



**American  
Red Cross**



# **HELP WHEN IT'S NEEDED MOST**

## **Disaster Update: Fiscal Year 2016**

JULY 1, 2015 – JUNE 30, 2016



# A Year of Relentless Disasters in the U.S.

We responded to nearly **twice as many** major disasters and crises\* as in fiscal year 2015.



## Fiscal Year 2016

1. Kentucky Flooding
2. Typhoon Soudelor
3. California Wildfires
4. Idaho and Montana Wildfires
5. Washington Wildfires
6. South Carolina Flooding
7. Texas Fall Storms
8. North Texas Tornadoes
9. Missouri Winter Flooding
10. Flint, Michigan, Water Crisis
11. Mississippi Spring Flooding
12. Louisiana Spring Flooding
13. Texas Floods and Tornadoes
14. Texas April Flooding
15. Texas May Flooding
16. West Virginia Flooding
17. Erskine, California, Wildfire

## Fiscal Year 2015

1. Eastern Washington Wildfire
2. Tropical Storm Iselle
3. Southeast Michigan Flooding
4. South Napa, California, Earthquake
5. Boles, California, Wildfire
6. Kentucky Flooding
7. Oklahoma Tornadoes
8. Texas Floods and Tornadoes
9. Illinois Floods and Tornadoes

\*Major domestic disaster responses Level 4 and above, each costing the Red Cross \$250,000 or more. Responses shown for fiscal year 2016, July 1, 2015 – June 30, 2016 and fiscal year 2015, July 1, 2014 – June 30, 2015.

Cover photo: Red Cross worker Bernard Stuart delivers meals to flood survivor Ashley Harlow in Birch River, West Virginia. Photo by Marko Kokic/American Red Cross

# Your Commitment Means Everything to Disaster Survivors

A message from the Senior Vice President, American Red Cross Disaster Cycle Services

Between July 1, 2015 and June 30, 2016, the American Red Cross responded to an extraordinary 17 major disasters in the United States, taxing our resources to the limit. We brought swift relief when severe flooding impacted thousands of families from Texas and the Gulf Coast to West Virginia, and when wildfires in the West scorched hundreds of thousands of acres and caused catastrophic damage in California and Washington.

Red Cross volunteers and employees were there for communities facing all kinds of crises, providing clean drinking water for Flint, Michigan, residents and emotional support for families and friends following the tragic Orlando nightclub shootings. And for thousands who saw their lives turned upside down by home fires, caring Red Cross workers were on hand with assistance and comfort as they began to pick up the pieces.

After floodwaters receded and smoke cleared, we remained to support disaster survivors through the challenges of recovery. Just as importantly, the Red Cross continued its work to help families become better prepared and more resilient through efforts like our Home Fire Campaign, preparedness education and mobile apps.

The steadfast commitment of donors brings our vital work to life. With your help, our workers—over 90 percent of them volunteers—had the training, supplies and necessary infrastructure to carry out our lifesaving mission. I am pleased to share more information about the lifesaving difference your support has made during this extremely busy year for the Red Cross.



Harvey Johnson  
Disaster Cycle Services



## Helping Communities Across the Country

In fiscal year 2016, **more than 24,000 disaster relief workers** brought vital relief to communities around the country, including:



Nearly **1,660,000**  
meals and snacks served.



More than **96,000** health and  
mental health contacts administered.



More than **1,396,000**  
relief items distributed.



Nearly **41,300** overnight  
shelter stays provided.

Includes domestic disaster responses Level 2 and above, each costing the Red Cross \$10,000 or more.  
For more information on how the American Red Cross helps disaster survivors here at home, please visit [redcross.org](http://redcross.org).



## You Helped People in their Darkest Hours

In fiscal year 2016, compassionate support from the public helped the Red Cross deliver relief to families across the U.S. affected by an extraordinary string of major disasters, as well as the tens of thousands of home fires that account for the majority of Red Cross disaster responses.

### Delivering Immediate Relief After Natural Disasters

Over the year, we saw residents across the South and Midwest devastated by repeated flooding, severe weather and tornadoes. In fact, from January to June of 2016, more than 26,000 U.S. homes were damaged by major disasters—seven times as many as over the same period in 2015.

In fall 2015, destructive floodwaters surged across Texas, and powerful tornadoes thrashed Dallas and surrounding counties just after the Christmas holiday. Many Texans suffered major flood damage multiple times in less than a year, with historic April rainfalls causing massive flash floods in Houston. Through it all, tireless Red Cross workers rose to the challenge, bringing hope to devastated communities.

Texas was not alone in facing nature's fury. South Carolina was inundated by record flooding; winter floods hit communities up and down the Mississippi

River, and severe spring storms also flooded out homes in Louisiana and Mississippi. And on the evening of June 23, a sudden storm brought strong winds, intense rainfall and deadly flash flooding across much of West Virginia. Wherever disasters struck, the Red Cross was there with help.

Eva Gadsen, 72, of Columbia, South Carolina, knows the important role the Red Cross plays: She was a volunteer when Hurricane Katrina struck New Orleans. A decade later, she saw her own home destroyed by rising waters, and found refuge in a Red Cross shelter, where she received food, help with her medicine and other assistance.

"If it wasn't for Red Cross, I really don't know what would happen here," she said.

In the West, raging wildfires scorched millions of acres. The largest wildfire in state history left Washington State residents reeling in August 2015, while wildfires in California destroyed more than 1,700 homes and engulfed entire communities the following month. In June 2016, the Erskine, California, wildfire consumed tens of thousands of acres and hundreds of homes.

Jessica Pyska recalled how the Red Cross helped her family when their Cobb, California, home was reduced to ash by the Valley fire. "We visited a shelter in Calistoga, and a caseworker in Middletown helped us with financial assistance," she said. Even as we were repopulating Cobb, the Red Cross was there, driving around our neighborhoods, supporting us with food and snacks."

A year later, with her family making plans to rebuild their home, Jessica volunteered to help survivors of the summer 2016 wildfires. "I was absolutely blown away by the Red Cross and the dedication of its volunteers," she said.

### Responding to Home Fires

Every two-and-a-half hours, someone in the U.S. dies due to a home fire. Even when the worst outcome is avoided, affected families often lose homes and belongings. For survivors who may have lost everything, a Red Cross worker is often among the first on the scene—offering them emotional support, help finding a place to stay and assistance to get back on their feet.



Danuta Orłowski/American Red Cross

After record flooding in Deweyville, Texas, Robert, holding his daughter Aubrey, speaks to Red Cross worker Karli Epstein. "Nobody knows how bad it is here in Deweyville," Robert said.

At more than 53,000 home fires in fiscal year 2016, the Red Cross helped people like Jerry and Laurie Salazar. As they stood outside their burning Colorado apartment complex, Laurie quickly realized the Red Cross was there: “They were there with the fire truck, right away.”

A volunteer found a hotel for the Salazars and provided essential supplies, as well as a prepaid card to help meet immediate needs. Soon after settling in their hotel, they heard from a Red Cross caseworker, who provided additional support, including help replacing missing IDs and finding available resources. “We had no idea the Red Cross did all of this for fire victims,” Laurie said. “If it weren’t for the Red Cross, we would have nothing.”

## Caring for Communities in Times of Crisis

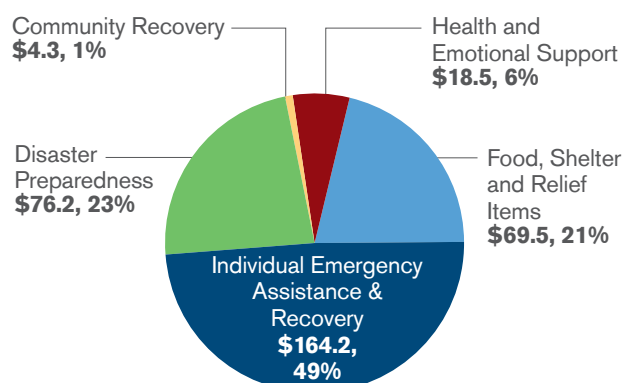
When contaminated water threatened public health in Flint, Michigan, the Red Cross coordinated volunteers and supported the response alongside local government and community partners. We helped supply impacted households with safe drinking water, water filters, testing kits and educational materials. Red Cross specialists also worked closely with local governments to plan ongoing support.

And after the Pulse nightclub massacre in Orlando, the Red Cross was there for people experiencing



Jodi Bocco, a Red Cross volunteer who provides emotional support to people after disasters, visits with Karlasia, 5, in Monroe, Louisiana.

## FY16 Domestic Disaster Services Spending \$332.7 Million (in millions)



unimaginable pain. We worked alongside 37 partner agencies to help with travel and transportation for family members and loved ones, lodging, funeral expenses, counseling, legal aid and much more.

During these and thousands of other tragic events around the country, people turned to the Red Cross for relief, emotional support and hope for recovery. Because of generous donors who invest in Disaster Relief, the Red Cross had the resources—human and material—ready to help when they were needed most.

## Supporting Recovery With a Deep Local Presence

After the immediate trauma of floods, fires and heartbreaking events, the Red Cross—with its deep local knowledge and dedicated volunteers—remained to support survivors as they sought a new normal. Our trained caseworkers stayed in close contact with families affected by disasters to help them recover and rebuild their lives.

Whether it was housing and transportation assistance, assistance repairing homes and replacing lost household items, or identifying available resources from community and government partners, navigating complex paperwork and more, Red Cross workers stood with people facing the myriad challenges of recovery.





## You Brought Hope to People All Over the World

In the wake of worldwide emergencies, we provided lifesaving help through the strength of the global Red Cross network. During fiscal year 2016, countries around the world were impacted by devastating disasters and crises, and the American Red Cross provided emergency responders and resources to support relief efforts. In addition to immediate disaster relief, the American Red Cross and the global Red Cross network continued helping people recover from disasters, as well as supporting public health and disaster preparedness for communities in need.

### Alleviating Suffering in the Face of Emergencies

In April 2016, a 7.8-magnitude earthquake brought massive destruction to the northwest coast of Ecuador, and the American Red Cross helped deliver critical relief to the more than 1.2 million people affected. In the following months, we deployed 98 specialists to support the Canadian Red Cross response to a raging wildfire that struck Fort McMurray, Alberta, and the surrounding areas.

The American Red Cross also provided financial support to Red Cross and Red Crescent societies working on the frontline of the ongoing refugee and migration crisis in Europe and the Middle East. As thousands drowned making risky water crossings to Europe, the global Red Cross network continued to provide urgently needed aid to people forced from their homes by conflict and civil unrest.



Bisnu Maya Rumba stands outside a new seed potato storage building in Jhir Gari, Nepal, funded by the Red Cross. Bisnu and her neighbors contributed labor, while the American Red Cross and Nepal Red Cross supplied materials, money and technical assistance.

### Helping People Overseas

Working with our global Red Cross and Red Crescent partners, the American Red Cross helped millions of people around the world during fiscal year 2016.



#### Disaster Response

Assisted **4.6 million** people affected by crises in **26** countries.



#### Reconnecting Families

We helped reconnect more than **9,900** families separated by conflict or disaster.



#### Disaster Preparedness and Risk Reduction

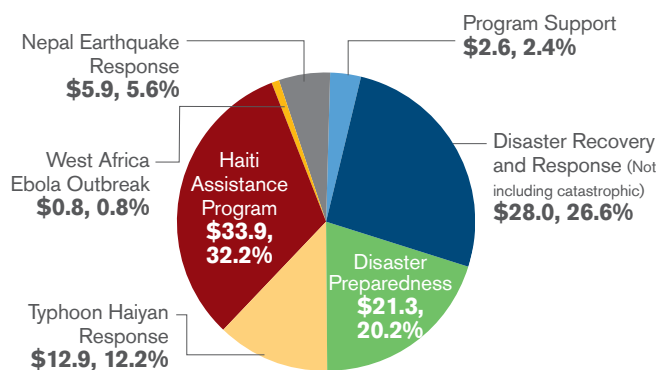
We helped families and communities in **36** countries prepare for potential disasters.

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

American Red Cross recovery efforts continued to make a critical difference for communities affected by disasters, from Haiti to the Philippines to Nepal. During the bitter winter months in Nepal, the American Red Cross and global Red Cross network distributed cash grants to approximately 50,000 families so they could buy shelter materials, warm clothes, blankets, insulation and other supplies.

We also helped build water tanks and taps in Nepal communities that lost steady access to water after the earthquake, providing new infrastructure that keeps residents healthy, restores sources of income and provides families easier access to water. To restore livelihoods, the American Red Cross supported local agricultural projects—such as funding construction of a seed potato storage facility for farmers whose warehouse collapsed during the quake—and provided training for stone masons, carpenters and other community members in earthquake-resistant building techniques.

## FY16 International Disaster Relief Spending \$105.4 Million (in millions)



## You Helped Communities Become Better Prepared

Our volunteers and employees witness the devastation caused by disasters every day and provide people with tools and information to become better prepared and more resilient against future emergencies.

Nearly 144,000 households were made safer through our Home Fire Campaign in fiscal year 2016, as Red Cross volunteers joined local fire departments and community groups to canvass neighborhoods, install smoke alarms and help families make emergency escape plans. (Visit [redcrosshomefireupdate.com](http://redcrosshomefireupdate.com) to learn more.)

We reached nearly 600,000 people with disaster preparedness education, including thousands of children through our Pillowcase Project and

Monster Guard app. The free Emergency App, which combines more than 35 emergency alerts to help keep users safe, joined our suite of disaster apps that have collectively been downloaded more than 4.4 million times since their initial launch.

Internationally, we worked to reduce the risks communities face—such as helping earthquake survivors in Nepal rebuild safer shelter that is more resistant to future disasters, investing in Haiti's hospitals and medical infrastructure, and supporting capacity-building for our sister Red Cross societies. And in every corner of the globe, we helped entire communities learn first aid skills, identify evacuation routes and practice emergency drills so people can take swift action to keep themselves safe when disasters occur.

## You Make Our Lifesaving Work Possible

Our generous 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 flood 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.

*Thank you!*

The American Red Cross is deeply grateful for those companies and organizations that give to our Annual Disaster Giving Program (ADGP) and Disaster Responder Program, as well as our Delivering Hope individual and family foundation supporters. Their pre-investment ensures that we are prepared to respond immediately and compassionately to meet the needs of those affected by disasters.

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

|                           |                                  |  |
|---------------------------|----------------------------------|--|
| American Airlines         | Enterprise Rent-A-Car Foundation | Nationwide Foundation                  |
| Anheuser-Busch Foundation | FedEx                            | State Farm                             |
| Anthem Foundation         | The Home Depot Foundation        | Target                                 |
| Boise Paper               | Humble Bundle                    | UPS                                    |
| Caterpillar Foundation    | LDS Charities                    | VSP <sup>SM</sup> Vision care for life |
| Costco Wholesale          | Lowe's Companies, Inc.           | Walmart and the Walmart Foundation     |
| Delta Air Lines           | Mazda North American Operations  | The Wawa Foundation                    |
| Disney                    | Merck Foundation                 |  |

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

|                                     |                                   |                                 |
|-------------------------------------|-----------------------------------|---------------------------------|
| 3M                                  | Discover                          | Ryder                           |
| Altria Group                        | Edison International              | Southwest Airlines              |
| American Express                    | Farmers Insurance                 | Sprint                          |
| Aon                                 | Ford Motor Company                | Sunoco                          |
| Bank of America                     | Grainger                          | The TJX Companies, Inc.         |
| BNY Mellon                          | John Deere Foundation             | United Airlines                 |
| Capital One                         | Johnson Controls                  | United Technologies Corporation |
| Cisco Foundation                    | Medtronic Foundation              | Visa                            |
| Citi Foundation                     | Meijer                            | Wells Fargo                     |
| ConAgra Foods Foundation            | Mondelēz International Foundation |                                 |
| CSX                                 | National Grid                     |                                 |
| Darden Restaurants, Inc. Foundation | PepsiCo Foundation                |                                 |

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

|                             |  |                                    |
|-----------------------------|--|------------------------------------|
| Alcoa                       | Hewlett-Packard Enterprise Foundation                      | Procter & Gamble Company           |
| Almost Family               | Hi-Rez Studios   | PSEG Foundation                    |
| Astellas USA Foundation     | IBM Corporation  | PuroClean Disaster Recovery        |
| AT&T                        | Ingersoll Rand Foundation                                  | Red Heart Yarns                    |
| AvalonBay Communities, Inc. | IKEA   | Residence Inn by Marriott          |
| AXA                         | Interstate All Battery Center                              | ScriptRelief                       |
| Ball Foundation             | Land O'Lakes, Inc.   | Sealed Air                         |
| CarMax                      | MetLife Foundation   | SERVPRO                            |
| The Clorox Company          | Morgan Stanley   | Southeastern Grocers Home of BI-LO |
| Cox Automotive              | Neiman Marcus Group  | Harveys Winn Dixie                 |
| DTE Energy Foundation       | New Balance Foundation                                     | T O Y O T A                        |
| Duke Energy                 | Northrop Grumman Corporation                               | U.S. Bank                          |
| Entergy Corporation         | Northwestern Mutual and the Northwestern Mutual Foundation | U-Haul International               |
| General Motors Foundation   |  |                                    |

**Delivering Hope Supporters – \$100,000+ Annually\***

|                              |                                     |                                  |
|------------------------------|-------------------------------------|----------------------------------|
| Francis and Liz Blake        | Rosemarie A. and George J. Korphage | Willow Springs Family Foundation |
| The Guerra Family Ranch      | Denise R. Sobel                     |                                  |
| The Jordan Family Foundation | J. T. Tai and Co. Foundation, Inc.  |                                  |

\*As of June 30, 2016



**American  
Red Cross**