

# HSC Provider Survey Regarding COVID-19

(untitled)

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As you may know, the Human Service Council (HSC) works closely with our government partners to connect human services organizations with information and access related to disaster preparedness – and COVID-19 in particular.

We are collecting information about the condition and needs of the human services sector in New York City during this state of emergency, so that we can better support organizations and the people they serve. Note that all information collected will be used anonymously and reported in aggregate.

For further information or questions about this survey, please email us at [info@humanservicescouncil.org](mailto:info@humanservicescouncil.org). You can also visit our COVID-19 resource page to view an up-to-date list of guidance and other resources.

Thank you for your input.

## Organizational Information

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1. Name of Organization \*

2. Name \*

3. Title \*

#### 4. Contact Email \*

#### 5. What is your organization's operating budget for the current fiscal year?

- <\$500,000
- \$500,000 - \$3 million
- \$3 million - \$10 million
- \$10 million - \$25 million
- \$25 million - \$50 million
- \$50 million - \$75 million
- \$75 million - \$100 million
- >\$100 million

**(untitled)**

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#### 6. Have you lost revenue in the follow categories? (Check all that apply)

- General Fundraising
- Foundations
- Fundraising events (such as galas)
- New York City Agency Contracts
- New York City Council Discretionary Funding
- New York State Contracts
- Fee for Service

7. Are you experiencing delays in payments or any other issues with contracts? (Check all that apply)

- Advances
- Contract Deliverables
- Delays in payment
- Contract negotiation
- Fee-for-service issues
- Prior-year amounts owed
- Other - Write In

8. How would you describe your relationship with your contracting agencies regarding COVID-19? For example, did they provide clear guidance? Address your concerns? Answer your questions? Resolve your issues satisfactorily and in a timely manner?

Please list the agency if possible.

9. Have you incurred additional expenses in the following areas? (Please check all that apply)

- To continue providing regular services
- To implement services remotely
- For staff training
- To implement other services during this crisis
- To pay for additional sick days for staff
- To hire replacement staff
- To provide tech and remote access for staff
- Other - Write In

10. Due to a loss of revenue, do you anticipate reducing your budget for this current fiscal year or for your next fiscal year?

- Yes
- No

11. Are you able to obtain essential supplies and equipment for services that you are currently providing?

- Yes
- No

12. Other operational challenges you are facing:

**(untitled)**

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13. How long will you be able to remain open without some kind of assistance or relief?

14. Which actions might you take to address budget shortfalls? (Please check all that apply.)

- Freeze hiring
- Lay off staff
- Reduce program offerings
- Close one or more programs down temporarily
- Close one or more programs down permanently
- Other - Write In

15. What are your priorities for staff to retain?

	1	2	3
Back office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Direct Service Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. What other needs do you have?

17. Does your organization provide any of the services below? (Check all that apply)

- Health services
- Mental Health Services
- Housing/Homeless Services
- Food Distribution
- Senior Care
- Child Care/After-school
- Other - Write In

18. Are you currently providing services:

- In-person
- Remotely
- Unable to provide services at all

19. What services are you currently providing? Please list.

20. Are you able to provide services to meet clients' current or emerging needs? Why or why not?

21. If you are providing different services as a result of the pandemic, please describe:

22. Number of Current Staff

Full-time

Part-time

Contracted

Volunteer

23. What is the percentage of staff who:

Can work from home

Are sick and/or providing care

Are still providing in-person direct services

24. What issues or challenges are there for staff working remotely?

25. In addition to exposure, what issues or challenges are there for staff being asked to provide in-person direct services?

26. How are you or how have you been managing staff outages?

27. Any other issues or concerns regarding COVID-19?

**Thank You!**

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Thank you for taking our survey. Your response is very important to us.