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 (60%)
- **Organization’s Board** mostly or 100% represents the clients served (42%)

# of nonprofits serving people in each county

<table>
<thead>
<tr>
<th>County</th>
<th>Nonprofits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greene</td>
<td>91</td>
</tr>
<tr>
<td>Schoharie</td>
<td>92</td>
</tr>
<tr>
<td>Fulton</td>
<td>95</td>
</tr>
<tr>
<td>Montgomery</td>
<td>97</td>
</tr>
<tr>
<td>Warren</td>
<td>88</td>
</tr>
<tr>
<td>Washington</td>
<td>103</td>
</tr>
<tr>
<td>Columbia</td>
<td>104</td>
</tr>
<tr>
<td>Saratoga</td>
<td></td>
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<tr>
<td>Schenectady</td>
<td>169</td>
</tr>
<tr>
<td>Rensselaer</td>
<td>174</td>
</tr>
<tr>
<td>Albany</td>
<td>199</td>
</tr>
</tbody>
</table>

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

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**

![Pie chart showing the distribution of respondents by role:
- Board Member: 19
- Other Staff: 76
- CEO/Executive Director: 142](chart.png)

![Bar chart showing the distribution of organizational budget sizes:
- 100,000 or less: 23%
- 100K-250K: 15%
- 250k-500k: 16%
- 500k-1M: 13%
- 1M-10M: 27%
- 10M-or Higher: 7%](chart.png)
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
Snapshot of issue area served by nonprofits throughout the region
FINANCIAL QUESTIONS

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

  - **lost > 50%**
  - **lost 25-50%**
  - **lost up to 25%**
  - **same**
  - **increased up to 25%**
  - **increased 25-50%**
  - **increased 50% or more**

  **How was your revenue affected in 2020?**

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

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

Did you receive any loan support from the government?

- **Yes, 144**
- **Did not apply, 88**
- **Applied, Still waiting, 4**
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: 17%
- Formal Consultant Support/Coaching: 17%
- Informal Consultant Support (Advising): 14%
- Informational Videos: 14%
- Interactive online training: 19%
- Templates and tools (sample policies and strategic plans): 11%
- Webinar: 17%

Preferred Training Format

- Facilitated virtual workshops (Small group with hands training): 31%
- Online Webinars with technical expert: 15%
- Panel discussions with leaders sharing their experiences: 16%
- Virtual Discussion Groups (Small Groups engaging in informal discussions): 8%
- In-person with health & safety protocols (social distancing, face masks, sanitizer, HEPA air filtration, etc.): 30%
Questions?

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