

# CT NONPROFITS & COVID-19:

A Learn and Share Session on  
Organizational Impacts and Needs



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COMMUNITY  
FOUNDATION



The **COMMUNITY** Foundation  
*for* Greater New Haven

# WELCOME!

## Agenda

- Key Findings
- Implications
- Group Discussions
- Exit Poll for Individual Input



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# SURVEY RESULTS



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# SURVEY PARTICIPANTS

**258**

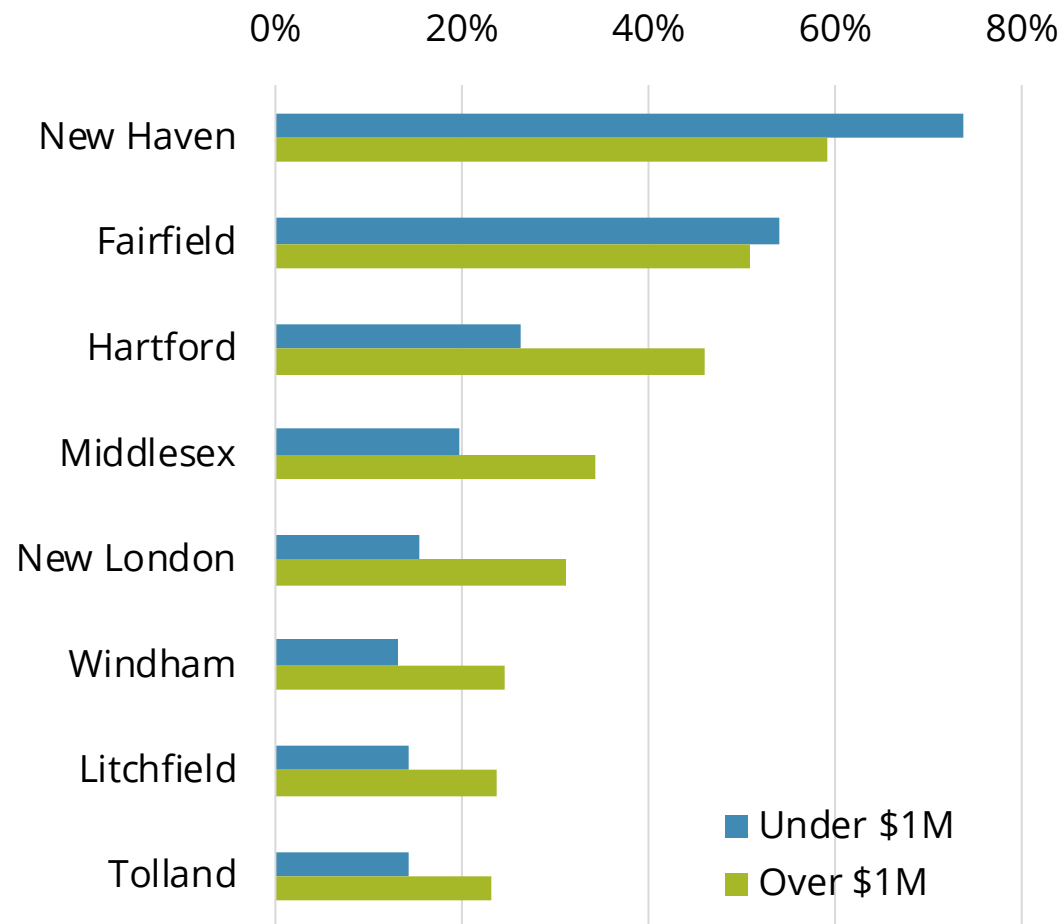
Respondents

**42.5%**

Under \$1M

**57.5%**

Over \$1M

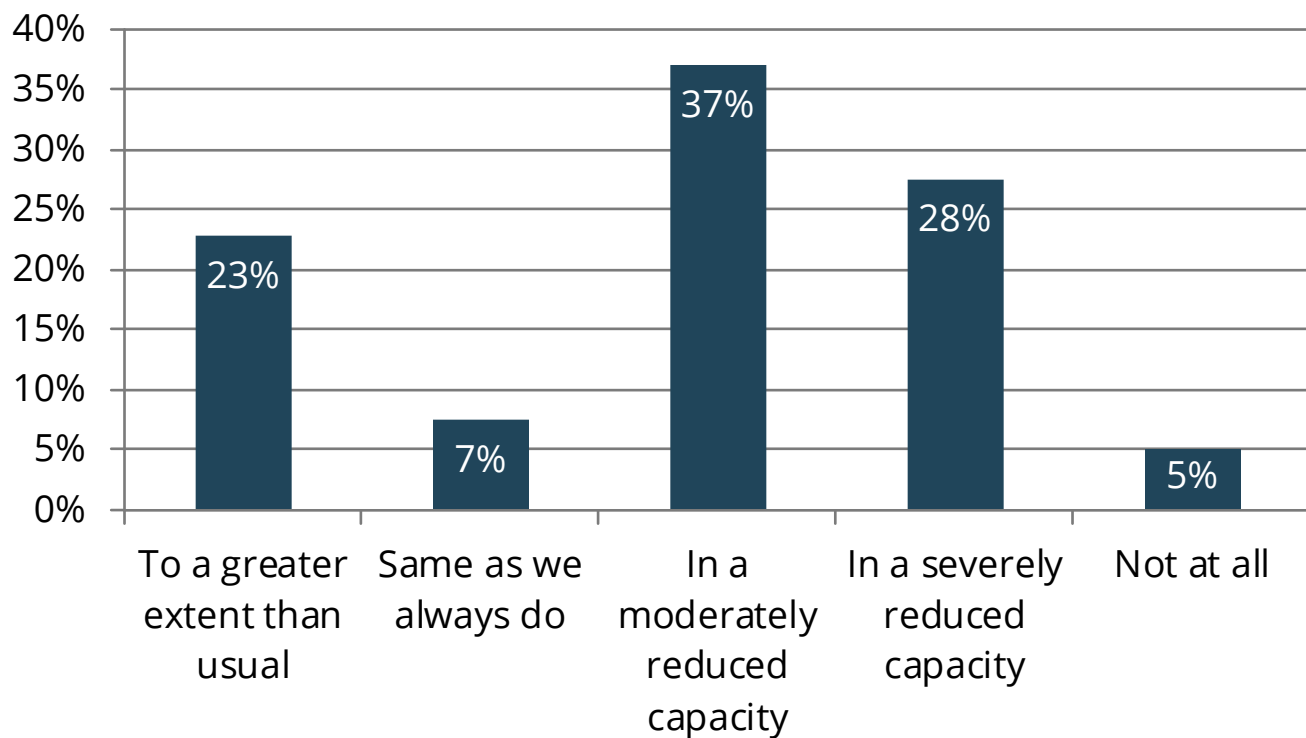


## Top 10 Subsectors Represented

- Children's services
- Education
- Basic needs
- Adult behavioral health
- Arts, culture, & humanities
- Developmental disabilities
- Intellectual disabilities
- Health care
- Seniors
- Housing

# SERVICE IMPACTS

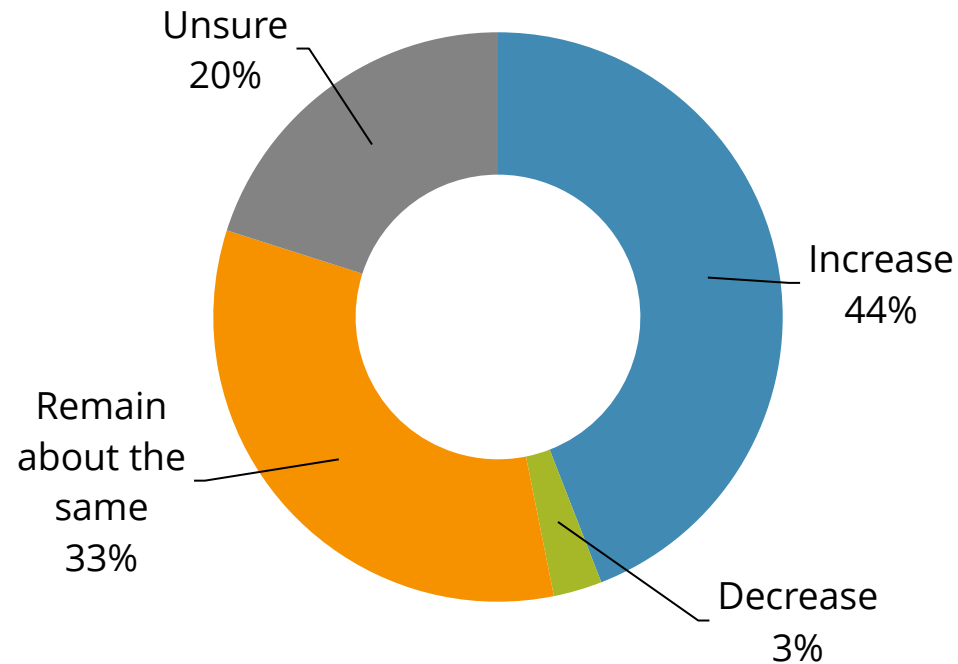
Q1. To what extent are you currently delivering your normal programs and/or services during the COVID-19 Pandemic?



Organizations with budgets under \$1M were **more than twice as likely** to experience a **severe or total reduction** in service delivery. (48% vs 21%)

# PUBLIC POLICY IMPACTS

Q3. Once government benefits for individuals taper off at the end of July, service demand will...



For large agencies, nearly 40% of comments pertained to increased need or use of **technology**, particularly **telehealth**, to support operations.

# POPULATION NEEDS

Q10. What are the critical needs that those you serve are coming to you for right now?

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## Top Population Needs Identified (Overall)

- 1 Basic Needs, emphasis on food insecurity
- 2 Mental Health Supports
- 3 Employment Supports
- 4 Housing



## Overlooked or Underserved Populations

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Comments from **small nonprofits** focused on:

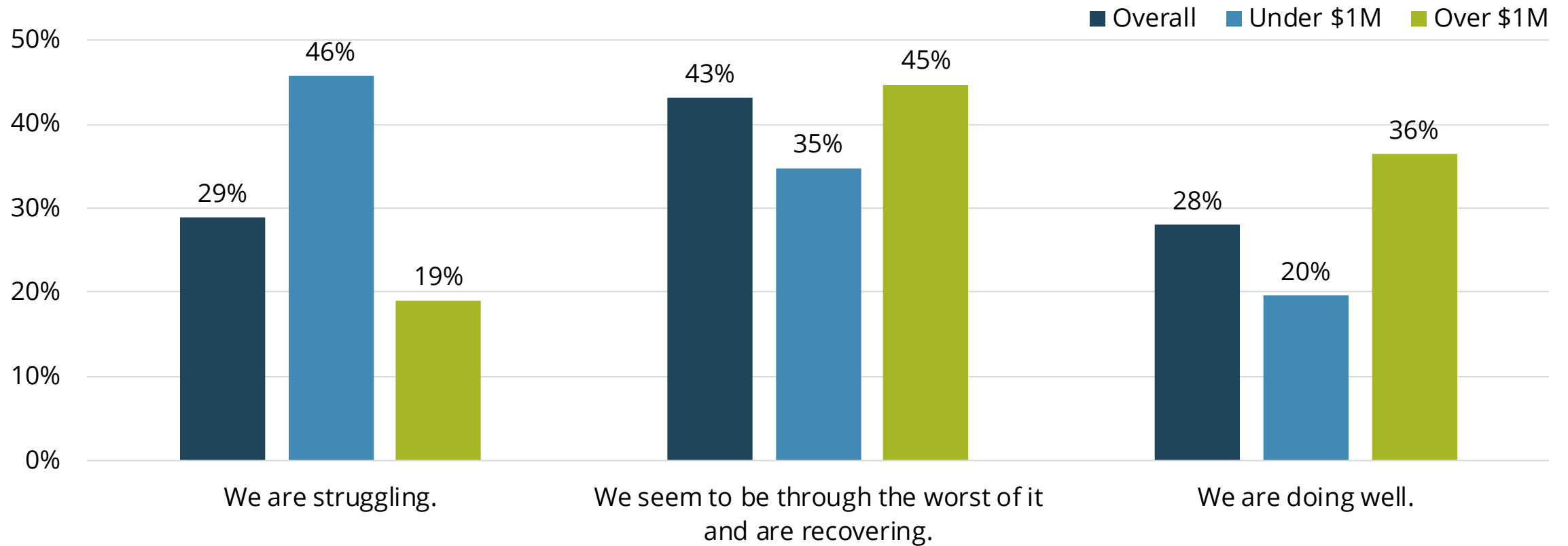
- Youth
- Elderly
- Low-income Families
- Undocumented Residents
- Households without Internet

Comments from **large nonprofits** focused on:

- Undocumented Residents
- Persons with Disabilities
- Low-income Households
- Homeless
- Elderly

# PULSE CHECK

Q9. Overall, which statement best speaks to your organization's current situation?

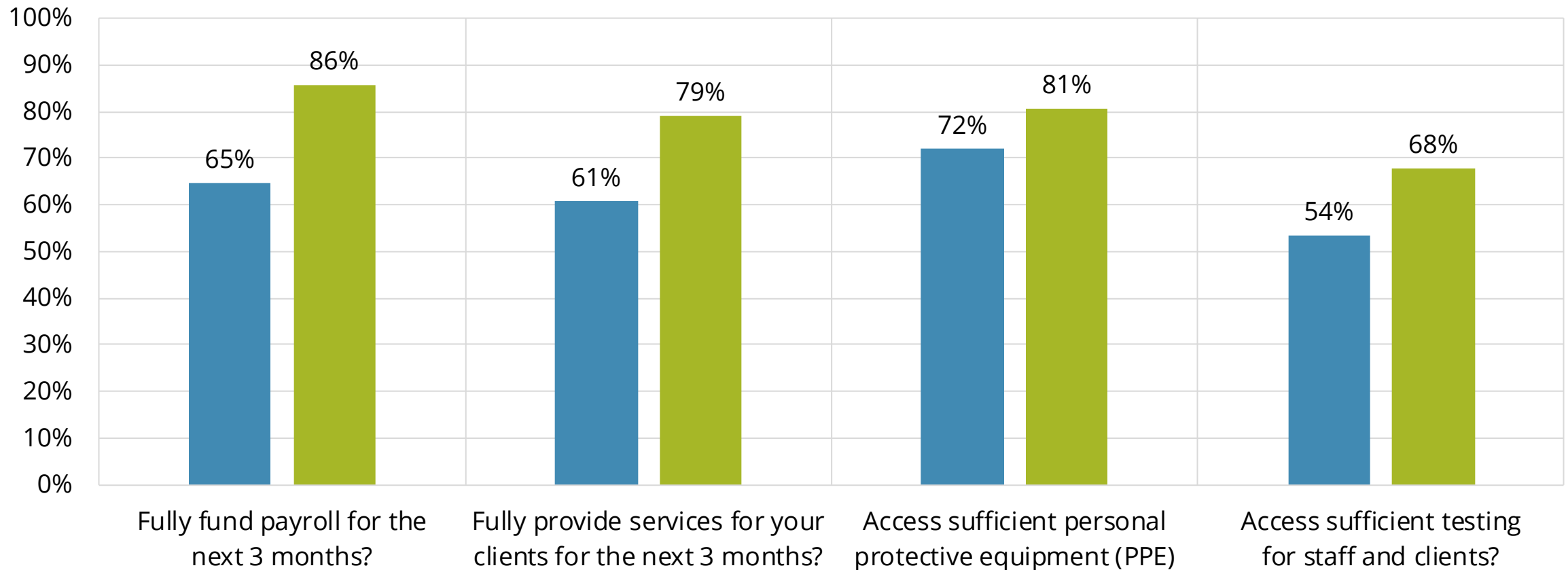




# PULSE CHECK

% Very or Somewhat Likely to Be Able to...

■ Orgs Under \$1M  
■ Orgs over \$1M

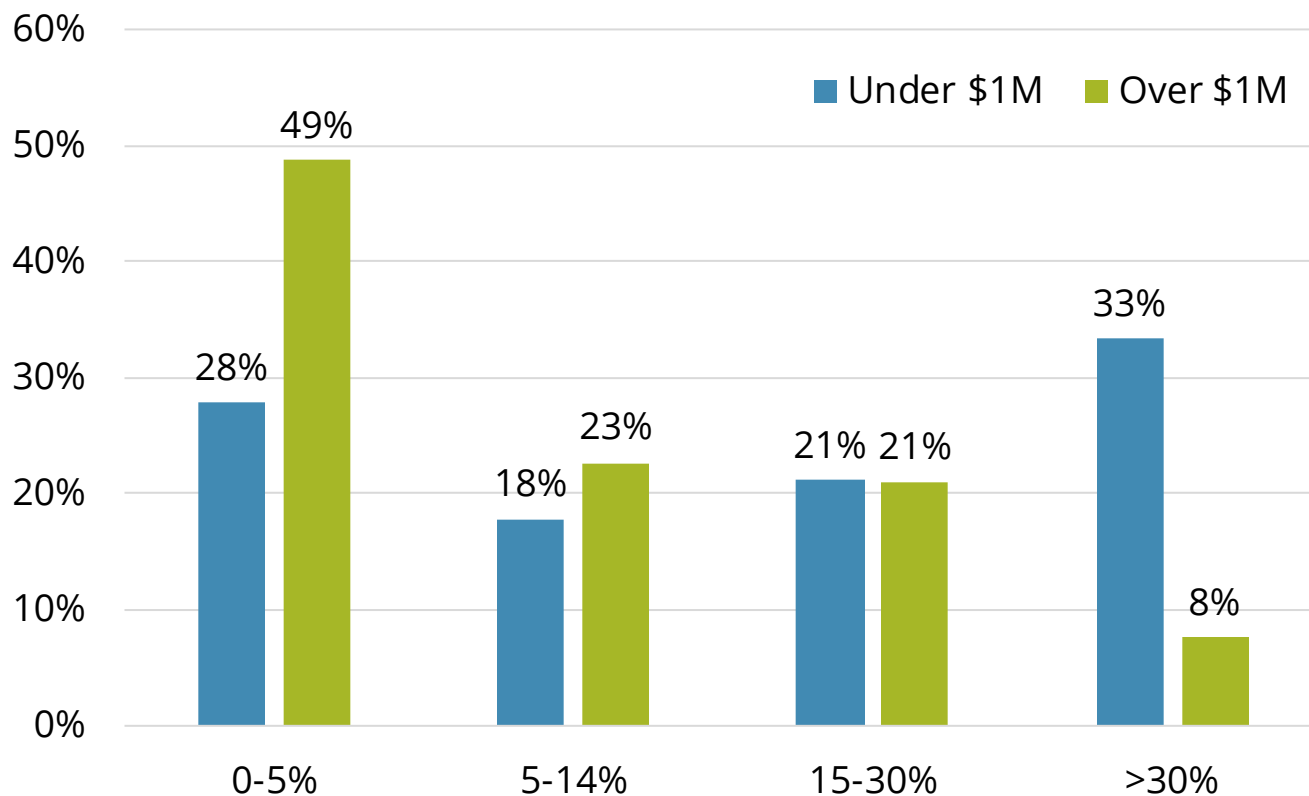


# FINANCIAL ISSUES

Q6. Since the onset of COVID-19, which of these financial issues have you had to manage and to what extent?		Noted as Moderate or Major Issue		
		Overall	Under \$1M	Over \$1M
Loss of Earned Revenue	★ Due to program/event cancellations	52.4%	54.4%	51.6%
	★ Due to drop in utilization of services	46.2%	41.6%	51.6%
	Reductions in State grants	15.6%	24.4%	10.0%
Increased Expenses	Hazard pay	21.5%	4.5%	35%
	★ COVID-related expenses (PPE, cleaning, etc.)	57.8%	45.6%	69.7%
Delays or Declines in Philanthropy	Delayed philanthropic grant processing	39.0%	41.6%	35%
	★ Inability to hold planned fundraising events	67.1%	72.5%	65.6%
	★ Decline in donations from individual donors	47.2%	54.5%	41.7%
Consequences	Having to furlough employees	17.4%	17.0%	16.8%
	Having to lay off employees	13.1%	14.5%	13.2%
	Inability to pay rent or mortgage	6.8%	10.1%	5.0%

# FINANCIAL IMPACT

## Financial losses as a % of operating budget



Organizations with budgets under \$1M were **more than 4 times as likely to experience losses in excess of 30% of their operating budget (33% vs 8%).**

# ORGANIZATIONAL CHALLENGES

Q12. What are the **pressing challenges** your organization faces during this extraordinary time?

	Overall	Under \$1M	Over \$1M
<b>1</b> Reopening concerns (e.g., safety, accessing supplies, etc.)	<b>76.0%</b>	74.7%	79.5%
<b>2</b> Financial	<b>63.9%</b>	71.4%	62.3%
<b>3</b> Addressing issues pertaining to race and racism (board/staff diversification, equity, anti-racism work)	<b>36.1%</b>	28.6%	41.0%
4) Technology (e.g. to support remote staff)	34.9%	24.2%	<b>43.4%</b>
5) Accessing PPE	31.5%	23.1%	<b>41.0%</b>
6) Staffing	31.5%	20.9%	<b>40.2%</b>
7) Accessing testing	22.7%	13.2%	<b>30.3%</b>
8) Board engagement	21.9%	<b>26.4%</b>	16.4%

# LEADERSHIP CHALLENGES

## FOR SMALL AGENCY LEADERS

- 1 Finances (21%)**
  - Loss of funding or cancellation of fundraisers
  - Foundations shifting their resources impacting “non-essential” programs
- 2 Delivery of services (16%)**
  - How much adaptation to invest in
  - Maintaining client interest
- 3 Maintaining board, volunteer and stakeholder engagement (10%)**

## FOR LARGE AGENCY LEADERS

- 1 Staffing (39%)**
  - Staffing levels
  - Staff burnout and morale
- 2 Finances (33%)**
  - Revenue loss, cancelled fundraisers
  - Trickle-down effect of State’s finances
  - Funding support for the resurgence of the virus in the fall
- 3 Safety (23%)**
  - Keeping staff and clients safe
  - Managing physical plant
  - Self-funding purchase of PPE

# NAVIGATING 2020

**TOP 10 ACTIVITIES** that respondents are likely to undertake within the next 3-6 months:

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1. New/Adapted program development
2. Risk management assessment and planning for reopening
3. Program policy and procedure development
4. Diversity, Equity, and Inclusion (DEI) initiatives
5. Strategic planning
6. Racial Equity / Justice initiatives
7. Business planning (pursuing earned revenue opportunities)
8. Scenario planning
9. Advocacy
10. Strategic alliance preparation and/or implementation



About **1 out of every 5** participating organizations is currently or will be conducting an **executive search** over the next 3-6 months.

# SUPPORTING NONPROFITS

**TOP 8 ACTIVITIES** that respondents would like to undertake but require external funding to support:

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1. Diversity, Equity, and Inclusion (DEI) initiatives
2. DEI / Racial equity assessment
3. Racial Equity / Justice initiatives
4. Professional development
5. Executive coaching
6. Business planning (pursuing earned revenue opportunities)
7. Strategic planning
8. Board training and coaching

# SUPPORTING NONPROFITS

## TOP 10 PROFESSIONAL DEVELOPMENT PRIORITIES

1. Diversity, Equity & Inclusion (DEI)
2. Managing and motivating remote teams
3. Racial equity / justice
4. Re-engaging your client base
5. Social media
6. Cultural sensitivity
7. Strategic alliances
8. Pivoting your strategic plan
9. Encouraging innovation
10. Grant writing

## TOP NEEDS FOR BACK OFFICE OR PROFESSIONAL SERVICES

1. Marketing and design
2. Website development
3. Fundraising platform
4. IT
5. CPA / Bookkeeping
6. HR / Payroll
7. Facilities maintenance



# CLOSING THOUGHTS

Q17. Is there anything else that you'd like to share with us about your organization's needs and how we can support you as you navigate this extraordinary time?

## REOPENING CONCERNS:

- Smaller organizations need PPE supplies, guidelines for public events, and guidance on how to engage volunteers.
- Larger organizations shared staffing challenges, including hiring and protecting worker safety.

## FUNDING CONCERNS:

- Concerns extend to and could deepen in FY 2020-2021.
- Smaller agencies need additional funding for specific programs or initiatives.
- Larger agencies are concerned about the risk of lower public and private funding.

## REQUESTED SUPPORTS:

- Advocacy to sustain state funding
- Increased flexibility from funders on using grant money.

# IMPLICATIONS



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# CT ALLIANCE PERSPECTIVE

## Public Policy/Advocacy

- State/federal funding
- Telehealth
- Reopening concerns

## Capacity Building

- Basic needs
- Professional development
- Back office services



# IMPLICATIONS

- Variation of Impact
- Leadership Stress
- Intentional Capacity Building to Increase Organizational Resilience
- Support for Staff
- Inspire and Resource Invention and Innovation
- Role of Boards



# YOUR TURN: SHARE YOUR PERSPECTIVES

[HTTPS://WWW.SURVEYMONKEY.COM/R/699NNH5](https://www.surveymonkey.com/r/699NNH5)



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## **BREAKOUT DISCUSSIONS**

### **(15 MINUTES)**

Introductions and reactions: Which finding(s) stood out to you?  
As you look to the future, what else should funders and advocates know?

**WE WILL THEN REGROUP TO SHARE INSIGHTS &  
CALLS TO ACTION!**





## **YOUR INSIGHTS & CALLS TO ACTION**

Reactions: Which finding(s) stood out to you?

As you look to the future, what else should funders and advocates know?



THANK YOU!



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