



Disaster Cycle Services

Disaster Response Evaluation Scorecard

As of July 9, 2018

Hurricane Maria Scorecard

Disaster Cycle Services Goal	Measure	Metric	Hurricane Maria	
1. Delivery Services to Meet Community Needs	Service Delivery	# of overnight stays in shelters	- See Note 1	
		# of families served through casework and recovery planning	771	
		# of homes destroyed or with major damage	- See Note 2	
		# of meals and snacks served	12,921,533	
		# of relief items distributed	more than 5,200,000	
		# of Total Staff	1,910	
		# of Deployed Staff (T&M)	835	
Disaster Cycle Services Goal	Measure	Metric	Hurricane Maria	Target
2. Provide Services Efficiently	Local Volunteers	% of local disaster volunteers participating during response	80%	25%
	Event-Based Volunteers	% of event based volunteers participating during response	20%	10%
	Volunteer : Employee Ratio	% of volunteers deployed vs. paid staff	88%	90%
	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 at individual homes.		
		Meets Baseline		
		Within 10% of Baseline		
		More than 10% Below Baseline		

 American Red Cross		Disaster Cycle Services		
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Disaster Cycle Services Goal	Measure	Metric	Hurricane Maria	Target
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	81%	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	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	60%	75%
	Services Tools	% of workers reporting top two of five ratings that they had adequate TECHNICAL SUPPORT	67%	75%
		% of workers reporting top two of five ratings that they had adequate FACILITIES	76%	
		% of workers reporting top two of five ratings that they had adequate VEHICLES	76%	
		% of workers reporting top two of five ratings that they had adequate EQUIPMENT & SUPPLIES	66%	
	Volunteer and Staff Experience	% of Workers reporting TOP two of five ratings on overall satisfaction with their experience.	78%	75%
		% of Workers reporting BOTTOM two of five ratings on overall satisfaction with their experience	17%	<21%
	Notes		59 client responses 414 worker responses 1 government responses 4 NGO responses	
		Meets Baseline		
		Within 10% of Baseline		
		More than 10% Below Baseline		