

**NEW YORK STATE DEPARTMENT OF LAW
CHARITIES BUREAU**

120 Broadway - 3rd Floor
New York, NY 10271
<http://www.charitiesnys.com>

ERIC T. SCHNEIDERMAN
Attorney General

COMPLAINT/INQUIRY FORM

The Charities Bureau has jurisdiction to investigate complaints that involve 1) wrongdoing by charitable corporations, trusts or other nonprofit organizations; 2) fraudulent or misleading solicitation and improper expenditure of money for charitable purposes; and 3) improper activities of executors, administrators, trustees and personal representatives responsible for honoring pledges or bequests to a charity. This Bureau generally does not become involved in governance disputes within nonprofit organizations. The Bureau also responds to general inquiries concerning matters within its jurisdiction.

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- INSTRUCTIONS:** 1. Please TYPE or PRINT clearly.
2. Please complete the entire form.
3. Please enclose copies of any documents relating to this complaint or inquiry.

1. Your Contact Information:

Name: Ben Smilowitz, Executive Director, Disaster Accountability Project

Address: 4402 Bestor Drive, Rockville, MD 20853

Home phone number: _____ Business phone number: 202-556-3023

Fax number: _____ Email address: ben@disasteraccountability.org

2. Give the following information, if available, for the organization and/or individuals about whom you are complaining or inquiring:

Organization Name: American Red Cross

Organization Address: 520 W. 49th St., New York, NY 10019

Organization phone number 877-733-2767 : Organization email address: _____

<u>Individual Name</u>	<u>Individual Title/Position</u>	<u>Individual Address</u>	<u>Individual Phone No.</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

3. Details of your complaint or inquiry (Please include as much specific detail as possible- continue on additional sheets if necessary).

This is an addendum to the updated complaint and Report submitted on July 16, Please see the attached letter and supporting documents, as well as updated Affected Persons Sign-On Statement with 160 signers.

4. If you have any documents in your possession that relate to your complaint or inquiry, please attach copies of them.

Supporting documentation is attached.

5. Have you submitted your complaint or inquiry to the organization? yes no

If "yes," what was its response?

American Red Cross released a response on 7/18/13 (attached), which this addendum refutes.

6. Have you submitted your complaint or inquiry to any other government agency? yes no

If "yes," please list the name of the agency, address, telephone number and name of any person contacted.

Agency	Contact Person	Address	Phone No.
_____	_____	_____	_____
_____	_____	_____	_____

7. Is a court action pending? yes no

If "yes," please provide the name, title and index number of the proceeding and the name and location of the court, if available.

8. List the names, addresses and telephone numbers of any other individuals who may have knowledge of the contents of this complaint or inquiry.

Name Address Phone No.

Nicholas G. Santangelo	_____	_____
585 E. 21st St., Apt. 5J, Brooklyn, NY 11226 / (347) 495-8611	_____	_____


9. Do you have any objection to the contents of this complaint or inquiry being forwarded to or discussed with another government agency? yes no

10. Do you have any objection to your name and/or address being forwarded to or discussed with the organization or person who is the subject of this complaint or inquiry?

Objection to Name and Address: yes no

Objection to Name only: yes no

The Attorney General is not your private attorney but represents the public by enforcing laws designed to protect the public and charities from misleading or unlawful practices. If you have any questions concerning your personal legal rights or responsibilities, you should contact a private attorney.

	Ben Smilowitz	July 23, 2013
Signature	Print Name	Date



Disaster Accountability Project

Ben Smilowitz
Executive Director
4402 Bestor Drive
Rockville, MD 20853

July 23, 2013

Eric T. Schneiderman
Attorney General
New York State Department of Law
Charities Bureau
120 Broadway - 3rd Floor
New York, NY 10271

Dear Mr. Schneiderman,

This is an **addendum** to the amended complaint and Report¹ regarding American Red Cross's Move-In Assistance Program in New York, submitted on July 16. I have also attached an updated Sign-On Statement of grievances with the names of 160 directly impacted persons.

American Red Cross (ARC) released a statement on July 18 responding to DAP's allegations regarding May 6 changes to its Move-In Assistance Program (MIAP) in New York. That statement is attached below.

In it, ARC:

1. denies again that any changes were made to MIAP;
2. purports to be spending donors' dollars "wisely" within its current MIAP eligibility guidelines; and
3. portrays its client intake and case management systems as efficient and easily navigable.

DAP responds to each claim in turn.

1. Changes to MIAP Eligibility Criteria

In its 7/18 press release, ARC states that "the Move-In Assistance Program provides assistance to people whose primary homes were destroyed or made uninhabitable by Sandy. In addition to

¹ <http://www.disasteraccountability.org/blog2/wp-content/uploads/2013/07/DAP-Red-Cross-MIAP-Report-7-16-13-4MB.pdf>

loss of the primary home, people are eligible for this program if they meet one of three additional criteria:

- The person lived in a TSA hotel or transitional housing unit after December 17, 2012, or
- The person received a FEMA maximum grant (\$31,900) and has additional needs, or
- The person is ineligible to apply for federal assistance.”

DAP has attached two leaked ARC documents below, to refute ARC’s portrayal of an uninhabitable home as a consistently insufficient requirement for MIAP assistance. The first document, the January 19 MIAP Guidelines document, was included in DAP’s Report on MIAP and was authenticated by the Wall Street Journal. The second is a slide from an internal Red Cross PowerPoint presentation. Both documents explicitly illustrate a different set of interchangeable, sufficient eligibility criteria. One of those is an uninhabitable home:

“Primary home uninhabitable

OR

Living in Transitional Shelter Assistance funded hotel as of 12/17/12

OR

Max Grant from FEMA or P4/P5 status from FEMA

OR

Un-documented”

ARC claims that MIAP has always applied to clients whose homes are uninhabitable **AND** who fit one of three other criteria. However, DAP’s leaked ARC documents clearly demonstrate a version of MIAP that applied to clients whose homes were uninhabitable **OR** who fit several other criteria. To deny that any change has been made is to deny the dictates of formal logic.

DAP’s discussions with Red Cross and other agency caseworkers confirm that a change took place in practice. DAP’s surveys of MIAP grantees corroborate -- a client received \$10,000 from Red Cross before the eligibility changes were made, but did not get the FEMA Max Gant (\$31,900), did not stay in a FEMA TSA hotel, and was not ineligible for FEMA assistance. ARC told the Wall Street Journal that this particular client got \$31,900 from FEMA, but the client told the Wall Street Journal they only got half that amount.² Tellingly, that recipient’s home was uninhabitable.

DAP has numerous examples of other similarly situated individuals who received Red Cross grants. While ARC may consider these cases to be “mistakes,” DAP has even more examples of similarly situated individuals who were either told they would receive assistance or were led on for months by caseworkers to believe that they were eligible. If ARC also considers these representations to be “mistakes,” there should be an additional discussion regarding what relief is

² <http://online.wsj.com/article/SB10001424127887323993804578612203455137238.html>

due to people who were given faulty information and made recovery decisions in reliance on those assurances.

2. Spending Donors' Dollars Arbitrarily

ARC has blamed inconsistencies like the above on caseworkers' mistakes, even though all checks and documents had to be cleared by higher-ups. If caseworkers and supervisors were routinely extending help to applicants outside the purportedly strict bounds of the program criteria, then oversight was lax at best, and any claims of spending donors' dollars "wisely" in such an unaccountable environment must be scrutinized closely.

If, as ARC states, the purpose of MIAP is to provide assistance to people whose primary homes were destroyed or made uninhabitable by Sandy, then the current guidelines' three additional criteria are profoundly arbitrary. To illustrate:

First, the FEMA Max Grant criterion penalizes the insured. FEMA grants of any amount were awarded in conjunction with insurance payouts to cover additional costs up to \$31,900. The small minority of applicants who received the FEMA Max Grant of \$31,900 generally did not receive any money from insurance. The current MIAP criteria take only the FEMA Max Grant into consideration, rather than considering insurance payouts combined with a smaller FEMA grant for a total of \$31,900. So, if a person did not have insurance and got the FEMA Max Grant of \$31,900, that person is eligible for up to \$10,000 in MIAP aid under the current criteria. However, if another person received \$11,900 from insurance and \$20,000 from FEMA - totalling \$31,900 - that person is ineligible for MIAP under the current guidelines, if that person also did not stay in a FEMA TSA hotel. MIAP arbitrarily favors the uninsured over policyholders with equal additional need.

Additionally, the FEMA TSA hotel stay criterion penalizes individuals who declined a government service during a scarcity of resources, for which they should instead be commended. Many of those who were eligible to stay in a FEMA TSA hotel chose not to do so for a variety of reasons, including hospitable relatives or the unreasonable distance of available TSA hotels. Their continuing need for assistance is no different from that of people who accepted TSA hotel stays. Further, a TSA-eligible person lost that eligibility upon accepting FEMA Rental Assistance for a new apartment. If that person received roughly \$6,000 from FEMA or 3 months of Rental Assistance but did not stay in a FEMA TSA hotel, that person was not eligible for MIAP -- but a person who stayed 2 nights in a FEMA TSA hotel for a benefit of \$300 was eligible for up to \$10,000 in MIAP aid.

ARC acknowledges in its 7/18 statement that it introduced certain exceptions to counteract the unreasonable rigidity of its current MIAP criteria. According to DAP sources, and detailed in

the “Timeline” section of DAP’s Report on MIAP,³ those exceptions were introduced on May 14 and covered applicants who were eligible for a FEMA TSA hotel stay from December 17 through May 1, but did not stay in a TSA hotel during that time, for one of the following reasons:

1. Client is elderly;
2. Client owns a pet;
3. Client has children in school;
4. Client paid for his/her own hotel out of pocket because:
 - a. it is closer to work than the TSA hotel, or
 - b. commuting to work from the TSA hotel would be too expensive; or
5. Client is a single parent.

Even the exceptions smack of arbitrariness. Having children in school is worthy, and single parenthood is worthy regardless of the child’s age, but two parents with an infant are not included if they did not accept a FEMA TSA hotel stay -- regardless of any daycare accessibility restrictions that may have resulted from staying in a far-flung TSA hotel. Those parents would have qualified if they had opted for a puppy instead of a baby, as they would then have fallen under the pet ownership exception. Notably, staying with a family member instead of in a TSA hotel is still not included as an exception.

All those arbitrary inclusions and denials evaporate under the expansive January guidelines, for a simple reason: back then, the additional criteria were effectively shorthand. As stated by ARC, “the Move-In Assistance Program provides assistance to people whose primary homes were destroyed or made uninhabitable by Sandy.” If a client stayed in a FEMA TSA hotel, or received the FEMA Max Grant of \$31,900, it follows that the client’s home was destroyed or uninhabitable. Likewise, if a client is undocumented or otherwise ineligible to apply for FEMA assistance, it is fair to assume that the client would need maximum non-governmental assistance to achieve a habitable living space. If the caseworker can check one of those three boxes, there is no need to make any further investigation into whether the home is uninhabitable, because an uninhabitable home is precedent to the first two criteria and a crushing burden in the case of the third criterion. If the caseworker cannot check any of those boxes, however, that is not the end, because MIAP’s purpose is to assist those “whose primary homes were destroyed or made uninhabitable”. Any number of other factors may demonstrate an uninhabitable home, and the caseworker is allowed to perform the intensely personal investigation for which he or she was hired -- rather than simply checking boxes like a volunteer at a call center.

³ <http://www.disasteraccountability.org/blog2/wp-content/uploads/2013/07/DAP-Red-Cross-MIAP-Report-7-16-13-4MB.pdf>

As a side note, after the May changes, many first-time callers to Red Cross were, in fact, turned away outright because staff at call centers could not check any of the three boxes. It did not matter that their homes were uninhabitable.

Even ARC's 7/18 press release displays the same inconsistencies that have already created so many problems. ARC states on July 18 that it had "extended the Transitional Shelter Assistance (TSA) residency timeframe to May", corroborating DAP's understanding of its extension to May 1. ARC also states in the same release that the first MIAP criterion is "[t]he person lived in a TSA hotel or transitional housing unit after December 17, 2012", implying that the timeframe for the TSA criterion did not end in May, but rather continues through today. Indeed, on July 5, FEMA extended its checkout date for the TSA program through August 6.⁴ The last day to register for FEMA assistance in New York was April 13.⁵ If a Sandy survivor registered with FEMA on April 13, but was delayed for two weeks (perhaps by a hospital stay) and did not check into a TSA hotel until May 2, and is still in a TSA hotel today, is that person eligible for MIAP aid? ARC's current version of the guidelines is unclear as to the answer.

ARC would be wise to settle on its wording before applying its criteria strictly and spending donors' dollars accordingly. It is possible that, from ARC leadership's perspective, the MIAP criteria did not change. Little scrivener's errors between "and" and "or", however, can make all the difference.

ARC should revert back the expansive January guidelines, to help the most Sandy victims possible, and to avoid misleading any more clients.

3. Horrific Bureaucracy

Lastly, ARC states:

"Household needs are assessed on a case-by-case basis by trained case managers. We are open to requests for exceptions to the eligibility guidelines because we realize individual circumstances may vary. If someone whose home was severely damaged by Sandy wants to be considered for an exception, he or she should contact our offices and speak with a member of our staff."

MIAP applicants instead describe a morass of disconnected numbers and a revolving door of caseworkers. Please see the summaries of DAP's surveys with Red Cross clients on pages 17-25

⁴ <http://www.fema.gov/news-release/2013/07/05/fema-extends-transitional-sheltering-assistance-program-new-york>

⁵ <http://www.fema.gov/news-release/2013/03/27/fema-registration-deadline-extended-sandy-survivors-ny>

of DAP's Report⁶ for a sense of what happened when MIAP applicants tried to follow ARC's advice.

In short, ARC paints a rosy picture of MIAP in its 7/18 press release. That picture does not reflect reality.

Disaster Accountability Project is calling on American Red Cross to stop viewing the bungled Move-In Assistance Program through rose-colored glasses. Instead, American Red Cross should do the right thing and extend eligibility to all those who fit under the expansive January guidelines, thereby helping as many Sandy survivors as possible in accordance with donor intent and in fulfillment of American Red Cross's own statements.

Thank you for your continued attention to this matter. Please let me know if I can be of any further assistance.

Sincerely,



Ben Smilowitz
Executive Director
Disaster Accountability Project

The nonprofit Disaster Accountability Project (DAP) saves lives and reduces suffering after disasters by maximizing the impact of preparedness, response, and relief through citizen oversight and engagement, policy research and advocacy, and public education. Founded in 2007, DAP is the only non-profit organization advocating for public accountability and transparency in the large field of disaster relief and humanitarian aid, to improve effectiveness and ensure that help reaches those who need it most.

⁶ <http://www.disasteraccountability.org/blog2/wp-content/uploads/2013/07/DAP-Red-Cross-MIAP-Report-7-16-13-4MB.pdf>

Program Overview

Goals/Objectives

The program goal is to support clients in reestablishing a sustainable living environment without duplication of benefits.

The objective of the Red Cross Sandy recovery program for move-in assistance is to assist clients in moving from temporary housing situation to a sustainable housing solution.

Timeframe

Program will be monitored closely to determine end date.

Eligibility for Casework assistance

An individual whose primary home has been destroyed as a result of Superstorm Sandy and client has been unable to establish sustainable living situation as of 12/17/12.

Eligibility for Move-in Assistance (one or more category must apply)

1. Client's primary home has been destroyed (uninhabitable) as a result of Superstorm Sandy
2. Client is living in TSA funded hotel as of 12/17/12
3. Client has a Max Grant from FEMA **OR** P4/P5 status from FEMA

AND

Client has a financial need which is preventing them from moving from temporary to long-term housing.

AND

Client has not received other funds (governmental or non-governmental) that meet the same financial need.

AND

Client has been unable to establish long-term, sustainable living situation as of 12/17/12.

AND

Red Cross move-in assistance, when combined with all other resources, will allow client to move into long-term housing which is financially sustainable by the client.

Referrals from partner agencies are accepted as long as they meet the eligibility criteria.

Sequence of Assistance

American Red Cross Caseworkers will make contact or attempt (1 time) to make contact with all the clients in the priority groups below before moving to the next priority group.

Primary, outreach regarding the benefits available through this program will begin with American Red Cross Client Caseworkers reaching out to clients residing in hotels under the FEMA TSA Program. The list of these clients will be provided by FEMA to the American Red Cross.

Move In Assistance Program

Eligibility Criteria

Primary home uninhabitable

OR

Living in Transitional Shelter
Assistance funded hotel as of
12/17/12

OR

Max Grant from FEMA or
P4/P5 status from FEMA

OR

Un-documented

Financial need preventing movement from temporary to long-term housing.

AND

Not received other funds (gov or non-gov) that meet same financial need

AND

Unable to establish long-term, sustainable living situation as of 12/17/12

AND

Move-in assistance, combined with all other resources, will allow long-term financially sustainable housing for client



American
Red Cross

Red Cross Support for Move-In Assistance for Sandy Survivors



After Superstorm Sandy destroyed their home, Thomas Carr and Carmen Torres were able to move into a new home on Island Park with help from the Move-In Assistance program.

To date, 2,419 households have received \$12.2 million in Sandy move-in-assistance from the Red Cross.

Posted July 18, 2013 , New York , New York

The American Red Cross Move-In Assistance Program, one of many ways we help Sandy survivors, provides financial assistance for a range of housing-related expenses, including rent, building supplies, temporary housing, storage and moving costs, appliances and furniture. To date, 2,419 households have received \$12.2 million in Sandy move-in-assistance from the Red Cross. We fully expect our spending to more than double as more people find housing to move into throughout the next year and through continued outreach to people by the Red Cross and our partners.

Our guidelines have remained consistent since the program's start in December, although we extended the Transitional Shelter Assistance (TSA) residency timeframe to May in recognition of that program's duration. We are reviewing the names of those who signed the petition to determine how much Red Cross assistance they received and what more can be done within the guidelines we established to ensure we're spending our donors' dollars wisely and reaching those hardest-hit by the storm.

Move-In Assistance Program funding can cover up to \$10,000 in expenses per household, but since each household's needs are different, not every family receives the same amount.

Eligibility

At the request of FEMA and other government partners, the Move-In Assistance Program provides assistance to people whose primary homes were destroyed or made uninhabitable by Sandy. In addition to loss of the primary home, people are eligible for this program if they meet one of three additional criteria:

- The person lived in a TSA hotel or transitional housing unit after December 17, 2012, or
- The person received a FEMA maximum grant (\$31,900) and has additional needs, or
- The person is ineligible to apply for federal assistance.

Household needs are assessed on a case-by-case basis by trained case managers. We are open to requests for exceptions to the eligibility guidelines because we realize individual circumstances may vary. If someone whose home was severely damaged by Sandy wants to be considered for an exception, he or she should contact our offices and speak with a member of our staff.

If people are not eligible for the Move-in-Assistance program, Red Cross case managers help people apply to other sources of financial assistance, such as the Governor's Fund or through the Unmet Needs Roundtables. The Red Cross just made a \$2.9 million grant to the NYC Unmet Needs Roundtable and a \$1 million grant to the Unmet Needs Roundtable assisting Long Island Sandy survivors.

7/20/13 4:02 PM

With scarce housing options, finding places to live after a storm with as much widespread devastation as Sandy takes time, and we understand this is frustrating. But however long it

Previous

Red Cross Summer Youth Volunteer Program Kicks Off



Disaster Accountability Project

Sign-On Statement: Statement Demanding Fairness re: Red Cross Move-In Assistance Program - signed by 160 Red Cross NY Clients

I was impacted by Hurricane Sandy and lost my home or apartment and/or many valuable possessions. I applied for Red Cross Move-In Assistance and seven months after Sandy, I still need help.

I am deeply disturbed by news that the Red Cross abruptly changed the way it is interpreting eligibility criteria for its post-Sandy Move-In Assistance Program after generously writing 1,000 assistance checks of up to \$10,000 each. I am happy for those that received assistance and can't help but wonder why Red Cross, a multi-billion dollar organization, made this decision (with \$100 million left in its Sandy account).

- Many of us were told for months that our cases were pending and we were asked to submit complex documentation and make numerous, time-intensive revisions.
- Many of us watched our next-door neighbors, in similar circumstances, get Red Cross Move-In Assistance and we expected to be treated the same.
- Many of us were assured that we would receive assistance and/or were already approved, and we relied on that assurance in our rental, rebuilding, and/or recovery decisions.
- Many of us worked with numerous case-workers because of high staff turnover and now many of us no longer have a case-worker.
- Many of us who were eligible for hotel stays were prevented from accepting because of the quantity of overbooked hotels and the unreasonable distance of available hotels to our jobs, schools, and support networks. Many of us stayed with family or friends instead, or were advised to stay in our broken homes to prevent looting, burglaries or even to fix our homes faster. Now we learn that we are being penalized for this.
- Many of us may be FEMA TSA eligible, but are still being wrongly marked as ineligible for Red Cross Move-In Assistance because some caseworkers are failing to consult that list when making eligibility determinations.

Consistent with Red Cross promises and principles of equity, we ask for fair treatment and equal application of eligibility protocol.

Red Cross donors intended to help as many Sandy-affected people as possible. We implore Red Cross leadership to act accordingly. We need help and respectfully request immediate answers. We anxiously await your response.

Sincerely,

A.G.
 Adam Riback*
 Alaster Williams
 Aldis Hagen
 Alice Miller
 Andrea Dunetz
 Angela Serrano
 Ann Zegers
 Annamaria Feola
 Anne Salomon

Annette Lauritsch
 April Tucker
 Ashley Kiesling
 Athena Kardiasmenos*
 Balla Halpern
 Barbara Kelly
 Bentzion Schochet
 Bernardine Whalen
 Bertha Gennaro
 Beverly Flaherty

Boris Broverman
 Bracha Goldberg
 Brenda Brown
 Bruce Mullen
 Carolyn Thomas
 Catherine Diaczok*
 Catherine Sullivan
 Charlene Simmons
 Charles Stauder*
 Chaya Feldstein

Cheryl Spivey-Smith
Christopher Matio*
Cindy Itzkowitz (1)
Cindy Itzkowitz (2)
Claire Watson
Daniel Lanza*
David Garrido
David Weiss*
Dawn Marie Romanello
Deanna McCormack
Deborah Lomax
Debra Johnston
Debra Severino
Denise Marino
Denise Ortega
Denise Scandiffio
Diana Limani
Dianne Stanzione
Donna Connelly
Donna Curra
Donna Finger
Donna Simbo
Doreen for Dorris Reddy
Elaine Mutimear
Elizabeth Feldman
Elizabeth LaVallee
Ellen Krakower
Eneida Zieris
Erica Anglin*
Estrella Irizarry
Evette Weeks
Fabian Mercado
Frank Herbst
Garrett Morgan
Gary Wallin
Gina McCoy
Gloria Barre
Glynis Enciso*
Grace Outlaw
Gwen Grossman
Gwendolyn Groves
Hakim Ghanem
Harriet Blank*
Howard Singer*
Ilissa Fischer
Ime Nkanta

Irene Sellitto*
Jacline Crescente
Janeann Stauder*
Jeffrey Miller
Jason Adams
Jennifer Blair
Jennifer Denora
Jennifer Katz
JoAnne Londis*
John Balinsky
John Creamer*
Jose Rosario
Joseph Broymtan
Joseph Schmeltz
Jovan Kemp
Kathleen Pyle
Kathleen Zito
Kelly Astras
Kim Drake
Kim Greengus
Kimberly Barcia for Kathleen Seton
Laura DiVito
Leah Aransiola*
Leo Grin
Leonard Miller
Lisa Batts
Loretta Hall
Lori Creamer*
Lori Higgins
Loring T. Clements
Lucia Card
Maria Corella
Maria McKenna*
Marie Soljour
Mariya Gvozdeva
Mark Dorfman
Martha, for Joan Carboy
Mary Bosch
Mary Rodenas*
Mary Ellen Walti-Malone
Matthew Woodward
Michael Berges
Michael Comardo
Nanjean Gonzales (for Elizabeth)

Nick Tanner*
Nicole Felline*
Patricia Cassese
Patricia Lubicich*
Patricia Tanner*
Philip Corhan
Polina Broverman
Regina LaTorre-Carvalho*
Richard Lynch
Richard Treglia
Rivka Gross
Rosaline Fernandez
Rosario Rodriguez
Rose Miller
Ryszard Blaszkiewicz
Shabnam Ajmal
Shanna Stephenson
Shannette Finch
Sharon Lebovitz*
Sherri Hamer*
Sherri Zylbermenc
Shirley Zylberberg
Shmuel Siegel
Sidney Itzkowitz
Sondra Whalen
Stephen Goldhorn*
Suzanne Wallin
Suzette Coles
Svetlana Kononchuk
Sylvia Lazarus
Tami Frechter
Tara Braun*
Thomas Mancusi*
Tinetta Chavis
Tzippora Weinberger
Veronica Barker
Xavier Vicuna
Yafa Massih
Yitzy Goldberg
Zachary Greenblatt

CC:
New York Attorney General

(An * indicates the new names added since the last letter was sent to Red Cross on July 11, 2013.)