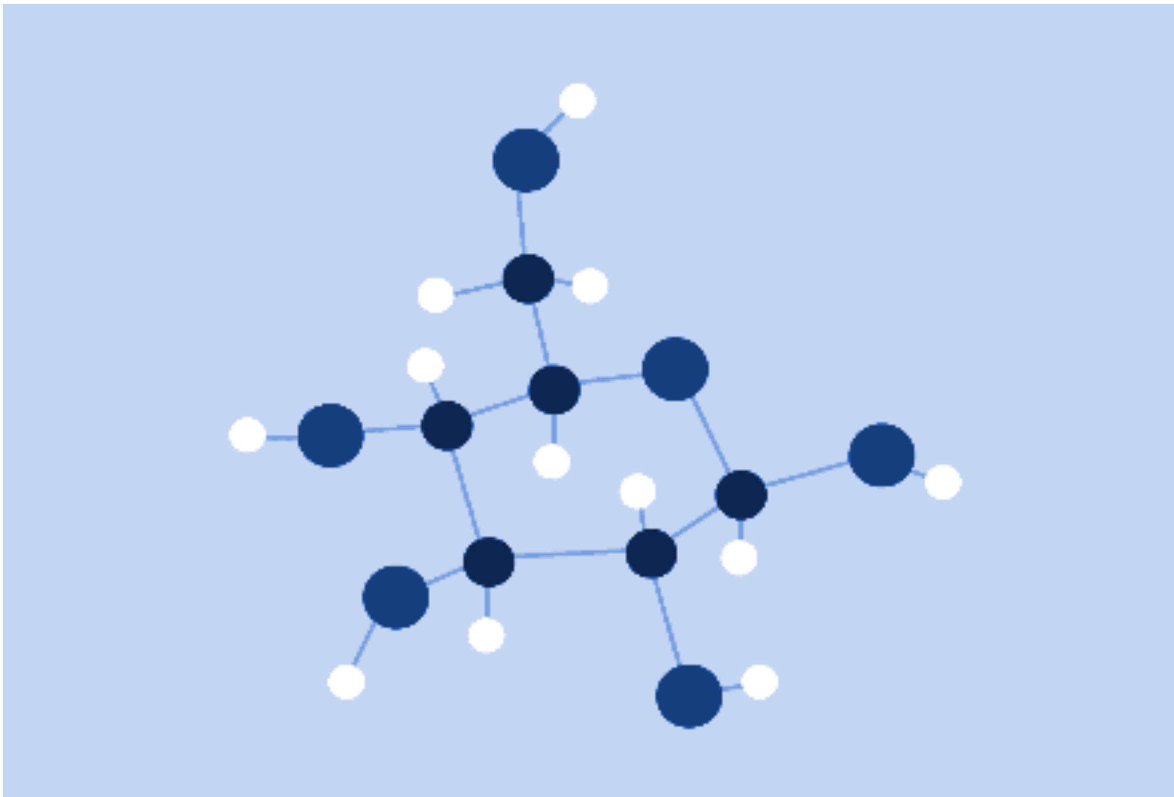
COCSI

COVID Organizational Capacity & Service Implementation (COCSI)

Survey for Executive Directors



Presented by

Pottstown Area Health & Wellness Foundation

In partnership with

Tri-County Community Network

July 2020

POTTSTOWN AREA
HEALTH & WELLNESS
FOUNDATION

TCN the COMMUNITY network

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Purpose

The purpose of the Pottstown Area Health & Wellness Foundation (PAHWF) COVID Organizational Capacity & Service Implementation (COCSI) Survey for Executive Directors is to gather information about the needs of nonprofit organizations within the PAHWF service area. Results from this survey will assist in the prioritization of future initiatives, funding opportunities and collaborations.

PAHWF and Tri-County Community Network (TCN) will refer to this assessment information as we help to support the recovery of our region from the COVID-19 pandemic. It is the hope that other community partners will also utilize these findings in their efforts to serve and assist area residents.

Executive Summary

Below is a summary of the responses to the COCSI survey from its launch on **Wednesday, June 3, 2020 to Friday, July 24, 2020**.

The results in this summary are the perspectives of the organizations that completed the COCSI Survey. The outline provides one source of information that multiple stakeholders may utilize, such as nonprofits, government, and other entities. COCSI was distributed through several modalities, including e-mail, website, virtual communications, and a press release. The survey is a sample of responses from community-based organizations that support the **PAHWF Service Area**, thus please consider the limitations of this data.

Summary of Findings:

- Nonprofits in the PAHWF Service Area reported **a substantial amount of adverse impact to general operations (closures), fundraising, and direct service delivery**. Due to COVID-19, **many organizations also noted that employee furloughs, cancellation of events, and increased demand for assistance have occurred** and will likely continue over the next 12 months.
    - Nearly **70% of organizations anticipate losing between 1-40%** of their **annual revenue**.
    - Over **85% of organizations are experiencing cancelled programs or events, and/or reduced revenue from those events**.
    - **More than half of the organizations anticipate staff layoffs or furloughs** due to loss of revenue or curtailed program.

- The greatest barriers to working from home are that **services can only be provided in-person** and **technology limitations**.
- **57% of organizations have seen a decrease in volunteers** since COVID-19.

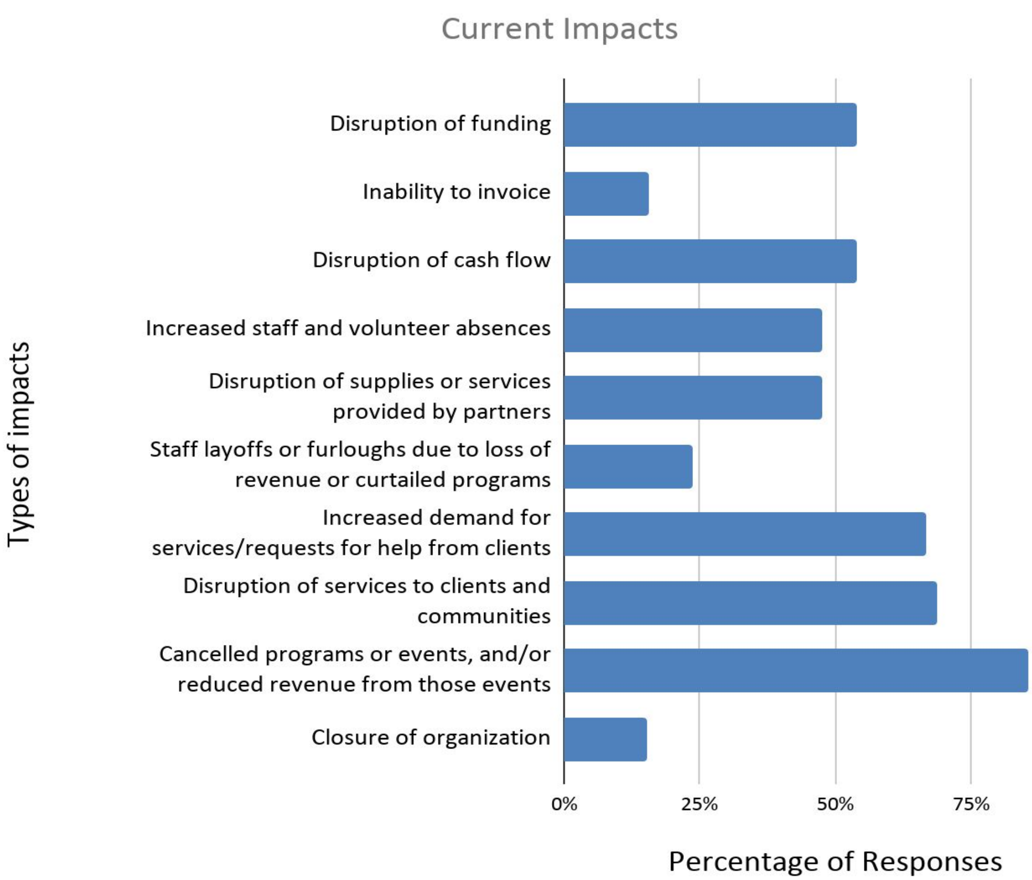
- Collaborations
  - Organizations report that **their main collaborations center around information sharing and best practice dissemination**.
  - The greatest organizational needs presented in this survey focus on **finances and program delivery**. Survey responses indicate that **few organizations are collaborating to problem solve in these areas.**
- Diversity, Equity and Inclusion and vulnerable or underserved populations.
  - **Nearly 80% of organizations have established policies and practices supporting diversity, equity, and inclusion.**
  - About **16% of organizations are led by a person of color**.
  - Agencies were asked to estimate the percentage of each vulnerable population they served. The following vulnerable populations were most often reported by agencies as representing 50% or more of their clients: individuals who are economically disadvantaged; children, youth, and young adults; communities of color; and food insecure and malnourished.
  - Vulnerable populations with the fewest agencies reporting that at least 25% of their clients are part of the population include: homeless; abused, neglected, or suffering from violence; immigrant populations; LGBTQAI+; and pregnant women and mothers of infants 0-2.

Current and Anticipated Impacts

Currently Experiencing

- Over **85% of organizations are experiencing cancelled programs or events, and/or reduced revenue from those events**.
- About **66% are experiencing increased demand for services** and requests for help from clients and communities.

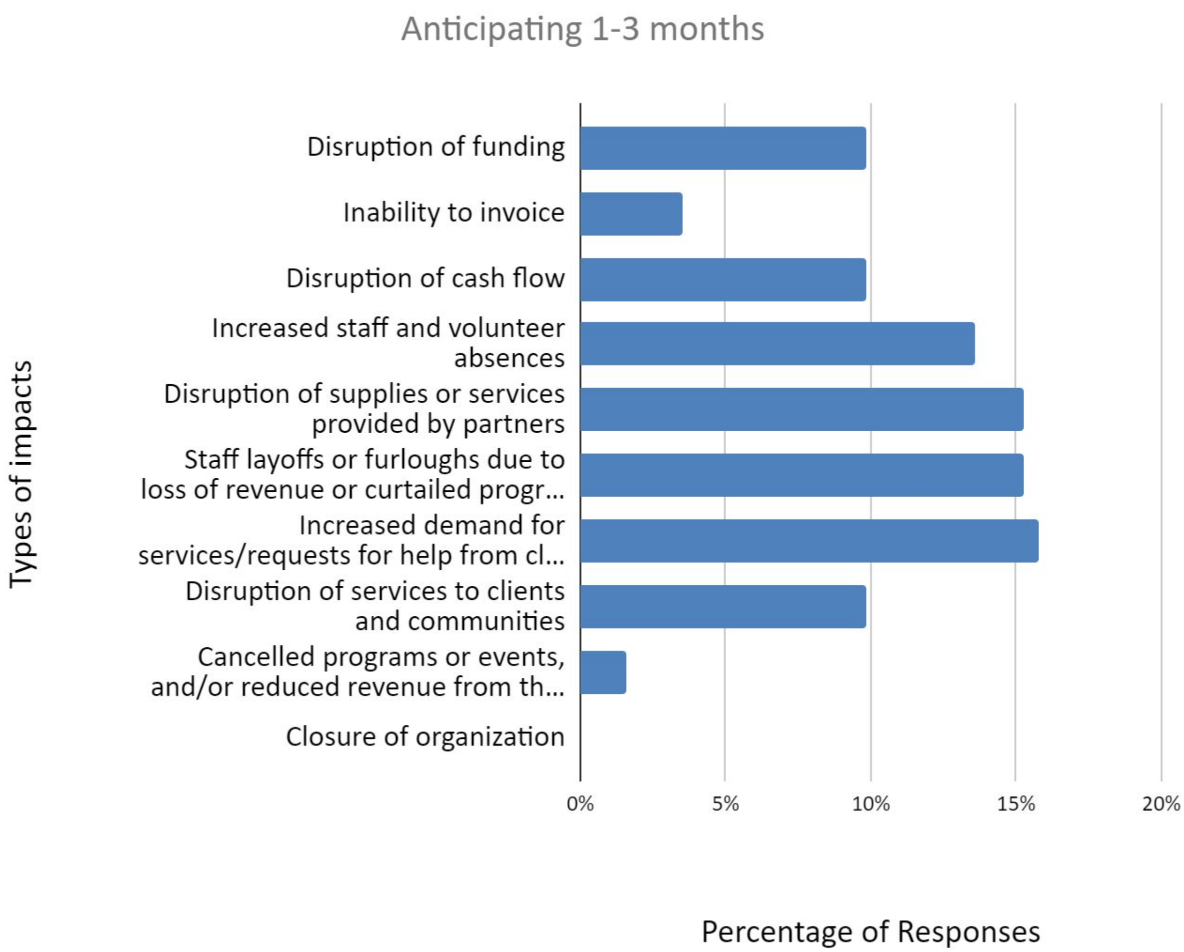
- **A majority of organizations are experiencing disruptions to financial and human resources**, specifically for funding, cashflow, and disruption of services to clients and communities.
- Just under half of the organizations are experiencing increased staff and volunteer absences and disruption of supplies or services provided by partners.
- Fewer organizations, around 15%, are experiencing inability to invoice and closure of organization.



Anticipating in 1-3 Months

- Organizations are **anticipating fewer impacts in 1-3 months.**
- About **15% of organizations are anticipating disruptions to human resources and operations**, such as disruption of supplies or services provided by partners, staff layoffs or furloughs due to loss of revenue or curtailed programs, and Increased demand for services/requests for help from clients and communities.

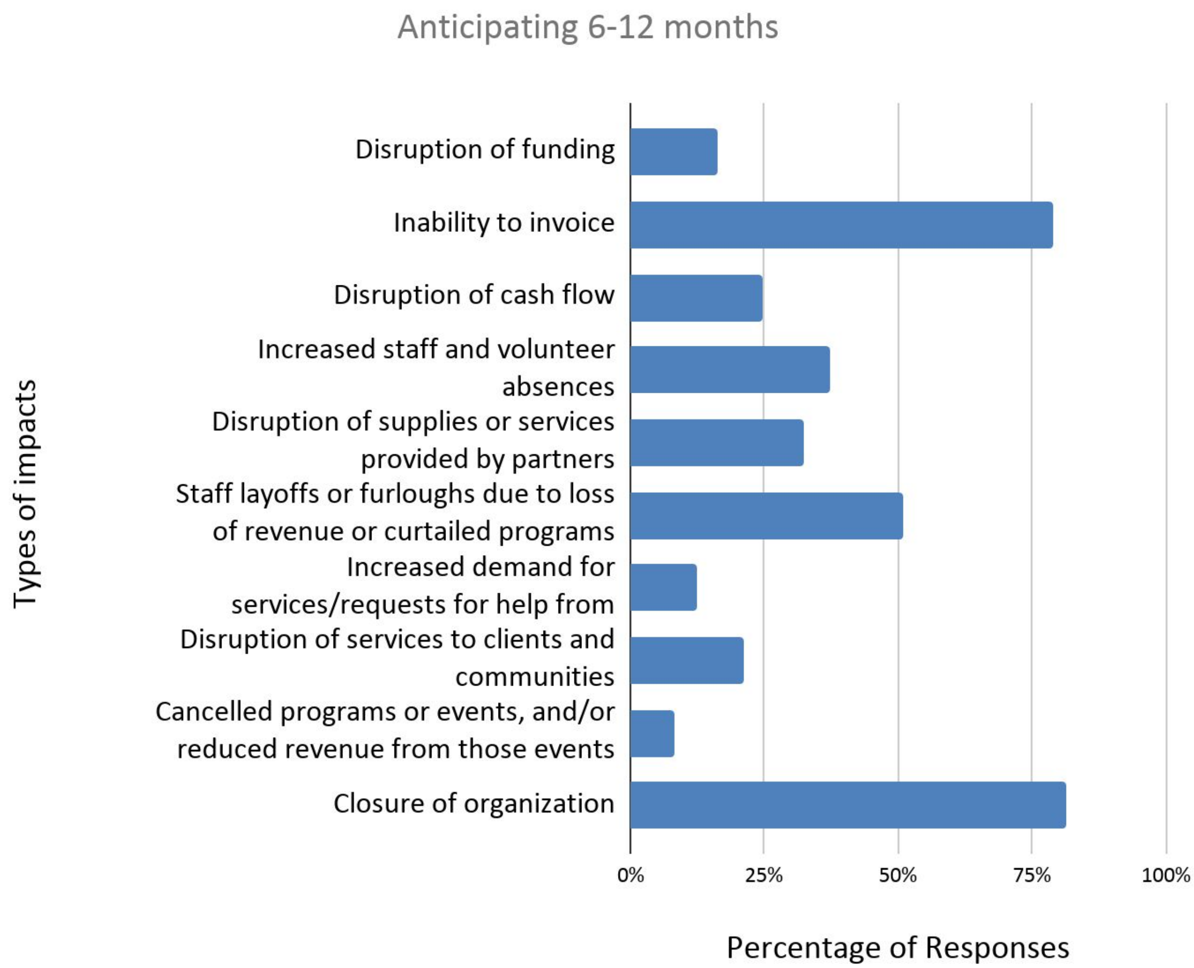
- Just under 10% of organizations are anticipating disruption of funding and disruption of cash flow.



Anticipating in 6-12 Months

- Over the next 6-12 months, organizations are **anticipating more impacts than they anticipate in the next 1-3 months, but less than they are currently experiencing.**
- More than **80% of organizations report they anticipate a closure of organization**.
- **More than half of the organizations anticipate staff layoffs or furloughs** due to loss of revenue or curtailed programs
- About **20% of organizations are anticipating continued disruption of funding**.

* About 10% of organizations' disruption of cash flow and staff layoffs or furloughs due to loss of revenue or curtailed programs.



Health and Safety of Staff and Clients in COVID Environment

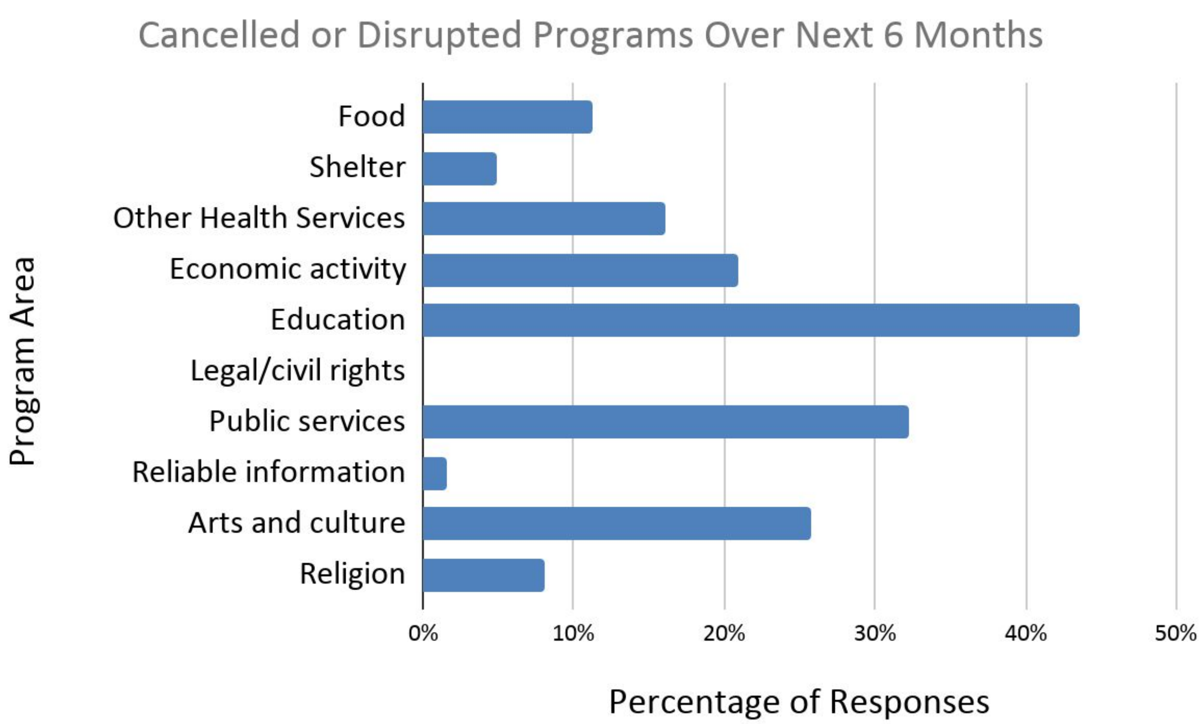
How prepared is your organization for working in the COVID environment as it relates to the health and safety of staff and clients? (Q16)

* **A majority of organizations responded as very prepared** with policies in place to address the health and safety of staff and a plan or decision-making tree in place for assessing readiness to reopen or keep facilities open.
* **About one-third of organizations responded as not prepared at all in regards to having a budget in place for PPE supply.**

- Just under half of organizations responded as somewhat prepared for having a plan for Trauma-Informed Care, having PPE supply in hand, securing a PPE supply chain, and having a crisis plan in place.

Anticipated Disruptions by Program Area

- Programs focused on **education, public services, and arts and culture are anticipating the most disruptions** over the next six months compared to other types of programs.
- Program areas such as economic activity, health services, and food had marked but less impact than other program areas.
- Programs focused on **legal / civil rights, shelter, and reliable information are least expected to experience disruptions.**



Other Impacts Communicated Across Organizations

In addition to the above disruptions, common impacts across organizations include:

- Cancellations of **fundraising activities and special events**.

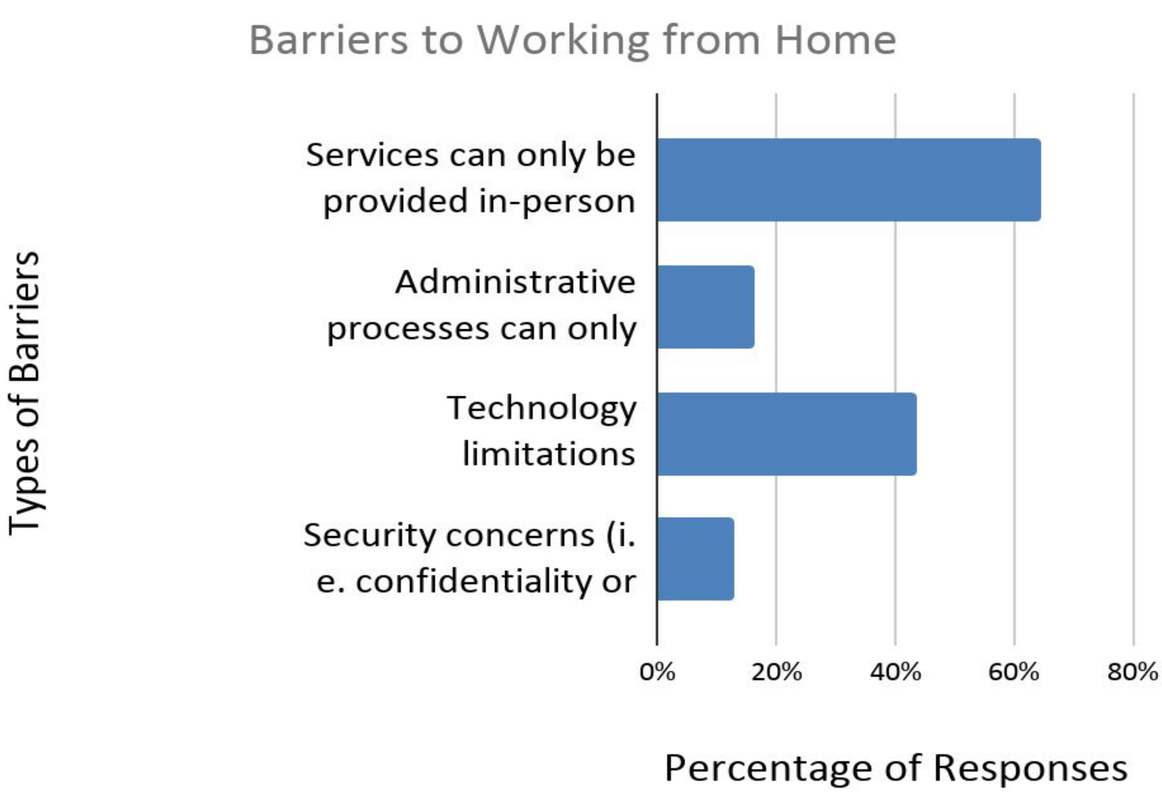
- Pauses in **community outreach efforts, community services, and neighborhood revitalization**, such as home construction for low income housing.
- In addition to reductions in education programs, cancellations of **summer camp and Out-of-School-Time** programming are highly anticipated.
- Interruption to **recreation and group physical activities**, such as daily in-person group programming for adults with mental illness.
- Pivots in delivery of **onsite case management services**.

Barriers to Working from Home

Approximately 65% of organizations identify that services can only be provided in-person as the most significant barrier to working from home.

Organizations also reported that **technology limitations were another substantial barrier**: approximately 44% of respondents.

Another approximate 16% noted that administrative processes can only be done in-person as a barrier. About 13% reported that security concerns such as confidentiality or privacy were barriers to working from home.

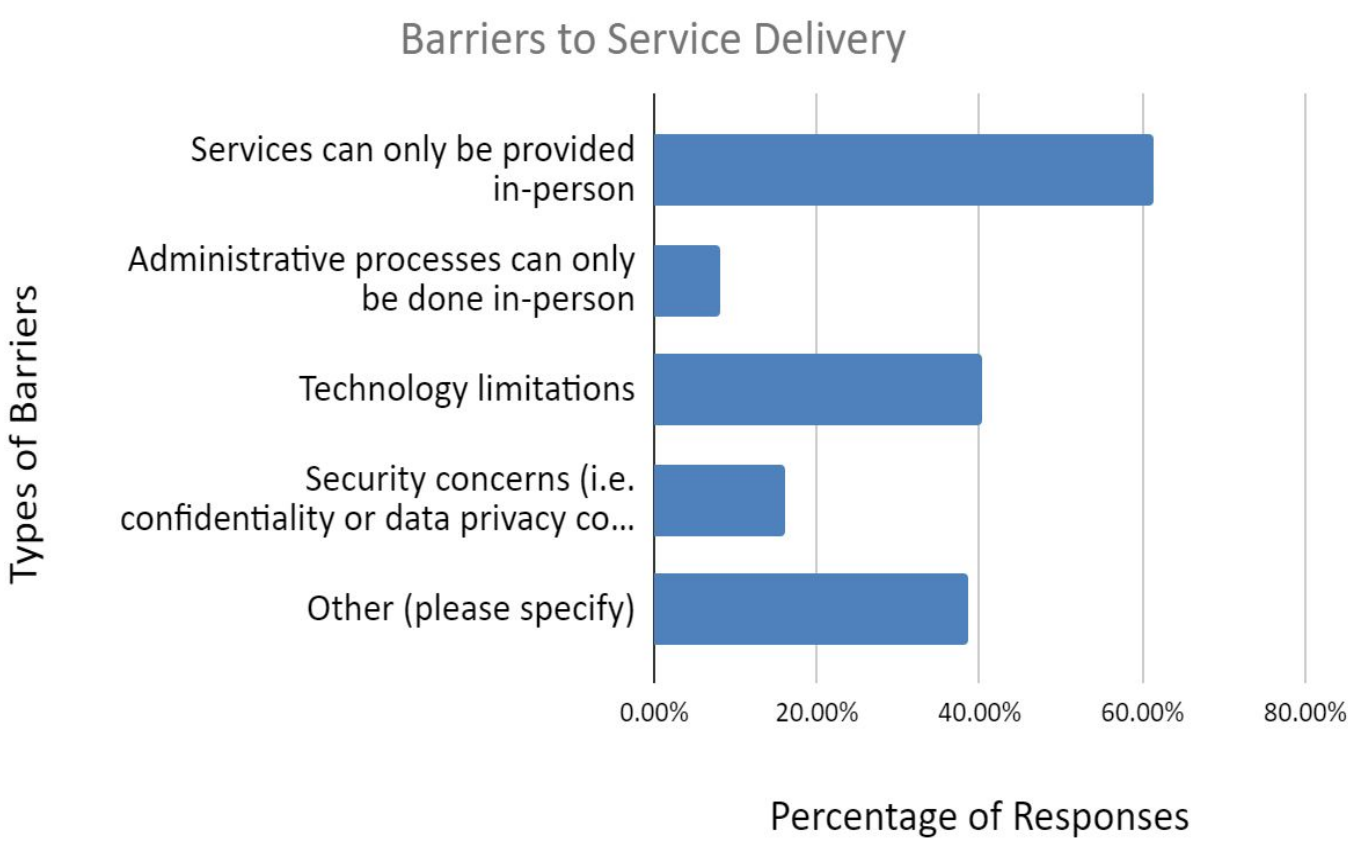


Barriers to Service Delivery

The most significant barrier preventing the delivery of service is that services can only be provided in-person, at approximately 61%.

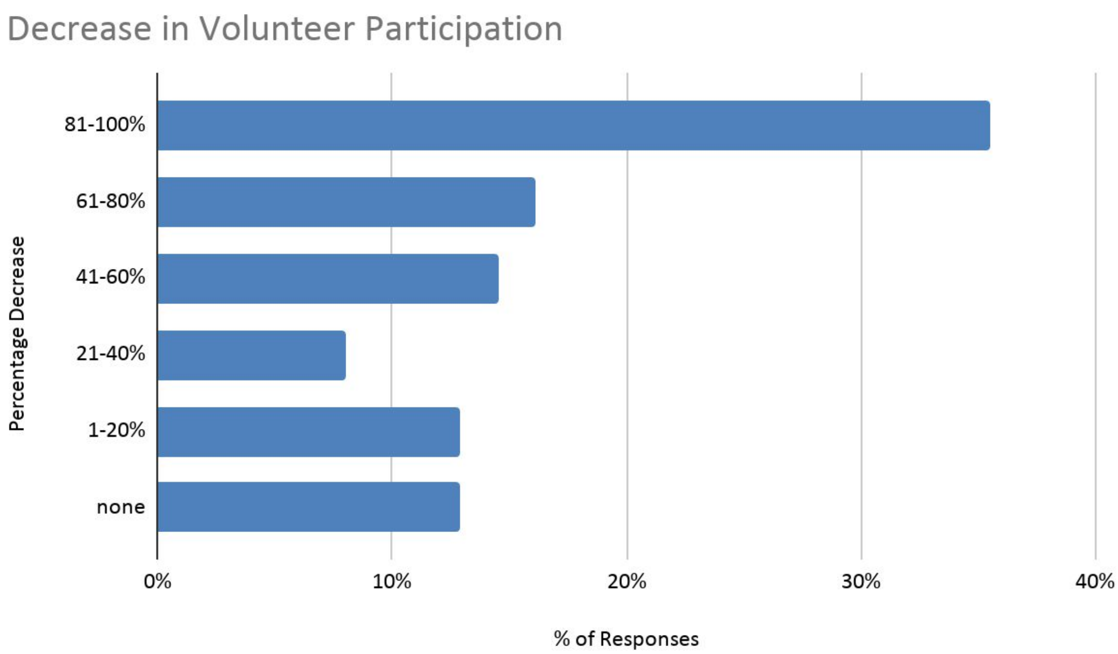
Another 40% (approximate) of nonprofits indicated that technology limitations were barriers to overall service delivery.

Notably, some organizations also identified the closure of other nonprofits/businesses or disruption in the supply chain as a barrier to service delivery.



Decrease in Volunteer Participation

- About **half of organizations have seen volunteer participation either cease or decrease by at least 61%**.
- The rest are experiencing varying degrees of disruption from none to 60%.

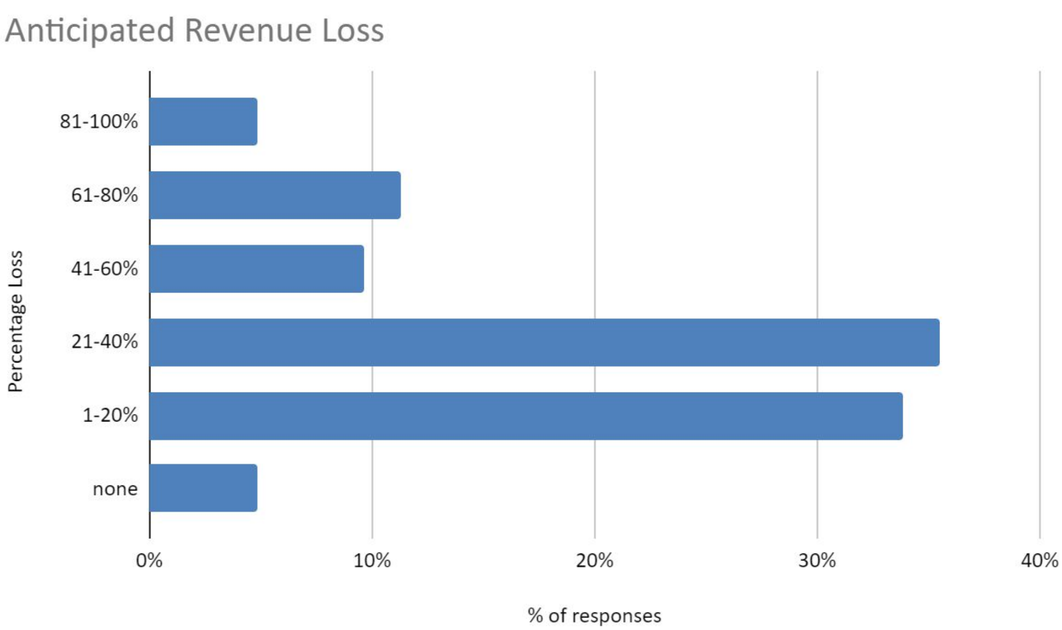


Annual Operating Budget

- **Most organizations have annual budgets less than $250,000**
- **Just over one-third** of organizations have **budgets of $1 million and above.**
- About **25% of organizations** have annual operating budgets that range from **$250,000 to $1 million.**

Anticipated Annual Revenue Loss

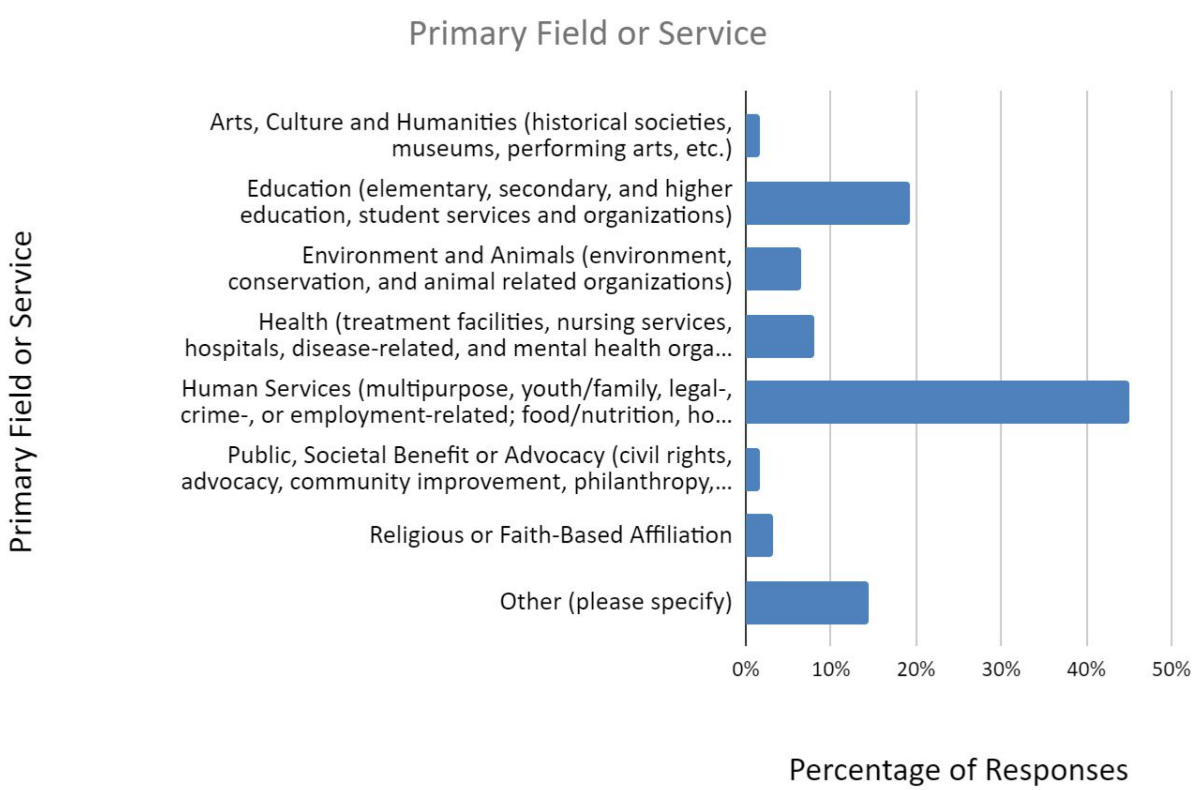
- Nearly 70% of organizations anticipate losing between 1-40% of their annual revenue.
- Just over a quarter of organizations anticipate revenue losses greater than 40%.



Primary Field / Service

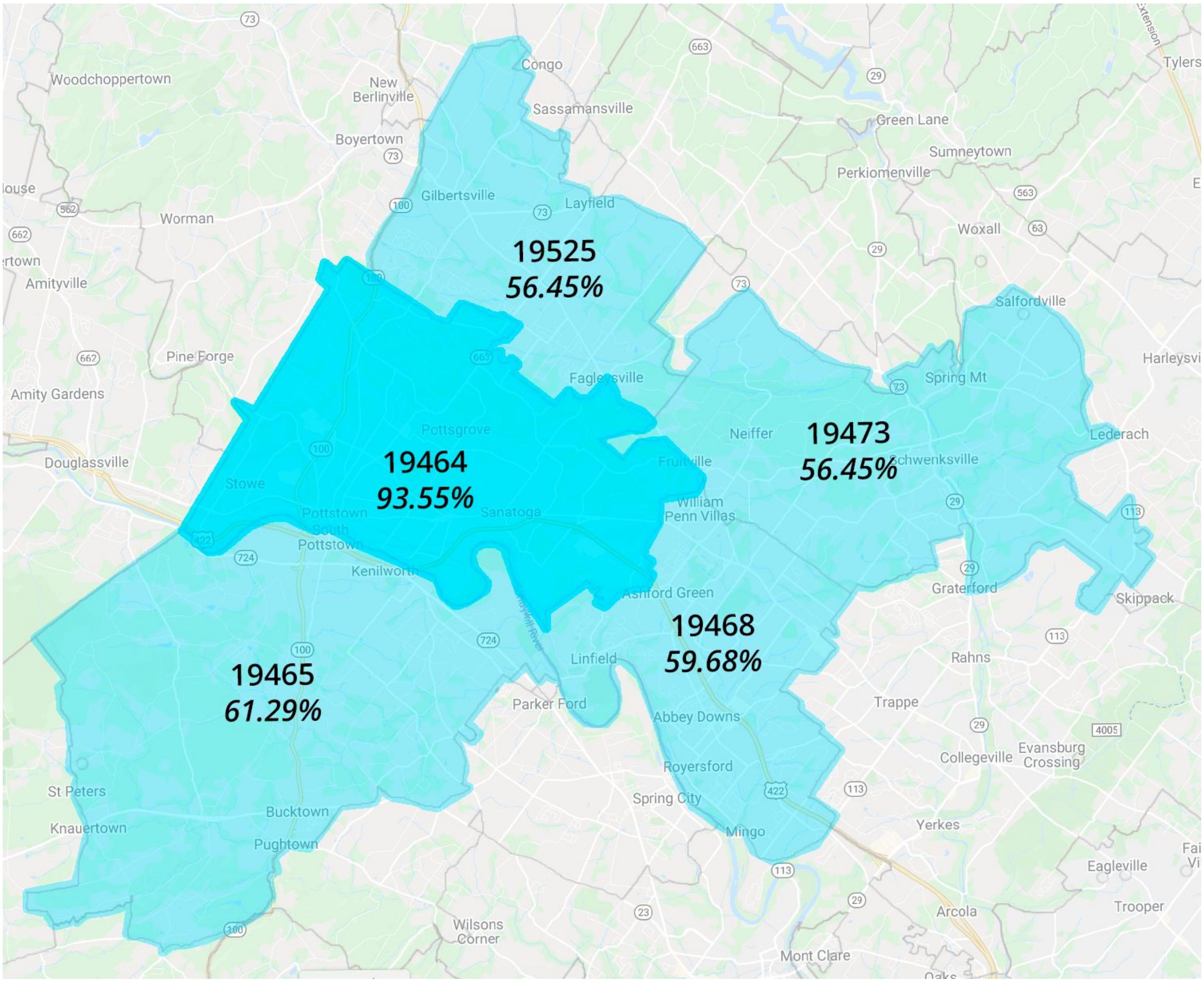
The most significant group of nonprofit responses were within human services, approximately 45%. 19% of responses were also provided by education organizations.

All other primary service areas had response rates under 15%, including arts/culture/humanities, environment/animals, health, public/social benefit/advocacy, and religious/faith-based nonprofits.



Zip Code Organization Serves

Within the [PAHWF service area](), the largest number of organizations provide support to Pottstown (19464) residents, with a 93.55% response rate. The 19465, 19468, 19473 and 19525 zip codes were also significant service localities within the region. Each of these zip codes had a response rate greater than 50%.

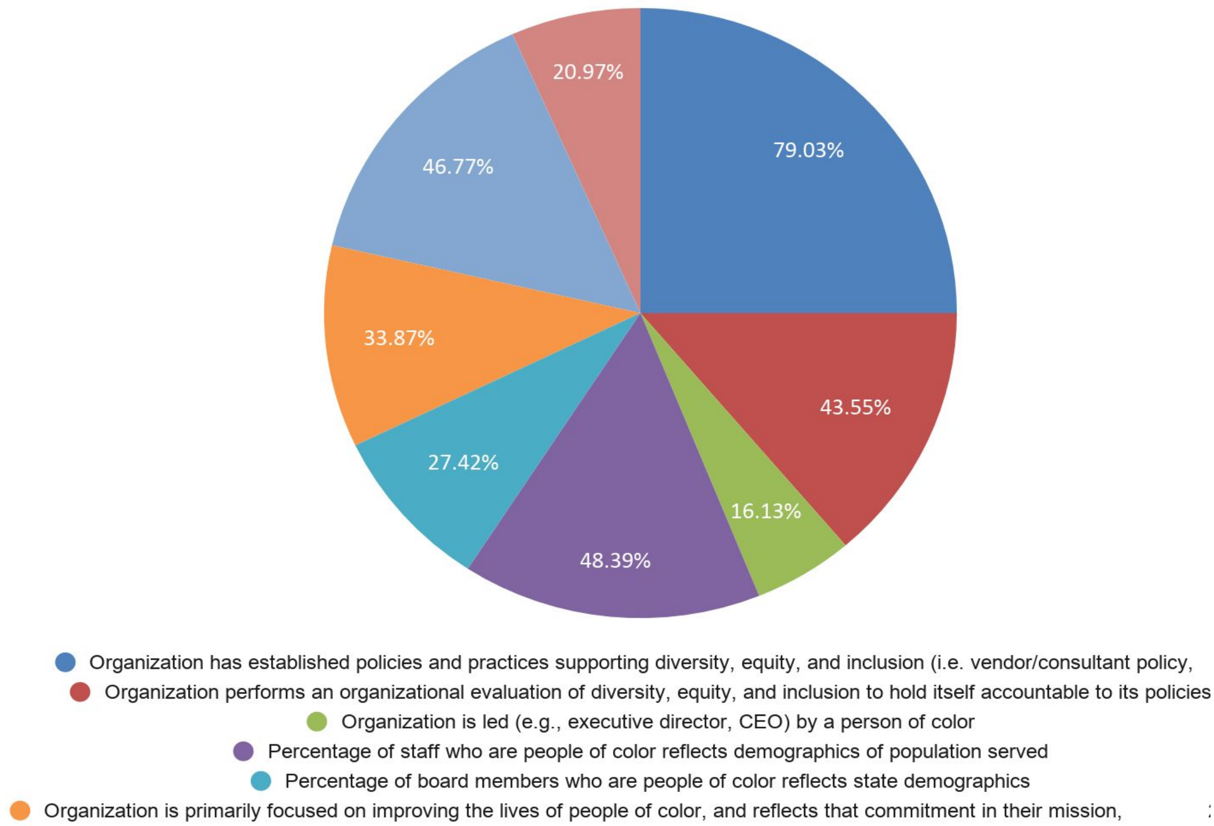


Diversity, Equity and Inclusion

Equitable COVID-19 responses are critical to identifying and supporting the vulnerable and underserved populations most at risk during this pandemic. PAHWF understands that efforts to become a culturally sensitive and diverse organization take time. Respondents indicated the steps their organization has taken to advance its commitment to diversity, equity, and inclusion.

- Nearly **80% of organizations have established policies and practices supporting diversity, equity, and inclusion.** These include vendor/consultant policies, hiring policies, and cultural and linguistic competence policies.
- Just over **a quarter of organizations responded that board members who are people of color reflect the state's demographics** for the same, while about **half of organizations state that staff who are people of color reflect demographics of the population served.**
- About **16% of organizations are led by a person of color**. This includes organizations led by Executive Directors or CEOs who identify as persons of color.
- About **13% of organizations acknowledge DEI as an area for growth**, where either no policies are in place or new protocols are under review.

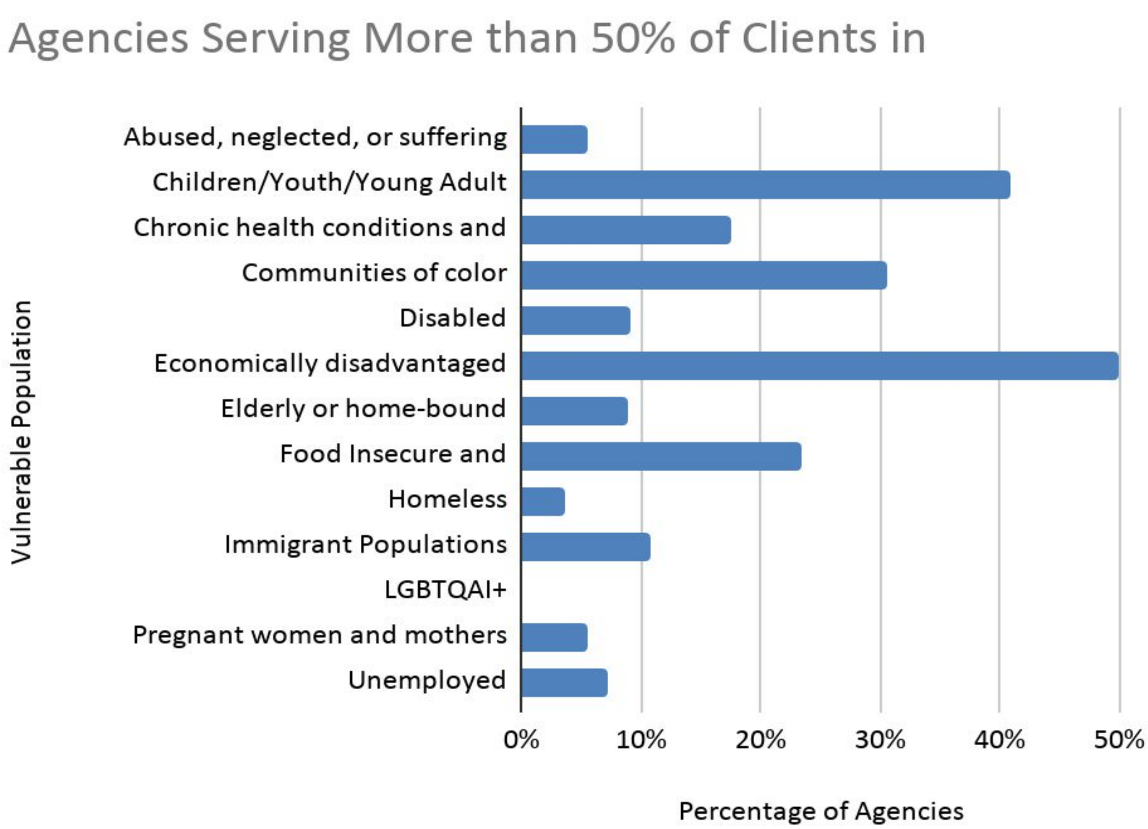
Diversity Equity & Inclusion



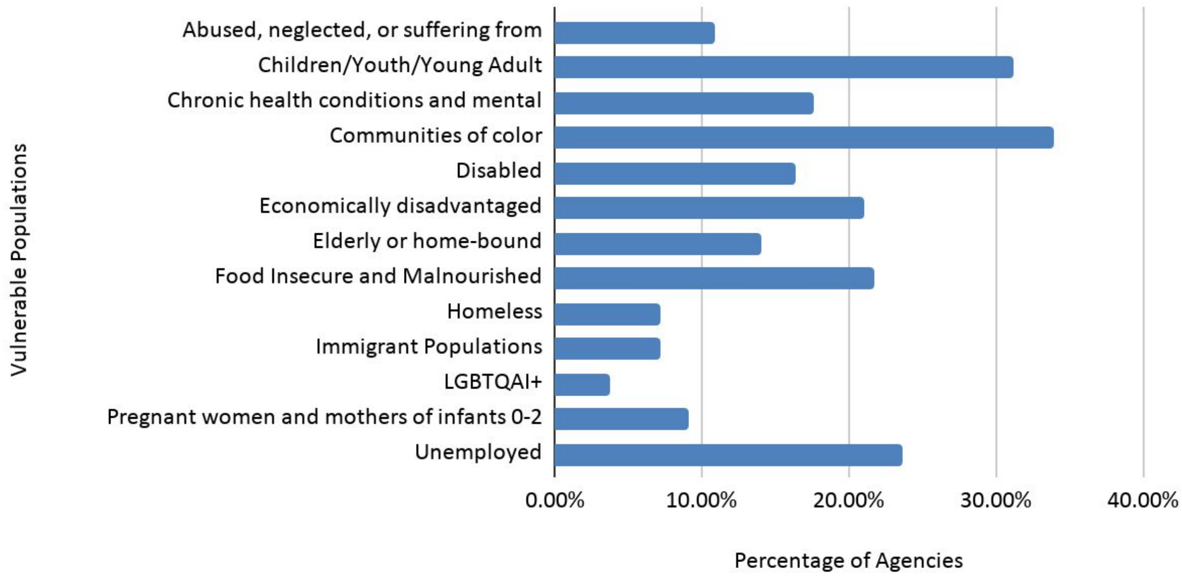
Vulnerable Populations

- The following vulnerable populations were most often reported by agencies as representing 50% or more of their clients: individuals who are economically disadvantaged; children, youth, and young adults; communities of color; and food insecure and malnourished.
- Vulnerable populations with the fewest agencies reporting that at least 25% of their clients are in the population include: homeless; abused, neglected, or suffering from violence; immigrant populations; LGBTQAI+; and pregnant women and mothers of infants 0-2.
- The vulnerable populations with more agencies reporting they serve 10% or less of total clients are individuals that identify as LGBTQAI+, homeless, and immigrant populations.

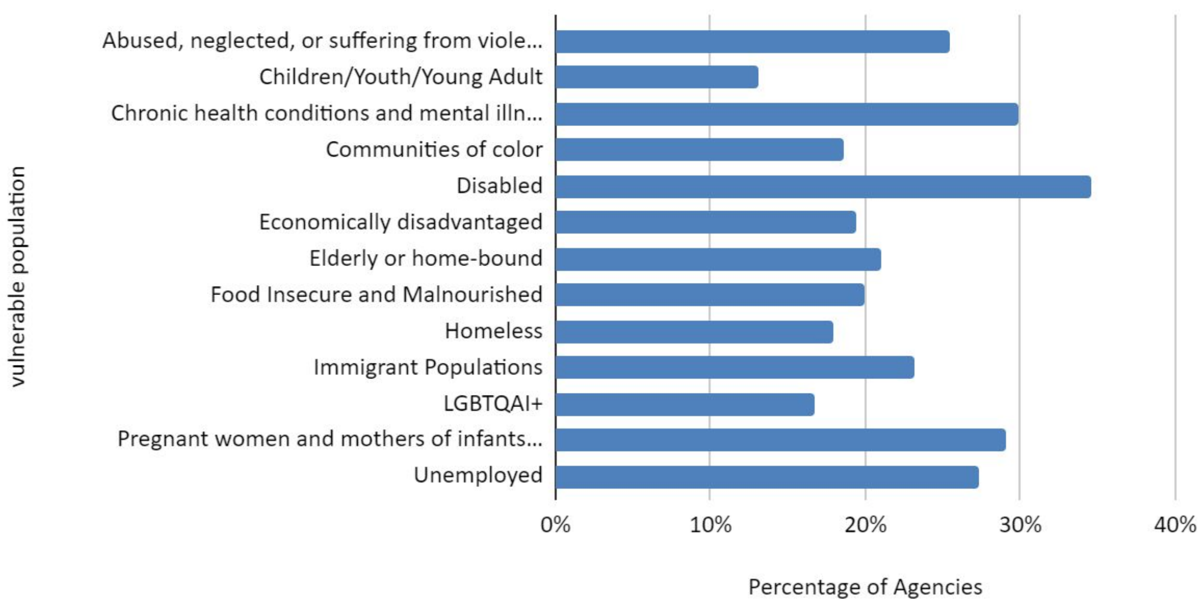
- The vulnerable populations with the most agencies reporting between 10-25% of their clients are disabled and people with chronic health conditions and mental illness.
- Only 7% of agencies reported that the majority of their clients are unemployed. However, unemployed populations are among the 4th highest of all organizations reporting that between 10-50% of their clients are unemployed.
- No agencies reported that the majority of their clients are LGBTQAI+. Other vulnerable populations with less than 10% of agencies reporting that they are the majority of the clients served are abused, neglected, or suffering from violence; disabled; elderly or home-bound; homeless, pregnant women and mothers of infants 0-2; and unemployed.

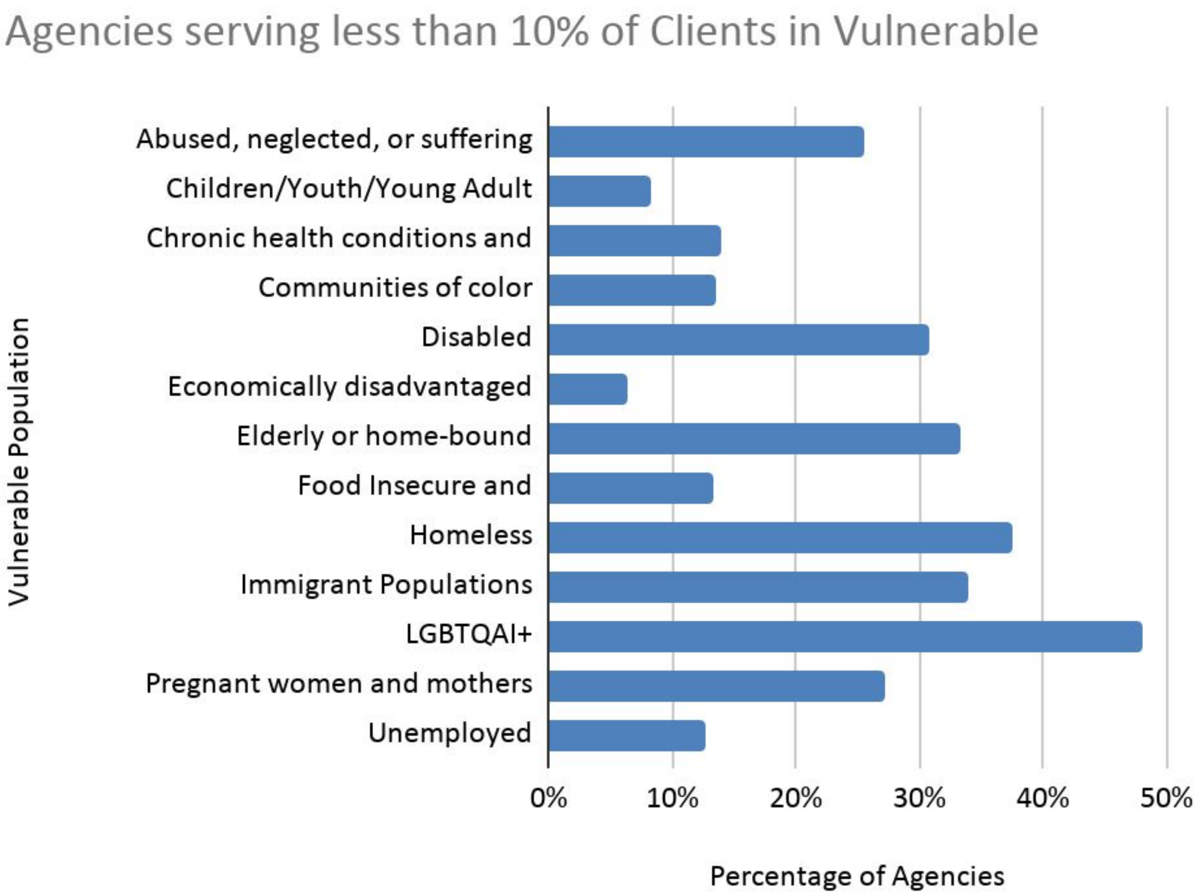


Agencies serving between 26 - 50 % of Clients in Vulnerable Population

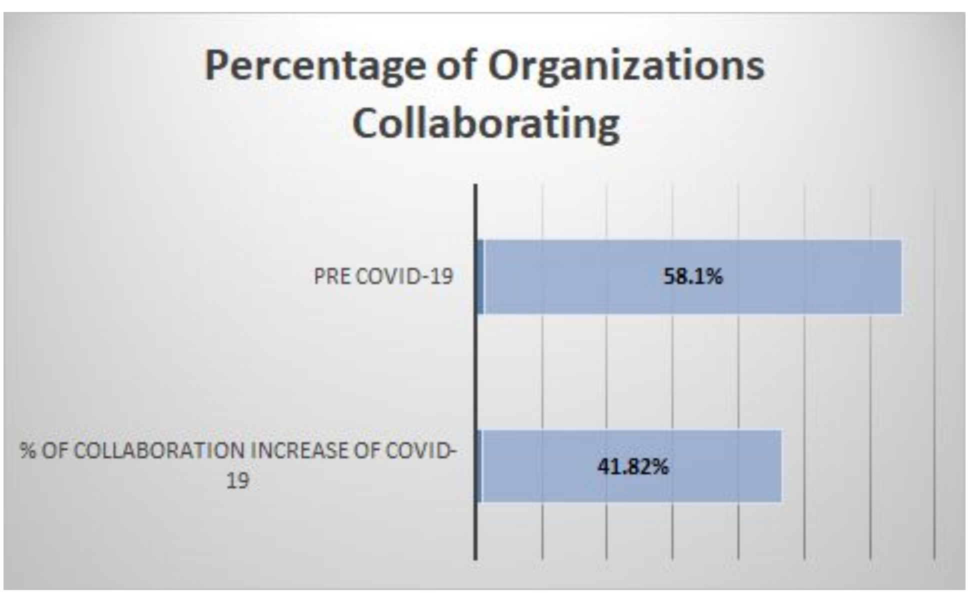


Agencies serving between 10 - 25 % of Clients in Vulnerable Population





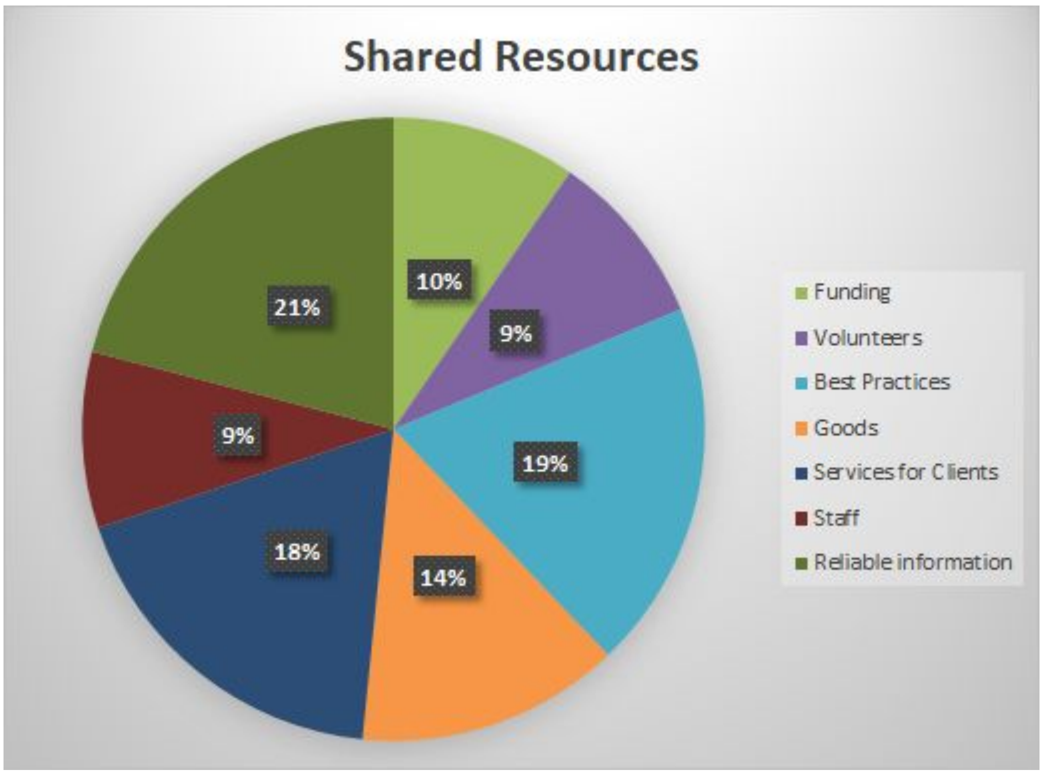
Collaborations and Partnerships



A majority of survey respondents (58.18%) indicate that they had ongoing partnerships and collaborations prior to the COVID pandemic. Twenty-six of the fifty-five responding organizations report they have developed new collaborations as a result of the pandemic.

- 54% are concerned about both short term and long term financial stability
- 85.48% report significant changes to and disruptions in program service delivery

Both areas provide an opportunity for enhanced partnership and collaboration. Finances are a significant concern for respondents and sharing financial resources was a lesser area of collaboration both pre-COVID and currently. There is also a unique opportunity for organizations to blend programming and partner to sustain program viability and lessen service disruption.



Organizations have identified new collaborations during the pandemic in the areas of reliable information sharing, working together to develop and disseminate best practices, and services/programs. The lowest reported areas of partnership include funding, staffing and volunteer sharing.