

Identified Community Needs:

City of San Antonio Information and Resource Platforms

City of San Antonio - 311 | Metropolitan Health District (Health) – COVID 19 Community Hotline | Human Services (DHS)– Homeless Hotline and Utility Assistance Portal | Neighborhood and Housing Services (NHSD)– Housing Assistance Call Line

Community Information and Resource Platforms

United Way of San Antonio & Bexar County (UWSA) - 211 | San Antonio Community Resource Directory (SACRD)

- ✓ All Information and Resource platforms reported significant increases in requests with the majority of these requests falling within the below identified categories (March – Early April 2020):

Requested Services	Community Operated Systems		City of San Antonio Operated Systems				
	United Way 211 74% Increase in Calls from Feb. – Mar. 2020	SACRD Mar. 2020	311 77,295 calls in Mar. 2020	COVID 19 Community Hotline 9,038 calls from Mar. 30 to Apr. 10	Homeless Hotline Opened Apr.10 with average of 50 calls daily	Utility Assistance 791 Requests Submitted Week of Mar. 30	Housing Assistance 838 Requests Received on Apr. 6
COVID 19 Related	✓	✓	✓	✓			
Rent/Mortgage Assistance	✓	✓	✓	✓			✓
Utility Assistance	✓	✓	✓	✓		✓	✓
Food	✓	✓	✓	✓			
Housing	✓	✓		✓	✓		
Emergency Shelter	✓	✓		✓	✓		
Medical Care / Prescription Assistance	✓	✓		✓			
Employment/ Unemployment	✓		✓	✓			
Mental Health Care	✓	✓					
Legal Assistance	✓		✓	✓			
Substance Abuse Treatment	✓			✓			
Child Care	✓		✓	✓			
Domestic Violence	✓			✓	✓		
Tax Assistance	✓			✓			
Public Benefits	✓			✓			

* Table includes multiple data elements that are tracked from a variety of information and resource platforms that have differing capacity to collect social services related requests. Data includes reports of anecdotal and estimated requests related to social services requests.

Non-Profit Partner Impact:

Key Impacts to Nonprofit Agencies:

<p>Loss of Fundraising/Revenue Impact Cancellation of Fundraising events, loss in participant fees, loss in donations, and decreased funder reimbursement due to program closures – increased need to connect to new Federal funding</p>	<p>Increased Operational Costs Impact Increased operational costs related to technology investments, direct welfare to clients, staffing needs and overtime costs, and facility cleaning supplies and protocol</p>	<p>Decrease in Volunteerism Cancellation of volunteer activities and events</p>
<p>Increase in Basic Service Needs Increased requests from current clients for food, housing, child care, mental health and employment supports</p>	<p>Modification to Client Operations Disruption of traditional services to clients, redirection of staff to support critical needs, and limitation of face to face interaction with clients</p>	<p>Technical/Remote Work Challenges Increased need for technology platforms to perform work remotely</p>

Sources:

- ✓ **City of San Antonio – Human and Workforce Development Services Delegate Agency Survey:** COVID 19 Response - Partner Agency Survey (April 3, 2020 – 52 respondents)
- ✓ **UWSA , H.E. Butt Foundation, LISC San Antonio, and San Antonio Area Foundation (SAAFDN)–** COVID 19 Nonprofit Weekly Survey (Began March 13, 2020 – 58 respondents with 43% responding more than once)
- ✓ **Social Venture Partners, UWSA, and Nonprofit Council –** South Texas & Hill Country Nonprofit Immediate Needs Survey April 2020 (87 respondents)

Highlighted Initiative Responses:

Community Fundraising Campaigns

SAAFDN & UWSA- COVID 19 Response Fund (\$2.4 M awarded as of April 10th)
 Nonprofit Council & Big Give – Big Give Emergency Relief Fund (\$524K raised as of April 10th)
 San Antonio Food Bank – COVID 19 Response Campaign

Highlights of Expanded and/or New Initiatives

<p>Emergency Food San Antonio Food Bank; School Districts; and City of San Antonio - DHS, Parks & Recreation, & Pre-K 4SA; & Homeless Partners</p>	<p>Expansion of Rental/Mortgage Assistance City of San Antonio – NHSD & San Antonio Housing Trust; UWSA; & SAAFDN</p>	<p>Emergency Shelter Expansion City of San Antonio – DHS; South Alamo Regional Alliance for the Homeless (SARAH); & Homeless Providers</p>
<p>Homeless Resource Hubs City of San Antonio - DHS; Christian Assistance Ministries; Travis Park Church; Harvest Church; & SARAH</p>	<p>Child Care For Essential Workers UWSA; SAAFDN; City of San Antonio – DHS; YWCA of San Antonio; Workforce Solutions Alamo; & Texas Workforce Commission</p>	<p>Virtual Volunteerism (In Progress) City of San Antonio – Office of Innovation; DHS; USAA; UTSA; Geekdom; SAAFDN; & UWSA</p>
<p>Domestic Violence Screening Imbedded in City Programs (In Progress) City of San Antonio – Health, DHS, & NHSD</p>	<p>Expansion of Wi-Fi Citywide (In Progress) City of San Antonio – Government and Public Affairs, ITSD, & Office of Innovation; VIA Transit; San Antonio Housing Authority; & Digital Inclusion Taskforce</p>	<p>Family Independence Initiative (In Progress) City of San Antonio – DHS; H.E. Butt Foundation; SAAFDN; and Methodist Healthcare Ministries Initial Investment of \$190,000</p>
<p>Remote Volunteer Income Tax Assistance Operations City of San Antonio – DHS; UWSA; San Antonio VITA Coalition</p>	<p>Community Health and Prevention Team – Citywide Information Campaign City of San Antonio - Health, DHS, NHSD, Police & Fire</p>	<p>Senior Connection & Coordination (In Progress) City of San Antonio - DHS; WellMed Charitable Foundation; Successfully Aging and Living in San Antonio (SALSA – SAAFDN); & Alamo Area Council of Governments</p>