



**American  
Red Cross**

## West Virginia Floods

Six-Month Update | December 2016

### Red Cross Supports Relief, Recovery after Deadly Floods

In June 2016, severe storms caused flash flooding that took 23 lives and brought heartbreaking destruction to communities across West Virginia. More than 2,100 homes were destroyed, and the fast-moving floodwaters also caused widespread damage to roads and infrastructure.

In response, more than 850 American Red Cross volunteers and employees moved quickly to bring vital relief to flood survivors who had lost so much. They helped open shelters for displaced residents, served meals, distributed relief supplies and provided emotional support to people coping with the disaster's immediate aftermath. And as people began to return home,

Red Cross response vehicles were on hand with cleanup supplies, food and water for people cleaning up flood-damaged homes and neighborhoods.

Over the weeks and months since the floods struck, the Red Cross has helped impacted West Virginians identify and meet individual recovery needs. At Red Cross Service Centers, trained caseworkers met one-one-one with affected families to help them create recovery plans and connect them with available resources from government and community partners. As flood survivors face the many ongoing challenges of recovery, Red Cross workers will continue providing hope, comfort and one-on-one support for people with unmet needs.

### Red Cross Volunteers Hit the Road to Assist Flood Survivors

Carolyn Harper stopped behind the parked American Red Cross truck to see if she could get something to help her clean the muck out of her flooded home. She quickly learned that the emergency response vehicle (ERV), had more than mops and buckets. The day's inventory included shovels, rakes, tarps, insect repellent, packaged meals and drinking water.

In this case, there was also medical assistance. Red Cross volunteer Robert Britt, an emergency medical technician from Union, New Jersey, was part of the ERV crew traveling through rural West Virginia.

Carolyn noticed the stethoscope around Robert's neck and asked if he could look at her legs. Like scores of others in the flooded areas, her legs had various cuts and

scratches, which could become infected if left untreated. While she sat in the back of the ERV, Robert cleaned and bandaged her cuts. He didn't find any serious problems with her legs, but suggested she see her physician to be safe.

"Thanks for your help. I really didn't expect it, but I appreciate all of it," she said of the checkup and the cleanup items loaded into her vehicle.

Red Cross volunteer Dennis Carpenter of Spencer, West Virginia, escaped the flooding and is helping his neighbors who weren't as lucky. He said it's really hard to put into words how he feels. "When you can provide people with the basics after a storm like this, it's just a good feeling."

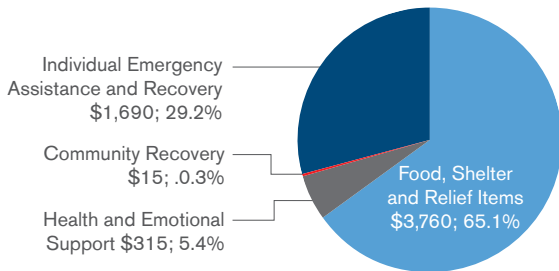
Above: Red Cross worker Mary Williams and disaster survivor Robin Cowell survey the damage to Cowell's Richwood, West Virginia, home. "When I lay in bed at night I think that all these people care. They came. All these volunteers came," said Cowell. Marko Kovic/American Red Cross.

## Compassionate Donors Power West Virginia Floods Response

Thanks to our generous supporters the Red Cross has raised \$4.35 million to help people impacted by the June 2016 flash flooding in West Virginia. As of December 8, 2016, the Red Cross has spent or made commitments to spend approximately \$5.78 million on relief and recovery efforts for the West Virginia floods.

### West Virginia Floods

Expenses and Commitments\* Through December 8, 2016  
\$5.78M (\$4.35M raised) (in thousands)



#### Individual Emergency Assistance and Recovery

The Red Cross helps people rebuild their lives in the aftermath of disasters of all sizes by supporting both immediate and longer term recovery needs. This includes working one-on-one with people to create recovery plans, find housing solutions, replace items like clothing and groceries, provide other support, such as transportation assistance, and apply for government and other community assistance.

#### Community Recovery

The Red Cross supports broader recovery initiatives to help communities meet specific disaster-caused needs, such as community rebuilding projects.

\*These costs include the logistics, staff and technology expenses that make our services possible. An average of 91 cents of every dollar the Red Cross spends is invested in humanitarian services and programs. Costs exclude the Immediate Disaster Case Management (IDCM) program in West Virginia, which is funded by FEMA. The program enables the Red Cross to provide further casework and individual client support to those impacted by the floods.

#### Food, Shelter and Relief Items

After big and small disasters, Red Cross volunteers and staff open shelters to provide safe refuge, serve nourishing meals to residents and first responders, and hand out needed relief items, such as cleaning supplies, shovels and hygiene kits. We also maintain a network of warehouses, technology and response vehicles to provide relief where it's needed most.

#### Health and Emotional Support

The Red Cross cares for the basic health needs and emotional well-being of people affected by disasters. Our volunteers and staff help provide services such as first aid support, replacing prescription medicines or eyeglasses, and helping people to cope.

The Red Cross must be ready for every disaster, big or small, and we respond to an average of nearly 66,000 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.

*Thank you!*

### Response at a Glance

Over **850 Red Cross workers** have helped thousands of people impacted by the West Virginia floods, including:



More than **2,300** overnight shelter stays



Nearly **200,000** meals and snacks served



More than **130,000** relief items distributed



More than **8,500** health and mental health contacts made



More than **1,800** cases opened for people in need

– All numbers are cumulative and reflect Red Cross response efforts since June 23, 2016.