



**American  
Red Cross**

## Hurricane Dorian

SIX-MONTH UPDATE | APRIL 2020

### Emergency Response Aids Hurricane-Affected Residents in the Bahamas

Last September, Hurricane Dorian pummeled the Bahamas for more than two days with winds exceeding 180 mph and rising waters—taking at least 74 lives, causing significant damage to housing and infrastructure and leaving nearly 30,000 people homeless on the Abaco Islands and Grand Bahama.

As Dorian approached the islands, the Bahamas Red Cross helped residents prepare, and in the immediate aftermath, Bahamas Red Cross volunteers—many of them also severely affected by the storm—helped run an emergency shelter, distributed relief items and provided emotional support to traumatized survivors.

In the wake of Dorian's destruction, the American Red Cross delivered vital aid—including financial assistance, emergency shelter kits, hygiene items, blankets, kitchen sets, clean up supplies and more—for hurricane survivors.

The global Red Cross network also provided tracing services to help families reconnect with loved ones, and disaster responders deployed to assist the response with specialized expertise in health, logistics, water and sanitation, financial assistance and more. In addition, we have worked with our feeding partner World Central Kitchen to provide over 550,000 meals across the Bahamas since Dorian struck.

### American Red Cross Supports Ongoing Recovery in the Bahamas

Six months after Dorian, Red Cross workers from the Bahamas, the U.S. and around the world are still on the ground providing recovery assistance and emotional support to heartbroken survivors—whether they're still trying to start over and find a "new normal" or taking the next steps in their recovery journey.

Thanks to the remarkable generosity of our donors, as of March 4, 2020, more than 9,600 families in the Bahamas have received support from the Red Cross to help them get back on their feet—including approximately \$14.8 million in financial assistance provided to 3,000 households. Affected residents are using these funds

to address some of their most urgent needs, including finding housing, purchasing essentials like groceries and school supplies for their children, replacing lost tools and equipment needed for their livelihoods, making repairs to damaged homes and replacing lost appliances and furnishings.

Red Cross financial assistance made a vital difference for Abaco resident Flanise and her 8-month-old son. "My son and I have been sleeping on the floor, with nowhere else to go," she said. "We're going to use [the financial assistance] to find a place to stay. Thank you, thank you, thank you."

In addition to financial assistance, the American Red Cross and partner organizations are helping address other needs of disaster-impacted communities. Working with Mercy Corps, we are delivering safe drinking and cooking water to households, schools, health clinics and small businesses on Grand Bahama—reaching over 15,000 people in January 2020 alone. Additionally, we funded the removal of over 13,380 cubic meters of debris through a partnership with CORE Community Organized Relief Effort, which supports homeowners with clean-up of damaged homes. By hiring Bahamas residents to do this work, we also help support the local economy.

We are also using donated funds to help restore livelihoods and economic activity in communities recovering from Hurricane Dorian. For example, we are working with several partners to fund and implement the Restoring Industries and Sustaining Employment (RISE) Initiative, which provides up to \$10,000 in grant funding, management training and free business mentoring to support recovery for small businesses impacted by Hurricane Dorian.

People in the Bahamas are still coping with the traumatic effects of this devastating hurricane, and the Red Cross



Abaco Islands resident and Dorian survivor Flanise, with her 8-month-old son, have been sleeping on the floor since Dorian. She plans to use financial assistance from the Red Cross to find a place to stay. Photo by Katie Wilkes/American Red Cross

is committed to remain by their sides through the months and even years ahead, providing ongoing recovery assistance for families and their communities, as well as sorely needed individual care and emotional support.



Photo by Holly Baker/American Red Cross

## Recovery Grant Helps Small Business Owners Get Back on their Feet

Small business owners Buffie Dorsett, Celila Nortelus and Stephanie Ferguson (pictured, left to right) are

finally getting their shipping business going again after Hurricane Dorian destroyed their office and completely halted their operation for months.

Their business received a RISE grant, through a program with implementing partner Mercy Corps in cooperation with Grand Bahama Port Authority and co-funded by the American Red Cross and Bacardi. The program aims to drive economic recovery and provide businesses with grants, in-depth training and mentoring to help business owners resume full operations.

Ferguson says she spent the money on new computers, wiring for the new office and many necessities needed after Dorian wiped out their entire accounting system and physical office. Upon learning their business was selected for the grant, the co-owners told us they were “filled with relief.”

## Dorian Response in the U.S.: Red Cross Delivers Relief and Recovery Assistance

After its destructive impact on the Bahamas, Hurricane Dorian also posed a major threat to millions of U.S. residents, with the unpredictable storm spurring emergency evacuations from Florida to the Carolinas as it hovered offshore for days before turning north. As the storm's projected path shifted, the American Red Cross mobilized volunteers and supplies for potential impacts and helped shelter evacuees from across the region. And when a second landfall brought damaging tornadoes and severe flooding to communities in North Carolina, our disaster workers were there to provide relief and comfort for impacted residents.

More than 3,100 Red Cross responders from all over the country joined with our partners to support more than 38,300 overnight stays in Red Cross and community shelters and help serve over 189,700 meals and snacks, while also distributing more than 20,800 critical relief items like comfort kits and cleanup

supplies. In addition, our volunteer mental health and health services professionals made more than 12,200 contacts to provide emotional support and individual care for people affected by Hurricane Dorian—including those with special needs and functional disabilities.\*

Six months later, the Red Cross continues to help U.S. residents who suffered from Dorian's onslaught, especially in coastal areas of the Carolinas that saw the worst storm damage. Red Cross workers have helped individuals and families plan their next steps and identify available recovery resources in their communities. We have also provided financial assistance to help survivors pick up the pieces and begin to rebuild their lives. As of March 4, 2020, the Red Cross has provided approximately \$700,000 in financial assistance for households in the U.S. that experienced significant impacts from Hurricane Dorian.



Red Cross nurse Jana Cearlock and volunteer Aaron Arrants, an emergency medical technician, check on Rich Walkowski, a resident in the Red Cross evacuation shelter in Jacksonville, Florida. Photo by Daniel Cima/American Red Cross

\*Cumulative figures as of March 4, 2020.

## 'Thank you from the bottom of our hearts'

Margarita Gonzalez and her family, who live in the small unincorporated village of Ocracoke on Ocracoke Island, N.C., thought they had escaped the worst after Hurricane Dorian made its second landfall at nearby Cape Hatteras. Then they saw water pouring in through the vents along the floorboards. Floodwaters were rising and engulfing their home.

Margarita's husband used a kayak to ferry her and the couple's two daughters and two grandchildren—along with the family cat—to safety. In the weeks that followed, the Gonzalez family and the Ocracoke community did their best to manage without electricity while mucking out their flood-damaged homes, removing drywall and carpet to prevent mold and salvaging whatever they could.

While the family had some insurance to help, it provided only a portion of what was needed. What's more, with a tourism-driven economy on the island, local businesses and livelihoods, especially those of service industry workers, have been heavily impacted. Red Cross financial assistance is making a crucial difference for many residents.



Red Cross worker Kelly Ferrell talks with Ocracoke, N.C., resident Margarita Gonzalez about her family's experience during Hurricane Dorian. Photo by Cally Edwards/American Red Cross

Margarita and her family are grateful for the \$2,500 in Red Cross financial assistance they received. "Thank you from the bottom of our hearts. Many people don't know this island and the people who live here, just knowing that people care," she said. "I want to say thank you to every single person who has supported this community."

## Generous Donors Power Relief and Recovery

Thanks to our compassionate supporters, the Red Cross has raised \$51.2 million, including the value of critical donated goods and services, to help people impacted by Hurricane Dorian, both in the Bahamas and in the U.S. As of March 4, 2020, the Red Cross had already spent approximately \$30.8 million on emergency relief and recovery efforts for people affected by Hurricane Dorian. We will continue to program the remaining funds by providing and supporting services for both individual and community long-term recovery in the impacted communities.



American Red Cross worker Emmanuel helps Bahamas resident Arlene Cornish through the financial assistance process. Photo by Katie Wilkes/American Red Cross

**Hurricane Dorian Bahamas Expenses and Commitments (in millions)<sup>1</sup>**

As of March 4, 2020

Expense Categories	Food, Shelter and Relief Items	Financial Assistance	Community Recovery	Total	Expense %
Grants to help meet unmet needs	\$2.3	\$14.8	\$1.6	\$18.7	85%
Deployment of American Red Cross volunteers and staff (includes airfare, lodging, meals and vehicles)	\$0.1	\$0.3	\$0.3	\$0.7	3%
Full-time American Red Cross employees	\$0.1	—	\$0.2	\$0.3	1%
Temporary American Red Cross disaster hires and reservists	—	—	\$0.2	\$0.2	1%
Total Program Expenses	\$2.5	\$15.1	\$2.3	\$19.9	90%
Management, general and fundraising <sup>2</sup>				\$2.2	10%
<b>Total Expenses</b>				<b>\$22.1</b>	<b>100%</b>

**Hurricane Dorian (U.S.) Expenses and Commitments (in millions)**

As of March 4, 2020

Expense Categories	Food, Shelter and Relief Items	Health and Emotional Support	Financial Assistance	Total	Expense %
Deployment of volunteers and staff (includes airfare, lodging, meals and vehicles)	\$2.5	\$0.2	—	\$2.7	31%
Financial assistance, food and other relief items	\$1.1	—	\$0.7	\$1.8	21%
Freight, postage and warehousing	\$2.1	—	—	\$2.1	24%
Full-time Red Cross employees	\$0.5	—	\$0.1	\$0.6	7%
IT, communications and call centers	\$0.2	—	—	\$0.2	3%
Equipment, maintenance and fueling of Red Cross emergency vehicles and rented trucks	\$0.2	—	—	\$0.2	2%
Temporary disaster hires	\$0.1	—	—	\$0.1	1%
Kitchen, shelter and other logistics that enable service delivery	\$0.1	—	—	\$0.1	1%
Total Program Expenses	\$6.8	\$0.2	\$0.8	\$7.8	90%
Management, general and fundraising				\$0.9	10%
<b>Total Expenses</b>				<b>\$8.7</b>	<b>100%</b>

<sup>1</sup>Dollar figures in all tables are rounded to the nearest \$100,000; therefore, expenses \$49,999 and below are represented as zero.

<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 20,000 employees and approximately 300,000 volunteers, fundraising and communications functions, and other support services across all program lines. 90 cents of every dollar received for Hurricane Dorian will be spent on our services to people affected by Hurricane Dorian.

**Hurricane Dorian (total in millions)**

As of March 4, 2020

Expense Categories	Total
Total Program Expenses	\$27.7
Management, general and fundraising	\$3.1
<b>Total Expenses</b>	<b>\$30.8</b>
Program Dollars Remaining	\$18.4
Management, general and fundraising remaining to be applied	\$2.0
<b>Total Raised</b>	<b>\$51.2</b>



*Thank you!*

The American Red Cross must be prepared to respond quickly when disasters occur. From home fires that affect a single family to hurricanes that impact millions, those in need turn to the Red Cross in their darkest hours because they know they can depend on us with vital relief when it's needed most. Your donation helps us fulfill this trust.

Red Cross worker Liss Biblo speaks with a Dorian survivor in the Abaco Islands, Bahamas. Photo by Brad Zerivitz/American Red Cross