



# Capital Region COVID-19 Response Recovery Needs Survey

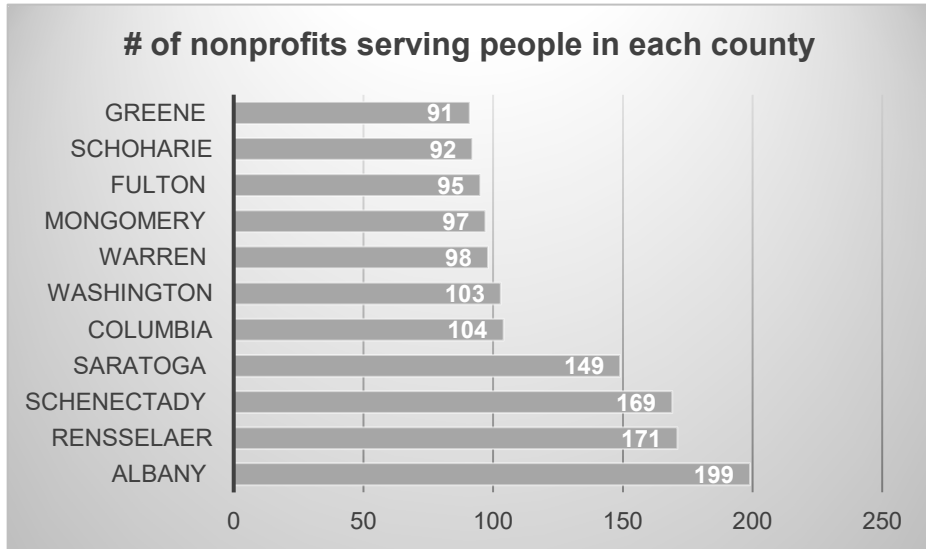
# Quick View Dashboard



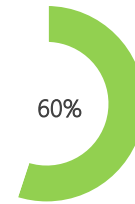
**237** unique responses from Capital Region organizations in December 2020



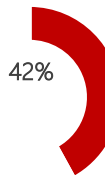
**Non-Profits who responded are offering services across the full spectrum of human services and types of populations served**



## Diversity & Representation of Community Served



Organization's Staff mostly or 100% represents the clients served



Organization's Board mostly or 100% represents the clients served

## Training Priorities Requested



Fundraising and DEI



Mergers and Acquisitions

## Training Format Requested



Training Format preferred for 2021 will still be Virtual vs. Live

## Revenue

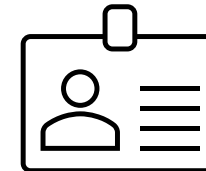


Majority of organizations have lost some amount of revenue in 2020



Majority did get government loan support

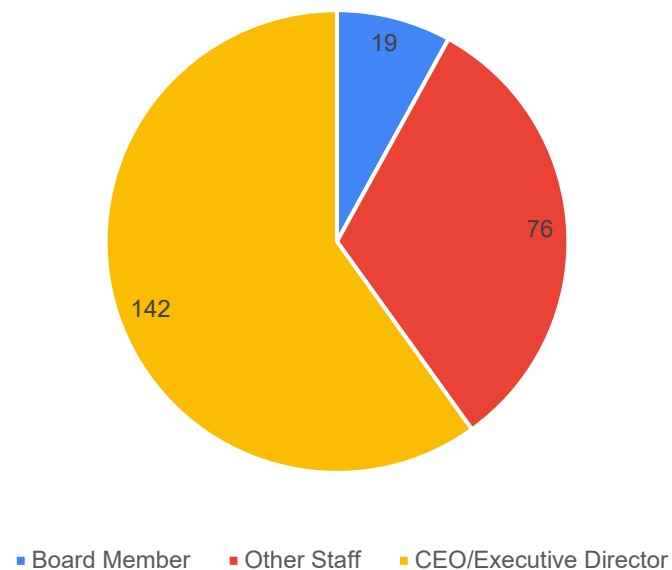
## Recurring Theme of Concern



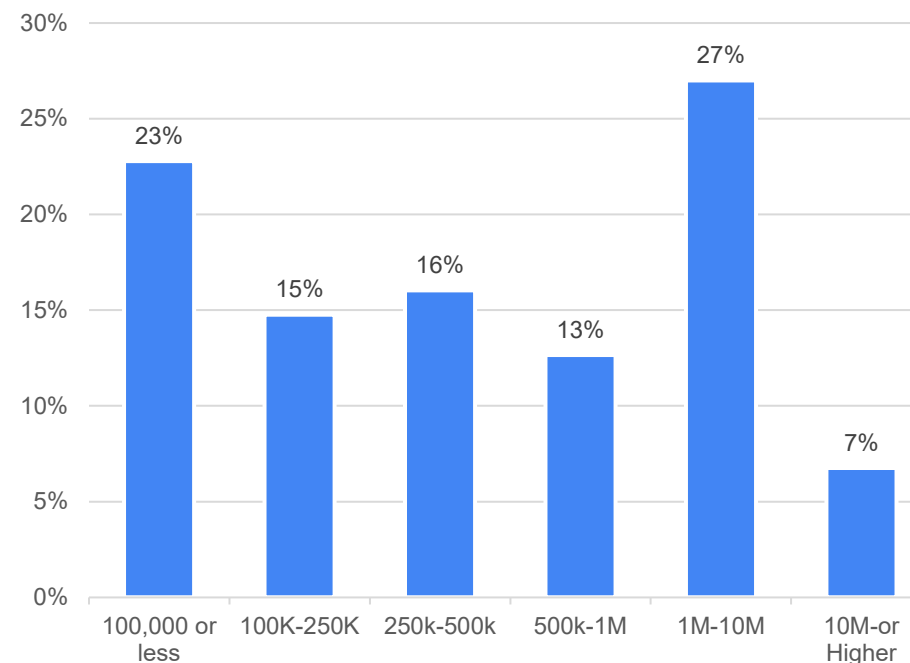
How to Support and Retain Staff related to BURNOUT

# Snapshot of Respondents

- ✓ **60%** of responses completed by CEO/ED



- ✓ **66%** of respondent's budget is **<\$1M**
- ✓ Average organizational budget size of respondents = **\$4.7M**

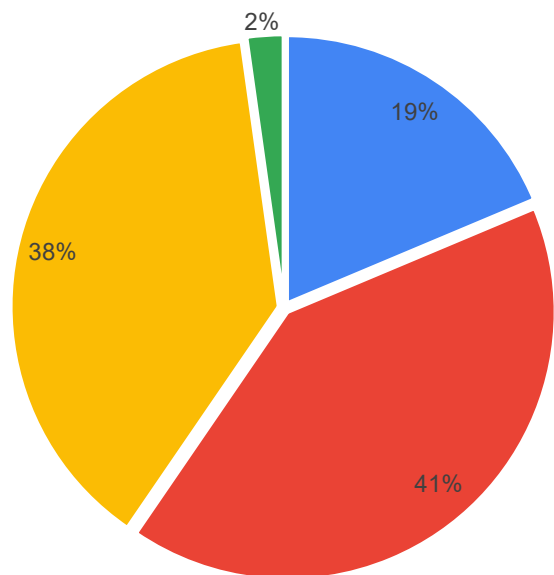


# Organizational Diversity and Representation of the Community

✓ **60%** report that **STAFF** mostly or completely represents the communities they serve

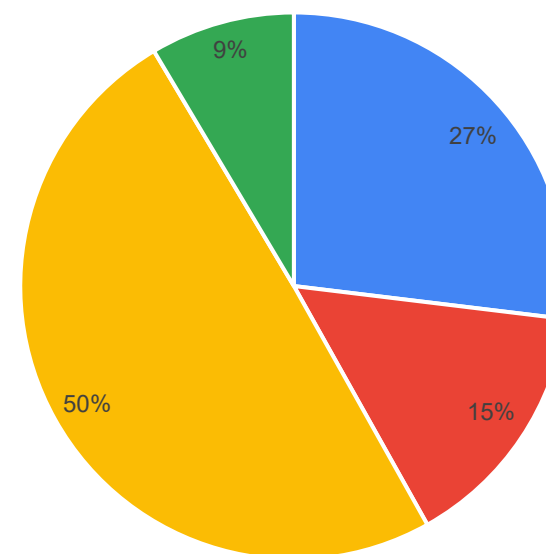
✓ **42%** report that **THE BOARD** mostly or completely represents the communities they serve

STAFF Represents Community Served



■ 100% ■ Mostly ■ Somewhat ■ Not at all

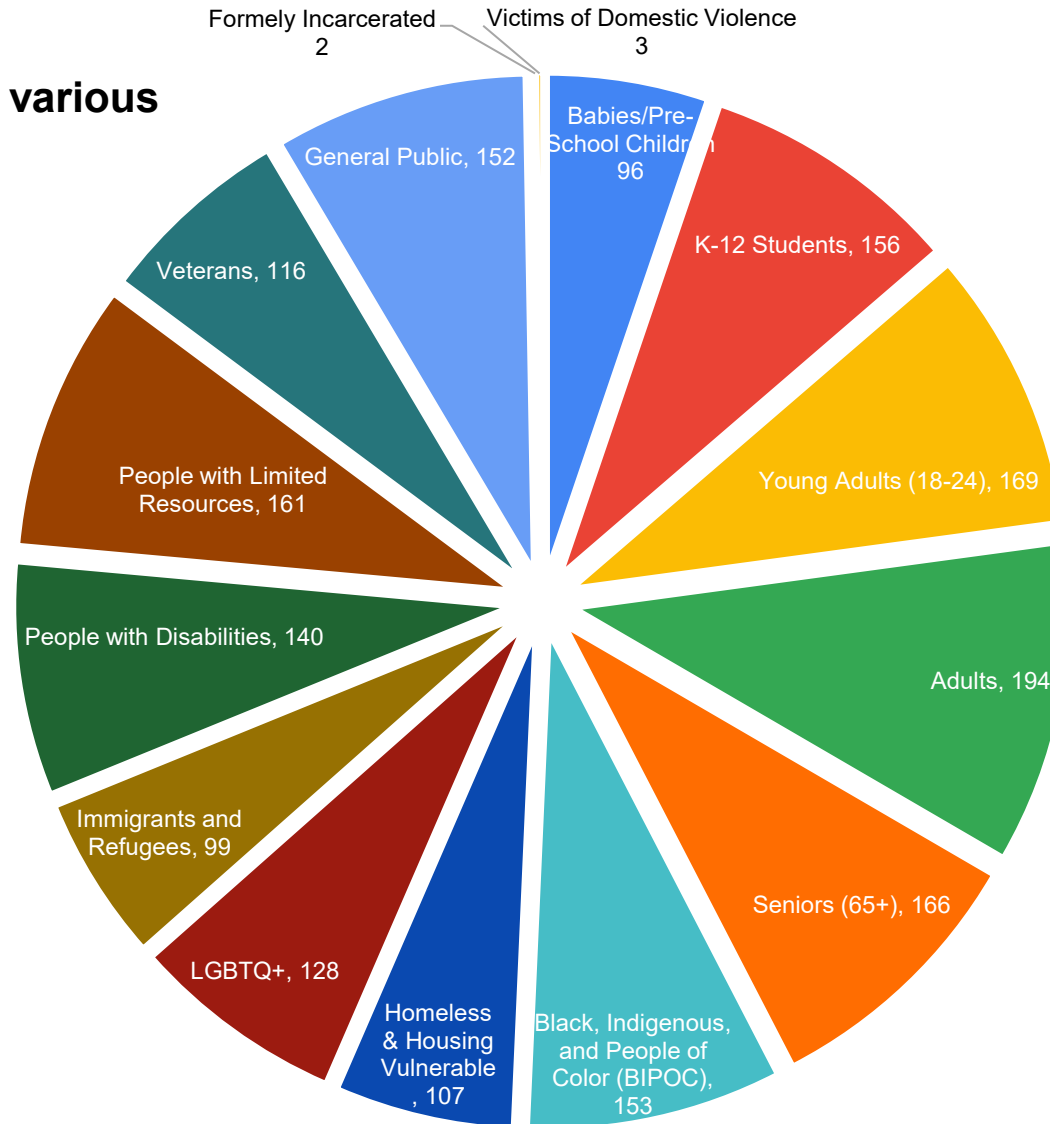
BOARD represents community served?



■ 100% ■ Mostly ■ Somewhat ■ Not at all

# Populations Served

✓ # of organizations serving various identified populations



# Disparities Facing Populations Served

## **Systemic Oppression**

- Racism
- Anti-Semitism
- Homophobia
- Xenophobia

## **Lack of Resources/Access to Resources**

- Food & Basic Needs
- Financial Resources & Wealth
- Technology
- Support in Native Language (Non-English)
- Transportation

## **Health Care Disparities**

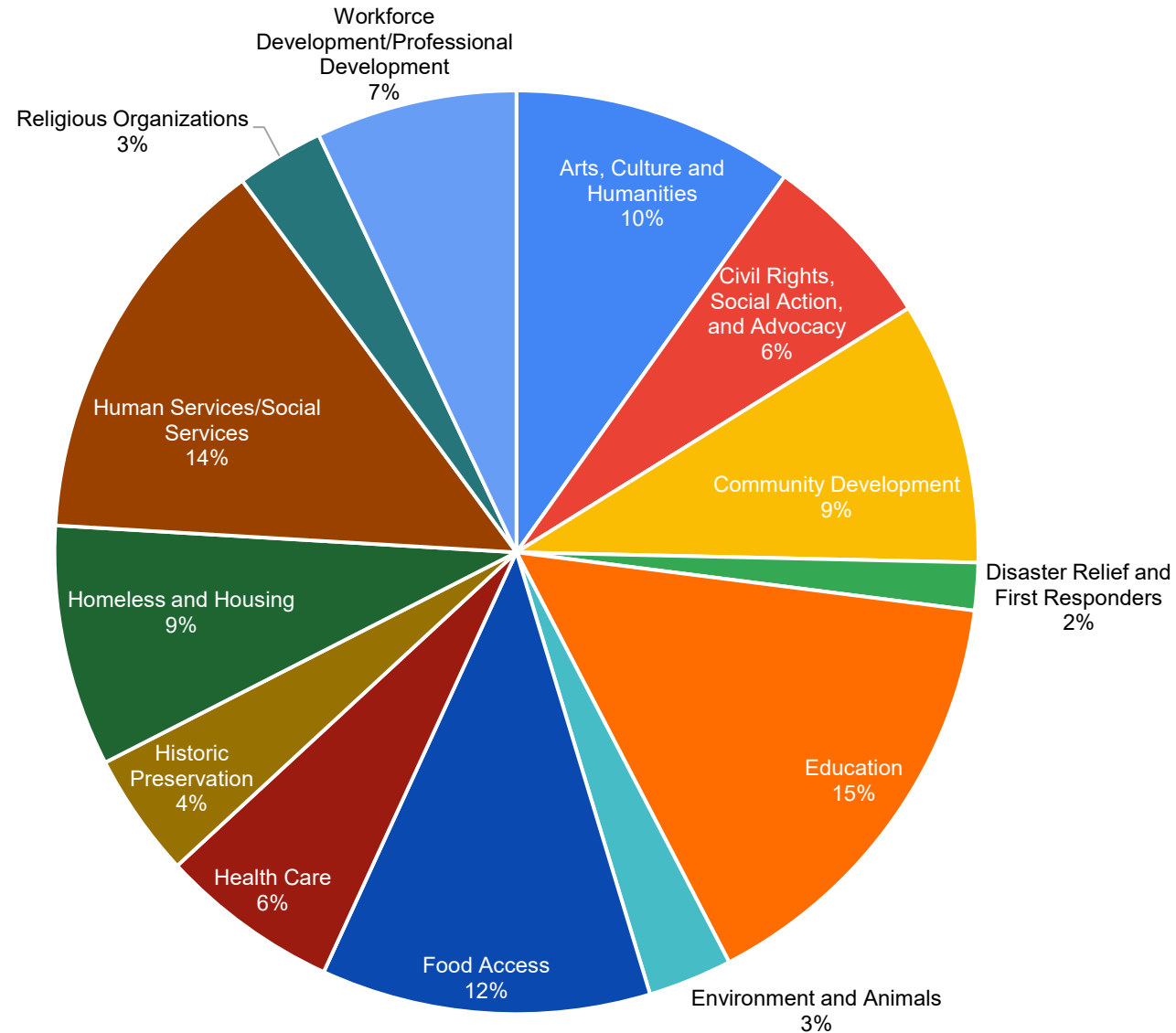
- Immunocompromised
- Greater Risk for COVID-19
- Ableism
- Access to Affordable & Culturally Sensitive Providers

## **Stigma**

- HIV/AIDS and Other Diseases
- Substance Abuse
- Formerly Incarcerated

# Issue Areas

✓ Snapshot of issue area served by nonprofits throughout the region



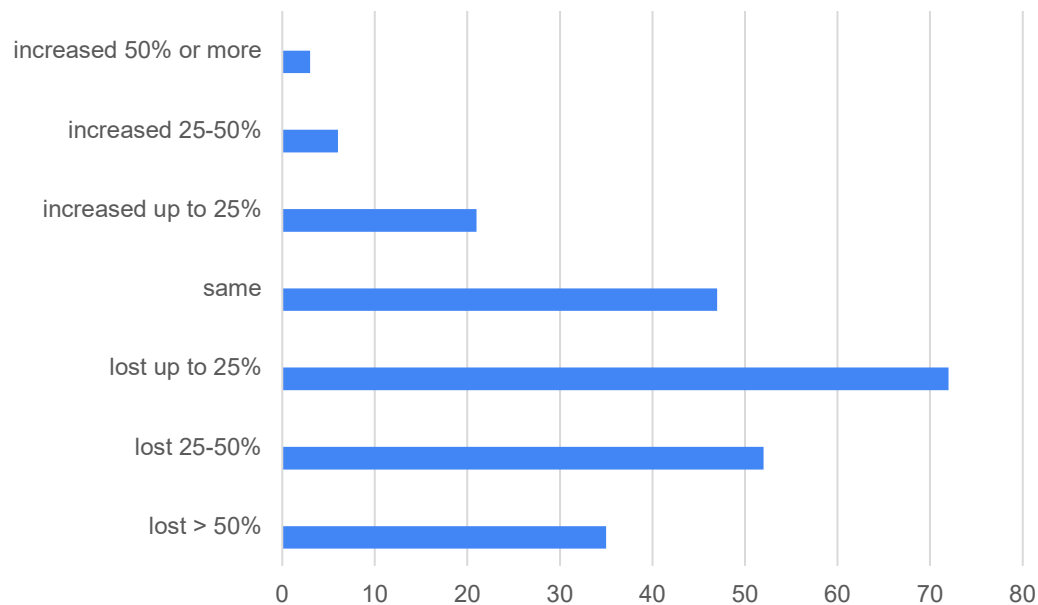
# FINANCIAL QUESTIONS

✓ **67%** of respondents report losing revenue in 2020

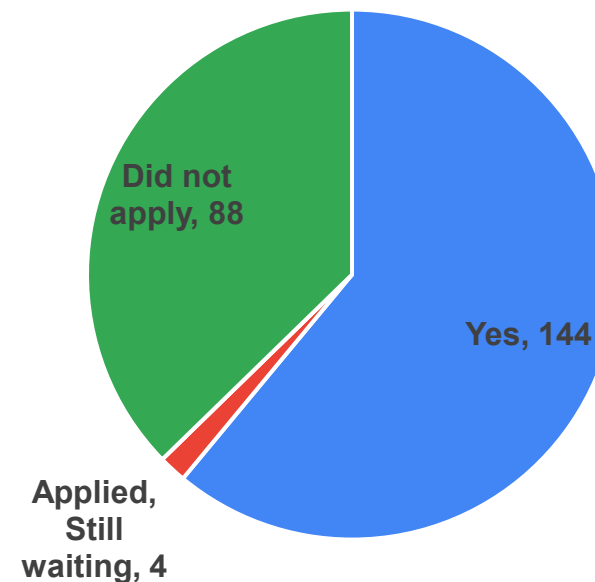
✓ **0** respondents reported applying for support and getting denied

✓ **37%** reported “NO, indicating they did not apply

How was your revenue affected in 2020?



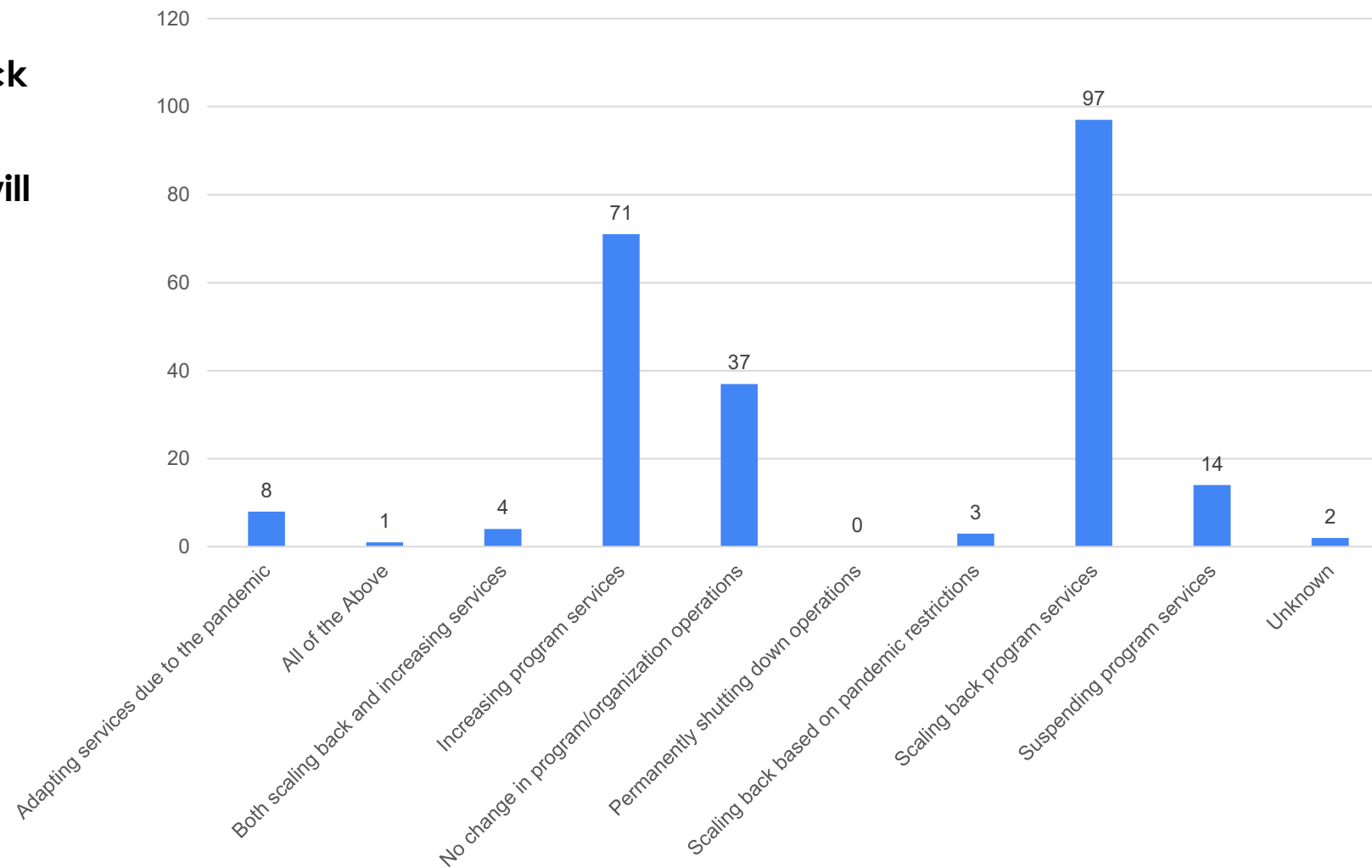
Did you receive any loan support from the government?





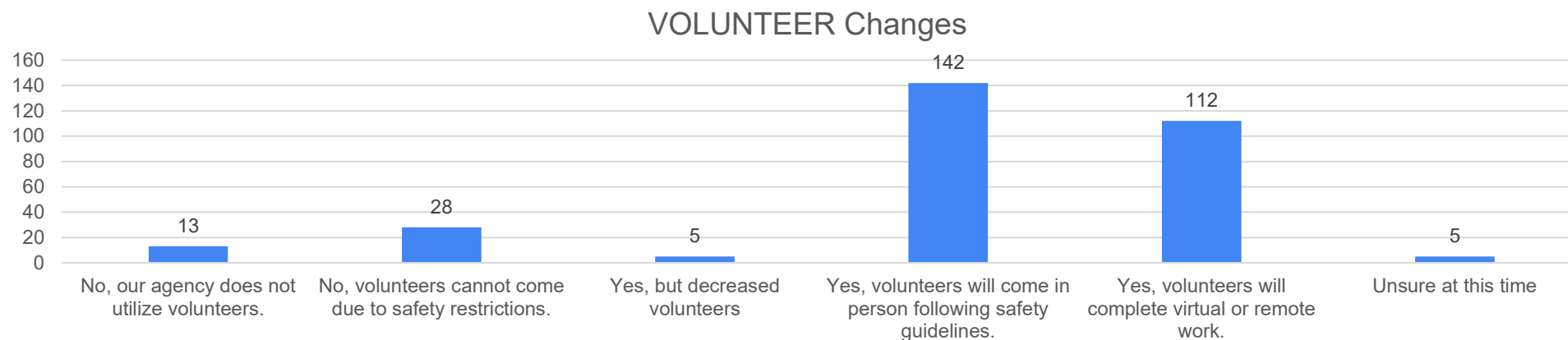
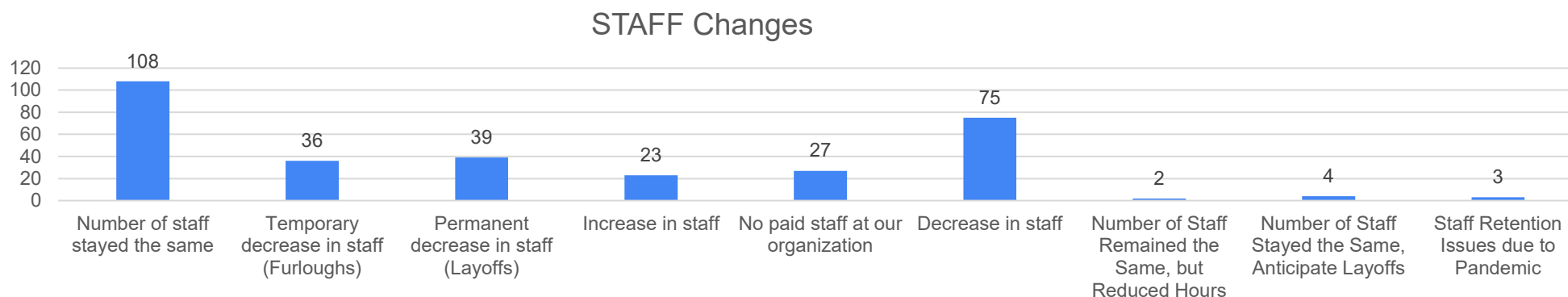
# Do you anticipate any of the following scenarios in 2021?

- ✓ **48%** report they will scale back or suspend program services
- ✓ **84%** report anticipating they will have some scaling back or change in programming or operations
- ✓ **NO** Organizations reported permanently shutting down operations



# Staff and Volunteer Changes Heading into 2021\*

- ✓ **46%** reported number of staff stayed the same
- ✓ **63%** indicated decrease in staff (permanent, temporary, or voluntary)
- ✓ **93%** reported utilizing volunteers in person or virtually
- ✓ Only **9%** indicated they cannot use volunteers due to safety restrictions.



\*Please note that several organizations selected multiple answers to indicate different times of the year or different parts of the organizations (I.e., some programs increased staff/volunteers while others decreased staff/volunteers. percentages may be > than 100% in some cases)

# Organizational Strengths

## Top Strengths

- Adaptability and Resiliency
- Ability to Switch to Virtual Services
- Creative Fundraising Strategies

## Other Strengths:

- Digital Communications
- Fiscally Sound
- Keeping All Staff Employed
- Loyal Supporters
- Talented Board of Directors
- Strong Volunteer Base



# Organizational Challenges

## Top Challenges

- Making Up for Affected Fundraising Efforts (Events, Corporate Partners, Donor Fatigue)
- Managing Cash Flow
- Restrictions of In-Person Events/Services

## Other Challenges:

- Unexpected Increase Costs (PPE, Security, Technology)
- Staff/Board Burnout
- Maintaining Connections with Clients
- Learning new technology
- Decrease in Staff/Volunteer Base



# Organizational Opportunities

## Top Opportunities

- Continue and Expand Community Partnerships
- Continue and Expand Programs Meeting Community Needs
- Explore new Fundraising Opportunities

## Other Opportunities:

- Strategic Planning
- Utilizing Technology
- Community Needs Assessments
- Collaborations with Local Governments
- Increased Communications
- Unsure



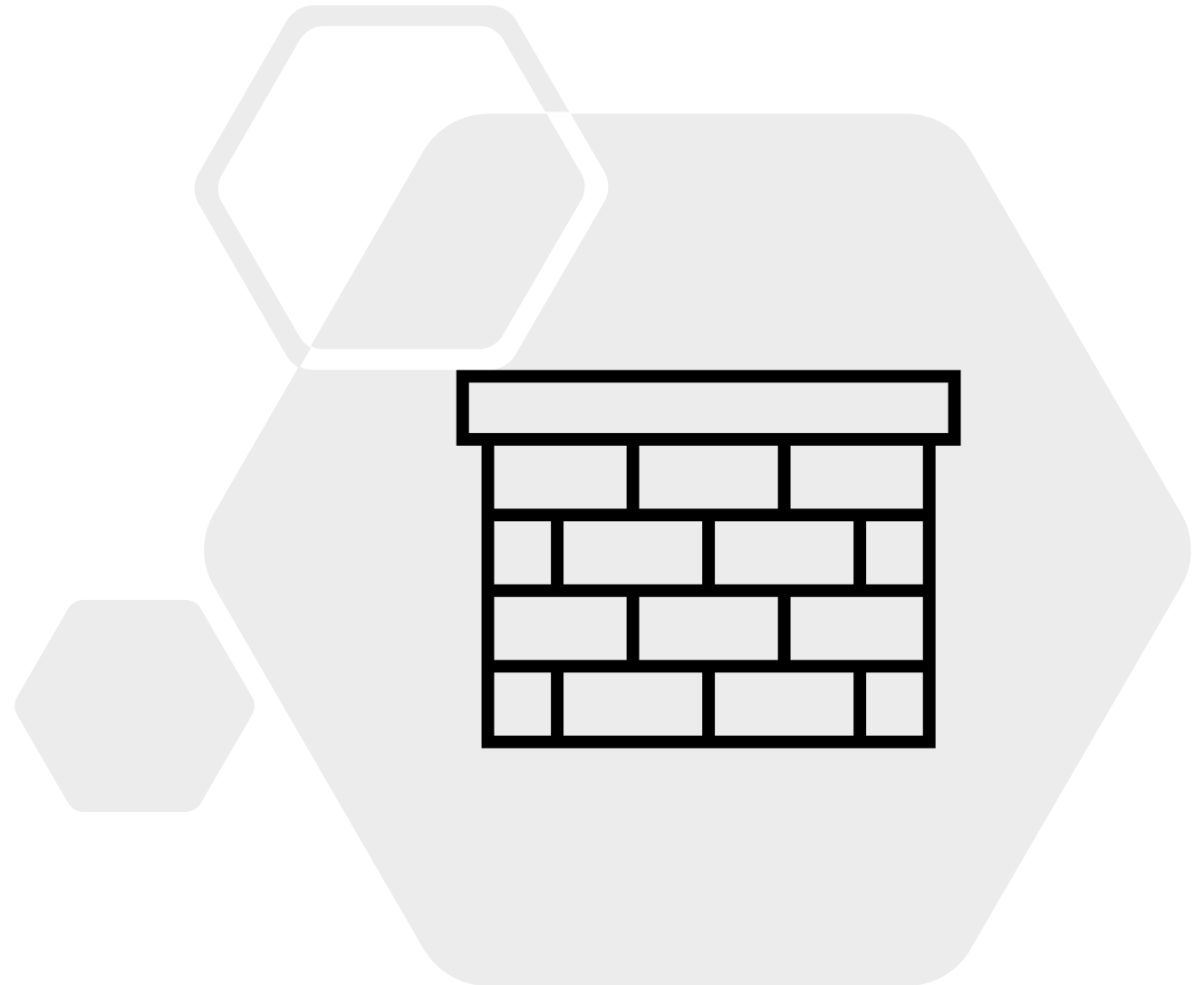
# Organizational Barriers

## Top Barriers

- Limited Access to Funding (Especially NYS Funding)
- Uncertainty and Restrictions from the Pandemic
- Lack of Plans, Skills, and Capacity for Communications and Fundraising

## Other Barriers:

- Access to PPE and Cleaning Supplies
- Space/Capacity to Host Safe In-Person Services
- Funders/Donors Prioritizing their Missions



# Recurring Themes Reported for Training/Support Needs for 2021

## Fundraising

- Help organizing
- Holding virtual fundraising

## Staff training

- Staff retention
- Caring for staff
- Preventing staff burnout

## Board Training around Diversity and Equity

- Board Development
- Board Recruitment

## Volunteer Management

- Volunteer training via virtual

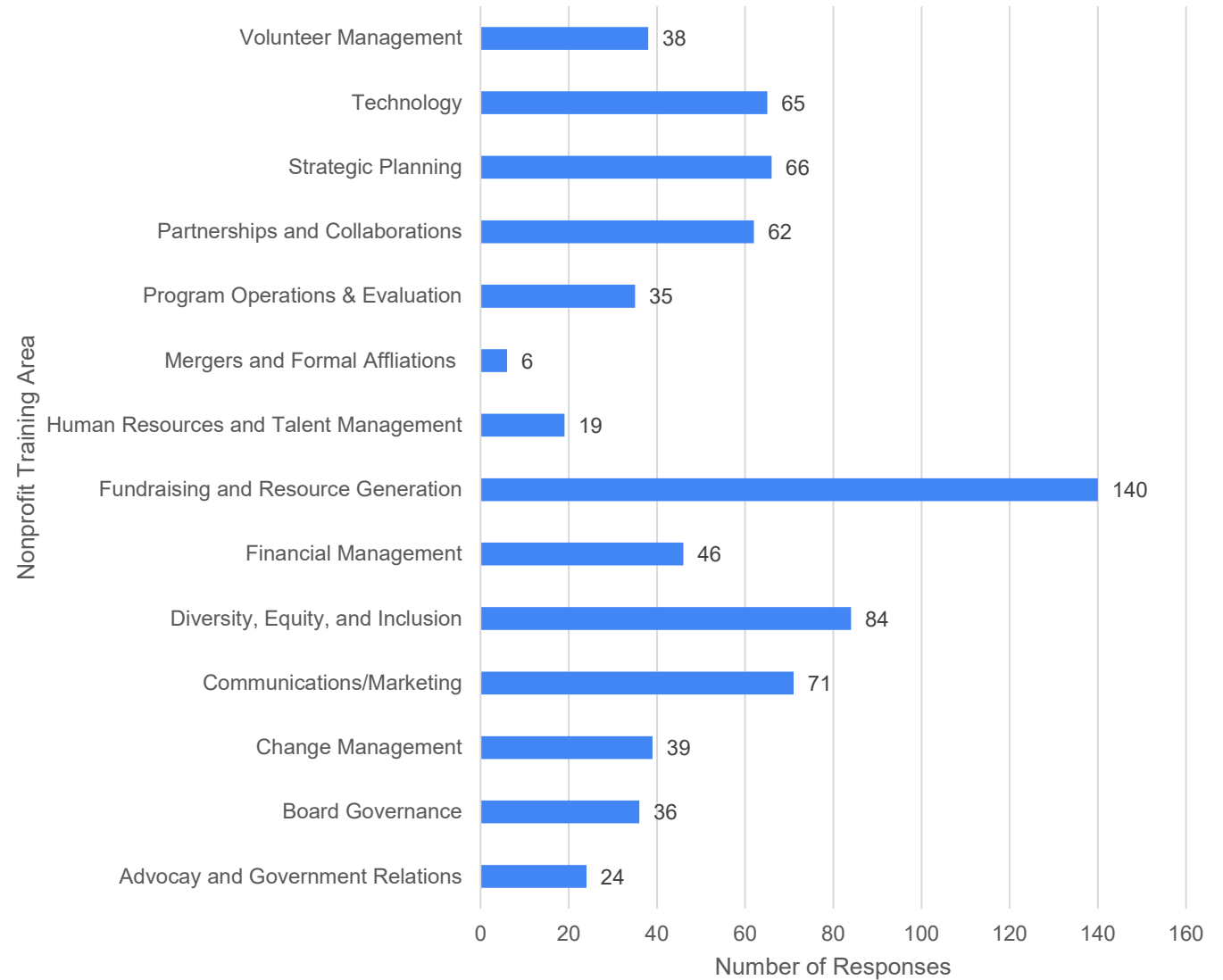
## Safety around reopening

- Training for health and safety protocols



# Highest Training Priorities

- **59% Reported Fundraising as Highest Training Priority (Highest Response)**
- **35% Indicated Diversity, Equity and Inclusion as Second Highest Priority**
- **3% (6) Selected Mergers and Formal Affiliations as Highest Priority**



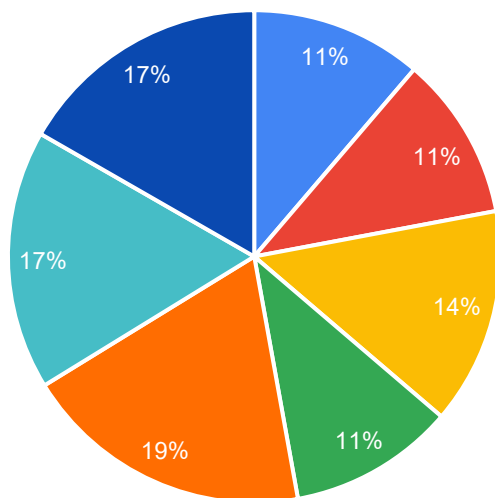


# Types of Preferred Training Resources

✓ **19%** Reported Interactive Online Training Most Helpful and **17%** Indicated Templates and Tools and Webinars

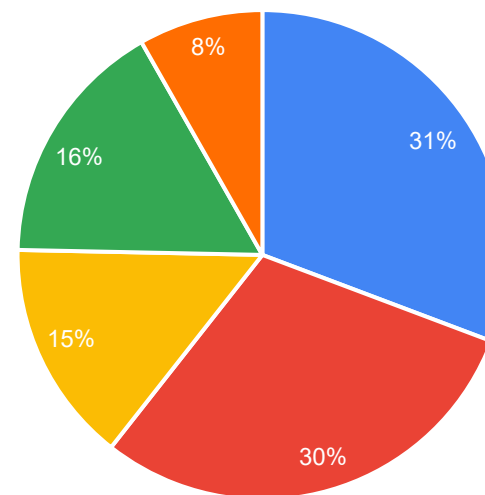
✓ **31%** Prefer Small Virtual Workshops and **30%** Prefer Online Webinars

Helpful Education Resources



- Articles and Blog Posts
- Formal Consultant Support/Coaching
- Informal Consultant Support (Advising)
- Informational Videos
- Interactive online training
- Templates and tools (sample policies and strategic plans)
- Webinar

Preferred Training Format



- Facilitated virtual workshops (Small group with hands training)
- Online Webinars with technical expert
- Panel discussions with leaders sharing their experiences
- Virtual Discussion Groups (Small Groups engaging in informal discussions)
- In-person with health & safety protocols (social distancing, face masks, sanitizer, HEPA air filtration, etc.)

# Questions?

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