

BRINGING COMMUNITIES *hope*

ANNUAL REPORT 2021





A MESSAGE FROM THE *Chairman*

It's been 140 years since Clara Barton founded the American Red Cross, yet the need to alleviate human suffering in the face of emergencies has never been greater and once again this year, the Red Cross was there to deliver help and hope for tomorrow. Nothing we do would be possible without the compassion and commitment of our volunteers, donors, partners and employees who work tirelessly...day after day...and year after year...to bring comfort and relief to millions of individuals and families during their moments of greatest need. We are truly thankful for your steadfast support.

This year presented unprecedented challenges as a result of the ongoing COVID-19 pandemic, but our commitment to fulfilling our mission was never higher. Whether delivering a critically needed blood product, teaching vital preparedness and health and safety skills virtually, responding to the significant damage brought about by storms such as Hurricanes Laura and Sally, or delivering food and relief items in the aftermath of deadly wildfires, Red Crossers were there.

In addition to our domestic disaster response efforts, internationally, the Red Cross responded to disasters and crises around the world, including last year's powerful earthquake that affected Turkey and Greece, destructive typhoons in the Philippines, and devastating floods in India and East Timor. We also continued to support the Bahamas with essential long-term recovery services as the area builds back after Hurricane Dorian. We continued to deliver vital disease prevention initiatives and disaster preparedness around the world, including leading successful efforts to help vaccinate children to prevent the spread of measles and rubella. Since its inception in 2001 the Measles and Rubella Initiative has helped to immunize billions of children against these deadly diseases.

Of course, last year our humanitarian organization also trained millions of people in first aid, CPR and AED skills — with much of this work taking place virtually — and again provided about 40% of our nation's blood supply. And we delivered emergency communications and other essential services to members of the military, veterans and their families.

On behalf of our Red Cross family, thank you for your continued belief and trust in our lifesaving mission. Working together, I am certain we will continue to strengthen this noble organization and positively impact lives for many years to come.

Bonnie McElveen-Hunter
Chairman



A MESSAGE FROM THE *President & CEO*

As I write this letter, I am filled with gratitude for the remarkable volunteers, donors and partners who enable the American Red Cross to carry out our lifesaving mission in communities down the street, across the country and around the world. In Fiscal Year 2021 (July 1, 2020–June 30, 2021), these dedicated Red Crossers overcame the many challenges of the COVID-19 pandemic to respond to disasters large and small, distribute millions of vital blood products, train Americans in critical health and safety skills, deliver comfort and care to our military members and veterans, and assist our neighbors abroad with disease prevention and disaster response activities.

This past year, our humanitarian organization provided immediate relief and recovery services to individuals and families impacted by one of the most active disaster seasons in our nation's history. From deadly wildfires in the West, to unprecedented hurricane activity in the Gulf Coast, to a devastating Midwestern derecho and severe winter weather in Texas — the Red Cross was there. As the frequency and intensity of extreme weather events continue to increase, the Red Cross is committed to doing our part to reduce the current and future humanitarian impacts of climate change by fostering even greater resiliency and reducing our own environmental footprint.

While the pandemic caused us to halt some of our in-person preparedness activities, the Red Cross continued to build momentum for our lifesaving Home Fire Campaign in FY 2021 — pivoting to virtual preparedness sessions and socially distanced activities. We've now installed more than 2 million free smoke alarms in vulnerable communities since the campaign began seven years ago. Similarly, despite the difficulties of COVID-19, our Training Services unit continued to grow in offering virtual opportunities for people to learn lifesaving skills and for healthcare professionals to receive advanced training.

The past fiscal year also saw the Red Cross carry forward its critical efforts to ensure a safe and reliable blood supply for patients in need — all while safeguarding the health and wellbeing of our committed employees, volunteers and blood donors and launching new efforts to bring greater diversity to the blood supply. In addition, we continued our work to help members of the armed forces, veterans and their families prepare for and respond to the challenges of military service. And internationally, we worked with our partners in the global Red Cross Red Crescent movement to respond to devastating events, connect separated family members, and educate households around the globe on the importance of vaccination against measles and rubella.

As always, we would be unable to carry out our lifesaving mission without the unwavering generosity and support of selfless individuals, like you. On behalf of those we serve, thank you for standing with the Red Cross.

A handwritten signature in black ink that reads "Gail McGovern".

Gail J. McGovern
President & CEO

Responding TO A GLOBAL PANDEMIC



Keeping Communities Safe and Adapting Mission Delivery

Since the beginning of the pandemic, the American Red Cross has adapted to deliver its lifesaving mission while safeguarding the health and safety of our employees, volunteers, blood donors and recipients, partners and clients. During Fiscal Year 2021, the Red Cross worked quickly to align safety protocols with evolving Centers for Disease Control and Prevention and Occupational Safety and Health Administration guidelines, which helped curtail community spread and prevent disruptions in service delivery.

In response to emergencies, the Red Cross prioritized individual hotel rooms over large shelters, when possible, provided some of our critical services virtually, and distributed meals

and relief items like clean up kits at pick-up sites so people could stay in their cars to avoid crowds. The Red Cross also created new COVID-19 online courses and workshops that helped people manage their mental health during the pandemic.

To continue delivering essential lifesaving training, the Red Cross created virtual solutions to meet students where they were. The virtual skills training sessions provided students with the opportunity to complete the cognitive portion of the training course online and then have a Red Cross instructor test their skills through video conferencing — without the instructor and student ever having to interact in a classroom.

Above: Michele Grady of the Red Cross hands out meals at a drive-thru distribution point for families affected by Hurricane Laura in Lake Charles, Louisiana. Facing page top: The Red Cross was awarded a medal of recognition from Operation Warp Speed for the organization's "outstanding support to the nation and its people" for its COVID-19 convalescent plasma program. Facing page bottom: Convalescent plasma donors like Edward Boyd helped provide hope to COVID-19 patients and their families during a year of uncertainty.

Providing COVID-19 Antibody Testing and Convalescent Plasma

Early in the fiscal year, the Red Cross began testing all blood donations for COVID-19 antibodies. This effort helped provide blood donors valuable insight into whether they may have been exposed to the coronavirus and identified potential convalescent plasma donors to help patients actively battling COVID-19. Millions of blood donors rolled up their sleeves to get insight into their own health and provide a lifesaving blood product to those who needed it most during a challenging time.

For nearly half of these individuals who rolled up their sleeves to give convalescent plasma, this donation was their first experience donating blood. Remarkably, a third of Red Cross convalescent plasma donors gave more than once during the pandemic. In fact, repeat convalescent plasma donors gave more than three times. The Red Cross collected and distributed more than 157,000 convalescent plasma units and was awarded a medal of

recognition from Operation Warp Speed — a public-private partnership initiated by the U.S. government to facilitate and accelerate the development, manufacturing and distribution of COVID-19 vaccines, therapeutics and diagnostics — for the organization's "outstanding support to the nation and its people."

Supporting Vaccination Efforts

Our nation achieved an exciting milestone against the pandemic this past fiscal year with the emergency approval of COVID-19 vaccines. Across the country, Red Cross employees and volunteers rallied to support local communities with COVID-19 vaccination efforts by helping to set up vaccination sites, collecting information from people being vaccinated and providing water and snacks for the medical staff and people waiting to be vaccinated. Many Red Cross volunteers who are medical professionals helped give vaccinations to communities if their state licenses permitted them to do so. The Red Cross also supported vaccination efforts for U.S. service members on military installations, in treatment facilities and veterans' hospitals around the globe.

While communities continue to face this pandemic around the world, the Red Cross remains steadfast in delivering its lifesaving mission to make sure those in need receive help and hope amid this public health crisis.



Relief IN THE FACE OF DEVASTATION



Aiding Those Who Need it the Most

The Creek Fire near Shaver, California, in September 2020 caused more than 30,000 people to evacuate quickly to escape the flames of this massive wildfire.

Stacey Dey of North Fork Rancheria was among the evacuees who fled from the wildfire with her family of six. With no place to stay, the family thought they would have to camp at a nearby river. She then heard about the American Red Cross temporary evacuation point, and within 10 minutes after registering, she and her family were assigned a nearby hotel where they could stay safe from both the flames and any potential COVID-19 exposure.

Tens of thousands of people looked to the Red Cross for emergency relief during Fiscal Year 2021, which brought massive wildfires in the West and a record-breaking Atlantic hurricane season with 11 named storms hitting the U.S. coastline.

For these and other large disasters, thousands of Red Cross staff provided safe refuge, food to eat, critical relief items, emotional support, health services and emergency financial assistance — all while volunteers also continued helping families recover from everyday crises like home fires in communities across the country.



“Thank you so much! You guys have been awesome,” said Stacey. “We appreciate everything and I’m glad I met everyone here.”

Above top: Volunteers deliver a meal to Juanita Ann Hamann who is staying in a Red Cross hotel shelter for evacuees of the Oregon wildfires. Above bottom: Stacey Dey and her family escaped the flames of the Creek Fire in 2020 at a Red Cross shelter in California. Facing page: Carol Miller does damage assessment in an area of homes damaged by Hurricane Laura, in Westlake, Louisiana.



DISASTER SERVICES HIGHLIGHTS



Over **3.7 million** meals and snacks served with partners and over **611,000** relief items distributed.



Nearly **191,000** individual care contacts made to support health, mental health, spiritual care and disability needs.



Over **1.5 million** overnight shelter and hotel stays provided.



Over **32,300** households were provided with casework and recovery assistance.



HOME FIRE CAMPAIGN HIGHLIGHTS

Figures Cover October 2014–October 2021



At least **1,063** lives saved.



Over **1.7 million** children reached through home fire preparedness programs.



Over **2.2 million** free smoke alarms installed.



Over **951,000** households made safer.



Saving Lives Through the Home Fire Campaign

When Vanessa Downing welcomed Red Cross volunteers and local firefighters into her home to install free smoke alarms in March 2018, she had no idea this visit would save her life. Less than two years later, Vanessa awoke to the sound of a smoke alarm alerting her to safely escape a blaze at her home in Trenton, New Jersey.

“If it wasn’t for the alarms the Trenton Fire Department and Red Cross installed in my house, I wouldn’t be here today,” she said.

Vanessa is one of 1,063 lives that the Red Cross Home Fire Campaign has helped to save over the last several years. Home fires are the country’s most frequent disaster, claiming seven lives every day in the U.S. That’s why the Red Cross launched its Home Fire Campaign in October 2014. As part of the campaign, the Red Cross and community partners install free smoke alarms and educate families about fire safety.



Providing a Safe Place to Stay for Unaccompanied Children

This past year, migrant children and families on the U.S.-Mexico border have faced uncertainty as they wait for their asylum claims to be processed.

In early 2021, in response to the surge of young people arriving at the U.S.-Mexico border without parents or guardians, the Red Cross provided temporary support to government partners to ensure unaccompanied children had a safe, clean and comfortable place to stay after their difficult journeys north. In addition, the Red Cross supported the work of our partners on the border by providing more than 90,000 essential items—such as blankets, masks, hand sanitizer and comfort kits, which included a toothbrush, toothpaste and other hygiene items—for unaccompanied children seeking asylum in Arizona, California, New Mexico and Texas. The Red Cross also supplied phones to some organizations, which migrants used to reconnect with family members back home to let them know they were safe.

The Red Cross is committed to delivering help to anyone in distress—regardless of race, religion, gender, sexual orientation or citizenship status—and to remaining a neutral and impartial party to ensure we can aid people when and where it is needed most.

Facing page: A Red Cross volunteer shows Rochester, New York, resident Tina Mercendetti how to test smoke alarms, which members of the Gates Fire Department were installing inside her home during the *Sound the Alarm* day of action on May 8, 2021. Above left: When Vanessa Downing welcomed the Trenton Fire Department and Red Cross volunteers into her home, she had no idea that visit would save her life. Above right: Jeovaughn helped his daughter Esmae, age 6, complete her virtual schoolwork on a laptop at a Red Cross shelter in Aptos, California.

Delivering AID AROUND THE GLOBE



Helping Communities Worldwide

Each year, disasters and crises devastate the lives of millions of people. As the world's largest humanitarian network, the global Red Cross and Red Crescent provided relief around the world this past fiscal year. Together, Red Cross and Red Crescent teams responded to emergencies — such as earthquakes, droughts and health crises — and helped neighborhoods prepare for future disasters.

For its part, the American Red Cross supported humanitarian work in 32 countries in Fiscal Year 2021, helping to ease the suffering of those affected.

Working to Eradicate Disease

Red Cross volunteer John Kamau visits rural households in Kenya to ensure children receive lifesaving vaccines. Local volunteers like John go door-to-door to identify children who are missing

routine immunizations, update vaccination records at local health centers, encourage parents and caregivers to have their children vaccinated, and follow up with families to confirm receipt of the recommended vaccinations. John walks more than two miles each way to reach families, while other volunteers walk up to 12 miles.

John was one of the 6,670 Red Cross volunteers who helped improve the health of little ones this year with the support of the American Red Cross.

Through the Measles and Rubella Initiative, a partnership co-founded by the American Red Cross, measles deaths were reduced worldwide by monitoring the spread of the disease and conducting massive countrywide vaccination campaigns. This year, local Red Cross volunteers reached families in the Philippines, Zambia and Kenya. Since 2000, over 3.86 billion children have been vaccinated and protected from the devastating measles disease and 31.7 million lives have been saved.

Above: Kayla Bodie delivers lunch and bread to George Higgs through the Bahamas Red Cross “meals on wheels” project. When the onset of the COVID-19 pandemic left even more people feeling food insecure, the American Red Cross and Bahamas Red Cross worked together to ensure more families could receive a hot, free fresh lunch five days a week by expanding the project and increasing its efficiency. Facing page: Red Cross volunteer, John Kamau, journeys by foot to ensure children in rural Kenya receive lifesaving vaccines.



INTERNATIONAL SERVICES HIGHLIGHTS



More than **1.3 million** households visited to encourage measles and rubella vaccination.



More than **1,400** families separated by international crises reconnected.



32 countries supported by disaster response.



More than **177,000** people reached internationally with disaster preparedness activities.



Reconnecting Families Around the Globe

After fleeing the Burundi Civil War, Ferdinando Nizigiyimana came to the U.S. as a refugee, eventually settling in Oregon with his wife and their seven children. Meanwhile, his brother remained across the ocean, living in a refugee camp in Tanzania.

The brothers spent 14 years apart — each uncertain of the other's fate and holding onto hope. After a long search, the two were reconnected through the American Red Cross Restoring Family Links program.

"I'm so happy I found my family," Ferdinando exclaimed.

Red Cross volunteer Barb Kaplon was able to connect the two brothers by working alongside the Red Cross and Red Crescent's vast global network. She described the experience as profound.

"With this program, I'm able to make a difference in someone's life. Restoring Family Links has been a heartwarming volunteer experience for me," said Barb.

Armed conflict, international disasters and migration leave millions of people like Ferdinando uncertain of their loved ones' fate. As part of the world's largest humanitarian network, Red Cross and Red Crescent teams help reconnect families separated by international crises throughout Restoring Family Links services.

Above left: Rahel from the Democratic Republic of Congo holds a photo of a son she found through the Red Cross Restoring Family Links program. Above right: The American Red Cross empowers communities, delivers lifesaving relief and helps vaccinate children against measles and rubella worldwide. Facing page: American Red Cross volunteer Barb Kaplon helped reconnect Ferdinando Nizigiyimana with his brother after 14 years apart following the Burundi Civil War.



Providing BLOOD FOR HOSPITAL PATIENTS



Distributing Lifesaving Blood Products to Meet Heightened Demand

In Fiscal Year 2021, the American Red Cross experienced atypical fluctuations in its inventory of lifesaving blood products due to new collection challenges and varied hospital demand as a result of the coronavirus pandemic.

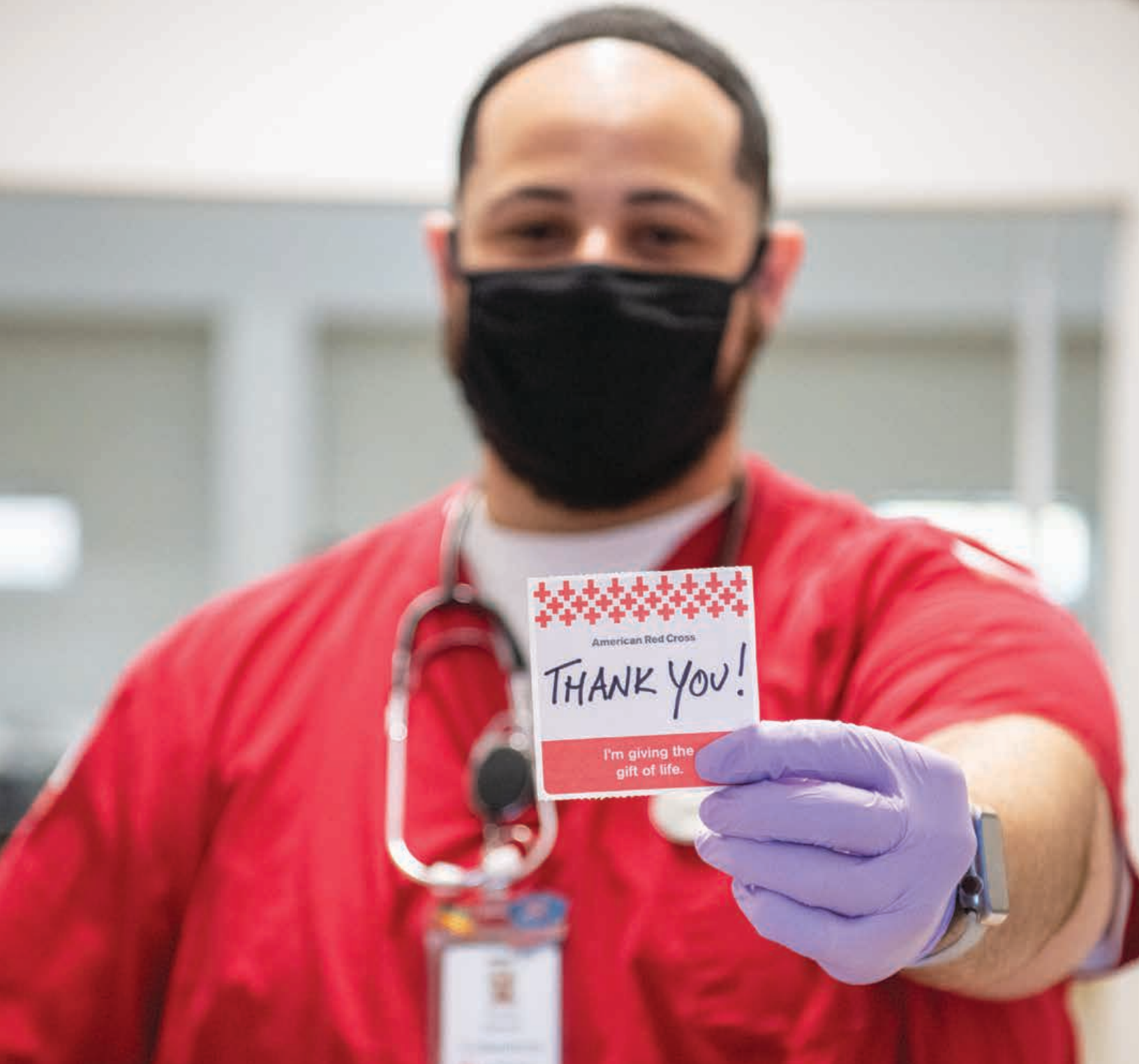
While hospital demand plummeted early in the pandemic as care focused on COVID-19 patients, a few months later, demand for blood products grew significantly as hospitals resumed surgeries and treatments previously delayed. In June 2021, the Red Cross experienced an unprecedented demand for blood products causing a severe national blood shortage.

The increase in demand for blood products by hospitals was driven by many patients who had previously deferred care earlier in the pandemic,

and then were presenting with more advanced disease progression, requiring increased blood transfusions. Additionally, hospitals were also responding to a high number of traumas and emergency room visits. In comparison to 2019, the Red Cross saw red cell demand from trauma centers climb by 10% in the spring of 2021.

To help meet the needs of hospitals between March and June 2021, the Red Cross distributed about 75,000 more than expected blood products. Thankfully, with the help of generous blood donors, the Red Cross was able to overcome this severe blood shortage and meet patient needs. This past fiscal year marked the first year of increased red cell demand in more than a decade.

Above: A blood donor proudly shows off bandaged arm after giving with the Red Cross to help patients in need. Facing page: Thanks to incredible blood donors, the Red Cross was able to meet patient needs.



BIOMEDICAL SERVICES HIGHLIGHTS



Collected more than **4.6 million** blood donations and **1 million** platelet donations.



Provided nearly **6.4 million** blood products to help patients.



Nearly **2.3 million** volunteer donors rolled up a sleeve.



Distributed blood products to about **2,500** hospital and transfusion centers across the country.





Helping Patients with Sickle Cell Disease

Blood donations have been essential in ensuring the health of communities across the country throughout the COVID-19 pandemic, especially for patients with ongoing blood needs — like Jalen Matthews.

At 11 years old, she suffered a stroke due to sickle cell disease complications which caused blood clots on the base of her spine and left her with paralysis in her left arm. Today, Jalen continues to receive red blood cell exchanges, a non-surgical therapy that removes five units of abnormal sickled red blood cells and replaces them with five units of healthy red blood cells obtained from blood donors, every four to six weeks.

At the start of the pandemic, an unprecedented number of blood drive cancellations in response to the coronavirus outbreak caused Jalen to face the possibility that she may not be able to receive her scheduled blood transfusion.

“This would have been the first blood transfusion I have ever missed, and I was really worried about that,” said Jalen. “But they called the week before the red cell exchange and said ‘We have blood. Come on in.’ Thankfully, after the initial scare, I have not had any challenges.”



Facing page: A blood donor celebrating his donation at the Grove Church Blood Drive in Portsmouth, Virginia. Above left: Biomed volunteer in action at the Dr. Charles Drew Red Cross Blood and Platelet Donation Center. Above right: Blood donor shows off her sticker at the Grove Church Blood Drive 2020 in Portsmouth, Virginia. Above bottom: In the past year, Jalen Matthews has received about 40 units of blood as part of ongoing sickle cell therapy.

Training THAT SAVES LIVES

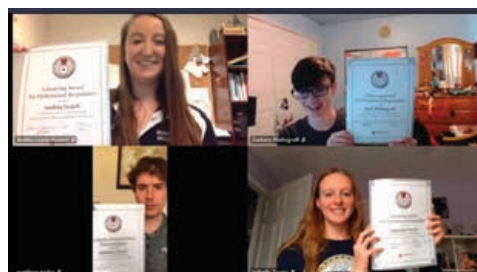


Training Heroic Individuals to Save Lives

On September 3, 2020, at the Shepherd University Wellness Center in Shepherdstown, West Virginia, Dr. Matthew Taylor noticed a man in the middle lane of the pool who was face down and unresponsive. Dr. Taylor alerted American Red Cross trained lifeguards Isabella Tuzzio and Zach Pfaltzgraff, who immediately activated the facility's emergency action plan.

With the help of Dr. Taylor, Isabella and Zach utilized their Red Cross training and removed the man from the pool, assessed his condition and started CPR. Aquatics coordinator Andria Leach called 911 and administered the automated external defibrillator (AED) on the unresponsive man while the Red Cross team continued to provide CPR and treatment until local EMTs arrived on scene and took over. Thanks to their quick response and lifesaving skills learned, the man fully recovered.

For this incredible and quick response, Isabella, Zach and Andria received Red Cross Lifesaving Awards for using the knowledge and skills they learned in their training to help save a life. And, for being a bystander willingly helping in the situation, Dr. Taylor received a Certificate of Extraordinary Personal Action. All four were recognized during a virtual awards ceremony in March 2021 hosted by the Greater Shenandoah Valley Chapter of the Red Cross.



Above top: Scenes from the updated Red Cross First Aid training program. Above bottom: A virtual awards ceremony was held to recognize Andria Leach, Zach Pfaltzgraff, Dr. Matthew Taylor and Isabella Tuzzio for saving a man's life at the Shepherd University Wellness Center in Shepherdstown, West Virginia. Facing page: With Lifeguarding and Water Safety programs, the Red Cross teaches basic skills and trains lifeguards.



TRAINING SERVICES HIGHLIGHTS



Over **458** individuals received National Lifesaving Awards for heroic efforts resulting in **240** lives saved.



Over **500,000** students trained in the American Red Cross Resuscitation Suite™ program.

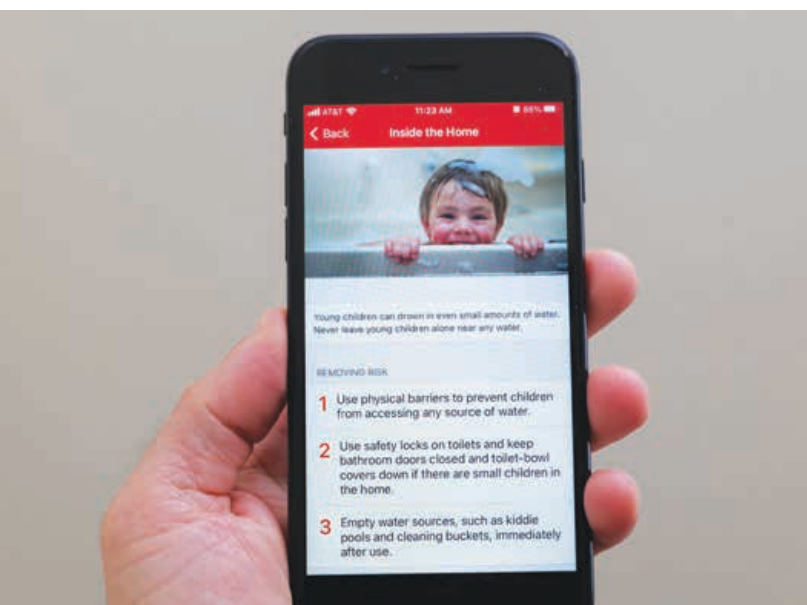


Over **4.2 million** people enrolled in Training Services courses. Almost **300,000** trained through our collaboration with the Military Training Network.



More than **320,000** lifeguards certified through Red Cross training and over **1.3 million** sets of swim lessons and water safety classes taught at aquatic facilities.





Educating Families about Water Safety

This past fiscal year, the Red Cross updated its Swim app with critical water safety content and resources for the entire family. New content included the dangers of drain entrapment, importance of supervising children around water, water competency and learn-to-swim programs, and an entirely new water safety at home section. Additionally, the Red Cross added more resources and informational videos to help provide families with opportunities to learn about water safety together.

The relaunch of the Red Cross Swim app increased downloads by 174%.



Advancing Training Programs to Help Healthcare Providers Save Lives

When lives are on the line, it is critical that medical professionals have the skills and confidence to act in the moments that matter. To support their lifesaving efforts, the Red Cross updated its Resuscitation Suite™ programs to meet the evolving needs within the medical community and to include the latest medical tactics and science.

U.S. hospitals and EMS networks utilize these programs to improve their resuscitation training, with more than 120 hospital systems and 100 EMS systems using the Red Cross curriculum. The Military Training Network, which exclusively uses Red Cross resuscitation and first aid programs, has certified more than 225,000 healthcare providers over the past two years. In combination with non-military healthcare organizations, more than 500,000 individuals have been certified using these courses since 2019.

Above left: The Red Cross updated its Swim app with critical water safety content and resources. Above right: Scenes from the updated Red Cross First Aid training program. Facing page: Scenes from the updated Red Cross Resuscitation Suite™ programs designed for healthcare providers.



Helping OUR COUNTRY'S HEROES



Strengthening Community Among Caregivers

When her husband was wounded in Iraq in 2006, U.S. Marine Corps spouse Nikki Stephens became his full-time caregiver. Through her participation in the American Red Cross Military and Veteran Caregiver Network she found tools to navigate the enormous challenges of this role.

"We should say, 'listen, burnout is going to be normal, it's going to be typical.' Sometimes we tend to forget about ourselves a little bit, especially when we find ourselves in these selfless roles of military wives, military spouses, parents, mothers and military caregivers," said Nikki.

The network supports caregivers like Nikki, who provide care to wounded, ill or aging service members or veterans through in-person meetings and secure online communities. With over 800 resources in every zip code in the U.S., caregivers find support where they live including services to reduce social isolation, increase connection and engagement, build knowledge, skills and hope.

"Sharing this journey with caregiver peers can help you not feel alone," said Melissa Comeau, Red Cross director and a caregiver herself.

"We are demonstrating our leadership with heart-centric technology approaches. We all need a safe place to share concerns and get reliable information."

Above: Red Cross staff member Jack LaBonte speaks with a service member at Walter Reed National Military Medical Center in Bethesda, Maryland. Facing page: The Red Cross reconnects families in times of emergency through the Hero Care Network.



SERVICE TO THE ARMED FORCES HIGHLIGHTS



Nearly **367,000** emergency communication services provided to nearly **95,000** service members and their families.



About **191,000** military family members were educated on what to do when faced with a family crisis while on active duty.



More than **196,000** community services delivered to nearly **144,000** service members, veterans, their families and caregivers.



Nearly **16,000** service members, veterans, their families and caregivers helped through our resiliency workshops.





Building Resiliency Amid COVID-19 Struggles

Earlier this year, 5,000 U.S. sailors were confined to the USS Ronald Reagan off the coast of Japan for months as COVID-19 restrictions kept them from setting foot off the ship. During this time, the Red Cross delivered virtual resiliency workshops to equip the sailors with the tools they needed to work through the challenges of this long and arduous deployment.

The pandemic has caused increased COVID-19 fatigue among the military and veteran communities. To address their mental health concerns, Red Cross volunteers who are licensed mental health professionals, teach these free workshops in person and virtually for service members, veterans and their families across the globe.

Through every phase of military life, the Red Cross and valuable mental health professional volunteers are there to offer support and resources to families as they navigate their next steps.



Connecting Veterans in Need with Furry Friends

Dillon, a three-year-old golden retriever who visits sick patients at the VA Black Hills Health Care System in Fort Meade, South Dakota, opens hearts and brings comfort simply by wagging his tail.

“Everyone finds pleasure in petting Dillon, watching him chase a ball, get a treat or do a couple of tricks. Then they start telling us stories, you know, about their own dog and so they all really get a warm feeling from the visit,” shared his owner, U.S. Air Force veteran Dan Brusseau.

Dan and his wife, Kathie, participated in the Red Cross animal therapy program. Animal visitation teams, just like Dillon's, supported military families stationed in the U.S. and overseas. Wherever they go, these Red Cross dogs turn heads, and people can't help but smile.

Facing page: Red Cross volunteer Janice Chance speaks with a service member at Walter Reed National Military Medical Center in Bethesda, Maryland. Above left: As COVID-19 continued to surge across the world, Red Cross volunteers in Europe supported isolated military families with basic needs like grocery shopping, comfort kits and virtual resiliency workshops. Above right: Dan and Kathie Brusseau and their dog Dillon participated in the Red Cross animal therapy program. The three-year-old golden retriever visits sick patients at the VA Black Hills Health Care System in Fort Meade, South Dakota.

Building THE FUTURE RED CROSS



Welcoming Our New Chief Sustainability Officer

As extreme weather events continue to escalate, they disproportionately impact vulnerable communities and increase demand for American Red Cross services — something we have seen increase exponentially in just the past decade.

Through our mission to prevent and alleviate human suffering, the Red Cross is committed to addressing climate change and the severe impact it has on our communities.

To enhance our climate change focus, in April 2021, the Red Cross appointed Noel Anderson to be the first-ever chief sustainability officer and vice president of Environmental, Social and Corporate Governance Strategy at the Red Cross. Moving forward, our new chief sustainability officer will oversee our commitment to reduce the impact of climate change by integrating a climate-centric approach through the way we advance our mission, conduct our business, invest our resources, and support national and international climate change initiatives.

Above: Eric Carmichael of the Red Cross looks out over miles of burned forest along a road in Clackamas County, Oregon. Facing page left: Josh Sorbe a Washington, D.C., resident is participating in the ADVANCE Study to be a part of the solution and affect change so that gay and bisexual men can donate blood to help patients in need. Facing page right: A blood donor donates blood at the Grove Church Blood Drive in Portsmouth, Virginia.



Driving Blood Donor Eligibility Changes for Gay and Bisexual Men

In December 2020, the Red Cross, along with OneBlood and Vitalant, launched a groundbreaking pilot study through a contract funded by the U.S. Food and Drug Administration that could lead to changes to blood donor eligibility for men who have sex with men.

The ADVANCE Study, which stands for Assessing Donor Variability And New Concepts in Eligibility, is focused on evaluating alternatives to the FDA's blood donor deferral policy called Men Who Have Sex with Men (commonly referred to as MSM). The goal of the study is to provide data that will help the FDA determine if a donor history questionnaire based on individual risk would be as effective as the current time-based deferral in reducing the risk of HIV in the blood supply.

Josh Sorbe of Washington, D.C., pictured above, registered for the study to help make a difference. Originally from South Dakota, Josh is familiar with the struggles for equality that the LGBTQ+ community faces.

"I want to be part of the solution, and if I need to give a few vials of blood, I am 100% willing and excited to do so," said Josh.

The data collected from the ADVANCE Study will be submitted to the FDA who will review the findings and decide the next steps.



Piloting Sickle Cell Trait Testing

In April 2021, the Red Cross began providing sickle cell trait screening on all donations from self-identified African American donors. This additional screening helps the Red Cross identify compatible blood types more quickly to help patients with sickle cell disease and provides our African American donors an additional health insight during a time when health information has never been more important.

The sickle cell trait is inherited and means that an individual received a sickle cell gene from one parent but does not have sickle cell disease. Many individuals are unaware if they carry this trait as sickle cell trait testing at birth was not widely provided until 2006. Health experts recommend that individuals with the sickle cell trait be aware of their status and consult their medical provider on what it means for them.

Donors receive results of their blood screenings within one to two weeks through the Red Cross Blood Donor app and the online donor portal at RedCrossBlood.org. The Red Cross is pleased to provide more health information to our donors.

THANKING OUR GENEROUS *Supporters*

Individual and Family Foundation Donors

Each member of the Chairman's Council and President's Council has made an outstanding investment in the American Red Cross. Contributions from these individuals and families help the Red Cross provide lifesaving services — down the street, across the country and around the world.

Chairman's Council Members: \$1,000,000+ Cumulative Giving

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The Ahmanson Foundation	Greg Dixon	Michele and Howard Kessler
The Andreas Foundation	Linda Dotson	Sandra Klein
Anonymous (Little Falls, NJ)	George S. & Dolores Doré	Karen and Gerald Kolschowsky
Anonymous (Nashville, TN)	Eccles Foundation	Robert K. Kraft and Family
Anonymous (Santa Monica, CA)	Francesca and John Edwardson	Maja Kristin
Anonymous (Scarsdale, NY)	Kathleen A. Ernst Charitable Foundation	The Kroenke Family
Anonymous (St. Joseph, MO)	The R. Scott Falk Family	Ronald S. Lauder and Family and Leonard A. Lauder and Family
The Anschutz Foundation	Pamela A. Farr	Lilly Endowment
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Charlotte Branagan	The Harriman Family	Bowen H. "Buzz" and Barbara McCoy
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August A. Busch III Charitable Trust	Thomas D. Hays, III and Bonita Hays	Gail and Don McGovern
Morris and Gwendolyn Cafritz	Colleen G. Hempleman	Janice and Robert C. McNair
Nicolas Cage	Robert and Kathleen Henderson	The Meadows Foundation
Margaret A. Cargill Philanthropies	Mimi and Marshall Heuser	Robert W. Merrick
Judith M. and Russell L. Carson	The Albert M. Higley Family	Sarah and Conrad Meyer
J. Harwood and Louise B. Cochrane	Lyda Hill	Ken and Linda Morris
Colcom Foundation	Conrad N. Hilton Foundation	Susan Blankenbaker Noyes
James M. Cox Foundation	Mason Holland Family	The Parachini Family
Jill and John Coyle	Bill and Jill Howard	Loren E. Parks
Jenny Craig	Jon and Karen Huntsman	The Robin and Richard Patton Family
Dalio Foundation	Brenda L. Johnson	The Peierls Foundation
The Dart Foundation	Dennis and Judy Jones Family Foundation	T. Boone Pickens
Michael and Susan Dell	Michael Jordan and Family	Teresa and Byron Pollitt
John R. Denzler and Sons	The Jordan Family	The Rapaport Family
The Paul Desmond Estate	Lona and Harry Jupiter	

Bruce and Diana Rauner
 The Remillard Family Foundation
 Julia Roberts
 Rosy and Dennis Roccaforte
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 Rowena Yarak Schaber
 H. Marshall and Rae Paige Schwarz
 Thomas D. Scott

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 The Steinbrenner Family
 Perry and Ruby Stevens
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J.T. Tai Foundation and
 Ping Y. Tai Foundation
 Thompson Family Foundation
 Dr. John and Mrs. Justina
 Tzeng Family
 Velma Wallace
 Jennifer and Randy Wolcott
 Anita Zucker and Family
 The Zverina Family

President's Council Members: \$100,000+ Annual Giving*

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 The Argyros Family Foundation
 The Avena Family
 Margaret and Robert Barbour
 Thomas C. Bishop
 The Arthur M. Blank Family
 Foundation
 Mr. and Mrs. Allen McKee Bond, III
 Barbara Bovender
 August A. Busch III Charitable Trust
 Russell and Judith Carson
 Anne and Terry Clark
 Joan and Larry Coffey
 Jill and John Coyle
 Lauren Daigle
 Linden Root Dickinson Foundation
 Dotson Charitable Fund
 George S. and Dolores Doré
 Eccles Foundation
 Edwardson Family Foundation
 The R. Scott Falk Family
 Stephanie and Lawrence Flinn, Jr.
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 The Freeman Foundation
 The Charles A. Frueauff
 Foundation
 Virginia Fulton
 Ronald and Cynthia Gula
 Charitable Fund
 Laurice Hachem
 David B. Hamlin
 Hauck Charitable Foundation
 The Helmerich Trust
 Robert and Kathleen Henderson
 Joseph James
 Brenda L. Johnson

J.W. Johnson Family
 Charitable Trust
 Dennis and Judy Jones Family
 Foundation
 Jordan Family Foundation
 Sandy Klein
 Gerald A. & Karen A.
 Kolschowsky Foundation, Inc.
 Maja Kristin
 Lois Lazaro
 Lone Wolf Trust
 The Martha and Wilton Looney
 Foundation
 Malott Family Foundation
 Marisla Fund
 The Nancy Peery Marriott
 Foundation
 Lorraine Martin
 Manifold Fund
 Jennifer and Mark McCormick
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 Greg D. & Melanie S. McFarland
 Foundation
 Libby Menefee
 The Merancas Foundation, Inc
 Giovanna and Brian Miller
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 Nicholas and Susan
 Blankenbaker Noyes
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 Nancy Passanante
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Teresa and Byron Pollitt
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 Yabuki Family Foundation
 Susan and William Yarmuth
 Miki F. Young Charitable Trust
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National Corporate & Foundation Donors

Annual gifts from national corporations, foundations and organizations enable the Red Cross to make a positive difference every day for those who rely on our services. Their generosity ensures the Red Cross is always there in times of need.

Mission Leader: \$3,000,000+ Annual Giving*

Amazon	Lowe's Companies, Inc.	Walmart and the Walmart Foundation
Latter-day Saint Charities	USAA	Wells Fargo

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

Amazon	Delta Air Lines	Nationwide Foundation
American Airlines	Enterprise Rent-A-Car Foundation	State Farm
Anheuser-Busch Foundation	FedEx	Truist Foundation
Anthem Foundation	The Home Depot Foundation	VSP Global
Bank of America	Latter-day Saint Charities	Walmart and the Walmart Foundation
Caterpillar Foundation	Lilly Endowment Inc.	Wells Fargo
Costco Wholesale	Microsoft Corp.	

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

Altria Group	International Paper	Southeastern Grocers Gives Foundation & Southeastern Grocers, home of Fresco y Más, Harveys Supermarket and Winn-Dixie
Aon	The J.M. Smucker Company	
Capital One	Johnson Controls Foundation	
Citi Foundation	The Kroger Co. Foundation	Stanley Black & Decker
The Clorox Company	LHC Group	The Starbucks Foundation
The Coca-Cola Foundation	Lockheed Martin Corporation	Takeda Pharmaceutical
Delta Dental Community Care Foundation	Lowe's Companies, Inc.	Target
Discover	Merck Foundation	The TJX Companies, Inc.
Edison International	Mondelēz International Foundation	Toyota
Energy Transfer/Sunoco Foundation	New Balance Foundation	United Airlines
Ford Motor Company Fund	PayPal	UPS
Fox Corporation	PepsiCo Foundation	USAA
General Motors	PwC Charitable Foundation, Inc.	Visa Foundation
HCA Healthcare	Salesforce	The Walt Disney Company
		The Wawa Foundation

Disaster Responder Program Members: \$250,000+ Annual Giving**

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Ameriprise Financial, Inc.	Consumer Cellular	Humble Bundle
Assurant	CSX	Kaiser Permanente
AT&T	Darden Foundation	Kimberly-Clark Corporation
AvalonBay Communities, Inc.	The DICK'S Sporting Goods Foundation	The Kraft Heinz Company Foundation
Avangrid Foundation	Duke Energy	Lenovo Foundation
The Ball Foundation	Equitable	Liberty Mutual Insurance
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CarMax		

Marathon Petroleum Foundation, Inc.	Prudential Financial	Security Finance's Lending
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NextEra Energy, Inc.	Rodan + Fields Prescription for	Southwest Airlines
Northrop Grumman	Change Foundation	TD Ameritrade
Northwestern Mutual and the	Ross Stores Foundation	Trane Technologies
Northwestern Mutual Foundation	Ryder System, Inc.	U-Haul International
Old Dominion Freight Line	San Manuel Band of	U.S. Bank Foundation
Procter & Gamble	Mission Indians	

Blood Saves Lives Supporters: \$1,000,000+ Annual Giving**

Amazon	FedEx	Latter-day Saint Charities
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Blood Saves Lives Supporters: \$500,000+ Annual Giving**

Carolina Herrera	Hostess Brands, LLC	The Coca-Cola Foundation
Cedar Fair Entertainment	National General	The O. Wayne Rollins Foundation
Herbalife Nutrition	Suburban Propane	Walgreens

Blood Saves Lives Supporters: \$250,000+ Annual Giving**

Fingerpaint Marketing	Sport Clips Haircuts	The Wawa Foundation
Kansas Health Foundation	The Moody Foundation	Toyota Material Handling
Perfect Hydration Alkaline Water		

Service to the Armed Forces Giving Program Members: \$1,000,000+ Annual Giving**

USAA

Service to the Armed Forces Giving Program Members: \$250,000+ Annual Giving**

Reliance Steel & Aluminum Co.	Wilf Family Foundations
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Home Fire Campaign Supporters: \$250,000+ Annual Giving**

Delta Air Lines	Pacific Gas and Electric Company	United Way of Chattahoochee Valley
Lowe's Companies, Inc.	United Way of Central Indiana	Verizon
National Grid		

Additional Supporters: \$250,000+ Annual Giving**

Allstate	Entergy Corporation	United Way of Central Ohio
Best Buy	John Deere Foundation	United Way of Greater Cincinnati
Blue Cross and Blue Shield of	Margaret A. Cargill Philanthropies	United Way of Greater Cleveland
South Carolina	Metro United Way	United Way of Greater Milwaukee
Bristol Myers Squibb	Morgan Stanley	& Waukesha Counties
California Community Foundation	Motorola Solutions Foundation	United Way of Greater St. Louis
Circle K	Pacific Gas and Electric Company	United Way of Metropolitan Chicago
ConocoPhillips	Parametric	United Way of the Capital Region
Facebook	Tulsa Area United Way	Vericast
F.M. Kirby Foundation, Inc.	United Way of Central Alabama	
Google.org		

*Giving levels reflect annual commitments of \$3 million or more, including financial and in-kind donations, as well as volunteerism and other forms of support.

**Giving levels reflect annual, non-episodic financial and in-kind budget-relieving donations to the organization as of June 30, 2021.



SOURCES OF FINANCIAL *Support*

American Red Cross operating funds come from four main funding sources: revenues from products and services, contributions, investment income and other revenue. Total Red Cross operating revenues and gains for Fiscal Year 2021 were \$3,130.6 million. Red Cross total operating expenses were \$2,836.5 million. Net assets were \$2,368.4 million.

Fiscal Year 2021 (July 1, 2020–June 30, 2021)

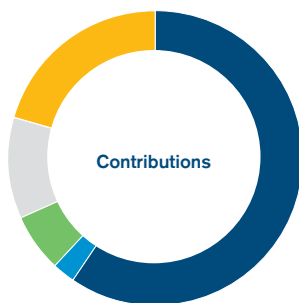
Net Assets (in millions): **\$2,368.4**



Operating Revenues & Gains (in millions)

■ Products & Services	\$ 1,999.6	63.9%
■ Contributions	889.9	28.4%
■ Investment Income & Other	241.1	7.7%

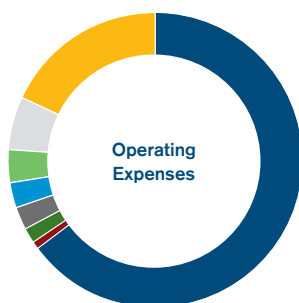
Total \$3,130.6



Contributions (in millions)

■ Corporate, Foundation & Individual Giving	\$ 529.4	59.5%
■ Contracts, Including Federal Government	180.8	20.3%
■ Legacies & Bequests	100.9	11.3%
■ Donated Materials & Services	55.1	6.2%
■ United Way & Combined Federated Campaign	23.7	2.7%

Total \$889.9



Operating Expenses (in millions)

■ Biomedical Services	\$ 1,834.8	64.8%
■ Domestic Disaster Services	503.5	17.8%
■ Fundraising	165.4	5.8%
■ Training Services	102.4	3.6%
■ Management & General	83.1	2.9%
■ International Relief & Development Services	69.1	2.4%
■ Service to the Armed Forces	55.2	1.9%
■ Community Services	23.0	0.8%

Total \$2,836.5

The complete audited, consolidated financial statements of the Red Cross for Fiscal Year 2021 are posted each year at redcross.org/pubs.

Facing Page: Michelle "Mo" Green of the Red Cross carries water to the home of a family that had their home damaged by Hurricane Laura, in Sulphur, Louisiana.

AMERICAN RED CROSS *Leadership*

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(as of October 31, 2021)

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Chairman

Bonnie McElveen-Hunter
*Chief Executive Officer
Pace Communications, Inc.*

Vice Chairman

Enrique A. Conterno
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Fibrogen, Inc.*

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Fibrogen, Inc.*

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Kirt A. Walker
*CEO
Nationwide*

Dennis M. Woodside
*President
Impossible Foods*

Corporate Officers

(as of October 31, 2021)

Bonnie McElveen-Hunter
Chairman

Gail J. McGovern
President and CEO

Brian J. Rhoa
Chief Financial Officer

Phyllis Harris
General Counsel

Jennifer L. Hawkins
Corporate Secretary

Executive Leadership

Adrienne Alberts
Chief Diversity Officer

Noel Anderson
Chief Sustainability Officer

Shaun P. Gilmore
Chief Transformation Officer

Cliff Holtz
Chief Operating Officer

James "Chris" Hrouda
President, Biomedical Services

Melissa B. Hurst
Chief Human Resources Officer

Harvey Johnson
President, Humanitarian Services

Sajit Joseph
Chief Innovation Officer

Rosemary McGillan
*Chief Marketing and
Communications Officer*

Jack McMaster
President, Training Services

About THE AMERICAN RED CROSS

Mission Statement

The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.

Principles of the International Red Cross and Red Crescent Network

Humanity • Impartiality • Neutrality • Independence • Voluntary Service • Unity • Universality

Connect with the American Red Cross

To learn more or to find out how you can donate your time, money or blood, visit redcross.org or CruzRojaAmericana.org, follow us on Twitter at @RedCross, Facebook at facebook.com/redcross and Instagram at @americanredcross.

This report was produced by the national headquarters of the American Red Cross.

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Front cover: Nicole, 2 years old, stands alongside her mother Davney in front of their home with a Red Cross cleaning kit they just received in an area affected by Hurricane Hanna in Mercedes, Texas. **Back cover:** A donor rolls up a sleeve to give at the Grove Church Blood Drive in Portsmouth, Virginia.



**American
Red Cross**

redcross.org