



Hurricane Florence

Six-Month Update | April 2019



Red Cross Workers Deliver Vital Aid in Florence's Wake

In September 2018, Hurricane Florence devastated communities across the Carolinas and parts of Virginia with battering winds, a powerful storm surge and torrential rains. Over the course of five days, the slow-moving storm smashed rainfall records in two states, dumping an estimated 10 trillion gallons of water on the Carolinas. Entire neighborhoods were left underwater as rivers continued to rise for days after the storm passed, and thousands of homes were damaged or destroyed. Tragically, 53 people lost their lives.

As survivors struggled to cope with this heartbreaking disaster, more than 7,200 Red Cross disaster workers joined community, nonprofit and government partners to deliver immediate aid. They helped shelter and feed families who fled their homes ahead of the storm and its rising floodwaters, provided vital relief supplies, and offered emotional and spiritual support to people facing staggering losses.

And when weary residents could finally return to flood-ravaged neighborhoods to muck out their homes and

salvage what they could, our volunteers were there, visiting stricken communities in emergency response vehicles. They provided hot meals, snacks, water, cleanup supplies like shovels, gloves and buckets, and a reassuring presence that offered hope amidst the destruction.

In addition to relief supplies and comfort, the Red Cross also provided financial assistance to hurricane survivors in the weeks after Florence's landfall. Thanks to support from generous donors, we could provide immediate financial assistance of \$600 each to thousands of severely impacted individuals and families, helping them meet their most urgent needs in the storm's aftermath. This immediate assistance helped families with basics like groceries, gas, clothing, or help with rent and other bills.

We're also providing longer-term recovery financial assistance to thousands of the most severely affected households.

Response at a Glance

Thousands of American Red Cross workers helped mount a massive response to help tens of thousands of people impacted by Hurricane Florence.



More than **1.6 million** meals and snacks served with partners



More than **337,500** relief items distributed



More than **129,700** overnight shelter stays provided with partners



More than **52,800** health and mental health contacts made



More than **3,600** severely affected households provided with recovery financial assistance

—Cumulative figures in N.C., S.C. and Va. as of March 14, 2019

Six Months Later, Red Cross Support Continues for Florence Survivors

In the days and weeks following Hurricane Florence's landfall, the Red Cross provided shelter, relief and comfort for tens of thousands of people. Six months later, we continue to help affected individuals and families pick up the pieces of their lives. As Florence survivors begin to get back on their feet, the Red Cross has been working to get additional longer-term recovery financial assistance into the hands of people across the Carolinas whose homes were most affected.

Recovery from a hurricane of this massive scope will take time and the collective effort of many organizations. The Red Cross has joined with a large team of partners—including government and nonprofit partners as well as businesses and faith-based organizations—to help residents move through the recovery process and access the critical services and resources they need to get back on their feet.

Reaching out directly to impacted households using a combination of Red Cross damage assessment information and FEMA inspection data, we have already provided recovery assistance of \$2,500 each to more than 3,600 of the most severely impacted households.

As families and communities continue to recover and rebuild, we are identifying and tailoring our support and assistance to meet their needs, and our role may vary from neighborhood to neighborhood. This work is taking place in coordination with government and community stakeholders to help ensure that Florence survivors are getting the support they need.

Twice-Displaced Family Finds New Home with Help from Red Cross

Victoria Hayes and her family, who live in Lumberton, North Carolina, are no strangers to hurricanes. The roof of their home collapsed under the weight of rainfall during Hurricane Matthew in 2016, and again during the torrential rains of Hurricane Florence in 2018.

"We'd spent a year in temporary housing, and we had just gotten back into our home when Florence hit," Victoria said.

The Red Cross helped Victoria, her fiancé and four children weather each storm. Most recently during Florence, the Red Cross provided the family with over \$3,000 in financial assistance to help with immediate and longer-term needs as they searched for a new place to call home.

"The money y'all gave us paid a couple month's rent [on our new home], and helped us repair our car," Victoria said. "What you did really helped."



The Hayes family, of Lumberton, N.C., received support from the Red Cross after Hurricanes Matthew and Florence. Photo courtesy Victoria Hayes

Red Cross Supports the Burke Family's Recovery Journey

Donald Burke's Eastern North Carolina home is sandwiched between two rivers—but he had never experienced flooding until Hurricane Florence made landfall. Rising flood waters forced Donald to think quickly. He released his horses and the neighbor's pig from their corrals, and got his family to higher ground.

As rains continued to drench their hometown of Kelly, Donald, his wife, their two grandchildren and two dogs began their evacuation journey. They climbed aboard a rescue boat, which led them to a high-water vehicle that then took them to a bus, finally ending the odyssey at a Red Cross shelter.

"I am so thankful that we were okay," Donald said. "[The Red Cross] did a tremendous job. Y'all had cots, blankets

and supplies for us. I can't tell you what a good hot meal does."

In addition to shelter, emergency supplies and immediate financial assistance, the Red Cross has provided the Burke family, along with thousands of other severely affected families across the Carolinas, with \$2,500 in recovery assistance.

Those funds have helped Donald purchase items to repair his home, such as flooring, sheetrock, roofing materials and kitchen cabinets. More than six months after the storm, the family continues to live out of one room as they rebuild their home, little by little.

"I was so surprised at the amount of money," Donald said. "It has helped tremendously. Thank you."

Compassionate Supporters Fund Florence Relief and Recovery

Thanks to an outpouring of support from compassionate donors, the Red Cross has raised \$69.3 million, including the value of critical donated goods and services, to help people impacted by Hurricane Florence. As of March 14, 2019, the Red Cross has already programmed approximately \$47 million on relief and recovery efforts for people affected by Hurricane Florence. We will continue to provide and support services for both individual and community long-term recovery in the impacted communities.



Forced to evacuate by rising floodwaters, Phu Ho Hoang texts his family from the Red Cross-managed shelter in Dillon, S.C. Photo by Michael G. Seamans/American Red Cross

Hurricane Florence Expenses and Commitments (in millions)¹

as of March 14, 2019 (\$69.3 million 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	\$8.4	\$0.1	\$4.5	\$9.1	\$22.1	47%
Deployment and maintenance of volunteers and staff (includes airfare, lodging, meals and vehicles)	\$9.6	\$0.9	\$0.2	—	\$10.7	23%
Freight, postage and warehousing	\$3.0	—	—	—	\$3.0	6%
Full-time Red Cross employees	\$1.7	\$0.1	\$0.3	\$0.2	\$2.3	5%
Kitchen, shelter and other logistics that enable service delivery	\$2.2	—	—	—	\$2.2	5%
IT, communications and call centers	\$0.5	—	\$0.9	—	\$1.4	3%
Equipment, maintenance and fueling of Red Cross emergency vehicles and rented trucks	\$0.7	—	—	—	\$0.7	1%
Temporary disaster hires	\$0.3	—	\$0.1	—	\$0.4	1%
Long-term recovery grants to help meet unmet needs	—	—	—	—	—	0%
Financial institution vendor services	—	—	—	—	—	0%
Total Program Expenses	\$26.4	\$1.1	\$6.0	\$9.3	\$42.8	91%
Management, general and fundraising ²					\$4.2	9%
Total Expenses					\$47.0	100%
Program dollars remaining to be spent					\$20.3	
Management, general and fundraising remaining to be applied					\$2.0	
Total Budget					\$69.3	

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

² 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 Florence will be spent on our services to help people affected by Hurricane Florence.

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.