



Local Organization COVID-19 Challenges Survey

Introduction and Instructions. The COVID-19 pandemic has reshaped our world in ways that no one could anticipate, and we expect these changes will continue to evolve over time. The Pacific Institute for Research and Evaluation (PIRE; www.pire.org) is interested in understanding how the COVID-19 pandemic is affecting prevention-oriented community-based/tribal-based organizations such as yours.

To help our understanding, PIRE is inviting community-based/tribal-based organizations across the country to participate in this survey. We are asking that organizations complete a brief (15 minute) survey quarterly to assess what has changed. Participation is entirely voluntary. You are free not to respond to any questions you do not want to answer, and you can stop at any point.

De-identified reports summarizing the findings will be shared with you. We expect these reports will help inform how the pandemic is affecting community services systems and their operations and identify effective strategies for continuing your important work, even while the pandemic continues. The information might also prove to be useful for your grant and contract applications. In addition, we will have a random drawing for participants who complete the survey by Sept 15 for a \$250 gift card that can be used for your organization.

We are asking about your specific organization only, and not any partner organizations even if you oversee their operations or provide funding for them.

1) With what organization do you work?

2) In what state is the organization?

3) What is the zip code of the organization?

4) What is your role with this organization?

5) Please provide a one-sentence overview of what your organization does.

6) Please indicate what type(s) of services your organization provides (check all that apply).

Substance abuse prevention programs and strategies

Mental health services

Crisis response and intervention services

Social services

Housing

Employment

Substance abuse treatment, harm reduction, or recovery services

Public health services

Law enforcement and criminal justice services

School-based services

Coordination and capacity building for substance abuse prevention

Coordination and capacity building for other behavioral health services

Other (please describe): _____

For the next set of questions, we are going to be asking you to reflect on three different time periods:

a. A typical month before the COVID-19 pandemic started

b. The month of April 2020 (before any states started to reopen in May)

c. Past 30 days

7) How often did you see people *in person* while doing your work *in a typical month before the COVID-19 pandemic started?*

Not at all

About once a month

Several times a month

Weekly

Several times a week

Daily

8) How often did you see people *in person* while doing your work *during the month of April 2020 (before any states started to reopen in May)?*

Not at all

About once a month

Several times a month

Weekly

Several times a week

Daily

9) How effective was your organization's use of audio/video conferencing to communicate and share documents within your organization during the month of April 2020 (before states started to reopen in May)?

- Not applicable because we did not use audio/video conferencing in April.
- During April **we were not nearly as effective** as the month before COVID-19.
- During April **we were slightly less effective** than the month before COVID-19.
- During April **we were about the same effectiveness** as the month before COVID-19.
- During April **we were slightly more effective** than the month before COVID-19.
- During April **we were much more effective** than the month before COVID-19

10) Please identify up to 3 factors responsible for your rating.

Now we are going to ask you to compare the month of April (before any states started to reopen in May) to a typical month before the COVID-19 pandemic started

11) How effective was your organization in meeting your mission and serving your target population (choose one)?

- During April **we were not nearly as effective** as a typical month before the COVID-19 pandemic started.
- During April **we were slightly less effective** than a typical month before the COVID-19 pandemic started.
- During April **we were about the same effectiveness** as a typical month before the COVID-19 pandemic started.
- During April **we were slightly more effective** than a typical month before the COVID-19 pandemic started.
- During April **we were much more effective** than a typical month before the COVID-19 pandemic started.

12) Please identify up to 3 factors responsible for your rating.

- a. _____
- b. _____
- c. _____

Now we are going to ask you about the past 30 days.

13) How often did you see people *in person* while doing your work in the past 30 days?

- Not at all
- About once a month
- Several times a month
- Weekly
- Several times a week
- Daily

Now we are going to ask you to compare the past 30 days to a typical month before the COVID-19 pandemic started

14) How effective was your organization's use of audio/video conferencing to communicate and share documents within your organization during the past 30 days?

- Not applicable because we did not use audio/video conferencing in the past 30 days.
- During the past 30 days **we were not nearly as effective** as a typical month before the COVID-19 pandemic started.
- During the past 30 days **we were slightly less effective** than a typical month before the COVID-19 pandemic started.
- During the past 30 days **we were about the same effectiveness** as a typical month before the COVID-19 pandemic started.
- During the past 30 days **we were slightly more effective** than a typical month before the COVID-19 pandemic started.
- During the past 30 days **we were much more effective** than a typical month before the COVID-19 pandemic started.

15) Please identify up to 3 factors responsible for your rating.

- a. _____
- b. _____
- c. _____

Now we are going to ask you to compare the past 30 days to the month of April (before states started to reopen in May).

16) How effective was your organization in meeting your mission and serving your target population?

- During the past 30 days **we were not nearly as effective** as in April.
- During the past 30 days **we were slightly less effective** than in April.
- During the past 30 days **we were about the same effectiveness** as in April.
- During the past 30 days **we were slightly more effective** than in April.
- During the past 30 days **we were much more effective** than in April.

17) Please identify up to 3 factors responsible for your rating.

- a) _____
- b) _____
- c) _____

Questions 18 – 20 are referring to the challenges you have had delivering services due to the COVID-19 pandemic. If any of the questions do not apply to your organization, please respond with “not applicable” or “NA.”

18) What challenges is your organization facing delivering and monitoring evidence-based programs directed to individuals, or groups at schools or specific locations because of the pandemic?

19) What challenges is your organization facing implementing and monitoring environmental prevention strategies and other efforts not involving direct services to individuals?

20) What challenges is your organization facing in tracking outcomes or collecting data related to your activities because of the pandemic?

21) Is your organization now involved in any activities specifically focused on addressing or mitigating COVID-19 impacts in your service area?

- Yes
- No
- Don't know

21a.) If you answered “yes” to Question 21, please briefly describe your organization’s COVID-19 efforts

22) What types of financial relief and accommodations has your organization/agency started to provide or increased access to compared to *a typical month before the COVID-19 pandemic started?* (check all that apply)

- Allowed/encouraged telecommuting
- Provided paid time off
- Provided paid overtime
- Relaxed travel requirements/expectations
- Provided social and mental health supports (e.g., Employee Assistance Program (EAP))
- Expanded benefits policies, including health insurance coverage
- Offered payments to employees who were laid off or furloughed due to COVID-19.
- Other (describe): _____
- None of the above

23) To protect your staff, what mitigation practices has your organization/agency implemented to reduce the transmission of COVID-19 (check all that apply)?

- Distribution of personal protective equipment (facemasks, hand sanitizers)
- Promotion of social distancing through policies, changes in office layout, establishing shifts, or other
- Use of video conferencing (e.g., Zoom)
- Written pandemic management plan
- Test staff for the virus
- Mandate mask use
- Monitor staff temperatures and other possible COVID-19 symptoms when entering the office
- Provide instructions for what to do if exposed to COVID-19, feel ill and/or have temperatures.
- Allow staff to work from home
- Other (describe): _____
- None of the above

24) If you have returned to working in an office, what is your perception about whether your co-workers are complying with COVID-19 mitigation efforts, such as social distancing and mask use?

- I have not returned to work.
- Everyone seems to comply.
- Most people comply.
- Only some people comply.
- Almost no one complies.

25) Have any staff at your organization tested positive for COVID-19?

- Yes
- No
- Don't know
- Our organization prohibits me from discussing this information.

26) What assistance or resources do you believe your organization/agency could benefit from in dealing with COVID-19 (check all that apply)?

- Training/technical assistance on how to engage with other organizations, clients, and/or the general public
- Training/technical assistance on program delivery adaptations required because of COVID-19
- Software and/or hardware, or other IT-related services, needed to enhance communications
- Training/technical assistance on modifying your organization's policies and practices as needed to ensure staff safety and address COVID-19 concerns
- Personal protective equipment and supplies
- Training/technical assistance on assessing the impact of COVID-19 on the functioning of your organization, staff, partners and clients and/or general public
- Other (describe): _____

None of the above

27) What are the top three continuing challenges that are hindering your work during the COVID-19 pandemic?

- a) _____
- b) _____
- c) _____

28) What, if any, specific populations has your organization been unable to reach because of the pandemic?

29) When do you think operations will return to pre-pandemic normal?

- Less than 3 months
- 3-6 months
- More than 6 months but up to one year
- More than one year
- Things will never return to pre-pandemic normal.

30) In addition to the information provided above, are there any other ways in which the COVID-19 pandemic has impacted the operation of your agency or organization?

31) Are there any other ways in which the COVID-19 pandemic has impacted you personally with respect to your job performance and responsibilities?

32) What is your email address? We need this to enter you into the random drawing and to send follow-up surveys.

Thank you for taking the time to complete our survey. Your responses are very important and will help to inform the work your organization is doing, as well as the field more generally.