



**American  
Red Cross**

## Hurricane Matthew

Three-Month Update | January 2017

### Red Cross Brings Emergency Relief to Southeast U.S. in Matthew's Wake

When Matthew's destructive winds and devastating flooding swept through communities from Florida to the Carolinas, more than 6,200 American Red Cross volunteers and employees were swiftly on hand with immediate relief. They helped provide safe shelter, nourishing meals, relief supplies and emotional support to tens of thousands of people impacted by the massive storm.

Tara Davis, from Lillington, North Carolina, was outside her home as the winds from Hurricane Matthew came through. "I looked at my husband, and said, 'that power pole is going to fall!'" she said.

After the pole fell, ripping out the plumbing under the house, the Davis family found refuge at the Red Cross shelter in Spring Lake.

"The Red Cross has helped me tremendously," Davis said. "When I came in Sunday after staying up all night, they knew I was exhausted. They offered us food, and have been very welcoming."

In Florida and Georgia, widespread power outages disrupted daily life and left thousands of families needing assistance, particularly with food, water and replacing perishable items. And in the hard-hit Carolinas, swollen rivers continued to rise for days and even weeks after the storm had passed, displacing thousands of families from their homes and causing extensive flood damage.

With reported damage of at least \$10 billion, Matthew is estimated to be the costliest hurricane to strike the U.S.

since Hurricane Sandy in 2012. To help meet the immense needs of individuals and families across the region, the Red Cross mobilized truckloads of water, food, cots, blankets, kitchen items, cleaning supplies and comfort kits, insect repellent, gloves, masks, shovels, rakes, coolers and more.

Red Cross health and mental health workers also worked to provide basic care, such as replacing eyeglasses and prescription medications, as well as emotional support for people coping with heartbreaking losses. This disaster-related stress was even more overwhelming for South Carolina families that were facing devastating flood damage for the second time in one year.

#### Supporting Recovery for Hurricane Survivors

Three months after Matthew struck, emergency relief operations have wound down and shelters have closed. But trained Red Cross caseworkers continue to provide support for hurricane survivors, helping individuals and families quickly identify unmet needs and locate available resources as they rebuild their lives.

The needs of communities battered by Matthew's high winds and inundated by rising flood waters are bigger than any one organization can handle. That's why the Red Cross is also working closely with our non-profit and government partners—as well as participating in community long-term recovery committees—to provide a network of coordinated assistance as affected residents begin the recovery process.

### Language Barrier Overcome with Help from a Red Cross Volunteer

When the Red Cross realized that a Chinese-American community in Goldsboro, North Carolina, needed a little extra help with the recovery process, they called upon Calvin Lee, a bilingual Red Cross worker from Kansas.

Lee originally came to North Carolina to provide technical support for the operation, but as he was leaving the relief effort, he was recruited to help these particular families due to his fluency in Mandarin and Cantonese.

“I extended my stay here to help those families,” said Lee. “Translating for them to help them apply to FEMA and help work through other aspects of the disaster.”

Lee, who is himself an immigrant from Hong Kong, understands the challenges faced by newer residents who may not have mastered the language. One of the seven families he helped had come to the U.S. only four months ago and spoke minimal English.



Fair Bluff, N.C., resident Jacqueline Tyler meets with Red Cross volunteer Nam Ngo after flooding from Hurricane Matthew severely damaged her home. Daniel Cima/American Red Cross

When asked his largest frustration during the floods, Yong Qiang Liang said, “the language barrier.” “We felt helpless,” added his wife, Cai Juan Deug.

“I’m trying to be there all the time,” Lee said of his work with the community. “Be their friend and also be their caseworker, so I can help them.”

With Lee’s help, this family of four was able to receive financial aid from FEMA to repair their home and move forward following Hurricane Matthew.

“We are very thankful to Calvin and to the Red Cross,” said Cai Juan Deug.

### Response at a Glance (Domestic)

More than 6,200 American Red Cross workers—over 90 percent volunteers—have mounted a massive response to help thousands of people devastated by Hurricane Matthew across five states, including Florida, Georgia, South Carolina, North Carolina and Virginia.



More than **1.4 million** meals and snacks served



More than **460,700** relief items distributed



**378 shelters** supported with over **102,000 overnight stays**



More than **39,500 health and mental health contacts** made



More than **9,600 cases** for people in need

—Cumulative figures as of December 13, 2016

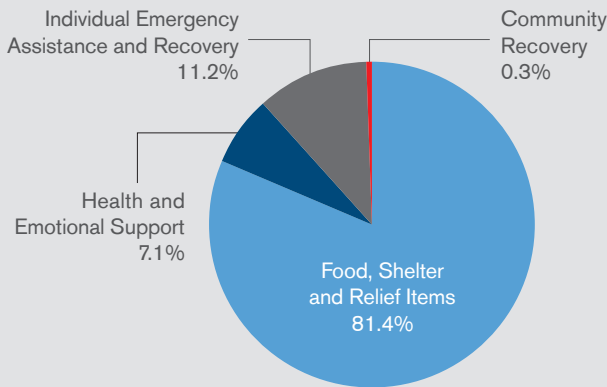
**Generous Donations Support Relief, Recovery in the United States**

As of December 21, 2016, the Red Cross has spent or made commitments to spend approximately \$22.4 million, including the value of critical donated goods and services,

to provide emergency relief and recovery efforts for Hurricane Matthew across five states in the U.S. Thanks to our generous donors, the Red Cross raised \$17.7 million specifically designated to Hurricane Matthew. The remaining expenses will be covered by donations made to our general disaster relief fund.

**Hurricane Matthew in the U.S. – Expenses and Commitments\* Through December 21, 2016**

\$22.4M (\$17.7M raised)



**Food, Shelter and Relief Items:** We open shelters to provide safe refuge, serve nourishing meals to residents and first responders, and hand out needed relief items.

**Individual Emergency Assistance and Recovery:** We help people create recovery plans, find housing solutions, replace lost items, apply for government and other community assistance, and more.

**Health and Emotional Support:** We provide services such as first aid support, replacing prescription medicines or eyeglasses, and helping people to cope.

**Community Recovery:** We support broader recovery initiatives to help communities meet specific disaster-caused needs, such as community rebuilding projects.

\*These costs include the logistics, staff and technology expenses that make our services possible, as well as the value of critical donated goods and services. Figures are estimates and could change. An average of 91 cents of every dollar the Red Cross spends is invested in humanitarian services and programs.

**American Red Cross Supports Disaster Relief, Combats Cholera in Haiti**

Matthew—the largest hurricane to strike Haiti in 50 years—battered homes and severely damaged water and electrical systems, roads, bridges, crops and livestock. Working with the Haitian Red Cross, the American Red Cross pre-positioned disaster responders and has provided vital assistance to more than 18,000 households, including hygiene and cholera kits, kitchen sets, shelter toolkits, blankets and more.

“It’s difficult to describe what I have observed,” said Richard Simon, an American Red Cross worker who was born in Port-au-Prince, Haiti.

“Hurricane Matthew has destroyed all aspects of life: houses are damaged or destroyed, roads blocked, crops devastated and fishermen’s equipment destroyed,” Simon said. “When you consider how precarious living conditions were here before the storm...you realize that Haiti will suffer the effects of this disaster for years.”

Cholera was a serious public health issue prior to Matthew, but the hurricane’s impact on Haiti’s infrastructure has worsened the problem, with over 8,000 new cases reported. To help, the American Red Cross is distributing cholera prevention supplies, coupled with hygiene kits and mosquito nets in affected and at-risk communities. Trained volunteers are educating residents on prevention and treatment. We are also supporting a government emergency oral cholera vaccination campaign targeting more than 700,000 people.

Three months after Matthew made landfall, the American Red Cross continues to assist the Haitian Red Cross with logistics, communications and financial resources. Along with distributing shelter kits, we are training volunteers so they can provide guidance to families using the kits and monitor repair work. In addition to the nearly 200 American Red Cross staff members based in Haiti, we

also deployed 16 disaster response specialists to work alongside Haitian senior technical experts and staff in areas such as emergency distribution, telecommunications support and early recovery planning.

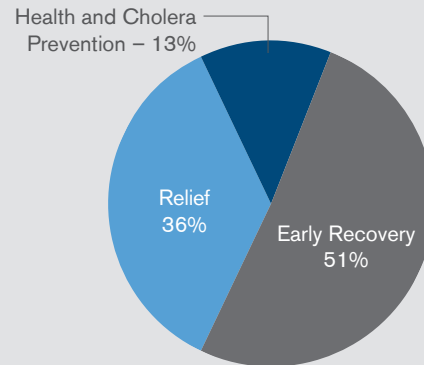
Livestock and crop losses due to Hurricane Matthew have devastated the livelihoods of many residents and led to food shortages. The American Red Cross and Heifer International are working together to distribute livestock to over 400 families that lost their animals in the aftermath of the hurricane. With support from our compassionate donors, the American Red Cross is committed to providing ongoing assistance, such as replacing people's lost business assets like farm equipment, seeds and animals, as well as helping families face the many challenges of recovery and become better prepared for future crises.



American Red Cross Disaster Risk Reduction Manager Nadège Joanis speaks with residents at a relief distribution site in the hard-hit Nord-Ouest Department, Haiti. Anderson Laforêt/American Red Cross

### Hurricane Matthew in the Caribbean Expenses and Commitments\* Through December 21, 2016

\$5.0M (\$3.9M raised)



\*These costs include the logistics, staff and technology expenses that make our services possible. Figures are estimates and could change. An average of 91 cents of every dollar the Red Cross spends is invested in humanitarian services and programs

**Relief:** Includes the distribution of relief items such as shelter materials and tools, cooking supplies, blankets and hygiene items.

**Health and Cholera Prevention:** Includes health activities in health centers and at the community level, such as provision of cholera prevention kits and education campaigns, water purification supplies and mosquito nets.

**Early Recovery:** Includes assistance—such as lost asset replacement, livelihoods support and unrestricted cash grants—to help people independently resume meeting family needs.

*Thank you!*

The American Red Cross must be prepared to respond quickly when disasters occur—across the country and around the world. From home fires that affect a single family to hurricanes that impact thousands, 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 promise. We are grateful for your trust.