



**Hurricane Katrina Report #35**

Update as of 7:00 PM 09/11/2005

This report consists of important statistical information and facts from all major ongoing relief operations, and is posted daily whenever the Disaster Operations Center (DOC) is activated. Presently, the DOC is activated from 9:00 a.m. to 9:00 p.m. (EST) until further notice.

<b>Disaster Relief Operations Information at a Glance</b>		
<b>Consolidated</b>	<b>Period</b>	<b>Total to Date</b>
<b>Shelters/evacuation centers</b>	<b>443</b>	<b>707</b>
<b>Overnight Stays in Shelters</b>	<b>88,883</b>	<b>1,863,337<sup>1</sup></b>
<b>Meals</b>	<b>491,751</b>	<b>7,206,610</b>
<b>Snacks</b>	<b>320,070</b>	<b>6,530,831</b>
<b>Cases</b>	<b>12,992</b>	<b>85,219</b>
<b>Workers</b>		<b>63,418</b>
<b>Mental Health Contacts</b>		<b>77,725</b>
<b>Health Services Contacts</b>		<b>35,561</b>
<b>Transient Accommodations</b>	<b>115,514 clients</b>	<b>37,263 rooms</b>

### **Individual Client Services**

- Individual Client Services has opened over 85,000 cases.
- The Call Center in Bakersfield opened last night at 6:00 PM EDT. Despite technical difficulties, the Call Center opened 1100 cases by 9:00 AM this morning. From 1:00 to 4:00 PM today, an average of 142 transactions were opened per hour to receive funds through Western Union at about \$900 a case.
- The Western Union option for delivering money to clients is working well although the scripts used by agents will be improved and more agents will be trained on the system and the client casework.
- Client assistance at the Houston at the Astrodome and over 26 shelters is complete after over 20,000 cases were opened. Casework continues for clients living in the community.
- With the Special Transient Accommodations Program in place, FEMA would like every client out of shelters in Alabama, Louisiana and Mississippi by October 1, and would like to have an address for every client to be able to process benefits.
- Spiritual care teams are supporting mortuary operations with local resources.
- The Church of the Brethren was asked to support 13 sites across the country through its child care program.

### **Special Transient Accommodations Program**

- To date, the program has served over 115,000 clients in 46 states.
- The program is seeing a flurry of activity, with new clients coming into the program as thousands leaving the program.
- The program has received invoices totaling \$12,220,000 to date for which it has mailed \$3,000,000 to hotels.
- In addition, the program has taken 2,604 reservation requests.

<sup>1</sup> Overnight stays include the number of people in shelters X number of nights they have stayed in the shelters.

- The Federal Government began an airlift to Omaha; 2,000 to 3,000 clients are in-processing at a shelter and then are being taken to and registered at hotels in Omaha.

## **Community Services**

- Financial assistance is beginning to be offered to clients at shelters.
- Southern Baptist Convention kitchens are moving from northern to southern Mississippi.

## **Material Support Services**

- There are 122 emergency response vehicles (ERVs) in Louisiana and 98 in Alabama and Mississippi.
- Coordinating with Community Services to begin bulk distribution.

## **Organization Support**

### **Fundraising**

- The team identified upcoming staffing needs and created a new staff recruitment tracking process.
- The team in-processed staff from the field to work on the Employee Volunteer Program.
- The team compiled corporate offers of volunteer support.
- Donations total \$580 million.

### **Public Affairs (PA)**

- President Marty Evans was featured on Wolfe Blitzer on CNN today.
- Public Affairs staff have been working with operational issues.
- The team is reacting to press play on the financial assistance system.
- The team is developing a mentoring program to pair seasoned PA professionals with Red Cross PA staff to increase the pool of available workers to cover joint information centers (JIC), emergency operations centers (EOC) and disaster relief operations (DROs) slots.

## **Partner Services**

### **Government/Emergency Management**

- As parishes begin to reopen their EOCs in Louisiana, the DRO is looking at its capacity to staff those EOCs with Red Cross liaisons. The St. Bernard Parish EOC opened today and EOCs in Plaquemines, Orleans and Jefferson Parishes are expected to open over the next week and. Staffing requests have been submitted in anticipation of EOC needs and the activity lead has sent a special appeal to the Service Areas to help meet the staffing need.
- In the Mississippi and Florida State EOCs, Red Cross liaisons are working closely with state EMA and Red Cross Information Management Support Services to provide timely and consistent feeding and sheltering information. Mississippi Emergency Management is looking to Red Cross to help develop state wide sheltering reporting systems.

### **Federal**

- The Centers for Disease Control (CDC) operations center is working with the Red Cross to develop shelter population tracking systems to enhance congregate health surveillance.
- Federal ESF13, through the Interagency Incident Management Group (IIMG), is working closely with Red Cross Safety and Security to facilitate mission assignments to enhance security by state. To date, ESF13 has processed assignments to 43 locations in Alabama for 215 law enforcement officers (LEOs), 126 locations in Mississippi for 630 LEOs and 195 locations for 985 LEOs.

## **Community Relations Liaison**

- The liaison is connecting to internal and external diversity partners to make them aware of the Client Assistance Network (CAN) and to get information about those groups into CAN.

## **Response Center**

- The Response Center handled 7,011 calls in the past twenty-four hour period and has received 225,556 calls to date related to Hurricane Katrina.
- The Registry has received a total of 115,242 calls with 5,315 coming in the 24-hour period from Saturday at 2:00 PM to Sunday at 2:00 PM.
- Calls are now coming in from people who have made their way back home and are requesting assistance for their damaged homes.

## **Staffing**

- Staffing is trying to move people to the operations and send people who have been there for three weeks back home. This transition is made more difficult because the airlines are overbooked. Staffing is trying to get a charter plane that can carry people to Baton Rouge from where they can proceed to the operations.
- Staffing is receiving a slower response to their requests for DSHR members to go to the Response Centers in Falls Church and Bakersfield.
- Staff health services corrected the statement from yesterday's DOC briefing that tetanus immunization was required. It is not required but it is recommended.

## **Biomedical Services**

- The Alabama and Central Gulf Coast Region will provide blood products to the Army Hospital that is providing support in Hancock County, MS.

## **International Services**

- Markku Niskala, the Secretary General of the Federation visited the DOC yesterday and the shelter at the DC Armory today where he witnessed a connection made for family members through the Registry, a system originally developed by the Federation to link family members lost after the tsunami.
- The Federation has agreed to move its files from the Family Links Registry to KatrinaSafe.org, a linking tool of record built by Microsoft to help match missing family members. In developing KatrinaSafe.org, Microsoft scrubbed all family linking web sites and developed an unduplicated listing of family members seeking family members and family members reporting they are safe.
- Family linking coordinators are located in Montgomery and Baton Rouge.

# Shelter Statistics

48 states Reporting / 20 reported shelters overnight / 24 states have reported shelters since 8-25										
	Shelters Period	Shelters To Date	Pop Period	Pop To Date	Meals Period	Meals To Date	Snacks Period	Snacks To Date	Cases Period	Cases To Date
AL	20	51	1,380	5,121	8,190	494,419	125	216,585	540	3,445
AR	9	9	745	776	2,682	19,418			537	1,874
AZ	1	1	502	568		9,474				371
CA	1	1	82	82		4,190				170
CO		1		165						165
CT					235	1,391			49	186
DC	1	1	184	184		328			163	820
DE										22
So FL		55		4,289		673,150				2,397
No FL	15	27	1,380	2,216	1,272	216,099	125	97,751	1,384	9,468
GA	7	17	509	6,176	1,568	13,256			6,745	17,244
IA						65			1	241
IL	1	1			300	2,902			60	791
ID									2	2
IN	2	3	61	146	400	3,439			190	997
KS					266	6,594			16	266
KY		1		138		307			5	653
LA	207	256	45,510	57,465	212,795	2,409,974	319,000	5,557,000		20
MA									27	111
MD					704	1,644			111	374
ME									11	56
MI						2,937				785
MN									2	97
MO		2		189	1,114	8,139			506	2,045
MS	63	117	6,882	17,486	152,900	2,218,290		657,531	962	3,554
MT									23	23
NC	1	2	681	815		9,627				1,525
ND										10
NE					5	32			36	206
NM	1	1	78	78						
NV										173
NJ					26	396			53	259
NY							820	1,964	282	730
OH	1	5	2	30	1,015	4,360			169	1,302
OK	5	5	1,159	2,352	4,172	41,362			32	830
OR						2,079			49	94
PA					75	266			116	472
PR					30	121			17	42
RI										41
SC		1		95		4,265				889
SD									11	36
TN	10	13	944	1,365		12,247				4,155
TX	95	133	28,269	65,907	101,768	1,020,572			424	26,707
UT	1	1	299	571	2,081	14,358			8	29
VA					153	1,340			107	799
VT									3	18
WA						3,280				132
WI	1	2	216	216		619			362	594
WV	1	1		307		5,670				55
<b>TOTALS</b>	<b>443</b>	<b>707</b>	<b>88,883</b>	<b>166,737</b>	<b>491,751</b>	<b>7,206,610</b>	<b>320,070</b>	<b>6,530,831</b>	<b>13,003</b>	<b>85,275</b>