



**American  
Red Cross**

## Hurricane Irma

Three-Month Update | December 2017

### Red Cross Delivers Relief and Comfort in Devastating Storm's Wake

In September, Hurricane Irma carved a trail of destruction across the Caribbean, devastating the U.S. Virgin Islands before moving on to strike Puerto Rico and the U.S. mainland. Irma's high winds and storm surge battered Florida communities from the Keys to Jacksonville, and brought flooding and wind damage to five other southeastern states. Three months later, the American Red Cross continues to support relief and recovery for hurricane survivors.

Amid a massive response to Hurricane Harvey in Texas and Louisiana, the Red Cross again mobilized resources and trained disaster workers from all over the country to help residents impacted by Irma—the second catastrophic hurricane to make landfall in the U.S. in less than a month. We joined local volunteers

and our disaster partners to shelter people who were forced from their homes; provided evacuees with food, relief supplies and basic health services; and gave comfort to individuals and families coping with heartbreaking losses and an uncertain future.

Powered by generous donors, these tireless efforts brought hope to people like Cherie and Jimmy, who stayed at a Red Cross shelter after Hurricane Irma severely damaged their home in Sebring, Florida. With their home's roof open to the elements and Jimmy recently out of surgery, Cherie called the Red Cross to find a place to stay.

"They said, 'Come on,'" Cherie recalled. "They were great; they were wonderful." At the shelter, Jimmy, who is 82, was cared for by Red Cross volunteers.

#### Response at a Glance

More than **7,000** trained Red Cross workers have helped hundreds of thousands of people impacted by Hurricane Irma.



More than **550,000 overnight shelter stays** provided with partners



More than **1.5 million meals and snacks** served with partners



More than **1 million relief items** distributed



More than **52,600 health and mental health contacts** made



More than **11,400 cases opened** for people in need

All numbers are cumulative and reflect Red Cross response efforts since September 9, 2017.

Above: A Red Cross volunteer provides hot lunches to Key West, Florida, residents Chantell (L) and Miyah (R) during Hurricane Irma relief efforts.  
Photo: Marko Kopic/American Red Cross

They sat by his side all night long, making sure he was comfortable and had what he needed.

“They treated us so well,” Cherie added. “The Red Cross are the angels who come out in the midst of all that [devastation], and they’re there for you when no one else is.”

Red Cross emergency response vehicles also visited severely impacted neighborhoods, offering help to residents as they cleaned out damaged homes and salvaged what they could. Volunteers delivered food, water, cleanup supplies and other essentials—such as bug spray, coolers, hygiene items and diapers—as well as much-needed emotional support for people whose lives had been turned upside down.

### Visit from Red Cross brings renewed hope after Irma’s devastation

The night Hurricane Irma hit, St. Augustine resident Lauri—nicknamed “Rockett”—and her husband, Gordon Misner, were hunkered down in their ground floor apartment. At the height of the storm, the water rose to Rockett’s calves and they knew they had to evacuate. “It was really scary,” said Rockett. “It was pitch black, windy, and raining, and the water outside was waist deep.”

Rockett, Gordon and their dog escaped through a window and took shelter with her daughter’s family, who lived on higher ground nearby. The family rode out the rest of the storm together, despite the two inches of water that accumulated in her daughter’s home.

After the storm, days passed without basic utilities like power and water. Rockett, her family, and many of her neighbors were running out of food, water and other necessities. Recalling how the Red Cross helped her community after Hurricane Matthew, Rockett reached out to the Northeast Florida chapter through Facebook.

## Providing Ongoing Assistance to Help Survivors Get Back on Their Feet

While the emergency response phase for communities impacted by Hurricane Irma has come to an end, our work is far from over. The Red Cross has joined with a large team of partners to help residents move through



Volunteers Mike Lanska (L) and Charlie Bird (R), from Southern California, brought food, water and relief supplies to Lauri Rockett’s family and neighbors in St. Augustine, Florida, following Hurricane Irma. Photo: American Red Cross

The local Red Cross responded immediately to let her know help would soon be on the way. Two volunteers—Mike Lanska and Charlie Bird—were dispatched in an emergency response vehicle (ERV) loaded with food, water and supplies. As they drove into the neighborhood, Lanska and Bird announced themselves over the ERV’s PA system: “Red Cross here to serve you. We have food, water and cleaning kits.”

“The Red Cross provided us with basic necessities,” she said. “That means a lot when you don’t have anything left.” Even more important was the emotional support and sense of hope. “The Red Cross sent the most caring and professional volunteers I have seen,” she added. “They listened and talked with us as they were delivering food, water and supplies. It brought a sense of hope, pride and community back—everyone in the neighborhood, and the Red Cross, pulled together to help.”

the recovery process and access the critical services and resources they need to get back on their feet.

Disaster recovery can be a confusing, emotionally draining and complicated process. Trained Red

Cross caseworkers have connected with hurricane survivors one-on-one, helping them create recovery plans and providing them an opportunity to share their needs, ask questions, and—for the most severely impacted residents—obtain financial assistance. The Red Cross has opened more than 11,400 cases for those who need extra recovery help, reaching more than 38,900 people across Florida.

Recovery from a hurricane of this massive scope will take time and support from many organizations. We are collaborating with our government and community

partners, as well as businesses and faith-based organizations, to provide help to those who need it most.

The Red Cross is committed to identifying and tailoring our support and assistance to meet community needs, and our role may vary from neighborhood to neighborhood. This work will take place in coordination with local long-term recovery committees and community leaders to help ensure that the needs of Irma survivors are met. We are working alongside these community and government partners now to develop longer-term recovery plans.

## Generous Supporters Power Relief and Recovery

Thanks to our compassionate donors, the Red Cross has raised \$89 million, including the value of critical donated goods and services, to help people impacted by Hurricane Irma. As of December 10, 2017, the Red Cross had already spent or made commitments to spend approximately \$42.5 million on emergency relief and recovery efforts for people affected by Hurricane Irma. 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 Irma, the Red Cross has ceased active fundraising for Hurricane Irma and removed the Hurricane Irma donation option from all fundraising channels. People who wish to support Irma relief efforts—or any specific cause—can always do so by using the downloadable donation form on [redcross.org](http://redcross.org).

## American Red Cross Supports Relief for Caribbean Neighbors

In addition to causing massive damage in the United States, Hurricane Irma brought destruction to island nations across the Caribbean. In response, the American Red Cross reached across borders to aid our neighbors. The cost of this assistance was supported by donations restricted for our international services.

We contributed \$200,000 towards emergency relief efforts in Cuba—where local teams performed first aid and delivered lifesaving items such as hygiene kits, tarps, kitchen supplies, jerry cans, and mosquito nets to people who lost their homes and livelihoods to the storm.

The damage on Barbuda led to a complete evacuation of the island—with 90 percent of structures damaged or destroyed. Laura Archer, a Canadian Red Cross health specialist, saw the disaster zone firsthand, “Trees were down, power lines were down, most buildings were missing their roofs, if not completely flattened.” The American Red Cross contributed

\$100,000 to help Red Cross teams in Antigua & Barbuda and St. Kitts & Nevis cope with the crisis.

Our teams in Haiti prepositioned relief supplies—such as blankets, water and sanitation materials, tarps, and cooking tools—ahead of Irma’s arrival, while our workers warned northern Haiti communities where the threat was greatest. While Haiti suffered some damage from Hurricane Irma, it was fortunately spared the destructions seen by other Caribbean nations.

And in a true show of solidarity, Red Cross aid workers from Denmark, Finland and Haiti traveled to the United States to help families here reeling from Hurricane Irma. These highly-skilled workers supported the distribution of relief items, translation needs and set up a base camp that housed Red Cross volunteers. The camp—on Big Pine Key—freed up housing resources and schools for returning residents.

### Hurricane Irma Spent and Committed<sup>1</sup> (in millions)

As of December 10, 2017 (\$89M raised)

| Expense Categories   | Food, Shelter and Relief Items | Health and Emotional Support | Immediate Financial Assistance | Total         | Expense %   |
|--|--------------------------------|------------------------------|--------------------------------|---------------|-------------|
| Financial assistance, food and other relief items  | \$17.1                         | \$0.3                        | \$4.7                          | \$22.1        | 52.0%       |
| Deployment and maintenance of volunteers and staff (includes airfare, lodging, meals and vehicles) | \$7.3                          | \$1.5                        | \$1.0                          | \$9.8         | 23.1%       |
| Freight and warehousing  | \$3.5                          |                              |                                | \$3.5         | 8.2%        |
| IT, communications and call centers  | \$0.6                          | \$0.1                        | \$0.2                          | \$0.9         | 2.1%        |
| Kitchen, shelter and other logistics that enable service delivery                                  | \$0.8                          |                              |                                | \$0.8         | 1.9%        |
| Full-time Red Cross employees  | \$0.5                          | \$0.1                        | \$0.1                          | \$0.7         | 1.6%        |
| Equipment, maintenance and fueling of Red Cross emergency vehicles and rented trucks               | \$0.5                          |                              |                                | \$0.5         | 1.2%        |
| Temporary disaster employees   | \$0.2                          | \$0.1                        | \$0.1                          | \$0.4         | 0.9%        |
| <b>Total Program Expenses</b>  | <b>\$30.5</b>                  | <b>\$2.1</b>                 | <b>\$6.1</b>                   | <b>\$38.7</b> | <b>91%</b>  |
| Management, general and fundraising <sup>2</sup>   |                                |                              |                                | \$3.8         | 9%          |
| <b>Total Spent and Committed</b>   |                                |                              |                                | <b>\$42.5</b> | <b>100%</b> |
| Program Dollars Remaining  |                                |                              |                                | \$42.3        |             |
| Management, general and fundraising remaining to be applied  |                                |                              |                                | \$4.2         |             |
| <b>Total Budget</b>  |                                |                              |                                | <b>\$89.0</b> |             |

<sup>1</sup>Because 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 are included in the Hurricane Irma budget.

<sup>2</sup>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 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 Irma will be spent on our services to people affected by Hurricane Irma.

*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.