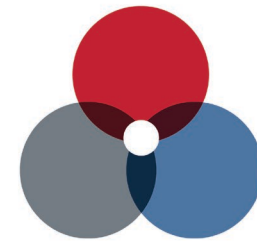


COVID-19 Survey Results

May 8, 2020



THE CENTER FOR EST. 1913
COMMUNITY SOLUTIONS
RESEARCH • ANALYSIS • ACTION



The Center for Community Solutions

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

www.communitysolutions.com

Twitter: @CommunitySols

Our Priorities



Advancing Wellbeing of
Older Adults



Enhancing Behavioral Health
Access



Improving Maternal and
Infant Health



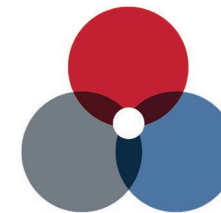
Promoting Comprehensive
Reproductive Health
Education



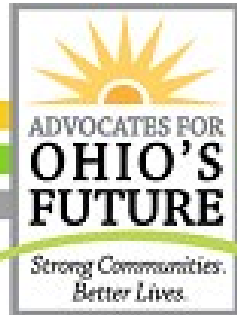
Strengthening Health and
Human Services Safety Net



Supporting Sound Medicaid
Policy



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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.

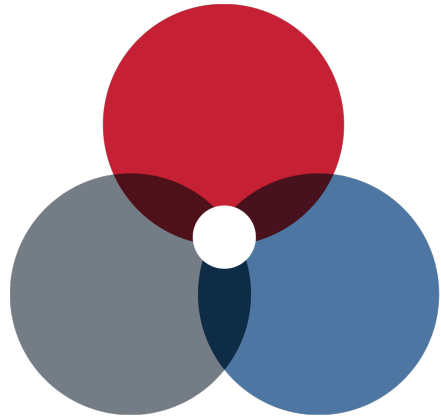
Kelsey Bergfeld, Coalition Manager

kbergfeld@communitysolutions.com | www.advocatesforohio.org

175 S. Third Street, Suite 350 | Columbus, OH 43215

614-745-0740 ext. 305





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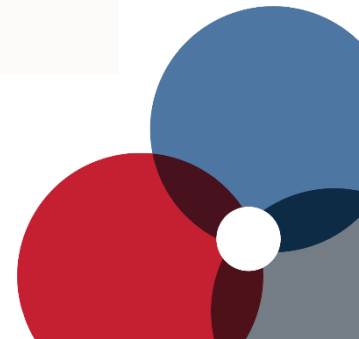
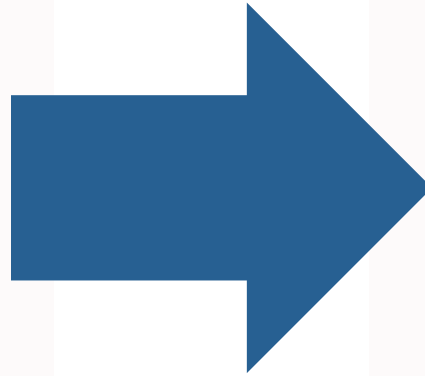
COVID-19 Survey Results

May 8, 2020

Emily Campbell

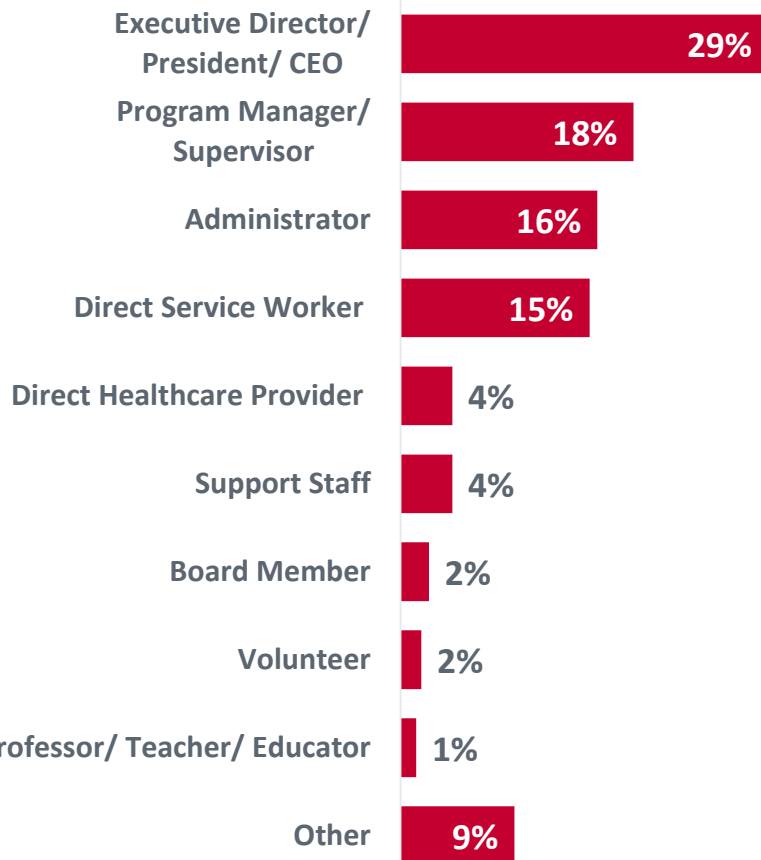
Associate Director & Williamson Family Fellow for Applied Research

How is COVID-19 and the Stay-at-Home order impacting service providers?

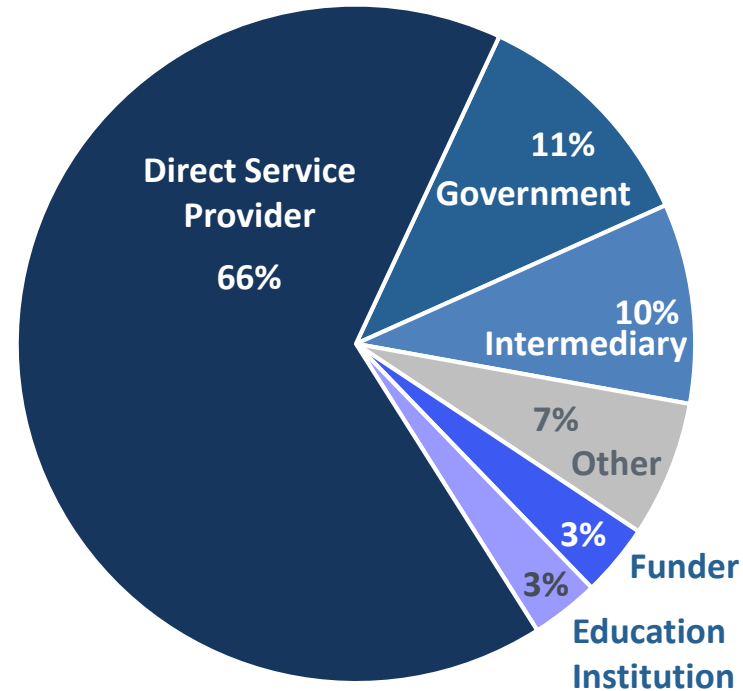


We received 734 responses over the course of 14 days.

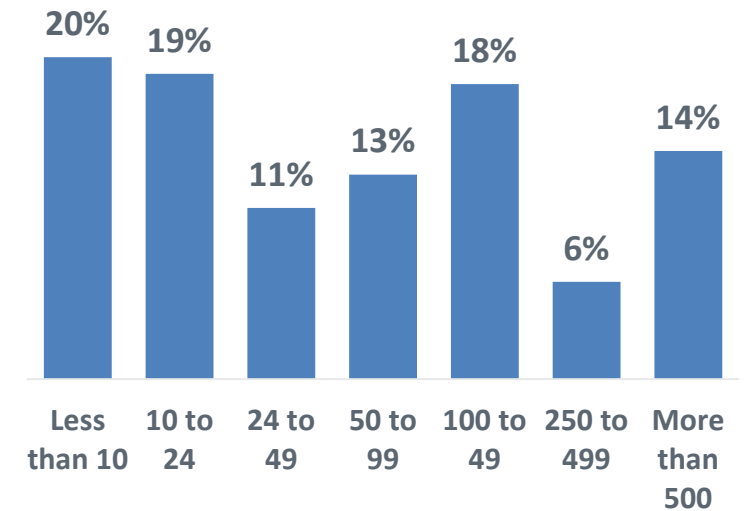
Role



Type of Agency



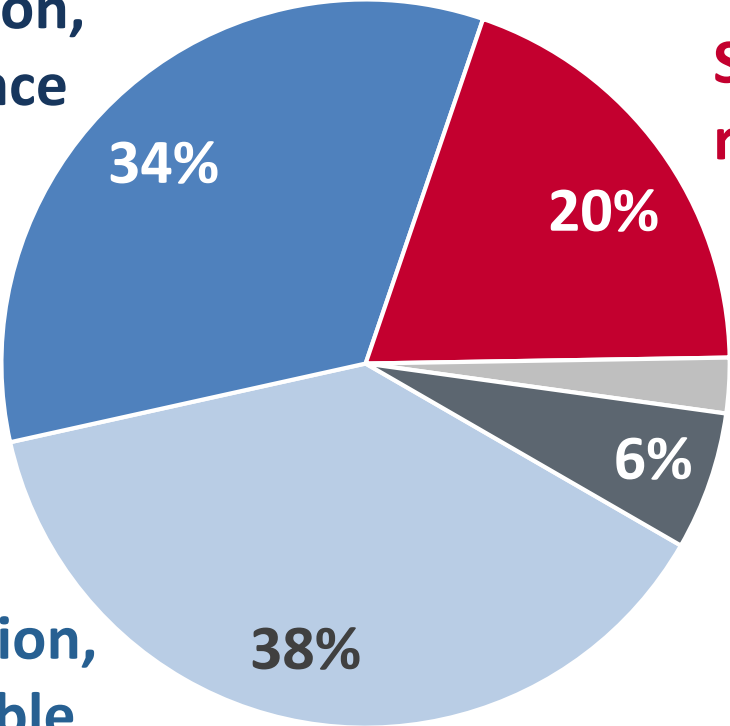
Number of Employees



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



Significant disruption, expect return to services to be difficult

2% Not Sure

Minimal or No Disruption

Some disruption, but manageable



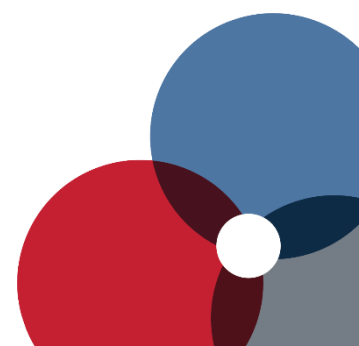
Many respondents describe changes and challenges.

“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.”

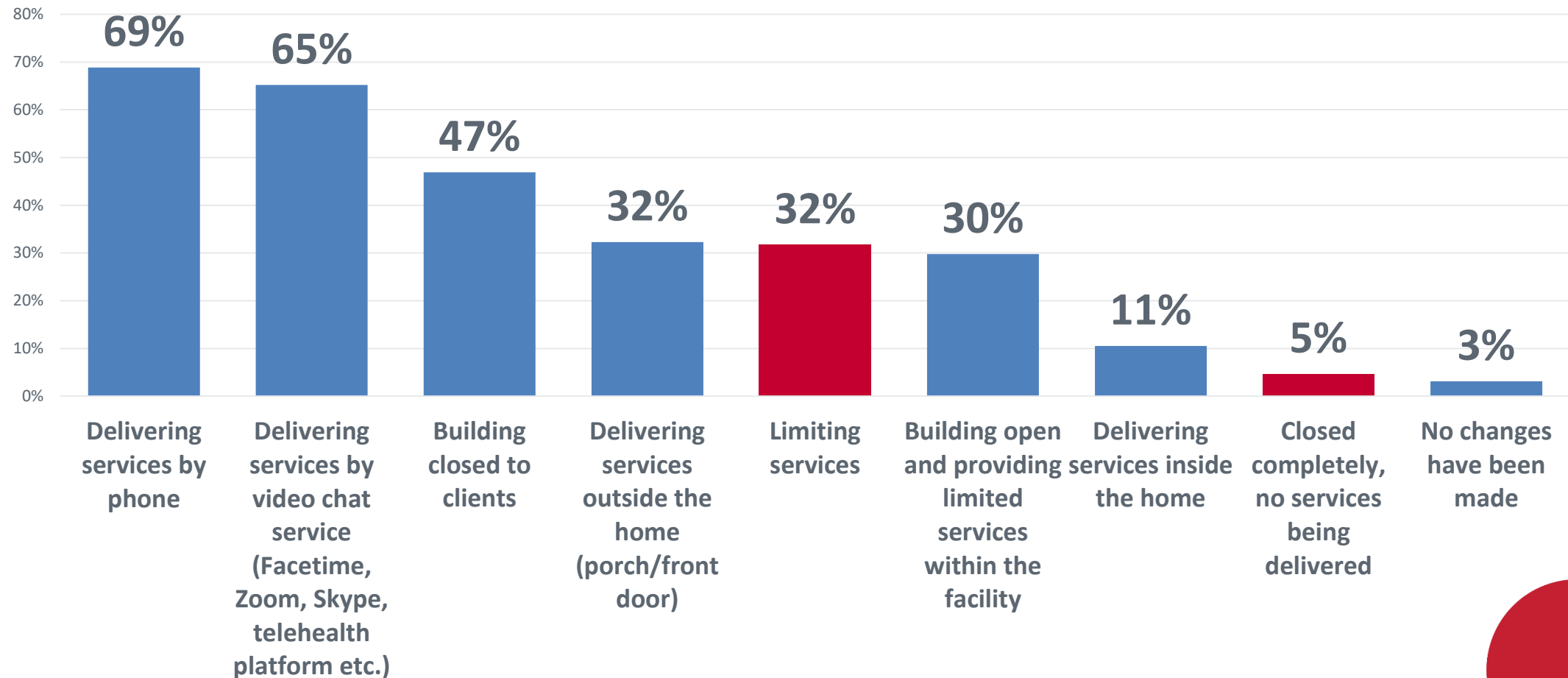
“Due to the stay-to-home order, seniors have **cancelled in-home services due to fear** and are afraid to go out.”

“Everyone is working from home. A **lot of our emergency services have ramped up** so we've been serving more people that way.”



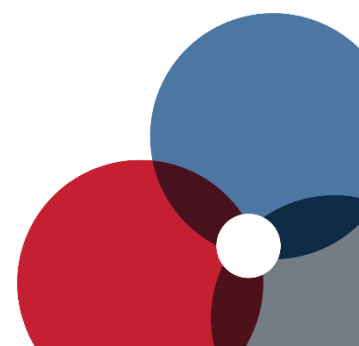
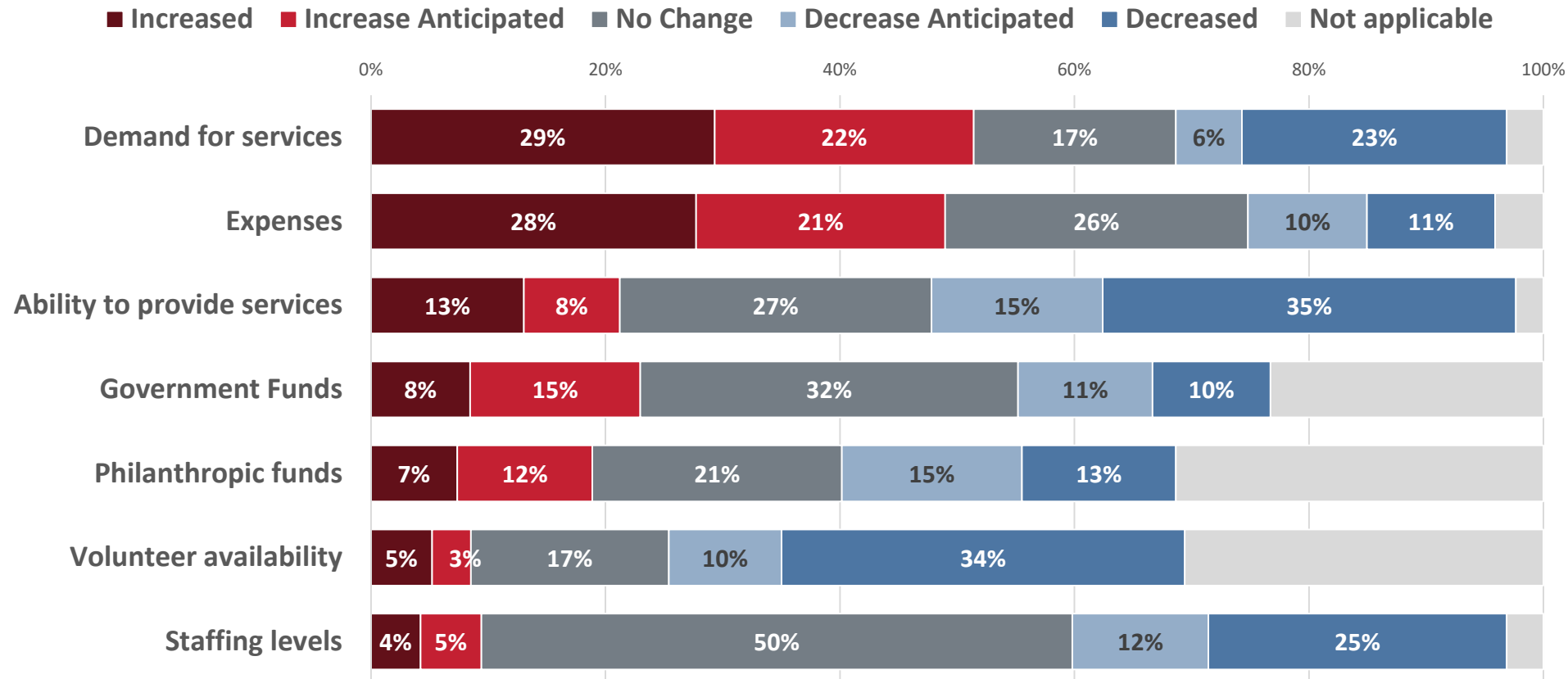
More than 2/3 of respondents identified at least one way they have adjusted services.

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

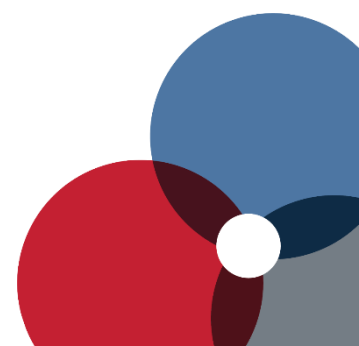
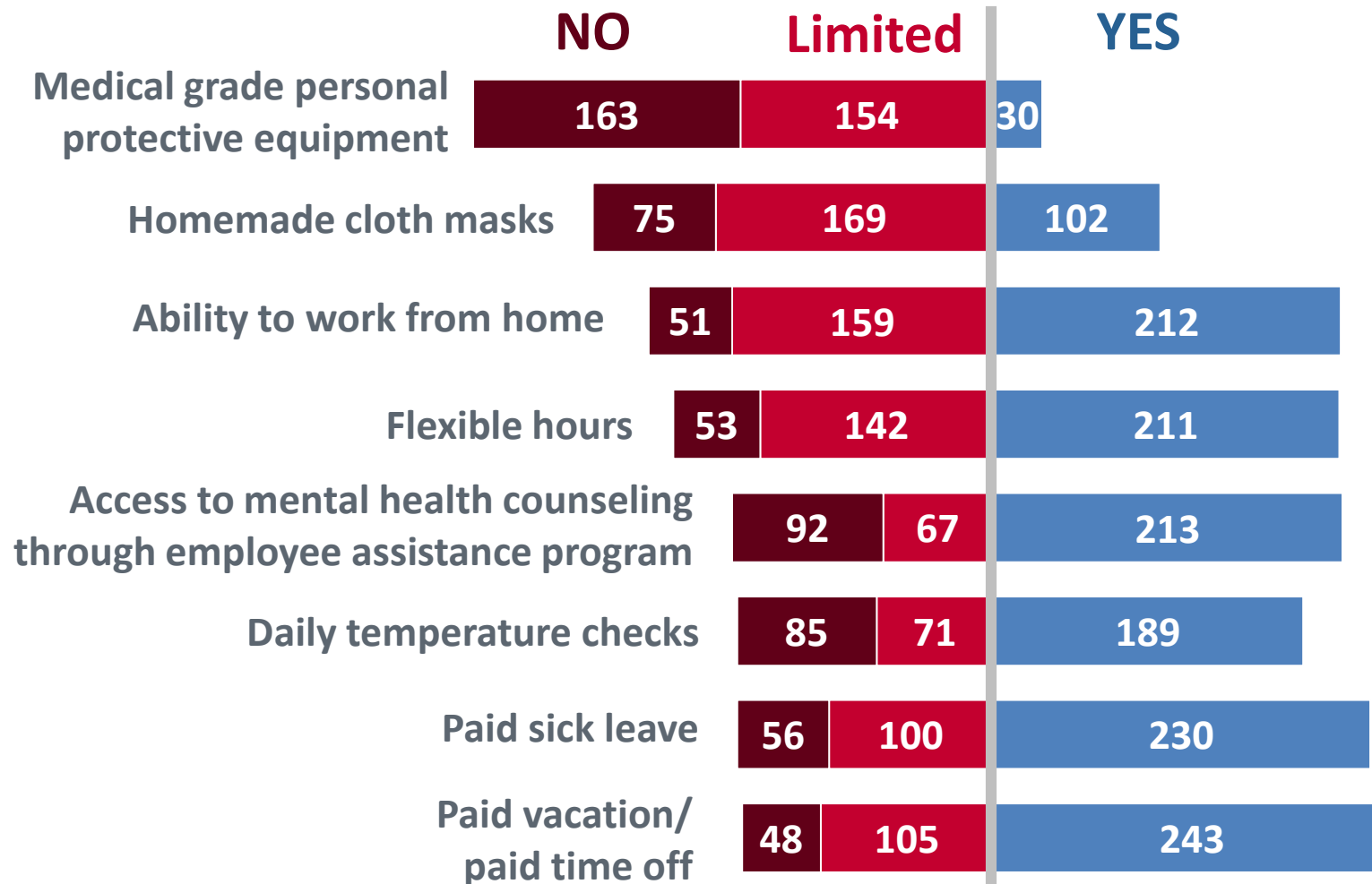


Demand for services and expenses have increased for many agencies.

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



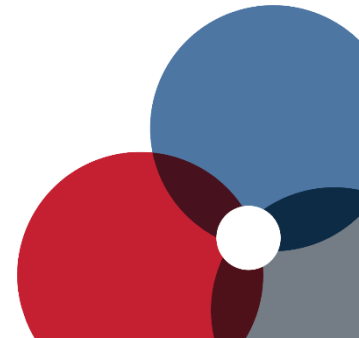
“If you are considered an essential service based on Ohio’s Stay-at-Home order, do your staff or volunteers have the following?” *(Not sure and not applicable responses removed)*



People are much more concerned about the community and their clients than themselves.

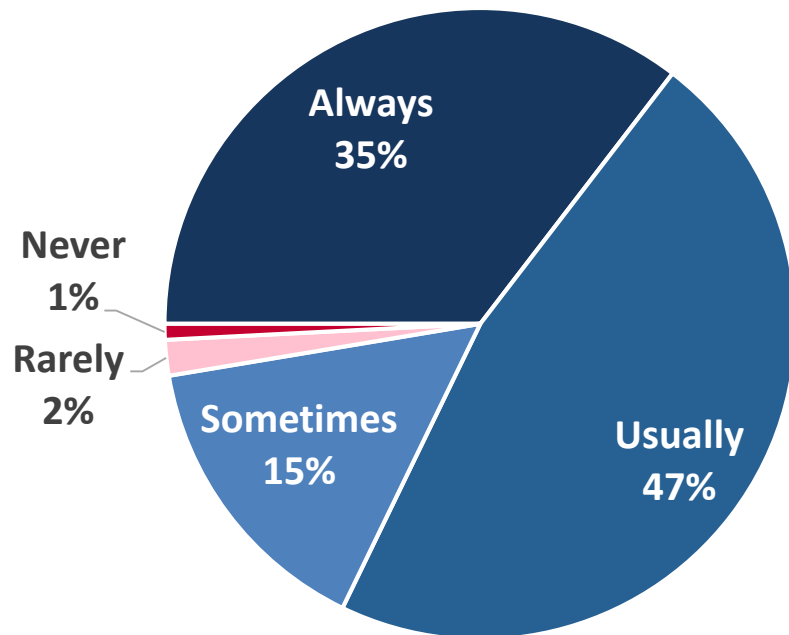
“How Concerned Are You About the Following Things as They Relate to Your Agency, Your Clients and Yourself?”

Rank		“Very Concerned”
1	The economy in general	84%
2	Well-being or mental health of your clients	77%
3	The community in general	74%
4	Physical health and safety of your clients	73%
5	Well-being or mental health of your staff	64%
6	Staff or volunteers becoming ill	56%
7	Agency finances or financial sustainability	51%
8	Your own health and well-being	35%
9	Staffing shortages	32%
10	Productivity of your staff	29%
11	Your job security	20%



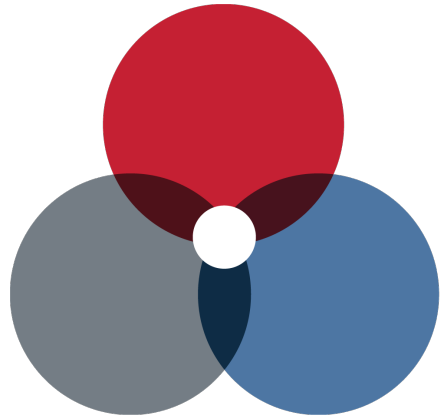
Most respondents are getting the information they need.

"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



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Questions?

www.CommunitySolutions.com

ecampbell@CommunitySolutions.com