## Disaster Cycle Services

### Disaster Response Evaluation Scorecard

#### Hurricane Maria Scorecard

<table>
<thead>
<tr>
<th>Disaster Cycle Services Goal</th>
<th>Measure</th>
<th>Metric</th>
<th>Hurricane Maria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Delivery Services to Meet Community Needs</td>
<td>Service Delivery</td>
<td># of overnight stays in shelters</td>
<td>See Note 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td># of families served through casework and recovery planning</td>
<td>771</td>
</tr>
<tr>
<td></td>
<td></td>
<td># of homes destroyed or with major damage</td>
<td>See Note 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td># of meals and snacks served</td>
<td>12,921,533</td>
</tr>
<tr>
<td></td>
<td></td>
<td># of relief items distributed</td>
<td>more than 5,200,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td># of Total Staff</td>
<td>1,910</td>
</tr>
<tr>
<td></td>
<td></td>
<td># of Deployed Staff (T&amp;M)</td>
<td>835</td>
</tr>
</tbody>
</table>

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<tr>
<th>Disaster Cycle Services Goal</th>
<th>Measure</th>
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<th>Hurricane Maria</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Provide Services Efficiently</td>
<td>Local Volunteers</td>
<td>% of local disaster volunteers participating during response</td>
<td>80%</td>
<td>25%</td>
</tr>
<tr>
<td></td>
<td>Event-Based Volunteers</td>
<td>% of event based volunteers participating during response</td>
<td>20%</td>
<td>10%</td>
</tr>
<tr>
<td></td>
<td>Volunteer : Employee Ratio</td>
<td>% of volunteers deployed vs. paid staff</td>
<td>88%</td>
<td>90%</td>
</tr>
</tbody>
</table>

### Notes

(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.

(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 individual homes.

### Meets Baseline

### Within 10% of Baseline

### More than 10% Below Baseline
### Hurricane Maria Scorecard

**As of July 9, 2018**

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<tr>
<th>Disaster Cycle Services Goal</th>
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</table>
| **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 | **Hurricane Maria**: 81%  
**Target**: 81% |
| **Partner Experience** | % of GOVERNMENT PARTNERS indicating TOP two of five satisfaction ratings of the Red Cross | **Hurricane Maria**: 100%  
**Target**: 75% |
|  | % of GOVERNMENT PARTNERS indicating BOTTOM two of five satisfaction ratings of the Red Cross | **Hurricane Maria**: 0%  
**Target**: <8% |
|  | % of COMMUNITY PARTNERS indicating TOP two of five satisfaction ratings of the Red Cross | **Hurricane Maria**: 100%  
**Target**: 75% |
|  | % of COMMUNITY PARTNERS indicating BOTTOM two of five satisfaction ratings of the Red Cross | **Hurricane Maria**: 0%  
**Target**: <8% |
| **Supervision** | % of WORKERS reporting top two of five ratings of supervisor’s effectiveness | **Hurricane Maria**: 60%  
**Target**: 75% |
| **Services Tools** | % of workers reporting top two of five ratings that they had adequate TECHNICAL SUPPORT | **Hurricane Maria**: 67%  
**Target**: 75% |
|  | % of workers reporting top two of five ratings that they had adequate FACILITIES | **Hurricane Maria**: 76%  
**Target**: 75% |
|  | % of workers reporting top two of five ratings that they had adequate VEHICLES | **Hurricane Maria**: 76% |
|  | % of workers reporting top two of five ratings that they had adequate EQUIPMENT & SUPPLIES | **Hurricane Maria**: 66%  
**Target**: 75% |
| **Volunteer and Staff Experience** | % of Workers reporting TOP two of five ratings on overall satisfaction with their experience | **Hurricane Maria**: 78%  
**Target**: 75% |
|  | % of Workers reporting BOTTOM two of five ratings on overall satisfaction with their experience | **Hurricane Maria**: 17%  
**Target**: <21% |

**Notes**
- 59 client responses
- 414 worker responses
- 1 government response
- 4 NGO responses

*Meets Baseline*  
*Within 10% of Baseline*  
*More than 10% Below Baseline*