COVID-19 Regional Community Response Table
Interim Survey Findings—Peel Not-for-Profit Agencies and Organizations
Summary as of Monday, March 23, 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 Monday, March 23rd, at which point 121 Peel agencies and Not-for Profits had completed the survey. There was a 66 percent (n=121) 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 below.

1. **Vulnerable Populations:** Of respondents, 69.57% of the Peel organizations served one or more of:
   - Seniors (17.73%),
   - At-Risk-Youth (13.38%),
   - Families (13.38%),
   - Children (9.36%),
   - New Immigrants (9.03%), and
   - The homeless population (6.69%).
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2. **Immediate Concerns**: The survey demonstrated that 59% of surveyed organizations are facing immediate program closures and 20% of the organizations are converting to online and phone program delivery. Of agencies responding, 10% 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%), and increased demand for services with skeleton staff to offer the services (7%).

4. **Staffing**: Responses showed that 38% of organization respondents have staff working remotely, with 14.88% 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.

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.
   - 10% of the organizations expressed the shifting of revenue to pay for infrastructure and technology costs to support online programming for clients.
   - 37% are still working out their financial impacts are now and will be in the weeks to come.

A Summary of all Surveys received will be made available during the week of March 30th.

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