

Analysis: HSGV Community Survey on the Impact of COVID-19

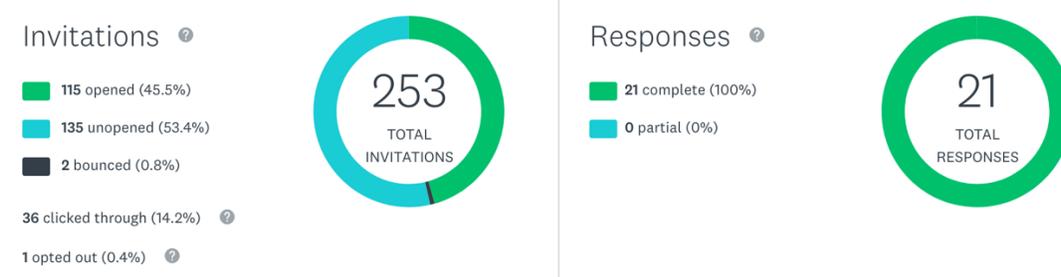
Key Themes and Takeaways

1. Collaboration is more important than ever—especially with limited resources, staff and uncertain funding. Consider a topic on sharing resources to accomplish individual agency priorities while addressing long-standing health disparities.
2. Remote work environments and the use of technology are forever changing how we interact, meet and deliver programs, services. Consider a topic on best practices and innovative ways local agencies are meeting the challenges with better efficiency and effectiveness than ever.
3. The economy and public health are inextricably linked like never before. Consider a workshop that blends clear public health guidelines with the economic realities that are vital to reengage stakeholders and sustain present and future livelihood of the region.

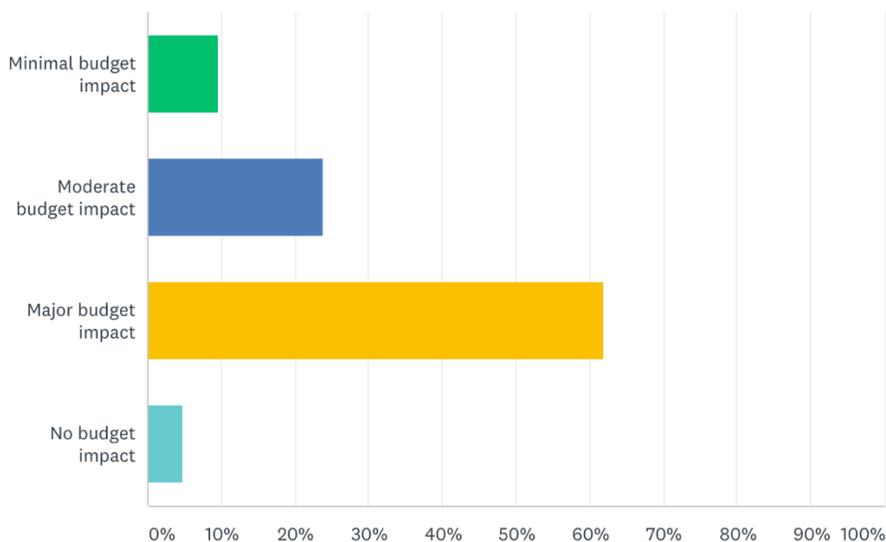
Results Overview

Data Collected: May 12-May 22, 2020; Response Rate: 17.4% (20 of 115 opened)

One organization completed two surveys, bringing the final to 20 total responses.



I. Impact of COVID-19 on the Bottom line



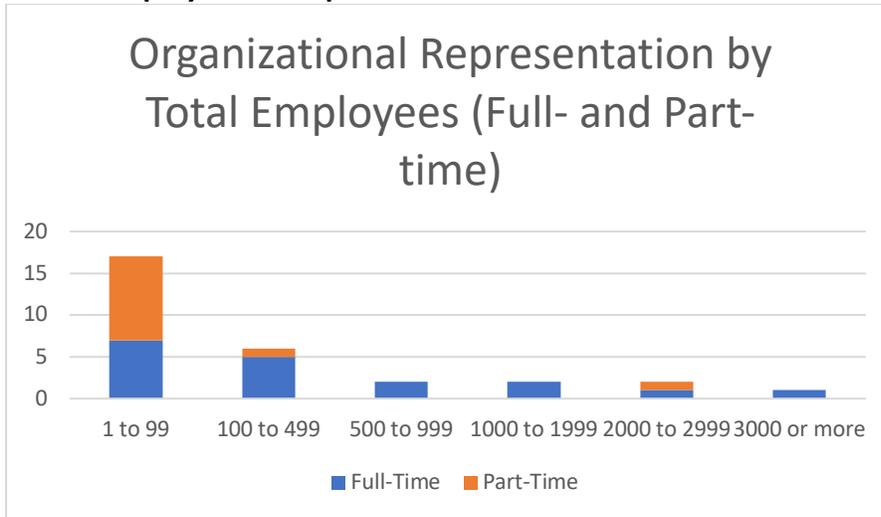
Summary: More than 85% of responders indicated a combined moderate to major impact to the bottom line because of COVID-19 with close to 62% citing a major impact. Comments varied, but highlight the impact such as this one:

“Using reserves and anticipating operating at 40% of normal income for FY 2020-21.”

Analysis: Financial sustainability and budgetary concern are likely to be dominant topics of interest most relevant to the HSGV community at future convenings.

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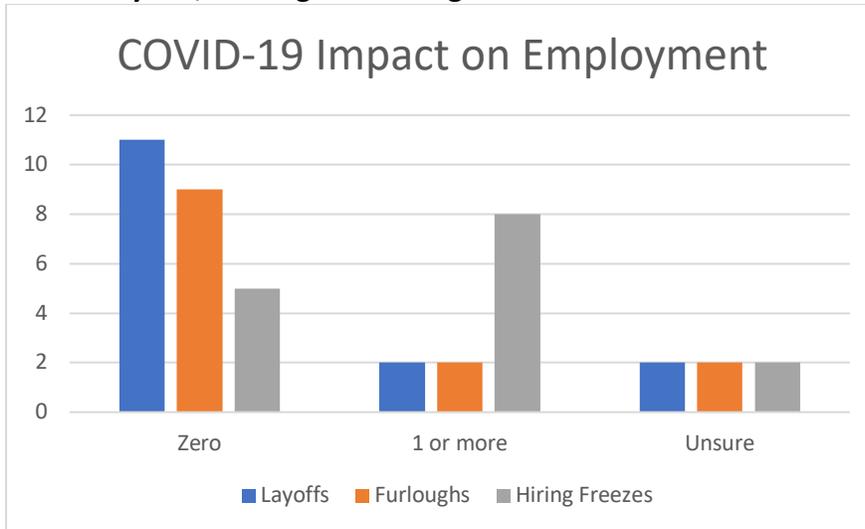
II. Employment Snapshot



Summary: The majority of responders represent small to medium-sized organizations for both full and part-time employees. A majority of organizations have less than 500 employees (either full- or part-time) each. The full-time employee count ranged from 1 to 5,000; part-time employees ranged from 2 to 2,000. Only five organizations reported hiring consultants, ranging from 1 to 15 at each.

Analysis: Engaging the needs of small- to medium-sized agencies will have greater appeal.

III. Layoffs, Furloughs or Hiring Freezes

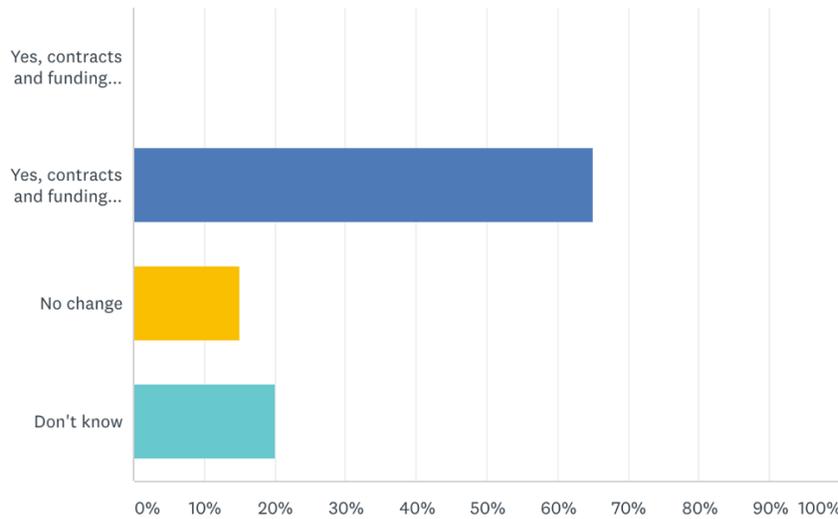


Summary: A majority of organizations reported zero layoffs or furloughs. However, one large employer cited 400 layoffs. One agency cited future layoffs planned for January 2021. Two agencies reported reduced hours and salary. Eight agencies reported a freeze on hiring affecting approximately 170 positions.

Analysis: Of particular note, is the impact on hiring, suggesting agencies may be looking for collaborative ways to do more with less people. One possible reason for the high number of zero layoffs and furloughs could be that many responders work for agencies considered essential.

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IV. Impact to Funding

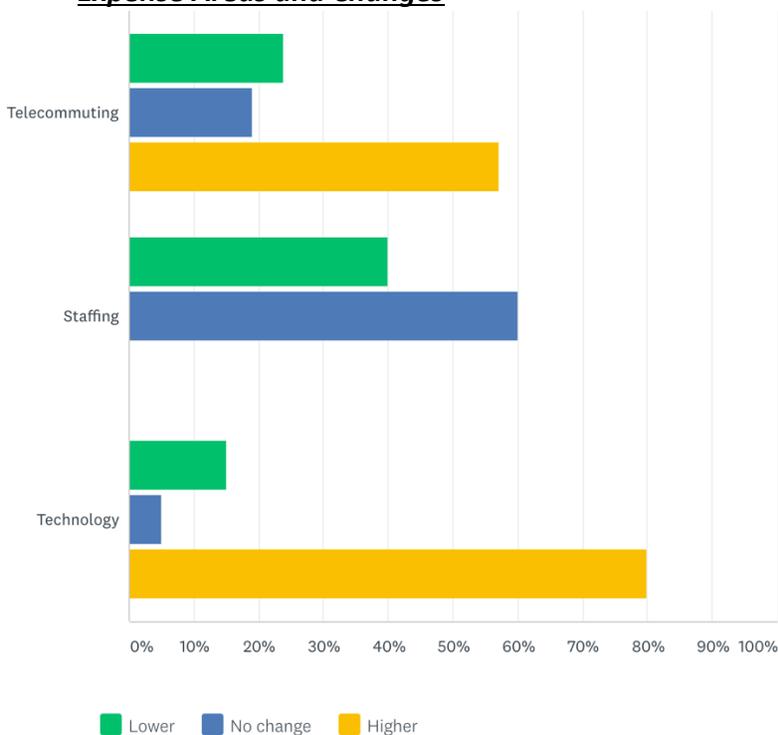


Summary: 65% cited a decrease in funding, which were defined as grants, business contracts, sales, donations.

Analysis: A lean employment picture and less funding is likely to be a driving force in increasing collaboration or perhaps pooling resources to implement interventions.

V. Changes in Expenses and Strategies to Keep Post Pandemic

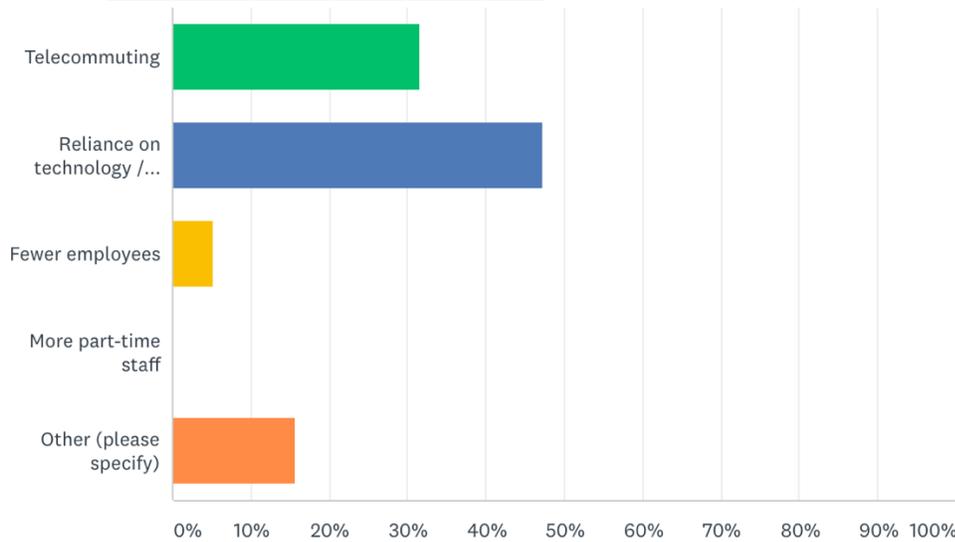
Expense Areas and Changes



Summary: Most agencies reported higher expenses in telecommuting and use of technology with lower or no change in expenses for staffing, all directly related to the County's Shelter at Home orders.

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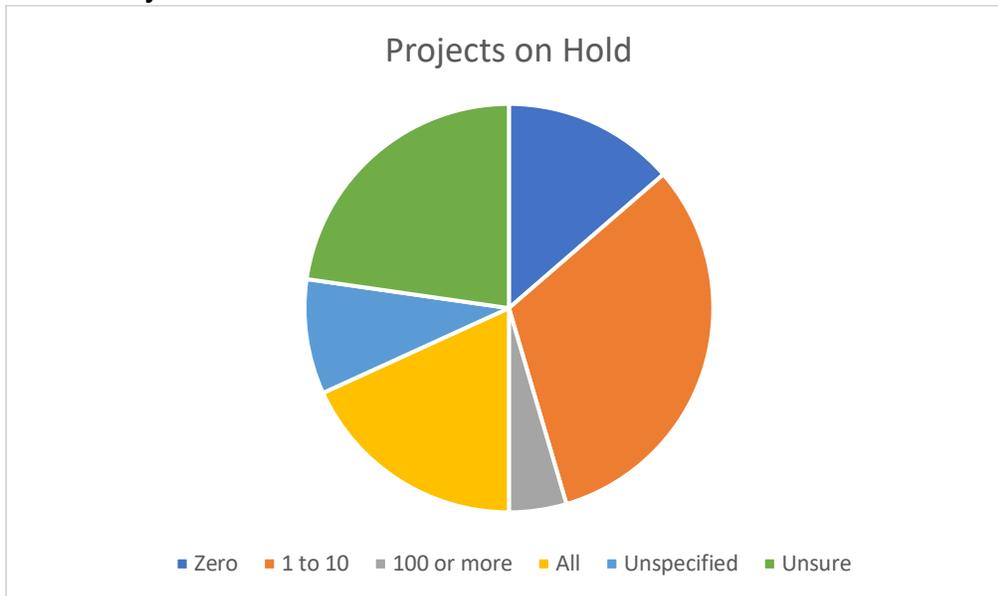
Strategies to Keep Post Pandemic



Summary: A combined 79% of responders indicated holding on to telecommuting and technology with a very small percentage indicating they would maintain lowering staffing levels.

Combined Analysis: Working efficiently and effectively is always a relevant theme for most organizations. However, with increasing pressure to find ways to work remotely, sharing best practices and tips for using technology to deliver outreach and services could make relevant themes.

VI. Projects on Hold



Summary: Greater than 50% of responders cited some or all projects on hold because of the pandemic. Only 15% (3) reported zero projects being placed on hold.

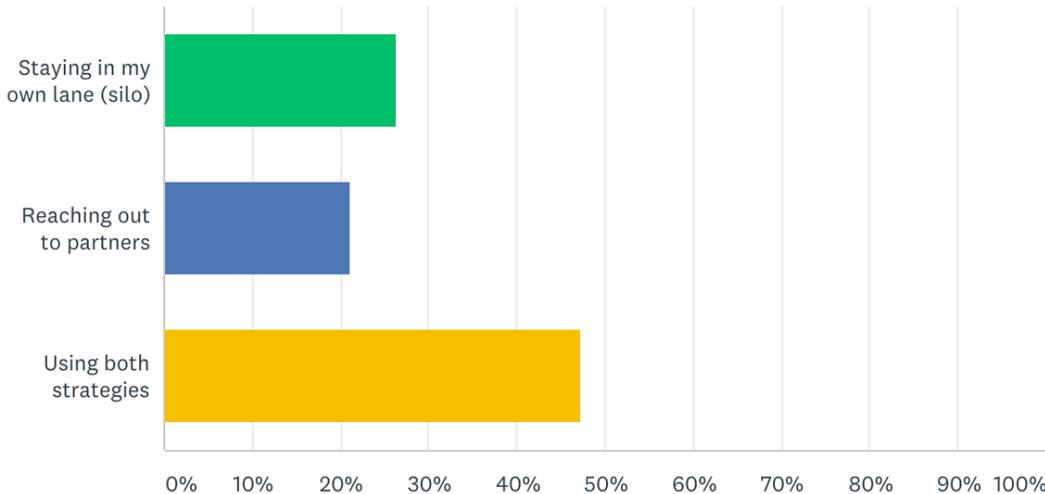
Analysis: Restarting projects and reengaging target audiences will likely be a relevant topic for most agencies going forward.

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VII. New Projects

Summary: 65% of responders indicated new projects and/or funding as a result of the pandemic. Among those, the majority (61.5%) reported new projects, while 38.5% reported new funding. **Analysis:** Starting up new projects post-pandemic could suggest another interest area.

VIII. Coping Strategies



Summary: More than 68% of responders reported using both a siloed and partnership approach or relying solely on reaching out to partners to respond to the challenges presented by the pandemic. This is also reflected in the comments such as:

“Getting our community partners to help spread the word about changes to our program...”

“Connecting with major church partners.”

“Partnering with local non-profits to deliver programs and services.”

Analysis: Renewed focus on collaboration and asset sharing as possible topics.

IX. LADPH Information Dissemination to Hard-to-Reach Populations

Summary: Four main themes emerged from the comments below: news media, cities, partnerships and print media.

Use the Media

“More news pieces and updates on broad media.” “Provide media availability in the community.”

Go Local

“Notify cities.” “Work through cities and local partner agencies to help disseminate information.”

Leverage Partnerships

“Utilize your partnership to help disseminate information. We are even encouraging our volunteers to do letter writing, and phone calls.”

Go Paper

“I think having flyers distributed and partnering with local food banks to get information to families in need.” “Print media.” “Banners, flyers.” “Mailings, PHM, brochures & posters at open businesses, hotline.” “Continue with PSA - radio; billboards in various languages.”

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X. Reopening Factors

	MOST IMPORTANT	SOMEWHAT IMPORTANT	NEUTRAL	LESS IMPORTANT	NOT AT ALL IMPORTANT	TOTAL
Economy	57.89% 11	36.84% 7	5.26% 1	0.00% 0	0.00% 0	19
Public Health	85.00% 17	10.00% 2	5.00% 1	0.00% 0	0.00% 0	20
Health Equity	50.00% 10	35.00% 7	5.00% 1	5.00% 1	5.00% 1	20

Summary: A combined 95% of responders cited public health as somewhat or most important factor in reopening society, closely followed by the economy (94.7%) and health equity (85%). However, public health was ranked as the most important factor (85%).

Analysis: The economy and public health are connected and important to SGV audiences. Topics should address both, including health equity.

XI. Transformation of Work

Summary: Most of the comments reflect the surge in remote working and the use of technology to facilitate those interactions. Overall, there is an interest in maintaining the virtual platforms as efficient and effective ways to work without having to travel as evidenced by these quotes:

“Working remotely has made us [to] consider new ways to be creative in working with participants.”

“I am working approximately 20 hours a week outside of my paid job to help students/families learn the technology that will keep them connected. I love teaching online and telehealth as a backup and will continue to use both to reach out to difficult to serve families and students.”

Analysis: Making the most of technology to be efficient in delivery of virtual programs and services would make a good topic.

XII. Anticipated Needs for Reopening

Summary: Guidance, PPE (including cleaning supplies) and funding were often mentioned. However, testing, contact tracing and health education were also mentioned.

Analysis: Consider a topic from DPH on healthy guidelines for agencies, including sources of supplies needed and how to fund them.

XIII. Collaboration and Health Inequities

Summary: Most responders saw collaboration as a key tool for addressing health disparities from sharing information about community needs to resources and advocacy. Some saw the pandemic as a way of making these behaviors more sustainable. Only one person was unsure and one cited LA County as “terrible at equity in service delivery.”

Analysis: Consider sustainability of collaboration tools for addressing health disparity.

Survey Demographics

Organizational representation: Responders reflected the multi-sectoral makeup of HSGV, including academic institutions, school districts, faith-based and social service organizations, non-profits, government agencies. **NOTE:** No funders or elected officials participated.

Constituencies served: Responders noted a wide range of target populations. The top six areas cited include in order: Students; General community; Health and Wellness; City Residents; Food Insecurity; Senior Services. **NOTE:** One noted the disabled community missing from the list.