

**YWCA ON THE FRONTLINES:
COVID-19 IMPACT on the YWCA Network**

May 2020

YWCA USA represents more than 200 local associations that collectively employ over 12,500 individuals across 45 states and D.C. YWCA primarily serves women, girls, and families through their childcare, housing, and domestic and sexual violence services. In response to the COVID-19 crisis, YWCA USA is regularly collecting survey data from its local associations to better understand the challenges and policy solutions needed to maintain services and meet increasing demands.

The following results are based on survey feedback from 146 local YWCAs covering 41 states and the District of Columbia in the early part of May.

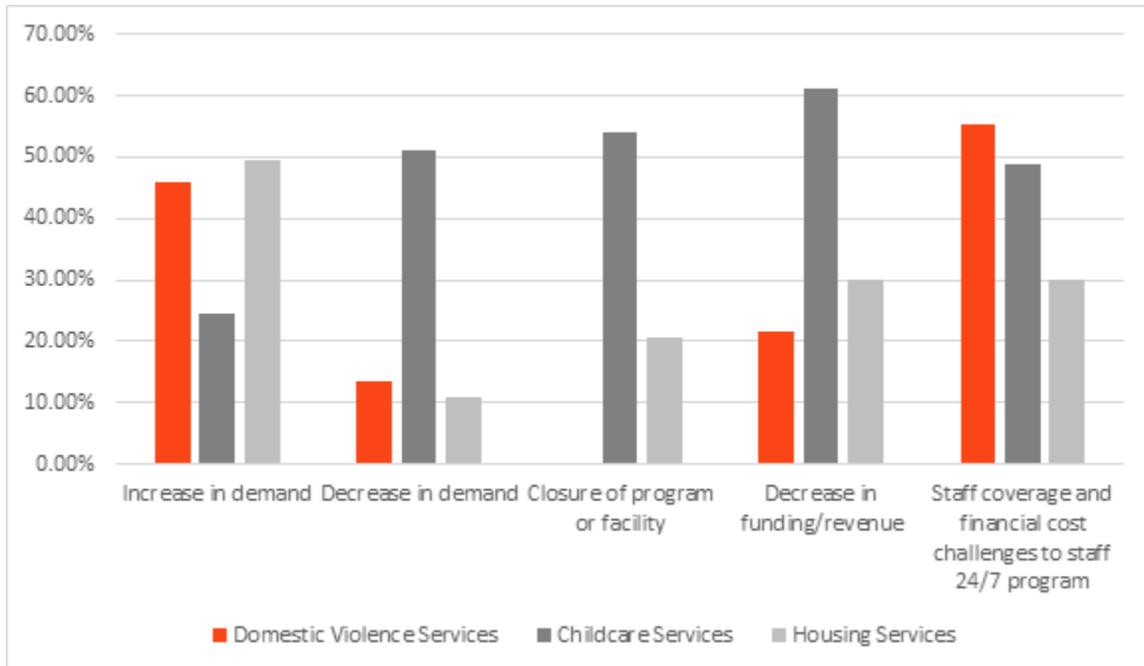
- 74 YWCAs who provide **domestic violence services** responded to our early May survey and reported that they were continuing to provide services during the COVID-19 crisis. Of those, 46% reported an increase in demand for services.
- 89 YWCAs who provide **childcare services** (Head Start, Infant/Toddler, Pre-Kindergarten, Kindergarten, or School-Age: Before/After care) responded to our early May survey. Of those, 54% reported having to close a childcare program, and 61% of the providers still operating reported a decrease in childcare funding/revenue.
- 73 YWCAs who provide **housing for low-income women, seniors, veterans, and others** in need of housing responded to our early May survey and reported that they were continuing to provide services during the COVID-19 crisis. Of those, 49% reported an increase in demand for housing.

I. STATE

1. Alabama (1)	15. Kansas (1)	29. North Dakota (1)
2. Arizona (2)	16. Louisiana (2)	30. Ohio (9)
3. California (9)	17. Maine (1)	31. Oregon (1)
4. Colorado (2)	18. Maryland (1)	32. Pennsylvania (13)
5. Connecticut (4)	19. Massachusetts (9)	33. Rhode Island (1)
6. Delaware (1)	20. Michigan (4)	34. Tennessee (3)
7. District of Columbia (1)	21. Minnesota (3)	35. Texas (5)
8. Florida (2)	22. Missouri (2)	36. Utah (1)
9. Georgia (1)	23. Montana (3)	37. Vermont (1)
10. Hawaii (3)	24. Nebraska (3)	38. Virginia (4)
11. Idaho (1)	25. New Hampshire (1)	39. Washington (6)
12. Illinois (8)	26. New Jersey (2)	40. West Virginia (2)
13. Indiana (4)	27. New York (13)	41. Wisconsin (3)
14. Iowa (6)	28. North Carolina (5)	42. Wyoming (1)

II. IMPACT ON SERVICES^{1,2}

YWCAs who provide domestic violence and housing services have seen increases in demand for services during the early part of May. YWCA childcare providers' reports of decreasing demands aligns with the high rates of childcare providers' closures due to COVID-19.



Graph above represents significant impacts around:

- Closure of childcare program or facility (48 of 89 YWCA childcare providers)
- Decrease in funding/revenue for childcare services (25 of 48 YWCA childcare providers)
- Increased demand for domestic violence services (34 of 74 YWCA domestic violence service providers)
- Increased demand for housing services (36 of 73 YWCA housing providers)
- Increased staffing and programming costs for domestic violence services (41 of 74 YWCA domestic violence service providers)

¹ Responses to question: "Has this program area experienced any of the following changes due to the impact of COVID-19?"

² Percentages for increases and decreases in demand, decreases in funding/revenue, and increases in staff coverage and financial cost/challenges to staff 24/7 programming are based on responses from those providers still providing services during COVID-19.

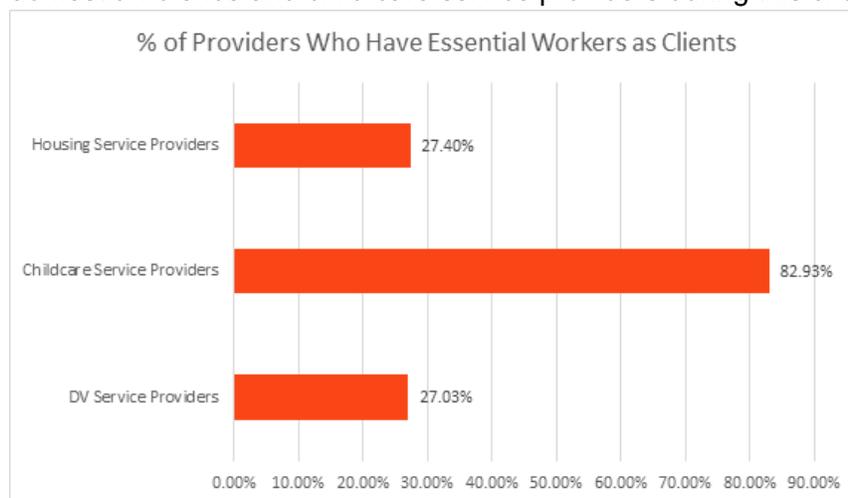
III. IMPACT ON SERVICE CAPACITY³

The COVID-19 crisis has resulted in a large increase in service requests by YWCA clients, resulting in YWCA providers quickly reaching their service capacity. However, most YWCAs are still finding innovative ways to continue to accept new clients. For example, 34% of domestic violence service providers are at or above capacity; however, only four providers are no longer able to accept new clients.



V. SERVICE POPULATION⁴

Around the country, YWCAs have been opening their doors to essential workers in need. For some providers, up to 100% of their clients are essential workers, further underscoring the pivotal work of domestic violence and child care service providers during this crisis.

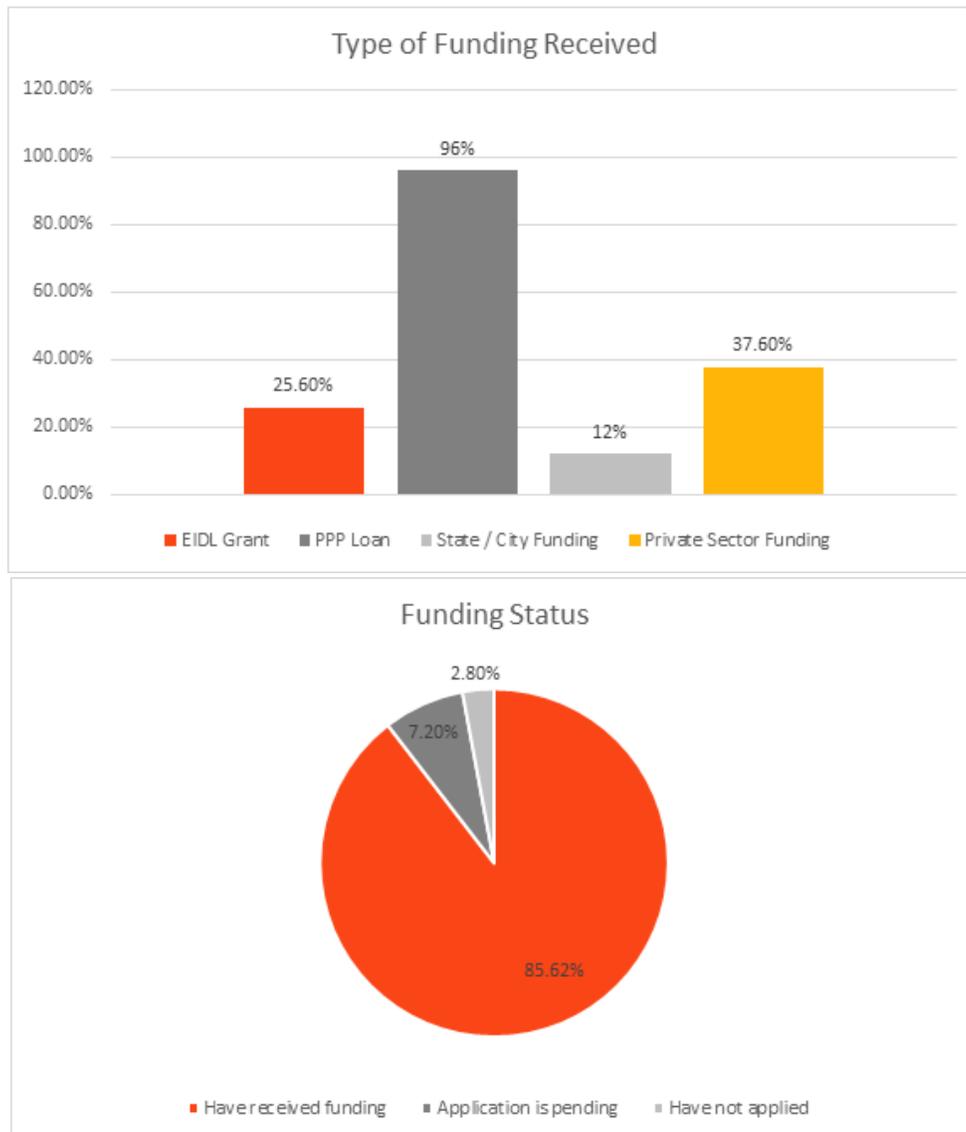


³ Responses to Question: "Does your program have the capacity to accept new clients?"

⁴ Responses to question: "Is this program serving any healthcare professionals and/or essential workers? As of today, what is the approximate number of people being served on a daily basis?"

VII. FEDERAL RELIEF⁵

An overwhelming majority (96%) of YWCA applicants for all forms of financial assistance offered through the CARES Act received funding through the Paycheck Protection Program, with a quarter also receiving assistance through the EIDL Grant program, and more than a third through the private sector. A majority of applicants for the various funding types had applications approved and had received their funding by May 4.



⁵ Tabulated from responses to questions: "Has your association been approved for government or private sector funding related to COVID-19?" and "Please indicate the dollar amount approved and/or received for each funding category."

VIII. STORIES FROM THE FIELD⁶

YWCA Greater Cincinnati, Ohio

*We have had to make several adjustments to our **domestic violence** programming, including moving our clients to motels for safety reasons. Costs for motels and security guards to protect their safety are now upwards of **\$38,000 per week**.*

YWCA Boulder County, Colorado

*Our **early childcare** program will be opening next Monday. We have delayed it twice due to extended county stay at home orders. The staff is especially anxious about returning back during this time but committed. The fact that they are considered essential workers and yet our society continues to disregard these critical roles with lower pay and recognition is a stinging point. We are also continuing to move forward with our child care center expansion because we are anticipating several facilities in our area having to close or to take lower numbers of children.*

YWCA Pierce County, Washington

Established in Tacoma in 1906, YWCA Pierce County opened Washington State's first **emergency shelter for victims of domestic violence** in 1976 and now serves over 15,000 adults and children annually who are seeking help due to domestic violence. Here are a few quotes from staff members:

- *Clients appreciate everything we are doing for them. A client who had been encountering every bump in the road imaginable told me I was the light at the end of her tunnel.*
- *The future is uncertain and people are scared. Clients have expressed their appreciation that we are able to continue services and help navigate their legal cases so that they can protect themselves and their children. Home is not safe for everyone, especially survivors who are quarantined with their abusers.*
- *However hard this pandemic is for us, it is extra difficult and complicated for the families we serve. Think about what staying home means for someone whose home is not safe. It's critical that we continue to be a place that families can turn to for support.*

YWCA New Britain, Connecticut

*Our **childcare center** is open to essential personnel and currently serving 20 children, but we are waiting on a state waiver to serve more children. In the meantime, income is extremely tight. Although we have received PPP funds and are hiring back staff, it must be fully expended by June 30th. If enrollment is still restricted, it's likely we will have to lay staff off again.*

Questions? Contact Pam Yuen, Government Relations Manager, at pyuen@ywca.org.

⁶ Responses to question: "Please share any personal stories about your successes or challenges regarding the association's response to COVID-19."