



## Local Community Partners Chapter Evaluation Survey

The American Red Cross strives to be America's partner in mobilizing communities to help people prevent, prepare for, respond to, and recover from disasters as well as other life-threatening emergencies. This questionnaire has been designed to gather information that will help us evaluate the effectiveness of our efforts to serve the community.

Questions with an asterisk (\*) are required.

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1. \*Please enter the survey code given when you were invited to complete this survey:

\_\_\_\_\_

2. Your affiliation, agency, organization or company name:

\_\_\_\_\_

3. City, State, Zip Code:

\_\_\_\_\_

### **SERVICE QUALITY QUESTIONNAIRE**

4. What type of organization are you representing? (SELECT ALL THAT APPLY)

- United States Representative
- State Legislator
- Local elected official (e.g. Mayor's office, county commissioner, etc.)
- Local emergency management
- Local government agencies (e.g. Housing & Human Services)
- Fire department
- Police department
- Military (e.g. local bases)
- School System/Board of Education
- Local United Way
- Local Health System
- Youth organization or other age-related organization
- Faith-based organization
- Racial/Ethnic organization (e.g. La Raza)
- People with Disabilities Organization
- Gender-related organization
- Other type of private company (e.g. restaurant, supermarket, hotel/motel, etc.)
- Other type of organization not described above: \_\_\_\_\_

5. How familiar are you with your local Red Cross chapter?

- Very familiar
- Somewhat familiar
- Not at all familiar

6. How often do you receive information on the local Red Cross chapter (e.g. annual report, brochures, solicitations, newsletter, verbal updates)?
- Weekly
  - Monthly
  - Bi-Annual
  - Annual
  - Unsure, I am not the point of contact
  - Do not receive any
7. Do you have at least one annual contact (e.g. phone call, meeting, letter) with a representative from the local Red Cross chapter?
- YES                       NO
8. What is the primary nature of your relationship with the local Red Cross chapter?
- Public official/staff serving same constituency
  - Partnership for local disaster relief
  - Partnership to deliver services to the community (e.g. health & safety training)
  - Partnership to deliver training to a specific population (e.g. HIV/AIDS prevention to risk groups)
  - We have an agreement of mutual support in case of emergencies
  - My organization funds some Red Cross programs
  - My organization gave a grant to the Red Cross to deliver specific services
  - My organization has a contract with the Red Cross to deliver specific services
  - Other type of relationship not mentioned above: \_\_\_\_\_
9. If you answered that you work in partnership with your local Red Cross **to deliver services to the community** (Question 8), please specify which type of services. Otherwise you may skip this question. (SELECT ALL THAT APPLY)
- Disaster relief or local emergency response operations
  - Preparedness education/training
  - Training people in life-saving skills (e.g. First Aid, CPS, water safety, etc.)
  - Social services to the military and their families
  - Age-based programs and services
  - Other types of service: \_\_\_\_\_
  - We do not have a relationship focused on a specific service
10. Complete this section **only if you stated that the nature of your relationship with the Red Cross chapter is focused mainly in coordination/collaboration during disaster relief operations** (Question 8). Otherwise you may skip this question. Based on the scale from 1 to 5 below, rate the local Red Cross chapter on all aspects of a disaster relief operation. Fill in “Does Not Apply” if you do not have enough information to rate a specific aspect.
- |          |                     |              |          |          |                       |
|----------|---------------------|--------------|----------|----------|-----------------------|
| <b>5</b> | <b>4</b>            | <b>3</b>     | <b>2</b> | <b>1</b> | <b>Does Not Apply</b> |
| Always   | Most of the<br>Time | Occasionally | Rarely   | Never    |                       |
- 
- |   |   |   |   |   |                |
|---|---|---|---|---|----------------|
| The Red Cross chapter works with us to clearly define roles and responsibilities. |   |   |   |   |                |
| 5   | 4 | 3 | 2 | 1 | Does Not Apply |
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|   |   |   |   |   |   |                |
|---|---|---|---|---|---|----------------|
| The Red Cross helps us access disaster preparedness and training.   | 5 | 4 | 3 | 2 | 1 | Does Not Apply |
| The Red Cross chapter works with us to jointly assess materials for an operation.                                       | 5 | 4 | 3 | 2 | 1 | Does Not Apply |
| The Red Cross chapter works with us to jointly assess the availability of volunteers and expertise during an operation. | 5 | 4 | 3 | 2 | 1 | Does Not Apply |
| Red Cross staff demonstrates technical competence in its designated roles.  | 5 | 4 | 3 | 2 | 1 | Does Not Apply |
| The Red Cross chapter meets our agency's expectations for providing services to disaster victims.                       | 5 | 4 | 3 | 2 | 1 | Does Not Apply |

11. Based on the scale from 1 to 5 (below), please **provide us with your perceptions and opinions of your local Red Cross chapter** and its relevance in your community.

|   | <b>5</b>       | <b>4</b> | <b>3</b>   | <b>2</b> | <b>1</b>          | <b>Does Not Apply</b> |
|---|----------------|----------|------------|----------|-------------------|-----------------------|
|   | Strongly Agree | Agree    | No Opinion | Disagree | Strongly Disagree |                       |
| When I think of charitable organizations that help families in our community, the local Red Cross chapter comes to mind.  | 5              | 4        | 3          | 2        | 1                 | Does Not Apply        |
| The local Red Cross chapter is one of the most important charitable organizations that help families who have lost their homes to fires or other natural disasters.   | 5              | 4        | 3          | 2        | 1                 | Does Not Apply        |
| Among local charitable organizations, the Red Cross chapter has an important role in community organization for emergency response, including response in case of a man-made emergency (e.g. act of terrorism). | 5              | 4        | 3          | 2        | 1                 | Does Not Apply        |
| When I think of charitable organizations that train people in life-saving skills, the local Red Cross chapter comes to mind.  | 5              | 4        | 3          | 2        | 1                 | Does Not Apply        |
| The services provided by the local Red Cross chapter are relevant to the needs of our community.  | 5              | 4        | 3          | 2        | 1                 | Does Not Apply        |
| The local Red Cross chapter is a well-respected organization in our community.  | 5              | 4        | 3          | 2        | 1                 | Does Not Apply        |
| Most people in our community are aware of the services provided by the local Red Cross chapter.   | 5              | 4        | 3          | 2        | 1                 | Does Not Apply        |
| Our relationship with the local Red Cross chapter is very satisfying.   | 5              | 4        | 3          | 2        | 1                 | Does Not Apply        |

12. Consider the **level of knowledge that you have of the Red Cross and the image that the local Red Cross chapter has in your community**. Based on the scale from 1 to 5 (below), rate the local Red Cross chapter in the following aspects. Select “Do Not Know” if you do not have enough information to rate a specific aspect.

| <b>5</b>   | <b>4</b>      | <b>3</b> | <b>2</b>      | <b>1</b> | <b>Do Not Know</b> |
|--|---------------|----------|---------------|----------|--------------------|
| Outstanding  | Above Average | Average  | Below Average | Poor     |                    |
| Response to local disasters (e.g. fires, floods).  |               |          |               |          |                    |
| 5  | 4             | 3        | 2             | 1        | Do Not Know        |
| Management and accountability of the chapter.  |               |          |               |          |                    |
| 5  | 4             | 3        | 2             | 1        | Do Not Know        |
| Impact of services improving the local community.  |               |          |               |          |                    |
| 5  | 4             | 3        | 2             | 1        | Do Not Know        |
| Collaborating in activities with other agencies in the community.  |               |          |               |          |                    |
| 5  | 4             | 3        | 2             | 1        | Do Not Know        |
| Educating the community in emergency/disaster preparedness, including man-made disasters (e.g. weapons of mass destruction; accidental hazardous materials incidents). |               |          |               |          |                    |
| 5  | 4             | 3        | 2             | 1        | Do Not Know        |
| Providing programs that serve the emergent needs of the community.   |               |          |               |          |                    |
| 5  | 4             | 3        | 2             | 1        | Do Not Know        |
| Providing life-saving skills training.   |               |          |               |          |                    |
| 5  | 4             | 3        | 2             | 1        | Do Not Know        |

13. Complete this section only if your organization has any type of coordination or partnership with the Red Cross concerning a specific objective. Based on the scale from 1 to 5 (below), **evaluate the local Red Cross chapter’s relationship with your organization** by rating each of the following statements:

| <b>5</b>   | <b>4</b>         | <b>3</b>     | <b>2</b> | <b>1</b> | <b>Does Not Apply</b> |
|--|------------------|--------------|----------|----------|-----------------------|
| Always   | Most of the Time | Occasionally | Rarely   | Never    |                       |
| Red Cross staff understands our mission and priorities.  |                  |              |          |          |                       |
| 5  | 4                | 3            | 2        | 1        | Does Not Apply        |
| The Red Cross works with our agency to clearly define the objectives and boundaries of our partnership.          |                  |              |          |          |                       |
| 5  | 4                | 3            | 2        | 1        | Does Not Apply        |
| The Red Cross provides us with a clear representation of its capabilities.                                       |                  |              |          |          |                       |
| 5  | 4                | 3            | 2        | 1        | Does Not Apply        |
| The Red Cross helps us develop an understanding of how we will work together.                                    |                  |              |          |          |                       |
| 5  | 4                | 3            | 2        | 1        | Does Not Apply        |
| Our Red Cross point of contact coordinates with our staff satisfactorily.  |                  |              |          |          |                       |
| 5  | 4                | 3            | 2        | 1        | Does Not Apply        |
| The Red Cross keeps us informed of important actions related to the project, program, service, or collaboration. |                  |              |          |          |                       |
| 5  | 4                | 3            | 2        | 1        | Does Not Apply        |



Services to the members of the military and their families.

5            4            3            2            1            Not Necessary

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Swimming, life guarding, and water safety courses.

5            4            3            2            1            Not Necessary

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Programs to train people in new job skills, such as nurse assistant training.

5            4            3            2            1            Not Necessary

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Programs to improve school safety by teaching students to prevent emergencies.

5            4            3            2            1            Not Necessary

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16. Other services that are top priority in your community and are not listed above.

17. For local chapter questions from your survey invitation: