

Performance Measurement and Disaster Services

The Urgency of Now!

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Service

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Learning Outcomes

As a result of this workshop, you will:

- Review the four phases of disaster service activities and learn about possible outputs and outcomes to measure for each
- Share best practices in PM data collection for disaster services activities in your programs
- Discuss possible strategies for addressing the inherent data collection challenges with disaster services activities

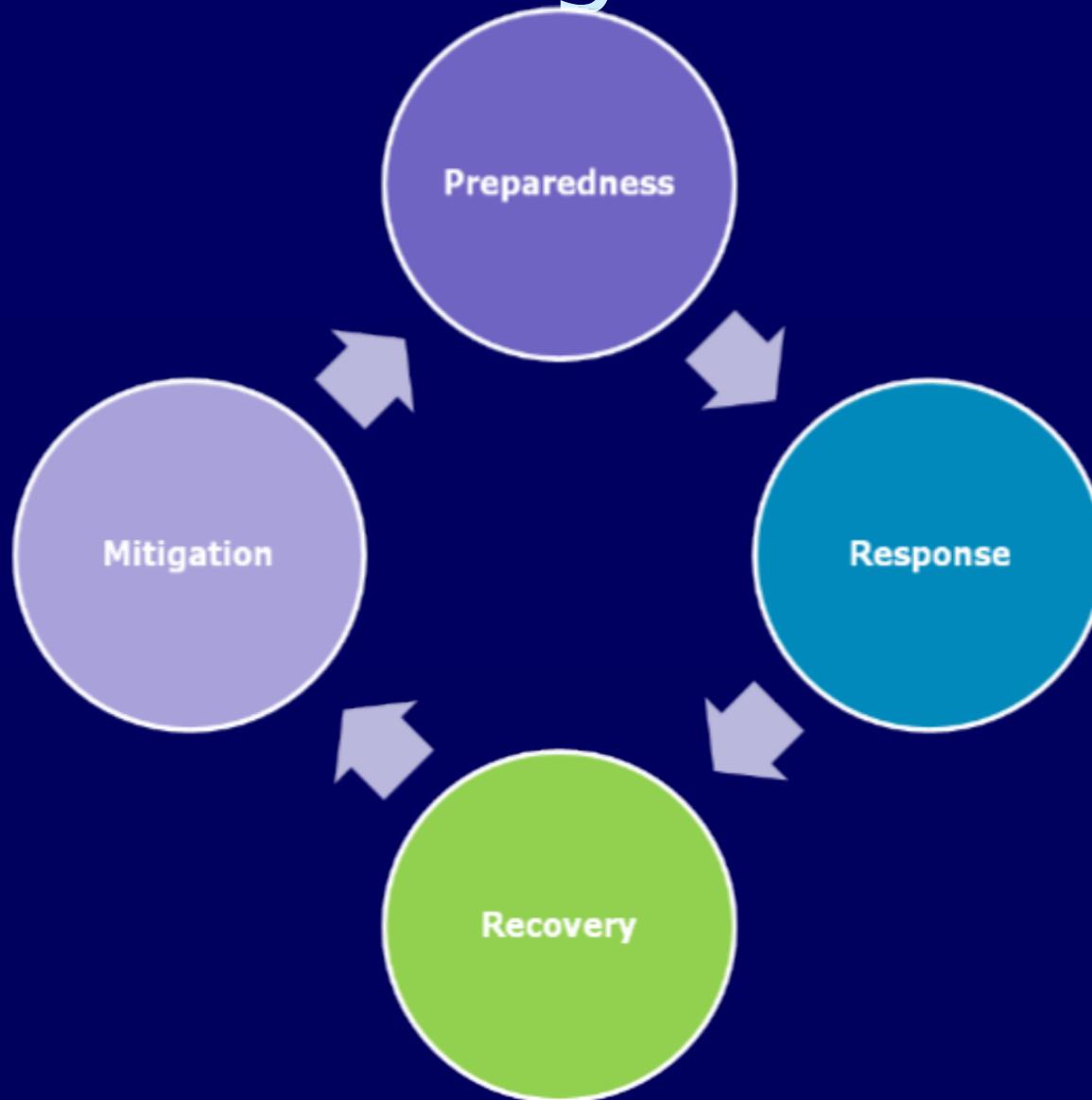
Challenges of Disaster Services:



- Highly unpredictable
- Traumatic
- Often short-lived but requiring long-term solutions

- What can be measured?
 - Outputs
 - Outcomes
- How can it be measured?

Four Phases of Emergency Management



Disaster Services Phases

I. Preparedness

- Activities and actions that enhance the ability to deal with the impacts of a disaster
- **Examples:** public education, CERT training, COOP planning, evacuation planning, and exercising of plans.
- Outcomes address changes in people's awareness and knowledge of disasters, local services, and how to prepare for a disaster.

Disaster Services Phases

II. Response

- Actions and activities that ensure the public health and safety and provide for essential services in the immediate aftermath of a disaster.
- **Examples:** sheltering and mass care, spontaneous volunteer management, and personal and physical security.
- Data is usually far from anyone's mind in the heat of the moment.

Disaster Services Phases

III. Recovery

- Actions and activities that promote the return to normalcy of individuals, institutions and communities.
- **Examples:** Repair of homes, schools and other infrastructure, reopening of businesses, rebuilding community networks.
- Stretch out a long time depending on the type of disaster. Difficult to track victims.

Disaster Services Phases

IV. Mitigation

- Actions and activities that, when implemented, reduce the impacts of future disasters.
- **Examples:** Home safety retrofit, flood proofing, building codes, land use ordinances, and insurance.
- Try to directly measure the outcome of minimizing future effects of a disaster.



Exercise

Peer Sharing

In small groups:

1. Individually – response to questions
2. Small group-Share overview of program activities in disaster services, highlight best practices and challenges
3. Be prepared to report out

Disaster Services and PM Packet Overview

- SECTION I: . Examples of Programs and Performance Measures for Each Phase of Disaster Service
- SECTION II: Eight Common Performance Measurement Challenges and Tips.
- APPENDICES



Exercise

Strengthening Results

In pairs:

1. Discuss disaster services activities and how you are currently measuring PMs
2. Review packet sample outputs and outcomes for new ideas
3. Brainstorm possible data collection strategies for any challenges



Exercise

Collaborative Brainstorming

In small groups:

1. Identify one activity still in need of strategy on what and how to measure PMs
2. Brainstorm additional ideas
3. Be prepared to report out



Exercise

Taking it Home

Individual:

1. Response to questions
2. Pairs - Share responses and brainstorm additional ideas.
3. Take it home!

Resources

The Resource Center

www.nationalservice.gov/resources

Search: Performance Measurement and Disaster Services

Questions? Contact:

- Your CNCS State Office
- TADS (Technical Assistance in Disaster Services)
 - 800-656-3011
 - tads@jbsinternational.com
- Project STAR
 - 800-548-3656
 - star@jbsinternational.com