



Town of Chapel Hill Human Services Agency Survey 2020

Survey Results Summary

July 2020



INTRODUCTION

In the summer of 2020, the Town of Chapel Hill conducted a survey of agencies that applied for funding through our Human Services Program. The purpose of the survey was to evaluate agency satisfaction with our funding process, so that we can continue to make improvements going forward.

SUMMARY OF SURVEY RESPONSES

- Over 82% of the agencies indicated that they are somewhat satisfied or very satisfied with the Town’s Human Services funding application process.
- Over 91% of agencies indicated that they had adequate time to complete the funding application, and over 76% of agencies did not experience any technical difficulties in completing the budget worksheets.
- Agencies reported spending an average of 23.5 hours completing the funding application, an increase of 44% from the year before, when agencies reported spending on average 16.3 hours on the human services application.
- Agencies indicated an interest in more space for detailed budget and program explanations, as well as an online application process.
- Some agencies would like more consistency with the Towns and County on delivery of the application.

RESPONSE ANALYSIS

34 (out of 48) Human Services Agencies participated in the Human Services Agency Survey, a response rate of 71 percent. The survey was first distributed to human service agencies via email to Executive Director and program contact. For those who did not respond by the established deadline, at least one more attempt was made to remind human services agencies about the survey and encourage a response.

Known Survey Respondents

- | | | |
|---|---|--|
| <ul style="list-style-type: none"> • TROSA • Mildred Council Annual Community Dinner • The Jackson Center • RENA • Refugee Community Partnership • PORCH Chapel Hill - Carrboro • Pathways to Change | <ul style="list-style-type: none"> • Orange Literacy • Orange County Partnership for Young Children • MCJC • Kidzu Children’s Museum • KidSCOPE • Inter-Faith Council for Social Service • Duke HomeCare & Hospice | <ul style="list-style-type: none"> • Diaper Bank of NC • Child Care Services Association • Chapel Hill-Carrboro Public School Foundation • Bridge II Sports • Art Therapy Institute • A Helping Hand |
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Q2. Did you experience any technical difficulties completing the budget worksheets?

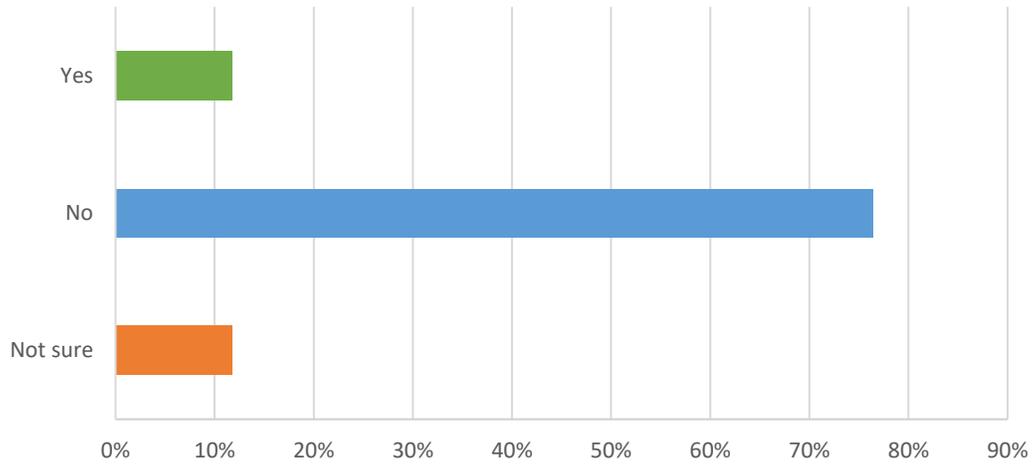


Figure 1. Seventy-six percent of the agencies did not experience any technical difficulties completing the budget worksheets.

Q3. Were you given adequate time to complete the application?

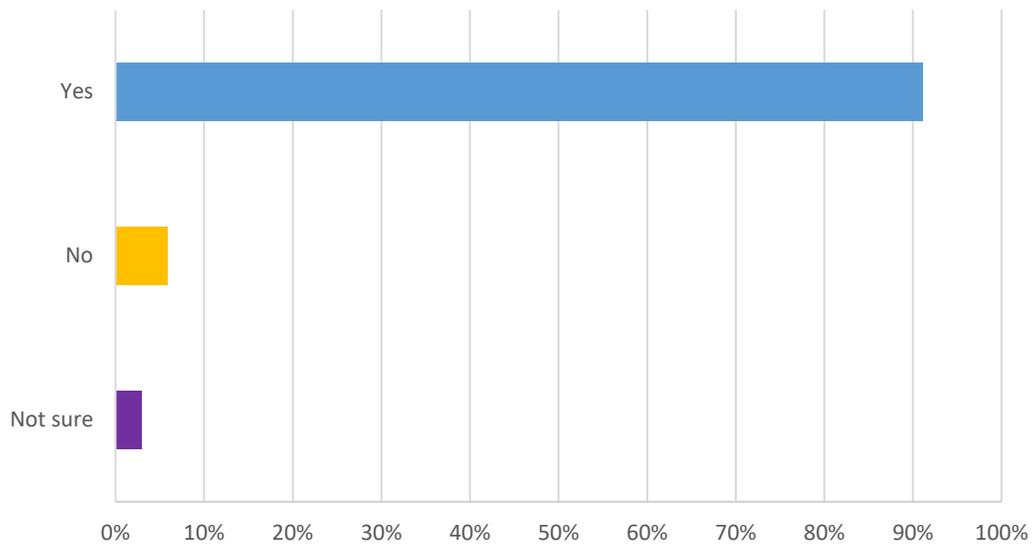


Figure 2. Ninety-one percent of the agencies were given adequate time to complete the application.

Q4. During the application orientation workshop, were all changes in the application addressed?

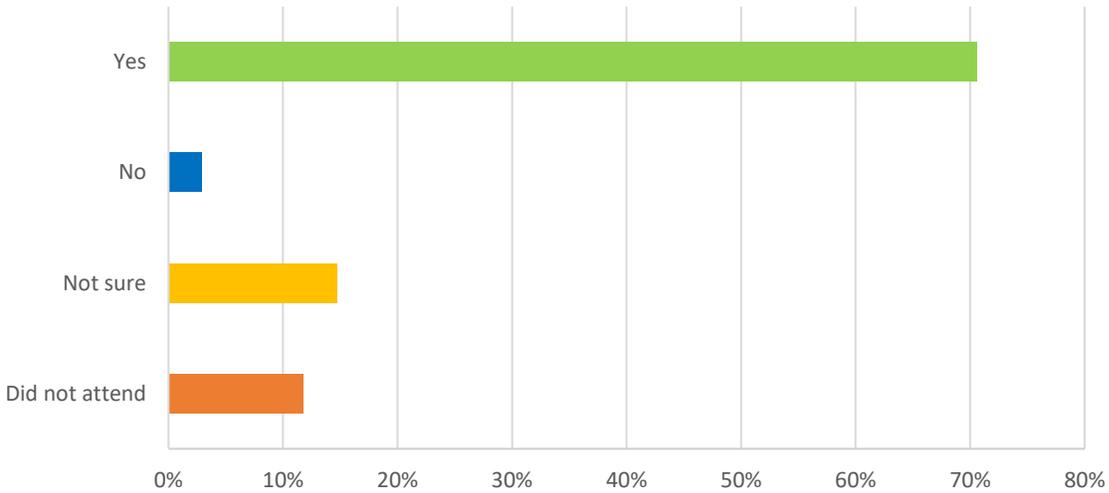


Figure 3. Of the agencies that attended the application orientation workshop, eighty percent stated that all changes were addressed.

Q5. Did you find the Q&A session helpful?

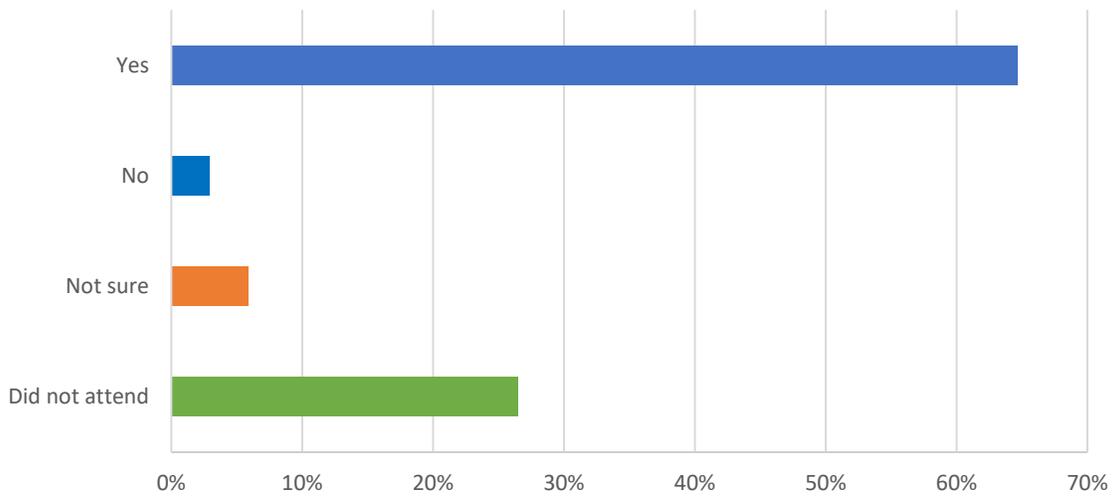


Figure 4. Of the agencies that attended the Q&A session, eighty-eight percent reported that it was helpful.

Q7. Overall, how satisfied are you with the Town of Chapel Hill’s Human Services funding application process?

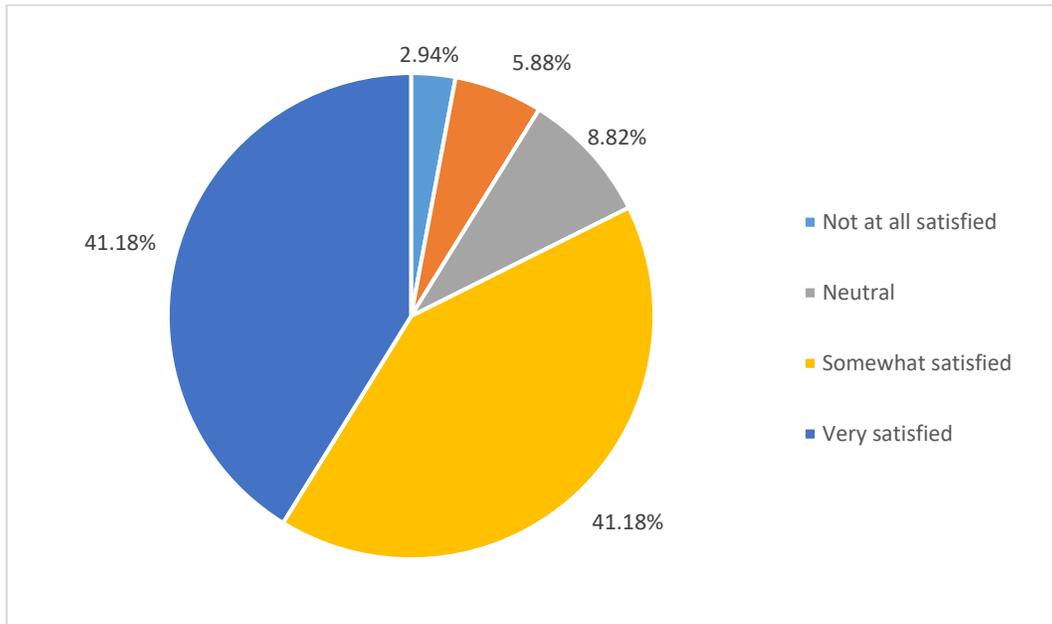


Figure 5. Eighty-two percent of the agencies are somewhat satisfied or very satisfied with the Town’s Human Service funding application process, down from ninety-one percent last year.

Q8. Were your questions answered and was staff helpful during the applications process?

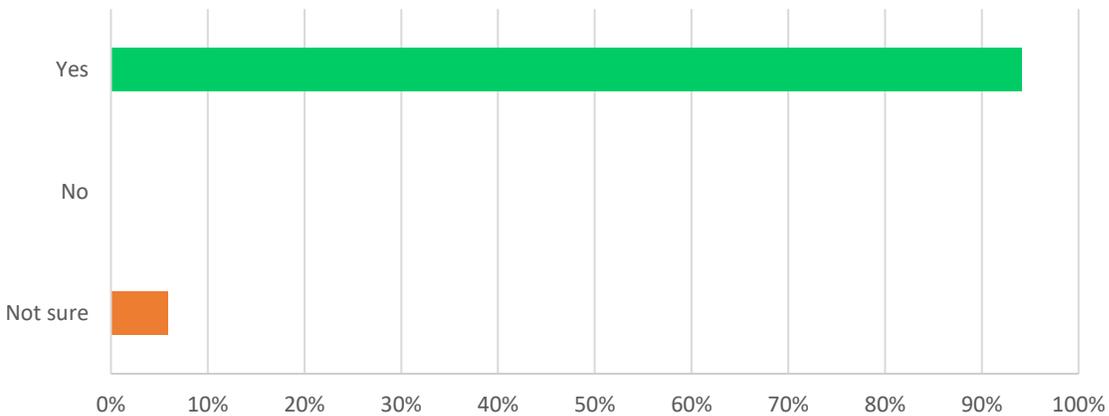


Figure 6. Ninety-four percent of agencies reported that their questions were answered and staff was helpful during the applications process.

Q10. Would your agency be interested in an on-line application process?

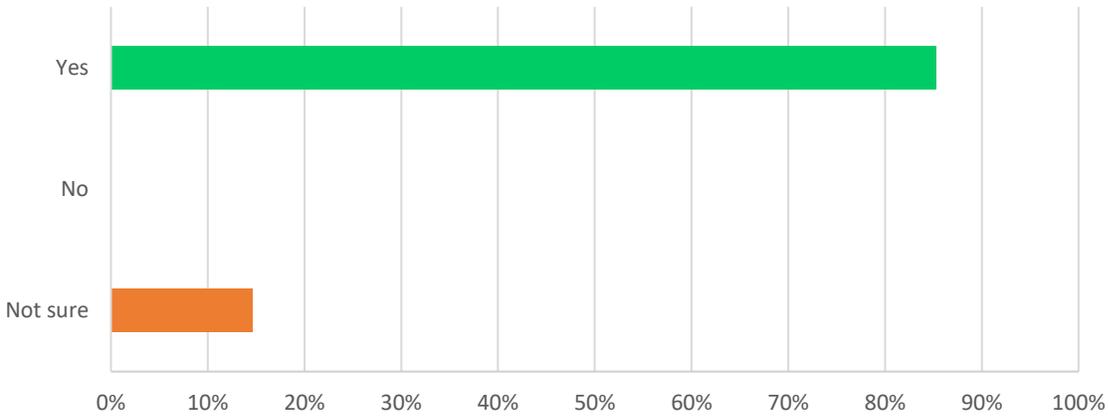


Figure 7. Eighty-five percent of agencies reported that they would be interested in an on-line application process.

Q11. Are you currently using any on-line programs to submit funding applications?

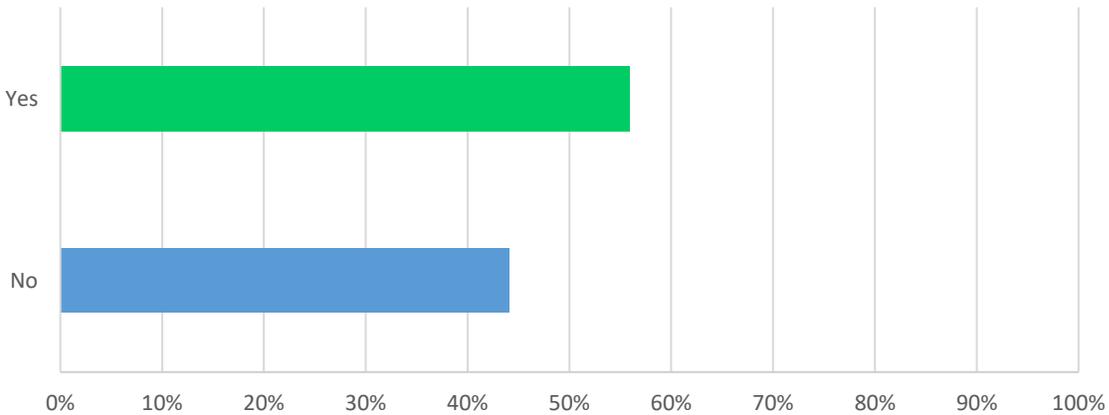
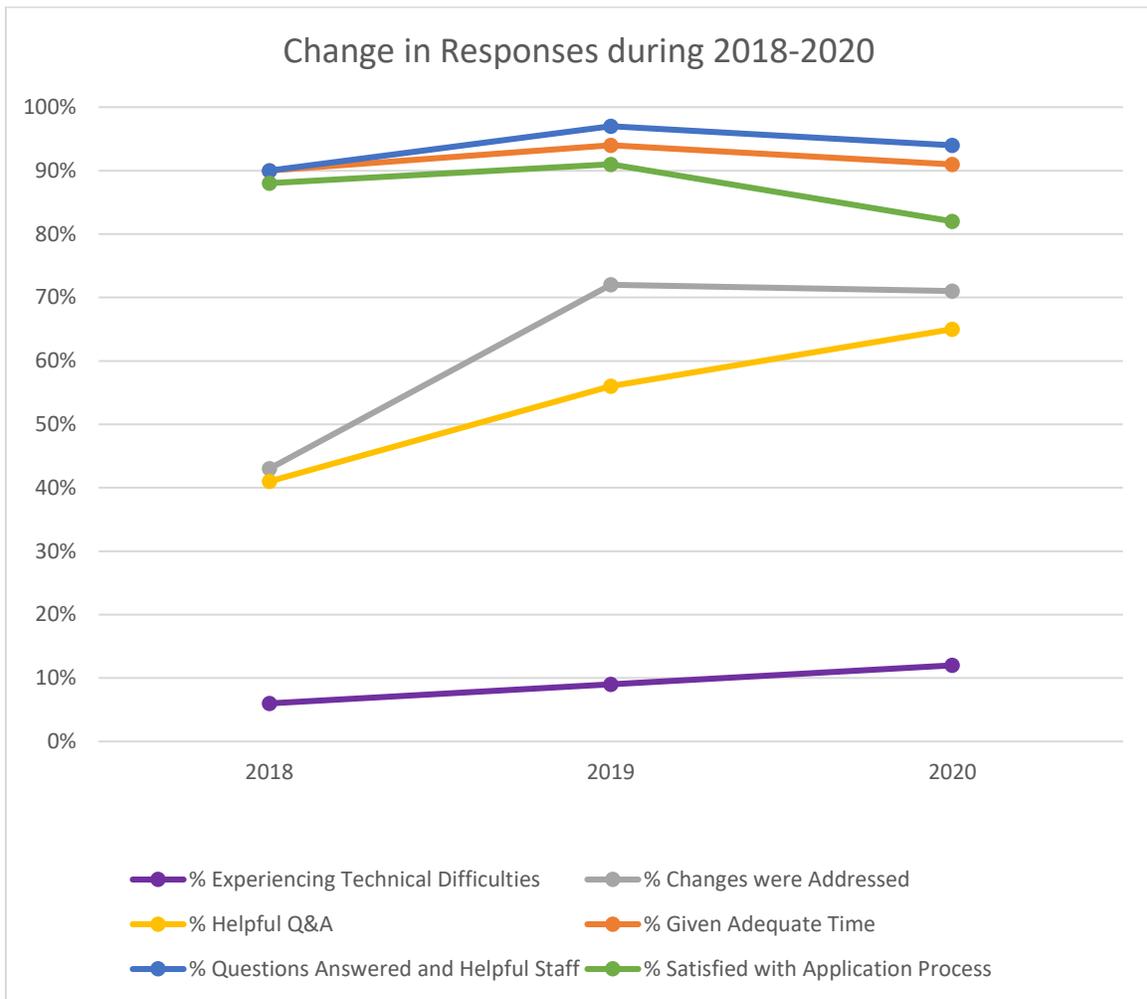
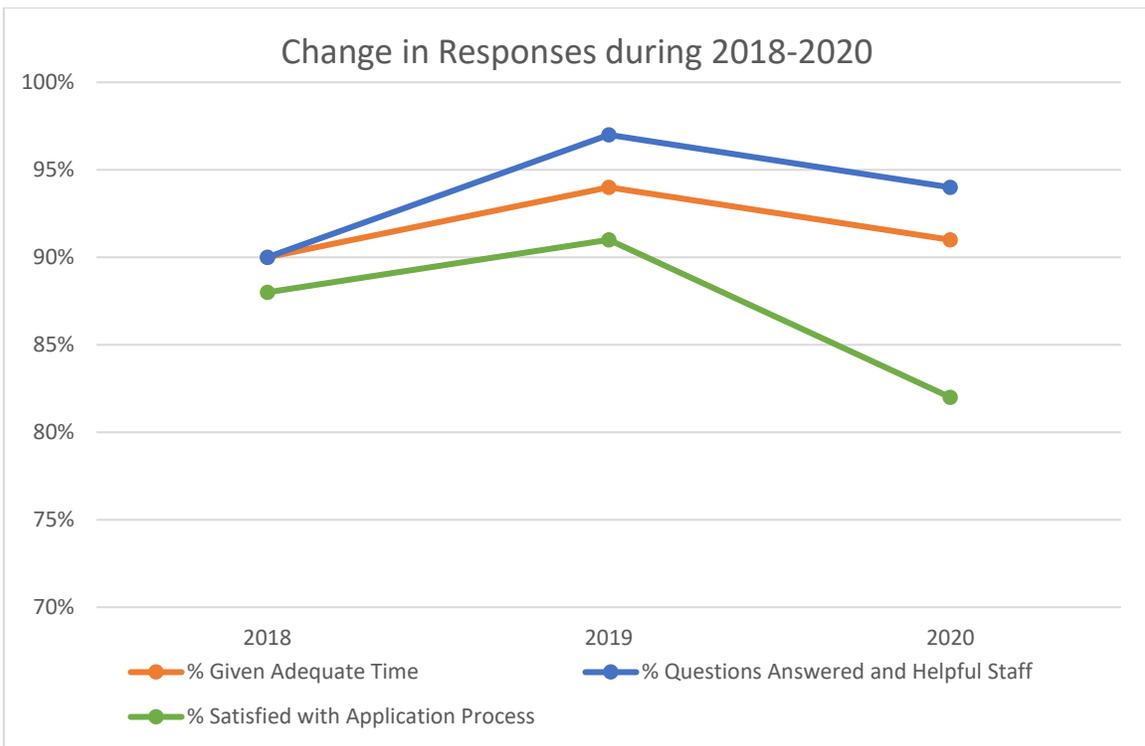
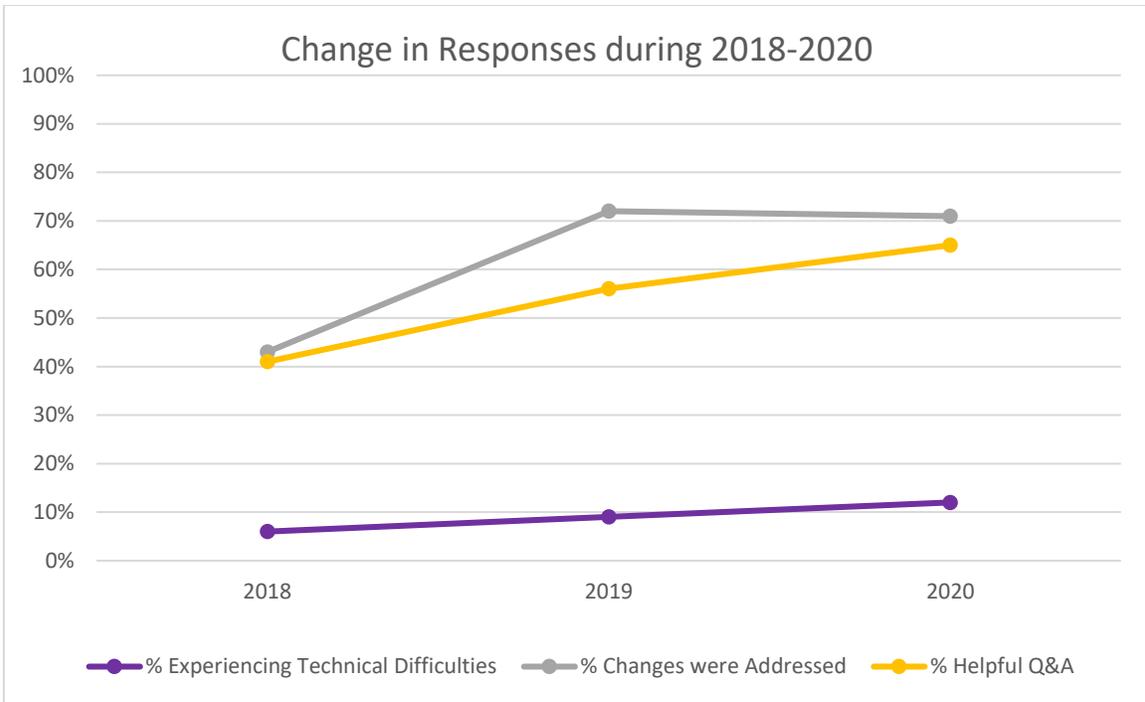


Figure 8. Fifty-six percent of agencies reported that they are using on-line programs to submit funding applications.

Comparisons with Previous Years



- Did you experience any technical difficulties completing the budget worksheets?
- Did you find the Q&A session helpful?
- Were your questions answered and was staff helpful during the application process?
- During the application orientation workshop, were all changes in the application addressed?
- Were you given adequate time to complete the application?
- Overall, how satisfied are you with the Town of Chapel Hill's Human Services funding application process?



APPENDIX

Please see below a summary of additional results and comments from survey respondents.

Q1. How many hours did your agency spend completing the Human Services Application for the last application cycle?

- On average, agencies spent 23.5 hours completing the Human Services Application. Agencies spent between 1.5 hours and 112 hours completing the application. For responses with a range of hours, the average was taken.
- 797.5 total hrs / 34 responses

Q2. Did you experience any technical difficulties completing the budget worksheets?

- The formatting did not maintain fidelity when downloaded
- The categories were narrow. I represent the Mildred Council Annual Community Dinner which was rejected and the categories were not designed to represent well an event such as that.
- Links to the form were not in accessible format for those using adaptive software.
- I have done it in past cycle so I'm getting used to it.

Q3. Were you given adequate time to complete the application?

- Usually, yes, but we got left off an e-mail letting us know of the opening of the funding cycle. However, Jackie Thompson did an individual orientation session for us, which was much appreciated.
- There should be at least a 90 day turnaround time span to avoid crunch time holidays, health, etc.
- Thank you for advance and reminder notices!
- Staff was great help when an issue came up with direction.
- I was allowed to apply past due with a short deadline because the Town was unsure how to classify our organization.

Q4. During the applications orientation workshop, were all changes in the application addressed?

- Yes, Allen Coleman always keeps us engaged and is very informative.
- These workshops are well-prepared and very helpful.
- The small group activities in the session were very beneficial.
- It was my first time through the cycle.
- I had a few questions afterwards but those were answered promptly.
- I feel like adapted sports is on the bottom. Children and adults with disabilities who need to exercise get no opportunity. Our mission did not fit your boxes.
- Was not invited and therefore I did not attend. The Town was still working on our previous year's application which is why we were given the past due extensions.

Q5. Did you find the Q&A session helpful?

- Was able to call back to address the question we had.
- Very helpful

- This is a great idea and appreciate the drop in manner of it.
- The Town decided to fund the 23 Annual Community Dinner seven months after our application was rejected by Human Services in 2019
- Somewhat.
- Continue the drop-in sessions please, they're super helpful!
- Both Jackie and Allen answered my questions and provided helpful feedback.
- All staff interacts were pleasant and helpful.
- All of the time and patience given by the staff were appreciated.

Q6. Are there any changes that you would like to see addressed in the application?

- No
- Yes, the panel should be diversified to include more people who are new every year – it's the same people on the panel year after year.
- Yes. The application form is too long, often repetitive and inappropriate for a one time event. It would also be helpful to say that this Department is not an appropriate funding stream for a one time event such as the Community Dinner.
- Yes
- Would love an more automated process. I'm fairly new (two years) completing this application and so many state and federal grant programs are using automation process.
- Would be helpful if there was less demographic info required. This is often hard to obtain.
- We had an electronic issue with submitting the application to the email addresses for each municipality. It would be helpful if there were one centralized submission location, from which the applications would be distributed to the three municipalities.
- This year's application appeared to be easier to fill out.
- Not in the application, but some kind of immediate auto-reply confirming receipt of email submission of applications would be helpful, especially since file-size email limitations can create difficulties in receipt of all emails and documents by all agencies.
- Not at this time.
- Nope. I thought it was a good application.
- None
- No, thank you.
- Not that I can think of.
- Never in a million years did I think I'd request the *addition* of a section, but I'd like to be able to describe the "problem" that our programs address, preceding the description of the program.
- n/a
- More consistency between different objectives sections
- Less bean counting
- It is a smooth process
- If would be helpful if the both the Chapel Hill and Orange County outside agencies used the same information so one form would apply to both.
- If possible in the age category if the ranges could be categorized with age groups that go beyond 51+

- I would love if the application went completely virtual through an online portal. But, I appreciate the steps taken to make it more and more electronic each year!
- I wish we had a more inclusive community. Disability is not part of it at the moment.
- I think the changes that have been made in the last 2 years are great.
- I really appreciate all the ways in which the application was shortened, but I do think it would help to have one additional question (or extra space) that just allows organizations to share a bit longer (250 words?) explanation of the specific program and what will be changing in the future year.
- I can't think of any.
- I am always concerned that I am not providing enough information about the project and giving an adequate description of the activities within the project, but I am not sure that that requires a change to the application.
- Allow more room for description of agency programming.
- 1. Eliminate – Board signature – Date of incorporation unless first time applicant. 2. Reduce attachments – unless first time applicant – and eliminate: - Solicitation License, provide space to input NCSL# - Federal Tax-Exemption Letter, provide space for EIN# - SWPF form 3. Online application
- One online form universal for all municipalities
- Home repair funding cost for small repairs of one time every 4 years for non-profit to help homeowners to keep their homes affordable. This funding will be for \$35,000.00 and the repairs will be based on survey of community home repairs specified by staff and homeowner reviews.

Q7. Overall, how satisfied are you with the Town of Chapel Hill's Human Services funding application process?

Q8. Were your questions answered and was staff helpful during the application process?

- The staff are amazing!
- Staff was very kind, encouraging, and forthcoming.
- Staff was very helpful during the process.
- Staff is always helpful.
- Staff are very responsive and helpful.
- Ms. Jackie Thompson is very helpful and willing to answer any questions I had concerning the application process.
- Jackie Thompson is a very helpful and understanding representative of the Town of Chapel Hill.
- It was very helpful, and much appreciated.
- I have always found the staff at the information sessions very helpful, and I know that I can call on Jackie Thompson with any questions that I may have about the application and the process.
- I actually didn't have any questions.
- Huge thank-yous to Jackie Thompson and Allen Coleman for always being so available to us!

Q9. If you could change anything about the Human Services funding process, what would it be? (Please specify below)

- n/a

- None
- We realize that funding is limited and you have multiple agencies requesting funding, but it would be helpful if agencies who have standing history and results were given greater access to funding to ensure budgets are not cut.
- Unable to think of anything at this time.
- This probably isn't possible, but I would delay the timeline a tad so that it is really possible to show significant results and do planning by the time you apply for funding again. It moved up so much this year that we barely had the results of the first 6 months, so it was a bit rushed.
- The process awards funds to the same organizations again and again without thinking more broadly about all the needs in the community. And, since funds to this program never increase there is no interest in expanding the grantees because that would hurt the groups already receiving funds.
- The output requirements be a little more generic.
- Streamline the focus areas so it's clear the type of funding that will be awarded. The process is getting more and more competitive every year and I feel like I'm wasting my time applying because the services of my organization don't meet the definition of "human services" for the TOCH.
- Shorter forms, make it less of a competitive feeling and re route important (often arts related) events to an agency which is better suited to judge the applicants needs and merits.
- Organizations providing basic safety net services that would otherwise need to be provided by government entities would have sufficient dedicated funding for such services.
- Once again, none come to mind.
- Nothing that I am aware of at this time.
- Nothing I can think of.
- No specific recommendations.
- No
- NA
- Multi year awards
- If we could change the process it would to make some organization a line item on the town budget at \$12,000.00 per year for three years and adjust by \$2,000.00 for each year after the four years.
- I think the process is seamless.
- I think the changes that have been made in the last 2 years are great.
- I think it could be helpful if reporting for the three municipalities were also centralized since we receive funding from all three and the information is relatively the same. But I do understand if that's logistically difficult since not everyone receives funding from all 3.
- I have no suggestions.
- I don't think I would change anything at this point.
- I benefited from the group session during the information meeting. It would have been helpful if and experienced applicant was in each group.
- Have the funds be more inclusive. When the choices were done, there was only one group represented. None doing adapted sports. People with disabilities need to exercise and recreate

too. If only we all had legs and bodies that did what we wanted. We could be served the many opportunities in CH.

- Easier reporting. Less information required on demographics.
- Completely virtual application via online portal.
- At a minimum all agencies with more than 5 to 10 year civic engagement with the Townships should receive automatically 5,000 or 10,000 depending on size.
- All the increasingly counting of heads and identities is difficult. I understand the reasoning, but it becomes a bit much.

Q10. Would your agency be interested in an on-line application process?

- The previous question read my mind on the comments I made above!
- That would be much preferred to the email submission in my opinion.
- Perhaps having two options – online and paper
- Only if organization system is comparable
- It depends a lot on the system. Some online systems are easy to navigate and others can be quite frustrating. I find the email system ok but it could be nice to have individual items to attach – so I can see advantages
- I think it is often good to meet the people who run those organizations which are applying and to really find out more about what they do and who they represent. We are becoming a remote and ergo detached society
- I suppose it depends on how easy it is to use the online program.
- Have a task force of 5 agencies plus staff
- As long as various people can be working on the application at once...

Q11. Are you currently using any on-line programs to submit funding applications? If so, what programs are you using?

- We use a number. Grant.gov etc.
- We have used a variety of online portals provided by funding organizations.
- We have applied for funding online, but I am not sure what tools were used.
- We apply to upwards of 40 funding organizations per year, many of whom use online programs. The most popular seems to be grantinterface.
- Some of the grants we have applied for recently had online applications. For example, Triangle Community Foundation, Booz Allen, Hurricanes grant, Alkermes, etc
- Salesforce
- Most grants now we apply for go through Flux or GrantInterface. I find grant interface a bit easier.
- Microsoft Edge
- If you'd like, I can connect you with some foundations in the area that use very use-friendly grant portals (this is Melissa Spil from TROSA).
- I am not sure of the program – it is through the Governors Crime Commission
- Funder-supplied programs
- Foundant

- eC-Impact. But there are limitations to the system and would not want those technical limitations to restrict the ability to submit appropriate narrative and content.
- Cybergrants; grantstation; grantinterface
- Cybergrants.com is one example

Q12. How has COVID-19 impact your organization?

- Yes. We are seeing a 400% increase in requests of diapers, period products, and adult incontinence supplies.
- Yes we were unable to serve many customers directly but resulting in virtual process but with limited for to build a virtual process for those with special needs and loss of contract labor.
- We've moved to doing all online therapy. Our groups in the schools were cancelled but we are able to still work with individual clients. We have moved some of our non-school based groups online and are offering lots of workshops and classes online. Our revenue has decreased but there a greater need for mental health services so we are hopeful our finances will stabilize.
- We work with underserved older adults and it has been difficult to navigate the guidance related to our model. It required us to rethink ways to engage our constituents and has been extremely stressful for the staff, who have done a great job of pivoting to contact free activities. Funding has been very competitive and with the necessary quick turnarounds, a lot to handle.
- We were unable to hold Camp ReLEAF as regularly scheduled in April. This Camp is a very popular Camp for children experiencing grief because of the loss of a loved one.
- We have switched from fundraising for just educational purposes to fundraising for basic needs for our students and families. We are playing a major role in Food for Students/Food for Summer and working to get food, rent assistance, utility bills assistance, etc., for families.
- We have seen greater need for our hunger relief services and have had to modify our program delivery methods to avoid our usual large gathering of volunteers and clients. We have continued serving our clients and expanded enrollment, providing grocery gift cards by mail each month (also to partner organizations) and resuming some fresh food distribution in May.
- We have seen a dramatic drop in the number of hours volunteered. Due to COVID restrictions many programs were suspended.
- We have moved to an all-online format for both one-on-one tutoring and classes. When restrictions ease, we will begin a hybrid version with a mix on in-person and online sessions, supplemented by self-paced instructional software. We do have some students who are currently unable to participate due to a lack computer and/or internet access.
- We have lost over 40% of our revenue.
- We have lost a ton of money. Half of our budget is fee for service and everything stopped. Not clear how much will come back. Also it is just hard to work through this, mentally, socially, and intellectually.
- We have had to postpone this year's April 26 event which is being funded by the Town of Chapel Hill with \$1000 through the Cultural Affairs Department. We have not posted a new date for the postponed event yet since that depends on the COVID 19's trajectory. We had to cancel food and entertainment arrangements with local providers and community organizations.
- We have had less employers participating in our program.

- We have all had to make major “pivots” to meet needs and in the process have discovered how well we do this when we work in partnership with the community. We’ve pulled together in a big way by getting creative while focusing in on our mission. Thank you all for supporting our efforts.
- We had furloughed an employee. All our services moved from in-person to virtual. We adapted quickly, but the transition to innovation with online technology has been challenging.
- Very much so. Our group now has nothing.
- The Soltys Adult Day Health Program had to close March 20th due to the COVID-19. Many of the caregivers in the community are experiencing challenges on a daily basis. Although the program is closed to the public, we continue to do wellness check-ins and provide resources to caregivers.
- The need for basic safety net services has increased. The methods for providing these services are more complicated, and staff have more potential exposure to Covid because services cannot be provided remotely.
- The Kitchen is take-out only. Pantry and Emergency Financial Assistance interviews are conducted by phone. Members pick up groceries in the parking lot. Doorbell an intercom promote safe walk-up communications. Staff and volunteers wear masks and distribute them to members. Individual shelter residents have been relocated to a hotel, and HomeStart is housing families.
- Since March, we have been closed, communicating by email, phone, and teleconference. Providing in-person training and providing on-site technical assistance to child care facilities has been curtailed because of closures and safety protocols. We, however, have been the liaison with the child care community to determine need, provide info, and find solutions to issues.
- Our earned revenue is \$0 and we are fundraising to stay alive. This is a very difficult time for us as we do not fall into the category of “essential services”.
- Our doors have been closed since March 16. We have pivoted to virtual services which has been fine for our direct client services; however, our outreach and school-based services has suffered due to shifting priorities in CHCCS. We’ve spent considerable funds to make this pivot and we are looking at an extremely tight FY 20-21 resulting in some painful personnel cuts.
- Our community education work has been more difficult because of school closure and a lack of public events. We have moved many of our services to virtual, but will still meet with clients in person when needed.
- Moved all services to virtual. KidSCOpe therapists are providing telehealth through a HIPAA approved platform, consultants are providing consultation virtually, and developmental day centers and parent education programs are providing virtual classes, and supports while getting activity packets and needed materials and supplies (diapers/wipes) to families.
- Made us more virtual.
- In short, our work has increased. All our staff have become organizers, calling neighbors to connect them to resources, delivering information, masks, food, educational activities, and other critical supplies. We’ve found ways to make our programmatic work safe and accessible so that it can continue. But we’ve also recognized that basic needs are such a challenge.
- Had to work from home

- Current conditions have had a significant impact on the child care landscape, with many child care providers temporarily closing their facilities and child attendance drastically reduced in those facilities remaining open. These impacts have greatly affected CCSA's services as we have adapted to changed demands and modes of delivery.
- COVID-19 has impacted TROSA in a lot of ways. We've had to adapt our programs and daily responsibilities to include things like daily temperature checks, very stringent cleaning/disinfecting multiple times a day, telehealth/counseling, and social distancing. We also had to close TROSA Moving and TROSA Thrift for a few months, resulting in nearly \$2M in lost revenue.
- COVID-19 has changed the way we operate in many ways. We've shifted to providing services digitally and those of our staff who can work from home are doing so. While we have seen somewhat of a financial hit, I believe we will come out the other side stronger for the adaptations to services we've made.
- Classes that have generally been conducted in the community have been moved to Online via Zoom. Being creative during these challenging times like the rest of the world.
- Changed our operations to help maintain safety of staff, volunteers and recipients. Expanded services to meet increased need, adding additional services not regularly part of our service to help fill gaps created by COVID.
- Because it has tripled the magnitude of the barriers, esp language barriers, that block access to critical services and resources for non-English speaking communities, our Membership has swelled by ~200 new Members in 2 months. With widespread job loss, exorb. cost of living, and targeted eviction attempts, the urgent need for recurring financial assistance is meteoric.
- Affected all in-person services Shift to remote is not simple in human services
- RENA is still serving the community as a food distribution station for the hold family, no after school and summer camp is on hold. We are still a resource site for the many communities around Rogers Road and Eubanks Road, we are operating on a reduce hours Monday thru Saturday (10:00 until 3:00pm)

Agency Name (optional)

- TROSA
- The Mildred Council (Mama Dip) Annual Community Dinner celebrating our community's cultural diversity
- The Jackson Center
- ROERS-EUBANKS NEIGHBORHOOD ASSOCIATION (RENA)
- Refugee Community Partnership
- PORCH Chapel Hill – Carrboro
- Pathways to Change
- Orange Literacy
- Orange County Partnership for Young Children
- MCJC
- Kidzu Children's Museum
- KidSCOpe
- Inter-Faith Council for Social Service

- Duke HomeCare & Hospice
- Diaper Bank of NC
- Child Care Services Association (CCSA)
- Chapel Hill-Carrboro Public School Foundation
- Bridge II Sports
- Art Therapy Institute
- A Helping Hand

Additional Comments and Suggestions

- We appreciate the efforts to streamline the application process, standardize submission by e-mail and to focus funding decisions being as the pot of money has not grown proportionately to the number of agencies wanting to receive funding. Not enough space to talk about COVID19 impact!
- Thanks for the opportunity to provide feedback!
- RENA is scheduling the Annual Back to School Bash and the fore-mate will be Drive-by-and-go August 08, 2020 from 12-Noon until 4:30pm. (as long as the funding and the supplies remain in place) Looking to start the back to After School once we get the permission to move forward.
- I look forward to hearing about an alternative funding arrangement for the 24th Mildred Council Annual Community Dinner given our rejection by the Human Services Committee. The Town is proud of its continuing support of the event for which we are grateful but I have yet to hear how that will happen in the 2020/21 budget cycle Thank you
- I appreciated the personal approach that was present during the entire process. Everyone I engaged with seemed genuinely interested in the organizations that were presenting.
- I appreciate the efforts to make things simpler. The best way to make a good grant is to know the agency, its staff, its history. There is a limit to what an application can show. Thank you.
- All of the support and assistance, both during the application process, and after with COVID-19 have been appreciated.

Survey Questions:

1. How many hours did your agency spend completing the Human Services Application for the last application cycle?
2. Did you experience any technical difficulties completing the budget worksheets?
3. Were you given adequate time to complete the application?
4. During the applications orientation workshop, were all changes in the application addressed?
5. Did you find the Q&A session helpful?
6. Are there any changes that you would like to see addressed in the application? (please specify below)

7. Overall, how satisfied are you with the Town of Chapel Hill's Human Services funding application process?
8. Were your questions answered and was staff helpful during the applications process?
9. If you could change anything about the Human Services funding process, what would it be? (please specify below)
10. Would your agency be interested in an on-line application process?
11. Are you currently using any on-line programs to submit funding applications? If so, what programs are you using?
12. How has COVID-19 impact your organization?
13. Agency Name (optional)
14. Additional Comments and Suggestions