

Coordinating Council COVID-19 Survey

General overview

*Coordinating Council
September 28, 2020*

What did we do?

- On-line Survey
- Sent to Coordinating Council Members in July 2020
- The survey attempts to start documenting how COVID-19 may be sharply identifying and clarifying significant issues with how we deliver services in our community.

Who responded?

- 16 responses
- Six action teams represented

Clinical & Emergency Care	0
Economy	0
Community Design	1
Food	1
Public Safety & Justice	1
Education and Resilience	2
Environment	2
Housing	3
Didn't report Action Team	6

What did we ask?



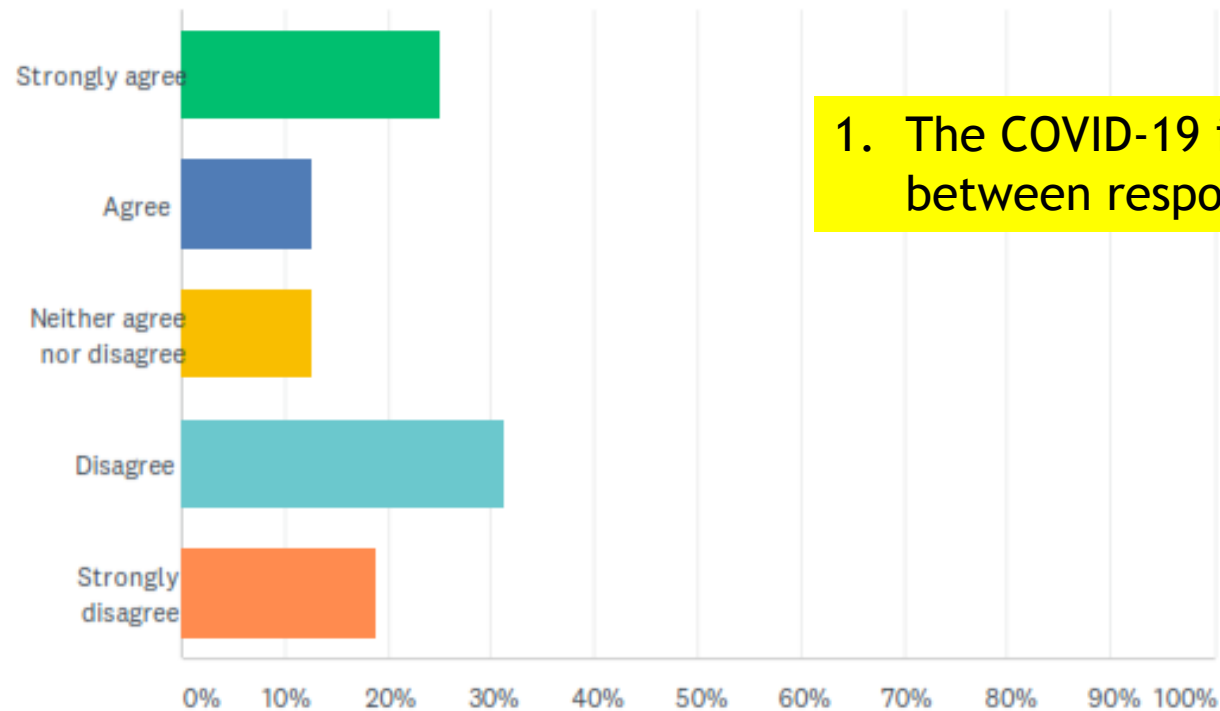
Please indicate how strongly you agree with the following statements:

- My organization/agency has been operating (open) at pre-COVID-19 levels since the start of "Stay Home, Stay Healthy" mandate went into effect.
- COVID-19 made the delivery of services by my organization/agency more difficult because of a DECREASE in revenue or financial resources.
- COVID-19 made delivery of services by my organization/agency more difficult because of a DECREASE in agency staff or volunteer capacity.
- COVID-19 made delivery of services by my organization/agency more difficult because of an INCREASE in clients and/or client demand.

What did we find?

Q4 Please indicate how strongly you agree with the following statement:
My organization/agency has been operating (open) at pre-COVID-19 levels
since the start of "Stay Home, Stay Healthy" mandate went into effect.

Answered: 16 Skipped: 0

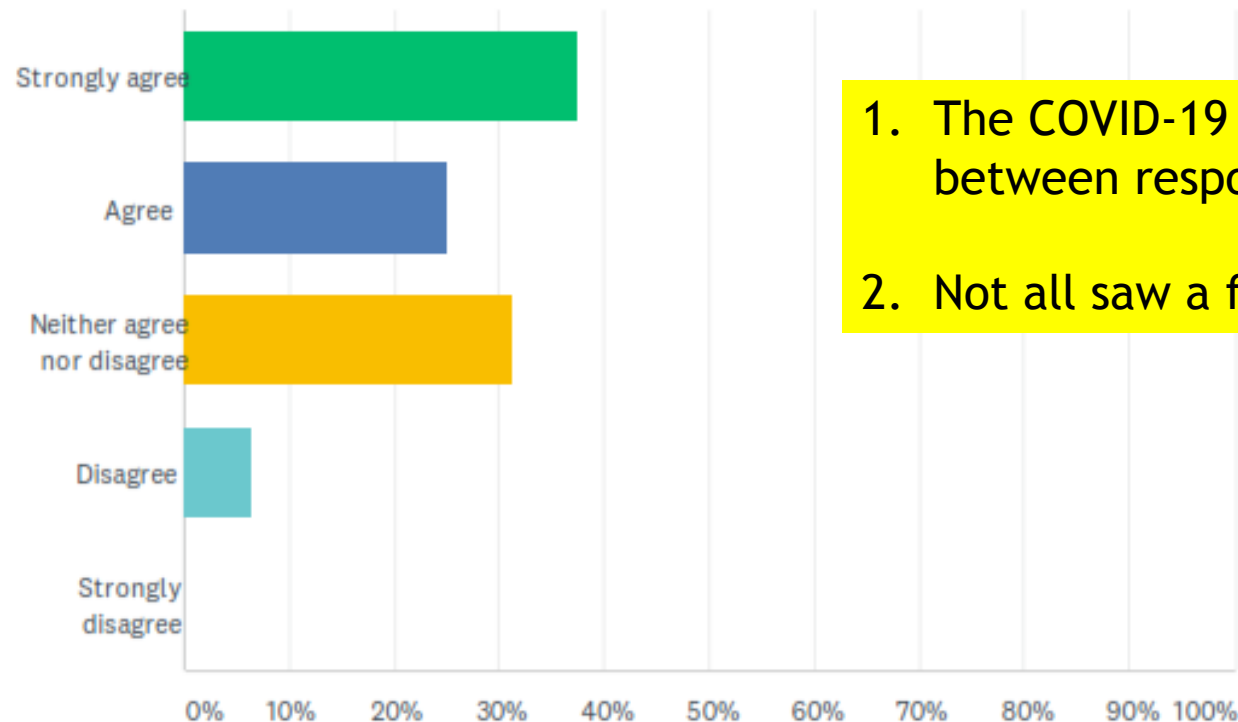


1. The COVID-19 impact differs between respondents.

What did we find?

Q6 Please indicate how strongly you agree with the following statement:
COVID-19 made the delivery of services by my organization/agency more difficult because of a DECREASE in revenue or financial resources.

Answered: 16 Skipped: 0

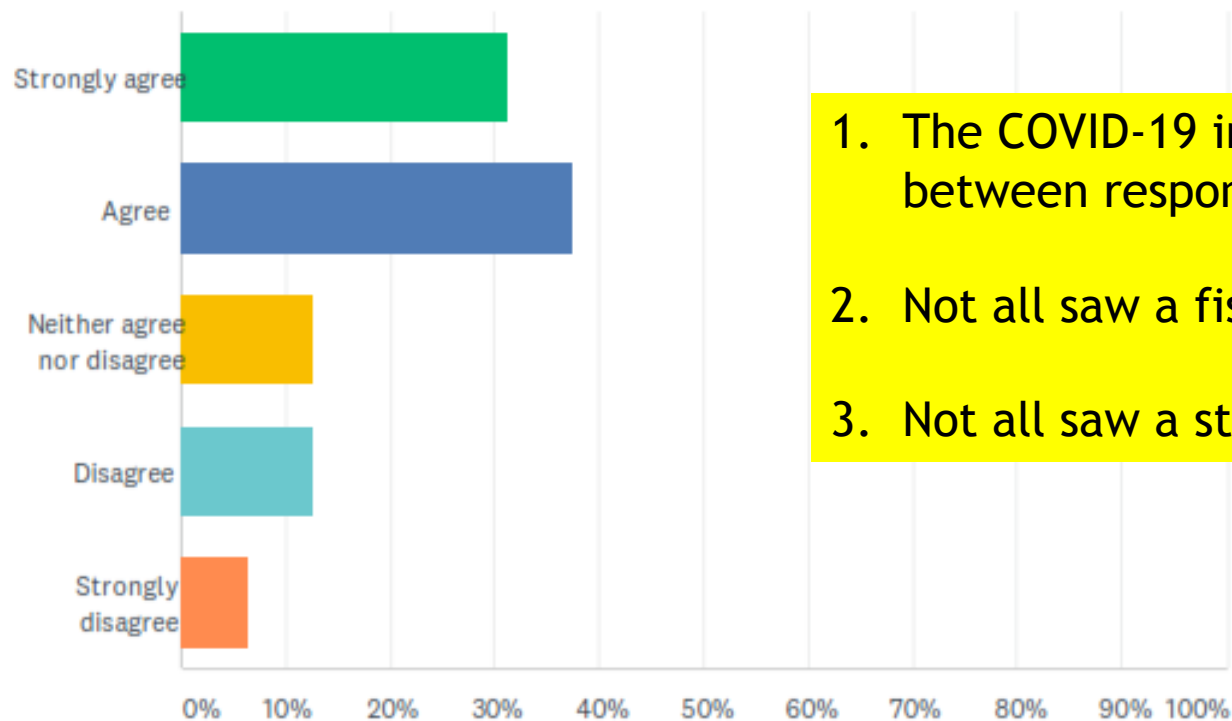


1. The COVID-19 impact differs between respondents.
2. Not all saw a fiscal impact.

What did we find?

Q8 Please indicate how strongly you agree with the following statement:
COVID-19 made delivery of services by my organization/agency more difficult because of a DECREASE in agency staff or volunteer capacity .

Answered: 16 Skipped: 0

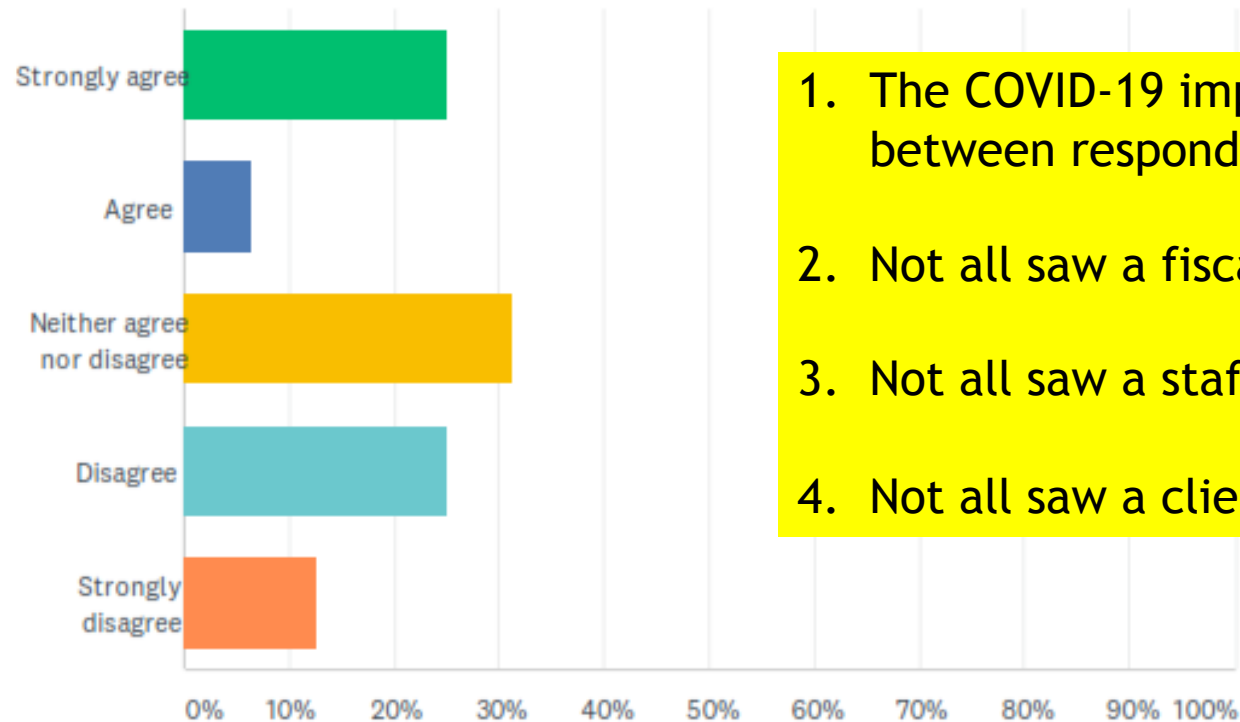


1. The COVID-19 impact differs between respondents.
2. Not all saw a fiscal impact.
3. Not all saw a staffing impact.

What did we find?

Q10 Please indicate how strongly you agree with the following statement:
COVID-19 made delivery of services by my organization/agency more difficult because of an INCREASE in clients and/or client demand.

Answered: 16 Skipped: 0



1. The COVID-19 impact differs between respondents.
2. Not all saw a fiscal impact.
3. Not all saw a staffing impact.
4. Not all saw a client impact.

What did we learn?



We have adapted:

- We informally adopted a temporary motto, "Business as usual, just not in our usual places." We operate about 90% remotely; overall it's been working well .
- Though we are making good use of online tools such as Zoom and social media, face to face contact has not been possible, and our staff's flexibility and availability has been severely limited. For example, one of our staff has significant health risks and has had very little contact with people outside her home. Another staff member is not available on certain days and times because of increased child care responsibilities.

What did we learn?

We are preparing:

- We have seen some revenue decreases but our revenue has a two-month lag. While we have tightened up our activities to prepare for major revenue downturns we believe we haven't seen the worst yet.
- We did not experience a decrease in revenue during COVID. However, we will be experiencing a decrease in revenue resulting from the economic impacts and that is likely to impact our service delivery.

What did we learn?



This is hard:

- We have increased demand but no where to place people. Short, sad phone calls.
- In best of times federal rental assistance funding fails to come close to meeting community needs; the COVID-19 economic fallout clearly adds to that problem.

What did we say?

What has the COVID -19 crisis revealed about how we improve community health?

- We need to be prepared before there is a crisis.
- This crisis has been very instructive about our ability to respond as a community to a crisis, and the limits of that response. It also reveals the critical importance of building capacity early and making the investments, years ahead of time, in both preventing and responding to a crisis.
- We need to educate the public on how to take care of themselves and have a consistent message

*We need to
focus on
prevention and
preparedness*

What did we say?

What service gaps or barriers have been revealed to you so far by the COVID-19 crisis?

- We don't have a safety net that is broad and robust enough to support people adequately during a crisis or emergency.
- I never considered how social distancing would so dramatically impact service delivery. The need to find ways to deliver services in a social distancing environment is critical.
- Transportation and childcare continue to be a barrier

The safety net needs more and our services depend on the social (physical) connections

What did we say?

Is there anything else you'd like to share about your experience dealing with the COVID-19 crisis?

- Pretty stunning that we need a crisis like this for our public servants to reduce the barriers to the work being done by our nonprofits. Thankfully, nonprofits are committed to being partners in recovery from this pandemic rather than treated like we can't be trusted to be both advocates and providers of the services and necessities that make our community stronger.
- Leadership really matters. It is sad that we didn't have clear leadership from the national level. This indicates the need for even more local preparedness.

*Leadership matters
and we need to be
better.*

Final words



COVID is shining a bright light on what were already problems. Additionally, we need to do more work around equity. Communicating public health policy effectively in this time of increased political polarization is also an area for improvement.

- Anonymous

Discussion

COVID -19 appears to have a larger negative impact on some organizations compared to others.

- *How will this disparity impact our collective ability (supply chain) to meet public needs through the current crisis?*
- *What does this disparity (potential for disruption) mean for the long-term health of our community in a post-COVID-19 world?*

