COVID-19: NONPROFIT IMPACT + SUPPORT SURVEY

On March 31, 2020, the Community Foundation for Southern Arizona (CFSA) distributed a survey to local nonprofits to better understand the impact of COVID-19 on Southern Arizona’s nonprofit community and learn what resources would be most valuable to those organizations.

The survey received responses from 69 nonprofit organizations located in 33 zip codes and serving 16 counties in Arizona. The majority of responses came from health and human services organizations (44%), educational organizations (23%), and arts and culture organizations (16%). Please see Appendix A for details.

Key Takeaways:

- Nonprofit organizations who responded to the survey identified access to food, basic supplies, healthcare, and financial assistance as the most critical needs of the communities and individuals they serve.
- When asked what resources their organizations needed most, the most common responses were financial support, training, and technical assistance accessing additional resources (stimulus funds, etc.).

**IMPACT ON NONPROFIT ORGANIZATIONS**

- 90% reported that they had to cancel programs or events which resulted in lost revenue.
- 78% reported that COVID-19 has disrupted their ability to provide services to clients.
- 68% reported the need to change in-person events into virtual events using video conferencing software.

| **COVID-19: Organizational Impact (# orgs | n=69)** |
|-------------------------------------------------|
| Increased demand for services/support from clients and the community | 31 |
| Need to revisit or institute updated remote work and sick leave policies for employees | 24 |
| Challenges related to staff and volunteers needing to work remotely | 46 |
| Increased staff and volunteer absences | 37 |
| Disruption of supplies or services provided by partners | 30 |
| Disruption of services to clients and communities | 54 |
| Changing in-person events to virtual events using video conferencing software (e.g. Zoom, Google...) | 47 |
| Cancellation of programs or events and corresponding reduced revenue | 62 |
IMPACT ON THE SOUTHERN ARIZONA COMMUNITY

The survey also asked about the anticipated impact that COVID-19 on the communities or populations who are served by the nonprofit organization. Responses included an extensive list of basic needs, however access to food, healthcare, and financial assistance were identified as the most critical needs for individuals served.

Comments by respondents that highlight these needs include:

- Increased unemployment and financial need for the refugees & immigrants we serve. They’re unable to pay rent and unable to access some government support because they’re new to the U.S. […] Older adults we serve are going without basic needs that can no longer be found in the store, like toilet paper, soap, and some food items. (Lutheran Social Services of the Southwest)

- Already we are facing increased demand for food and sanitary/healthcare items for all ages in our community. Our nonprofit organization normally provides healthy dinners and snacks to school age program participants. That need has increased to all youth in the community with school closures and limited food access for families. (Native American Advancement Foundation)

- The largest impact that we are starting to see is an increase in need for rental assistance, housing of homeless, and all the resources needed to live - food, supplies, childcare, etc. We anticipate that these needs will continue to grow, not just during the time of the shelter in place but for the months, if not years, after the initial aspect/health aspect of this crisis ends. (Our Family Services)

ADDITIONAL SUPPORT NEEDED

Nonprofits respondents shared a variety of organizational needs, but the most commonly requested resources were financial support, training, and technical assistance accessing additional resources. Several organizations responded that they are still in the process of assessing their immediate and future needs. The list below details more insight to each of these categories.

Financial Support
- Funding to retain staff and continue staff benefits
- Information on additional funding opportunities
- Financial projecting (post COVID-19 and for future planning)

Training
- How to use Zoom and other online meeting platforms
- How to develop and implement online/virtual services for clients (crisis services, support groups, etc.)
- Guidance on fundraising and grant writing in a time of crisis
- How to create and implement online workflow processes

Technical Assistance
- Guidance on new policies
- Information and assistance to access stimulus funds
- Best practices from other communities

Learn about CFSA’s response to the community and organizational needs identified in this survey at cfsaz.org.
Appendix A: Respondent Information

FOCUS AREA OF RESPONDENTS (% orgs | n=69)

- Education: 23%
- Human Services: 33%
- Arts, Culture, and Humanities: 16%
- Environment and Animals: 10%
- Health: 10%
- Public, Societal Benefit: 3%
- Religion Related: 3%
- Unknown, Unclassified: 2%

SERVICE AREA OF RESPONDENTS (# orgs | n=69)

- Pima: 54
- Maricopa: 10
- Yuma: 4
- Cochise: 16
- Graham: 10
- La Paz: 5
- Greenlee: 5
- Apache: 1
- Santa Cruz: 13
- Sonora: 12
- Statewide: 1
- Yavapai: 3