



COVID-19 Impact on the NeighborWorks Network

March 15, 2020 to April 30, 2021



Top, courtesy Famicos Foundation, Cleveland, Ohio. Center, bottom courtesy Westside Housing, Kansas City, Missouri.

- **As demand for services increased, the NeighborWorks network expanded its capacity:** In response to the COVID-19 pandemic, after 12.5 months, the NeighborWorks network furloughed a total of 144 staff members, laid off 215 staff members and hired 1,036 staff members for newly created positions.

- **NeighborWorks network organizations lost \$143.4 million in rental collections** through the end of April 2021. In April 2021, rental collection losses represented on average 9.1 % of NeighborWorks network organizations' rental portfolio collections, compared with 6.7% in March 2020.

- **Organizations where people of color comprised the majority of the community served felt a longer-lasting impact from the crisis:** In April 2021, 21% of NeighborWorks network organizations serving communities with a majority of people of color reported they were able to operate six months or fewer in current conditions, compared with 12% of organizations serving majority white communities. Relatedly, in April 2021, 53% of NeighborWorks network organizations serving communities with a majority of people of color reported a continued increase in demand for food and nutrition assistance services, compared with 43% of NeighborWorks organizations serving majority white communities.

- **NeighborWorks network organizations spent more than \$60 million in COVID-related costs**, from technology for telework and virtual service delivery (\$7.2 million) to unanticipated or overtime pay for staff (\$10.3 million).

- **Government programs helped stabilize NeighborWorks network organizations at the start of the pandemic:** 91% of NeighborWorks network organizations applied for funding from the Paycheck Protection Program (PPP). Of those who applied, 99% were approved. NeighborWorks network organizations applied for \$137.6 million in PPP and received \$134.2 million

- **Nine in 10 NeighborWorks network organizations conducted outreach or counseling to inform community members about their rights** under the applicable eviction moratoria and/or of their mortgage forbearance and rent relief options.

- **NeighborWorks network organizations responded directly to their communities' most basic needs:** NeighborWorks network organizations serving renters provided over 1.3 million services to their tenants and other renters in their communities. Notably, *about half a million of those services (497,000) were related to providing food and basic necessities.* NeighborWorks network organizations directly assisted nearly 70,000 households with cash resources for rental assistance.

- **Rental collections for commercial properties decreased dramatically** at the beginning of the pandemic (47% for mixed-use and 50% for stand-alone in April 2020), but greatly improved a year later (86% for mixed-use and 83% for stand-alone in April 2021).