



## 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	<b>Constituent Satisfaction</b>	% of people helped through casework reporting top two of five ratings on overall Red Cross experience	91%	81%
	<b>Partner Experience</b>	% 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%
	<b>Supervision</b>	% of WORKERS reporting top two of five ratings of supervisor's effectiveness	67%	75%
	<b>Services Tools</b>	% 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%	
	<b>Volunteer and Staff Experience</b>	% 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		