

# DISASTER SERVICES

## Agency-Wide Priority Measures

### *Strategic Plan Objective 3: Disaster Services*

<b>Measure D1</b>	Number of individuals that received CNCS-supported services in disaster preparedness.
<b>Definition of Key Terms</b>	<p><b>CNCS-supported services:</b> Could be a variety of different kinds of supports to help the individuals have a higher quality of life, but cannot only be referrals to federal services without supplementary assistance. The assistance may be delivered by phone, e-mail, or in person. It may be delivered individually or as a group.</p> <p><b>Preparedness:</b> Actions that involve a combination of planning, resources, training, exercising, and organizing to build, sustain, and improve operational capabilities. Preparedness is the process of identifying the personnel, training, and equipment needed for a wide range of potential incidents, and developing jurisdiction-specific plans for delivering capabilities when needed for an incident.</p>
<b>How to Calculate/ Measure/ Collect Data</b>	<p>Unduplicated count of individuals that received CNCS-supported services in disaster preparedness.</p> <p>The data should be collected using a tracking mechanism appropriate for the type of service, such as: CNCS-supported agency's call center records, referral logs, sign-in sheet, client tracking database, or other information management system.</p>

<b>Measure D2</b>	Number of individuals that received CNCS-supported services in disaster response.
<b>Definition of Key Terms</b>	<p><b>CNCS-supported services:</b> Could be a variety of different kinds of supports to help the individuals have a higher quality of life, but cannot only be referrals to federal services without supplementary assistance. The assistance may be delivered by phone, e-mail, or in person. It may be delivered individually or as a group.</p> <p><b>Response:</b> Immediate actions to save lives, protect property and the environment, and meet basic human needs. Response also includes the execution of emergency plans and actions to support short-term recovery.</p>
<b>How to Calculate/ Measure/ Collect Data</b>	<p>Unduplicated count of individuals that received CNCS-supported services in disaster response.</p> <p>The data should be collected using a tracking mechanism appropriate for the type of service, such as: CNCS-supported agency's call center records, referral logs, sign-in sheet, client tracking database, or other information management system.</p>

<b>Measure D3</b>	Number of individuals that received CNCS-supported services in disaster recovery.
<b>Definition of Key Terms</b>	<p><b>CNCS-supported services:</b> Could be a variety of different kinds of supports to help the individuals have a higher quality of life, but cannot only be referrals to federal services without supplementary assistance. The assistance may be delivered by phone, e-mail, or in person. It may be delivered individually or as a group.</p> <p><b>Recovery:</b> The development, coordination, and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private-sector, nongovernmental, and public-assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post incident reporting; and development of initiatives to mitigate the effects of future incidents.</p>
<b>How to Calculate/ Measure/ Collect Data</b>	<p>Unduplicated count of individuals that received CNCS-supported services in disaster recovery.</p> <p>The data should be collected using a tracking mechanism appropriate for the type of service, such as: CNCS-supported agency's call center records, referral logs, sign-in sheet, client tracking database, or other information management system.</p>

<b>Measure D4</b>	Number of individuals that received CNCS-supported services in disaster mitigation.
<b>Definition of Key Terms</b>	<p><b>CNCS-supported services:</b> Could be a variety of different kinds of supports to help the individuals have a higher quality of life, but cannot only be referrals to federal services without supplementary assistance. The assistance may be delivered by phone, e-mail, or in person. It may be delivered individually or as a group.</p> <p><b>Mitigation:</b> Activities providing a critical foundation in the effort to reduce the loss of life and property from natural and/or manmade disasters by avoiding or lessening the impact of a disaster and providing value to the public by creating safer communities. Mitigation seeks to fix the cycle of disaster damage, reconstruction, and repeated damage. These activities or actions, in most cases, will have a long-term sustained effect.</p>
<b>How to Calculate/ Measure/ Collect Data</b>	<p>Unduplicated count of individuals that received CNCS-supported services in disaster mitigation</p> <p>The data should be collected using a tracking mechanism appropriate for the type of service, such as: CNCS-supported agency's call center records, referral logs, sign-in sheet, client tracking database, or other information management system.</p>