



**American
Red Cross**

Hurricane Maria

One-Month Update | November 2017

Red Cross Delivers Vital Relief for Hurricane Survivors

In late September, Hurricane Maria ravaged the U.S. Virgin Islands—where residents were already reeling from Hurricane Irma's impact—before making a devastating direct hit on Puerto Rico, which had also suffered serious damage from the previous storm. Packing 155 mile-per-hour winds, Maria was the most intense hurricane to hit Puerto Rico in more than 80 years.

The deadly storm caused widespread destruction across both U.S. territories, tearing off roofs and reducing homes to rubble; wiping out roads, bridges and crops; knocking out power and cell phone service; and spawning floods and mudslides. In Maria's aftermath, countless residents faced heartbreaking personal losses and challenges from damaged infrastructure. Millions in Puerto Rico were left without power; many also lacked phone service and safe drinking water.

Even before Maria struck—the third major hurricane to threaten the U.S. in less than a month—the American Red Cross was preparing for the storm, mobilizing resources and workers to help in Puerto Rico and the U.S. Virgin

Islands. In the face of daunting logistical challenges, our volunteers and employees have worked tirelessly alongside government and disaster partners to get food and relief supplies into the hands of survivors, from the city of San Juan to rural communities isolated by damaged roads and bridges.

Powered by our generous donors, we have provided meals and snacks, bulk food like fresh produce, beans and rice, drinking water, cleanup supplies, tarps, insect repellent and comfort kits with hygiene items, as well as vital health services and emotional support for people coping with extremely difficult conditions. In addition, the Red Cross opened shelters for residents in the U.S. Virgin Islands who lost their homes, and while Puerto Rico's shelters are operated by the government, we stood ready to offer support as needed.

The Red Cross has also helped thousands of families in Puerto Rico reconnect following the disaster. We've provided satellite technology, portable generators, laptops and power strips on reunification trucks that

“Our hearts are with the affected individuals and families in Puerto Rico and the U.S. Virgin Islands as they begin to recover from widespread destruction and devastating personal losses caused by Hurricane Maria. Whether it’s delivering food, drinking water and emotional support, or reconnecting families with their loved ones, the inspiring dedication of our volunteers and employees and compassionate commitment of our donors has brought vital aid to hurricane survivors in this time of great need.”

Gail McGovern, President and CEO, American Red Cross

traveled around the island, giving residents the opportunity to charge phones and communicate with loved ones abroad.

This assistance meant everything to hurricane survivors like 81-year-old Domingo Ortiz and his wife Francisca, of San Lorenzo. They used a Red Cross satellite phone to speak with their son Carlos, who is on active duty with the U.S. military in Jacksonville, Florida. “We cannot thank you enough for this gesture,” Domingo said. “I will remember what the Red Cross did for us today for the rest of my life.”

More than one month after Maria struck, the Red Cross remains on the ground, helping individuals and families

impacted by this deadly storm. In addition to our response in the affected U.S. territories, the American Red Cross has also provided aid to help meet the immediate needs of people affected by Maria in Caribbean nations.¹

For hurricane survivors, recovery will be a long and arduous journey. In Puerto Rico, many people still lack safe drinking water, and officials estimate it could be December before the majority of power is restored. In the weeks and months to come, for as long as we are needed, the Red Cross will work with our disaster response partners to support residents as they pick up the pieces and begin to rebuild their lives.

Red Cross Medical Volunteers Focused on Helping Vulnerable Families

“The health situation in Puerto Rico is the worst I’ve seen,” explains Jason Boutot, an Emergency Medical Technician (EMT) and Red Cross volunteer who served in Florida after Hurricane Irma and is now in Puerto Rico. “This is why I am so focused on visiting as many families as we can each day with my Red Cross team.”

The visits can be lifesaving. Jason’s team called an ambulance for one patient with a very high blood glucose reading. “She was way, way up in the mountains and her unrefrigerated insulin was cloudy because she doesn’t have power,” Jason said. “We couldn’t leave her like that.”

Hard-hit rural areas remain difficult to reach for overwhelmed Emergency Medical Services, and people living there are experiencing serious and sometimes life-threatening health problems due to the extended isolation. Across Puerto Rico, Red Cross volunteers—including a dozen local nursing students and their professor from the University Interamericana in Arecibo, Puerto Rico—are stepping up to help.

Daniel Delgado, who oversees the Red Cross health teams in Puerto Rico, explained how vital their work has been. “Without a doubt, the most vulnerable people of Puerto Rico—the elderly, bedridden and people with other health challenges—who are still without power and clean water a month after Hurricane Maria, need our care and support now more than ever,” he said.



Response at a Glance

Hundreds of **American Red Cross workers** are working tirelessly to help people impacted by Hurricane Maria in the U.S. Virgin Islands and Puerto Rico.



More than **1.3 million meals and snacks** served with partners



More than **843,000 relief items** distributed



More than **11,000 health and mental health contacts** made

Cumulative figures as of October 20, 2017

¹The cost of this international assistance is supported by donations restricted for our international services.

Hurricane Maria Relief and Recovery: Estimated Budget

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

| Hurricane Maria Estimated Budget ^{2,3} (in millions) as of October 20, 2017 (\$31.6 million raised) | | | | | |
|---|-----------------------|------------------------------|-----------------------------------|---------------|--------------|
| Expense Categories | Food and Relief Items | Health and Emotional Support | Individual and Community Recovery | Total | Expense % |
| Food, relief items and other assistance | \$16.6 | \$0.1 | | \$16.7 | 52.8% |
| Long-term recovery programs to help unmet needs | | | \$4.1 | \$4.1 | 13.0% |
| Deployment and maintenance of volunteers and staff (includes airfare, lodging, meals and vehicles) | \$3.2 | \$0.2 | | \$3.4 | 10.7% |
| Freight, warehousing and other logistics that enable service delivery | \$2.9 | | | \$2.9 | 9.1% |
| IT, communications, and call centers | \$0.5 | \$0.1 | | \$0.6 | 1.9% |
| Temporary disaster hires | \$0.5 | | | \$0.5 | 1.6% |
| Full-time Red Cross employees | \$0.3 | \$0.1 | | \$0.4 | 1.3% |
| Equipment, maintenance and fueling of Red Cross emergency vehicles and rented trucks | \$0.2 | | | \$0.2 | 0.6% |
| Total Program Expenses | \$24.2 | \$0.5 | \$4.1 | \$28.8 | 91.0% |
| Management, general and fundraising ⁴ | | | | \$2.8 | 9.0% |
| Total Estimated Budget | | | | \$31.6 | 100% |

² Figures are budget estimates and could change as needs change.

³ Because the Hurricane Irma response in the U.S. Virgin Islands was already underway when they were impacted by Hurricane Maria, the costs for the response to both storms in the U.S. Virgin Islands were included in the Hurricane Irma estimated budget.

⁴ 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 Maria will be spent on our services to people affected by Hurricane Maria.

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