused by disasters and war, people fear for the safety of their loved ones. The three short words, "I am alive," may be all that are needed to ease the minds of distraught friends and family members half a world away.



Top: Refugia, age 9 months, was born in a displacement camp in Cox's Bazar, Bangladesh. Her family fled violence in Myanmar and settled here a year before she was born. The American Red Cross has been working alongside global Red Cross and Red Crescent teams to provide lifesaving aid to the families. Photo by Brad Zerivitz/American Red Cross

Bottom: Silmi, 3, joined her mother, Ifa, at a local Red Cross training in Central Lombok, Indonesia. Ifa is learning disaster preparedness skills to help keep her community safe following 2018's devastating earthquakes. Photo by Sydney Morton/American Red Cross

Response at a Glance: Around the Globe

Alongside global Red Cross and Red Crescent teams, the American Red Cross helped millions of people around the world during fiscal year 2019:



Disaster Response

Assisted **1.9 million people** affected by crises in **15 countries**.



Reconnecting Families

We helped reconnect more than **18,000 families** separated by conflict, disaster or other crisis.



Disaster Preparedness and Risk Reduction

We helped families and communities in **15 countries** become better prepared for potential disasters.

For more information on how the American Red Cross helps people around the world, please visit [redcross.org](https://www.redcross.org).

International Disaster Preparedness and Risk Reduction

To alleviate disasters' impact, the American Red Cross is also helping communities better organize and manage their own emergency responses. Over the previous fiscal year, we supported capacity-building and recovery and preparedness programs worldwide in 15 countries, which could include working with community members to understand the risks they face, developing community action plans, highlighting evacuation routes, and identifying cost-effective early warning systems to better predict and react to threats. We even teach first aid so community members can help their neighbors, coworkers and classmates when disasters strike.

“I was scared, but I was also prepared.”

Popi Begum, of South Khali, Bangladesh, recalling the moment Cyclone Fani threatened her community in May 2019

For example, in countries like Bangladesh where flooding frequently occurs, we are adapting our existing programs to support refugee and migrant populations. In Colombia, which is feeling the effects of climate change, the American Red Cross is strengthening the ability of the Colombian Red Cross to respond

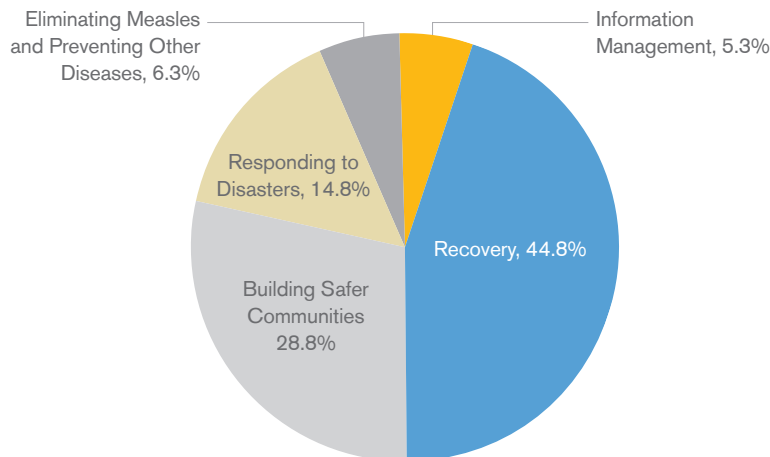


Popi Begum (right) discusses the impact of Red Cross/Red Crescent preparedness efforts in her community of South Khali, Bangladesh, with American Red Cross worker Mamunur Rashid. Brad Zerivitz/American Red Cross

to local disasters by training local teams and improving procedures to manage relief operations.

We also leverage technology to collect hazard data, precisely map community assets like hospitals and shelters, spread emergency messages using mobile apps, and educate youth through entertaining digital games.

Fiscal Year 2019 International Disaster Relief Spending* \$61.3 million



*The American Red Cross is proud that an average of 90 cents of every dollar we spend is invested in delivering care and comfort to those in need.

Thanking our Generous Supporters

Mission Leader | \$3,000,000+ Annually*

Latter-day Saint Charities

Annual Disaster Giving Program Members | \$1,000,000+ Annually*

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Annual Disaster Giving Program Members | \$500,000+ Annually*

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Energy Transfer/Sunoco Foundation	New Balance Foundation	The Wawa Foundation
Ford Motor Company	Nissan North America	Wells Fargo

Disaster Responder Members | \$250,000+ Annually*

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*As of June 30, 2019



The American Red Cross is deeply grateful to the companies, foundations, individuals, families and organizations who make annual contributions supporting our disaster work. These generous donors enable us to respond immediately and compassionately to meet the needs of those affected by disasters, and help communities become better prepared and more resilient ahead of the next crisis.



You Bring Our Mission to Life

Compassionate donors power the Red Cross mission to alleviate human suffering in the face of emergencies. Whether it was shelter and a hot meal for a hurricane survivor, a Red Cross caseworker offering comfort and helping a family find the resources they need to put their lives back together after a fire or financial assistance, materials and skills training that helped communities rebuild after an earthquake, your contributions have turned heartbreak into hope for people affected by disasters in communities here at home and around the world. Thank you.

Cover photo: When Hurricane Florence threatened her home, Claudia Martinez and her family found refuge at a Red Cross shelter in Wilson, North Carolina. Photo by Daniel Cima/American Red Cross