

National Civilian Community Corps Performance Measures Instrument Packet

Disaster Services

Introduction

This packet includes the information and materials needed to administer the data collection activities for the Disaster Services Performance Measures. This information includes the definitions of key terms, the logic model used to develop these measures, the list of performance measures and indicators for disaster services, and instruments for measuring outcomes.

Data for these performance measures are collected through Project Completion Reports (PCR) submitted in eGrants, the Campus Disaster Readiness/Deployment Checklist, and the Disaster Services Sponsor Survey included in this packet.

NCCC Performance Measures: Disaster Services

Activities: Team focus is on disaster services projects; including coordinating volunteers, managing volunteer reception centers and 211 call centers, managing distribution centers and shelters, preparing and distributing meals, clearing debris, entering victims into emergency-assistance databases, case management, mucking and gutting, surveying community assets, communication and outreach to communities, and home construction and other long-term recovery activities.

Results	Outputs <ol style="list-style-type: none">1. Members receive essential training.2. Members put in service hours.3. Teams respond to natural and other disasters within 72 hours of receiving the request from a disaster services agency.4. People in disaster areas are assisted.5. Mitigation services are provided.6. Preparation services are provided.7. Recovery services are provided.
	Intermediate Outcomes <ol style="list-style-type: none">1. Members demonstrate readiness to respond to disaster.2. Teams are ready to deploy to disaster projects.3. Mitigation services are in place to prevent/reduce the impact of

	<p>disasters.</p> <p>4. Preparation services raise awareness of potential disasters and help people in the community be prepared.</p>
	<p>End Outcome</p> <p>1. Recovery services help communities affected by natural and other disasters restore functions and rebuild.</p> <p>2. NCCC teams successfully respond to and meet the needs of communities affected by natural or other disasters.</p>

Definition of Terms

- **Disaster Service Sponsor Organization:** A government agency such as the Federal Emergency Management Agency (FEMA), faith-based group, community organization, American Red Cross (ARC), Volunteer Organization Active in Disaster (VOAD), or other group that addresses disaster preparedness, mitigation, response and/or long term recovery.
- **Natural and Other Disaster Projects:** Projects that address the needs of communities affected by floods, hurricanes, wildfires and other natural or manmade disasters. Projects may focus on disaster preparedness, mitigation, response and recovery. Examples of projects include, but are not limited to: coordinating volunteers, managing distribution centers and shelters, preparing and distributing meals, clearing debris; entering victims into emergency-assistance databases, mucking and gutting, surveying community assets, distributing educational materials and preparedness kits, implementing disaster-preparedness curricula, mapping for improvements to community emergency response systems, and installing hurricane shutters.
- **Disaster Mitigation:** Any action to eliminate or reduce injury to people or damage to property from natural hazards and other disasters. Examples of NCCC disaster mitigation projects include, but are not limited to: converting riverfront property to green space, installing hurricane shutters and straps, planting natural vegetation along river banks, installing tornado warning systems, and creating rain gardens.
- **Disaster Preparedness:** Actions or activities that minimize the real and potential adverse risks and effects of dealing with natural or man-made hazards. Examples of preparedness activities include conducting educational workshops, creating disaster kits and community emergency planning.
- **Disaster Response Readiness:** NCCC is ready to respond when members have been provided the skill development and training needed to safely and effectively serve sponsors and communities who are working to reduce risk and repair damage from natural and man-made risks and hazards.
- **Essential Training:** All Corps Training Institute disaster trainings to include Red Cross trainings in First Aid, CPR, AED, and disaster relief trainings to include Mass Care, Case Management and Shelter Operations.
- **Disaster Response:** Disaster response addresses the work that takes place in the emergency period following the immediate impact of the natural or man-made event. Examples of NCCC disaster response activities may include: staffing evacuation shelters, distributing emergency kits and equipment, serving food and assisting in immediate damage and community needs assessments.
- **Disaster Recovery and Long Term Recovery:** Recovery can take place within hours or days of the initial disaster response. Recovery consists of those activities that continue beyond the emergency period to restore critical community functions and manage reconstruction. The long term recovery process begins when the situation stabilizes and loss of life is no longer eminent. It is possible that disaster recovery may last anywhere from weeks to years pending the size and scale of the incident.
- **Readiness to Deploy:** NCCC is ready to deploy when the operational infrastructure is in place to deploy teams within 72 hours of a request from a disaster services agency.

Data Collection Instruments

Below is a table listing the three instruments that will be used to collect performance measurement data and the indicators they will measure. Campuses will be required to complete one new instrument, the Campus Disaster Readiness/Deployment Checklist, in addition to Project Completion Reports that are a standard requirement.

Instrument	Performance Measure Results and Indicators
Campus Disaster Readiness/Deployment Checklist (see page 6)	Output: Members receive essential training. <i>Indicator: Number of members that receive essential training</i>
	Intermediate Outcome: Members demonstrate readiness to respond to disaster. <i>Indicator: Percent of members that successfully complete all essential training.</i>
	Intermediate Outcome: Teams are ready to deploy to disaster projects. <i>Indicator: Minimum number of teams needed to deploy to disaster projects are ready.</i>
Project Completion Reports (submitted in eGrants)	Output: Members put in service hours. <i>Indicator: Number of member service hours</i>
	Output: Teams respond to natural and other disasters within 72 hours of receiving the request from a disaster services agency.. <i>Indicator: Number of disasters to which teams respond.</i>
	Output: People in disaster areas are assisted. <i>Indicator: Number of people assisted in disaster areas.</i>
	Output: Mitigation services are provided. <i>Indicator: Number of mitigation services provided or mitigation projects completed (eGrants quantifiable options and “disaster type”)</i>
	Output: Preparation services are provided. <i>Indicator: Number of preparation services provided or preparation projects completed. (eGrants quantifiable options and “disaster type”)</i>
	Output: Recovery services are provided. <i>Indicator: Number of recovery services provided or preparation projects completed. (eGrants quantifiable options and “disaster type”)</i>

Data collection instruments, continued

Instrument	Performance Measure Results and Indicators
Disaster Services Sponsor Survey (see page 9)	<p>Intermediate Outcome: Mitigation services are in place to prevent/reduce the impact of disasters. <i>Indicator: Percent of project sponsors reporting that mitigation efforts will be successful in reducing the impact of disasters.</i></p>
	<p>Intermediate Outcome: Preparation services raise awareness of potential disasters and help people in the community to be prepared. <i>Indicator: Percent of project sponsors reporting that preparation efforts were successful in raising community awareness and preparedness.</i></p>
	<p>End Outcome: Recovery services help communities affected by natural and other disasters restore functions and rebuild. <i>Indicator: Percent of project sponsors reporting that NCCC teams helped the community restore functions and rebuild.</i></p>
	<p>End Outcome: NCCC teams successfully respond to and meet the needs of communities affected by natural or other disasters. <i>Indicator: Percent of project sponsors reporting that NCCC teams successfully responded to and met the needs of their communities.</i></p>

Campus Readiness/Deployment Checklist Administration

Questions	Instructions
What result does this instrument measure?	<p>Output: Members receive essential training.</p> <p>Intermediate Outcome: Members demonstrate readiness to respond to disaster.</p> <p>Intermediate Outcome: Teams are ready to deploy to disaster service projects.</p>
Who should complete the instrument?	<p>The campus staff person who has access to training and other documentation such as the Deputy Region Director for Programming, Assistant Program Director, Assistant Program Director for Training or Unit Leader should complete this instrument.</p>
When should the instrument be completed?	<p>The instrument should be completed as team leaders and members complete training and teams are organized. Table 1 should be completed quarterly for each class.</p>
What other preparation is needed?	<p>To complete the checklist, you will need to know how many members in the starting class were trained in the required areas listed, and of those, how many successfully completed training (e.g. received a certification, passed a test). Track the numbers of members trained through your usual systems and record the requested summary information on this sheet. Operation staff will provide information regarding vehicles and equipment.</p>
What should be done after the instrument is completed?	<p>Total the summary statements in each section and return the completed checklists to NCCC HQ.</p>

Campus Readiness/Deployment Checklist

Campus: _____ Class Name: _____ Class start date: _____

Person completing this form: _____ (name) _____ (title)

Instructions: Enter the minimum number of corps members or team leaders required for the campus to be considered “ready to deploy” in the second column in Table 1.. In Table 2, complete the “_#” in the first column. As corps members and team leaders complete training, indicate how many received training, successfully completed training, and the dates completed. When the minimum number required are ready (successfully completed training), check the box in the last column.

1. MEMBER TRAINING	Number members required to be “ready to deploy”	Number that received training	Number that successfully completed training	Date completed or certification awarded	✓ check when requirement met
Corps Training Institute					<input type="checkbox"/>
First Aid/CPR/AED (Red Cross)					<input type="checkbox"/>
Red Cross Disaster Relief Trainings					<input type="checkbox"/>
(1) Introduction to the Red Cross (online):					<input type="checkbox"/>
(2) Fulfilling the American Red Cross Mission					<input type="checkbox"/>
(3) Mass Care					<input type="checkbox"/>
(4) Shelter Operations					<input type="checkbox"/>
Firefighter training					<input type="checkbox"/>
Save the Children training					<input type="checkbox"/>
Additional member training (if applicable): _____					<input type="checkbox"/>
Team Leaders Training	Number of team leaders: _____				<input type="checkbox"/>
Additional team leader training (if applicable): _____					<input type="checkbox"/>
_____					<input type="checkbox"/>
_____					<input type="checkbox"/>

Summary:

Total number of members at class start date: _____.

Total number of members that received all training: _____

Total number of members that demonstrate readiness to respond (met readiness criteria by successfully completing all essential training): _____

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Total number of Team Leaders at class start date: _____

Total number of Team Leaders that received all training: _____

2. CAMPUS INFRASTRUCTURE/ Requirements for deployment	Notes (e.g. "See __ documentation")	Date completed	✓ check when requirement met
___# Teams organized (members trained, oriented to team, leader assigned)			<input type="checkbox"/>
Transportation available for transporting ___# members			<input type="checkbox"/>
Field equipment and supplies available	See IPR dated _____		<input type="checkbox"/>
Established regional policy to include staff POCs for coordination (e.g. Firefighter liaison, ARC, FEMA, SOPs)			<input type="checkbox"/>
Other:			<input type="checkbox"/>

Campus Summary:

Total number of teams ready to deploy at the start of each quarter.

Quarter 1: _____ Quarter 2: _____ Quarter 3: _____ Quarter 4: _____

Date campus is fully ready to deploy to disaster service projects (met minimum requirements - all applicable boxes checked): _____

Information about the Disaster Services Sponsor Survey

Questions	Instructions
What does this instrument measure?	<p>Intermediate Outcomes: Mitigation services are in place to prevent/reduce the impact of disasters. Preparation services raise awareness of potential disasters and help people in the community to be prepared.</p> <p>End Outcomes: NCCC teams successfully respond to and meet the needs of communities affected by natural or other disasters. Recovery services help communities affected by natural and other disasters restore functions and rebuild.</p>
Who should complete the instrument?	Project sponsors that completed a disaster services project with NCCC. The survey will not be anonymous; however, it will be confidential and only the people analyzing the data will be able to view individual results.
When should the instrument be completed?	The survey will be sent out 30 days after a project is completed.
How will the data be collected? Who will administer the survey?	NCCC (HQ) will distribute and collect the survey electronically, using an online survey software tool.
How will the data be analyzed?	The data will be analyzed using the survey software, and responses will be summarized by question. Data will be aggregated by campus and NCCC issue area.
When will campuses see the results?	The schedule for releasing survey results will be determined during the pilot year.
How will the campuses assist in administering this sponsor survey?	Campuses will send a letter to the sponsor in advance to let them know the survey is coming via email, how the survey data will be used, and why it is important to complete the survey.

Disaster Services Sponsor Survey

(continued from Successful Service Intervention questions...)

Now we would like to ask you a few questions about the disaster service project that NCCC teams served with you on in the last few months.

1. What type of disaster project did NCCC team(s) serve on with your organization? (If NCCC served with you on more than one project, or provided more than one type of disaster service, check all that apply)

- Preparedness (include question 2)
- Mitigation (include question 3)
- Response (include question 4)
- Recovery (include question 5)
- We have not worked with NCCC on any disaster projects in the last few months. (skip to End Survey)

Unsure? Click here for [NCCC descriptions](#) of preparedness, mitigation, response, and recovery activities.

2. Please tell us about the disaster preparedness work completed by the NCCC team(s).

a. What was the NCCC team's main assignment(s)? (Check all that apply)

- Implement disaster preparedness curricula to teach members of the community to prepare themselves and their homes for a disaster
- Create and distribute disaster preparedness kits or other educational materials
- Install or distribute smoke detectors, carbon monoxide detectors, or other home safety measures
- Develop volunteer coordination infrastructure
- Plan emergency response exercises
- Assisting communities with developing disaster response plans (ie. continuity of operations plans, citizen evacuation plans.)
- Mapping for improvements to emergency response systems, installing warning systems
- Other (please describe: _____ (text box) _____)

2b. In your opinion, to what extent was the project able to meet the needs of the community?

(Circle one response for each item.)

Because of the NCCC project...	Strongly disagree 1	Disagree 2	Neither 3	Agree 4	Strongly agree 5	Not applicable to this project	Don't know/ No opinion
More people in the community are aware of potential disasters	1	2	3	4	5	NA	DK
More people in the community are prepared (know what to do, keep supplies on hand)	1	2	3	4	5	NA	DK
More organizations are able to function and/or serve the public during times of disaster.	1	2	3	4	5	NA	DK
Emergency response systems and/or public warning systems are improved/more efficient	1	2	3	4	5	NA	DK

3. Please tell us about the disaster mitigation work completed by the NCCC team(s).

a. What was the NCCC team's main assignment(s)? (Check all that apply)

- Installing hurricane shutters
- Filling/installing sandbags
- Identifying, constructing or renovating shelters, command centers and other structures
- Planting native vegetation and other erosion control/prevention work along flood-prone waterways, marshes and other coastal areas
- Assist with prescribed burns or removal of brush to prevent fires
- Other (please describe: (text box))

3b. In your opinion, to what extent was the project able to meet the needs of the community?

(Circle one response for each item.)

Because of the NCCC project...	Strongly disagree 1	Disagree 2	Neither 3	Agree 4	Strongly agree 5	Not applicable to this project	Don't know/ No opinion
A disaster that is expected to occur will likely create less damage because of the mitigation work (please explain: <i>(text box)</i>)	1	2	3	4	5	NA	DK
More people have access to shelter in the event of an emergency	1	2	3	4	5	NA	DK
Erosion control vegetation taken root and expected to thrive	1	2	3	4	5	NA	DK
Homes in the community are better protected from fires	1	2	3	4	5	NA	DK

4. Please tell us about the disaster response work completed by the NCCC team(s).

a. What was the NCCC team's main assignment(s)? (Check all that apply)

- Provide direct assistance to people affected by disaster: distribute emergency kits, equipment, food, blankets, supplies
- Assist with evacuation, and/or 211 call centers
- Provide support to disaster response infrastructure (emergency centers and first responders)
- Assist with suppressing or containing fire
- Operate evacuation shelter
- Other (please describe: _____ *(text box)* _____)

4b. In your opinion, to what extent was the project able to meet the needs of the community?

(Circle one response for each item.)

Because of the NCCC project...	Strongly disagree 1	Disagree 2	Neither 3	Agree 4	Strongly agree 5	Not applicable to this project	Don't know/ No opinion
People affected by the disaster received timely access to necessities	1	2	3	4	5	NA	DK
People affected by the disaster were able to evacuate	1	2	3	4	5	NA	DK
Emergency infrastructure received adequate support (first responders had the support they needed)	1	2	3	4	5	NA	DK
Fire that occurred did less damage than would have happened without NCCC team's support	1	2	3	4	5	NA	DK

5. Please tell us about the disaster recovery work completed by the NCCC team(s).

a. What was the NCCC team's main assignment(s)? (Check all that apply)

- Clear debris and/or demolish structures
- Assist with organizing/setting up temporary housing
- Mucking and gutting
- Refurbish homes
- Build new or replacement housing (more than refurbishment)
- Assist with documenting needs through needs assessments, damage assessments, or entering victim information into appropriate databases
- Management of unaffiliated volunteers
- Other (please describe: _____ (text box _____))

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5b. In your opinion, to what extent was the project able to meet the needs of the community?

(Circle one response for each item.)

Because of the NCCC project...	Strongly disagree 1	Disagree 2	Neither 3	Agree 4	Strongly agree 5	Not applicable to this project	Don't know/ No opinion
Debris was cleared or structures were demolished faster	1	2	3	4	5	NA	DK
People were moved into temporary or permanent housing faster	1	2	3	4	5	NA	DK
More homes were mucked/gutted in a shorter period of time	1	2	3	4	5	NA	DK
Homes were habitable/usable in a shorter period of time	1	2	3	4	5	NA	DK
The community is better organized or has increased capacity to implement disaster recovery Please explain: <u>(text box)</u>	1	2	3	4	5	NA	DK
Volunteers filled positions (providing needed services to the community) that would probably have gone unfilled.	1	2	3	4	5	NA	DK

6. Thinking of the disaster project work completed and your responses to the questions 2-5, when the NCCC team arrived were they prepared (trained and ready) to the extent that you had expected?

- The team preparations did not meet our expectations. (go to 6-not met)
- The team's preparation met our expectations.
- The team's preparations exceeded our expectations.
- Don't know

(6--not met) What expectations did you have that were not met? For example, what additional training did the team require? (text box)

Logic Model: NCCC Disaster Services

Below is the logic model developed by NCCC for disaster services.

NEED	INPUTS	ACTIVITIES	OUTPUTS	INTERMEDIATE OUTCOMES	END OUTCOMES
<p>Disasters frequently overwhelm local capacity to respond. Natural and other disasters require immediate services from trained teams of members that can rapidly respond in mass to effectively and efficiently address community needs in disaster affected areas.</p>	<p>NCCC team of approximately 10 trained members Up to 6-8 weeks of service (1,920 hrs – 3,840+ hrs) per project Essential member trainings on disaster services tasks Transportation Basic tools Project Materials Specialized tools Orientation Technical supervision (Housing, food, and other local logistics, as needed) Approved project proposal or disaster deployment request Provided by NCCC Provided by Sponsor</p>	<p>Team focus is on disaster services projects*; including coordinating volunteers, managing distribution centers and shelters, preparing and distributing meals, clearing debris, enrolling victims into emergency-assistance databases, mucking and gutting, surveying community assets, communication and outreach to communities.</p> <p>*Disaster Services includes disaster preparedness, mitigation, response, and recovery. Some projects may require more than one team and/or project</p>	<p>Number of members w/ essential training</p> <p>Number of member service hours</p> <p>Number of natural and other disasters to which members respond in relation to the requests to respond</p> <p>Number of people assisted in disaster areas or who have been affected by disasters</p> <p>Number and types of mitigation, preparation, and recovery services provided.*</p> <p>*Outputs measured will vary by project (i.e. # of homes mucked/gutted, disaster assessments completed, etc.)</p>	<p>Members demonstrate readiness to respond to natural or other disasters</p> <p>Indicator: X% of members that are ready to respond to natural or other disasters</p> <p>Campus is prepared to deploy disaster response teams.</p> <p>Indicator: Minimum number of teams needed to deploy are ready; campus infrastructure is ready.</p> <p>Mitigation services are in place to prevent/reduce the impact of disasters.</p> <p>Indicator: Sponsors report efforts will be successful in reducing impact of disaster.</p> <p>Preparation services raise awareness of potential disasters.</p> <p>Indicator: Sponsors report efforts were successful in raising community awareness.</p>	<p>NCCC members successfully respond to and meet the needs of communities affected by natural or other disasters.</p> <p>Indicator: Percent of disasters that members (disaster responders) successfully respond to and meet the needs of communities that were affected by natural or other disasters.</p> <p>Recovery services help communities affected by natural and other disasters restore functions and rebuild.</p> <p>Indicator: Percent of project sponsors reporting that NCCC teams helped the community restore functions and rebuild.</p>