

OCTOBER 2024

HURRICANE IAN TWO-YEAR REPORT



**American
Red Cross**

A NOTE FROM

Cliff Holtz, President and CEO, American Red Cross



In the two years since Hurricane Ian battered communities across Florida, the American Red Cross has stood by hard-hit residents, providing immediate relief and ongoing support for recovery. As the massive storm bore down on Florida, we prepared to assist the communities in its path well before landfall, pre-positioning shelter and relief supplies and mobilizing thousands of disaster workers.

In the hurricane's aftermath, our compassionate Red Cross volunteers and employees were on the ground quickly with vital aid. They offered safe refuge to displaced families, and they delivered warm meals, relief supplies and sorely needed emotional support to survivors, both at shelters and directly in the affected neighborhoods. In the weeks and months after the storm, we also provided critical financial assistance to severely impacted households, helping them get back on their feet and begin to rebuild their lives.

In year two of our response, the Red Cross has continued to support ongoing care for Ian survivors, including Expanded Recovery Assistance for people who need extra help to get back on their feet. We've also funded grants to nonprofit partners with specialized expertise to help impacted families and communities recover and become better prepared for future emergencies. I am grateful for all you've done to make this work possible. On behalf of those we serve, thank you very much for your generosity.

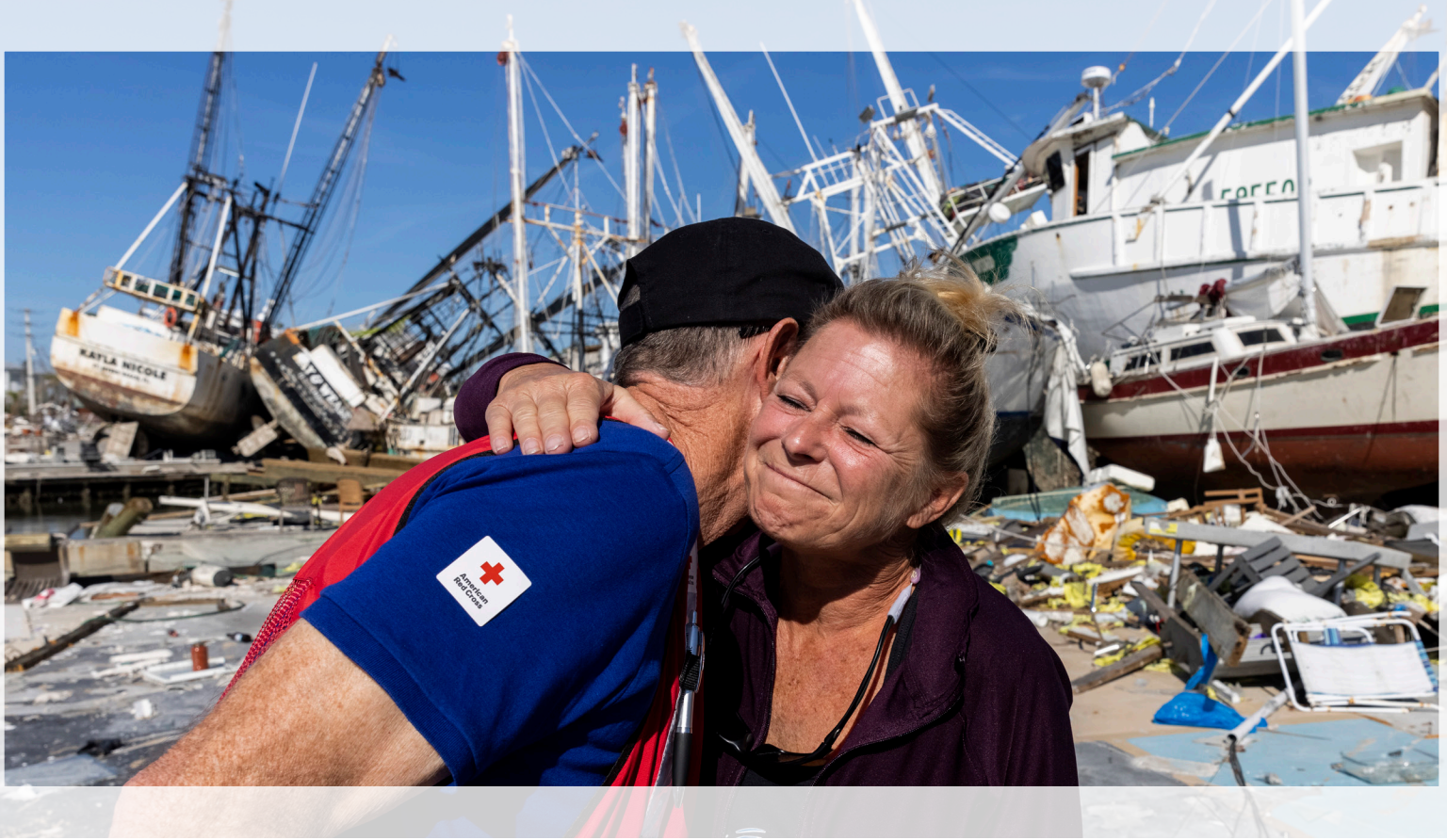
A stylized, handwritten signature in black ink that reads "Cliff".

Cliff Holtz

Red Cross volunteer Jeana Petersen provides water and snacks to a resident of North Fort Myers, Florida, after entering his information into a database for financial assistance. Photo by Scott Dalton/American Red Cross

Cover photo: Fort Myers Beach, Florida, resident Terry McKinnon shows a Red Cross volunteer the damage to his home after Hurricane Ian swept through the area with 150 mph winds and a 12- to 14-foot storm surge. Photo by Scott Dalton/American Red Cross





HURRICANE IAN RESPONSE AT A GLANCE

Nearly **3,800 Red Cross disaster workers** mounted a massive response to help people impacted by Hurricane Ian. They have:



Served more than
1.7 million meals and snacks with partners



Reached an estimated
195,000 people with disaster relief and recovery services



Provided more than
60,200 overnight shelter stays with partners



Provided relief supplies to more than **36,500 households**

Cumulative figures in Alabama, Florida, Georgia, North Carolina, South Carolina and Virginia in response to Hurricane Ian as of August 28, 2024.

Delivering Compassionate Care in Ian's Wake

Two years ago, Hurricane Ian came ashore near Fort Myers, Florida, with extreme winds and a high storm surge that caused immense destruction in coastal communities. The powerful storm then cut a path of destruction from the Gulf across central Florida to Daytona Beach before a second landfall caused additional damage in the Carolinas and other southern states.

American Red Cross volunteers and employees were mobilizing to provide relief on a massive scale prior to Ian's landfall, marshaling truckloads of critical supplies and other resources. In the hurricane's wake, our dedicated disaster responders worked around the clock to deliver compassionate care to hurricane survivors. They helped provide safe refuge to families who had been forced from their homes, along with warm meals, relief supplies, emotional support and more.

Our emergency response vehicles also fanned out across the most heavily damaged neighborhoods and communities to bring vital aid to those who rode out the storm in their homes. Meeting disaster survivors where they were, our volunteers delivered essential relief supplies, like shovels, rakes, cleanup kits and trash bags, as well as basic health services, comfort and spiritual care.

In addition, Red Cross Immediate Financial Assistance funds helped affected individuals and families meet pressing needs, like buying food, replacing lost clothing, paying for gas and other essentials.

Above: Volunteer Dean Otta meets with Chezel Merrill on the slab of what used to be her home in Fort Myers Beach, Florida, to let her know that she is eligible for financial assistance. "I'm grateful to the Red Cross," she said. "They intentionally came to find me and help me. That means a lot." Photo by Scott Dalton/American Red Cross

We also provided an additional round of Bridge Assistance to some of the most severely affected residents, helping them overcome significant recovery roadblocks and begin to rebuild their lives.

Expanded Recovery Assistance Program

In year two of our response, we offered one-on-one casework and Expanded Recovery Assistance. This third round of financial assistance helped address complex disaster-related long-term recovery needs for some of the most vulnerable impacted households. Our Expanded Recovery Assistance program for Hurricane Ian provided approximately \$8.1 million of financial assistance to over 1,800 households who still faced significant recovery obstacles, such as housing and home repairs, food security, health and mental health issues, and access to transportation and childcare.

Thanks to the generosity of our donors, as of August 28, 2024, we had provided financial assistance totaling approximately \$39.3 million through our Immediate, Bridge and Expanded Recovery Assistance programs, reaching thousands of households devastated by Ian's punishing winds and floodwaters.

"I could do nothing but cry."

TWYLA GRANT, ON LEARNING SHE HAD BEEN APPROVED FOR EXPANDED RECOVERY ASSISTANCE FUNDS

TWYLA'S STORY: Twyla Grant and her family lost everything to Hurricane Ian—including their home. The family's apartment had sustained flood damage in the storm, and a brown water stain spread rapidly across the ceiling. She alerted the property manager, but after a previous eviction was discovered on her record, she was told she did not qualify for relocation to another unit and was asked to leave.

Obstacles to her recovery continued to pile up. Her car stopped working and she lost her job, since the business where she worked was closed for repairs after the hurricane. At this low point, when she was staying in an RV with her three children, a cat and a dog, Twyla got an email from her Red Cross caseworker—she'd been approved for Expanded Recovery Assistance.

On getting the news, Twyla said, "I could do nothing but cry." After 16 months without a stable home, she learned in February 2024 that her apartment lease was approved, with Red Cross financial assistance covering the first month's rent and the security deposit. She is using the rest of her Expanded Recovery Assistance to help replace furniture and clothes lost or destroyed by the hurricane. "It all came together, perfect timing," she said. "Everything fell into place for me."

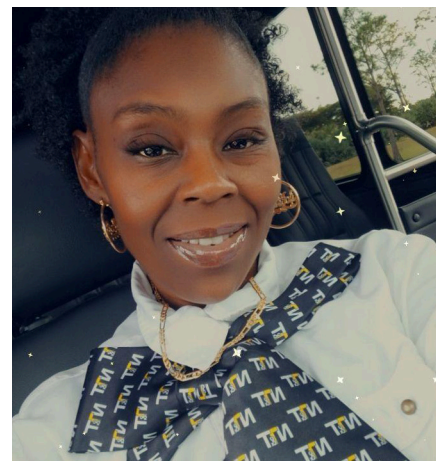


Photo caption/credit: After months of uncertainty, Twyla Grant is grateful to have a safe, clean home for her family as they continue to recover from Hurricane Ian. Photo courtesy of Twyla Grant

“Why would the Red Cross do all that, just for me?”

BIRGITH LARSON

BIRGITH'S STORY: Birgith Larson struggled to understand Red Cross caseworker Susy Rodriguez on the phone — her hearing aids were ruined in the storm. Birgith's home had suffered major damage from Ian; she was recently widowed and living in a camper trailer.

Susy realized they needed to talk in person, and she drove 2.5 hours to meet Birgith at her trailer. Birgith was surprised to learn that Susy had come so far to meet with her. “Why would the Red Cross do all that, just for me?” she asked.

With Susy's help, Birgith was approved for Expanded Recovery Assistance, and not long after, she received a call from an over-55 community that had an affordable one bedroom available. “I got goosebumps,” Susy said, when she learned how everything had worked out for Birgith.

Hurricane Ian affected a large number of people over 60. Many of them are understandably worried about scams in the wake of the disaster and hesitant to give their personal info over the phone. The Red Cross team that supported Birgith, and so many others like her, “are on their A game,” Susy said. She felt proud that the Red Cross gives people comfort and was still helping, nearly two years after the disaster, when much of the world had moved on.



Caseworker Susy Rodriguez met with Birgith Larson to help her apply for Expanded Recovery Assistance in the wake of Hurricane Ian. Photo by American Red Cross

Grants to Recovery Partners

In addition to financial assistance and one-on-one casework, the Red Cross often provides community recovery grants to nonprofits and community-based groups. This support can facilitate the expansion of current services and the creation of new programs that aid in community recovery and the strengthening of resilience across the affected area.

“Everyone has a role to play in helping a community recover from a disaster, from community organizations and nonprofits to government partners and

“More humanity is needed [after a disaster like Hurricane Ian]. When you go into a neighborhood and add value, that’s the best there is.”

**DR. CHLOE CONEY,
CDC OF TAMPA FOUNDER**

beyond,” said Robert Sofaly, long-term recovery director with the Red Cross. “Together, we can build resiliency within the communities that need it most — those affected by disasters over and over again — and listen and learn to deliver solutions that truly meet their needs.”

The following are a few examples of Red Cross community recovery grant recipients who have provided important recovery support in communities impacted by Hurricane Ian.

CORPORATION TO DEVELOP COMMUNITIES OF TAMPA AND FLORIDA

AME: Through a community recovery grant from the Red Cross, the Corporation to Develop Communities (CDC) of Tampa and 11th Episcopal District of the African Methodist Episcopal (AME) church worked together to train local under-resourced community members and established a Disaster Recovery Center to provide information and supplies in areas affected by Hurricane Ian. “More humanity is needed [after a disaster like Hurricane Ian],” said CDC of Tampa founder Dr. Chloe Coney. “When you go into a neighborhood and add value, that’s the best there is.”

The Disaster Recovery Center is located in the Mt. Olive AME Church in the Dunbar neighborhood of Fort Myers, which was destroyed by a hurricane a hundred years ago and rebuilt, a symbol of resilience in the face of hurricanes. Multiple Red Cross grant recipients have gathered at this location, working together to provide services to the community, and it has even hosted a Red Cross *Sound the Alarm* home fire preparedness event.

NAACP: The Red Cross partnered with the NAACP Florida State Conference as well as the Volusia and Orange-based NAACP branches to launch the ‘Restore Florida’ initiative. Restore Florida will boost Hurricane Ian recovery, resilience and future preparedness through door-to-door canvassing in disaster-impacted communities to help connect residents with recovery resources.

For Connie MacMillian, amid the many challenges of recovering from Ian, one thing was “really, really easy.” That was applying for Expanded Recovery Assistance from the Red Cross. “I just scanned a QR code... and was contacted,” she said.

“I just scanned a QR code... and was contacted.”

**CONNIE MACMILLIAN, ON
APPLYING FOR RED CROSS
EXPANDED RECOVERY
ASSISTANCE, WITH HELP
FROM HER LOCAL NAACP**



In Florida, an NAACP canvasser speaks with an Ian survivor about recovery resources available from the Red Cross. Photo courtesy of the NAACP

GPIA led the repair work on Jamie's home and helped the family on their road to recovery.

Through the NAACP partnership, flyers with the application info and scannable code were distributed in her area, and a caseworker from the local NAACP chapter helped with her application. Connie had to move out of her home when mold damage was found in the walls and ceiling. Expanded Recovery Assistance funds enabled her to move into an extended stay motel for several months while the storm damage was repaired. "It was a piece of cake," she said.

GREATER PINE ISLAND ALLIANCE: The Red Cross provided capacity-building support to the Greater Pine Island Alliance (GPIA), which is coordinating recovery services for the hurricane-ravaged Pine Island community. GPIA's goal is to improve the coordination, reach, effectiveness and efficiencies of long-term recovery services in a community that was cut off from the mainland by the disaster.

Greater Pine Island is a small island community that prides itself on self-reliance and can be hesitant to work with outsiders, but the strong relationships fostered by GPIA provided an entry point for the Red Cross. Together, we engaged support from recovery partners like Rebuilding Together Tampa Bay, Camp Noah and International Orthodox Christian Charities on the island to help hurricane survivors.

This collaboration made a difference for Jamie Surgent and her family, who lived on Greater Pine Island when Ian struck. After spending the first two weeks after Hurricane Ian ferrying people to and from the mainland in their barge, the family returned home and realized that, though it was unaffected by storm surge, Ian's winds had blown out the windows, letting in the soaking rain and causing mold damage. GPIA led the repair work on Jamie's home and helped the family on their road to recovery, even as Jamie continued her work as a volunteer responder in the community.



The GPIA helped lead repair work on Greater Pine Island resident Jamie Surgent's home. Photo by Jillian Robertson/American Red Cross

ToolBank partnered with Rebuilding Together Tampa Bay to provide tools for volunteers coming to the area to help rebuild homes after the storm.

REBUILDING TOGETHER TAMPA BAY: Through a grant from the Red Cross, Rebuilding Together Tampa Bay has provided long-term recovery, mitigation and preparedness services throughout the Central Florida region. These services have included roof, window and door replacements, sealing of the home's general envelope, as well as gutting, drywalling and flooring, HVAC repair and replacement, mold remediation and electrical and plumbing work.

During the worst of the hurricane, elderly Florida residents Larry and Diane considered trying to evacuate in a canoe, but ultimately decided to shelter in place. They weathered the storm safely, but their home was badly damaged. In another example of partners working together, Red Cross grantees Rebuilding Together repaired their roof and the Greater Pine Island Alliance replaced their air conditioner and living room ceiling.

TOOLBANK: Through a grant from the Red Cross, ToolBank established a location in Tampa to operate a tool lending program supporting qualified community-based organizations in the metropolitan area. For example, ToolBank partnered with Rebuilding Together Tampa Bay to provide tools for volunteers coming to the area to help rebuild homes after the storm.

Kristi Thum is the Southeast Territory Manager for ToolBank. When she was growing up, Kristi's father worked with tools and, in her words, "would have loved this place." While he did not live to see it, Kristi said he would have been pleased to see what ToolBank is doing to help people whose lives were turned upside down by Hurricane Ian.



In Tampa, Florida, Kristi Thum of ToolBank speaks with Red Crosser Carrie Norton about a grant-supported tool-lending program to aid community partner recovery efforts after Hurricane Ian. Photo by Jillian Robertson/American Red Cross

Generous Donors Power Relief and Recovery for Ian Survivors

Thanks to generous donors, the Red Cross raised \$96.8 million designated for our Hurricane Ian response — including the value of critical donated goods and services — to help people affected by this disaster.

As of August 28, 2024, the Red Cross had spent or made commitments to spend approximately \$112.7 million on emergency relief and recovery efforts for Hurricane Ian. To fill this gap, we have used allocations from our Hurricanes of 2022 and Disaster Relief fundraising designations.

| Hurricane Ian Expenses and Commitments ^{1,2} (in millions) as of August 28, 2024 | | | | | | |
|--|---------------------------------|------------------------------|----------------------|---------------------------------|----------------|-------------|
| Expense Categories | Food, Shelter, and Relief Items | Health and Emotional Support | Financial Assistance | Community Recovery & Resilience | Total | Expense % |
| Financial assistance, food and other relief and preparedness items | \$9.9 | \$1.2 | \$31.2 | \$0.1 | \$42.4 | 38% |
| Long-term recovery programs to help unmet needs and community resilience | — | — | \$8.1 | \$15.5 | \$23.6 | 21% |
| Deployment of volunteers and staff (includes airfare, lodging, meals and vehicles) | \$6.5 | \$1.0 | \$6.5 | \$0.2 | \$14.2 | 12% |
| Full-time Red Cross employees | \$2.8 | \$0.1 | \$0.9 | \$1.0 | \$4.8 | 4% |
| IT, communications and call centers | \$2.3 | \$0.6 | \$1.2 | \$0.3 | \$4.4 | 4% |
| Freight, postage and warehousing | \$4.2 | — | — | — | \$4.2 | 4% |
| Kitchen, shelter and other logistics that enable service delivery | \$2.5 | \$0.6 | \$0.5 | \$0.1 | \$3.7 | 3% |
| Temporary disaster hires | \$0.6 | \$0.3 | \$1.4 | \$1.0 | \$3.3 | 3% |
| Equipment, maintenance and fueling of Red Cross emergency vehicles and rented trucks | \$0.8 | — | — | — | \$0.8 | 1% |
| Total Program Expenses | \$29.6 | \$3.8 | \$49.8 | \$18.2 | \$101.4 | 90% |
| Management, general and fundraising ³ | | | | | \$11.3 | 10% |
| Total Spent and Committed⁴ | | | | | \$112.7 | 100% |

¹Dollar figures in all tables are rounded to the nearest \$100,000; therefore, expenses \$49,999 and below are represented as zero.

²Includes Hurricane Ian responses in Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina and Virginia.

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 nearly 18,000 employees and approximately 275,000 volunteers, fundraising and communications functions, and other support services across all program lines. 90 cents of every dollar spent for Hurricane Ian will support delivering care and comfort to help people affected by this storm.

⁴In addition to Hurricane Ian donations, the response is being supported by allocations from Hurricanes of 2022 and Disaster Relief fundraising designations.



Thank you!



**American
Red Cross**

The Red Cross must be ready for every disaster, big or small, and we respond to an average of more than 65,000 disasters each year — including 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 throughout their recovery. Your donation helps us fulfill this promise. We are grateful for your trust.

To learn more about our response and the people we've helped, please visit our **Hurricane Ian Story Map** (redcross.org/hurricaneian).

Above: In Arcadia, Florida, a Red Cross worker walks with a young Ian survivor while her mother is provided financial assistance by the Red Cross to help repair hurricane damage to the family's home.. Photo by Scott Dalton/American Red Cross