

# Berks County Nonprofit Survey - Covid-19 Impact

Monday, March 23, 2020

**98**

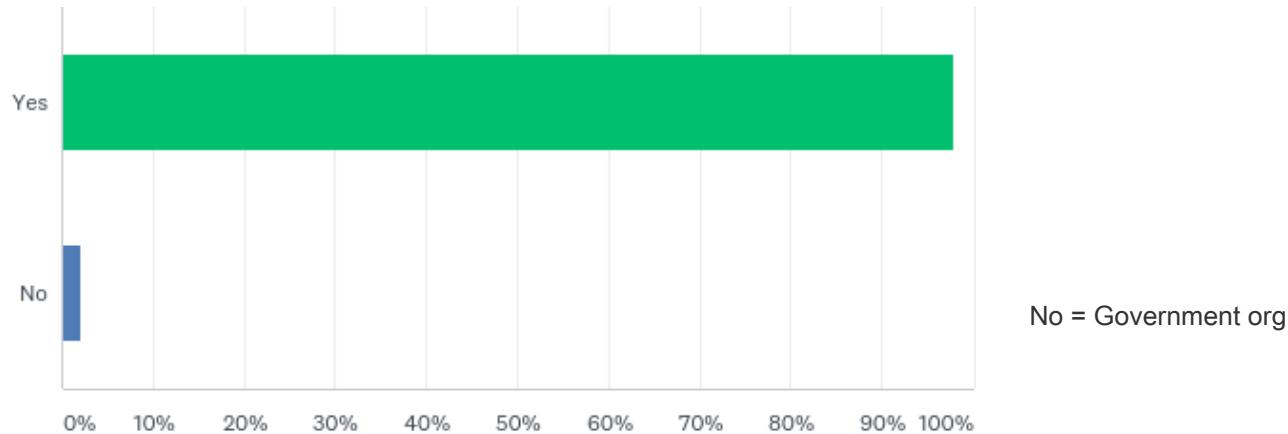
**Total Responses**

Date Created: Monday, March 16, 2020

Complete Responses: 98

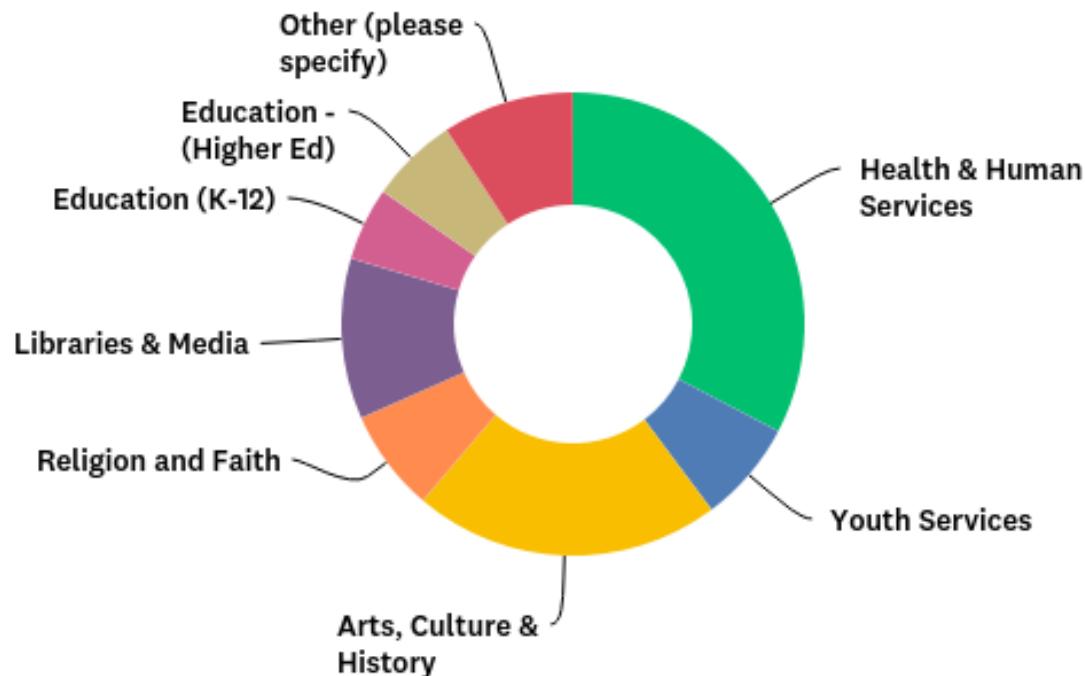
**Is your organization a 501(c)3 nonprofit, church, school, or other charitable group located in Berks County, Pennsylvania?**

Answered: 98 Skipped: 0



# Please select the closest description of your organization's primary focus:

Answered: 98 Skipped: 0



# Please select the closest description of your organization's primary focus:

Answered: 98 Skipped: 0

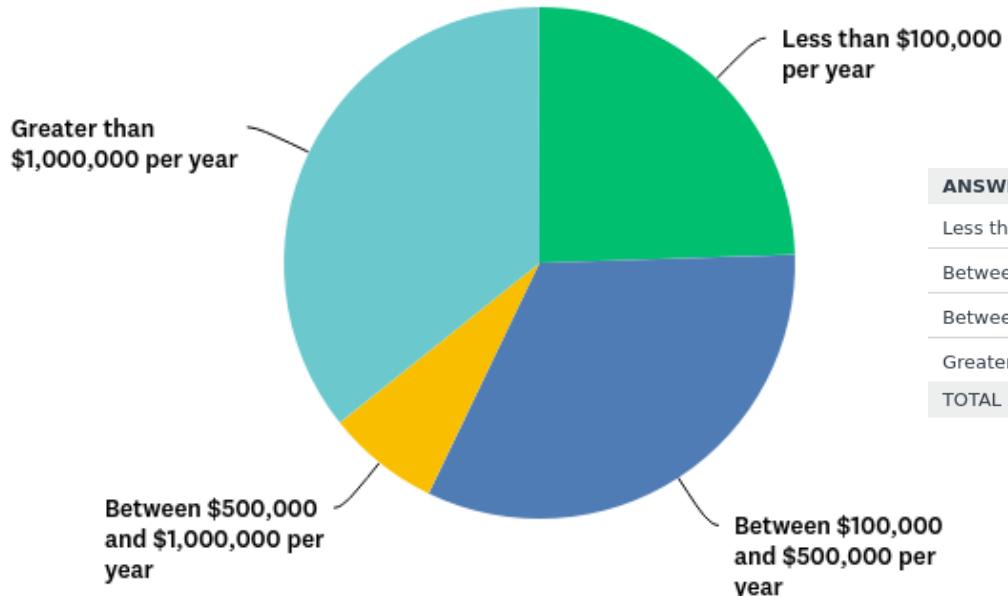
ANSWER CHOICES	RESPONSES	
Health & Human Services	32.65%	32
Youth Services	7.14%	7
Arts, Culture & History	21.43%	21
Animal Welfare	0.00%	0
Religion and Faith	7.14%	7
Libraries & Media	11.22%	11
Education (K-12)	5.10%	5
Education - (Higher Ed)	6.12%	6
Other (please specify)	9.18%	9
<b>TOTAL</b>		<b>98</b>

Other =

Social orgs, clubs, community centers (3)  
Environmental organizations (2)  
Social justice organizations (2)  
Government (1)

# What is your organization's annual operating budget?

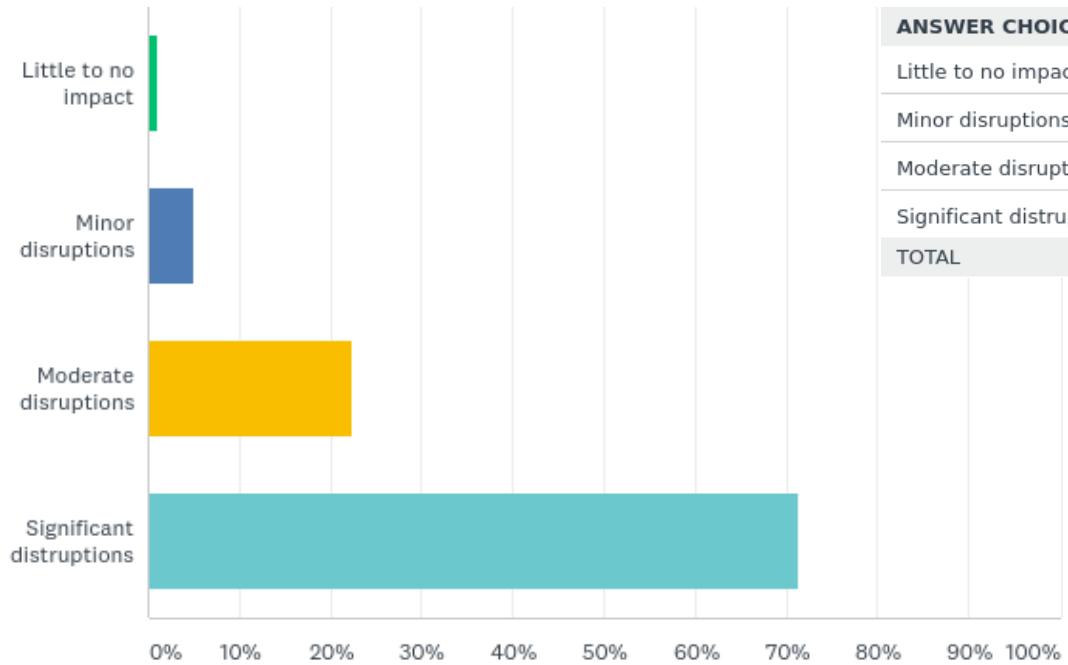
Answered: 98 Skipped: 0



ANSWER CHOICES	RESPONSES
Less than \$100,000 per year	24.49% 24
Between \$100,000 and \$500,000 per year	32.65% 32
Between \$500,000 and \$1,000,000 per year	7.14% 7
Greater than \$1,000,000 per year	35.71% 35
<b>TOTAL</b>	<b>98</b>

## Please estimate the level of impact COVID-19 is currently having on your programs and services:

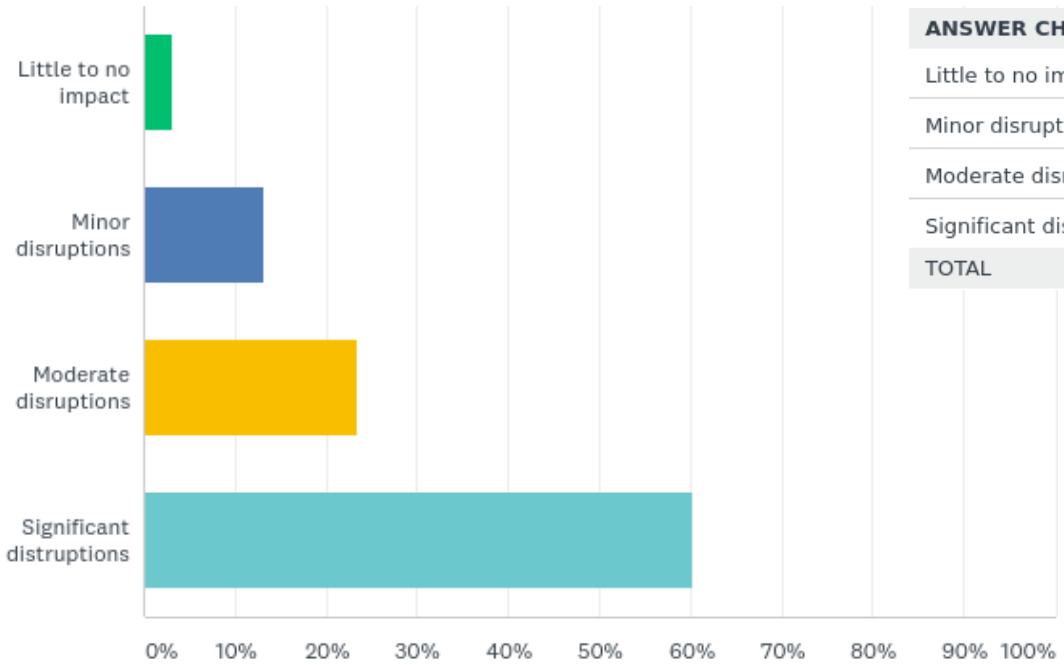
Answered: 98 Skipped: 0



ANSWER CHOICES	RESPONSES
Little to no impact	1.02%
Minor disruptions	5.10%
Moderate disruptions	22.45%
Significant disruptions	71.43%
<b>TOTAL</b>	<b>98</b>

## Please estimate the level of impact COVID-19 is currently having on your general operations:

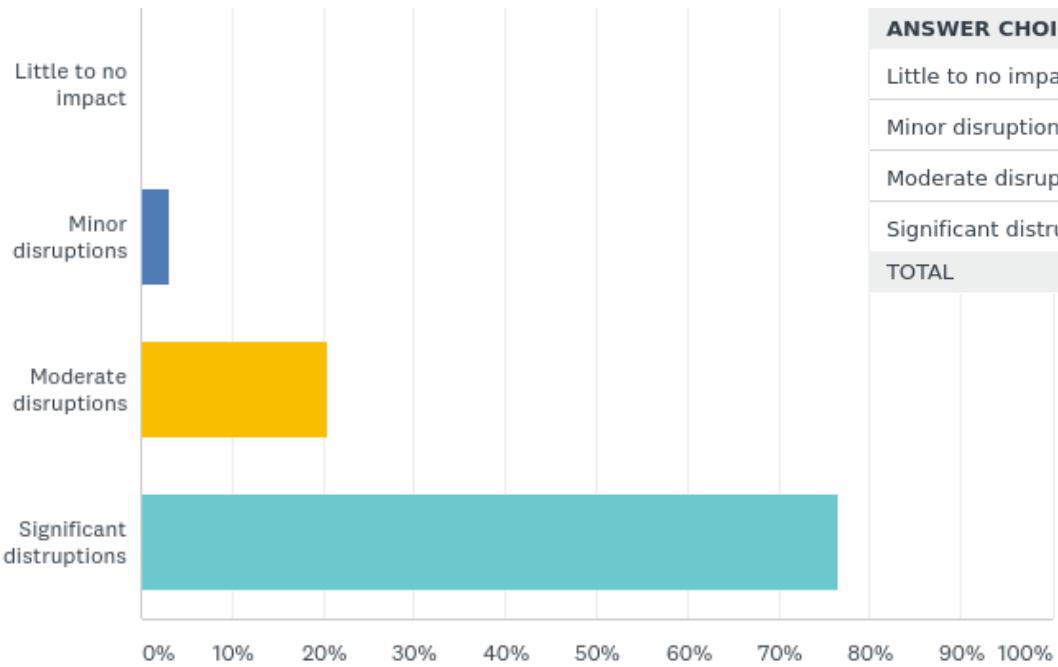
Answered: 98 Skipped: 0



ANSWER CHOICES	RESPONSES
Little to no impact	3.06%
Minor disruptions	13.27%
Moderate disruptions	23.47%
Significant disruptions	60.20%
<b>TOTAL</b>	<b>98</b>

**Please estimate the level of impact COVID-19 is expected to have on your programs and services over the next 90 days:**

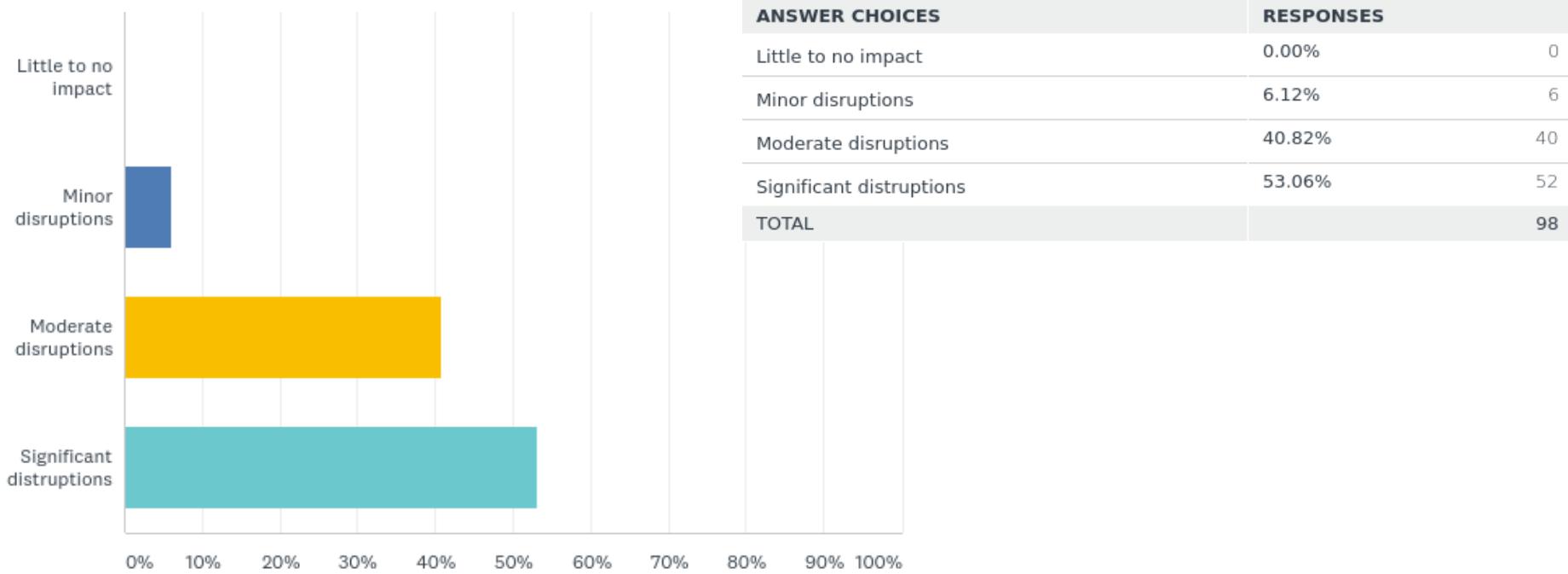
Answered: 98 Skipped: 0



ANSWER CHOICES	RESPONSES
Little to no impact	0.00%
Minor disruptions	3.06%
Moderate disruptions	20.41%
Significant disruptions	76.53%
<b>TOTAL</b>	<b>98</b>

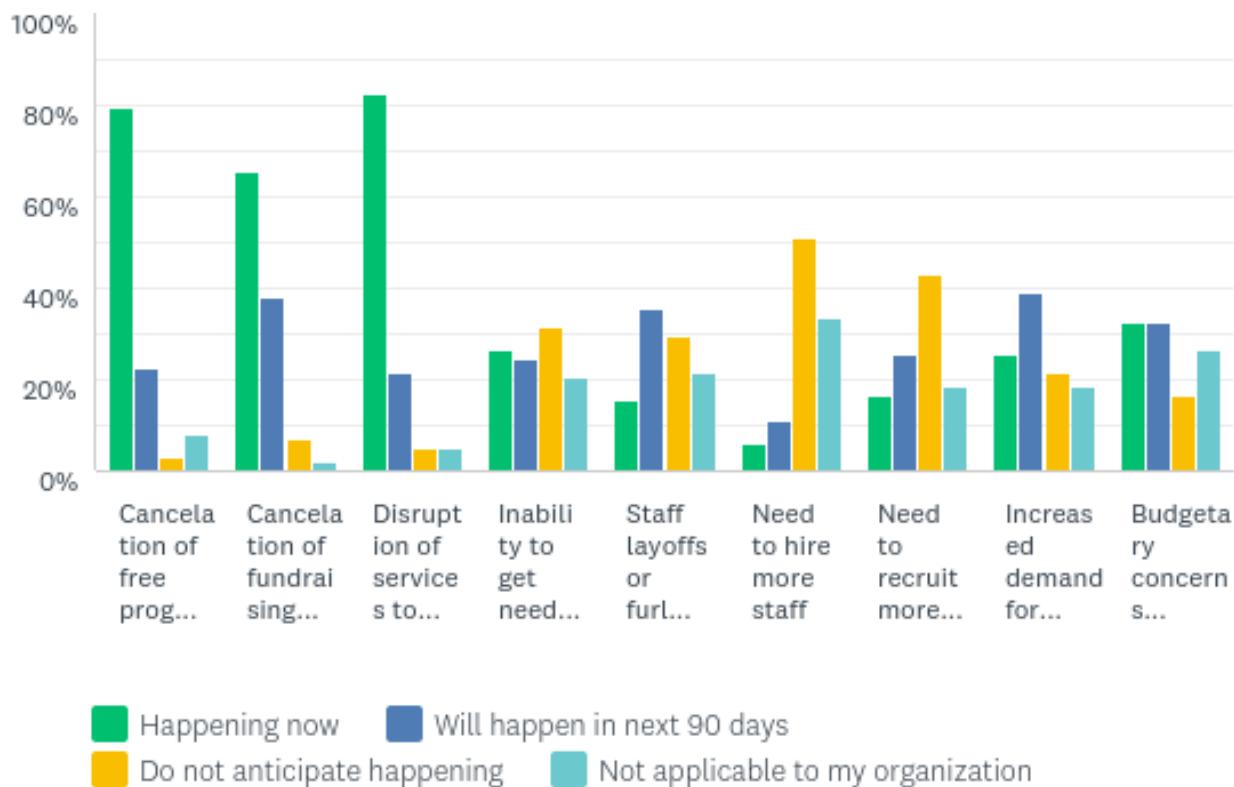
**Please estimate the level of impact COVID-19 is expected to have on your general operations over the next 90 days:**

Answered: 98 Skipped: 0



## Which of the following are you currently or do you anticipate experiencing at your organization?

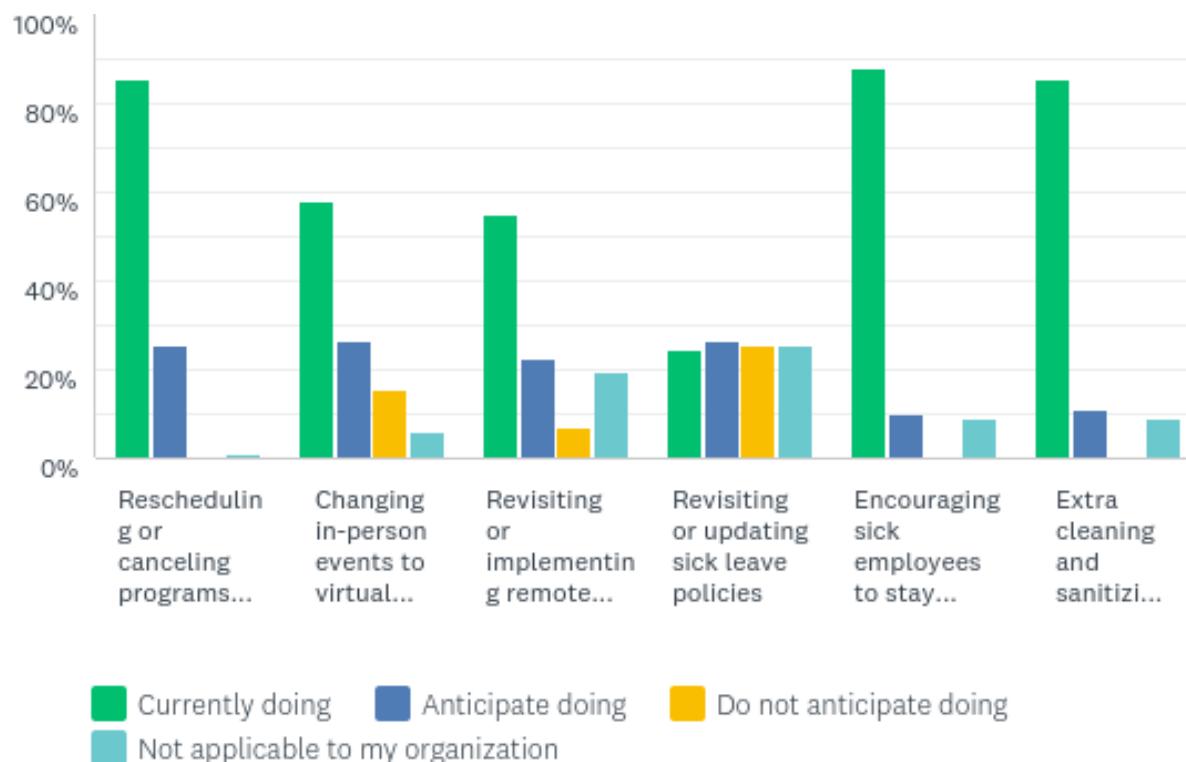
Answered: 98 Skipped: 0



	HAPPENING NOW	WILL HAPPEN IN NEXT 90 DAYS	DO NOT ANTICIPATE HAPPENING	NOT APPLICABLE TO MY ORGANIZATION	TOTAL RESPONDENTS
Cancelation of free programs and events	79.59% 78	22.45% 22	3.06% 3	8.16% 8	98
Cancelation of fundraising or revenue-generating events	65.31% 64	37.76% 37	7.14% 7	2.04% 2	98
Disruption of services to clients and/or the community you serve	82.65% 81	21.43% 21	5.10% 5	5.10% 5	98
Inability to get needed supplies	26.53% 26	24.49% 24	31.63% 31	20.41% 20	98
Staff layoffs or furloughs due to loss of revenue or curtailed programs	15.31% 15	35.71% 35	29.59% 29	21.43% 21	98
Need to hire more staff	6.12% 6	11.22% 11	51.02% 50	33.67% 33	98
Need to recruit more volunteers	16.33% 16	25.51% 25	42.86% 42	18.37% 18	98
Increased demand for services/requests for help from clients or the community you serve	25.51% 25	38.78% 38	21.43% 21	18.37% 18	98
Budgetary concerns related to volatility on the stock market	32.65% 32	32.65% 32	16.33% 16	26.53% 26	98

## Has your organization responded or does it anticipate responding in any of the following ways over the next 90 days?

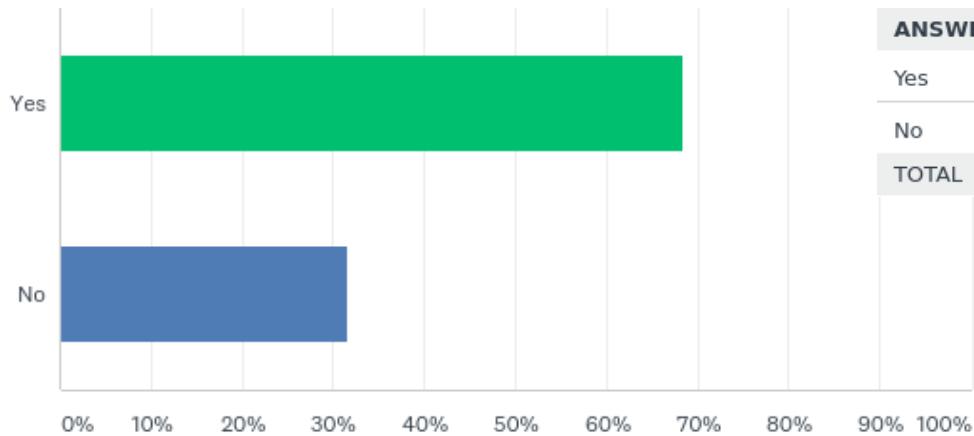
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	<b>CURRENTLY DOING</b>	<b>ANTICIPATE DOING</b>	<b>DO NOT ANTICIPATE DOING</b>	<b>NOT APPLICABLE TO MY ORGANIZATION</b>	<b>TOTAL RESPONDENTS</b>
Rescheduling or canceling programs or events	85.71% 84	25.51% 25	0.00% 0	1.02% 1	98
Changing in-person events to virtual events using video conferencing software or other means	58.16% 57	26.53% 26	15.31% 15	6.12% 6	98
Revisiting or implementing remote work policies	55.10% 54	22.45% 22	7.14% 7	19.39% 19	98
Revisiting or updating sick leave policies	24.49% 24	26.53% 26	25.51% 25	25.51% 25	98
Encouraging sick employees to stay home now and in the future, even if it impacts your operations	87.76% 86	10.20% 10	0.00% 0	9.18% 9	98
Extra cleaning and sanitizing of your facility	85.71% 84	11.22% 11	0.00% 0	9.18% 9	98

# Do you have employees who cannot work at home due to the requirements of the job?

Answered: 98 Skipped: 0



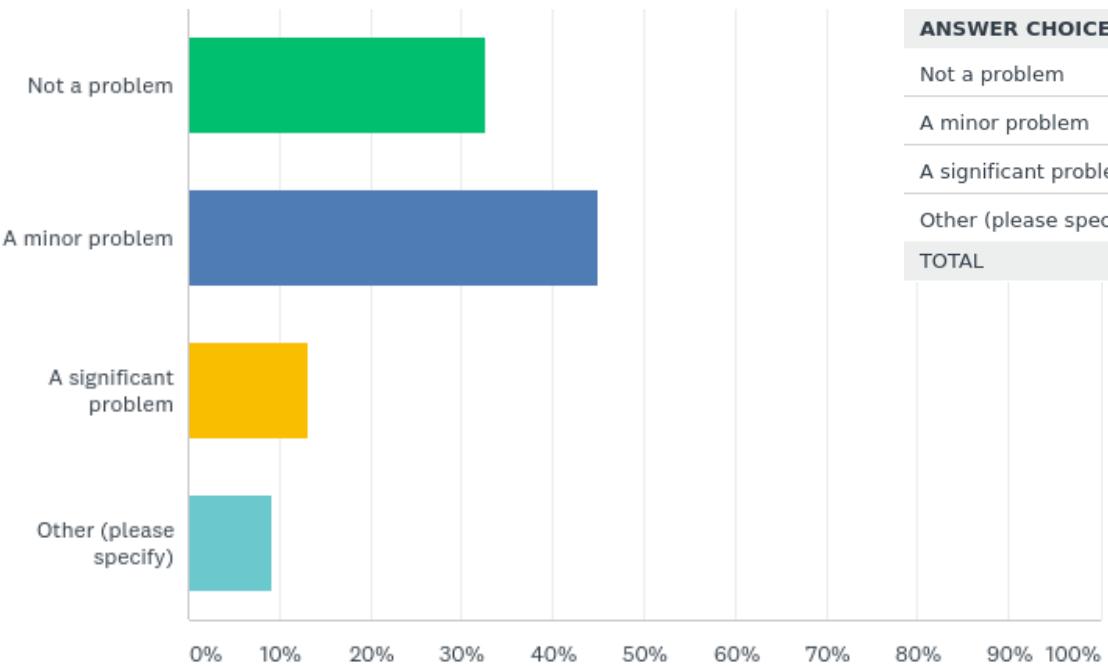
ANSWER CHOICES	RESPONSES
Yes	68.37%
No	31.63%
<b>TOTAL</b>	<b>98</b>

Of those organizations who said yes,  
percentage unable to work from home =

- 0 - 25% - 9 organizations
- 25 - 50% - 12 organizations
- 50 - 75% - 16 organizations
- 75 - 100% - 24 organizations

**To what extent is the lack of technology (i.e. equipment, software, related training) an obstacle to implementing remote or work-from-home procedures at your organization?**

Answered: 98 Skipped: 0



ANSWER CHOICES	RESPONSES
Not a problem	32.65%
A minor problem	44.90%
A significant problem	13.27%
Other (please specify)	9.18%
<b>TOTAL</b>	<b>98</b>

Other = organizations where the work is hands-on, in-person work, such as an ambulance service

**What would you like donors or funders to know about the impact of COVID-19 on your organization, its programs, or its operations?**

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Great worry about what is going to happen to the clients that organizations serve, children and adults who were already in poverty, at risk, may cope with mental health issues, and now are likely to lose their jobs.

Concern about age of staff members and volunteers, and about front-line service employees who are quarantined because they have been exposed or are sick.

Fundraisers that provide annual operating support have been canceled across the board. Some hope to reschedule them later in the year, but most see it as a permanent loss of revenue.

**What would you like donors or funders to know about the impact of COVID-19 on your organization, its programs, or its operations?**

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There has been an unrecoverable loss of revenue at organizations that have a fee-for-service model or charge admission/sell tickets and that loss will continue to grow until they can reopen and people start going out again.

Concern that previously promised funding will evaporate and that individual donors will cease to give as they confront their own job losses and stock market losses.

There is a desire to give people a way to donate to organizations “when the donor isn’t present” but a concern that donors won’t know how to use online giving platforms.

## **What would you like donors or funders to know about the impact of COVID-19 on your organization, its programs, or its operations?**

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*"Our enterprise is entirely dependent on donor funding and visitor spending. The loss of donor funding due to concerns about the volatility of the stock market has indefinitely delayed or canceled conversations and promised commitments from major donors, jeopardizing our capital projects and counseling towards the layoff of the majority of our staff. The forced closure of our operation and the concomitant scare among our visitor base has meant that our income from operations has ground to zero."*

*"Continuation of support is critical, most notably for cash flow needs. Any opportunity to redesign contribution or grant-making priorities to help mitigate the effects of this emergency will have meaningful, positive impacts for near-term sustainability."*

*COVID-19 presents both significant challenges but at the same time opportunities. "That that doesn't kill us will make us stronger."*

*The majority of those we serve are low-income families with children birth through age 6, individuals with behavioral health issues and individuals with a substance use disorder. Many are disenfranchised and socially isolated. They struggle on a daily basis to meet their basic needs. With the closure of many social service agencies and limited resources, the safety net is gone.*

**What would you like government officials to know about the impact of COVID-19 on your organization, its programs, or its operations?**

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We need protective gear - now.

Existing funding should not be pulled.

Loans aren't going to cut it.

We will need funding.

**What would you like government officials to know about the impact of COVID-19 on your organization, its programs, or its operations?**

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*“Small business administration loans to cover lost revenue are both insufficient and a bad idea. One cannot payback lost revenue realistically. Additionally the interest rate of 2.75% is unrealistic when the treasury rates are at near 0%.”*

*“Those we serve are heavily impacted by loss of employment and income. It is important that government dollars do not get pulled out from under service providers.”*

*“While not a medical provider, there is a need for masks and gloves to protect service providers and those coming in for assistance.”*

**What kinds of resources, information, or training would be useful to your organization as you prepare and/or adapt as a result of COVID-19?**

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Personal protective equipment

Financial training for how to recover from this

HR/Unemployment guidance

Emergency planning and response training

Telehealth systems - currently not ramped up at health NPOs

A forum to share information with each other

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