



**American  
Red Cross**

## Hurricane Harvey

One-Month Update | October 2017

### Massive Red Cross Response Continues in Wake of Unprecedented Flooding

On August 25, Hurricane Harvey made landfall near Rockport, Texas, packing devastating winds, a powerful storm surge and torrential rains. That was just the beginning for millions of people in Texas and Louisiana, as the deadly storm lingered for days, inundating communities including Houston—the nation’s fourth-largest city—with relentless rainfall that caused catastrophic flooding.

Even before Harvey made landfall, the American Red Cross was preparing to launch a massive response. We mobilized thousands of trained disaster volunteers, trailers of supplies to support 10 mobile kitchens, each able to produce 10,000 meals a day, and more than 200 emergency response vehicles—over half of our fleet.

Since Harvey struck, thousands of compassionate volunteers and employees have worked day and night to support a huge sheltering operation for tens of thousands forced from their homes, as well as providing food, relief supplies, health services and emotional support to

individuals and families coping with heartbreaking losses. Due to unprecedented flooding and washed-out roads, some Red Cross volunteers even hitched a ride in the back of a Houston City dump truck in order to reach a Red Cross shelter.

This help made all the difference for families like Rene, Luisa and their three small children, who fled their home for a shelter in Victoria, Texas, as the dangerous storm approached. “I was glad we had somewhere we could go,” Rene said. “The kids are safe.”

When survivors returned to their homes, they faced unimaginable destruction. Entire homes were torn to pieces or waterlogged and coated with mud. Vehicles, appliances and furniture were damaged, and ruined belongings stacked in piles on the street. While residents labored to salvage what they could, Red Cross workers visited flood-ravaged neighborhoods to provide food, water and essential relief and cleanup supplies.

---

“When I visited with Hurricane Harvey survivors in Texas, I was heartened to see so many skilled and compassionate Red Crossers doing everything in their power to care for people facing such great need. I’m proud of the work we’re doing to help individuals and families impacted by this catastrophic storm—and our efforts are far from over. I am profoundly grateful to the dedicated volunteers, donors and community partners who empower our vital mission.”

Gail McGovern, President and CEO, American Red Cross

Recovery from a disaster of this magnitude will take months and even years. Many people are still unable to return home, and thousands more are just beginning the long process of putting their lives back together. But thanks to the generosity of our donors, as of September 25, the Red Cross had already authorized the payment of nearly \$128 million in immediate financial assistance that will go directly into the hands of nearly 320,000 households who need help.

Massive disasters like Harvey create greater needs than any one organization can meet alone. In the weeks and months ahead, the Red Cross will work closely with the entire response community—government agencies, other non-profit groups, faith-based organizations, area businesses and others—to coordinate emergency relief efforts and get more help to people in need as they face the daunting challenges of recovery.

### Newlywed Volunteers Make Helping Others a Part of Their Honeymoon

Newlyweds Elizabeth and Lawrence Hart, of Austin, Texas, volunteered with the Red Cross to help people impacted by Hurricane Harvey—despite the fact that they had been married only a week. After a brief orientation training and background checks, the couple went to work helping approximately 270 displaced Gulf Coast residents residing in the shelter at New Braunfels, Texas.

“I guess this is part of our honeymoon,” said Lawrence.

Elizabeth is a medical technician, so she assisted Red Cross Disaster Health Team members as they checked vital signs of shelter residents. Lawrence helped out with a variety of jobs, ranging from listening to and comforting shelter residents who wanted to share their stories to helping with cleaning chores.

Selfless volunteers like Elizabeth and Lawrence make our work possible. They joined thousands of Red Cross volunteers—comprising 94 percent of our disaster workforce—who came from across Texas and all over the U.S. to help people coping with Harvey’s devastation.



### Response at a Glance

Thousands of **Red Cross workers** and our partners have mounted a massive response to help hundreds of thousands of people devastated by Hurricane Harvey.



More than **1 million** relief items distributed



More than **3.1 million** meals and snacks served



More than **413,000** overnight shelter stays



More than **98,000** health and mental health contacts made



Immediate financial assistance to nearly **320,000** severely affected households

Cumulative figures as of September 25, 2017

## Hurricane Harvey Relief and Recovery: Estimated Budget

Generous Red Cross donors are supporting ongoing relief and recovery for people affected by Hurricane Harvey.

Hurricane Harvey Estimated Budget* (in millions) as of September 25, 2017 (\$350.0 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	\$23.3	\$0.2	\$160.0	\$2.0	\$185.5	53.0%
Long-term recovery programs to help unmet needs				\$106.5	\$106.5	30.4%
Deployment and maintenance of volunteers and staff (includes airfare, lodging, meals and vehicles)	\$11.4	\$2.2	\$0.2		\$13.8	3.9%
IT, communications and call centers	\$0.3		\$3.1		\$3.4	1.0%
Kitchen, shelter and other logistics that enable service delivery	\$3.1				\$3.1	0.9%
Freight and warehousing	\$2.0				\$2.0	0.6%
Temporary disaster specialists	\$0.6		\$1.1		\$1.7	0.5%
Equipment, maintenance and fueling of Red Cross emergency vehicles and rented trucks	\$1.1				\$1.1	0.3%
Full-time Red Cross employees	\$0.5	\$0.1	\$0.2		\$0.8	0.2%
Financial institution vendor services			\$0.6		\$0.6	0.2%
<b>Total Program Expenses</b>	<b>\$42.3</b>	<b>\$2.5</b>	<b>\$165.2</b>	<b>\$108.5</b>	<b>\$318.5</b>	<b>91.0%</b>
Management, general and fundraising**					\$31.5	9.0%
<b>Total Estimated Cost</b>					<b>\$350.0</b>	<b>100%</b>

\*Figures are budget estimates and could change as needs change.

\*\*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 nearly 314,000 volunteers, fundraising and communications functions, and other support services across all program lines. 91 cents of every dollar received for Hurricane Harvey will be spent on our services to people affected by Hurricane Harvey.

*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 for vital relief when it's needed most. Your donation helps us fulfill this trust.