



Disaster Cycle Services

Disaster Response Evaluation Scorecard

As of July 9, 2018

Hurricane Irma Scorecard

Disaster Cycle Services Goal	Measure	Metric	Hurricane Irma	
1. Delivery Services to Meet Community Needs	Service Delivery	# 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
2. Provide Services Efficiently	Local Volunteers	% of local disaster volunteers participating during response	34%	25%
	Event-Based Volunteers	% of event based volunteers participating during response	11%	10%
	Volunteer : Employee Ratio	% 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	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	88%	81%
	Partner Experience	% 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%
	Supervision	% of WORKERS reporting top two of five ratings of supervisor's effectiveness	66%	75%
	Services Tools	% 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%	
	Volunteer and Staff Experience	% 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%
	Notes		<i>1835 client responses 1831 worker responses 8 government responses 13 NGO responses</i>	
		Meets Baseline		
	Within 10% of Baseline			
	More than 10% Below Baseline			