



**American
Red Cross**

Hurricane Harvey: Three-Year Update

September 2020

A message from Trevor Riggen, Senior Vice President, Red Cross Disaster Cycle Services



Three years ago, Hurricane Harvey wrought havoc along the Texas coast before inundating Houston and many other communities in Texas and southwest Louisiana with trillions of gallons of water. The hurricane's historic floods caused staggering damage and impacted countless lives. Powered by our compassionate donors and dedicated volunteers, the American Red Cross launched a massive response and recovery effort, supporting hundreds of thousands of affected residents through Harvey's catastrophic impact and lingering aftermath.

In preparation for the storm, the Red Cross mobilized thousands of trained disaster workers and pre-positioned critical supplies and life sustaining equipment. Even after Harvey came ashore, compassionate volunteers and employees from across the country arrived to provide shelter and comfort for thousands of displaced families. They also delivered warm meals, essential relief items, cleanup supplies, basic health services and emotional support in hard-hit communities.

To help survivors put their lives back together after the storm, we launched a new financial assistance program designed to quickly get money in the hands of those with the greatest needs. We provided more than \$347 million to hundreds of thousands of severely impacted households.

For people in some of the hardest hit communities, their journey toward recovery continues today. Given the scale of Harvey's destruction, it's no surprise that our support is still needed in many affected communities. The Red Cross has funded critical efforts to help meet the ongoing needs of survivors – awarding grants of more than \$60 million to organizations with specialized programs to carry out important recovery work and providing additional financial assistance directly to households in need.

All this vital assistance is made possible by the generous contributions of donors across the country. On behalf of those we serve, thank you for standing with us.

A handwritten signature in black ink that reads "Trevor Riggen". The signature is fluid and cursive.

Trevor Riggen

Three Years After Harvey's Landfall, Our Work Continues

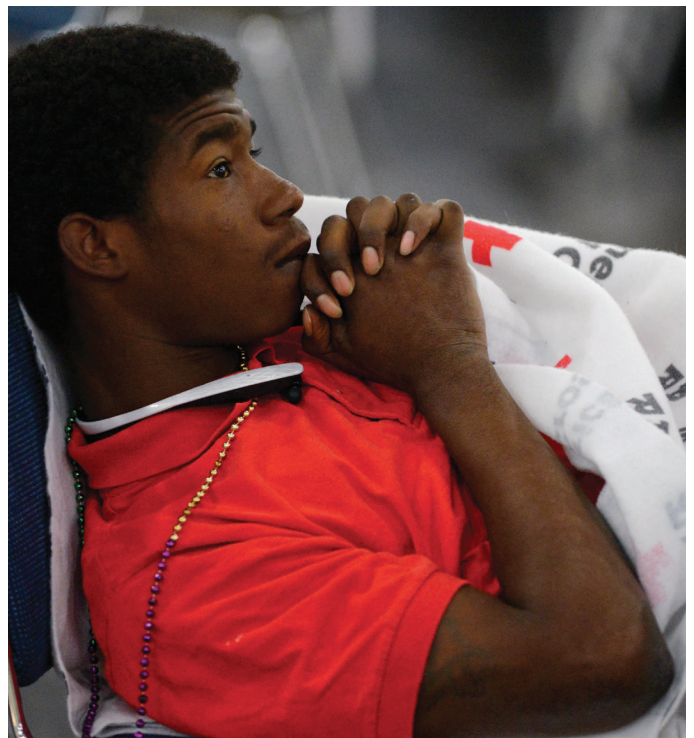
Recovery from disasters can be a long and arduous journey for people in affected communities — especially following an event of Hurricane Harvey's unprecedented scale. The American Red Cross has been there with relief and comfort for Harvey survivors from the beginning, and, three years later, we are still delivering meaningful recovery aid for impacted individuals, families and communities.

In the year since our last report, the Red Cross continued to award additional targeted grants to nonprofits doing vital work in communities still recovering from this catastrophic storm. We supported long-term recovery groups that coordinate and manage assistance for people with unmet needs, as well as providing funding for other community partners with specialized expertise and services, including home repair and rebuilding efforts, mental health and counseling services, and much more — with a focus on the most vulnerable residents in the most severely impacted counties of the Texas Gulf Coast.

None of this ongoing work would be possible without the compassionate commitment of generous donors and dedicated volunteers who have joined us to support hurricane survivors on this long journey. Thanks to them, the Red Cross was ready to take swift action when Harvey made landfall near Port Aransas, Texas, in August 2017. We deployed thousands of trained disaster workers, the majority of our emergency response vehicle fleet, and the supplies and equipment needed to shelter and feed hundreds of thousands of people whose lives were turned upside down by this devastating storm.

Delivering Help and Hope in Harvey's Wake

For families who've just lost everything to a disaster, coping with everyday needs can seem like an insurmountable challenge. As Harvey's relentless rains lingered for days, dumping a record-breaking deluge on communities from southern Texas into southwestern Louisiana and causing widespread destructive flooding, the Red Cross and our partners stepped in to help ensure these needs were met with care and compassion.



Top: A Red Cross worker assesses Hurricane Harvey damage in Victoria, Texas. Photo by Chuck Haupt/American Red Cross

Bottom: During Hurricane Harvey, resident Cory Washington watches the latest weather report from the George R. Brown Convention Center shelter in Houston. Photo by Daniel Cima/American Red Cross

We worked around the clock to deliver help and hope for people in hard-hit Texas communities like Rockport, Victoria and Beaumont, and we worked with partners to shelter displaced residents, including thousands of individuals and families who found a temporary home at the George R. Brown Convention Center “mega shelter” as rising waters engulfed much of Houston.

While shelters offered a safe refuge, living among thousands of strangers amid the uncertainties of a disaster is a stressful experience. Aware of this reality, trained Red Cross health and mental health workers were on hand to monitor shelter residents’ well-being, listen to their stories and provide emotional support, and help them with needs like replacing lost prescription medications and eyeglasses. We also gave shelter residents the basic comfort of regular meals and essential supplies like diapers, blankets and personal care items.

As floodwaters began to recede and displaced families returned to flood-ravaged homes, Red Cross disaster

workers also made regular visits to impacted neighborhoods and communities, offering residents food and water, relief items and cleanup supplies as they began picking up the pieces of their lives and salvaging what they could.

Empowering Survivors with Financial Assistance

Many Harvey survivors lost not only their homes and belongings in the disaster, but also the ability to pay for essentials like gas, groceries, rent and other bills. To help with these necessities, the Red Cross quickly stood up a new financial assistance program that provided immediate aid of \$400 to help survivors with these urgent needs.

Powered by an outpouring of support from the public, the Red Cross distributed more than \$230 million in financial assistance to more than 575,000 households in just five months. Not only did this program help heartbroken survivors when they needed it most, but it also pumped dollars back into local communities where Harvey had inflicted massive economic damage.



Volunteer Charlie Magee hands out hot meals to a Harvey survivor in Victoria, Texas. Charlie himself was helped by the Red Cross when his home was affected by a tornado. “The Red Cross symbol means help and that is why I’m here,” he said. Photo by Chuck Haupt/American Red Cross

Response at a Glance

In response to Harvey's devastation, thousands of Red Cross disaster workers — **over 90% volunteers** — helped meet the urgent needs of affected residents.



Over **4.5 million meals and snacks** served with partners



More than **1.6 million relief items** distributed



Over **575,000 severely affected households** provided with **immediate financial assistance**



More than **414,800 overnight shelter stays** provided with partners



More than **127,000 health and mental health contacts** made

All numbers are cumulative and reflect services provided since August 25, 2017

Supporting Recovery for Impacted Households and Communities

As our emergency response to shelter and feed people impacted by Hurricane Harvey came to an end, the Red Cross quickly focused on delivering services that would help affected households and communities address unmet recovery needs. To help hard-hit residents rebuild their lives, the Red Cross partnered with local and state governments, nonprofits, faith-based organizations and long-term recovery groups to determine which communities had the greatest needs and how best to meet them.

To date, the Red Cross has spent \$184.6 million to aid in long-term recovery support for individuals, families and communities, including funding financial assistance for households with major needs and providing grants to partners providing important community recovery services.

Financial Assistance Boosted Recovery for Individuals and Families

In addition to the more than \$230 million in immediate financial assistance provided during our emergency response, the Red Cross provided additional cash



When Hurricane Harvey destroyed their home in Rockport, Texas, Kathleen and Chris LeGrand used financial assistance provided by the Red Cross to help pay for a rental home and some of the costs of rebuilding. Photo by Scott Dalton/American Red Cross

“I wanted my family to be able to be back home.”

Angela Lavine, Port Arthur, Texas

assistance of more than \$117 million to more than 46,000 severely impacted households as part of our recovery efforts.

To speed the process for people in need, we reached out to tens of thousands of people whose homes were confirmed to have been destroyed or sustained major damage, and we also processed financial assistance applications submitted to local disaster case management agencies. For recipients, this assistance has helped with temporary housing, essential home repairs and more.

Retired teachers Kathleen and Chris LeGrand are among the thousands of households who received this additional aid. After the couple lost their home in Rockport, Texas, when Hurricane Harvey swept ashore, Red Cross financial assistance helped them pay for a rental home and covered some of their rebuilding expenses.

Kathleen shared her gratitude for the timely support provided by Red Cross donors at a difficult time for her family. “It’s encouraging to know that other people are backing you to help us,” she said. “The Red Cross contacted me at a time of need, and they were there, you could see them...they make you feel real good.”

Recovery Grants Program Continues to Aid Harvey Survivors

Along with long-term recovery financial assistance, providing targeted grants for community-based recovery has been a cornerstone of our Harvey relief effort. So far, we’ve awarded \$60 million — with \$57.5 million already disbursed — to partners that are best-situated to meet the needs of vulnerable survivors in hurricane-damaged communities across the Texas Gulf Region.

The Hurricane Harvey Recovery Grants Program has provided funding to more than 120 nonprofit and faith-based organizations, supporting work in the areas of housing repair and rebuilding; unmet needs assistance; mental health services and counseling; other recovery support services, including legal advocacy, financial counseling, disability access and more; and



Red Cross volunteers Katie, Linda and John serve lunch from an Emergency Response Vehicle at an apartment complex in Houston, Texas, in which over 200 ground floor units had water damage from Hurricane Harvey. Photo by Chuck Haupt/American Red Cross

outreach to underserved communities to help ensure that all disaster-affected households have access to recovery services.

We know that the hardest-hit communities will continue to deal with the aftermath of Hurricane Harvey for years to come. For this reason, the Red Cross has funded nonprofits that can quickly scale up recovery services and sustain this support for the longer term. For the duration of these grants, the Red Cross will help to ensure grantees deliver quality services by monitoring progress toward recovery goals that benefit the community.

Recovery from a disaster like Harvey is a team effort, and the Red Cross is proud to join with and support community partners like those featured below, representing a few of the many organizations that have received Red Cross grants to help meet the ongoing needs of survivors.

Victoria Long-Term Recovery Group

The Victoria Long-Term Recovery Group (LTRG) is one of several community groups across the Texas Gulf Coast that the Red Cross is supporting with recovery grants. Two months after Harvey's landfall, leaders from businesses and faith-based organizations, nonprofits, local governments and more came together to form the LTRG, which connects neighbors in need with available resources and funding.

With its first Red Cross grant, the Victoria LTRG hired staff to coordinate its warehouse operations and manage volunteers. "Several months later, we were twice blessed," said the group's development director, Rick Villa. "We [applied] for the unmet needs grant. That was critical to our region, because we had so many survivors who needed assistance."

Among those in need were Rebecca Chacon and family, whose home was flooded. The Victoria LTRG had helped connect the family with another partner to repair the house. But many of her home's contents had also been lost. "The Red Cross replaced the appliances in our home," Rebecca said. "We got a new washer-dryer, stove and refrigerator."

Back in her home, Rebecca teared up as she recounted the experience. "It was just like a beautiful miracle out of all this disaster," she said. "I can't even express how thankful we are."

Al Noor Society of Greater Houston

Red Cross grantee Al Noor's mission is providing services to underserved members of the Muslim



A Red Cross grant to the Al Noor Society paid for repairs to Houston resident Mohamed Mohamed's home, which was heavily damaged by Harvey. Photo by Marco Bracamontes/American Red Cross

community in and around Houston. After Harvey, "many of our community members had their homes broken," said Al Noor Society member Zahoor Gire. They were struggling to find funds to repair and rebuild. "When a disaster strikes, you know, it takes out all your resources."

Al Noor saw an opportunity to help neighbors in need through a Red Cross grant. "We made the announcements in the mosque during our Friday prayers that we have received this grant," Zahoor said. "Within 20 minutes, we were sold out. Everyone had applied right there and then." With the grant, Al Noor was able to help 18 families, primarily in Harris County.

One of them was Mohamed Mohamed, a taxi driver who immigrated to the Houston area from Ethiopia over 15 years ago and lives in Harris County with his niece, Sada. His home was almost totally destroyed by Harvey's flooding. He also lost his car and, with it, his livelihood. Mohamed had done what he could to clean up and start repairs, but living conditions were difficult.

That was when he heard about the assistance available through Al Noor and the Red Cross grant. “They came up with the doors and temporary cabinets, [helped] with painting and sheetrock,” Mohamed said. “They kind of built my house back up.”

While Mohamed still has work to do to make his house a home, the assistance provided by Al Noor and the Red Cross made his home habitable, safe and secure from the weather. “Whoever is a member of this organization, I’d like to tell them, great job,” Mohamed said. “Deeply from my heart, thank you.”

United Aid of Southeast Texas

Founded after Harvey struck, Red Cross grantee United Aid of Southeast Texas has provided home repair and rebuilding assistance to impacted families in their home city of Beaumont and surrounding communities, with a focus on helping the most vulnerable residents. So far United Aid has repaired or rebuilt 92 homes — paying for items like roofing materials, sheetrock and contractors with the help of \$750,000 in grant funding provided by the Red Cross.

“We couldn’t have done as many houses as we’ve been able to rebuild without the help of the Red Cross,” said United Aid director Ryan Casteel.

Angela Lavine, of Port Arthur, is one beneficiary of United Aid’s rebuilding support. After Hurricane Harvey’s flooding severely damaged her home, she and her three children were displaced for two years while they tried to manage the needed repairs. “I wanted my family to be able to be back home,” Angela said.

With support from the Red Cross, United Aid of Texas and other partners, the family was able to help Angela do just that. “I have all new sheetrock, all new flooring, new cabinets, new appliances; my air conditioning unit is brand new, everything in here,” she said. “They have been a godsend to me and my family, and I would never have been able to get this done without their help.”

Family Service Center of Galveston County

Rebuilding isn’t the only need for disaster-impacted communities — counseling and mental health services are also a key aspect of recovering from a devastating event like Harvey, especially for children. Enter the Family Service Center (FSC) of Galveston County, whose mission is to promote mental health and well-being through education, counseling services and prevention.



In school settings and at community recovery fairs, Red Cross grantee Family Service Center of Galveston County provides mental health and counseling services for children and families recovering from the trauma of Hurricane Harvey. Photo courtesy of Family Service Center of Galveston County.

“We needed to be in places where our residents already were,” said the Center’s director, Karen McWhorter. “Many of the services we provided were school-based, because we knew we could address the needs of children and their families through an [already existing] environment.”

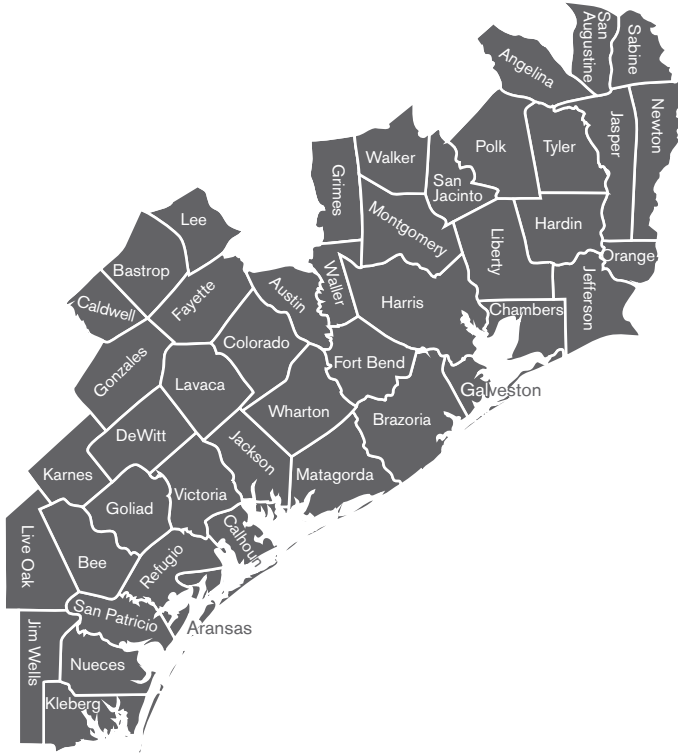
With a recovery grant from the Red Cross, FSC was able to hire a counselor to increase and enhance their provision of services in the Dickinson, Texas, community after the disaster — helping them build relationships with community constituents and better identify children and families who were still struggling with the trauma of Harvey’s impact.

“Thank you, thank you,” Karen said of Red Cross donors who made the grant possible. “Because of your support and funding, we’ve been able to reach and address those most vulnerable in Galveston County post Hurricane Harvey.”

Hurricane Harvey Recovery Grants Program

The American Red Cross has awarded more than \$60 million in donated dollars to more than 120 nonprofit partners to support community-based recovery services across the Texas Gulf Coast Region.*

Impacted counties receiving Red Cross community grants:



Red Cross recovery grants support:

- Housing repair and rebuild services
- Mental and spiritual health
- Unmet needs assistance
- Capacity building for long-term recovery committees
- Outreach to underserved populations
- Recovery services (such as legal advocacy, financial counseling and prevention of contractor fraud)

For more details on our Hurricane Harvey Recovery Grants program, including a list of grantees and award amounts, please visit redcross.org/harveyrecoverygrants.

*As of August 12, 2020. Includes \$57.5 million disbursed to grantees and \$1.8 million in grant awards not yet disbursed.

Generous Donors Fuel Relief and Recovery for Harvey Survivors

For three years, Red Cross relief and recovery efforts for Hurricane Harvey have been fueled by the remarkable generosity of our supporters. The Red Cross has raised \$524.7 million, including the value of critical donated goods and services, to help Hurricane Harvey survivors in Texas and Louisiana. As of August 5, 2020, the Red Cross had programmed approximately \$521.9 million on emergency relief and recovery efforts for people affected by Hurricane Harvey. Remaining funds will be used to help with unmet needs for individuals and families impacted by Hurricane Harvey and support longer-term community-based recovery services in the affected areas.



After Harvey, Melody Borden takes a break from cleaning up her brother's home with Red Cross spiritual care volunteers Zonia and Scott in Holiday Beach, Texas. Photo by Chuck Haupt/American Red Cross

Hurricane Harvey Expenses and Commitments (in millions)¹

As of August 12, 2020 (\$524.7M raised)

Expense Categories	Food, Shelter and Relief Items	Health and Emotional Support	Immediate Financial Assistance	Individual and Community Recovery	Total	Expense %
Financial assistance, food and other relief items	\$26.8	\$0.2	\$230.1	\$117.8	\$374.9	72%
Long-term recovery disbursements on grants to help meet unmet needs ²	—	—	—	\$57.5	\$57.5	11%
Deployment and maintenance of volunteers and staff (includes airfare, lodging, meals and vehicles)	\$12.4	\$3.1	\$0.6	\$0.6	\$16.7	3%
Temporary disaster hires	\$0.9	\$0.1	\$1.2	\$6.8	\$9.0	2%
IT, communications and call centers	\$1.4	—	\$4.0	\$1.5	\$6.9	1%
Freight, postage and warehousing	\$4.2	—	—	\$0.1	\$4.3	1%
Kitchen, shelter and other logistics that enable service delivery	\$2.5	—	—	\$0.1	\$2.6	0%
Equipment, maintenance and fueling of Red Cross emergency vehicles and rented trucks	\$1.3	—	—	—	\$1.3	0%
Full-time Red Cross employees	\$0.5	\$0.1	\$0.2	\$0.2	\$1.0	0%
Financial institution vendor services	—	—	\$0.7	—	\$0.7	0%
Total Program Expenses	\$50.0	\$3.5	\$236.8	\$184.6	\$474.9	91.0%
Management, general and fundraising ³					\$47.0	9.0%
Total Expenses					\$521.9	100%
Program dollars remaining to be spent (includes grant funds awarded but not disbursed)					\$2.5	
Management, general and fundraising remaining to be applied					\$0.3	
Total Budget					\$524.7	

¹Dollar figures are rounded to the nearest \$100K; therefore, expenses \$49,999 and below are represented as zero.

²\$1.8M remaining to be disbursed on grants already signed. Does not include partner organizations' administrative costs related to the grant, which are approximately 1–3 percent of the awarded amount. These costs are reflected in the management, general and fundraising rows.

³Management, 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 approximately 300,000 volunteers, fundraising and communications functions, and other support services across all program lines. 91 cents of every dollar received for Hurricane Harvey will be spent on services to people affected by Hurricane Harvey.

Thank you!

The Red Cross must be ready for every disaster, big or small, and we respond to an average of more than 60,000 disasters per year — including single-family or apartment home fires, severe weather, floods and wildfires. Those in need turn to the Red Cross in their darkest hours because they know they can depend on us right after the disaster and through their recovery. Your donation helps us fulfill this promise. We are grateful for your trust.