



**American  
Red Cross**

# Hurricane Harvey: Two-Year Update

August 2019



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“Everything, every penny y’all sent in,  
is not going to waste. It helps tremendously  
in people’s lives, including mine.”

Chris Gawlik, Alvin, Texas

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Long after our emergency response to Hurricane Harvey ended, generous donations to the Red Cross have provided ongoing recovery support for individuals, families and their communities.



More than **46,000** damaged or destroyed households provided with **recovery financial assistance**



More than 120 non-profits awarded grants totaling **over \$59 million** to provide longer-term recovery in the most impacted communities

—All numbers are cumulative and reflect services provided since August 25, 2017

Photos by Scott Dalton/American Red Cross. Cover: The Burge family, of Lumberton, Texas, lost their home to Hurricane Harvey. They used Red Cross financial assistance to begin rebuilding and to buy furniture for their new house. Photo by Scott Dalton/American Red Cross

## A Message from Harvey Johnson, President, American Red Cross Humanitarian Services

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In August 2017, the powerful winds and storm surge accompanying Hurricane Harvey's landfall caused devastation along the Texas coast. As the hurricane lingered, torrential rains dumped trillions of gallons of water on Houston—the nation's fourth-largest city—and many other communities across Texas and southwest Louisiana. Widespread flooding from this slow-moving storm inflicted massive damage, making it one of the costliest and most destructive natural disasters in U.S. history.

Even before landfall, the American Red Cross was there with vital support for impacted individuals and families. Aided by cutting-edge donor-supported technology, like our RC View disaster management system, as well as on-the-ground improvisation, such as catching rides into flooded neighborhoods on city dump trucks, thousands of dedicated volunteers quickly provided hurricane survivors with safe shelter, warm meals and essential relief items, along with basic health services and emotional support.

After the rains passed and floodwaters receded, the extraordinary generosity of our supporters enabled the Red Cross to deliver a sizable recovery program. Notably, we stood up an entirely new program to get financial assistance into the hands of people with the greatest needs as quickly as possible. Through that program and others that included additional financial assistance, we provided more than \$345 million to hundreds of thousands of severely impacted households as they picked up the pieces and began rebuilding their lives.

Two years after Hurricane Harvey struck, the Red Cross continues to stand with the affected communities—helping people with continuing needs find available assistance. Working together with our partners, we expanded the range of assistance by awarding grants of more than \$59 million to organizations with specialized programs to carry out important recovery work.

Much remains to be done, but with the skill and dedication of our disaster workers and volunteers as well as the remarkable commitment of our donors and partners, the Red Cross will remain by the side of Hurricane Harvey survivors, supporting their ongoing recovery needs and helping them become better prepared for future emergencies. On behalf of those we serve, thank you.

A handwritten signature in black ink that reads "Harvey Johnson". The signature is written in a cursive, flowing style.

Harvey Johnson

## Red Cross Brings Relief and Comfort to Stricken Communities

Two years ago, as then-Tropical Storm Harvey threatened the Texas Gulf Coast, the American Red Cross was prepared for a major disaster, thanks to generous donors who support our disaster relief efforts. We quickly mobilized thousands of volunteers and most of our fleet of emergency response vehicles, as well as the necessary relief supplies and equipment.

When Hurricane Harvey came ashore near Port Aransas, Texas, its powerful winds and storm surge devastated the surrounding coastal areas. The slow-moving storm then lingered over the region for days, inundating Houston and other communities, like Beaumont, with record rainfall that led to unprecedented flooding. Millions of people were impacted by this historic storm, and tens of thousands fled their homes as it approached—or were forced to evacuate by rising waters.

Even as Harvey's rains continued to pour, Red Cross disaster workers from all over the country battled the often-hazardous conditions to respond to one of the largest flooding events in U.S. history, bringing relief and comfort to residents coping with stressful evacuations, injuries and heartbreaking losses.

### Delivering Vital Support in Harvey's Wake

For disaster-stricken communities, seemingly simple needs can become major questions. “Where can my family take shelter? How can we find food?” In the days and weeks following Harvey's landfall, the Red Cross worked to answer these questions for residents with nowhere else to turn.

Alongside government and community partners, our volunteers helped open and staff safe, secure shelters for multitudes of people displaced from their homes—including thousands of residents who sought refuge at the George R. Brown Convention Center “mega shelter” in Houston. Through days of flooding and beyond, the Red Cross supported this massive effort 24-7, ensuring that survivors had a place to lay their heads.

This support meant everything to residents like Kamona and Jason Wallace, who stayed at a shelter in Cuero, Texas, along with their parents, children and grandchildren. Recalling their first day in the shelter, Kamona said, “When the Red Cross arrived, it got better immediately.”



Top: A Red Cross worker speaks with shelter residents Stephanie Carr and her brother, Stevie, who were airlifted from their southwest Houston neighborhood when their home flooded. Photo by Daniel Cima/American Red Cross. Bottom: Red Cross volunteer Melissa Stoffa comforts a shelter resident. Photo by Daniel Cima/American Red Cross

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**“When the Red Cross arrived, it got better immediately.”**

Kamona Wallace, Cuero, Texas

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Even a short shelter stay can be challenging for a displaced family, and many Harvey survivors lived in shelters for days or even weeks after the disaster. In these stressful circumstances, the availability of warm meals and essential supplies like diapers, personal hygiene items and blankets eased the burden of being away from home. Trained health and mental health workers also monitored the well-being of shelter residents, helped them replace lost prescription medications and eyeglasses, and provided much-needed emotional support.

When it was finally safe to return to storm-ravaged neighborhoods, Red Cross volunteers made regular visits in our emergency response vehicles, delivering food and water, as well as rakes, shovels, buckets, coolers and bug spray for residents working to clean up flooded homes. These vehicles provided a tangible sign of hope to people as they struggled to get back on their feet after Harvey's destruction.

### Providing Immediate Financial Assistance for Urgent Needs

When Hurricane Harvey wrecked their homes and disrupted their lives, many survivors struggled to pay for basics like groceries, gas, clothing, rent or bills, as well as the cost of evacuating. The Red Cross launched a new web-based immediate financial assistance program to help these severely impacted residents with emergency needs, disbursing \$400 in immediate assistance payments to more than 575,000 households. Starting three weeks post-landfall, we issued more than \$230 million over a 5-month period.



Harvey survivor Jackie Fierova receives hot meals for her family from Red Cross volunteer Russ Van Skike in Woodsboro, Texas. Jackie's home and neighborhood suffered severe damage. Photo by Chuck Haupt/American Red Cross

With this effort to get funds to survivors so soon after Harvey's devastating flooding, the Red Cross could empower and equip people to make their own decisions about how to meet urgent, disaster-caused needs. When residents spent these funds locally, they also helped support Texas community businesses recovering from enormous economic losses inflicted by Harvey.

Survivors like Liliana Rodriguez and her husband, who live in Houston, Texas, were grateful for the extra help. "We've always counted on [the Red Cross] helping us," Liliana said. "They gave us money for food right after Harvey. They were always attentive to our needs with food and water. All the time. Thank you, Red Cross."

**In response to Harvey's devastation, thousands of Red Cross disaster workers—over 90 percent volunteers—helped meet the urgent needs of affected residents.**



More than **414,800** overnight shelter stays provided with partners



Over **4.5 million** meals and snacks served with partners



More than **1.6 million** relief items distributed



More than **127,000** health and mental health contacts made



Over **575,000** severely affected households provided with immediate financial assistance

—All numbers are cumulative and reflect services provided since August 25, 2017

## Supporting Recovery with Financial Assistance and Community Grants

In Hurricane Harvey's wake, the Red Cross quickly focused on delivering services that would help affected households and communities address unmet recovery needs.

Working in partnership with local and state governments, non-profit partners, faith-based organizations, and Long-Term Recovery Groups, we assessed areas with the most pressing needs and offered programs that would best provide assistance to people struggling with the impact of this devastating storm.

As of August 12, the Red Cross has allocated more than \$163 million in donated dollars to support Hurricane Harvey long-term individual and community recovery efforts. These funds have provided financial assistance to households needing extra help as well as grants to support community recovery services.

### Financial Assistance for Households

Over the past 18 months, the Red Cross has provided financial assistance to severely impacted households in need of long-term recovery support. To ensure survivors received support as quickly as possible, we reached out directly to tens of thousands of people whose primary homes were confirmed as destroyed or sustained major damage, allowing them to access assistance as needed.

At the same time, we processed applications for financial assistance submitted by local disaster case management agencies on behalf of people in need. We also made additional assistance available to households struggling with complex recovery needs.

As of August 12, the Red Cross has provided more than \$115 million in recovery assistance to more than 46,000 households. This funding was in addition to the more than \$230 million in immediate financial assistance provided during the emergency response.

Survivors report to us that they have been able to use the assistance to help with a variety of disaster-related expenses, including paying for temporary housing, making essential repairs to flood-damaged homes, replacing lost appliances and furniture, and much more.



Top: Harlene Glasgow, of Rockport, Texas, speaks with Red Cross worker Marco Bracamontes. Her trailer was funded in part by recovery assistance from the Red Cross. Photo by Scott Dalton/American Red Cross. Bottom: After losing their home to Hurricane Harvey, the Ortiz family received \$6,500 in recovery financial assistance from the Red Cross to help with living expenses and furnishing their new home. Photo by Scott Dalton/American Red Cross

### The Ortiz Family, La Grange, Texas

Jessica Ortiz, of La Grange, Texas, prayed for strength when she lost her home to Hurricane Harvey's flooding. While the family stayed with friends, she was determined to keep things as normal as possible for her children, Ramon (10), Andrea (11) and Adrian (15).

"I tried not to show them that I was tearing up inside, because that's how I really felt," she said.

For 18 months, the family didn't have a home of their own. Unemployed at the time, Jessica used \$2,000 in Red Cross financial assistance to buy clothing for her children and pay for gas and other living expenses.

Then the county disaster relief team connected her with Mennonite Disaster Services—a Red Cross grantee—whose volunteers were building new homes for Harvey survivors.

The county disaster relief team also applied to the Red Cross for an additional \$4,500 in financial assistance, given Jessica’s complex recovery needs. Now working part-time, she has used this additional support to furnish the family’s new home, as well as to pay school expenses for her children.

“I appreciate this program being out there for people like me, single parent families,” Jessica said. “If you lose everything, you don’t know where to start from, and that money...has been a good help for me and my kids.”

### **The Burge Family, Lumberton, Texas**

Megan Burge felt disbelief when she and her husband, Jason, first returned to their Lumberton, Texas, home after Hurricane Harvey. “The house was off its foundation, in the trees behind where it was originally, and then a month later it burned down,” she said.

“Everything went from a normal life to upside down in a short period of time,” added Jason.

When the family received Red Cross financial assistance of \$2,000, they used some of it to start rebuilding. Then the fire happened, and the family moved around several times in just a few months. They ultimately lived in a FEMA trailer until they could move into a newly built house with help from our recovery partners.

Red Cross assistance helped Jason and Megan make the new house a home. “We used some of the money to buy some furniture because we had none of that. We bought some couches, clothing, and things that we needed to replace, to keep going,” he explained.

“We would like to thank the Red Cross for all the help you’ve given everybody who’s been through something unimaginable,” Megan said.

### **Edmundo Covarrubias and Lisa Benston, Houston**

Edmundo Covarrubias and Lisa Benston were among hundreds of residents in the Meyerland neighborhood of Houston, Texas, whose homes were severely damaged by Hurricane Harvey’s flooding. Rising waters had lifted their home off its foundation and moved it several inches.



Top: The Burge family had their lives turned upside down when Hurricane Harvey hit. Red Cross financial assistance helped them to begin rebuilding and furnish their new home. Photo by Scott Dalton/American Red Cross. Bottom: Edmundo Covarrubias, of Houston, used Red Cross financial assistance for repairs that make his home less susceptible to future flooding. Photo by Scott Dalton/American Red Cross

Though many of their neighbors began rebuilding their homes six feet off the ground, Edmundo, an architect, had a different idea—to waterproof the lower portion of his home to make it less susceptible to future flood damage.

Red Cross financial assistance of \$6,500 helped with this painstaking process, including hiring workers, buying supplies and carrying out the waterproofing, as well as raising electrical outlets above the water line and building custom dams for each door with rubber seals to keep out rising water. The final step will be to add supports that will allow the house to rise with the water but not float away from its foundation.

“Many of my neighbors have flooded two or three times and are just not coming back this time,” said Edmundo. “I want to use all of my knowledge and skill to build something that could become a model for how to build homes in Houston to manage water. I’m so grateful to the Red Cross for helping me to do this.”

### Grants for Community-Based Recovery Services

In addition to providing recovery financial assistance to severely impacted households, the Red Cross has awarded more than \$59 million in donated dollars to support community-based recovery services across the Texas Gulf Coast Region. Through these grants, the Red Cross is providing targeted funding to non-profits able to help hurricane-damaged communities address the needs of their most vulnerable residents.

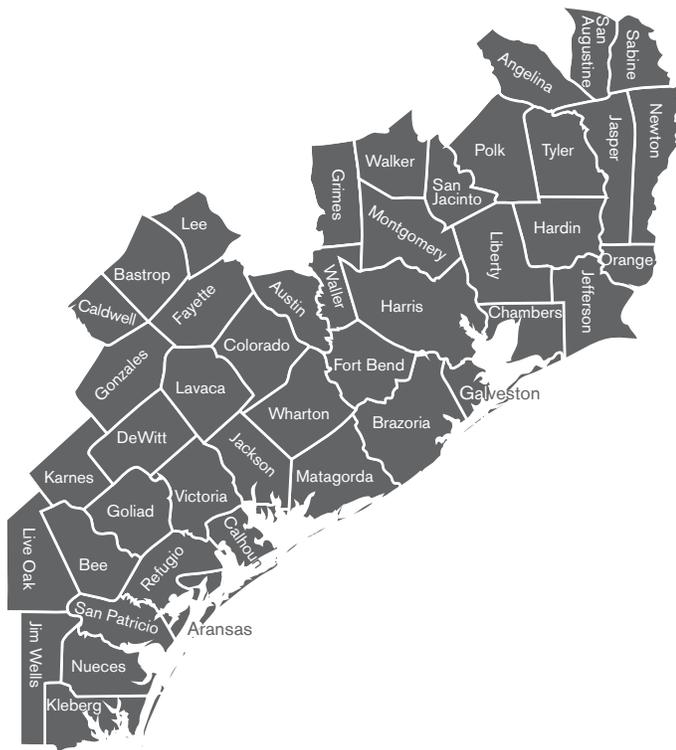
Red Cross grants support services that help affected households through the complex process of recovery, including home repair; support for Long-Term Recovery Committees, legal advocacy groups and financial counseling; behavioral health services, especially services for children and youth; and outreach and engagement of under-served households, including people with disabilities, the elderly, and people who cannot access government services.

The hardest-hit communities will struggle with the aftermath of Hurricane Harvey for years to come. For this reason, the Red Cross has funded non-profits with the institutional capacity to quickly scale up recovery services and sustain services for the longer term. For the duration of these grants, the Red Cross will help to ensure grantees deliver quality services by monitoring progress toward recovery service goals that benefit the community.

## Hurricane Harvey Recovery Grants Program

The American Red Cross has awarded more than \$59 million in donated dollars to more than 120 non-profit partners to support community-based recovery services across the Texas Gulf Coast Region.\*

### Impacted counties receiving Red Cross community grants:



### Red Cross recovery grants support:

- Housing repair and rebuild services
- Mental and spiritual health
- Unmet needs assistance
- Capacity building for long-term recovery committees
- Outreach to underserved populations
- Recovery services (such as legal advocacy, financial counseling and prevention of contractor fraud)

For more details on our Hurricane Harvey Recovery Grants program, including a list of grantees and award amounts, please visit [redcross.org/harveyrecoverygrants](https://redcross.org/harveyrecoverygrants).

\*As of August 12, 2019. Includes \$41.3 million disbursed to grantees and \$17.9 million in grant awards not yet disbursed.

## Red Cross Grant Recipient Helps Survivors with Unmet Needs

The Coastal Bend Disaster Recovery Group (CBDRG) is a non-profit, public charity that aids disaster survivors in the 11 counties of the Texas Coastal Bend region with a variety of longer-term recovery needs. Awarded a \$350,000 community grant by the Red Cross, they assist disaster survivors with home repair and rebuilding after other avenues of funding and aid are exhausted.

Linda and Lupe Castillo, of Gregory, Texas, are two beneficiaries of this work. Linda, who has been wheelchair-bound for more than 25 years, and Lupe were among many residents of Gregory who suffered serious damage to their homes during Hurricane Harvey. CBDRG helped coordinate funding and volunteers from several organizations to repair the Castillos' damaged roof, drywall, doors and windows.

CBDRG has made a real difference for families like the Castillos. By the end of summer 2019, Red Cross grant funds will be used to provide building materials needed to repair 38 homes. Red Cross support for a construction director and project managers will also enable the CBDRG to complete 43 newly constructed homes, as well as 150 home repairs and 50 manufactured housing unit placements.

Warren Phipps, the CBDRG executive director, recognized the "tremendous support" Red Cross donors have given to the organization and its partners.

"In addition to providing direct assistance to hurricane survivors, the Red Cross has funded our organization and others to assist families in returning their damaged homes to safe, secure, and habitable conditions," Phipps said. "Thank you for your continual investment to help hurricane survivors still in need!"



Top: Warren Phipps, executive director of the Coastal Bend Disaster Recovery Group, joins Harvey survivors Linda and Lupe Castillo and a Red Cross volunteer at the Castillos' recently repaired home in Gregory, Texas. Photo by Scott Dalton/American Red Cross. Bottom: An emergency response vehicle serves hot meals to residents in hard-hit Port Aransas, Texas. Photo by Chuck Haupt /American Red Cross

## Generous Donors Fuel Relief and Recovery for Harvey Survivors

For two years, Red Cross relief and recovery efforts for Hurricane Harvey have been fueled by the remarkable generosity of our supporters. The Red Cross has raised \$524.5 million, including the value of critical donated goods and services, to help Hurricane Harvey survivors in Texas and Louisiana. As of August 12, 2019, the Red Cross had programmed approximately \$498.5 million

on emergency relief and recovery efforts for people affected by Hurricane Harvey. Remaining funds will be used to help with unmet needs for individuals and families impacted by Hurricane Harvey and support longer-term community-based recovery services in the affected areas.

# Your Help Made a Real Difference

The extraordinary generosity of the public helped hundreds of thousands in need after Hurricane Harvey.



## Hurricane Harvey Expenses and Commitments (in millions)<sup>1</sup>

As of August 12, 2019 (\$524.5M raised)

Expense Categories	Food, Shelter and Relief Items	Health and Emotional Support	Immediate Financial Assistance	Individual and Community Recovery	Total	Expense %
Financial assistance, food and other relief items	\$26.7	\$0.2	\$230.1	\$115.4	\$372.4	75%
Long-term recovery disbursements on grants to help meet unmet needs <sup>2</sup>	0	0	0	\$41.3	\$41.3	8%
Deployment of volunteers and staff (includes airfare, lodging, meals and vehicles)	\$12.4	\$3.1	\$0.6	\$0.6	\$16.7	3%
Temporary disaster hires	\$0.9	\$0.1	\$1.2	\$4.9	\$7.1	2%
IT, communications and call centers	\$1.4	0	\$3.9	\$0.9	\$6.2	1%
Freight, postage and warehousing	\$4.2	0	0	\$0.1	\$4.3	1%
Kitchen, shelter and other logistics that enable service delivery	\$2.6	0	0	0	\$2.6	1%
Equipment, maintenance and fueling of Red Cross emergency vehicles and rented trucks	\$1.3	0	0	0	\$1.3	0%
Full-time Red Cross employees	\$0.5	\$0.1	\$0.2	\$0.2	\$1.0	0%
Financial institution vendor services	0	0	\$0.7	0	\$0.7	0%
<b>Total Program Expenses</b>	<b>\$50.0</b>	<b>\$3.5</b>	<b>\$236.7</b>	<b>\$163.4</b>	<b>\$453.6</b>	<b>91.0%</b>
Management, general and fundraising <sup>3</sup>					\$44.9	9.0%
<b>Total Expenses</b>					<b>\$498.5</b>	<b>100%</b>
Program dollars remaining to be spent (includes grant funds awarded but not disbursed)					\$23.7	
Management, general and fundraising remaining to be applied					\$2.3	
<b>Total Budget</b>					<b>\$524.5</b>	

<sup>1</sup>Dollar figures are rounded to the nearest \$100K; therefore, expenses \$49,999 and below are represented as zero.

<sup>2</sup>\$17.9M remaining to be disbursed on grants already signed. Does not include partner organizations' administrative costs related to the grant, which are approximately 1–3 percent of the awarded amount. These costs are reflected in the management, general and fundraising rows.

<sup>3</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 20,000 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 Harvey will be spent on services to people affected by Hurricane Harvey.

*Thank you!*

The Red Cross must be ready for every disaster, big or small, and we respond to an average of more than 62,000 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.



To learn more about Red Cross response and recovery efforts to help Hurricane Harvey survivors, visit [redcross.org/harvey](https://www.redcross.org/harvey).



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