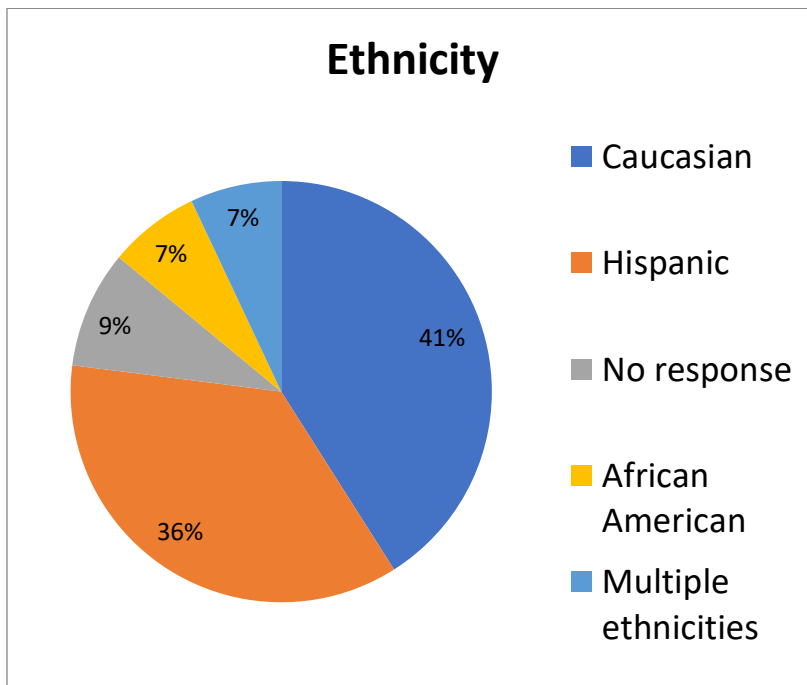
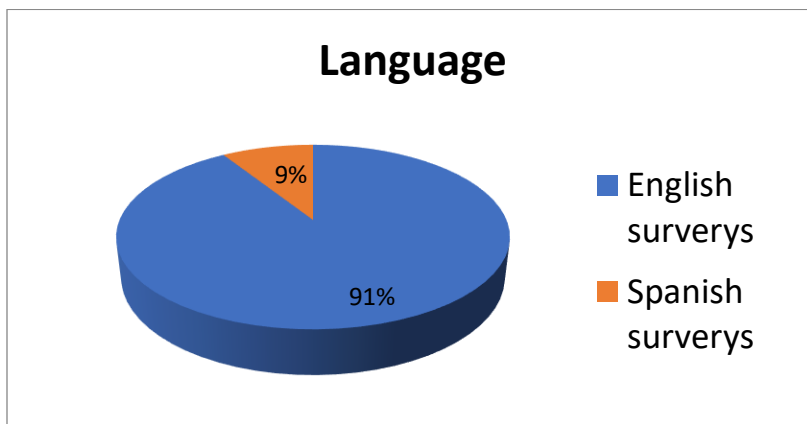


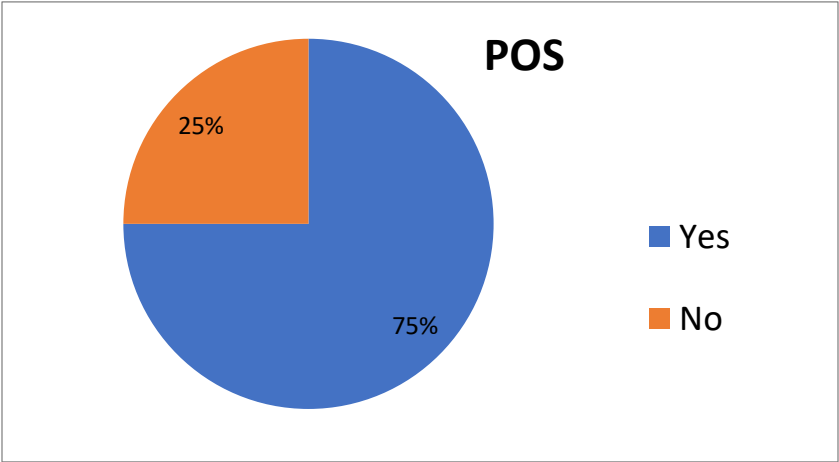
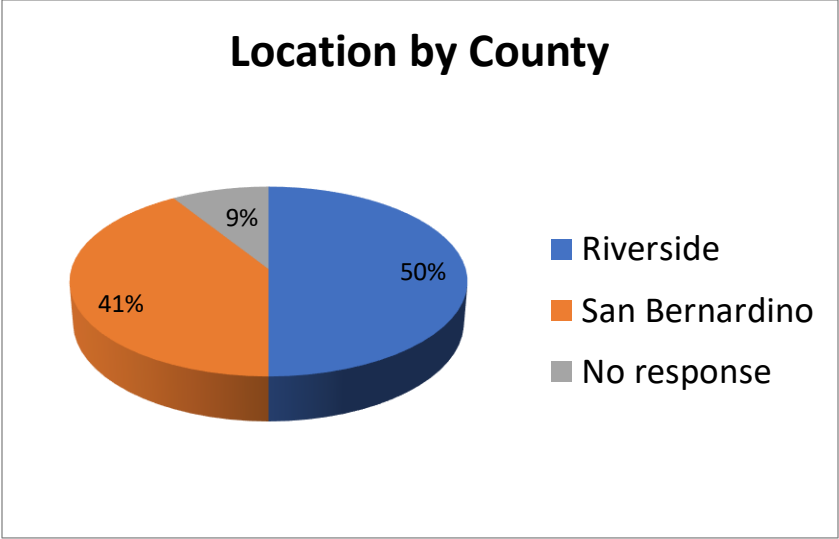
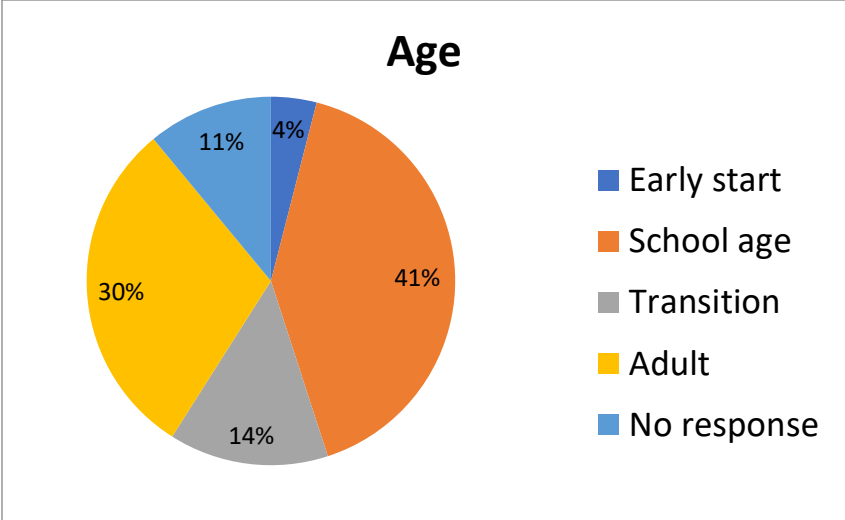
COVID-19 Survey 2020

IRCs COVID-19 survey was offered to the community from May 4, 2020 to June 30, 2020. The survey link was made available on IRCs social media platforms, the IRC website, and was emailed to six parent support groups across both Riverside and San Bernardino counties. A total of 56 surveys were received, 51 English and five Spanish. Survey results indicated that 75% of the clients have POS and 25% do not. Seventy-one percent (71%) of the surveys came from a family member of an IRC client. Forty-one percent (41%) reported client ethnicity as Caucasian, 36% reported client ethnicity as Hispanic. Forty-one (41%) of the surveys reported the clients to be of school age and 30% reported the client to be of adult age. Between both counties, 50% of the surveys came from Riverside county and 41% came from San Bernardino county.

Demographics

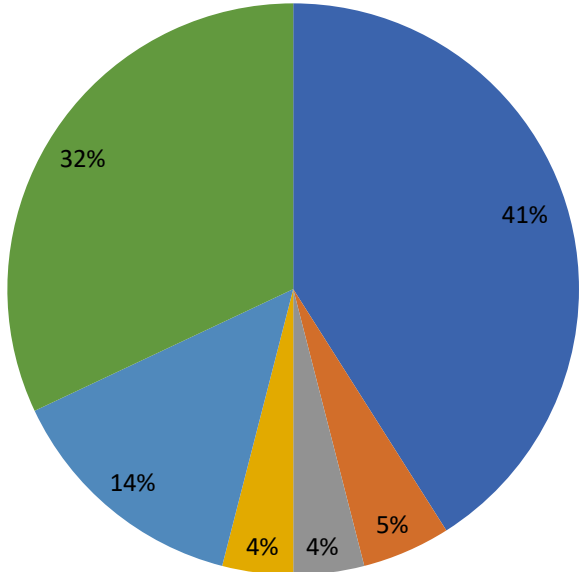


COVID-19 Survey 2020



COVID-19 Survey 2020

Type of POS



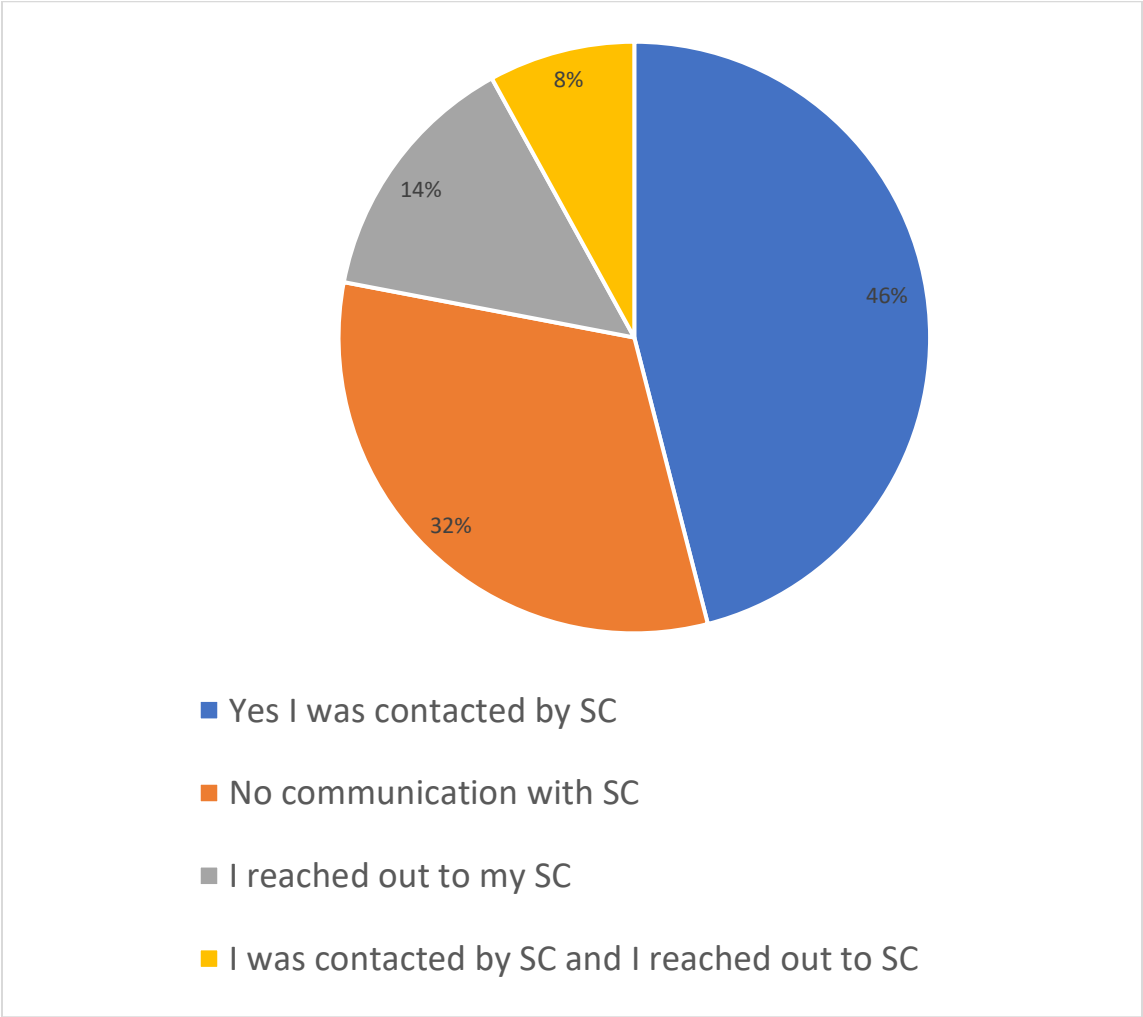
- Respite
- Residential placement
- Early Start services
- Job Coach
- No response
- Other POS (ILS, IINH, SD, ABA, IPP only, etc.)

COVID-19 Survey 2020

Survey Questions

1. Have you been in contact with your Service Coordinator since the COVID-19 stay-at-home orders were issued in mid-March?

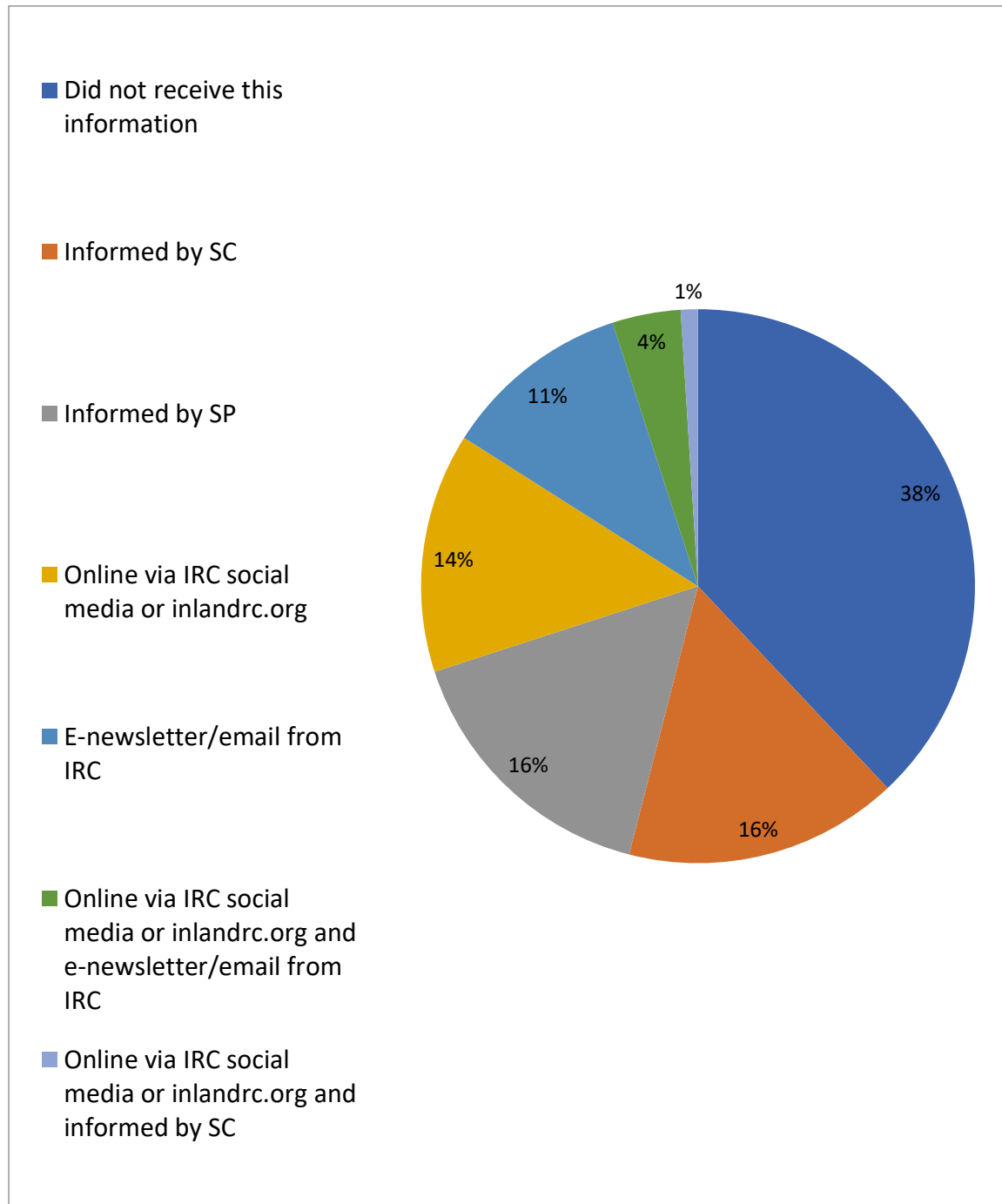
Survey results indicated that 46% of families were contacted by their CSC and 32% reported no communication with the CSC.



COVID-19 Survey 2020

2. In mid-March IRC Service Providers who were eligible began providing teleservices via phone, video chat, etc. How were you informed of this transition?

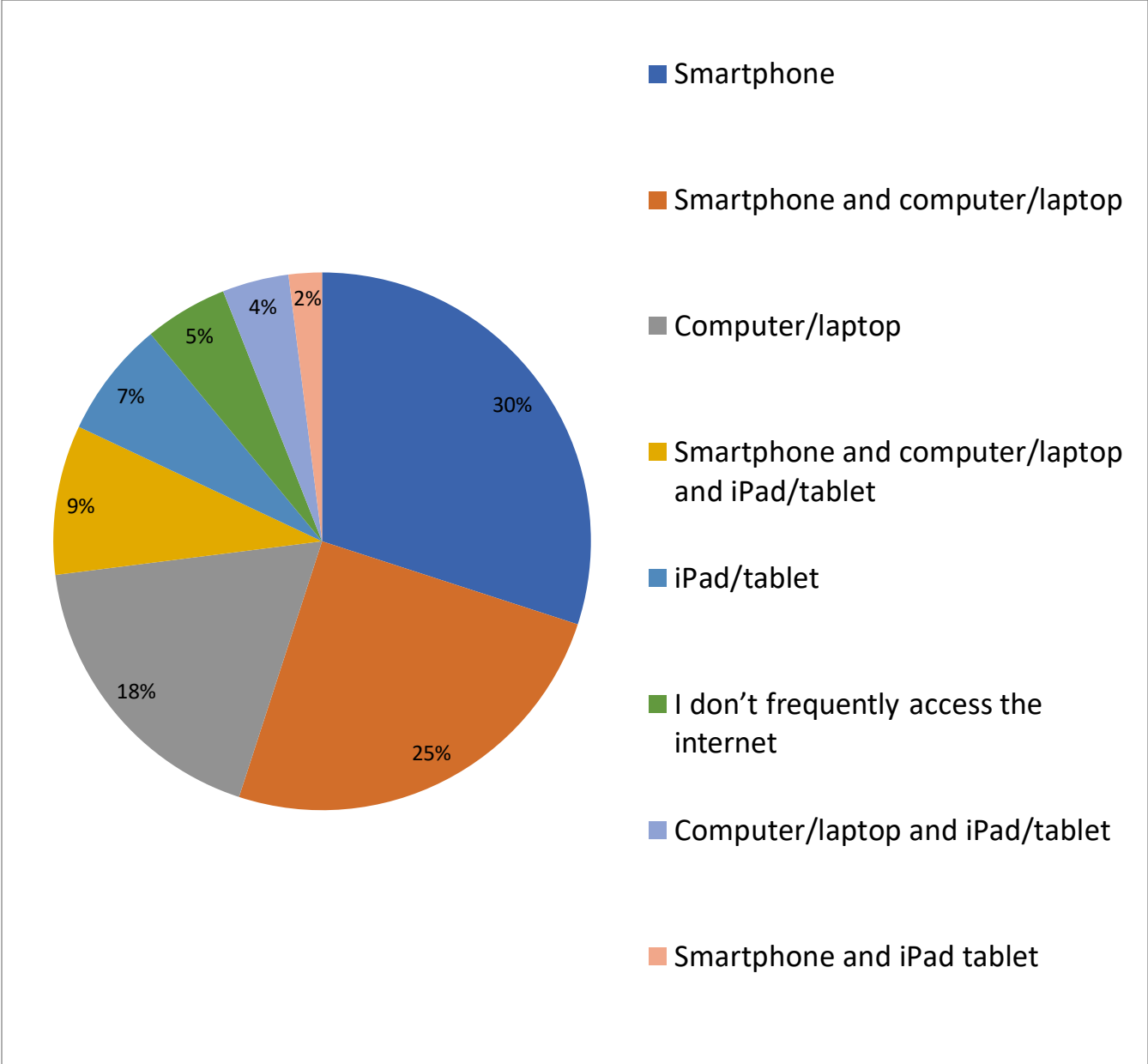
Survey results indicate that 38% of families did not receive this information, 16% received this information from their CSC, 16% from a Service Provider followed by 14% who received this information online via IRC social media or inlandrc.org.



COVID-19 Survey 2020

3. What is your main method of accessing the internet and online content?

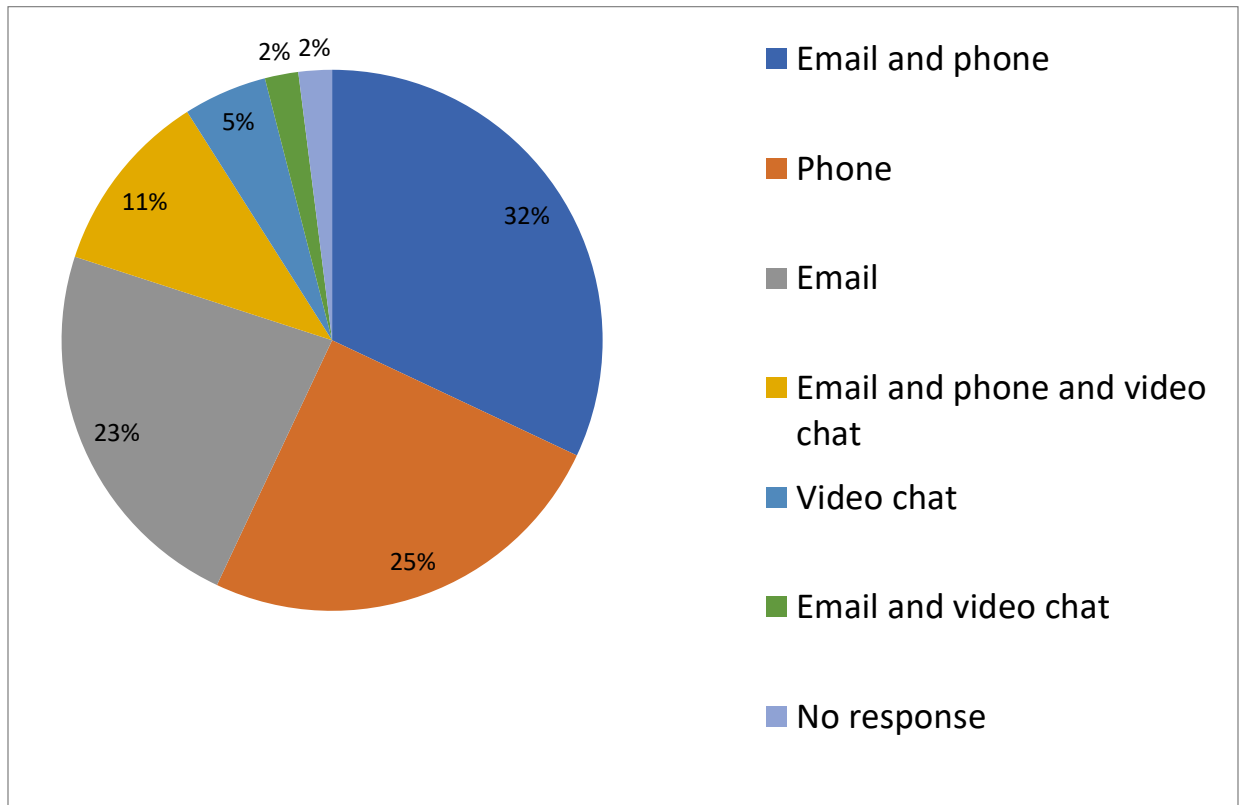
Survey results indicate that 30% access the internet using a smartphone, 25% access the internet using both a smartphone and a computer/laptop, and 18% only use a computer/laptop to access the internet.



COVID-19 Survey 2020

4. How would you prefer to communicate with your Service Coordinator?

Surveys indicate that 32% of families prefer to communicate by email and phone, 25% by phone only, and 23% by email.



5. What are your main concerns regarding COVID-19?

43 responses received, 13 – no response

Summary of qualitative data:

Most common concerns

- Concerned of being exposed to COVID-19 by service providers
- Safety and wellness
- Lack of services/interruption of services
- Fear
- Isolation
- Mental health

Moderate concerns

- Food
- Regression
- Lack of resources

COVID-19 Survey 2020

Least concerns

- Behaviors
- Safety in school or program
- Unsuccessful tele therapy
- Concerned of being alone
- People following COVID-19 guidelines
- Test workers
- Reach out to clients

6. How do you feel IRC can best assist you during this time?

41 responses received, 15 - no response

Summary of qualitative data:

Most common responses

- CSC check-in with client/ more and better communication
- Good job IRC/ CSC has been supportive
- Bilingual list of resources, updates, and information

Moderate responses

- Help when kids go back to school
- PPE
- Continue remote sessions to avoid risk of exposure
- Nothing needed at this time
- Not sure

Least responses

- Help with getting health insurance
- Outreach and activities
- More program development not less
- Do the right thing
- Encourage resumption of programs
- No assistance received during this crisis
- Get healthy residents out of facilities and back with their family and back to day programs to assure their safety and best life

COVID-19 Survey 2020

7. How are you connected to IRC?

Surveys were submitted mostly by family members of IRC clients (71%) followed by 13% of clients submitting a survey.

