

COVID-19 Response in Peel

Survey Findings: Peel Not-for-Profit Agencies and Organizations

COVID-19 Regional Community Response Table

April 21st, 2020

Survey Purpose

The purpose of the survey was two-fold; 1) to take a current pulse of how Peel community agencies are impacted by COVID-19; and 2) to inform the co-design a Community Response Table with community partners that is responsive and agile to support needs of the not-for-profit sector and community in Peel.

Survey Demographics and Participation Rate

The survey was distributed to 190 not-for-profit and community organizations in Peel. The following analysis is based upon surveys received as of April 21, 2020, at which point 131 Peel agencies and Not-for Profits had completed the survey. There was a 69 percent (n=131) response rate from many different service areas; for example, multiservice agencies, interfaith groups, food security, employment, children, at risk youth, families, disabilities, settlement, housing and homelessness, etc.

Response Themes

Despite the COVID-19 pandemic, community-based agencies and organizations are on the frontlines providing essential programs and services to vulnerable populations. The survey asked about COVID-19 issues impacting how they are delivering services to Peel's most vulnerable populations. Several themes emerged from the survey and are categorized on the next page.

1. **Vulnerable Populations:** The Peel organizations responding to the interim survey reported serving one or more of the vulnerable populations listed in the table below.

Populations Served	Number of Peel Organizations Serving this Population ¹ (n=131)	Percentage
Seniors	53	17.73%
At-Risk-Youth	40	13.38%
Families	40	13.38%
New Immigrants	28	9.36%
Children	27	9.03%
Disabilities (Physical/Intellectual)	22	7.36%
Homeless population	20	6.69%
Mental Health and Addictions	17	5.69%
Women	14	4.68%
Poverty	12	4.01%
Single Parents	7	2.34%
Ontario Works	7	2.34%
Employment Insurance	6	2.01%
2SLGBTQ+	2	0.67%
HIV	2	0.67%
Hospice	1	0.33%
Mental Health and Justice	1	0.33%

2. **Immediate Concerns:** The survey demonstrated that 57% of surveyed organizations are facing immediate program closures and 19% of the organizations are converting to online and phone program delivery. Of agencies responding, 11% expressed they don't know what their immediate impacts and are just finding out on a day-to-day basis.
3. **Resourcing:** Organizations are experiencing decreased programming (5%), increased demand for services (5%) and skeleton staff available to offer the services (2%).
4. **Staffing:** Responses showed that 39% of organization respondents have staff working remotely, with 15.27% having to lay off or begin planning to lay off staff. Organizations are having to be agile with increased staff off-work, refusing to work, and being redeployed.
5. **Personal Protective Equipment (PPE), Food and Information Technology Needs:** From a resourcing perspective, Peel not-for-profits and community organizations are resilient. The highest identified needs are a related to a decrease in essential COVID-19 supplies - PPE, food, and increased funding to support Information Technology.

¹ Note: respondents were able to select one or more populations their organizations served.

6. Funding and Revenue Impacts:

- 53% of organizations expressed loss of essential revenue through fee-based services, loss of donations, and planned fundraising events that will all need to be cancelled.
- 8% of the organizations expressed the shifting of revenue to pay for infrastructure and technology costs to support online programming for clients.
- 38% are still working out their financial impacts are now and will be in the weeks to come.

Contact: Arlene Coventry-Bauer
Manager, Community Capacity and Investment, Human Services, Region of Peel
arlene.coventry-bauer@peelregion.ca