



Disaster Cycle Services

Disaster Response Evaluation Scorecard

As of April 12, 2019

Hurricane Michael Scorecard

Disaster Cycle Services Goal	Measure	Metric	Hurricane Michael	
1. Delivery Services to Meet Community Needs	Service Delivery	# of overnight stays in Red Cross shelters	44,506	
		# of families served through casework and recovery planning	more than 4,500	
		# of homes destroyed or with major damage	20,547	
		# of meals and snacks served	2,066,014	
		# of households served through distribution of emergency supplies	17,392	
		# of Total Staff	more than 3,200	
		# of Deployed Staff (T&M)	2,684	
Disaster Cycle Services Goal	Measure	Metric	Hurricane Michael	Target
2. Provide Services Efficiently	Local Volunteers	% of local disaster volunteers participating during response	22%	25%
	Event-Based Volunteers	% of event based volunteers participating during response	11%	10%
	Volunteer : Employee Ratio	% of volunteers deployed vs. paid staff	84%	90%
		Meets Baseline		
		Within 10% of Baseline		
		More than 10% Below Baseline		



**American
Red Cross**

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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	93%	81%
	Partner Experience	% of GOVERNMENT PARTNERS indicating TOP two of five satisfaction ratings of the Red Cross	89%	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	88%	75%
		% of COMMUNITY PARTNERS indicating BOTTOM two of five satisfaction ratings of the Red Cross	12%	<8%
	Supervision	% of WORKERS reporting top two of five ratings of supervisor's effectiveness	71%	75%
	Services Tools	% of workers reporting top two of five ratings that they had adequate TECHNICAL SUPPORT	77%	75%
		% of workers reporting top two of five ratings that they had adequate FACILITIES	83%	
		% 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	77%	
	Volunteer and Staff Experience	% of Workers reporting TOP two of five ratings on overall satisfaction with their experience.	82%	75%
		% of Workers reporting BOTTOM two of five ratings on overall satisfaction with their experience	13%	<21%
	Notes		1177 client responses 1392 worker responses 19 government responses 8 NGO responses	
		Meets Baseline		
		Within 10% of Baseline		
		More than 10% Below Baseline		