

2018

## REGIONAL ANNUAL REPORT



*Bringing Communities Hope*



**American Red Cross**  
Greater Chesapeake Region

# A Message from the Regional Executive



Reflecting on the 2017-2018 fiscal year (July 1, 2017 - June 30, 2018), I take great pride in the dedication and spirit of our remarkable American Red Cross volunteers and employees. The year included the most significant disaster season we have seen in over a decade. Yet, with the support of our donors and volunteers, we rose to every occasion when called. I also feel an enormous debt of gratitude for the commitment and generosity of our financial and blood donors. Together, we have accomplished so much in our community and have impacted so many lives.

Every day, your Red Cross provides lifesaving services throughout the Greater Chesapeake Region—whether it is bringing relief and hope to families picking up the pieces following a disaster; providing support and care for our military members, veterans and their loved ones; or collecting lifesaving blood to help patients facing serious medical conditions. While meeting these immediate needs, trained Red Cross volunteers also teach our neighbors lifesaving skills and help our communities become better prepared for emergencies of all kinds.

Over a busy year in the Greater Chesapeake Region, our community volunteers and local partners stepped up time and again, joining with the Red Cross to bring vital assistance to people in need. In this report, you will learn more about the wide variety of work done through your local Red Cross chapters—who bring our mission to life every day. I am profoundly grateful to everyone who selflessly contributed their time, expertise, financial resources, and lifesaving blood donations to support the Red Cross in fiscal year 2018. On behalf of those we serve, thank you.

Sincerely,

A handwritten signature in blue ink, appearing to read "SCOTT R. SALEMME".

Scott R. Salemme  
Regional Chief Executive Officer



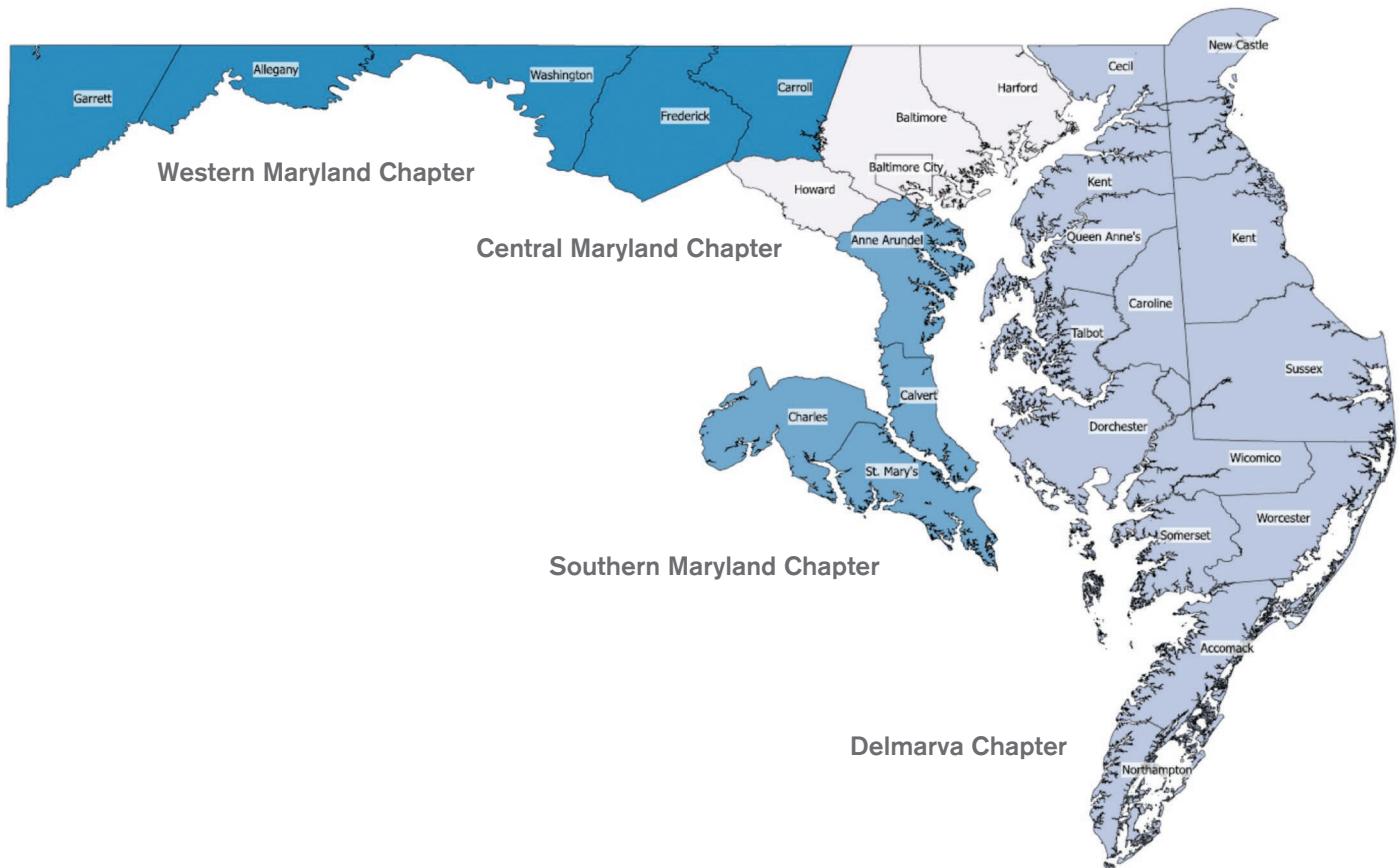
## Mission

The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.



# American Red Cross

## Greater Chesapeake Region



# Caring for Communities

The American Red Cross of the Greater Chesapeake Region provides critical aid every day—from responding to disasters big and small to teaching first aid and CPR to collecting vital blood and blood products. These services are made possible by an outstanding corps of 1,774 active volunteers and generous donors.

## Disaster Response

The Red Cross mission is to prevent and alleviate human suffering – a work that is carried out by hundreds of volunteers daily. In responding to 990 local disasters last fiscal year, the Red Cross of the Greater Chesapeake Region provided food, shelter, and comfort to individuals and families in need, as well as casework, guidance, and other assistance to help disaster survivors with recovery. All Red Cross disaster assistance is free.

In the Greater Chesapeake Region, with our deep local presence and community knowledge, we stand ready to respond alongside our partners should the need arise. Additionally, we can call on the support of Red Cross chapters nationwide for resources to help our neighbors in need following large-scale disasters.

While we are always prepared to respond to disasters, we also work to prevent them. Swift action when an emergency occurs can save a life, so we help families, organizations, and corporations become better prepared for crises through free educational presentations. During fiscal year 2018, over 90,000 individuals in the region learned critical skills through Red Cross courses, including 55,452 people enrolled in first aid/CPR/AED, 22,784 people enrolled in water safety/aquatics, and 12,026 people who attended our community disaster education and preparedness programs.



Supported by 1,774  
active volunteers



Responded to 990  
disasters in the region



Provided \$1,101,034 in  
direct financial assistance



Assisted 5,888 people  
following local disasters



## Home Fire Campaign

On average, seven people die and 36 more suffer injuries each day in the U.S. due to home fires, which make up more than 90 percent of Red Cross domestic disaster responses. Research shows that working smoke alarms reduce the risk of fatalities in a home fire by 50 percent<sup>1</sup>. The Red Cross Home Fire Campaign aims to reduce the number of fire deaths and injuries by increasing the number of working smoke alarms in at-risk communities. In fiscal year 2018, we held our first annual *Sound the Alarm* national installation event. In a little over two weeks' time, in over 100 communities across the country volunteers installed 103,000 new smoke alarms in at-risk homes, making 43,000 families safer.



Installed 14,150 free smoke alarms in the region



Taught 4,871 children disaster preparedness skills



5,818 homes made safer through educational visits and creating preparedness plans

## Service to the Armed Forces

The seed for the American Red Cross was planted on the battlefields of the Civil War, with the compassionate care that founder Clara Barton offered soldiers, regardless of side or rank. For over a century, serving and developing new ways to care for members of the U.S. military, veterans and their families has remained at the heart of the Red Cross mission.

The Red Cross Hero Care Network provides support to service members and their families pre-deployment, during deployment and when they return home through emergency communication services, financial assistance programs, re-integration workshops, and veteran services. The Greater Chesapeake Region is proud to have supported 16,610 service members, veterans, and their families by providing 5,850 total case services and briefing 4,928 families on Red Cross services through the 'Get to Know Us Before You Need Us' program.



1,585 emergency communication services to military members, veterans, and families



Briefed 4,928 families through our 'Get to Know Us Before You Need Us' program



Taught 397 military members, veterans, and families how to improve resiliency skills

## Blood Services

The Red Cross is the single largest supplier of blood in the United States, providing nearly 40 percent of the nation's blood supply. Blood and platelets are needed for many reasons— accident and burn victims, heart surgery patients, organ transplant patients, and those receiving treatment for leukemia, cancer or sickle cell disease may all need blood. During fiscal year 2018, the Greater Chesapeake Region collected 141,015 units of blood and held 3,634 mobile blood drives in our local communities.



Collected 141,015 units of blood



Operated 9 Red Cross Donation Centers



Conducted 3,634 mobile community blood drives

# When Disaster Strikes, the Red Cross Is There.



## 1,774 Greater Chesapeake Region volunteers worked 106,980 hours locally and 105,920

hours in response to major national disasters in FY18. Harford County resident Susie Oursler is one such volunteer.

Once Susie's kids had left home, she searched for a fulfilling way to spend her time and use her nursing experience. She decided to look in the nonprofit world for a volunteer opportunity, and thought of the stories she had

heard of her grandmother sitting with friends around the table during World War II rolling bandages for the Red Cross to aid the war effort. Inspired by her grandmother's service, Susie decided to become a Red Cross volunteer in August of 2017 - now her family's connection to the Red Cross spans generations!

Susie has now deployed to multiple national disaster operations, including Hurricane Harvey and the Ohio River floods. She also responded in the aftermath of three local shootings: Great Mills High School, The Capital Gazette in Annapolis, and the Rite Aid Warehouse in Aberdeen, MD, where she and her team provided comfort to those affected.

## Susie finds this work both challenging and very rewarding.

She now devotes her time as the Disaster Services Workforce Engagement Regional Program Lead, teaching and mentoring volunteers and welcoming new people to the Red Cross family. She feels that this work is truly her calling and couldn't be happier to be a part of the Red Cross Disaster Services team. Susie has even recruited several friends to join her as volunteers!

The Greater Chesapeake Region is so grateful for our volunteers like Susie.

# Nurse Assistant Training Offers Career-Building Skills

The American Red Cross has offered Nurse Assistant Training (NAT) in Baltimore for over 30 years. NAT curriculum exceeds federal minimum standards and state curriculum requirements and is offered in state-of-the-art classroom settings across the country. Students obtain hands-on clinical training at a local healthcare facility and Red Cross CPR, First Aid, and AED 2-year certifications. Programming also includes Life Skills training like resume building and mock interview skills, along with teamwork, time management, and communication in healthcare workplaces.

At the graduation ceremony, participants receive an American Red Cross Nurse Assistant Pin and a Certificate of Completion for eligibility to sit for state examination and placement on state registries. We also offer employment assistance through job fairs with local healthcare employers. The Baltimore program has a graduation rate of 97 percent and an employment rate (90 days after program completion) of 73 percent.



# Family Gives Thanks for Service to the Armed Forces

Service to the Armed Forces is one of the key programs of the American Red Cross. Our organization provides emergency communication aid to military members and their families, critical services on bases and in military hospitals, and support both during deployments and at home for troops, veterans, and their families.

In fiscal year 2018 the Greater Chesapeake Region's Service to the Armed Forces team served 16,610 military members, veterans, and their families, including the provision of 1,585 emergency communication services. The Red Cross is the only organization entrusted with verifying emergency communications between the families of our nation's service members and commanding officers during deployments.

Our region recently received a letter and a donation thanking our local Service to the Armed Forces team for the support that they provided to a military member while he was stationed in Japan. When his father became terminally ill, the family contacted the Red Cross with the news. We were able to verify the information and report the message to his commanding officers. He was granted leave twice, giving him time with his father before he passed and, later, time with his family to grieve and console one another.



The family expressed their gratitude for our team's aid: "Words will never be able to express how the support and follow-up calls from your team members helped us through the uncertainty and difficult time ... Please let those who we spoke with know how much they meant to us during that time. Give them our heartfelt thank you for helping us navigate the process and our deep gratitude for their follow-up."

This is just one example among many of the incredible impact our Service to the Armed Forces program has on the lives of military members and their families.

# Volunteers and Communities Respond After Repeated Ellicott City Floods

## When massive flash floods struck Ellicott City

On May 27 2018, the local Red Cross launched a wide-ranging relief effort to help those impacted. Over 9.5 inches of rain fell in several hours, causing significant flooding and road closures in the same area devastated by floods in 2016. Flash flooding also struck along the Frederick Avenue corridor of Baltimore City, affecting several neighborhoods.

Red Cross staff and volunteers set up resource centers and shelters, providing places to stay and serving 3,279 meals and 5,385 snacks. We distributed 408 comfort kits with basic hygiene necessities and 641 cleanup kits for affected buildings, and made 529 health services contacts. The Red Cross also provided caseworkers to residents to help in the recovery process, opening 285 cases serving 757 people.



Red Cross staff and volunteers recorded long hours managing duties in the regional Emergency Operations Center during last year's heavy rains and hurricane season.

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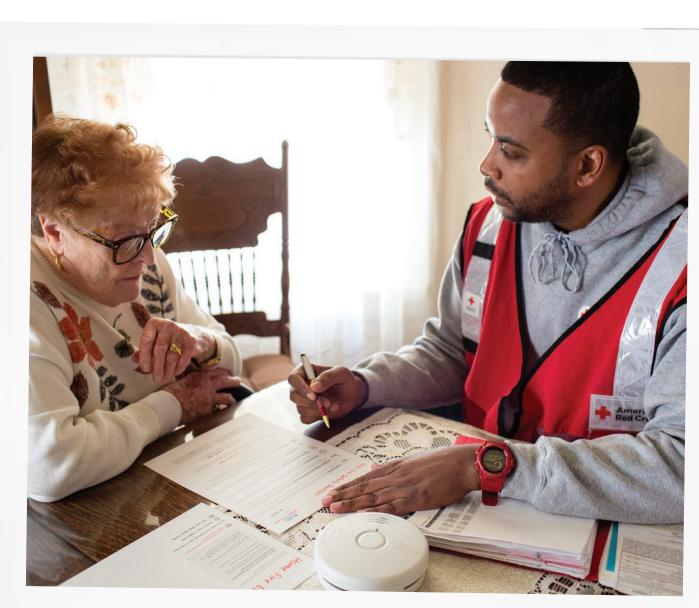
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## In Our Community

Donations received from contributors in the Greater Chesapeake Region helped fund Red Cross activities down the street, across the country and around the world.

### CONTRIBUTIONS TO THE AMERICAN RED CROSS OF THE GREATER CHESAPEAKE REGION

Corporate, Foundation & Individual Giving	\$11,089,908
Legacies & Bequest	\$963,049
United Way & Combined Federated Campaign	\$728,773
Donated Materials & Services	\$567,381
<b>TOTAL</b>	<b>\$13,349,111</b>

## Across the Country

The American Red Cross works in communities across the country to prepare for and respond to disaster; teach lifesaving skills; serve military members, veterans and their families; and provide nearly half the nation's blood supply. As part of the International Red Cross and Red Crescent network, the American Red Cross also works to prevent and relieve suffering in countries around the world.

### NATIONWIDE CONTRIBUTIONS TO THE AMERICAN RED CROSS

Corporate, Foundation & Individual Giving	\$1,237,200,000
Legacies & Bequest	\$97,000,000
United Way & Combined Federated Campaign	\$50,400,000
Donated Materials & Services	\$111,700,000
<b>TOTAL</b>	<b>\$1,496,300,000</b>

# Thank You

The American Red Cross is grateful for the generosity of its dedicated supporters from across the Greater Chesapeake Region who breathed life into our humanitarian mission in fiscal year 2018. On behalf of those we serve, thank you!

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