

Data Insights: COVID-19 Nonprofit **Pulse Survey**

April 9, 2020

Call Norms

- All attendees are muted – we ask that you stay on mute during the call.
- If you have questions, please use the chat box to share them as representatives from Mission Capital will monitor.
- This webinar is being recorded and will be distributed afterwards to attendees.



Welcome & Overview:

**Mission Capital CEO
Madge Vasquez**



Pulse Survey Results:

**Mission Capital Senior
Consultant for Data
& Research
Reyda Taylor, PhD**

Pulse Survey Results

COVID-19 CENTRAL TEXAS

April 9, 2020

How did we get here?

- To reduce survey duplication, **12** intermediaries/stakeholders collaborated on **single, sector-wide survey**, with Mission Capital in backbone role to design, disseminate, and analyze survey.
- Timeline: collaboration determined during call on March 17th, with survey launch on March 26th. Data collection **closed March 31st at 5pm.**
- **458 responses** unduplicated by org or individual (525 total responses).*



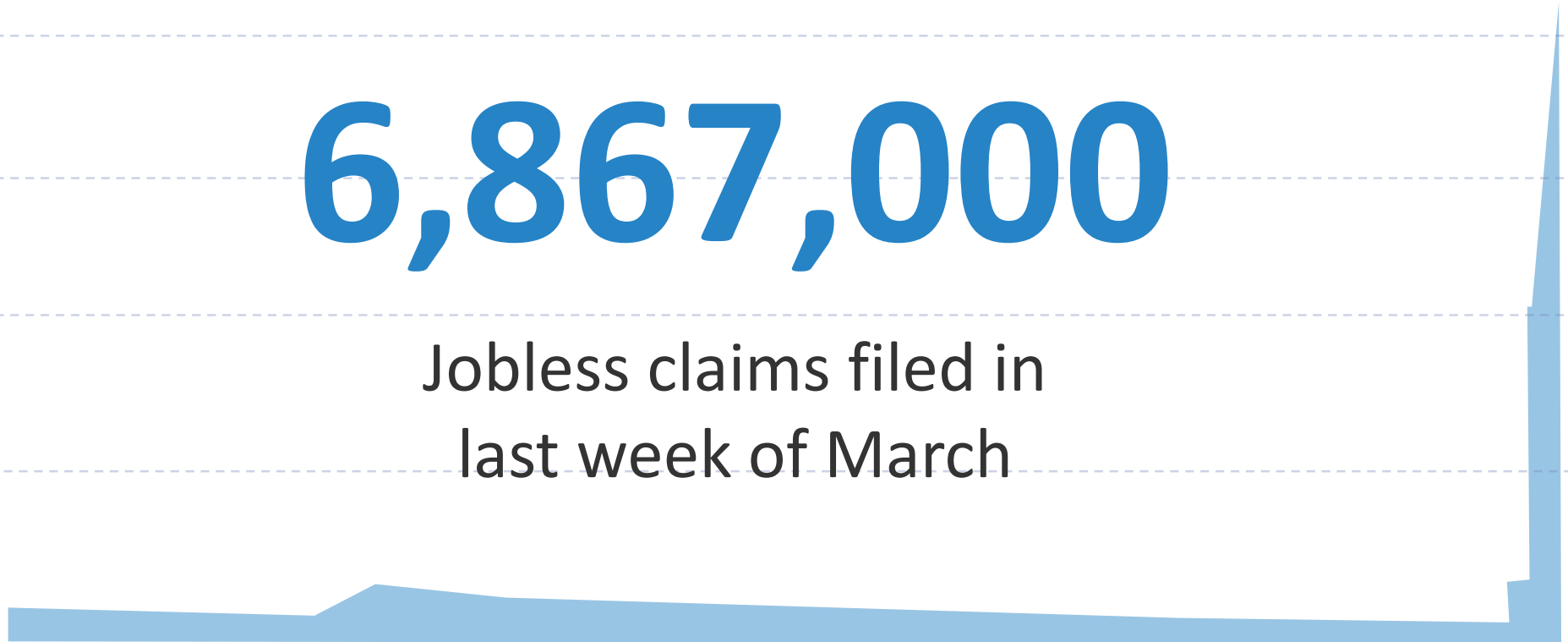
*Note: *All questions were optional, including contact information, which was used to identify and remove duplications. Duplication cannot be determined for 43 responses in which contact information was not provided. Given that all items were optional and to account for identified duplication by organization and individual, the number of responses analyzed for each item varies. Contact Mission Capital for more details about how duplication was addressed.*

Level-setting

Survey Timing

6,867,000

Jobless claims filed in
last week of March



*April 9, 2020 DOL News Release - <https://www.dol.gov/sites/dolgov/files/OPA/newsreleases/ui-claims/20200592.pdf>

Survey Timing

16.6 Million

Jobless claims filed in
last three weeks



<https://www.nytimes.com/2020/04/09/business/stock-market-today-coronavirus.html?action=click&module=Spotlight&pgtype=Homepage>

Equity

“A big reason why we see higher rates of Covid-19 in the [black] community is the institutional, historical, currently ongoing issue of lack of resources, and institutional and individual effects of racism,”

Dr. Benjamin Weston, director of Medical Services for the Milwaukee County Office of Emergency Management

Source: <https://www.politico.com/news/2020/04/06/coronavirus-demographics-170353>

Resources for verbally referenced data: <https://www.propublica.org/article/early-data-shows-african-americans-have-contracted-and-died-of-coronavirus-at-an-alarming-rate>, <https://www.npr.org/sections/health-shots/2020/04/02/825730141/the-coronavirus-doesnt-discriminate-but-u-s-health-care-showing-familiar-biases>

Insights

Our sector is going through rapid change. Organizations are pivoting to meet the need.

With such rapid change, social sector leaders need funders, government, and capacity builders to act swiftly with dollars, resources, and advocacy.

Key Findings / Top Take-Aways:

1. Flexible, Immediate Funding
2. Transition to Virtual
3. Reduce Barriers through Advocacy
4. Increase Access to Resources
5. Funding to and through Recovery
6. Historical Inequities could widen
7. Support and Guidance

Top referenced immediate concerns for org leaders as COVID-19 intensifies:

- Financial concerns (e.g. paying for operations)
- Inability to provide services
- Health, mental health, and safety of staff, volunteers, and those they serve

Note: This data is from the open-ended item: "As the spread of COVID-19 intensifies, what are your immediate concerns for carrying out your mission and caring for the people you serve?" (survey item n=432)

Top referenced resources funders, capacity builders, government, could provide:

- Funding operations
- Resourcing and supporting the transition to virtual
- Help accessing more funding
- Help accessing basic supplies

Note: This data is from the open-ended item: "What resources could local funders, capacity builders, businesses, and government entities provide that would help your nonprofit respond to challenges created by the COVID-19 pandemic?" (survey item n=418).

222

Respondents indicated that their organization has changed its operations or services so that it can more directly support the COVID-19 response.

What is the impact?

Increased Demand and Evolving Needs

49.0%

Increased demand for services or support from your clients and communities

35.8%

A significant expansion in the types of needs your clients or communities have

Note: This data is from "As a result of the COVID-19 pandemic, what operational ramifications has your organization experienced to date? Please check all that apply." (survey item n=455)

Disruption of Services

79.6%

Disruption of services to
your clients or
communities

35.6%

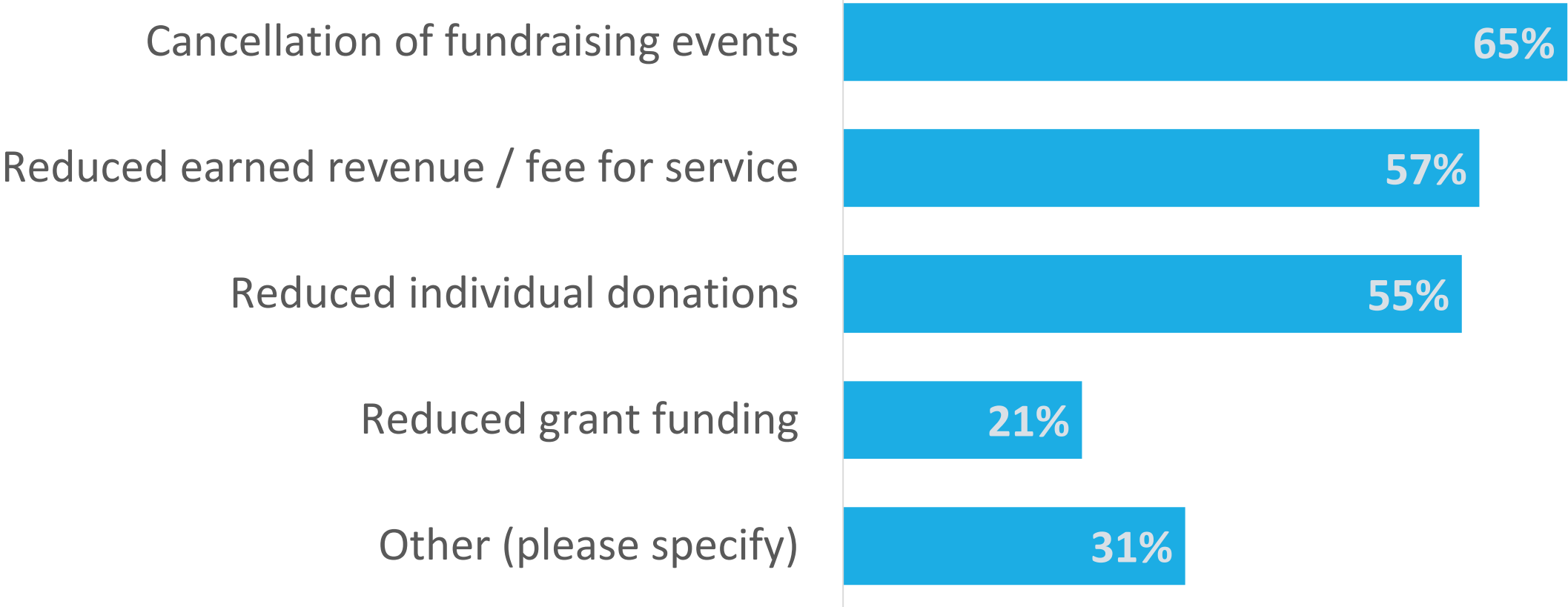
Inability to meet
deliverables of existing
grant requirements

35.4%

Increased staff and
volunteer absence

Note: This data is from "As a result of the COVID-19 pandemic, what operational ramifications has your organization experienced to date? Please check all that apply." (survey item n=455)

Impact on Financial Resources



Note: This data is from "As a result of the COVID-19 pandemic, what financial ramifications has your organization experienced to date? Please check all that apply." (survey item n=445)

Impact on Staffing

24.8%

Reduced employee hours or instituted furloughs or lay-offs

21.8%

Instituted hiring freeze

Note: This data is from "As a result of the COVID-19 pandemic, what operational ramifications has your organization experienced to date? Please check all that apply." (survey item n=455)

Technology Challenges

58.5%

Challenges related to
staff and volunteers
needing to work
remotely

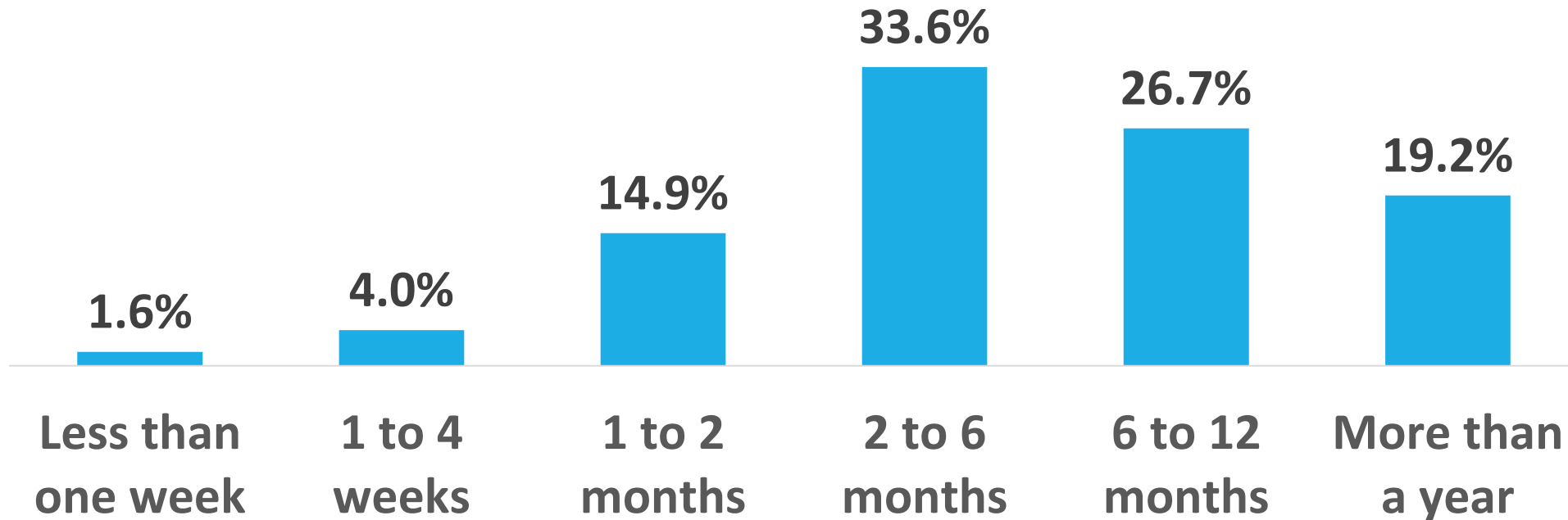
39.1%

Challenges having the
right technology to do
your work

Note: This data is from "As a result of the COVID-19 pandemic, what operational ramifications has your organization experienced to date? Please check all that apply." (survey item n=455)

Additional Critical Concerns

Assuming no significant additional investment or support, how long do you estimate your organization could operate at current capacity with your current expenses and income?



Note: Survey item n=449.

Historical Inequities:

Without intentional support, historical inequities are at high risk of deepening in this crisis.

Respondents described a wide-variety of concerns for the **disproportionate and compounding effects of historical inequalities** for multiple communities.

For example:

- people of color receiving unequal health care and treatment
- low-income children and elderly who cannot access digital services
- homeless populations who cannot shelter in place safely
- persons with disabilities who cannot access certain technologies to receive services
- persons involved in the justice system experiencing delayed cases
- further isolation of immigrant and refugee communities

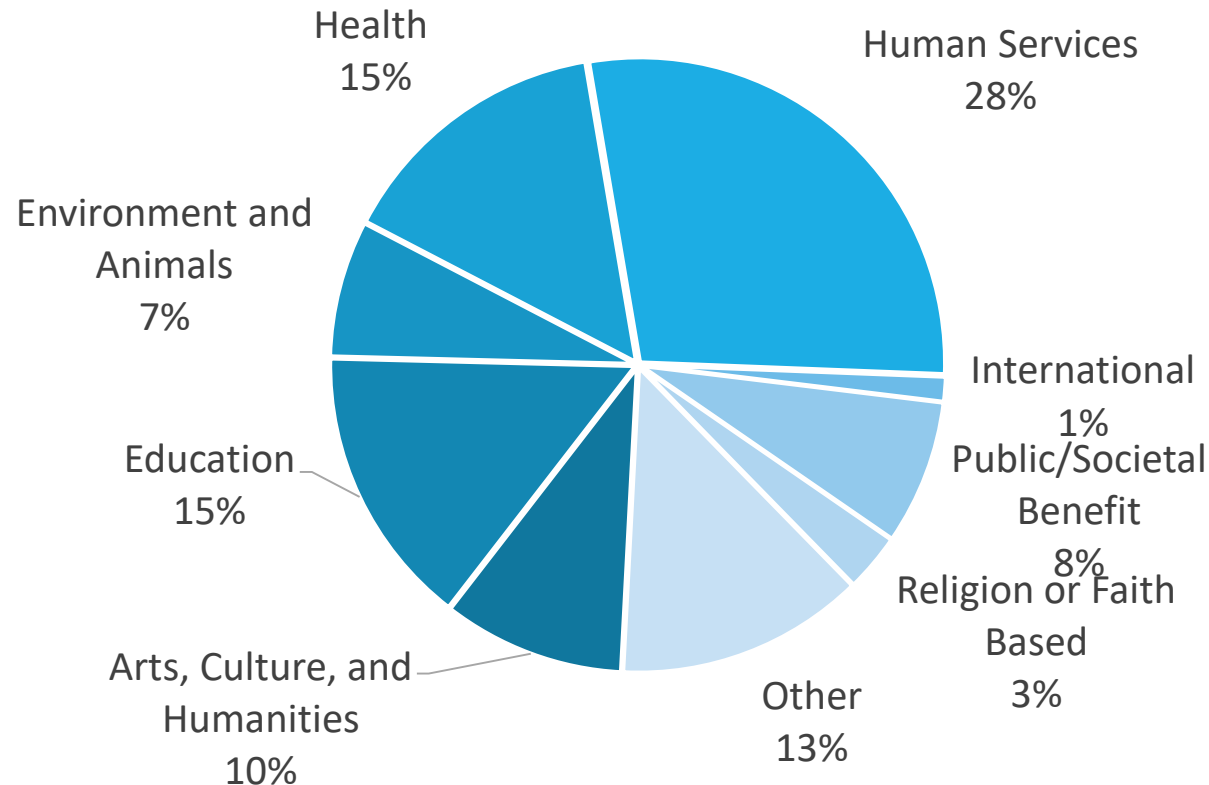
“Equity issues for low-income communities & communities of color should be front-and-center as we work with local & state government and philanthropy to address the impact of the pandemic.”

– Survey Respondent

Who took the survey?

Who took this survey?

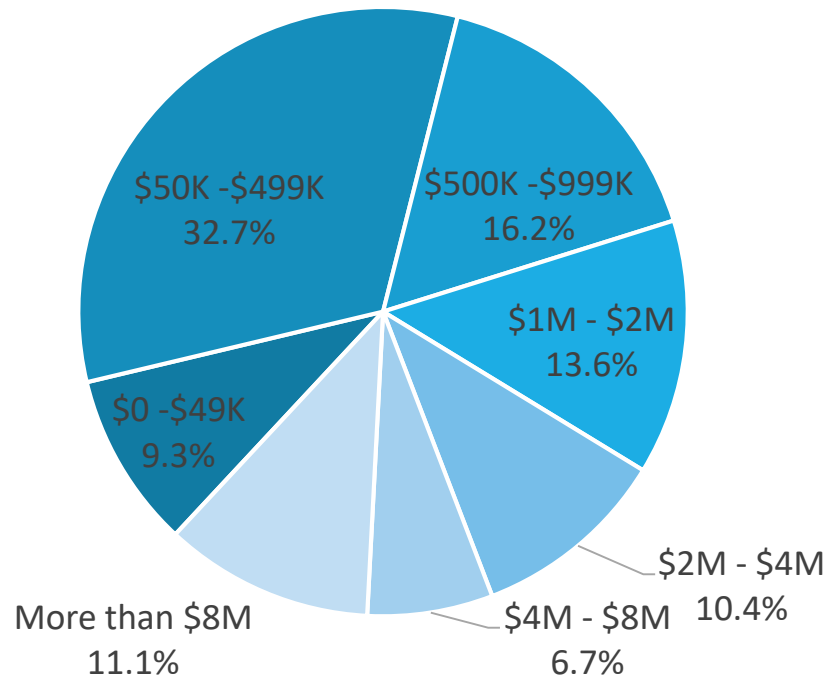
Mission Area Representation



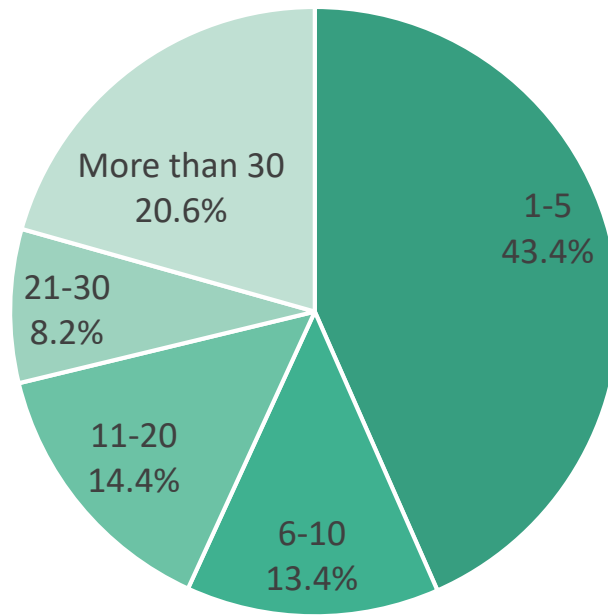
Note: Mission Area survey item n=456, Mission Area Categories: Arts, Culture, and Humanities, Education, Environment and Animals (e.g. animal welfare, food banks, food programs), Health (e.g. mental health, substance abuse, crisis intervention), Human Services, International, Public/Societal Benefit (e.g. membership, civil rights, advocacy, capacity building), Religion or Faith Based, Other (open ended)

Who took this survey?

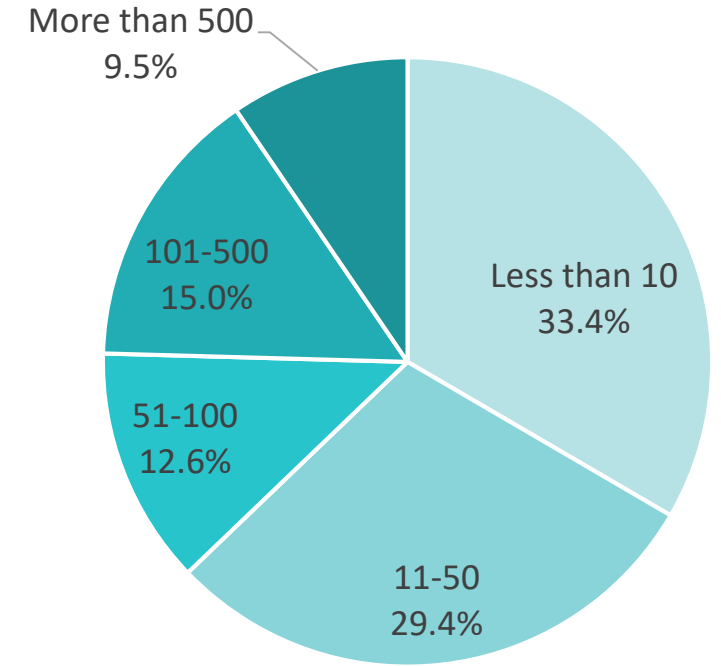
Budget Size



Staff Size



Volunteer Size



Note: Budget Size survey item n=450, Volunteer Size survey item n=452, Annual Staff survey item n=417.

Key Findings:

Flexible Immediate Funding: Local organizations need flexible, immediate financial support to help pivot to serve our communities' fast changing and growing needs now.

Reduce Barriers through Advocacy: Organizations need more advocacy support to change policy and systems that make supporting those they serve more difficult, especially in fast changing times.

Increase Access to Resources: Resources and supplies are more expensive and harder to access during this crisis.

Funding to and through Recovery: Organizations need funding and advocacy that helps them continue to adapt and provide support during the recovery process.

Transition to Virtual: Organizations need funding and resources to help adapt to virtual work and service delivery.

Historical Inequities: Without intentional support, historical inequities are at high risk of deepening in this crisis.

Support and Guidance: Organizations need help for their staff and operations, as they adapt and navigate constantly evolving environments (e.g. HR guidance, financial guidance, mental health support).

Pulse Survey Q&A

Wrap-up & Next Steps

Next Steps

Resource Page: <https://missioncapital.org/insights-and-ideas/covid19-resources/>

Data Questions: insights@missioncapital.org

Resource/Support Questions:
info@missioncapital.org or membership@missioncapital.org



Thank you!

Contact Mission Capital at
insights@missioncapital.org