COVID-19 IDD Capacity Impacts

In April 2020, InterHab surveyed IDD service providers to assess the impact of COVID-19. The following information represents a snapshot of the survey results and provides a general overview of the challenges experienced by IDD service providers during the pandemic.

**Fiscal Year 2019 - 2020**

56% of providers reported a decrease in revenue due to COVID-19.

55% of providers have closed or reduced services as a result of COVID-19.

**Total of Survey Respondents’ Revenue Loss**

- Estimated Revenue Loss
- Total of Survey Respondents’ Revenue Loss

$1,249,591.26

**Revenue Loss**

- 26% of providers have lost 10-20% of revenue due to COVID-19.
- 23% of providers have lost 21-30% of revenue due to COVID-19.
- 5% of providers have lost 31-40% of revenue due to COVID-19.

**Workforce**

- 32% of providers have been able to cover open DSP shifts due to COVID-19.
- 23% of providers have been able to cover open DSP shifts due to COVID-19.
- 45% of providers have been able to cover open DSP shifts due to COVID-19.

**Quality of Life**

Based on interactions with clients, the below ratings show the current level of satisfaction with changes to daily life, along with daily routines due to COVID-19.

- 35% of providers have observed a decrease in client satisfaction.
- 23% of providers have observed an increase in client satisfaction.
- 5% of providers are unsure of current client satisfaction.

**Client Migration**

- 4,419 clients have been moved to other DSPs.
- 72% of clients have been moved to other DSPs.

**Overtime Cost Per Day**

- $73,600 estimated overtime costs due to COVID-19.
- $1,207 estimated overtime cost per day.