

Disaster Update: Fiscal Year 2020

(JULY 1, 2019—JUNE 30, 2020)

Help When It's Needed Most



**American
Red Cross**

In a Challenging Year, Generous Donors Sustained Our Mission

A Message from the Senior Vice Presidents, American Red Cross Disaster Services and International Services

Here at home and around the world, dedicated American Red Cross volunteers and employees work tirelessly to help people in need, providing relief, comfort and hope following disasters big and small. And while we faced extraordinary challenges during fiscal year 2020 (July 1, 2019–June 30, 2020)—including the outbreak of a deadly pandemic—countless communities in crisis were once again sustained through our donors’ compassionate commitment to the Red Cross.

In the U.S., Hurricane Dorian and massive wildfires threatened multiple states—prompting the Red Cross to mobilize resources and support for thousands of evacuees. Frightening earthquakes rattled Puerto Rico, while severe weather impacted much of the South during the deadliest tornado season in years. And throughout the year, tens of thousands of home fires caused heartbreaking losses for families. Following these and many other disasters, Red Cross workers provided swift assistance and ongoing recovery support.

Beyond our borders, the islands of the northern Bahamas bore the brunt of Hurricane Dorian’s destruction, leaving thousands without homes and livelihoods. Massive bush fires in Australia consumed millions of acres, while thousands of migrant families who fled Rakhine state, Myanmar, to seek safety in Bangladesh faced hardships in crowded camps. In response to these and many other crises, the American Red Cross joined our partners in the global Red Cross and Red Crescent network to deliver vital aid.

Just as importantly, the American Red Cross helped people become better prepared for emergencies before they happen through our Home Fire Campaign, disaster preparedness education programs and mobile apps, as well as working to expand the response capacity of our fellow Red Cross and Red Crescent societies and implementing disaster risk-reduction initiatives around the world.

This vital work was complicated and transformed by the biggest challenge to emerge in fiscal year 2020—the COVID-19 pandemic. In the U.S., we made critical investments and changed the ways we deliver our services to protect the health and safety of disaster survivors as well as our volunteers and employees. Overseas, Red Cross and Red Crescent volunteers worked to help their communities cope with this coronavirus, and the American Red Cross also contributed to those efforts, providing financial support and deploying (both virtually and physically) specialists in mental health, communications and data management.

We are deeply grateful to the generous donors who power our humanitarian mission. With your help, tens of thousands of employees and volunteers have the training, supplies and technological infrastructure to deliver swift relief in the aftermath of disasters of all kinds—and remain on hand to help people get back on their feet and become more resilient against future crises. Thank you.



Trevor Rigger
Disaster Services



Koby Langley
International Services



Volunteer Denisha holds baby Gaberl, 5 months old, at a Red Cross shelter in Nashville, Tennessee, following a tornado outbreak. Photo by Scott Dalton/American Red Cross (Taken prior to the COVID-19 pandemic.)

Aiding Disaster Survivors Across the U.S.

In fiscal year 2020, generous donors and tireless volunteers helped the Red Cross bring relief to individuals and families in need across the country. This critical aid made a real difference for people like Lynne Fredricks, who evacuated to a shelter staffed by the Red Cross and partners during the Kincade Fire in California. “Their kindness and generosity make it easier for me and other people who are [here],” said Lynne. “I am in awe, and I mean that seriously, of how [the Red Cross has] been able to put all this together and make it work.”



Following the destructive 2020 tornadoes in Tennessee, Kristian snuggles her son, Mason (age 11 months), while she waits for a hot meal from the Red Cross response vehicle. Photo by Scott Dalton/American Red Cross. (Taken prior to the COVID-19 pandemic.)

Lynne was among tens of thousands of people who relied on the Red Cross for emergency relief during disasters like the summer-fall 2019 wildfires in California, Hurricane Dorian’s march up the East Coast and a swarm of earthquakes that rocked Puerto Rico. In spring 2020, families also turned to the Red Cross when severe storms ravaged homes across several states in the U.S. as we responded to the deadliest tornado season in nearly a decade.

And just as disasters don’t discriminate in terms of whose lives they destroy, the Red Cross doesn’t discriminate in whose lives we help rebuild. The Red Cross is a safe and secure place for everyone in need after a disaster.

COVID-19: Safely Helping People Affected by Disasters

As the coronavirus pandemic took hold in the U.S. in early spring 2020, the Red Cross invested in resources like personal protective equipment, thermometers, cleaning supplies and more to ensure the safety of our workers and people affected

by disasters. We also adapted our services to ensure that we could safely aid impacted communities, including:

- Prioritizing individual hotel rooms over emergency shelters when possible to allow for social distancing.
- Providing some services like recovery planning support virtually to limit in-person contact.
- Distributing meals and relief items like cleanup kits at pick-up sites, where people stay in their cars to avoid standing in crowds.
- Providing free fire safety resources online while Home Fire Campaign visits are postponed.

The Red Cross has also supported local partners to address urgent COVID-19 needs in communities—to the extent that resources have allowed—including supporting quarantine shelters, distributing food to vulnerable residents and supporting health and mental health outreach services.

Disaster Response Highlights



Over **900,100** meals and snacks served with partners.



Over **488,500** relief items distributed.



Over **207,200** overnight shelter and hotel stays provided with partners.



Over **99,200** individual care contacts made to support health, mental health, spiritual care and disability needs.

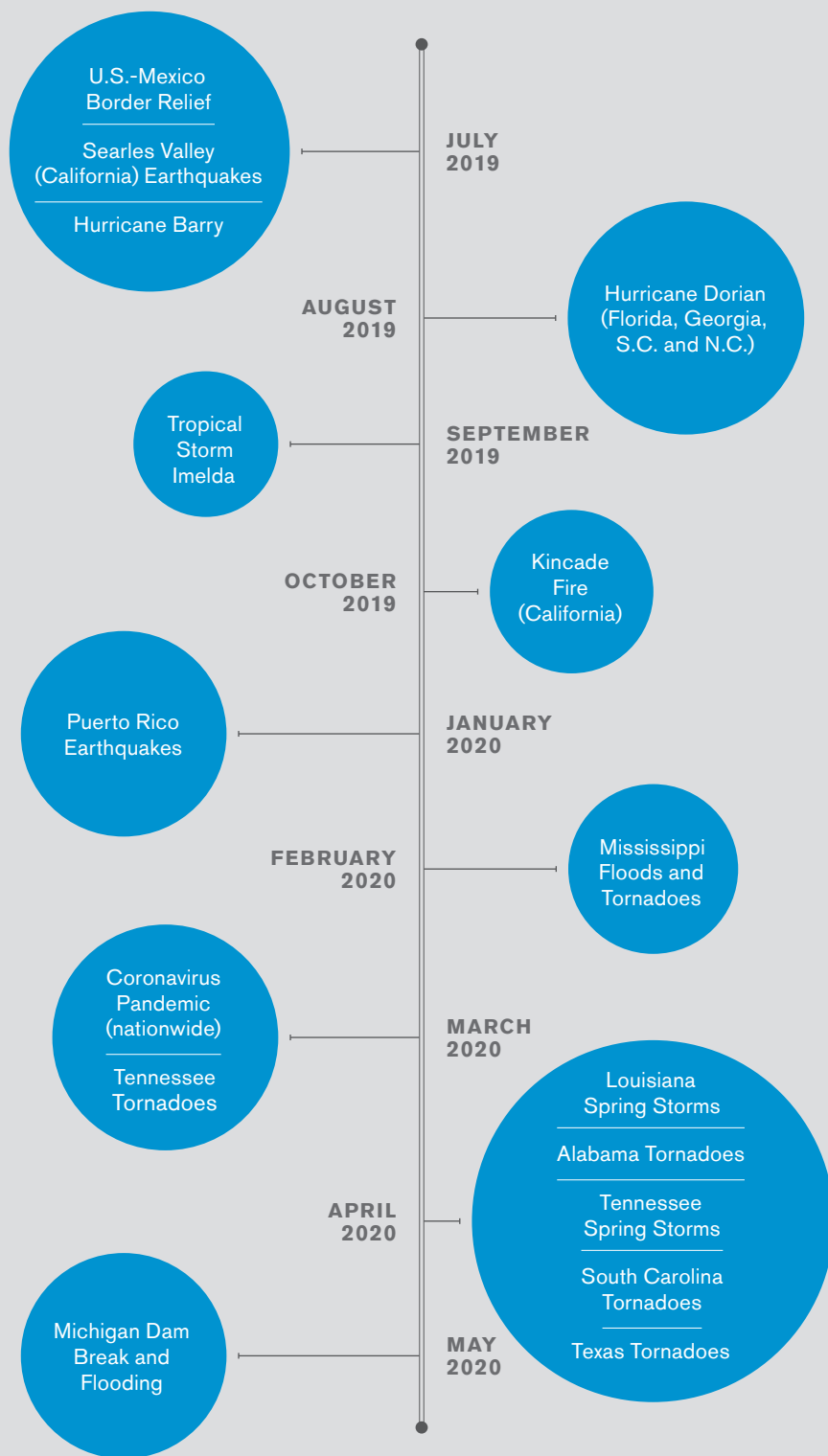


Over **23,800** households provided with recovery assistance.

Major U.S. Disaster Responses in Fiscal Year 2020*

During our last fiscal year, the Red Cross launched 19 major U.S. disaster response operations to provide relief and recovery support for people facing their darkest hours (including response operations for Hurricane Dorian in four U.S. states).

*Disaster response operations Level 4 or higher with costs of \$250,000+.



Red Cross volunteers Carisa Hettich and Kelly Broomall assess wildfire damage to a home in Windsor, California. Photo by Virginia Becker/American Red Cross (Taken prior to the COVID-19 pandemic.)



Red Cross volunteers deliver supplies to Puerto Rico residents during the January 2020 earthquakes. Afraid to be indoors due to ongoing aftershocks, many families stayed in tent camps for weeks. Photo by Scott Dalton/American Red Cross (Taken prior to the COVID-19 pandemic.)



Sandra White of the Red Cross brings a meal to tornado survivor Briana Shanklin in Monroe, Louisiana. The Red Cross provided emergency shelter in hotels to keep people safer during the COVID-19 pandemic. Emily Cox/American Red Cross

Responding to Home Fires and Other Everyday Emergencies

Large-scale disasters made up only part of our disaster responses. Along with major crises from coast-to-coast, we continued to address smaller natural disasters and man-made emergencies. This included the nation's most prevalent disaster, home fires, with nearly 56,000 responses to these everyday emergencies in fiscal year 2020.

Often among the first on the scene, our trained workers met with affected families—sharing hugs and small comforts like warm blankets and coffee—and helped them to begin making recovery plans. The Red Cross also provided survivors with financial assistance for immediate needs and essentials like clothing, food and hygiene items that are often consumed by the flames.

In the first five months of this coronavirus outbreak, the Red Cross still responded to more than 20,000 home fires. To protect everyone's safety with social distancing, Red Cross volunteers have worked with local fire departments to connect with families by phone or video calls to help at a safe distance, offering a sympathetic ear and providing avail-

able support, such as hotel stays and emergency financial assistance.

More Lives Saved Through Home Fire Campaign

Each day in the U.S., seven people die and 36 more suffer injuries due to home fires, most in homes that lack working smoke alarms. That's why the Red Cross installs free smoke alarms and educates families about fire safety with community partners through the Home Fire Campaign.

While our *Sound the Alarm* smoke alarm installation events paused beginning in March 2020 due to the coronavirus pandemic, Red Cross efforts prior to that time continue to save lives—at least 796 since the campaign launched in October 2014.

These survivors include Ross and Betty Golly, of Oshkosh, Wisconsin. The couple, who are both deaf, escaped danger from a cooking fire that erupted at their home, thanks in part to alarms that had been installed that very afternoon by the Red Cross. Alerted by a bed shaker alarm and connected alert



In Memphis, Tennessee, a resident displaced by a fire shares his story with volunteer Lana Wallace. Photo by Bob Wallace /American Red Cross (Taken prior to the COVID-19 pandemic.)

lights, Ross was able to extinguish the fire before it spread further.

"I felt scared" to have the alarms go off, Ross signed as he told his story to Red Cross volunteers. Still, he said the Red Cross-installed bed-shaker and other alarms make him feel "more comfortable. It helps a lot," he added.

Home Fire Campaign Highlights

Figures cover October 2014–October 2020



At least **796**
lives saved.



Over **2.1 million**
free smoke alarms installed.

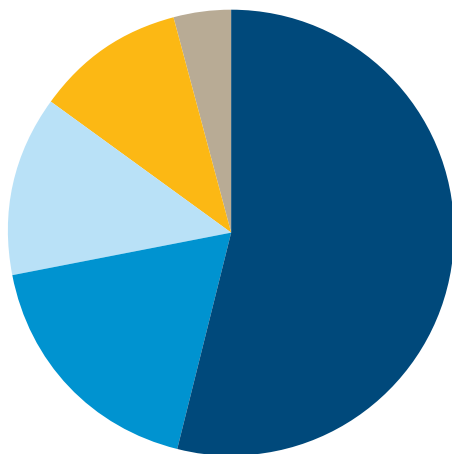


Over **1.6 million**
children reached through home
fire preparedness programs.



Over **893,000**
households made safer.

Fiscal Year 2020 U.S. Disaster Relief Spending* \$427.6 million



- Individual Emergency Assistance and Recovery—54%
- Food, Shelter and Relief Items—18%
- Community Recovery—13%
- Disaster Preparedness—11%
- Health and Emotional Support—4%

*The American Red Cross is proud that an average of 90 cents of every dollar we spend is invested in delivering care and comfort to those in need.



Red Cross worker Waymond Hackney comforts shelter resident Beverly Coates in Baton Rouge, Louisiana, following Hurricane Barry. Photo by Daniel Cima/American Red Cross (Taken prior to the COVID-19 pandemic.)

Food, Shelter and Relief Items

After a disaster, the Red Cross works with community partners to provide hot meals, snacks and water, both at shelters and from Red Cross emergency response vehicles in affected neighborhoods. We also provide relief items like comfort kits containing personal hygiene items, as well as supplies like tarps, rakes, shovels, bleach and trash bags to help people clean up disaster-caused damage to homes and property.

Individual Emergency Assistance and Recovery

Red Cross caseworkers help people affected by disasters create recovery plans and identify available resources from other organizations. Depending on the circumstances, we also provide financial assistance to help them with disaster-caused needs. Our caseworkers provide a calm, compassionate presence and consistent care, often staying in touch with disaster survivors for months to make sure their needs are addressed.

Community Recovery

Following some disasters—such as hurricanes and wildfires—that affect entire communities, the Red Cross works with a large team of partners to help impacted residents identify and access critical recovery services. When resources allow, we may fund strategic grants to partners with specialized expertise in areas like financial counseling, health and mental health care, and home repair and reconstruction, focusing on the needs of the hardest-hit and most vulnerable communities.

Disaster Preparedness

Before disasters strike, the Red Cross works diligently to provide knowledge and resources that make communities ready for and more resilient in the face of emergencies of all kinds. From free mobile apps that put lifesaving tools and information in people's pockets, to our Home Fire Campaign, disaster education presentations and youth preparedness programs like the Pillowcase Project and the Monster Guard App, the Red Cross works year-round to help children and families become better prepared and more resilient against crises.

Health and Emotional Support

Trained Red Cross health, mental health and spiritual care volunteers provide emotional support and basic health services, including hands-on care, health education, help with replacing prescription medications, durable medical equipment or eyeglasses, and assisting individuals with their new reality post-disaster. In addition, specially trained volunteers offer support for people with disabilities and those with access and functional needs—a community that is often disproportionately affected by disasters.

Delivering Hope Around the World

The American Red Cross empowers communities, delivers lifesaving disaster relief and risk reduction, and helps vaccinate children against measles and rubella worldwide.

Preparing Communities Before Disasters Strike

“There was fear, but now there isn’t because we know what to do if another disaster were to hit,” said Guadalupe Quintonar Peralta, of Oaxaca, Mexico. Guadalupe was in a state of shock after a devastating earthquake hit her community in 2017. Today, Guadalupe takes control of her future by volunteering in a Red Cross-supported disaster response team, learning vital skills like first aid and teaching neighbors how to build an emergency kit and create an emergency escape plan for their families.

Through a series of resiliency programs made possible by financial support from the American Red Cross and our generous donors, people living in disaster-prone communities in Mexico are learning skills that prepare them for future disasters. From providing hygiene and sanitation education



Students at South Khali Girls School in rural Bangladesh have learned lifesaving skills—like basic first aid and cyclone preparedness—from the Red Cross and Red Crescent. Photo by Brad Zerivitz/American Red Cross (Taken prior to the COVID-19 pandemic.)

to offering trainings on how to administer first aid, the Red Cross is actively involved in helping to build stronger, more resilient communities across the country.

Investments in disaster preparedness pay off in terms of lives saved and the cost of recovery. In countries around the globe—from

Nepal and Myanmar to El Salvador and Colombia—the American Red Cross helps communities mitigate the impact of disasters.

Working alongside local Red Cross and Red Crescent teams, the American Red Cross empowers families to act as first responders when crises strike.

International Services Highlights



More than **1.8 million** households visited to encourage measles and rubella vaccination.



29 countries supported by disaster response efforts internationally.



57 disaster responders deployed to international crises.



More than **6,900** families reconnected through Restoring Family Links services.



More than **145,000** people reached internationally with disaster preparedness activities.



Guadalupe Quintonar Peralta (right), a mother and grandmother who lives in Oaxaca, Mexico, still recalls the fear she experienced during a 2017 earthquake. She now volunteers with a Red Cross-supported disaster response team in her community. Photo by Brad Zerivitz/American Red Cross (Taken prior to the COVID-19 pandemic.)



Red Cross worker Emmanuel helps Bahamas resident Oscar understand how to use his cash card to help with recovery needs in the aftermath of Hurricane Dorian. Photo by Katie Wilkes/American Red Cross (Taken prior to the COVID-19 pandemic.)

Aiding the Bahamas after Hurricane Dorian

In September 2019, Hurricane Dorian battered the northern Bahamas for three days as the most powerful and destructive disaster on record in the country. A category 5 storm, Dorian claimed lives, destroyed homes and displaced thousands of people from the affected areas.

The Bahamas Red Cross helped families weather the storm, and 48 American Red Cross disaster responders deployed to ensure people received food, water, shelter materials, rental assistance and other lifesaving aid. Our teams put cash into the hands of more than 3,000 families so they could choose how to best meet their needs.

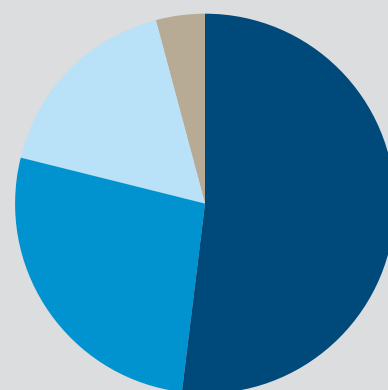
“You are Red Cross angels,” said Sheikadena Sawyer, who received financial assistance from the American Red Cross. “This is for my kids, they went back to school yesterday and now I can afford to get them their uniforms, workbooks and new clothes. All I can say is thank you.”

COVID-19: Pandemics Demand a Global Response

Just as the American Red Cross fights COVID-19 in the U.S., our teams also battle the virus around the world. In fiscal year 2020, the American Red Cross deployed a number of disaster responders in a remote capacity and contributed more than \$4.3 million to the global fight against the coronavirus. The funds were used for health and hygiene promotion, case detection, surveillance and contact tracing, among other activities.

Today, we are providing ongoing financial support for preparedness, readiness and response efforts globally, including shelter, livelihoods, health, water and sanitation, and ensuring our programs are able to reach vulnerable people equitably and effectively.

Fiscal Year 2020 International Disaster Relief Spending \$82.1 million



- Responding to Disasters—52%
- Recovery—27%
- Building Safer Communities—17%
- Eliminating Measles and Preventing Other Diseases—4%

Thanking Our Generous Supporters

The American Red Cross is deeply grateful to the companies, foundations, individuals, families and organizations who make annual contributions supporting our disaster work. These generous donors enable us to respond immediately and compassionately to meet the needs of those affected by disasters, and help communities become better prepared and more resilient ahead of the next crisis.

Mission Leaders—\$3,000,000+ Annually*

Amazon	Walmart and the Walmart Foundation	Wells Fargo
Anheuser-Busch		
Latter-day Saint Charities		

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

Amazon	Enterprise Rent-A-Car Foundation	Mazda North American Operations
American Airlines	FedEx	Microsoft Corp.
Anheuser-Busch Foundation	The Home Depot Foundation	Nationwide Foundation
Anthem Foundation	Latter-day Saint Charities	State Farm
Bank of America	Lilly Endowment Inc.	UPS
Caterpillar Foundation	Lowe's Companies, Inc.	VSP Global
Costco Wholesale	Marathon Petroleum Foundation, Inc.	Walmart and the Walmart Foundation
Delta Air Lines		The Walt Disney Company
		Wells Fargo

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

Altria Group	General Motors	PepsiCo Foundation
Aon	Grainger	Progressive Insurance
Capital One	HCA Healthcare	PwC Charitable Foundation
Citi Foundation	Humble Bundle	San Manuel Band of Mission Indians
The Clorox Company	IBM Corporation	Sands Cares
Darden Foundation	International Paper	Southwest Airlines
Delta Dental Community Care Foundation	The J.M. Smucker Company	The Starbucks Foundation
Discover	Johnson Controls Foundation	Target
Edison International	The Kroger Co. Foundation	The TJX Companies, Inc.
Energy Transfer/Sunoco Foundation	LHC Group	Toyota
Fidelity Charitable Trustees' Initiative	Merck Foundation	United Airlines
Ford Motor Company	Mondeléz International Foundation	The USAA Foundation, Inc.
Fox Corporation	New Balance Foundation	Visa Foundation
		The Wawa Foundation

Thanking Our Generous Supporters

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

7-Eleven Cares Foundation	DICK'S Sporting Goods Foundation	Old Dominion Freight Line
Adobe	Dominion Energy	Procter & Gamble
American Express	Duke Energy	Prudential Financial
Assurant	Duke Realty	Raytheon Technologies
AstraZeneca	Equitable	Rodan + Fields
AT&T	Firehouse Subs	Prescription for Change Foundation
AvalonBay Communities, Inc.	Public Safety Foundation	Ryder System, Inc.
Avangrid Foundation	Harbor Freight Tools Foundation, LLC	Security Finance's Lending Hand Foundation
The Ball Foundation	Hewlett Packard Enterprise Foundation	Southeastern Grocers Home of BI-LO, Fresco y Más, Harveys Supermarket and Winn-Dixie
Barclays	HP Foundation	Tata Consultancy Services
BMW of North America	The Kraft Heinz Company Foundation	TD Ameritrade
CarMax	Lenovo	Trane Technologies Charitable Foundation
Choice Hotels International	Liberty Mutual Insurance	U-Haul International
Cisco Foundation	Mastercard	U.S. Bank Foundation
CNA Insurance	Neiman Marcus Group	
The Coca-Cola Company	Northrop Grumman	
The Coca-Cola Foundation	Northwestern Mutual and the Northwestern Mutual Foundation	
Consumer Cellular		
CSX		

Individual and Foundation Honor Roll—\$100,000+ Annually*

The Ahmanson Foundation	Hauck Charitable Foundation	The Peierls Foundation Inc.
Barbara Bovender	Dennis and Judy Jones Family Foundation	Kathryn Ramsdell—The Joshua 24:15 Fund
Daniels Fund	Michael Jordan and Family	Dennis Roccaforte
Greg Dixon, Calmoseptine, Inc.	Stephen & Tabitha King Foundation	Denise R. Sobel
Dotson Charitable Fund	Gerald A. & Karen A. Kolschowsky Foundation, Inc.	James Stephen Turner Family Foundation, Inc.
F. M. Kirby Foundation, Inc.	Ravi Mhatre	Pamela Brown Vinson
The Duchossois Family Foundation	Mark And Maureen Miller Foundation	Manfred C. Voit
James P. Gorman		Jean M. Weis
The Greehey Family Foundation		Willow Springs Foundation
		Jennifer and Randy Wolcott

*As of June 30, 2020



You Bring Our Mission to Life

Compassionate 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 tornado 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 lifesaving training and preparedness skills to reduce the risk of disasters in vulnerable communities, your contributions have turned heartbreak into hope for people affected by disasters in communities here at home and around the world.



**American
Red Cross**

Above: Lynsey Hazelip tells Red Cross volunteer Doug Bardwell about the devastating tornado that destroyed most of her Donelson, Tennessee, home. Photo by Scott Dalton/American Red Cross (Taken prior to the COVID-19 pandemic.)

Cover Photo: Red Cross worker Liesa Hackett assesses damage in Onalaska, Texas, following a powerful tornado that damaged hundreds of homes in the community in April 2020. Photo by Scott Dalton/American Red Cross