

# Community Action's Response to COVID-19 March-May 2020

192 Community Action Agencies (CAAs) and 28 State offices completed a survey regarding how they worked together to keep essential services and information available to clients when they needed it most.

## Between March 1st & June 1st:

### Dedicated Response

# 96 PERCENT.

of state office and CAA survey respondents continued work in-person or remotely while increasing regular communication with partners.



**OPEN  
FOR BUSINESS**

### Rapid Response

## CAAs Expanded Services to Meet Increased Need

How Local Agencies Responded to Need



CAA survey respondents saw an increased need for assistance across multiple areas and expanded services to help those who needed it.

### Creative Response

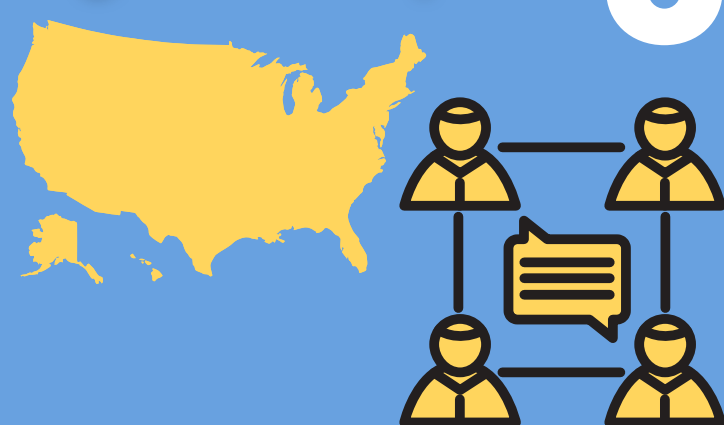
# 87 PERCENT

of CAA survey respondents streamlined procedures to improve accessibility and safety, including shifting to electronic signatures and the delivery of virtual case management.



### Large-Scale Response

# OVER 1,000



Community Action Agencies across the country provided stability and security for those affected by the COVID-19 crisis.

This survey was conducted by the COVID-19 Response Group (CRG) which is composed of the National Community Action Partnership (NCAP), the National Association for State Community Services Programs (NASCSPP), the Association of Certified ROMA Trainers (ANCRT), the National Community Action Foundation (NCAF), as well as representatives from CAAs, state associations, and state offices.

