COVID-19

EFCA Member Phone Survey
April / May 2020

Early in May, EFCA Board Member Debra Little completed a phone survey with 25 select EFCA member organizations to gather information on the impact of COVID-19 and the resulting statewide shelter-in-place order on their businesses over the past two months. EFCA surveyed members during the last week of April / first week of May, and most calls lasted at least 30 minutes, with some lasting much longer.

Overall, members were pleased to have an opportunity to share their experiences. The results of this phone survey illuminate a mix of emotions ranging from concern about economic uncertainty and the safety of both crew and customers to excitement around planning and preparation for dealing with the pent-up demand.

Are you still able to work?
- Yes: 88%

Have you had to furlough, lay off, or let go of employees?
- Yes: 52%

Do you think you’ll be able to hire them back post-C-19?
- Yes: 54%
- No: 15%
- Uncertain: 8%
- Will add employees: 8%

Did you apply for PPP?
- Yes: 60%

Have you received the funds yet?
- In progress: 80%
- Denied: 13%
- Yes: 7%

Planned use of funds?

Do you have work on hold?
- Yes: 52%
- Unsure: 32%
- No: 16%

Will you have to start over looking for more work?
- Believe it will pick up: 40%
- Need new leads: 40%
- Expect slow start: 12%
- Will take advantage of pent-up demand: 8%

What do you see as the biggest challenge for your business once the economy opens up?

There were many responses to this prompt, those that came up most often include:

- Keeping staff, crews, and homeowners safe and healthy
- Economic uncertainty and homeowner reluctance to spend money
- Access to trained employees and training for new employees
- Cash flow issues and filling the sales pipeline
- Price competition and supply chain issues