

Community-Based Organizations Survey Summary

Overview

We worked with our partner, Community-Campus Partnerships for Health (CCPH), to develop and field a survey of community-based organizations (CBOs) to understand how they serve their communities, what data or information they use as part of that work, and how they work with partners.

The survey was open from June 9 to July 9, 2020. A total of 174 organizations who self-identified as CBOs were received. CCPH reviewed all submissions to determine eligibility based on the inclusion criteria that CBOs were based in the United States and were not part of a larger organization (such as a hospital or health insurer) resulting in a sample of 144 CBOs. Most eligible CBOs that responded were smaller organizations (with paid staff of 20 or fewer; averaging 200 or fewer clients per month; and having an annual operating budget of \$250,000 or less). Many identified as minority- or woman-owned or -led business that focused their efforts toward people with lower incomes and persons of color.

Assessing community needs before and during the pandemic

When asked about the information or data they used to figure out what services to provide the community, participants noted the following:

- Before the pandemic, CBOs used input from community members (71%), data from community partners (65%), and publicly available data from local agencies (68%).
- Forty percent of CBOs reported changing their data sources to determine what types of services to provide the community since the coronavirus pandemic began.
- During the pandemic, CBOs that changed their sources now reported using input from community members (78%) and publicly available data from local (74%) and federal agencies (62%).
- In their open-ended responses, respondents detailed using data and information to identify community needs, gain a better understanding of their communities and its members, and develop or plan the services they provide.

CBO partnerships before and during the pandemic

When asked about their partnerships, participants noted the following:

- Before the pandemic, CBOs reported partnering with other CBOs (90%), community members (78%), and health care and medical institutions (68%).
- During the pandemic, 56% of CBOs reported forming new partnerships. Of these, new partnerships were formed with other CBOs (67%), community members (43%), public agencies (37%) and health care and medical institutions (37%).
- In their open-ended responses, several CBOs noted they have experienced greater collaboration, increased sharing of data and resources, and increased frequency or intensity of interactions with their partners since the pandemic began.

Challenges experienced by CBOs in response to the pandemic

When asked about the challenges they have experienced, participants noted the following:

- CBOs reported lack of time (55%), shared funding (48%), and shared data (34%) as challenges they have experienced in their partnerships.
- Since the pandemic began, canceling events (76%), reducing programming or services (58%), and limited access to technology (58%) were the most reported difficulties experienced by CBOs.
- In open-ended responses, CBOs reported community members' lack of access to technology (devices and high-speed internet service), lack of comfort with or knowledge of technology, lack of available time, being overwhelmed with information, and difficulty establishing trust with immigrant communities as barriers to community engagement.

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