COVID-19 Survey Results

May 8, 2020
We are a non-partisan, nonprofit that aims to improve health, social and economic conditions through nonpartisan research, policy analysis, communications and advocacy.

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Advocates for Ohio’s Future

Advocates for Ohio’s Future (AOF) is a nonpartisan coalition of over 500 Ohio organizations that promotes health and human service budget and policy solutions so that all Ohioans live better lives.

Our coalition believes in investing in our state’s most valuable resource—our people—to ensure that they are safe, healthy, and can access pathways to prosperity for themselves and their families.

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COVID-19 Survey Results

May 8, 2020
Emily Campbell
Associate Director & Williamson Family Fellow for Applied Research
How is COVID-19 and the Stay-at-Home order impacting service providers?
We received 734 responses over the course of 14 days.
The vast majority of service providers report that their services have been disrupted.

“At This Point in Time, What Level of Disruption is COVID-19 and/or the Stay-at-Home Order Having on Your Agency?”

- Significant disruption, but expect to bounce back quickly after things settle: 34%
- Significant disruption, expect return to services to be difficult: 20%
- Minimal or No Disruption: 38%
- Not Sure: 2%
- Some disruption, but manageable: 6%
Many respondents describe changes and challenges.

“Our services are now being provided remotely. Our funders have been amazingly flexible in allowing us to adjust to virtual/remote service delivery, but as a social service agency focused on a model of relationship building with our consumers, it is difficult to eliminate the face-to-face interaction.”

“Our office is closed to the public and services are being done via telephone contact with staggered staffing and staff working from home when possible. It is quite an adjustment.”

“Due to the stay-to-home order, seniors have cancelled in-home services due to fear and are afraid to go out.”

“Everyone is working from home. A lot of our emergency services have ramped up so we've been serving more people that way.”
More than 2/3 of respondents identified at least one way they have adjusted services.

"How have you adjusted your service model during COVID-19?"

- Delivering services by phone: 69%
- Delivering services by video chat service (Facetime, Zoom, Skype, telehealth platform etc.): 65%
- Building closed to clients: 47%
- Delivering services outside the home (porch/front door): 32%
- Limiting services: 32%
- Building open and providing limited services within the facility: 30%
- Delivering services inside the home: 11%
- Closed completely, no services being delivered: 5%
- No changes have been made: 3%
Demand for services and expenses have increased for many agencies.

"In what ways has COVID-19 and/or the Stay-at-Home order impacted your agency?"

- **Demand for services**: 29% Increased, 22% Increase Anticipated, 17% No Change, 6% Decrease Anticipated, 6% Decreased, 23% Not applicable
- **Expenses**: 28% Increased, 21% Increase Anticipated, 26% No Change, 10% Decrease Anticipated, 11% Decreased, 3% Not applicable
- **Ability to provide services**: 13% Increased, 8% Increase Anticipated, 27% No Change, 15% Decrease Anticipated, 35% Decreased, 1% Not applicable
- **Government Funds**: 8% Increased, 15% Increase Anticipated, 32% No Change, 11% Decrease Anticipated, 10% Decreased, 9% Not applicable
- **Philanthropic funds**: 7% Increased, 12% Increase Anticipated, 21% No Change, 15% Decrease Anticipated, 13% Decreased, 3% Not applicable
- **Volunteer availability**: 5% Increased, 3% Increase Anticipated, 17% No Change, 10% Decrease Anticipated, 34% Decreased, 2% Not applicable
- **Staffing levels**: 4% Increased, 5% Increase Anticipated, 50% No Change, 12% Decrease Anticipated, 25% Decreased, 1% Not applicable
“If you are considered an essential service based on Ohio’s Stay-at-Home order, do your staff or volunteers have the following?” *(Not sure and not applicable responses removed)*

<table>
<thead>
<tr>
<th>Feature</th>
<th>NO</th>
<th>Limited</th>
<th>YES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical grade personal protective equipment</td>
<td>163</td>
<td>154</td>
<td>30</td>
</tr>
<tr>
<td>Homemade cloth masks</td>
<td>75</td>
<td>169</td>
<td>102</td>
</tr>
<tr>
<td>Ability to work from home</td>
<td>51</td>
<td>159</td>
<td>212</td>
</tr>
<tr>
<td>Access to mental health counseling through program</td>
<td>92</td>
<td>67</td>
<td>213</td>
</tr>
<tr>
<td>Daily temperature checks</td>
<td>85</td>
<td>71</td>
<td>189</td>
</tr>
<tr>
<td>Paid sick leave</td>
<td>56</td>
<td>100</td>
<td>230</td>
</tr>
<tr>
<td>Paid vacation/ paid time off</td>
<td>48</td>
<td>105</td>
<td>243</td>
</tr>
</tbody>
</table>
People are much more concerned about the community and their clients than themselves.

“How Concerned Are You About the Following Things as They Relate to Your Agency, Your Clients and Yourself?”

<table>
<thead>
<tr>
<th>Rank</th>
<th>“Very Concerned”</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The economy in general</td>
</tr>
<tr>
<td>2</td>
<td>Well-being or mental health of your clients</td>
</tr>
<tr>
<td>3</td>
<td>The community in general</td>
</tr>
<tr>
<td>4</td>
<td>Physical health and safety of your clients</td>
</tr>
<tr>
<td>5</td>
<td>Well-being or mental health of your staff</td>
</tr>
<tr>
<td>6</td>
<td>Staff or volunteers becoming ill</td>
</tr>
<tr>
<td>7</td>
<td>Agency finances or financial sustainability</td>
</tr>
<tr>
<td>8</td>
<td>Your own health and well-being</td>
</tr>
<tr>
<td>9</td>
<td>Staffing shortages</td>
</tr>
<tr>
<td>10</td>
<td>Productivity of your staff</td>
</tr>
<tr>
<td>11</td>
<td>Your job security</td>
</tr>
</tbody>
</table>
Most respondents are getting the information they need.

"Do you feel you are receiving relevant policy updates to adjust your work during this time?"

Most common places to turn for info about COVID-19 and how to adjust services:

- State of Ohio and/or Ohio Department of Health
- Daily news briefings
- CDC
- Their employer
- News media
Questions?

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