



## Disaster Cycle Services

### Disaster Response Evaluation Scorecard

As of July 9, 2018

### Hurricane Irma Scorecard

Disaster Cycle Services Goal	Measure	Metric	Hurricane Irma	
<b>1. Delivery Services to Meet Community Needs</b>	<b>Service Delivery</b>	# of overnight stays in shelters	more than 555,300	
		# of families served through casework and recovery planning	12,978	
		# of homes destroyed or with major damage	30,618	
		# of meals and snacks served	1,679,504	
		# of relief items distributed	1,847,183	
		# of Total Staff	7,629	
		# of Deployed Staff (T&M)	3,331	
Disaster Cycle Services Goal	Measure	Metric	Hurricane Irma	Target
<b>2. Provide Services Efficiently</b>	<b>Local Volunteers</b>	% of local disaster volunteers participating during response	34%	25%
	<b>Event-Based Volunteers</b>	% of event based volunteers participating during response	11%	10%
	<b>Volunteer : Employee Ratio</b>	% of volunteers deployed vs. paid staff	90%	90%
		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	88%	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	85%	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	66%	75%
	<b>Services Tools</b>	% of workers reporting top two of five ratings that they had adequate TECHNICAL SUPPORT	71%	75%
		% of workers reporting top two of five ratings that they had adequate FACILITIES	85%	
		% of workers reporting top two of five ratings that they had adequate VEHICLES	91%	
		% of workers reporting top two of five ratings that they had adequate EQUIPMENT & SUPPLIES	71%	
	<b>Volunteer and Staff Experience</b>	% of Workers reporting TOP two of five ratings on overall satisfaction with their experience.	79%	75%
		% of Workers reporting BOTTOM two of five ratings on overall satisfaction with their experience	15%	<21%
	<i>Notes</i>		1835 client responses 1831 worker responses 8 government responses 13 NGO responses	
		Meets Baseline		
	Within 10% of Baseline			
	More than 10% Below Baseline			