

 American Red Cross		Disaster Cycle Services		
		Disaster Response Evaluation Scorecard		
As of July 9, 2018		Hurricane Harvey Scorecard		
Disaster Cycle Services Goal	Measure	Metric	Hurricane Harvey (TX+LA)	
1. Delivery Services to Meet Community Needs	Service Delivery	# of overnight stays in shelters	more than 414,800	
		# of families served through casework and recovery planning	1,966 575,000 HHIA	
		# of homes destroyed or with major damage	11,733	
		# of meals and snack served	4,549,132	
		# of relief items distributed	1,660,388	
		# of Total Staff	9,545	
		# of Deployed Staff (T&M)	4,922	
Disaster Cycle Services Goal	Measure	Metric	Hurricane Harvey (TX+LA)	Target
2. Provide Services Efficiently	Local Volunteers	% of local disaster volunteers participating during response	33%	25%
	Event-Based Volunteers	% of event based volunteers participating during response	32%	10%
	Volunteer : Employee Ratio	% of volunteers deployed vs. paid staff	95%	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	56%	81%
	Partner Experience	% of GOVERNMENT PARTNERS indicating TOP two of five satisfaction ratings of the Red Cross	75%	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	69%	75%
	Services Tools	% of workers reporting top two of five ratings that they had adequate TECHNICAL SUPPORT	72%	75%
		% of workers reporting top two of five ratings that they had adequate FACILITIES	84%	
		% of workers reporting top two of five ratings that they had adequate VEHICLES	86%	
		% of workers reporting top two of five ratings that they had adequate EQUIPMENT & SUPPLIES	75%	
	Volunteer and Staff Experience	% of Workers reporting TOP two of five ratings on overall satisfaction with their experience.	80%	75%
		% of Workers reporting BOTTOM two of five ratings on overall satisfaction with their experience	14%	<21%
	Notes		255 client responses 2764 worker responses 4 government response 4 NGO responses	
		Meets Baseline		
		Within 10% of Baseline		
		More than 10% Below Baseline		