

---

## Hurricane Relief Efforts - October 11, 2005

---

Below you will find questions and answers relating to the American Red Cross relief efforts for Hurricanes Katrina and Rita. The information below supersedes any previous Q&As that have been posted. If you have additional questions, please contact the Response Communication and Marketing team at (202) 303-5551.

### **RED CROSS SERVICE DELIVERY - General**

**Q: What types of assistance is the Red Cross providing to those affected by Hurricanes Katrina and Rita?**

**A:**

- The Red Cross is giving hundreds of thousands of people hope by meeting their emergency needs for a safe place to stay, food, clothing, personal items and compassionate support.
- The Red Cross has opened more than 1,150 shelters to date across 25 states and the District of Columbia. We have served over 20 million meals and made over 800,000 health and mental health contacts. (For the latest information, see [Facts at a Glance](#) on [www.redcross.org](http://www.redcross.org))
- More than 176,000 Red Cross disaster relief workers from 50 states and Puerto Rico, Washington, D.C. and the Virgin Islands are supporting this unprecedented relief operation.
- More than 287,000 evacuees have registered on the American Red Cross Family Linking website or called 1-877-LOVED1S (1-877-568-3317). More than 184,000 inquiries to locate evacuees have been received.

**Q: How is the American Red Cross providing assistance with emergency needs?**

**A:**

- In addition to our sheltering and feeding operations, the Red Cross is providing emergency financial assistance for individuals and families as a bridge to other assistance such as FEMA and insurance benefits. Red Cross financial assistance is given in the form of client assistance cards, which are similar to debit cards, cash grants, checks, or wire transfers through Western Union.

**Q: I have heard that some people who need help have had difficulty getting service from the Red Cross. What are you doing to help people with the money you have collected?**

**A:**

- The Red Cross has already distributed more than \$984 million in financial assistance and is providing services to meet critical needs such as sheltering, feeding, and health services. (For the latest information, see [Facts at a Glance](#) on [www.redcross.org](http://www.redcross.org))
- To date, the Red Cross has opened more than 1,150 shelters and evacuation centers in 25 states and the District of Columbia. These shelters have provided over 3.3 million overnight stays. More than 20 million hot meals and

13 million snacks have been served.

- The Red Cross is providing hurricane survivors with emergency financial assistance to meet urgent needs until state and federal aid is available. The amount of financial assistance to eligible persons is based on family size.
- The Red Cross is managing a FEMA-funded program that provides motel accommodations to evacuees from Hurricanes Katrina and Rita who cannot return home.
- We ask for understanding and patience as we work without rest to provide emergency relief and financial assistance on a previously unimaginable scale. The American Red Cross has involved more than 186,000 relief workers who are sparing no effort to meet the unprecedented need.

**Q: How is the Red Cross working with other organizations to facilitate long-term recovery for affected families?**

**A:**

- The Red Cross continues its collaboration to benefit those affected by Hurricanes Katrina and Rita as an active partner in the Coordinated Assistance Network (CAN) – a partnership of the nation's leading nonprofit disaster relief and recovery organizations. As disaster relief organizations transition into casework and long-term recovery in support of those affected by the hurricanes, CAN has launched a nation-wide technology platform to:
  - facilitate information sharing among non-governmental organizations
  - ease the burden on clients and caseworkers involved in long-term recovery activities
- From a client perspective, disaster victims may visit any one of the CAN participating agencies, tell their story, provide required documentation, and—with their permission—have that information shared automatically with the CAN partner agencies.
- Agencies that provide long term recovery services also benefit from CAN's ability to share information on available services and resources. These agencies are able to directly provide information about services they offer, as well as participate in forums dedicated to coordinating resources and services.
- At a local level, the Red Cross is leading efforts to integrate evacuees into the community, providing stability and a platform for rebuilding lives and families.

**Q: Is the American Red Cross encountering difficulty in getting aid to victims?**

**A:**

- Our difficulties are tempered by our local presence and our pre-positioned supplies and personnel. Local Red Cross workers readied shelters before the disaster struck. As soon as areas are declared safe by local authorities, additional Red Cross workers and supplies can move in.

**Q: Does the Red Cross treat people differently based upon circumstance?**

**A:**

- Red Cross assistance is impartial and based upon need.
- When an individual seeks shelter or other emergency assistance from the Red Cross, we ask only for enough information to verify a disaster-caused need, to identify them, to meet any special dietary needs and to notify loved ones if needed, and when possible.

**Q: How many African Americans are receiving relief from the Red Cross?**

**A:**

- The American Red Cross provides assistance without discrimination or preference to any disaster victim who needs help, so we do not know how many people receiving Red Cross help fall into any particular group.

## **RED CROSS SERVICE DELIVERY – Housing/Sheltering**

**Q: What is the Transient Accommodations Program?**

**A:**

- The Red Cross is carrying out a special accommodations program on behalf of the federal government. Federal Emergency Management Agency (FEMA)-funded program that provides accommodations to hurricane evacuees.
- Evacuees being housed in hotels or motels by the Red Cross are people who have exhausted, or are close to exhausting, their personal resources. As of October 10, the Red Cross has provided nearly 5.8 million overnight hotel stays to more than 438,000 people throughout the country have been assisted through this program (For the latest information, see [Facts at a Glance](#)).

**Q: I understand that some children and teenagers were separated from their families in the wake of Hurricane Katrina. If they went to a Red Cross shelter, what happened to them?**

**A:**

- The child welfare agency of the community where the child was found is responsible for the child's custody and ultimate destination. This includes finding appropriate interim accommodations and locating – if possible – the child's parent or legal guardian.
- Rarely does an unaccompanied minor remain in a public shelter for very long, but while they are there, Red Cross workers make the comfort and support of that child a high priority.

**Q: I'd like to open my home to provide foster care for a child displaced by the storm.**

**A**

- The American Red Cross is part of a network of public and non-profit agencies, each of which handles specific components of relief and recovery after a disaster.

- Issues involving the placement of children in foster care are handled by the child welfare agencies in communities affected by the disaster.
- Due to the scope of the devastation along the Gulf Coast, many families will undoubtedly relocate to cities throughout the country. The Red Cross urges all Americans to work with their local chapters, churches and other agencies to welcome these hurricane survivors and help them settle productively into their new communities after a traumatic experience.

**Q: Why does the Red Cross have a policy of not allowing pets in shelters?**

**A:**

- Red Cross volunteers and employees are pet-lovers too, and we fully understand the emotional bond between people and their pets.
- Red Cross shelters must be designed to accommodate everyone, including infants, children, seniors and people with pet allergies and fear of animals.
- The Red Cross cannot add the risk of animal bites, fleas and other insects, pet-borne diseases and hygiene issues to the already-stressful environment.
- In most cases, state health and safety regulations and other considerations prevent us from accepting pets in shelters except for service animals to assist people with disabilities.
- The American Humane Association has agreed to serve as the lead agency for animal rescue and shelter during disasters (for more information and a listing of pet-friendly shelters, log onto the [Humane Society's website](#)). The Red Cross encourages pet owners to make plans for their pets in the event of a disaster just as they would themselves.
- Some select Red Cross shelters operated by local chapters have been able to partner with local animal organizations or veterinary clinics and kennels that enable them to facilitate the acceptance of pets.

**Q: Who can help people with their pets today?**

**A:**

- There are now a number of trained, qualified, animal organizations on the scene in affected areas working to rescue, house and care for the animals as well as striving to reunite pets with their families.
- They include, but are not limited to the following national organizations: Humane Society of the United States (HSUS), the American Humane Association, the American Society the Prevention of Cruelty to Animals (ASPCA), United Animal Nation Emergency Animal Rescue Services and Noah's Wish.
- In addition, [Petfinder.com](#), a national website that helps people find or adopt pets, has set up a section with resources related to Katrina relief operations and a registry to help reunite rescued pets with their loved ones.

## **RED CROSS SERVICE DELIVERY - Financial Assistance**

**Q: Who is eligible for financial assistance?**

**A:**

- Red Cross assistance to individuals and families is intended to provide for their most immediate needs caused by direct damage to their homes. Assistance can be provided to clients with pre-disaster addresses that are verified to be in the affected area.
- Clients who had only power outage as a result of the disaster will not receive assistance to replace lost food. If the client's only loss was food spoilage due to power failure, Red Cross can help meet the need for food by ensuring that they have information about feeding sites and local agencies that help with food.

**Q: I had direct disaster damage to my home. How can I receive financial assistance from the American Red Cross if I am a victim of Hurricane Katrina?**

**A:**

- This depends on where you are currently living. If you are living in states beyond the disaster area, contact an American Red Cross chapter and request financial assistance.
- If you still have an urgent need and have not received Red Cross assistance, call 1-866-GET-INFO (1-866-438-4636).

**Q: What is a client assistance card and how are they distributed?**

**A:**

- A client assistance card (CAC) is a prepaid card that the Red Cross can issue to disaster victims to enable them to buy emergency food, clothing and other necessities. It can be used at nearly any retail location that accepts MasterCard<sup>®</sup>. In some situations, clients can use it to obtain cash.
- A client needs to meet with a Red Cross disaster caseworker, who determines the amount of assistance the Red Cross can provide and then "loads" a specific dollar amount on the card.

**Q: What's the difference between a Client Assistance Card and a traditional credit, debit or gift card?**

**A:**

- The Client Assistance Card is a prepaid card, which is loaded with a specific amount of funds before it is used. The amount varies, based on family size.
- This card is not associated with a client's bank account(s) and does not require that the client have established credit or banking relationships to receive or use it.

**Q: What are the advantages of a Client Assistance Card for the client?**

**A:**

- Because the CAC can be used at nearly any retail location that accepts MasterCard<sup>®</sup>, it allows the client to make his or her own choices of where to shop. This is important to the individual's recovery, giving him or her some

control over their own affairs in the wake of a situation where they clearly had no control.

- It allows flexibility, permitting a client to shop at more than one location, to find the store that has what they need in stock, or to find the best price.
- The CAC can be “reloaded” remotely, so the client may not need to return to a Red Cross facility to have the card enabled for additional assistance.
- The card also enhances client dignity by providing them with a traditional means to purchase essentials.

**Q: Are people who receive Red Cross assistance eligible for FEMA assistance?**

**A:**

- Yes, even if they have received Red Cross assistance, affected individuals in designated counties can register online for disaster assistance by calling FEMA's toll-free registration line 1-800-621-FEMA (3362) - TTY 800-462-7585 or by logging onto [www.fema.gov](http://www.fema.gov).

**Q: How does American Red Cross ensure that callers are actually eligible for financial assistance – or that callers don't get duplicate assistance?**

**A:**

- In the face of this unprecedented disaster, the American Red Cross is focused on getting financial assistance for eligible needs into the hands of hurricane survivors as quickly as possible. At the same time, the Red Cross makes every effort to be a good custodian of the donated dollar, in order to provide relief to as many disaster victims as possible.
- Caseworkers have access to a special database of residents in the disaster-affected areas. Red Cross caseworkers will check callers' names and pre-storm addresses against that database to confirm eligibility.
- The computerized database system will alert caseworkers to duplicate applications for assistance from the same name, pre-storm address or pre-storm telephone number.
- The Red Cross is rapidly integrating all chapters and service delivery sites into the Client Assistance System, which enters client information into a centralized database. Among its many benefits, the network identifies persons requesting assistance for the same needs at multiple Red Cross locations.
- Receiving Red Cross assistance under false pretenses – such as repeatedly claiming financial assistance for the same needs – is considered fraud. The Red Cross Office of Investigations, Compliance and Ethics will pursue such cases with appropriate law enforcement agencies as soon as we are made aware of them.

**Q: It has been reported that some survivors are using Red Cross debit cards to purchase luxury items or are selling them for cash. How does the Red Cross ensure that the cards are used as intended?**

**A:**

- The card is an important element of an individual's recovery because it helps

restore the ability to make personal choices and to take some control.

- Based on 125 years of disaster response experience, the Red Cross knows that the vast majority of those receiving assistance will make appropriate choices when given the means to buy what they need for their recovery.
- The client assistance card is restricted from use with merchants that deal exclusively in prohibited merchandise such as liquor stores and gun stores.
- The American Red Cross takes its stewardship of the donated dollar very seriously and each Client Assistance Card is marked in bold letters “NO ALCOHOL, TOBACCO OR WEAPONS.”

**Q: Is the Red Cross concerned that people who were not affected by the disaster could obtain the Client Assistance Cards fraudulently?**

**A:**

- Yes, the American Red Cross is concerned and takes fraud very seriously, and works with local law enforcement and other government authorities to prosecute to the fullest extent of the law because our supporters have entrusted us with their donations.
- In order to respect the needs of our disaster victims across the country, as well as the philanthropic nature of our supporters, the Red Cross works with key people internally and externally to confirm or deny all claims of fraud.
- The Red Cross believes that fraud is a crime that harms all parties—not only the Red Cross, but also our clients and our donors.
- The American Red Cross abides by police requests and cooperates with local and federal officials in all such cases and does so in accordance with the Red Cross code of conduct and confidentiality standards.

**Q: Does the Red Cross provide assistance to cover funeral or memorial service expenses for Katrina victims?**

**A:**

- American Red Cross relief efforts focus on using donations from the American people to meet the immediate disaster-related needs of victims, such as shelter, feeding, health and mental health services.
- The Federal Emergency Management Agency (FEMA) Disaster Program includes cash grants for eligible individuals or households for housing assistance, medical, dental, and funeral service expenses and other disaster-related needs.
- To begin the disaster-relief application process, register online at <http://www.fema.gov> or by calling 1-800-621-FEMA (1-800-621-3362), or 1-800-462-7585 (TTY). The toll-free telephone numbers operate 24 hours, seven days a week.

**Q: Is the Red Cross going to set up a victims' compensation fund as happened after September 11?**

**A:**

- Victim compensation is typically made by governments to compensate victims of crimes for lost wages and future earnings. For example, the September 11 Victim Compensation Fund was created by an act of Congress shortly after 9/11

to compensate the victims of the attacks. The fund was managed by the government using federal dollars.

- The Red Cross is a non-profit humanitarian organization led by volunteers that relies on donations of time and money to do its work. As a charitable organization, the role of the Red Cross is to provide a bridge of assistance until survivors can access local, state and federal aid.
- The Red Cross provides near-term financial assistance on an emergency basis to cover the costs of essential items such as meals, shelter and lodging, mental health counseling and hygiene kits. To date, we have provided more than \$140 million in financial assistance, and a like amount on mobilizing volunteers, supplies and equipment, and providing hotlines, call centers and websites to help the people affected.
- The American Red Cross helps people prepare for, respond to and recover from man-made and natural disasters. We mobilize volunteers, supplies and equipment, and educate, inform and help the people affected.

**Q: What is your opinion on the U.S. Government response so far – did it come too late?**

**A:**

- The primary focus of the American Red Cross is to provide its core services.
- We share the anguish of all Americans watching the plight of people affected by Hurricane Katrina. Instead of criticizing the performance of any other organization, we are devoting all our efforts to our lifesaving mission of feeding, sheltering and meeting other emergency humanitarian needs.

## **RED CROSS SERVICE DELIVERY - Family Linking Website**

**Q: How can people connect or find their lost loved ones?**

**A:**

- Evacuees and those seeking to restore Family Links with evacuees should continue to try to make contact by phone or through other family members.
- Evacuees wishing to inform loved ones of their whereabouts can register their name and location information by clicking on “Family Links Registry” on <http://www.redcross.org> and go to the American Red Cross Family Linking website at [www.katrinasafer.com](http://www.katrinasafer.com). Concerned friends and family can search the registered names already posted.
- The American Red Cross has established a toll-free number (1-877-LOVED1S, 1-877-568-3317) to enable people to post their location by phone.
- As of October 7, more than 311,000 evacuees have registered on the American Red Cross Family Linking website or 1-877-LOVED1S. More than 46,000 inquiries to locate evacuees have been made.
- Red Cross units should refer people looking for loved ones or evacuees wishing to let others know they are safe to <http://www.redcross.org> and instruct them to click on the “Family Links Registry.”
- While there may be some people who still cannot access either the Internet or the toll-free phone number, it is important that the Red Cross do as much as



---

possible, as quickly as possible, to re-unite loved ones.

**Q: Aren't you concerned that the website can be used by criminals to steal people's identities?**

**A:**

- Absolutely. The Red Cross worked with our partners in the International Committee of the Red Cross, Microsoft and others to limit the data viewable on these public websites to help ensure that identity theft does not occur. We caution users of the website that all data are publicly viewable and cannot be verified or kept confidential by the Red Cross.

**Q: Have families been reunited as a result of the Red Cross toll-free number 1-877-LOVED1S?**

**A:**

- As of September 20, over 9,000 phone calls to 1-877-LOVED-1S resulted in a person being located on the website. The website may result in many people being located or reconnected, but these results are not reported or known to the American Red Cross. Unfortunately, the Red Cross does not know how many families have been reconnected through our system.

**Q: If I have been reconnected or if I don't want my name to appear on a public website, what should I do?**

**A:**

- A person can request that his or her information be removed from public view on the Family Linking website and that will be done automatically.

**Q: I don't have a computer and I know some people do not have computer access. What other options do we have?**

**A:**

- The toll-free hotline at 1-877-LOVED-1S will continue to be an option for those who do not have Internet access or would like to check this list without a computer.

## **INTERNATIONAL RESPONSE**

**Q: What has the international response been so far, especially considering the strong response of the American people to the tsunami?**

**A:**

- The International Committee of the Red Cross (ICRC) assisted the American Red Cross by providing its Family Linking website to help reunite loved ones separated by the hurricane.
- The international response has actually been very heartwarming— particularly given the fact that the magnitude of the devastation is still unfolding. Donations large and small have either been sent or promised from our neighbors at home and abroad, including partner Red Cross and Red

---

Crescent Societies and governments.

## **FINANCE/FUNDRAISING**

**Q: We've heard about email scams. Does the Red Cross solicit donations via email?**

**A:**

- The Red Cross only solicits donations via email to individuals who have opted-in to receive ongoing e-communications, which include the "One Minute Update," and e-donors who have previously given through Redcross.org.
- The safest way to be sure your donation reaches the American Red Cross is to donate on line at <http://www.redcross.org>, by calling 1-800-HELP NOW, or through your local chapter. For other official cash donation sites and online fundraising partners, see [http://www.redcross.org/sponsors/drf/Katrina\\_DonationSites.html](http://www.redcross.org/sponsors/drf/Katrina_DonationSites.html).
- The American Red Cross considers the security of the donation website <http://www.redcross.org> and its donors to be of paramount importance. The organization uses several layers of protective measures including but not limited to blocking and filtering technologies, surveillance, system updates and anti-fraud measures.

**Q: What exactly are you doing with the money people are sending in?**

**A:**

- As of Oct. 10, the American Red Cross estimates that approximately \$1.51 billion has been spent or committed to Hurricane Katrina relief operations.
- This includes \$1.06 billion in financial assistance (client assistance cards, vouchers, checks and cash) for nearly 1.11 million families. Funds have been also been spent on food, shelter, counseling and sending volunteers to the affected areas.
- The Red Cross has spent or committed \$110 million in food and sheltering.
- The Red Cross has spent or committed an estimated \$134 million on transient hotel/lodging expenses to date.

**Q: How much of my donation goes to relief versus overhead costs?**

**A:**

- At least 91 cents of every dollar donated to the American Red Cross goes directly to disaster relief efforts.
- These services include providing shelter, food, financial support, health and mental health counseling, maintaining a 24-hour toll-free hotline, costs associated with Emergency Response Vehicles and other assistance to those in need.

**Q: What is the other 9 percent (9 cents) used for?**

**A:**

- No more than 9 cents of each dollar is used to cover the management and general expenses associated with operating the American Red Cross.
- These expenses include items such as legal services, insurance, technology support, public information and awareness, stewardship costs such as audit fees, fundraising expenses, and other management costs.
- The American Red Cross is one of the most highly regarded organizations for maximizing the use of every dollar. Charity Navigator awarded the American Red Cross four out of four stars, its highest possible rating for fiscal responsibility, for the fourth year in a row. The Red Cross is committed to using donations efficiently and effectively to fulfill our humanitarian mission.

**Q: How much management and general expense do you expect to have?**

**A:**

- Due to the scale of Hurricane Katrina relief operations and the high level of donations received to support them, Red Cross management expense will certainly amount to a lesser percentage than the typical 9 percent of revenue, which is the case in a normal year.

**Q: How do you honor donor intent?**

**A:**

- The American Red Cross is committed to honoring donor intent, and to being forthcoming and transparent with donors and the public. In addition to educating donors about how their donations are helping, the Red Cross also has a system of confirming donor intent in the acknowledgment letter that donors receive. After receiving this letter, donors have the opportunity to confirm that the donation indeed went where they intended, and if an error was made, they can have it changed. Once sufficient funds are raised to cover Red Cross cost for a relief operation, the organization notifies the public.

**Q: What will happen to any interest earned on donations?**

**A:**

- The American Red Cross anticipates that donations will not be held long enough to earn any substantial interest. Any interest that does accrue will be used to support the operations of the national network of American Red Cross chapters, the essential infrastructure for our response to this nationwide disaster.

**Q: Is the American Red Cross accepting donations of items such as food or clothing for this disaster relief effort?**

**A:**

- Donations of goods and services, though well intentioned, have hidden costs and complicate relief efforts. The Red Cross is unable to accept items such as used clothing, hygiene items, furniture, toys, cleaning supplies and canned goods.
- The cost to sort, package and distribute these types of donations to disaster

victims is almost always greater than the cost of purchasing the items locally, and it is logistically impossible to distribute a wide variety of individual items in a meaningful way.

- Because of these cost and logistical concerns, we recommend that you support your community by donating these items to an organization that is equipped to put them to the best possible local use.
- The Red Cross works with corporations which can provide large quantities of new items needed immediately to care for victims – for example, Anheuser-Busch is donating canned water collections.

**Q: What is the fastest way to donate to the American Red Cross?**

**A:**

- When speed of the response is critical, the most efficient way to make a gift is online at [www.redcross.org](http://www.redcross.org). This allows the American Red Cross to have immediate access to donations to respond to the disaster. If you do not have access to the Internet, you can also help by calling 1-800-HELP-NOW.

**Q: I don't trust the accountability of big organizations. What does the Red Cross do to safeguard donor trust?**

**A:**

- This is an important question that deserves to be answered in detail. The work of the Red Cross is possible by the generosity of the American people through their donation of blood, money and time. As such, the organization honors donor intent through maintaining controls and processes that ensure contributions are used according to the donor's wishes.
- **General controls and processes are always in place** to ensure that contributions are collected, processed and managed consistent with our donors' intent. These general controls include:
  - At the initiation of any national disaster response, specific, extensive guidance is released to every Red Cross chapter and donation processing site in order to ensure the proper handling, processing and recording of donations.
  - The public is provided with the address of an independently managed lockbox as the primary location for the receipt of donations.
  - Annual financial audits are performed for the entire organization by our external auditors (KPMG), as well as audits by the Department of the Army Audit Agency and the Defense Contract Audit Agency.
  - Over 600 local, external audits are conducted each year across the network of Red Cross chapters. Even the smallest chapters receive third-party financial reviews and board oversight.
  - The government conducts an annual "A-133" audit of the controls surrounding activities that are federally funded. These controls are the same as those in place for non-federally funded activities.
  - The Red Cross internal audit department performs routine audits of field units and of national headquarters donations process. In addition, the

- audit department may perform a site audit of contributions processing at selected chapters.
- A network of eight Service Area offices provide oversight and support to chapters ensuring that they properly report and remit all donor-restricted funds to the national headquarters.
  - Red Cross national headquarters provides general policy guidance to chapters on proper control processes. Standard guidance includes:
    - Implementing Statements on Financial Accounting Standards and other financial requirements.
    - Guidance on In-Kind Donations
    - Expense Allocations
    - General guidelines for donor designated contributions
    - Fundraising costs
  - Donors are provided an acknowledgement letter to validate that their intent has been appropriately captured. Donors who wish to change the designation of their contribution may do so.
  - Annual reporting is made available to the public on the services delivered by the American Red Cross and the sources and uses of Red Cross funds. The public can find online annual reports, audited financial statements and IRS Forms 990/990T submissions for the three most recent years by going to <http://www.redcross.org/pubs/>.
  - Charity Navigator has awarded the American Red Cross four out of four stars, its highest possible rating for donor stewardship, for the fourth year in a row.
  - If a misappropriation or fraud is detected, the organization takes immediate legal action to prosecute the offender and to seek full and complete restitution.

**Q: Given the huge scale of the Hurricane Katrina operation and the dollars involved, is the Red Cross doing anything special to safeguard donations?**

**A:**

- In the wake of Hurricane Katrina and other catastrophic disasters such as the December 2004 tsunami, **increased controls and guidance** in effect to ensure and demonstrate proper stewardship. Specific, additional controls and guidance include:
  - The organization requires a statement from each chapter's leadership as to the receipt, processing and remission of disaster specific contributions to the national headquarters.
  - In addition, the Red Cross requires additional scope work performed by the external auditors during their annual audit, specific to the controls and financial records of the disaster.
  - National headquarters provides additional guidance to chapters on any special control processes.

**Q: If you've only raised \$1.1 billion so far, but you estimate you'll need more than**

---

**\$2 billion, where's the rest of the money coming from? Is this a plea to the public for more money?****A:**

- People from around the world have been extremely generous in donating for Hurricane Katrina relief, and we anticipate additional funds are in the pipeline -- but more help is needed. At this time, the Red Cross believes this relief operation will require additional donations from the public, foundations and corporate partners.
- As always, the Red Cross will keep the public informed about money raised and how it is being spent, and trust that people will step forward as they always have should we identify additional needs.

**Q When do you think you'll have enough money?****A:**

- We hope it will be sooner rather than later, since we are spending donations about as fast as they are coming in. As always, we are dependent upon the well-known generosity of our donors. The American Red Cross is charged to meet the emergency, disaster-caused needs of those affected, which include food, water, shelter, and financial assistance to purchase basic essentials.
- The role of the Red Cross is to build a bridge of assistance for victims of disasters until they can access more permanent aid provided by government agencies. As the situation unfolds we will keep the public informed as to when we have received enough in donations to fulfill our role until people transition to more permanent forms of assistance. It will require a partnership of citizens, communities, governments and other charities to meet longer-term needs.

**Q: What if I want to donate Frequent Flyer miles?****A:**

- The American Red Cross has had and continues to have airline mileage programs with several major carriers. These programs allow customers of these airlines to donate their accrued mileage to the Red Cross.
- People wishing to donate their frequent flier miles to the Red Cross may do so by contacting their airline directly. A brief summary of existing mileage agreements is provided at <http://www.redcross.org/donate/donatemiles.html>.
- Airlines also donate miles to the Red Cross. In response to Hurricane Katrina, the Red Cross received 1 million miles from Continental Airlines and 5 million miles from US Airways.
- The Red Cross uses donated travel to transport disaster relief volunteers in support of its mission to prevent, prepare for and respond to emergencies.
- The Red Cross has mobilized nearly 100,000 workers for 50 states, Puerto Rico, the U.S. Virgin Islands, and the District of Columbia for this operation.

**Q: Can't the Red Cross give frequent flyer miles to survivors?****A:**

- Air transportation for disaster victims is not something that the Red Cross

typically offers, as our services are more geared toward providing immediate emergency relief.

- The Red Cross has contacted its airline partners in an effort to share donated miles with a partner organization that is currently providing air transportation assistance, Angel Flight.
- To date, the Red Cross has shared 4 million miles with Angel Flight. Other airlines are considering a request to transfer additional mileage to Angel Flight. Information on Angel Flight can be found at <http://www.angelflightamerica.org>.

## **VOLUNTEERS**

**Q: Is the Red Cross seeing a lot of people who want to volunteer?**

**A:**

- Yes, the American Red Cross has enjoyed an influx of volunteers across the country.
- Americans have kind hearts and one way they demonstrate their compassion is by volunteering for organizations such as the American Red Cross.
- The number of people wanting to volunteer is so large that it may take days or even weeks before an interview can be arranged and training provided. Please be patient—the need for volunteers to help with hurricane relief efforts will continue for months. Our goal is to recruit 40,000 new disaster volunteers between now and November 30.
- The need for volunteers to work with local Red Cross chapters is ongoing. In addition to Disaster Services, volunteers serve on local chapter boards, conduct fundraising activities, teach Health and Safety Services classes, work at bloodmobiles, and provide support to local families with loved ones serving in the Armed Forces.
- The American Red Cross recruits inclusively. We welcome people of all colors and believe that volunteers from diverse backgrounds enhance the organization. Volunteers with foreign language skills, especially Spanish, are needed
- The American Red Cross has a vibrant youth program and young volunteers serve on many chapter boards and in other leadership positions. More than 20 percent of Red Cross volunteers are age 24 or under.

**Q: Do Red Cross volunteers receive training?**

**A:**

- Yes. The Red Cross believes that training enhances the volunteer experience and improves services to our clients.
- Red Cross chapters across the country are providing both basic and advanced Disaster Services courses for volunteers who are being deployed to the hurricane relief operation, and for volunteers who prefer to work only in their own communities. Training is provided free of charge to volunteers.

---

**Q: What is the “Give Hope Now” campaign?****A:**

- The American Red Cross has launched a campaign called Give Hope Now-Hurricane Response Volunteers, through its nationwide network of more than 850 chapters and eight regional Service Areas. The goal of the campaign is to recruit and train 40,000 Disaster Services volunteers by November 30 in the skills that are needed most: feeding, sheltering, helping with physical and mental health services, work-site and transportation support, damage assessment, government and community liaison, and community outreach.
  - The 40,000-volunteer goal is in addition to the more than 176,000 Red Cross workers nationwide who have responded to Hurricanes Katrina and Rita so far.
  - Local Red Cross chapters are reaching out to recruit volunteers from all walks of life and all segments of the community. Because of the hardship working conditions likely to be experienced by disaster workers, the Red Cross requires that volunteers for this project be in good physical health, as well as agree to serve for generally three weeks but no less than 10 days. In addition, volunteers must be willing to be oriented and trained before beginning their assignment.
  - Interested individuals should contact their local Red Cross chapter to schedule an appointment for an interview and to arrange for training. Please be patient as we handle an overwhelming response from the public to help.
  - All volunteers recruited through Give Hope Now will be put to work in support of the Red Cross response to Hurricanes Katrina, Rita and other events of the 2005 hurricane season. Volunteers may be placed in local chapters, may work at call centers, or may be assigned to an operation in a disaster-affected area.

**Q: Does the Red Cross conduct background checks on its volunteers?****A:**

- To protect the people it serves, the Red Cross has encouraged its chapters to conduct background checks on volunteers and employees. This practice is mandatory at national headquarters.
- The Red Cross is working with chapters to help volunteers get trained and ready to help the survivors of Hurricane Katrina as quickly as possible. At the same time, the Red Cross wants clients to trust that the volunteers who help them are of the highest integrity, so we stand behind our intention to conduct background checks.

**SEPTEMBER 11 COMPARISONS****Q: How much was donated to the American Red Cross after the September 11**



---

**attacks? Has all that money been spent? How much of it went to the victims?****A:**

- The American Red Cross received an unprecedented amount of donations in response to September 11, as generous donors contributed just over \$1 billion. Of that, \$852 million went to those directly affected in the form of financial assistance and services, and, as of June 30, another \$118 million was committed to assist those with ongoing and long-term needs.
- Four years after the attacks on the World Trade Center, the Pentagon and United Airlines Flight 93, the American Red Cross September 11 Recovery Program (SRP) has successfully resolved 94 percent of its total assistance cases and continues to help those most affected by the attacks.
- The Red Cross assisted more than 57,000 individuals and families in 48 states and 57 foreign countries who were directly affected by the terrorist attacks. More than 1,200 families continue to receive case management services through SRP.

**Q: What changes has the American Red Cross made regarding handling of donations since the unprecedented generosity of donors after the September 11 attacks?****A:**

- The Red Cross learned many lessons from September 11 and made significant changes to strengthen the organization, including:
  - Enhancing disaster fundraising practices and procedures to strengthen our ability to identify and honor donor intent.
  - Recognizing the importance of coordination with other relief agencies in sharing integrated client databases through the Coordinated Assistance Network.
  - Standardizing information gathered from clients among relief aid charities to ease the burden on clients.
  - Investing in technology to improve data management and service to clients.

**Q: How do the funds raised to date for Hurricane Katrina compare to the funds raised at similar dates for the tsunami and 9/11?****A:**

- Four weeks after 9/11/2001, on October 10, the American Red Cross had raised approximately \$441 million. Four weeks after the tsunami, on January 26, the American Red Cross had raised approximately \$239.5 million. Four weeks after Hurricane Katrina struck the Gulf Coast, on September 26, the Red Cross had raised approximately \$946.5 million.
- In all cases, the spirit of generosity of the American people is apparent. The fundraising effort for Hurricane Katrina appears to be outpacing the other two catastrophic disasters in recent memory.
- However, there are some differences between each disaster that make fundraising unique such as the type of disaster and the Red Cross response.

---

For example, online giving was not as popular after the 9/11 attacks, which means that many more donations were made through the mail. Mail donations take much longer to process than online contributions.