

The National Community Survey CARES for COVID-19 Recovery

As COVID-19 causes upheaval nationwide, it perhaps makes the biggest impact on local governments. As part of your COVID-19 recovery planning efforts, it will be important to understand and track local impacts to inform decisions. A major component of guiding your community forward is ensuring that residents' needs and preferences are considered. So Polco's research team, [National Research Center \(NRC\)](#), created [The National Community Survey™](#) CARES (The NCS™ CARES) to assist local governments in this large undertaking. The NCS CARES provides essential resident input needed for creating an effective, evidence-based recovery plan. Our survey tools and online platform allow leaders to directly engage residents and receive accurate and actionable feedback.

The NCS CARES will provide you with invaluable insight while complying with the eligibility requirements of the CARES Act. According to [Section 601 \(d\) of the Coronavirus Aid, Relief, and Economic Security \(CARES\) Act](#), expenses associated with conducting a recovery planning project or operating a recovery coordination office are eligible for CARES funding.

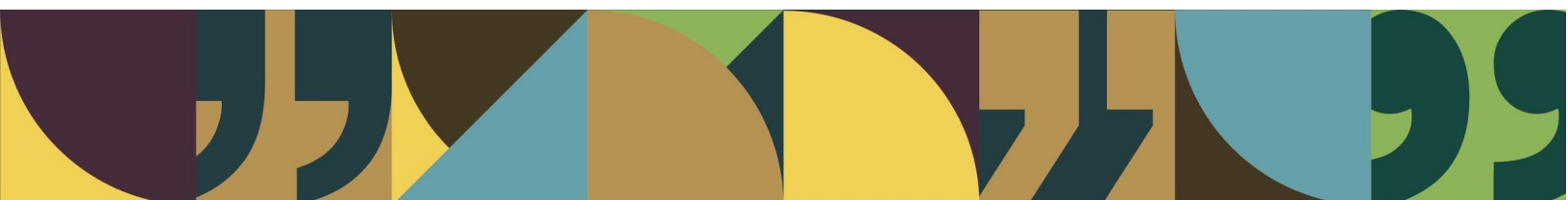
The NCS CARES

COVID-19 may have created immense challenges for your community that require strategic planning and data-informed decisions to yield the best possible recovery outcomes. In addition to facing COVID-19 specific challenges, we know you are also juggling time and resources to provide essential services and act in the best interest of your residents. The good news is, The NCS CARES can help guide you in effectively addressing issues pertaining to COVID-19 while simultaneously maintaining services to your residents.

The National Community Survey (The NCS), has helped local governments get a representative picture of residents' needs and perspectives for nearly two decades. We developed The NCS CARES by revamping The NCS to include questions informing COVID-19 recovery.

You can use The NCS CARES to:

- **Gather input from residents now to inform tough decisions in the next months.** The NCS CARES ensures you are asking the right questions to guide recovery efforts, performance measurement tracking, and budgeting.
- **Reach residents who are actively seeking ways to engage.** Residents are not only searching for information right now, they are also looking to give feedback to their community leaders. The survey is one way for them to share their thoughts and concerns.
- **Assess and understand local impacts of COVID-19.** You'll get new, vetted questions on the survey and updated language for invitations and cover letters. We'll help you address COVID-19 and why it is important for the local government to survey residents about service delivery and performance.





- **Leverage CARES Act funds** since The NCS CARES is an eligible expense when used to measure and respond to COVID-19 recovery needs. You should include the costs of COVID-19 impact assessments (such as The NCS CARES) in your requests for CARES Act assistance. (Specific procedures for accessing CARES Act resources will vary from state to state.)

We acknowledge the difficult position that many local governments are in as a result of COVID-19. But we are confident that The NCS CARES can alleviate some of those stressors in the recovery process.

Polco is here to help. We also offer a suite of scientific benchmarking surveys that address older adult needs, policing, local government employee engagement, and more. If you feel that The NCS CARES does not fully cover your specific COVID-19 recovery needs, please [Contact Us](#) at n-r-c.com to learn more about our other research options.

Why Polco?

Polco helps local governments navigate COVID-19 recovery with reliable survey research, outreach, and administration services. Subscribing to Polco now enables you to assess resident concerns, business needs, and various program efforts through 2020 and into 2021.

Through our National Research Center team, we offer the gold standard for resident, business, and public health surveys. We have worked with over 500 communities for over 25 years. We've also partnered with the National League of Cities (NLC) to conduct a national study on COVID-19 impacts on local governments and have since worked with nearly 50 communities on local COVID-19 related research.

The NRC team is powered by Polco. Our online survey and resident panel management platform makes timely surveys on key topics available when you need them. When you subscribe to Polco, you get access to NRC team surveys, sound results with real-time reporting, and the ability to track trends over time. Our extensive experience, along with our user-friendly platform, ensures the resident input you need to craft your crisis management and recovery strategies.

Let's Work Together! Email nrc@n-r-c.com to get started with The NCS CARES.

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