

AIRS COVID-19: Member Survey and Pulse-Take

March 2020

270

Total Responses (which is pretty /humbling amazing for a survey that opened on a Friday morning and closed on a Monday lunchtime)

Summary of Results

- The highest volume of calls concern financial assistance. Naturally, that is the subject area that is hardest to help with at the moment
 - We are pretty comfortable with what our teams know (tribute to your training programs)
 - Concerning insights into community knowledge: the awareness of symptoms and prevention is mainly “middle range”; people are unsure about testing procedures and medical treatment; also low knowledge of financial assistance (which is really challenging for anyone to determine anyway)
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Summary of Results

- Many agencies are considering recruiting/training volunteers (There are some resource on this on <https://learn.airs.org/covid-19>)
 - 37% of I&Rs are 100% remote, more than half are at least 75% remote. Another 21% are willing to explore this option. This is a really impressive testament to our planning and flexibility
 - When it comes to using IVR recorded messages to take the pressure off the phone lines – 11% say this is making a significant difference and 26% are willing to explore the option. Note that there was a posting today on the AIRS Networker on this subject and more materials are being developed
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Summary of Results

- Use of text is making less waves: 9% are using this successfully but 26% are willing to explore it. This may not be an easy piece of technology to quickly adopt – although there are easier options for 211s in this area
 - Essentially, 15% of I&Rs are on or over the verge of being overwhelmed by demand, while another 37% are just about hanging in ... because of the nature of their service and clients, about 28% have had a drop in calls
 - For those experiencing significant call increases, 22% are more than 300% busier than two weeks before; with another 24% more than 100% busier
 - 54% of I&Rs will be “in this until it is over” (only 2% of members have been forced to close their service thus far)
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Which of the following best describes the type of I&R that your organization primarily delivers?

ANSWER CHOICES	RESPONSES	
Aging/Disabilities	50%	134
Health Issues I&R	1%	2
2-1-1 (including blended 211/crisis)	31%	84
Comprehensive I&R (non 2-1-1)	7%	20
Military	1%	3
I&R for Child/Youth Issues	2%	6
Other Specialized I&R	4%	11
3-1-1	0%	1
Blended Crisis/I&R	3%	8
Individual no longer involved directly in I&R	0%	0
Corporate member	0%	0
TOTAL		269

We want to get a sense of the questions people are asking about COVID-19. How would you categorize your call/contact volume concerning the following issues over this past week?

	VERY LOW	LOW	MEDIUM	HIGH	VERY HIGH	TOTAL
Information about symptoms	36% 92	27% 68	17% 42	13% 32	8% 19	253
Prevention of virus spread	31% 79	31% 80	19% 48	15% 37	4% 11	255
Information about school closures	52% 130	25% 62	15% 37	6% 15	3% 8	252
Information about travel	48% 120	30% 76	15% 37	4% 11	3% 7	251
Financial assistance related to losses tied to COVID-19	12% 31	23% 58	14% 37	24% 61	27% 70	257
Information about or help getting tested or accessing medical care	29% 74	25% 64	17% 43	13% 33	15% 37	251

What is your sense of your team's knowledge of the following issues?

	VERY LOW	LOW	MEDIUM	HIGH	VERY HIGH	TOTAL
Information about symptoms	3% 8	5% 13	27% 70	43% 113	22% 59	263
Prevention of virus spread	2% 4	3% 9	23% 61	48% 127	24% 63	264
Information about school closures	4% 11	7% 18	20% 52	39% 103	31% 81	265
Information about travel	4% 10	10% 27	35% 92	39% 103	12% 31	263
Financial assistance related to losses tied to COVID-19	4% 10	18% 48	35% 94	33% 88	10% 26	266
Information or help getting tested or accessing medical care	3% 8	14% 37	35% 91	36% 94	12% 32	262
Self-care, coping and resilience	0% 1	6% 17	34% 90	44% 117	15% 41	266

Tough question: Based on what you are hearing on the phones and anecdotally, what is your sense of your community's knowledge on the following issues?

	VERY LOW	LOW	MEDIUM	HIGH	VERY HIGH	TOTAL
Information about symptoms	4% 11	11% 29	43% 114	31% 83	10% 27	264
Prevention of virus spread	3% 7	12% 32	42% 110	32% 86	11% 30	265
Information about school closures	4% 10	4% 11	24% 64	37% 97	31% 81	263
Information about travel	6% 16	19% 51	40% 107	27% 71	8% 20	265
Financial assistance related to losses tied to COVID-19	17% 45	46% 122	26% 68	8% 22	3% 9	266
Information or help getting tested or accessing medical care	10% 27	33% 86	38% 100	16% 42	3% 8	263

Have you been recruiting/training volunteers to take calls?

ANSWER CHOICES	RESPONSES	
Yes, we have been adding volunteers and we may need more	10%	28
Yes, we have been adding volunteers and we should have enough	6%	16
No but we may be doing so soon	25%	68
No, and we will not be looking in this direction	58%	157
TOTAL		269

Are you extending your hours?

ANSWER CHOICES	RESPONSES	
Yes	10%	26
No	90%	242
TOTAL		268

We want to get a sense of the role of remote staff?

ANSWER CHOICES	RESPONSES	
100% of our community resource specialists are now remote	37%	100
Around 75% of our staff are answering calls remotely	17%	46
Around half of our staff are answering calls remotely	7%	20
About a quarter of our staff are answering call remotely	7%	20
None of our staff are answering remotely but we are interested in exploring this	21%	56
None of our staff are remote and we are fine with that	9%	25
TOTAL		267

Are you using your IVR to divert people from your phone queue who are seeking straightforward COVID-19 information? (e.g. press 4 to listen to a message about ...)

ANSWER CHOICES	RESPONSES	
Yes, and it is proving very successful	11%	29
Yes, although its impact has been minor so far	9%	24
No, but we are interested in exploring this	26%	70
No and it is not relevant to our situation	54%	144
TOTAL		267

Are you using your Text capability to divert people from your phone queue who are seeking straightforward COVID-19 information? (e.g. contact xxx-xxx to hear some messages about ...)

ANSWER CHOICES	RESPONSES	
Yes, and it is proving very successful	5%	12
Yes, although its impact has been minor so far	10%	26
No, but we are interested in exploring this	25%	65
No and it is not relevant to our situation	61%	159
TOTAL		262

Which of the following best describes any changes in your call volume?

ANSWER CHOICES	RESPONSES	
Calls are arriving at a huge rate and we can barely cope	15%	41
Calls are increasing steadily but we are still coping	37%	99
Calls have been around the same	20%	53
Calls are decreasing because people are focused on COVID	28%	76
TOTAL		269

IF you answered the last question as "Calls are increasing dramatically", roughly by how much?

ANSWER CHOICES	RESPONSES	
More than 300% over two weeks ago	22%	22
More then 100% more than two weeks ago	24%	24
More than 50% more than two weeks ago	26%	26
More than 30% more than two weeks ago	16%	16
More than 10% more than two weeks ago	12%	12
TOTAL		100

AIRS members cover a broad range of I&R and organizational types. There are many agencies for whom it might make sense for the health of your staff and clients to temporarily close, which of the following most closely reflects the situation of your I&R PROGRAM?

ANSWER CHOICES	RESPONSES	
We will be in this until it is over	54%	143
We will be assessing our situation as information changes	33%	87
It is likely that our organization will close but we hope to keep our I&R open	5%	14
We will try to keep our I&R open but probably with a reduction in staff and hours	5%	12
It is likely that we will need to close soon	1%	3
We had to close our I&R program	2%	4
TOTAL		263