

Shifting Services in Community-Based Organizations: Meeting the Needs of People with IDD

April & July Results

AUGUST 2020



Improving the lives of 40 million older adults by 2030

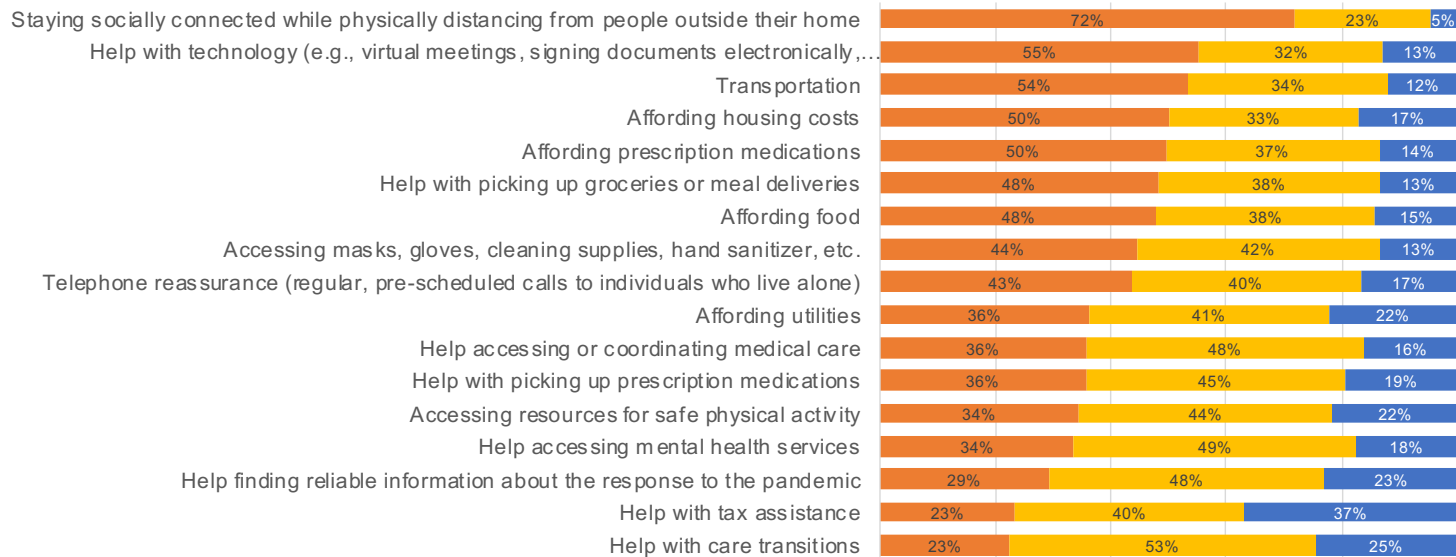
Survey Background

- In July 2020, NCOA surveyed 890 community-based organizations to determine the impact of the COVID-19 pandemic on their ability to serve older adults. This was the second wave, of a quarterly survey. The initial was on the same topics occurred in April 2020.
- Respondents included representatives from all 50 states, plus DC and Puerto Rico.
- Respondents included senior centers, area agencies on aging, local government agencies, councils on aging, low-income housing providers, health departments, and many other organizations that collectively serve millions of older adults each year.
- The survey response rate was 4%, and the margin of error was +/- 3.3%.

July 2020: Older adults' most pressing needs are staying socially connected and help with technology

WHAT ARE THE GREATEST NEEDS FOR YOUR CLIENTS AT THIS TIME?

■ High priority ■ Moderate priority ■ Low priority

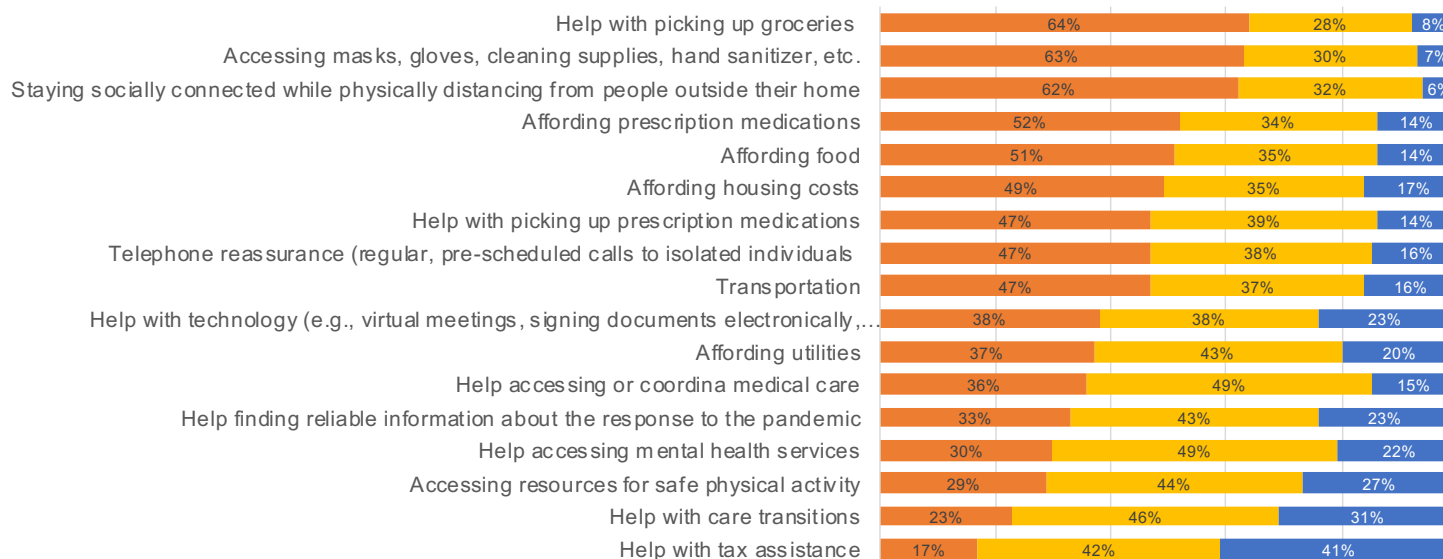


To what extent are the following needs a priority for your older adult clients/participants at this time? (n=606 to 636)

April 2020: Older adults' most pressing needs are accessing and affording food, medicine, and cleaning supplies

WHAT ARE THE GREATEST NEEDS FOR YOUR CLIENTS AT THIS TIME?

■ High priority ■ Moderate priority ■ Low priority

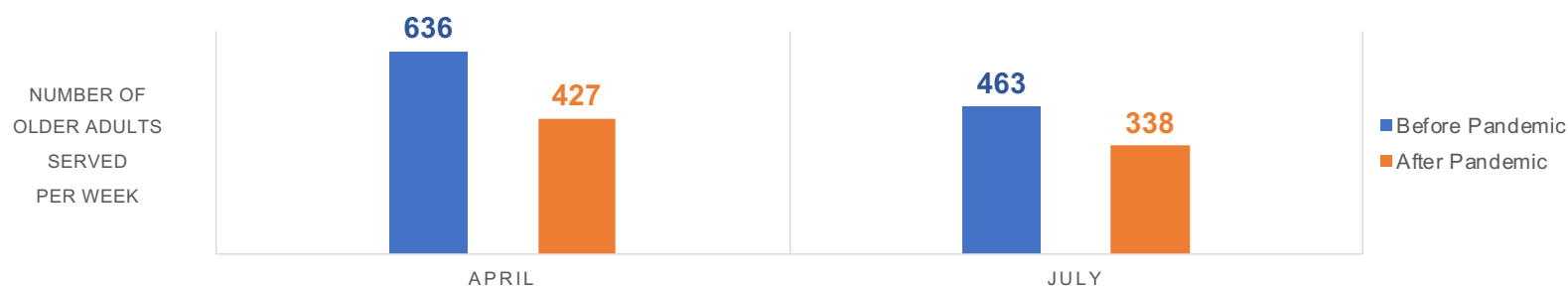


To what extent are the following needs a priority for your older adult clients/participants at this time? (n=759 to 791)

Community-based organizations have less capacity to serve older adults

By July, 93% of organizations said they have been able to continue serving at least “some” older adults during the pandemic. Their average weekly number of older adult clients had decreased by 27% in April. In July, the decline reported from the same question was 21%.

MEAN CAPACITY CHANGE



To what extent has your organization been able to continue to serve older adults during the COVID-19 pandemic? (APRIL n=679) (JULY n=648)

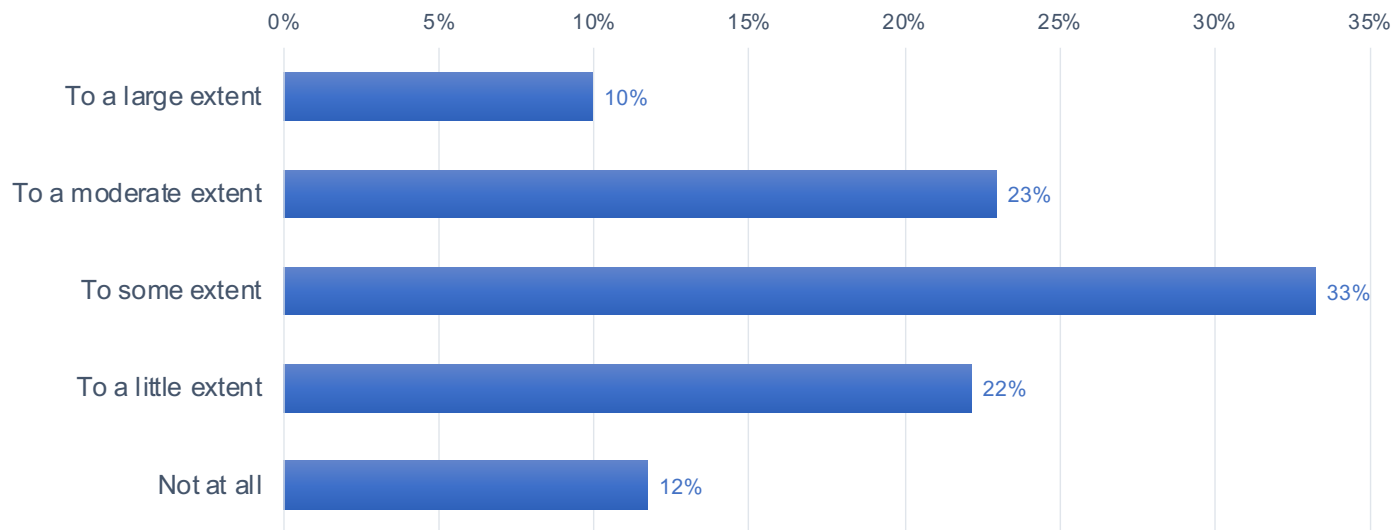
Approximately how many unique older adult clients/participants did your organization serve on average per week PRIOR to the COVID-19 pandemic? (APRIL n=550 JULY n = 553)

Since the beginning of the COVID-19 pandemic, approximately how many unique older adult clients/participants on average has your organization served per week? (APRIL n=551, JULY n=553)

**Removed outlier responses of large capacity organizations serving more than 25,000 older adults, which skewed the mean.*

Nearly 90% of organizations say they have developed new partnerships since the beginning of the pandemic

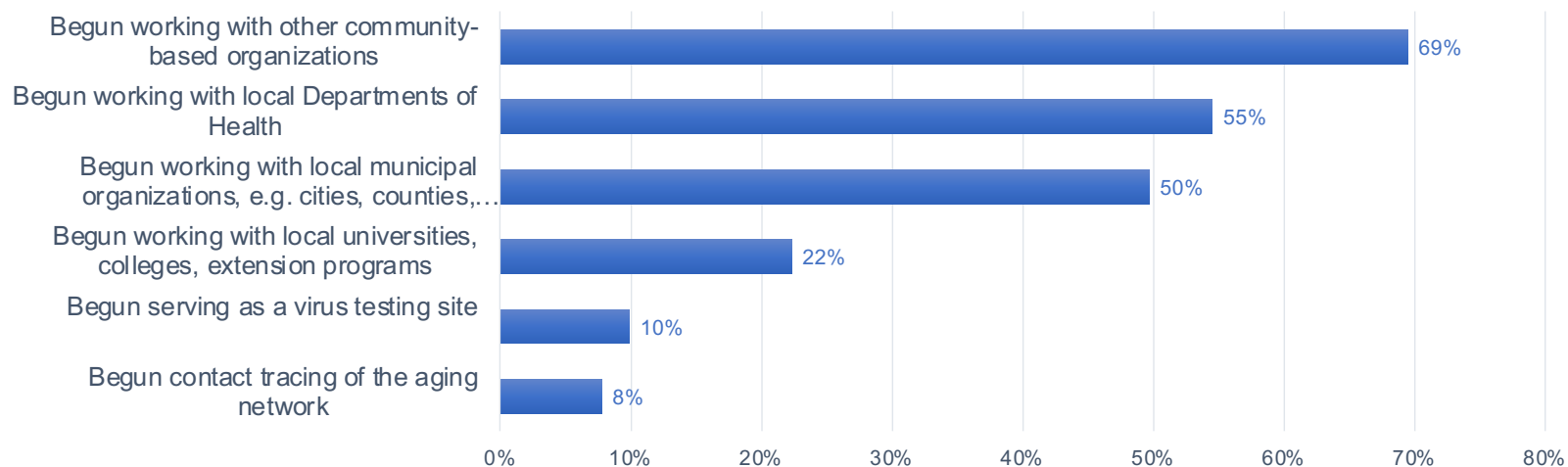
EXTENT TO WHICH CBOs HAVE DEVELOPED NEW PARTNERSHIPS:



To what extent has your organization developed new partnerships since the onset of the COVID-19 pandemic? (n=623)

Seven in ten respondents say they have begun working with other organizations since the onset of the pandemic

AVERAGE PERCENTAGE OF CBOs WHO HAVE:

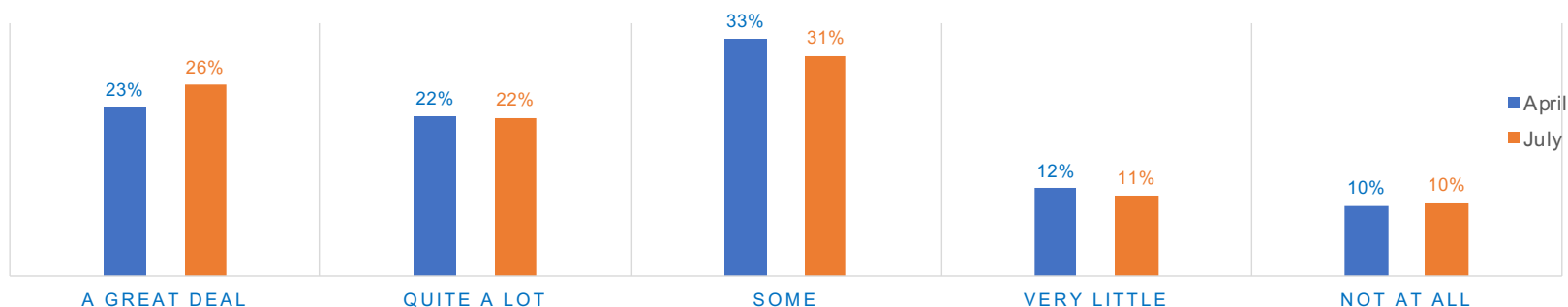


Since the onset of the COVID-19 pandemic, has your organization... (check all that apply) (n=475)

Organizations' revenues have darkened since April, and many have cut staff hours or laid off staff

The percentage of organizations experiencing quite a lot or a great deal of lost revenue increased slightly from 45% in April to 48% in July. The percentage of organizations who said they have had to cut staff hours or lay off staff is nearly unchanged (42% in April to 46% in July.) In both surveys, 46% of organizations anticipate they will have to cut hours or lay off staff in the future.

REPORTED REVENUE LOSS DUE TO COVID-19



To what extent has your organization experienced a loss in revenue due to the COVID-19 pandemic? (APRIL n=399 JULY n= 534)

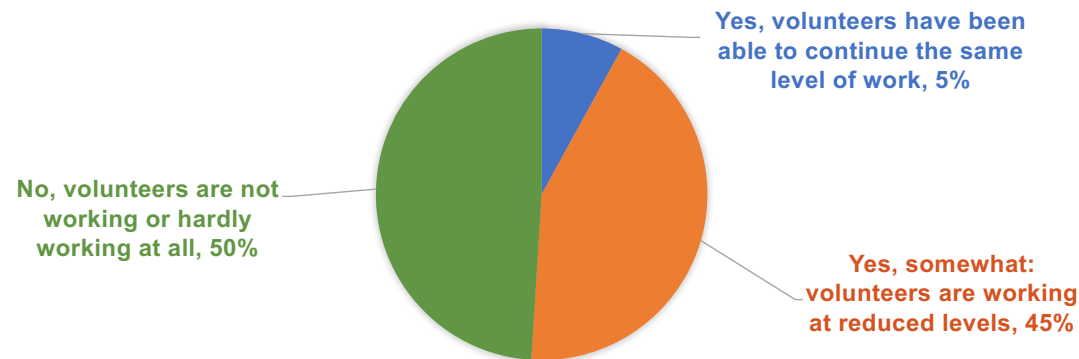
Since the COVID-19 pandemic began, has your organization had to cut staff hours or layoff staff? (APRIL n=404 JULY n=535)

Do you anticipate, in the future, your organization will have to cut staff hours or layoff staff? (APRIL n=398 JULY n=527)

As of July, organizations have not regained critical volunteer support

84% of organizations serving older adults rely on volunteers, yet 95% reported that volunteers are unable to work at the same level or at all during the COVID-19 pandemic. 55% of those who have reduced volunteer help said it has impacted their ability to provide services to older adults.

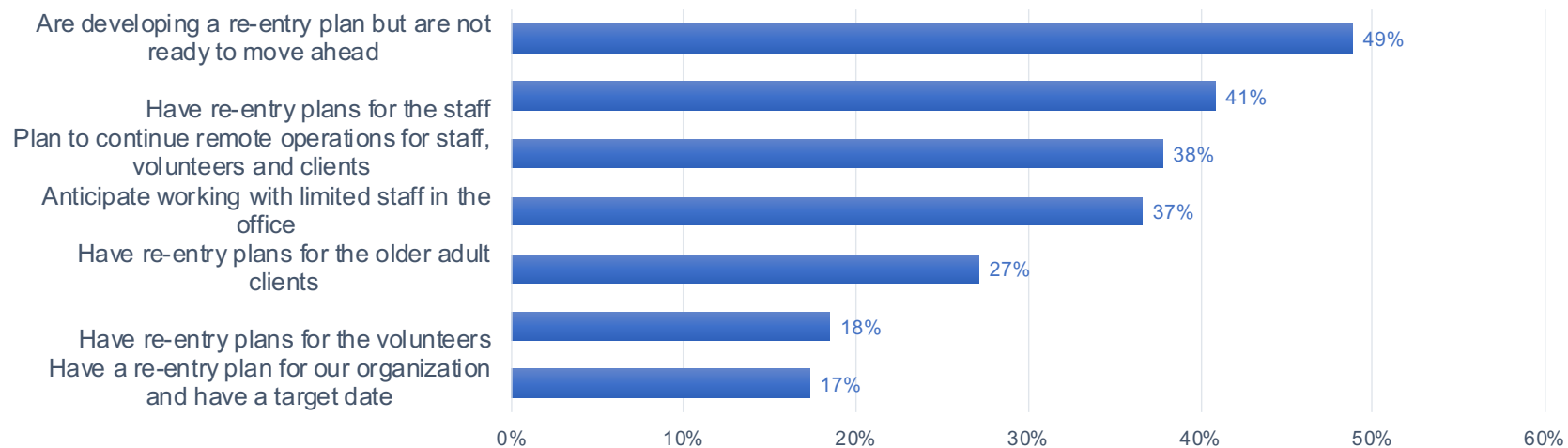
HAVE VOLUNTEERS BEEN ABLE TO KEEP WORKING?



*Has your volunteer workforce been able to continue working during the COVID-19 pandemic? (JULY n=624, subset with volunteers n = 535)
Has a reduction in volunteer work impacted your organization's ability to provide services? (JULY n=504)*

Half of community-based organizations are developing a re-entry plan but are not ready to move ahead yet

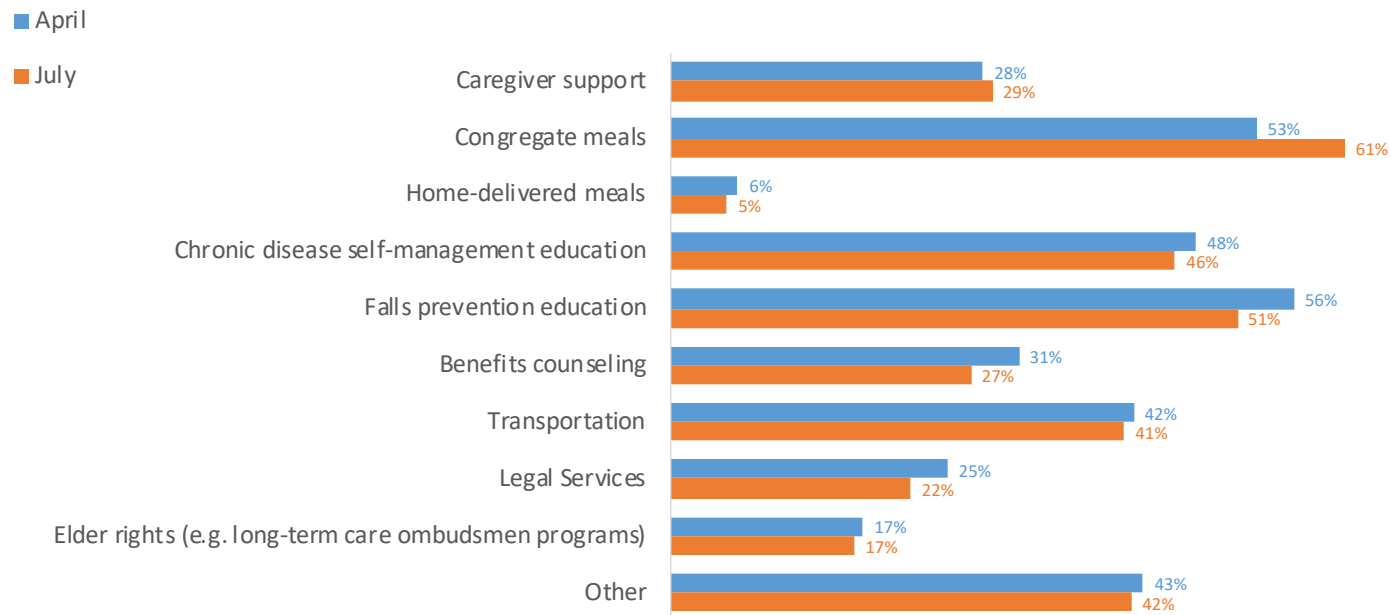
AVERAGE PERCENTAGE OF CBOs WHO:



Based on the location of your organization, with localities in different phases of the COVID-19 pandemic, please tell us about your organization's current plans. (Check all that apply) (n=590)

Organizations have reduced or stopped services/programs in response to the pandemic

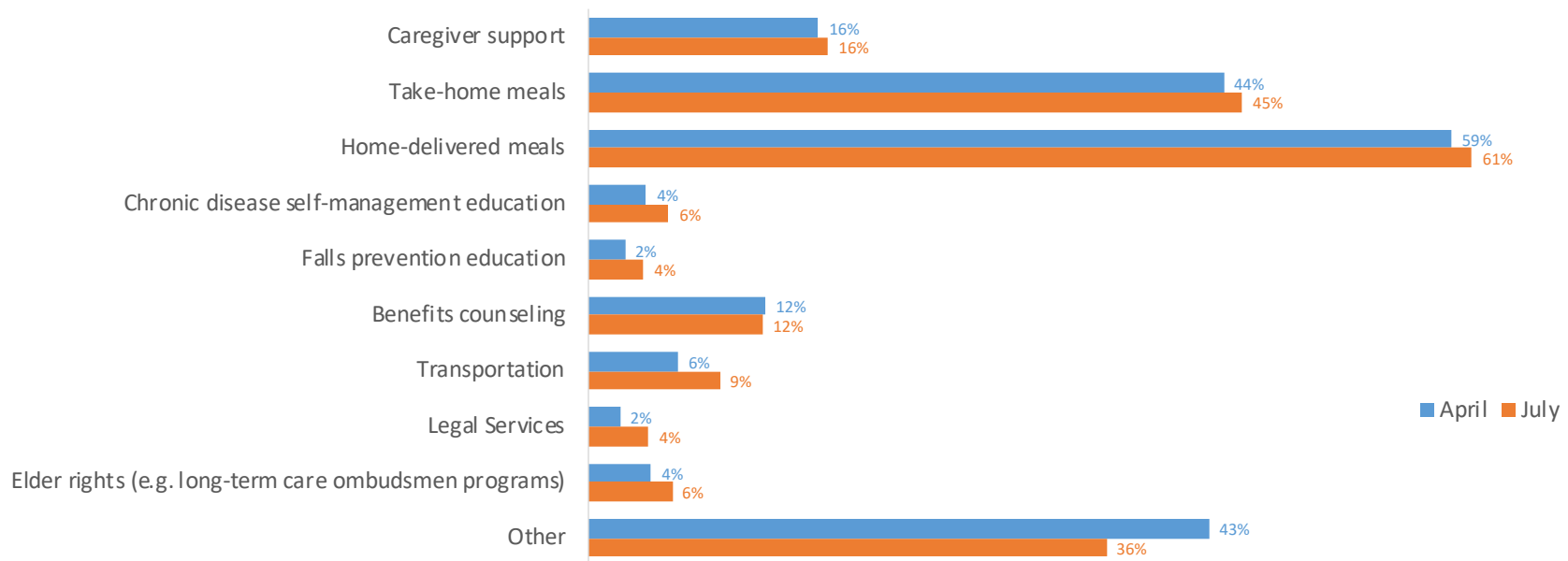
SERVICES/PROGRAMS REDUCED OR STOPPED DURING COVID19



Which services/programs have been reduced or stopped in response to the COVID-19 pandemic? Check all that apply. (JULY n=626 APRIL n=654)

Organizations have increased or introduced new services/programs in response to the pandemic

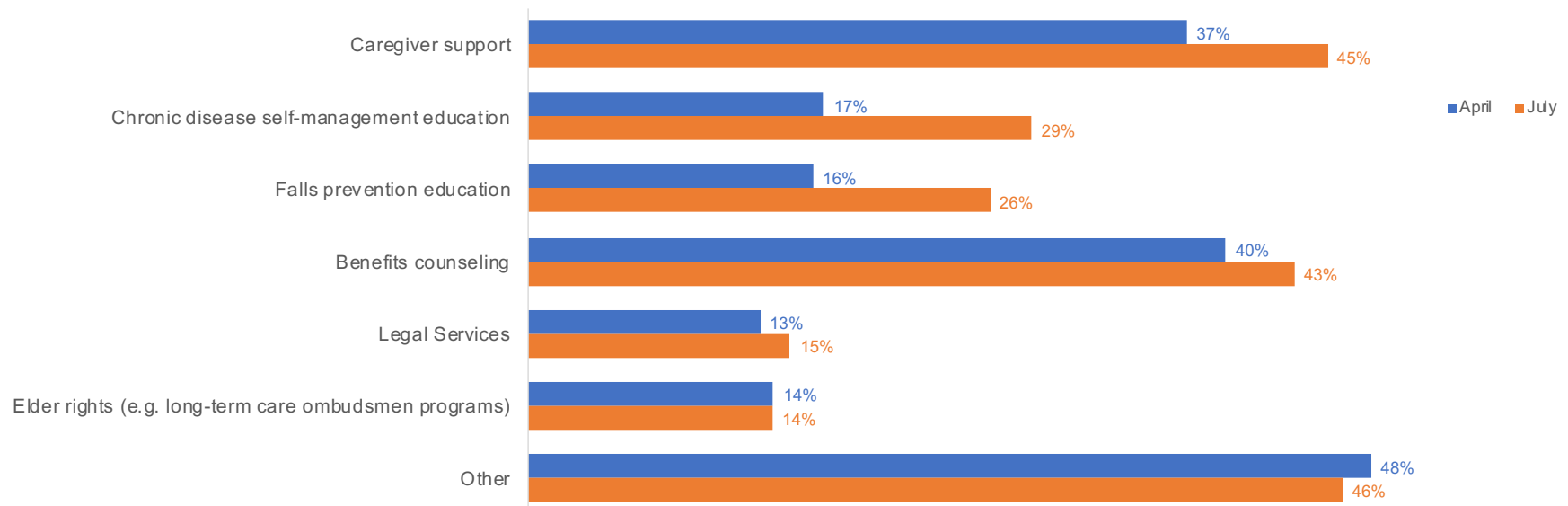
SERVICES/PROGRAMS INCREASED OR INTRODUCED DURING COVID19



Which services/programs have been increased or introduced in response to the COVID-19 Pandemic? Check all that apply. (JULY n=577 APRIL n=601)

Compared to April, organizations are offering more services virtually or by phone

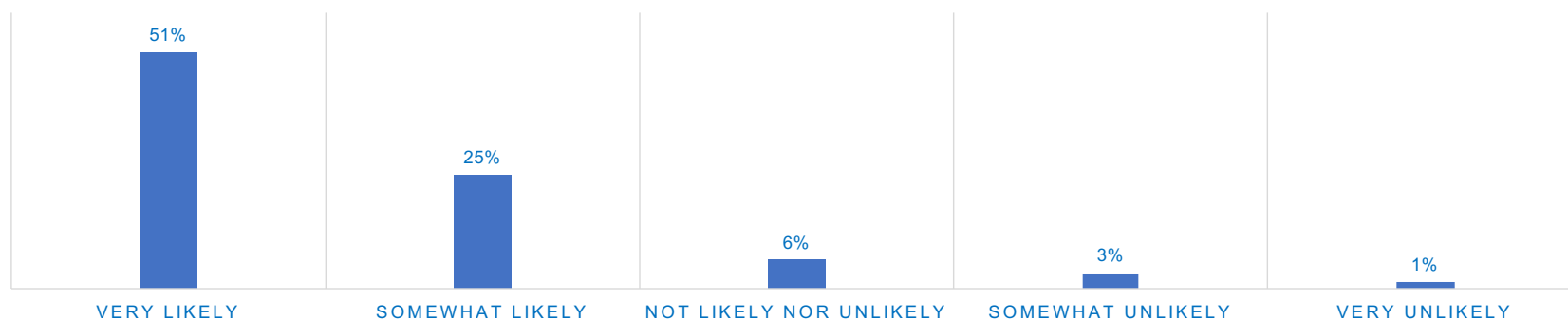
SERVICES PLANNED TO BE OFFERED VIRTUALLY OR BY PHONE



Which services do you plan to offer virtually or by phone during the COVID-19 pandemic? (APRIL n=631 JULY n=584)

The majority of organizations plan to continue to offer virtual programming after the pandemic ends

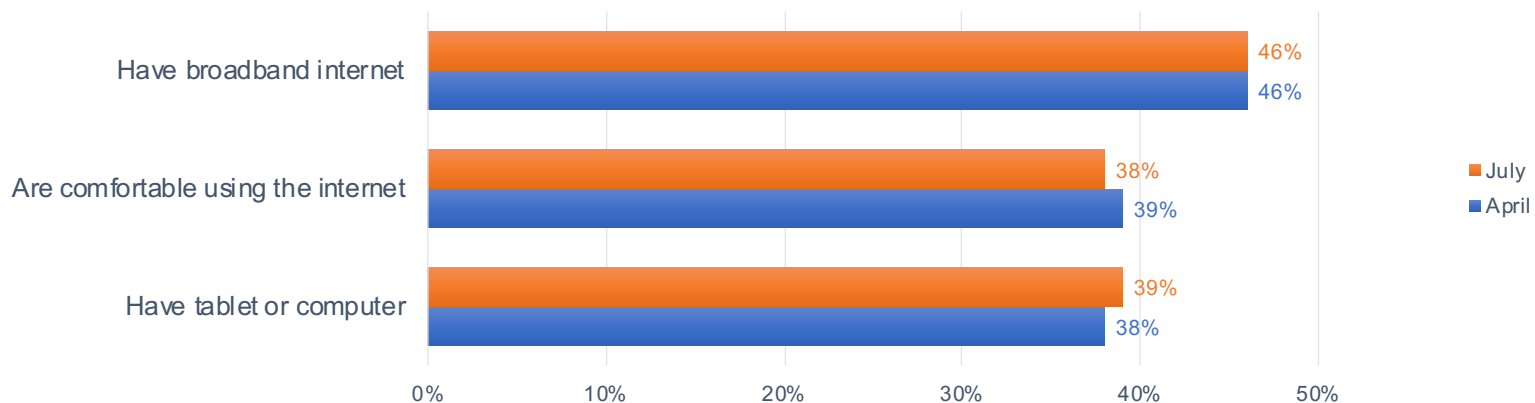
LIKELIHOOD OF CONTINUING TO OFFER VIRTUAL PROGRAMMING:



How likely or unlikely are you to regularly continue to offer online virtual programming or programming by telephone beyond the COVID-19 pandemic? (n=624)

Older adults' access to technology remains unchanged between July and April

AVERAGE PERCENTAGE OF CLIENTS WHO:



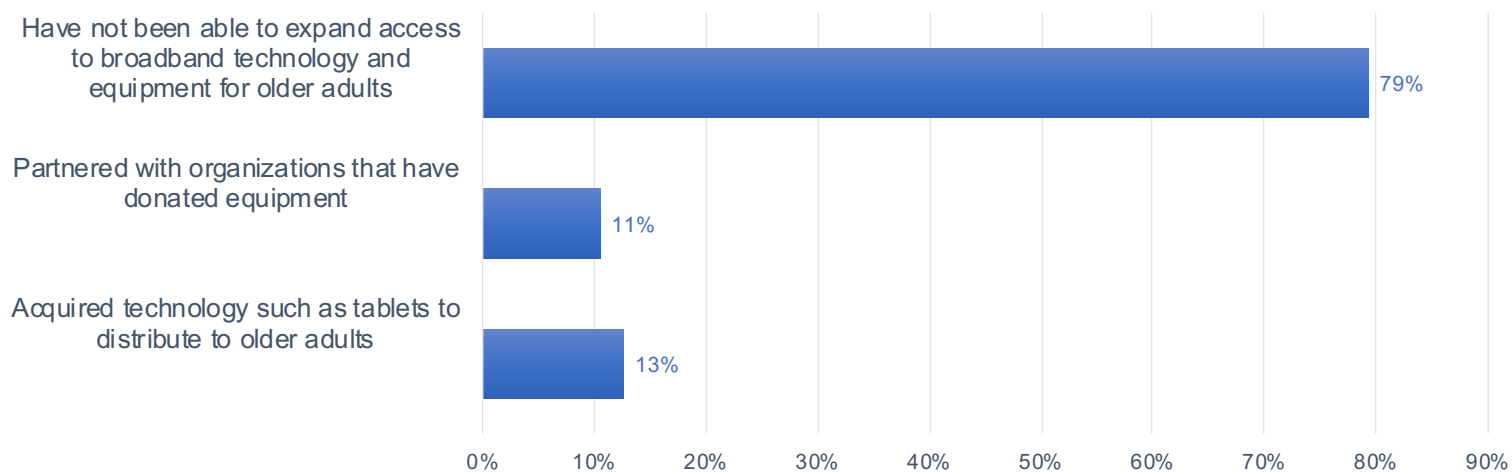
To the best of your knowledge, what percentage of your clients have broadband internet access? (APRIL n=655 JULY n=502)

To the best of your knowledge, what percentage of your clients are comfortable using the internet? (APRIL n=676 JULY n=520)

To the best of your knowledge, what percentage of your clients have a tablet or computer? (APRIL n=634 JULY n=474)

Most community-based organizations have not been able to expand access to broadband technology for older adult clients.

AVERAGE PERCENTAGE OF CBOs WHO HAVE:



Has your organization taken steps to increase access to broadband technology and internet-connected equipment for the older adults you serve?(JULY n=609)

Technology and technology training are an area of growing financial need for Community Based Organizations

Organizations report to which areas additional funding would be best allocated:

April:

1. Day-to-day operations
2. Expanding programs and services
3. Meals and nutrition
4. Outreach/communications
5. Technology and technology training
6. Laptops or tablets

July:

1. Day-to-day operations
2. Expanding programs and services
3. Technology and technology training
4. Outreach/communications
5. Meals and nutrition
6. Laptops or tablets

NCOA recognizes that CBOs serving older adults are often underfunded. Considering the impact of the COVID-19 pandemic on your organization, we are interested in learning where additional funding would be best allocated. (APRIL n=553 JULY n=508)