April 2020

COVID-19 IDD Capacity Impacts

In April 2020, InterHab surveyed IDD providers regarding capacity impacts due to COVID-19. The following information was provided by survey respondents in a sample size that represents approximately 10% of the IDD provider network.

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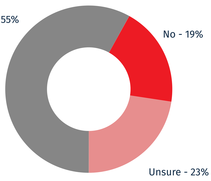
Fiscal Stability

Only 55% percent of organizations have an adequate operational reserve balance to sustain services through the next three months if the pandemic persists. 23% are unsure if they can sustain services, and 19% would be unable to operate.

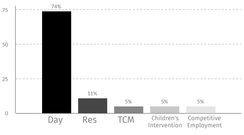


56% of revenue comes from Home and Community Based Services (HCBS)

47% of revenue comes from Targeted Case Management (TCM)

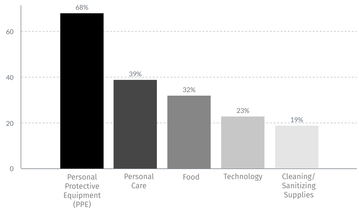
55% of providers have closed/reduced services as a result of COVID-19

44 Days the average number of days these services have been closed/reduced (by April 30)



Total of Survey Respondents' Estimated Revenue Loss During this Time: **$1,249,591.26**

Percentage of providers experiencing the following unanticipated costs of COVID-19:



26% Percent of providers have applied for a SBA loan through the Families First Coronavirus Response Act

Workforce

14% of current DSP vacancies are due to COVID-19 illness/exposure:

8% of current DSP vacancies are due to childcare/family care needs:

10% of providers have furloughed or laid off staff due to COVID-19

$73,600 Estimated overtime costs due to COVID-19

$1,207 Overtime Cost Per Day

32% of providers have had difficulty onboarding new employees due to COVID-19

23% of providers have suspended hiring due to COVID-19

45% of providers have used other staff within their agency to cover open DSP shifts due to COVID-19

4,419 hours have been covered by other staff within the provider's agency to cover open DSP shifts due to COVID-19

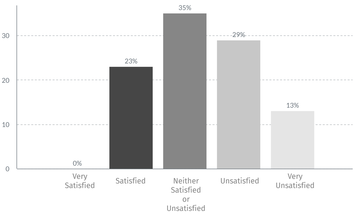
72 service hours are covered on average, per day

Client Migration

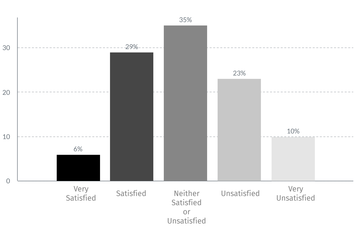
35% of providers have lost clients due to client migration during COVID-19

Quality of Life

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



Based on interactions with your DSPs, the below ratings show the current level of satisfaction in performing work during COVID-19



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