

SUPERSTORM SANDY

SIX-MONTH UPDATE | APRIL 2013



**American
Red Cross**

A Message From the President and CEO

Six months after Superstorm Sandy devastated homes, communities and families, signs of progress and hope can be seen throughout New York and New Jersey: families able to start over in a new place to live, boxes of food delivered to people in need, mold cleaned from water-logged homes, emotional support to those who have been through so much, and financial support for people working to get their lives put back together.

Recovery is a marathon—not a sprint—and it will take time for people to heal, rebuild and regain their optimism. But in a recent trip to survey the affected areas, I was encouraged by the determination and courage of the people I met. For example, I spoke with Viola Lynch, a 93-year-old woman who is the epitome of resilience. Viola lost all her worldly goods, but now she has moved to a new place and reminds her daughter how fortunate they are to still have each other. She is also grateful for the food, comfort and shelter from the American Red Cross. “I don’t know where I’d be without the Red Cross,” Viola told me.

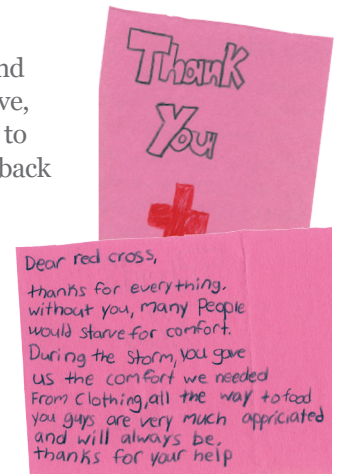
I keep a photo of Viola on my refrigerator at home. She and the photos of others there serve as a daily reminder of the people we serve, their ability to rise from adversity and the hope the Red Cross provides to them thanks to your generosity. They also make me more determined than ever to make sure we are spending your dollars wisely because so many people depend on us.

For weeks following the storm, a massive Red Cross relief operation sheltered, nourished and comforted people. This response was powered by more than 17,000 Red Cross workers—90 percent of them volunteers—who rotated through New York and New Jersey and whose work was made possible by your generous donations.

The Red Cross continues to work with government and other nonprofit groups to coordinate efforts and ensure we can get help to those most in need.

As of April 18, the Red Cross had received approximately \$302 million in donations for Sandy, and so far we have spent or have commitments to spend approximately \$192 million—nearly two-thirds of the funds contributed. Our goal is to be outstanding stewards of our donors’ generosity. We will honor their requests to spend these gifts to help those affected by the storm. This report shows our past and present work, and our future plans in response to Sandy.

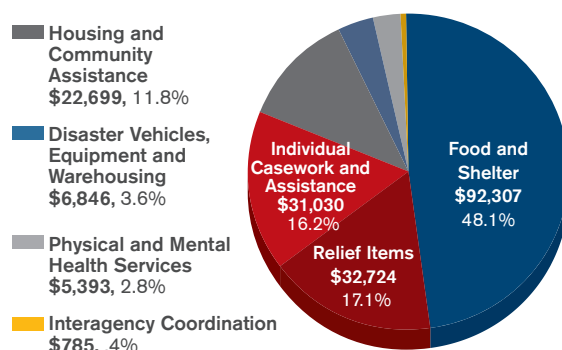
Gail McGovern



To view a Superstorm Sandy video on our recovery efforts to date, please click [here](#).

Superstorm Sandy Response**

Expenses and Commitments through April 18
\$192M (in thousands)



*An average of 91 cents of every dollar the Red Cross spends is invested in humanitarian services and programs.

†These expenses include both direct services and support to other agencies.

Food and Shelter

The Red Cross opens shelters to ensure people have a safe place to stay before, during and after the storm. The Red Cross serves meals at shelters, as well as from emergency response vehicles moving through neighborhoods and fixed feeding sites in affected communities. This includes donations to food banks.

Relief Items

The Red Cross distributes a range of relief items, including comfort kits with hygiene items like toothbrushes and toothpaste, cleaning supplies, flashlights, batteries, trash bags, cold-weather essentials (gloves, blankets, hand-warmers) and shovels.

Individual Casework and Assistance

Caseworkers from the Red Cross and other agencies meet with individuals affected by disaster to offer assistance, identify special needs and help them plan their long-term recovery. Assistance can include groceries, clothing, furniture, move-in assistance, security deposits, lodging and other aid to help a family get back on its feet.

Housing and Community Assistance

The Red Cross provides assistance to meet housing needs for those whose homes were most seriously damaged by the disaster. This includes assistance for items such as repairs and rebuilding, mold removal, appliances, and volunteer housing.

Disaster Vehicles, Equipment and Warehousing

Red Cross workers drive through neighborhoods to distribute water, food and relief supplies in more than 300 feeding trucks as well as rental cars, trucks and other vehicles. This also includes costs associated with warehousing, fleet management, fuel and other necessities.

Physical and Mental Health Services

The Red Cross provides physical and emotional support services to clients, which has included first aid and replacement of prescription medicines.

Interagency Coordination

The Red Cross is providing funding to National Voluntary Organizations Active in Disasters (VOAD) and other agencies that work to coordinate recovery efforts.

The Red Cross Role in Recovery

In the half-year since Sandy struck, the Red Cross has begun a large-scale emergency relief effort followed by an ongoing long-term recovery operation powered by the remarkable compassion and generosity of the American public.

Recovery and rebuilding are undertakings that address the unique needs of the individuals, families and communities reeling from disaster. In contrast to our immediate response, much of the recovery process is less visible. It takes place in the homes, hotel meeting rooms and community centers where Sandy survivors sit down with Red Cross workers to plan the next steps tailored to their individual needs. For example, it may include mold cleanup from walls and floors, making homes safe and habitable again, or it may provide people with financial guidance to better navigate their resurgence.

“An intensive casework effort by state agencies, FEMA and the American Red Cross has led to more permanent housing.”

*—Richard E. Constable III, commissioner
New Jersey Department of Community Affairs*

As requested by FEMA and other government partners, the Red Cross continues to work with what is expected to be an estimated 9,000 families whose homes were severely damaged or destroyed, providing assistance where needed to move into longer-term housing or to repair their homes. Trained Red Cross workers meet one-on-one with those in need, linking them to social service programs, aiding with security and utility deposits, helping them fill out important paperwork, or identifying child care resources.

The needs are varied and the Red Cross is partnering with organizations equipped to carry out specialized activities geared toward meeting these needs. The Red Cross and our partners are engaged in programs that touch on different aspects of recovery, for example:

- The Red Cross, the Mayor's Fund to Advance NYC and the Robin Hood Foundation are launching a mold remediation project in New York City, focused on treating water damage and mold in approximately 2,000 homes affected by Sandy. The Red Cross has committed \$5 million to the project.

- Operation HOPE is providing individualized financial counseling to Sandy survivors, efforts supported by a \$500,000 grant from the Red Cross. Operation HOPE counselors assist people with tasks such as budgeting, filing and resolving insurance claims, and completing home inspections.
- Nearly \$6 million in grants will go to three food banks in New York, whose expertise in providing long-term community feeding helps reach those still in need of food following Sandy.

The work we are doing with local partners, communities and governments during this recovery process is helping us foster more resilient communities across the affected area. Recovery is being managed by local Red Cross teams that are part of building and strengthening the affected communities. The actions we are taking with our partners will result in communities that are far better equipped to deal with the impact of future disasters and help citizens return to normal lives in the aftermath.

Recovery will be measured in months and years, not days; as in past disasters, the Red Cross is dedicated to remaining on hand as needs emerge or change. We are honoring our donors' wishes to spend Sandy donations on the response to and recovery from this devastating storm.

Tammy Worrell and her daughter, Mikaiyla, pick up a food box provided by the Red Cross and City Harvest in Coney Island, N.Y.



Hector Emanuel/American Red Cross

Stories of Recovery Following Sandy

Recovery is a difficult process for many survivors. Resources exist, but the challenge of finding them can be daunting, and people are often unsure as to how to proceed. The Red Cross, working with government and local and nonprofit partners, is reaching those affected by Sandy by identifying needs and developing individualized recovery plans. Here are two of many inspiring stories of recovery and rebuilding.

“Encouragement and Direction”

—Sheena Sharp, Seaside Heights, N.J.

“I thought we would be away overnight at most,” Sheena Sharp said of the day she and her two daughters, Shanyce, 5, and Jamiah, 3, fled their Seaside Heights, N.J., home as Sandy approached. Instead, the family’s house, three blocks away from the ocean, was condemned. Placed in a hotel, Sheena was at a loss. “I didn’t know where to turn or what resources were out there.”

But a phone call from the Red Cross started the family’s recovery. Assessing the situation, a Red Cross caseworker helped explain what documents Sheena would need to obtain housing, following up with visits and calls. After Sheena found a home in Willingboro, N.J., the Red Cross aided the family’s move, providing the security deposit. As the family settled in, the Red Cross helped secure furniture for their new home.

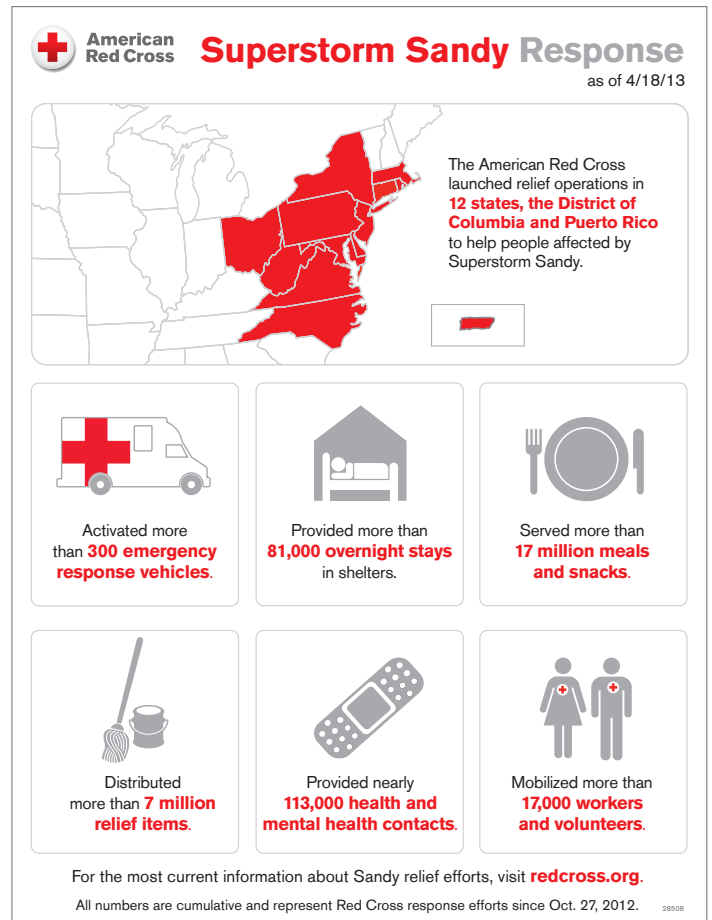
“The Red Cross offered me encouragement and direction,” Sheena said. Her clean, warm house was brightened by her happy daughters. With a smile on her face, she added: “I haven’t left here since I moved in. I love it.”

Getting Help and Giving Help

—Tom and Jeanne Gargiulo, Babylon Village, N.Y.

The Gargiulo family home suffered significant damage from Sandy, and they were grateful for the food provided by the Red Cross in their neighborhood.

A few weeks after the storm, the Gargiulos felt a need to help others, and asked if they could volunteer with the Red Cross. On Thanksgiving Day, Tom and Jeanne, along with their son Ryan, climbed aboard a Red Cross feeding truck and helped serve turkey dinners to the residents of Lindenhurst, N.Y., in a neighborhood where they had once lived.



How surprising for those receiving meals to see a familiar face, a former neighbor, peering out from the window of a Red Cross vehicle.

“They are remarkable people who are just true humanitarians,” said Gail McGovern, Red Cross president and CEO, who met with the Gargiulos on Long Island.



A Word of Thanks

The generous support the Red Cross received following Superstorm Sandy has allowed us to deliver our largest domestic response in more than five years. In addition to major storms like Sandy, every year public contributions ensure we can respond to nearly 70,000 disasters each year, with an average annual cost of \$345 million. Whether responding to a house fire or a hurricane, we are relied upon to answer the cry for help with safe shelter, a warm meal and the heartfelt embrace of a Red Cross worker—whenever and wherever we are needed.

Constant preparedness is a major component of our disaster operations, and we maintain pre-identified shelters, warehouses stocked with supplies and a fleet of emergency response vehicles to mobilize in the moments following a crisis. The compassionate gifts from individuals, foundations and corporations, including Annual Disaster Giving Program members, aid our disaster relief efforts before, during and after a disaster hits.

Thank you for your commitment to the lifesaving mission of the American Red Cross. We are grateful to count you as a partner as we care for those whose lives have been forever altered by this devastating storm.

Red Cross caseworkers meet with
Judy Frank of Far Rockaway,
Queens, N.Y.



Hector Emanuel/American Red Cross



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