



**American
Red Cross**

Disaster Cycle Services

Evaluation Scorecard

HUR Matthew (Oct. - Dec. 2016)

As of 5/19/2017

Disaster Cycle Services Goal	Measure	Metric	Actual HUR Matthew	
1. Services Delivered	Service Delivery	# of overnight stays in shelters	100,678	
		# of families served through casework and recovery planning	10,787	
		# of homes destroyed or with major damage	8,132	
		# of meals and snack served	1,463,918	
		# of relief items distributed	460,775	
		# of Total Staff	7,519	
		# of Deployed Staff (T&M)	3,690	
Disaster Cycle Services Goal	Measure	Metric	Actual HUR Matthew	Target
2. Provide Services Efficiently	Local Volunteers	% of local disaster volunteers participating during response	46%	25%
	Event-Based Volunteers	% of event based volunteers participating during response	7%	10%
	Volunteer : Employee Ratio	% of volunteers deployed vs. paid staff	91%	90%
	Notes	1. Data is as of 05/19/2017 2. Received 2132 worker responses (all state total) thus far that contributed to Supervision, Indirect Service, Support and Work Experience actuals.		
		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	85%	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	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	86%	
		% of workers reporting top two of five ratings that they had adequate VEHICLES	85%	
		% 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.	77%	75%
		% of Workers reporting BOTTOM two of five ratings on overall satisfaction with their experience and a sense of accomplishment	17%	21%
	Notes	1. Data is as of 05/19/2017 2. Received 2132 worker responses (all state total) thus far that contributed to Supervision, Indirect Service, Support and Work Experience actuals.		
		Meets Baseline		
		Within 10% of Baseline		
		More than 10% Below Baseline		