



## Disaster Cycle Services

### Disaster Response Evaluation Scorecard

As of July 9, 2018

### Hurricane Maria Scorecard

Disaster Cycle Services Goal	Measure	Metric	Hurricane Maria	
<b>1. Delivery Services to Meet Community Needs</b>	<b>Service Delivery</b>	# of overnight stays in shelters	- <i>See Note 1</i>	
		# of families served through casework and recovery planning	771	
		# of homes destroyed or with major damage	- <i>See Note 2</i>	
		# of meals and snacks served	12,921,533	
		# of relief items distributed	more than 5,200,000	
		# of Total Staff	1,910	
		# of Deployed Staff (T&M)	835	
Disaster Cycle Services Goal	Measure	Metric	Hurricane Maria	Target
<b>2. Provide Services Efficiently</b>	<b>Local Volunteers</b>	% of local disaster volunteers participating during response	80%	25%
	<b>Event-Based Volunteers</b>	% of event based volunteers participating during response	20%	10%
	<b>Volunteer : Employee Ratio</b>	% of volunteers deployed vs. paid staff	88%	90%
	Notes	<p>(1) The Commonwealth of Puerto Rico retained responsibility for the mass care/sheltering mission, opening and supporting approximately 500 shelters with services provided by Commonwealth workers.</p> <p>(2) The Red Cross Hurricane Maria Recovery Program is aimed at providing community services across Four Pillars of Power, Water, Community Health and Community / Individual Resiliency, and oriented around schools that are used as shelters rather than at individual homes.</p>		
		Meets Baseline		
		Within 10% of Baseline		
		More than 10% Below Baseline		



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3. Serve Constituents Effectively	<b>Constituent Satisfaction</b>	% of people helped through casework reporting top two of five ratings on overall Red Cross experience and being treated with kindness, fairness, and respect	81%	81%
	<b>Partner Experience</b>	% of GOVERNMENT PARTNERS indicating TOP two of five satisfaction ratings of the Red Cross	100%	75%
		% of GOVERNMENT PARTNERS indicating BOTTOM two of five satisfaction ratings of the Red Cross	0%	<8%
		% of COMMUNITY PARTNERS indicating TOP two of five satisfaction ratings of the Red Cross	100%	75%
		% of COMMUNITY PARTNERS indicating BOTTOM two of five satisfaction ratings of the Red Cross	0%	<8%
	<b>Supervision</b>	% of WORKERS reporting top two of five ratings of supervisor's effectiveness	60%	75%
	<b>Services Tools</b>	% of workers reporting top two of five ratings that they had adequate TECHNICAL SUPPORT	67%	75%
		% of workers reporting top two of five ratings that they had adequate FACILITIES	76%	
		% of workers reporting top two of five ratings that they had adequate VEHICLES	76%	
		% of workers reporting top two of five ratings that they had adequate EQUIPMENT & SUPPLIES	66%	
	<b>Volunteer and Staff Experience</b>	% of Workers reporting TOP two of five ratings on overall satisfaction with their experience.	78%	75%
		% of Workers reporting BOTTOM two of five ratings on overall satisfaction with their experience	17%	<21%
	<i>Notes</i>		59 client responses 414 worker responses 1 government responses 4 NGO responses	
			Meets Baseline	
		Within 10% of Baseline		
		More than 10% Below Baseline		