



Disaster Cycle Services

Disaster Response Evaluation Scorecard

As of March 22, 2019

Hurricane Florence Scorecard

Disaster Cycle Services Goal	Measure	Metric	Hurricane Florence	
1. Delivery Services to Meet Community Needs	Service Delivery	# of overnight stays in Red Cross shelters	122,534	
		# of families served through casework and recovery planning	more than 3,600	
		# of homes destroyed or with major damage	11,165	
		# of meals and snacks served	1,629,167	
		# of households served through distribution of emergency supplies	35,798	
		# of Total Staff	more than 7,200	
		# of Deployed Staff (T&M)	4,595	
Disaster Cycle Services Goal	Measure	Metric	Hurricane Florence	Target
2. Provide Services Efficiently	Local Volunteers	% of local disaster volunteers participating during response	40%	25%
	Event-Based Volunteers	% of event based volunteers participating during response	18%	10%
	Volunteer : Employee Ratio	% of volunteers deployed vs. paid staff	88%	90%
		Meets Baseline		
		Within 10% of Baseline		
		More than 10% Below Baseline		



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3. Serve Constituents Effectively	Constituent Satisfaction	% of people helped through casework reporting top two of five ratings on overall Red Cross experience	91%	81%
	Partner Experience	% of GOVERNMENT PARTNERS indicating TOP two of five satisfaction ratings of the Red Cross	67%	75%
		% of GOVERNMENT PARTNERS indicating BOTTOM two of five satisfaction ratings of the Red Cross	33%	<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%
	Supervision	% of WORKERS reporting top two of five ratings of supervisor's effectiveness	67%	75%
	Services Tools	% of workers reporting top two of five ratings that they had adequate TECHNICAL SUPPORT	69%	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	89%	
		% of workers reporting top two of five ratings that they had adequate EQUIPMENT & SUPPLIES	68%	
	Volunteer and Staff Experience	% of Workers reporting TOP two of five ratings on overall satisfaction with their experience.	76%	75%
		% of Workers reporting BOTTOM two of five ratings on overall satisfaction with their experience	16%	<21%
		<i>Notes</i>		1453 client responses 2665 worker responses 8 government response 12 NGO responses
		Meets Baseline		
		Within 10% of Baseline		
		More than 10% Below Baseline		