



American Red Cross

Disaster Cycle Services

Evaluation Scorecard

Louisiana Floods (August 2016)

As of 6/1/2017

Disaster Cycle Services Goal	Measure	Metric	Actual	
1. Services Delivered	Service Delivery	# of overnight stays in shelters	79,826	
		# of families served through casework and recovery planning	11,415	
		# of homes destroyed or with major damage	49,211	
		# of meals and snack served	1,338,246	
		# of relief items distributed	699,520	
		# of Total Staff	4,869	
		# of Deployed Staff (T&M)	2,142	
Disaster Cycle Services Goal	Measure	Metric	Actual	Target
2. Provide Services Efficiently	Local Volunteers	% of local disaster volunteers participating during response	23%	25%
	Event-Based Volunteers	% of event based volunteers participating during response	19%	10%
	Volunteer : Employee Ratio	% of volunteers deployed vs. paid staff	91%	90%
	<i>Notes</i>	1. Data is as of 6/1/2017 2. Received 1188 worker responses thus far that contributed to Supervision, Indirect Service, Support and Work Experience actuals.		
		Meets Baseline		
		Within 10% of Baseline		
		More than 10% Below Baseline		



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Disaster Cycle Services Goal	Measure	Metric	Actual	Target
3. Serve Constituents Effectively	Constituent Satisfaction	% of people helped through casework reporting top two of five ratings on overall Red Cross experience and being treated with kindness, fairness, and respect	79%	81%
	Partner Experience	% 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	93%	75%
		% of COMMUNITY PARTNERS indicating BOTTOM two of five satisfaction ratings of the Red Cross	0%	<8%
	Supervision	% of WORKERS reporting top two of five ratings of supervisor's effectiveness	68%	75%
	Services Tools	% of workers reporting top two of five ratings that they had adequate TECHNICAL SUPPORT	72%	75%
		% of workers reporting top two of five ratings that they had adequate FACILITIES	81%	
		% of workers reporting top two of five ratings that they had adequate VEHICLES	81%	
		% of workers reporting top two of five ratings that they had adequate EQUIPMENT & SUPPLIES	71%	
	Volunteer and Staff Experience	% of Workers reporting TOP two of five ratings on overall satisfaction with their experience.	75%	75%
		% of Workers reporting BOTTOM two of five ratings on overall satisfaction with their experience and a sense of accomplishment	17%	21%