

# COVID-19 Chapter Status Check



**A Survey by The Arc of the United States**  
**May 13, 2020**

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## The Survey

- The Arc of the United States administered a survey to our chapters to identify and better understand the major issues that are currently impacting your organizations, staff and constituents.
- The Survey contained 36 questions that spanned across multiple topic areas, including:
  - Access to PPE and other medical supplies
  - Impact of virus on health of staff and constituents
  - Impact on staffing shortages
  - Access to technology for chapter staff and constituents
  - And many others
- Two hundred and ninety-two (292) chapters responded to the survey during the period from April 30 – May 11, 2020, providing the following key insights

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## Demand and Access to Personal Protective Equipment (PPE)

Q3: Does your chapter of The Arc make use of, or need to make use of, personal protective equipment (PPE), such as masks, gloves, gowns, face shields, sanitizer, in the course of your operation?

Answer Choices	Percent	Number
Yes, we are using PPE Now	78%	219
No, not now, but we will need to use PPE in the immediate future	13%	36
No	9%	26
TOTAL		281

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## Demand and Access to Personal Protective Equipment (PPE)

Q5: Do you believe that your current supplies, and supply channels, for PPE (e.g masks, gloves, gowns, face shields, sanitizer) are adequate to meet your operational needs over the next three months?

**72% report that their current and anticipated supplies are insufficient to meet their needs over the next three months for some or all types of PPE.**

Answer Choices	Percent	Number
Yes	15%	36
Yes for some types of PPE, but not all	36%	85
No	36%	87
Not sure	13%	31
TOTAL		239

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## Demand and Access to Personal Protective Equipment (PPE)

Q6: For each type of PPE below, please indicate how long you expect the supply you have on hand today will last based on your current usage pattern

Nearly all respondents reported they have on hand less than a month supply of:

- masks (74%)
- gloves (65%)
- gowns (84%)
- face shields (74%)
- sanitizer (74%)

	Less than a week	2 weeks	3-4 weeks	2-3 months	More than 3 months
Masks	10%	21%	44%	18%	8%
Gloves	7%	17%	41%	23%	12%
Gowns	39%	25%	19%	12%	4%
Face Shields	39%	16%	23%	11%	11%
Sanitizer	13%	30%	36%	16%	6%

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## Demand and Access to Personal Protective Equipment (PPE)

Q7: If you have ordered any PPE from sources outside the United States, have you experienced problems with obtaining delivery, such as orders being diverted to the Strategic National Stockpile?

More than a quarter of respondents experienced issues in getting PPE delivered to their chapters on time

Answer Choices	Percent	Number
Yes	7%	16
Yes and specified how deliveries were affected	20%	49
No	23%	55
Not Applicable	50%	119
Total		239

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## COVID-19 Health Impact on People with IDD

Q8: To your knowledge, have any people with intellectual and developmental disabilities (IDD) your chapter serves tested positive for the Coronavirus?

**31% of agencies surveyed reported that at least one individual they serve had tested positive for COVID-19.**

Answer Choices	Percent	Number
Yes	31%	82
No	55%	144
Don't know	14%	38
TOTAL		264

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## COVID-19 Health Impact on People with IDD

Report by chapters of individuals with I/DD who tested positive, were hospitalized, and died.

Impacts on Individuals Served by Chapters	Number of people with I/DD	Number of Chapters reported
Individuals known to have tested positive	758	72
Individuals known to have been hospitalized	227	55
Individuals known to have died	115	29
Total number of people with I/DD chapters served, on average, in the 3 months pre-pandemic	67,461	72

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## COVID-19 Health Impact – Support in Hospital

Q13: For individuals you serve who have been hospitalized, have you experienced problems with providing supports for them while in the hospital?

**More than half of agencies surveyed encountering significant barriers in providing supports and services to individuals during their hospitalization**

Answer Choices	Percent	Number
Yes	16%	12
Yes and specified what barriers they faced	36%	26
No	48%	35
Total		73

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## COVID-19 Health Impact on Direct Support Professionals

Q15: To your knowledge, have any direct support staff at your chapter tested positive for COVID-19?

**1/3 of agencies surveyed reported that at least one of their staff had tested positive for COVID-19.**

Answer Choices	Percent	Number
Yes	33%	85
No	57%	146
Don't know	9%	23
TOTAL		254

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## COVID-19 Health Impact on Direct Support Professionals

Report by chapters of DSPs who tested positive, were hospitalized, and died.

Impacts on Individuals Served by Chapters	Number of people with I/DD	Number of Chapters reported
Individuals known to have tested positive	876	80
Individuals known to have been hospitalized	64	31
Individuals known to have died	14	9
Total number of people with I/DD chapters served, on average, in the 3 months pre-pandemic	31,509	78

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## Staffing Issues: Negative Effects of Pandemic

Q21: Has your chapter had to furlough or layoff ANY of your employees?

**44% of agencies surveyed furloughed or laid off employees as a result of the pandemic.**

Answer Choices	Percent	Number
Yes	44%	113
No	56%	142
TOTAL		254

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## Staffing Issues: Negative Effects of Pandemic

Q23: Are you currently experiencing difficulty staffing the direct services your chapter provides for the people with IDD you serve due to the pandemic? Please select the answer that best describes your situation.

**29% of agencies surveyed faced further issues in staffing as a result of the pandemic**

Answer Choices	Percent	Number
Yes, we are experiencing staffing challenges during the pandemic	29%	74
No	19%	49
We continue to experience staffing challenges, but no more than before the pandemic	32%	80
We don't provide direct services	20%	50
TOTAL		253

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## Staffing Issues: Negative Effects of Pandemic

Q25: Which of the following difficulties, if any, have you experienced in staffing due to the pandemic? (Check all that apply) *NOTE: This question was answered by the 29% of respondents that answered YES to Question 21.*

Answer Choices	Percent	Number
Direct support staff have refused to report for work	73%	54
Direct support staff have quit their jobs pandemic	41%	30
Direct support staff express fear about coming to work	91%	67
Higher staff vacancy rate, compared to before the pandemic	26%	19
Higher staff turnover rate, compared to before the pandemic	12%	9
Challenges recruiting and hiring new direct support staff	29%	44
Challenges on-boarding new direct support staff	54%	40
Challenges retraining direct support staff from closed programs to new roles	45%	33
TOTAL		74

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## Staffing Issues: Negative Effects of Pandemic

Q27: Which of the following reasons have direct support staff given for being unable to work? (Check all that apply)

Answer Choices	Percent	Number
Staff member tested positive, is sick or in recovery	47%	35
Staff member has a family member who tested positive	46%	34
Staff member is unable to work due to childcare responsibilities	74%	55
Staff member is fearful about contracting the virus	86%	64
TOTAL		74

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## Using Technology to Connect Remotely to Constituents

Q28: Due to the pandemic, has your chapter shifted away from delivering any services in-person to delivering them through video conferencing or other online tools?

Answer Choices	Percent	Number
No, not at all	14%	35
Yes, in minor ways	28%	71
Yes, in significant ways	58%	145
TOTAL		251

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## Using Technology to Connect Remotely to Constituents

Q31: Which of the following problems, if any, have you experienced in your efforts to use technology to provide services remotely? (Check all that apply) (NOTE: Respondents are those who answered YES on Question 28)

**69% reported a lack of internet in the private homes of program participants.**

**72% of respondents described a lack of hardware, devices, software or subscription services needed by program participants.**

**35% of DSPs do not possess the devices or software needed to use teleconferencing platforms.**

Answer Choices	Percent	Number
Lack of access to internet in private homes of program participants	69%	150
Lack of access to internet in chapter-operated homes or other facilities	11%	23
Lack of access to internet by chapter staff	14%	30
Lack of hardware/devices, software, or subscription services needed by program participants	72%	155
Lack of hardware/devices, software, or subscription services needed by chapter staff	35%	76
TOTAL Respondents		216

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## Using Technology to Connect Remotely to Constituents

Q32: Please identify the sources of funding you have used to cover the costs of remote or online services described above. (Check all that are applicable) (NOTE: Respondents are those who answered YES on Question 28)

Answer Choices	Percent	Number
Medicaid waiver funding	34%	73
Other government funding	20%	23
Charitable support from any source	47%	30
Earned revenue	24%	155
Other general operating funds	61%	76
TOTAL Respondents		216

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## Chapter Operations and Programs

Q33: Due to the pandemic, have you suspended operation or closed down any of your program or services?

**84% of agencies reported closing down some of their program services**

**The vast majority of agencies report they “definitely will reopen” or are “hopeful we will reopen” their programs.**

Answer Choices	Percent	Number
Yes	84%	203
No	16%	39
TOTAL		242

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## Questions?

Contact Peter Berns, CEO of The Arc of the United States  
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