

Unified Community Assessment for Central Florida Nonprofits

April 2020

REPORT PREPARED BY:

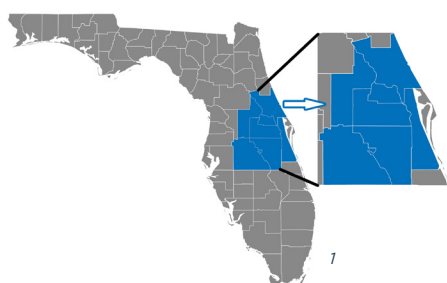
Crummer | Rollins
EDYTH BUSH INSTITUTE
FOR PHILANTHROPY & NONPROFIT LEADERSHIP

Unified Assessment for Central Florida Nonprofits Survey Results

In collaboration with the Donors Forum of Central Florida

The Edyth Bush Institute for Philanthropy & Nonprofit Leadership conducted the Unified Community Assessment for Central Florida Nonprofits from [April 6, 2020](#) to [April 15, 2020](#). The surveys were designed for 501(c)(3) nonprofit organizations in the following seven county areas: Brevard, Lake, Orange, Osceola, Polk, Seminole, and Volusia counties. The surveys were distributed electronically through email, social media, website postings, and word of mouth. 295 organizations responded to the survey.

295
NONPROFIT
ORGANIZATIONS



BREVARD
LAKE
ORANGE
OSCEOLA
POLK
SEMINOLE
VOLUSIA

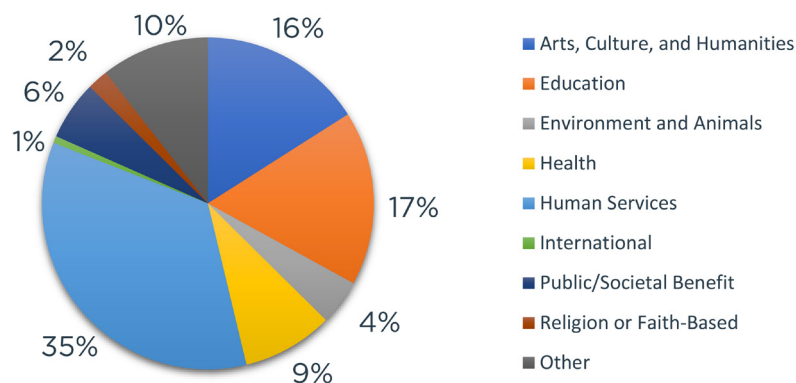
7 CENTRAL
FLORIDA
COUNTIES



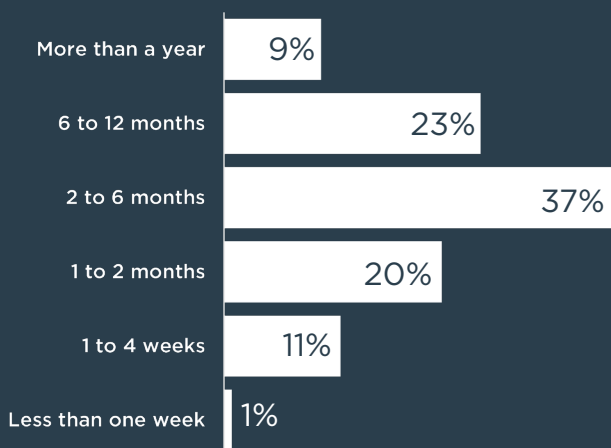
Fundraising impact among the respondents is estimated to be a total amount between

\$48 to \$54 million
decrease in funding⁴

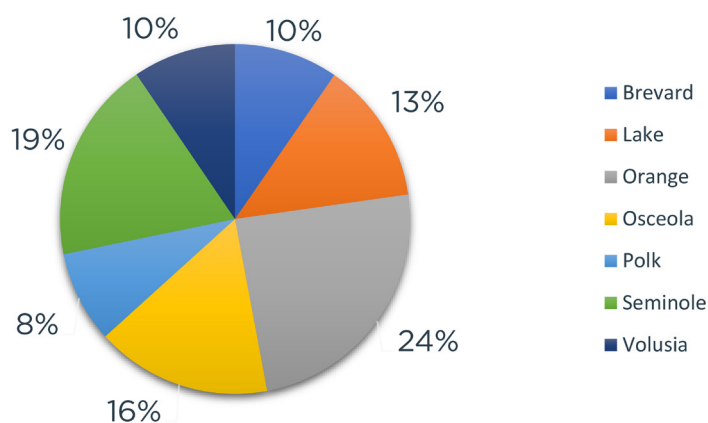
Primary Focus of the Organization²



Respondent estimates for length of time they could operate at current capacity:⁵



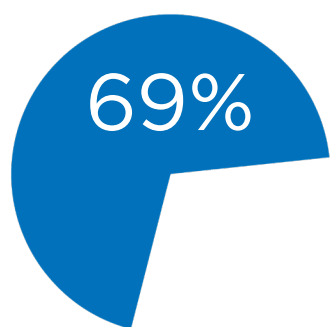
Respondents by County³



KEY TAKEAWAYS

SERVICE DELIVERY

- Staff and volunteers working remotely
- Postponing, canceling, or moving mission related events to virtual formats
- Supply chain disruptions
- Technology challenges for workforce and service delivery to clients
- Decrease in volunteers willing to donate time



69% of respondents report *significant* disruptions in the operation of their organizations ⁶

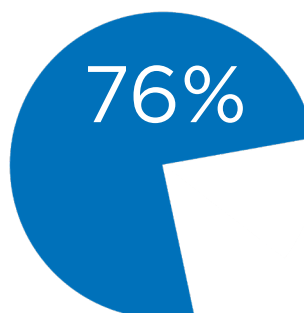
WELL BEING

- Leaders are concerned about the health and safety of self and staff
- Physical well being and staying healthy
- Mental well being and avoiding fatigue

52% of respondents are concerned about meeting demand and needs while providing quality services to fulfill their mission ⁸

FINANCIAL

- Almost 80% of respondents have been negatively impacted financially
- Fundraising events have been canceled
- Decreases in individual donations
- Identifying stimulus package options for their organizations
- Decreases in unrestricted funds



76% of respondents plan to take advantage of the CARES Act and Payroll Protection Plan (PPP) ⁷

COMMUNITY CONCERNS

- Searching for new ways to be sustainable in the future
- How will they reopen
- What will funding look like moving forward
- Continuing to provide high level of services

In their own words ~

“Right now, more than anything we need 1. Financial resources to weather this crisis, 2. Technological resources to enable virtual work and service provision, and 3. Technical assistance to help conceptualize a way forward regarding new, more virtual, service delivery models.”

IMPACT ON MISSION⁹

51% of respondents report **increased demand** for services or support from their clients and communities

76% of respondents reported a disruption in services to clients

76%

77% of respondents cancelled a programmatic event (non-fundraising)

77%

66% of respondents reported challenges related to staff and volunteers needing to work remotely

66%

IMPACT ON FUNDING¹⁰

69% of respondents cancelled a fundraising event

65% of respondents report a reduction in individual donations.

58% of respondents are experiencing reduced earned revenue / fee for service

Footnotes

1. Map of Florida by Free Vector Maps, <http://freevectormaps.com>.
2. This data is question #1, "Which category best describes the primary focus of your organization's work?"
3. This data is from question #3, "Which county(ies) do you serve?"
4. This data is from question #8, "If your organization is experiencing or is anticipating a decrease in revenue related to COVID-19, please share the estimated dollar amount (\$) from February 2020 – June 2020."
5. This data is from question #9, "Assuming no significant additional investment/support and without dipping into reserves, how long do you estimate your organization could operate at current capacity with your current expenses and income?"
6. This data is from question #14, Please estimate the level of impact COVID-19 is having currently on the programs, services, or general operations of your organization."
7. This data is from question #18, "Do you plan to take advantage of the CARES Act and Payroll Protection Plan (PPP)?"
8. This data is from question #20, "As the spread of COVID-19 intensifies, what are your immediate concerns for carrying out your mission and caring for the clients (customers) you serve?"
9. This data is from question #4, "As a result of the COVID-19 pandemic, what operational changes has your organization experienced to date? Please check all that apply."
10. This data is from question #7, "As a result of the COVID-19 pandemic, what financial ramifications has your organization experienced to date? Please check all that apply."
11. All the questions in the survey were optional, including contact information. Given that all items were optional, the number of responses analyzed for each item varies.
12. This document is a summary of the Unified Community Assessment for Central Florida Nonprofits Survey conducted by the Edyth Bush Institute for Philanthropy & Nonprofit Leadership.

Edyth Bush Institute for Philanthropy & Nonprofit Leadership

The Edyth Bush Institute for Philanthropy & Nonprofit Leadership is a Center of Excellence at the Crummer Graduate School of Business at Rollins College.

In collaboration with the Donors Forum of Central Florida

A special thank you to the members of the Donors Forum of Central Florida. The Donors Forum of Central Florida is a membership organization and provides a focal point and clearinghouse for more than 200 Central Florida foundations, corporate giving programs, community funding agencies, and public funding organizations. The Donors Forum is administered by the Edyth Bush Institute for Philanthropy & Nonprofit Leadership.

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Bank of America
Beloco Foundation
Central Florida Foundation
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Duke Energy
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Elizabeth Morse Genius Foundation
FAIRWINDS Credit Union
Florida Blue
Ginsburg Family Foundation
Harvey and Carol Massey Foundation

Heart of Florida United Way
JPMorgan Chase & Co.
KPMG
National Christian Foundation Orlando
Orlando City Soccer Foundation
Orlando Health
Orlando Magic
SeaWorld Parks & Entertainment
United Arts Of Central Florida Inc
Universal Orlando Foundation
Walt Disney World Co.
Wells Fargo
Westgate Resorts
Winter Park Health Foundation

For questions regarding the assessment, please contact:
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EXECUTIVE SUMMARY

As challenges from the COVID-19 (Coronavirus) pandemic deepened, area funders, capacity builders, businesses, and government entities wanted to understand the current reality of Central Florida nonprofits so that they can better support and advocate for the sector.

The Edyth Bush Institute for Philanthropy & Nonprofit Leadership conducted the *Unified Community Assessment for Central Florida Nonprofits* from April 6, 2020 to April 15, 2020.

Key Takeaways:

- 295 organizations responded to the survey in the 7-county area.
- Of the nonprofits that responded, organizations expect a \$48M - \$54M impact from February 2020 – June 2020.
- 70% of respondents indicated cancellation of fundraising events, 66% indicated reduced individual donations, and 59% indicated reduced earned revenue/fee for service.
- 68% of respondents indicated they have up to 6 months of operating capacity; 32% state they have 2 months or less.
- Top five operational impact as a result of the pandemic included the following:
 - Cancellation of programmatic/mission-related (not primarily fundraising) events
 - Disruption of services to clients or communities
 - Challenges related to staff and volunteers needing to work remotely
 - Increased demand for services or support from clients and communities
 - Disruption of supplies or services from partners
- Major concerns of the clients that nonprofits serve included service continuation, health and safety, mental health and technology.
- Nonprofits indicated a need for flexible and unrestricted financial assistance, technology assistance, and marketing assistance to promote the changes in organization's delivery on their mission.
- Respondents who offered resources or advice to other nonprofits shared the following:
 - Develop brand/organization promotion statements of the impact of its mission to the community
 - Promote the need for financial assistance and diversity revenue
 - Collaboration

The surveys were designed for 501(c)(3) nonprofit organizations in the following seven county areas: Brevard, Lake, Orange, Osceola, Polk, Seminole, and Volusia counties. To avoid duplication of responses, this survey was to be completed by the current leader (e.g. Executive Director/CEO, board chair) of the organization. The surveys were distributed electronically through email, social media, website postings, and word of mouth.

Please note: the questions in the survey were optional, including contact information. Given that all items were optional, the number of responses analyzed for each item varies.

The survey was developed in collaboration with the Donors Forum of Central Florida.

4R Foundation
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Winter Park Health Foundation

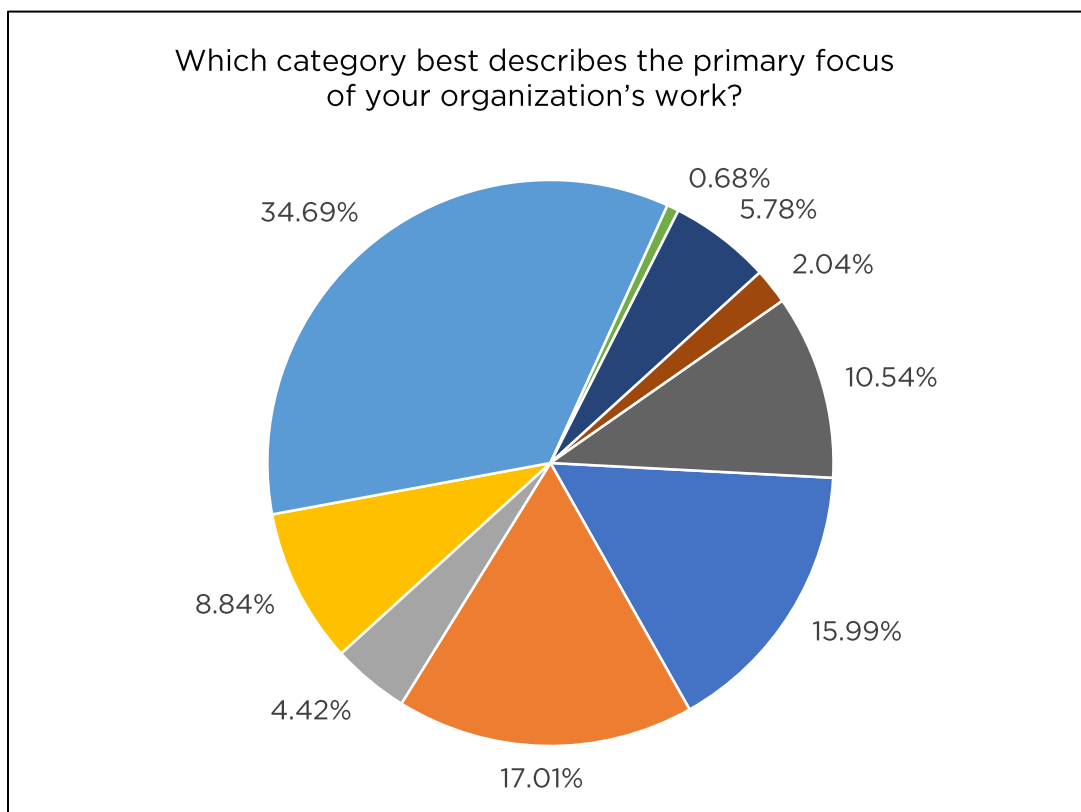
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ABOUT THE PARTICIPANTS

1. Which category best describes the primary focus of your organization's work?

There was a total of 294 responses for this question.

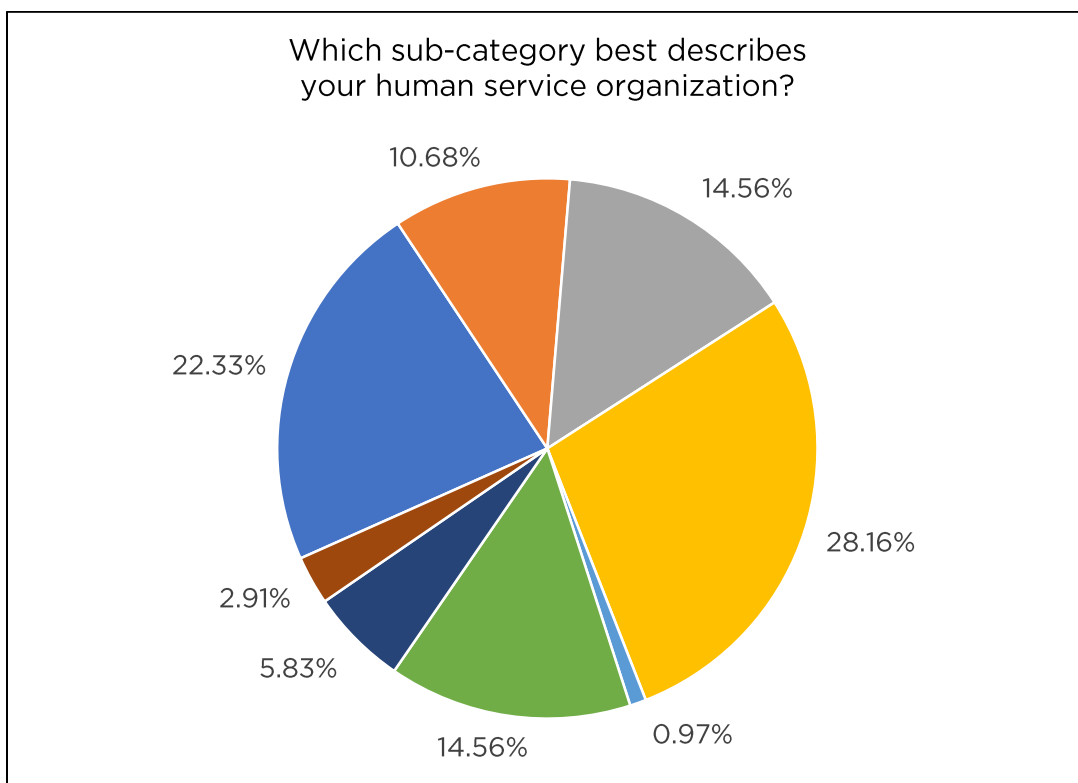
Mission Area		Percentage (n=294)
Arts, Culture, and Humanities		15.99%
Education		17.01%
Environment and Animals		4.42%
Health		8.84%
Human Services		34.69%
International		0.68%
Public/Societal Benefit		5.78%
Religion or Faith-Based		2.04%
Other		10.54%



2. Which sub-category best describes your human service organization?

There was a total of 103 responses for this question.

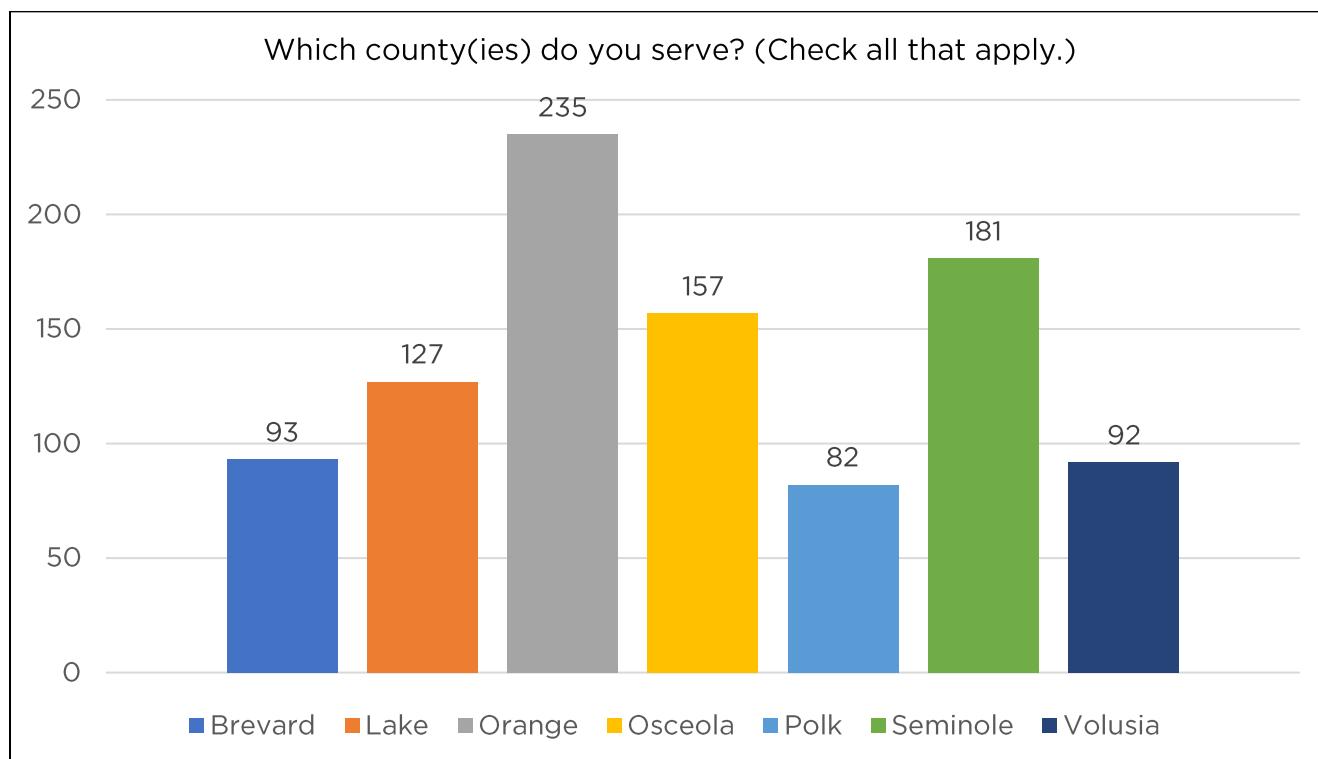
Human Service Area		Percentage (n=103)
Children's & Family Services		22.33%
Food Banks, Food Pantries, and Food Distribution		10.68%
Homeless Services		14.56%
Multipurpose Human Service Organization		28.16%
Rescue Missions		0.97%
Social Services		14.56%
Youth Development, Shelter, and Crisis Services		5.83%
Financial Assistance & Education		2.91%



3. Which county(ies) do you serve? (Check all that apply.)

There was a total of 289 responses for this question.

Service Area		Count
Brevard		93
Lake		127
Orange		235
Osceola		157
Polk		82
Seminole		181
Volusia		92



OPERATIONAL IMPACT OF COVID-19 TO CENTRAL FLORIDA NONPROFITS

4. As a result of the COVID-19 pandemic, what operational changes has your organization experienced to date? Please check all that apply.

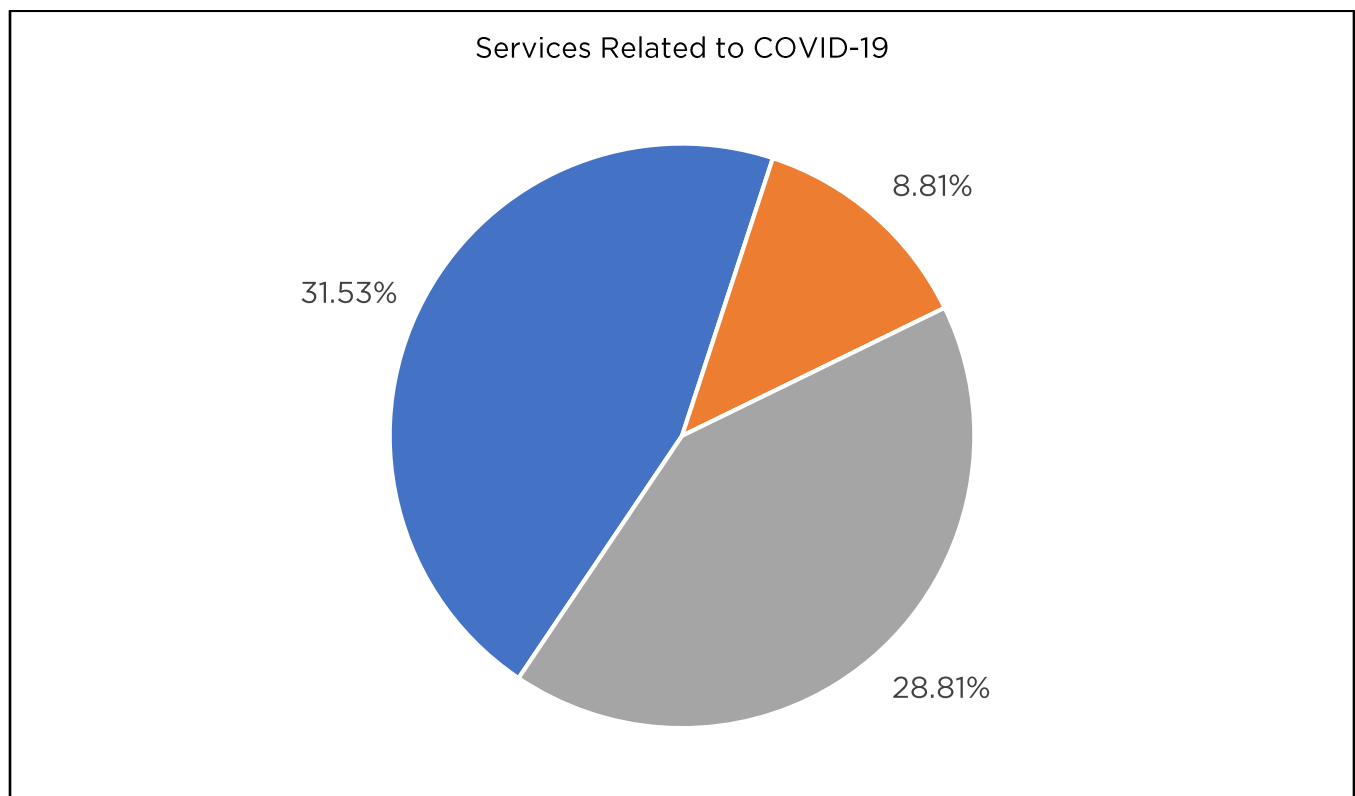
There was a total of 295 responses for this question.

Operational Change	Count	Percentage (n=295)
Cancellation of programmatic/mission-related (not primarily fundraising) events	229	77.63%
Disruption of services to your clients or communities	225	76.27%
Challenges related to staff and volunteers needing to work remotely	196	66.44%
Increased demand for services or support from your clients and communities	153	51.86%
Disruption of supplies or services from your partners	139	47.12%
Challenges having the right technology to do your work	129	43.73%
A significant expansion in the types of needs your clients or communities have	117	39.66%
Increased staff and volunteer absences	116	39.32%
Inability to meet deliverable(s) of existing grant requirements	114	38.64%
Re-allocated staff to other services within the organization with immediate need	103	34.92%
Reduced employee hours or instituted furloughs or layoffs	96	32.54%
A need to re-skill staff or volunteers to address changing or expanding needs of clients or communities you serve	89	30.17%
Challenges to existing HR policies	79	26.78%
Instituted hiring freeze	66	22.37%
Adjusted wages and benefits	50	16.95%
Other	27	9.15%

5. Please check all that apply (if any) to the services your organization currently provides:

There was a total of 295 responses for this question.

Services		Count	Percentage (n=295)
My organization provides a service that directly supports the health or basic needs of those affected by the COVID-19 pandemic.		93	31.53%
My organization provides a service that mitigates the spread of COVID-19.		26	8.81%
My organization has changed its operations or services so that it can more directly provide support those involved in the COVID-19 response.		85	28.81%



6. What are the major concerns of your clients (customers) since the COVID-19 challenge began?

There was a total of 240 responses for this question.

Concern Category	Percentage (n=240)
Service continuation	35.83%
Healthy/safety	27.08%
Mental health	19.17%
Trapped environment	17.08%
Technology	15.83%
Cancelled programming	14.58%
Loss of job	12.08%
Financial constraints	6.25%
Legal needs	5.42%
Basic needs	1.67%
Working from home transition	1.67%
Remote education for children	1.25%

General notes:

- Responses referencing service continuation referred to providing resources and services to clients (including food, transportation, elderly care, specialty services to individuals with disabilities), providing arts to the community, providing services virtually effectively, and offering services to pets.
- Health and safety responses referred to the public health as well as the need for health items (PPE) to ensure continued services.
- Mental health included concerns about anxiety/fear, isolation, and loneliness.
- Technology referred to technology for clients and providing services using technology.

When will their families be able to come back and participate in our programs?

The stress on caregivers of kids with disabilities is overwhelming. Caregivers are suddenly thrust into being at home 24/7 with little or no support and no opportunity to get a mental or physical break. This is compounded with the need for financial resources.

For the parents it is employment, housing, food, having children home 24 hours a day. For the kids it is a new way to learn.

RESOURCE IMPACT OF COVID-19 TO CENTRAL FLORIDA NONPROFITS

7. As a result of the COVID-19 pandemic, what financial ramifications has your organization experienced to date? Please check all that apply.

There was a total of 295 responses for this question.

Financial Ramification	Count	Percentage (n=295)
Cancellation of fundraising events	206	69.83%
Reduced individual donations	194	65.76%
Reduced earned revenue/fee for service	174	58.98%
Loss of corporate sponsorships	112	37.97%
Reduced grant funding	88	29.83%
Reallocation of grant dollars from projects/programs to general operating	71	24.07%
Increased grant and individual funding	27	9.15%
Other	22	7.46%

Responses in “Other” included:

- purchasing technology for staff members
- additional basic needs for clients
- delayed reimbursements and accounts receivables, and
- refunds for cancelled events.

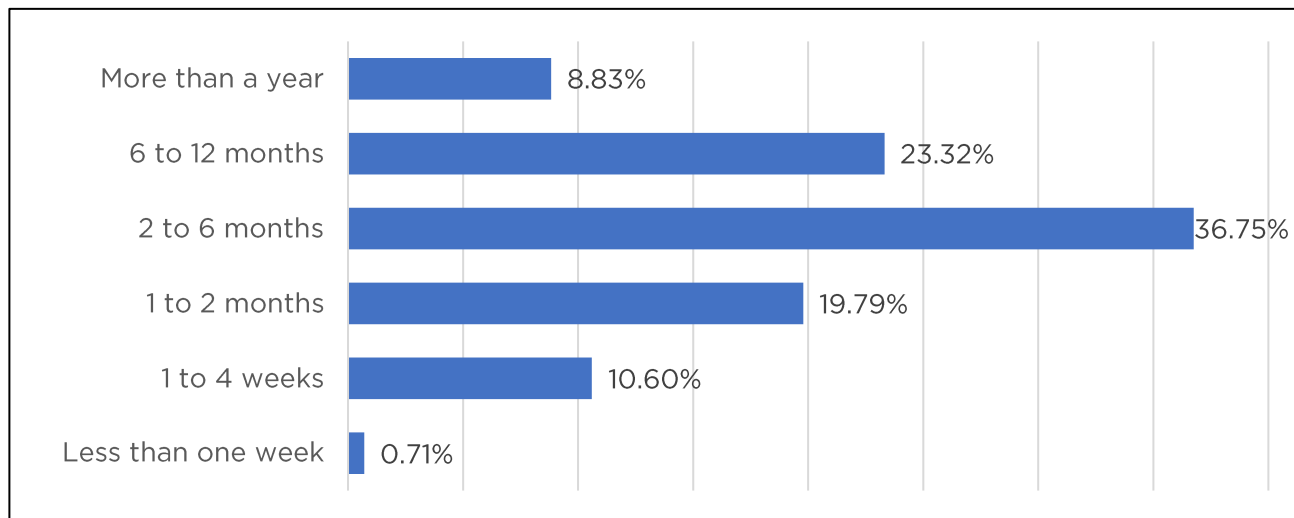
8. If your organization is experiencing or is anticipating a decrease in revenue related to COVID-19, please share the estimated dollar amount (\$) from February 2020 – June 2020.

Out of the 194 organizations that responded, the total amount ranges between \$48,229,044 and \$54,655,294.

9. Assuming no significant additional investment/support and without dipping into reserves, how long do you estimate your organization could operate at current capacity with your current expenses and income?

There was a total of 283 responses for this question.

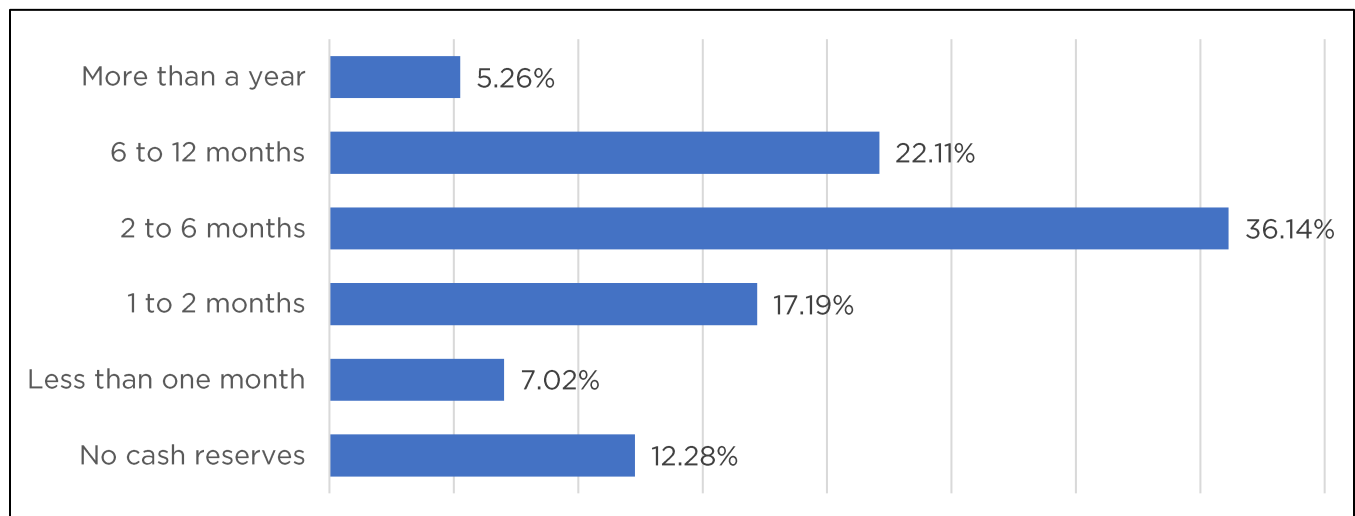
Time Frame	Count	Percentage (n=283)
Less than one week	2	0.71%
1 to 4 weeks	30	10.60%
1 to 2 months	56	19.79%
2 to 6 months	104	36.75%
6 to 12 months	66	23.32%
More than a year	25	8.83%



10. How many months of cash operating reserve do you have to help your organization weather this crisis? (Cash reserves refers to an unrestricted fund balance set aside to stabilize finances.)

There was a total of 283 responses for this question.

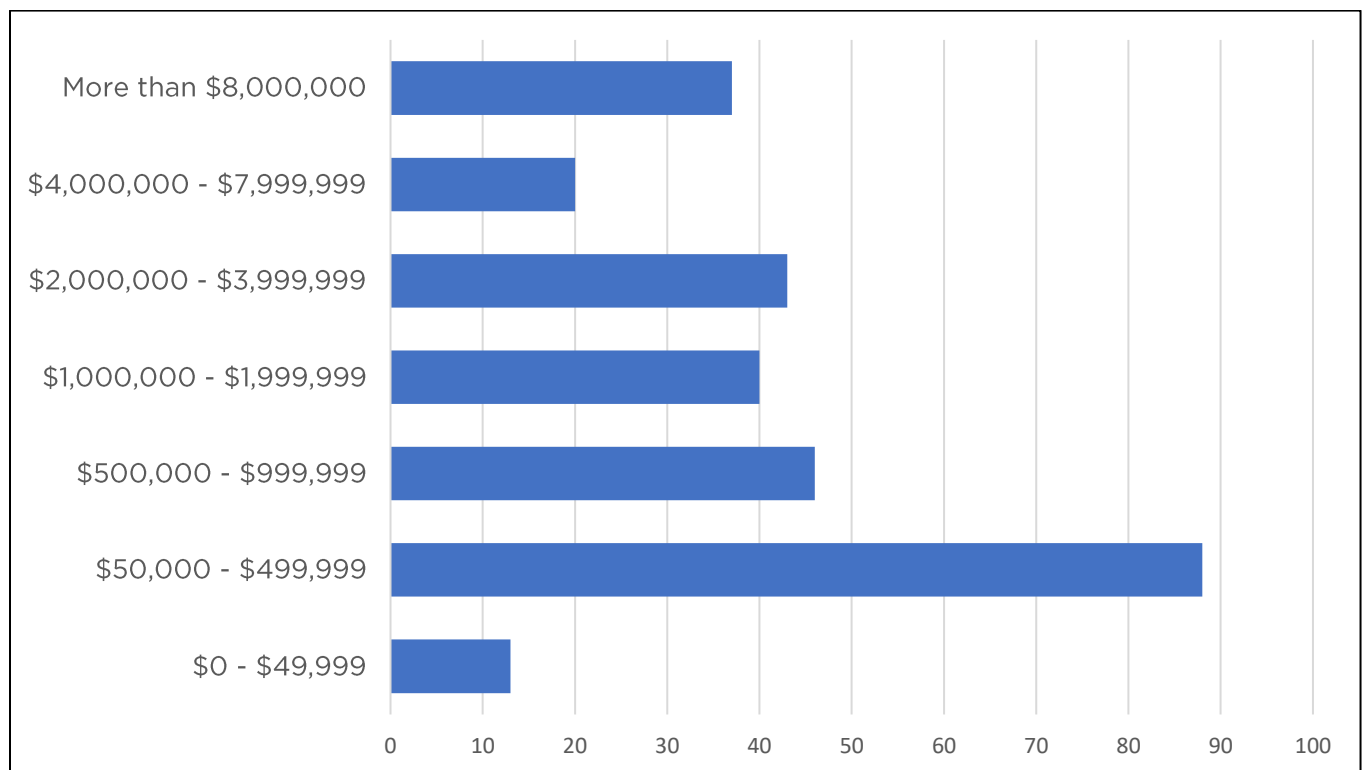
Time Frame	Count	Percentage (n=283)
No cash reserves	35	12.28%
Less than one month	20	7.02%
1 to 2 months	49	17.19%
2 to 6 months	103	36.14%
6 to 12 months	63	22.11%
More than a year	15	5.26%



11. What range best describes your organization's total operating budget, prior to the outbreak of COVID-19?

There was a total of 287 responses for this question.

Operating Budget Size	Count	Percentage (n=287)
\$0 - \$49,999	13	4.53%
\$50,000 - \$499,999	88	30.66%
\$500,000 - \$999,999	46	16.03%
\$1,000,000 - \$1,999,999	40	13.94%
\$2,000,000 - \$3,999,999	43	14.98%
\$4,000,000 - \$7,999,999	20	6.97%
More than \$8,000,000	37	12.89%



12. Prior to the outbreak of COVID-19, how many full-time equivalent (FTE), part-time, and contractor staff members were employed at your organization?

There was a total of 276 responses for this question.

Full Time	Part Time	Contractor
8750	4682	3496

(n=276)

13. Prior to the outbreak of COVID-19, how many volunteers did you depend on to support your services? (n=283)

There was a total of 283 responses for this question.

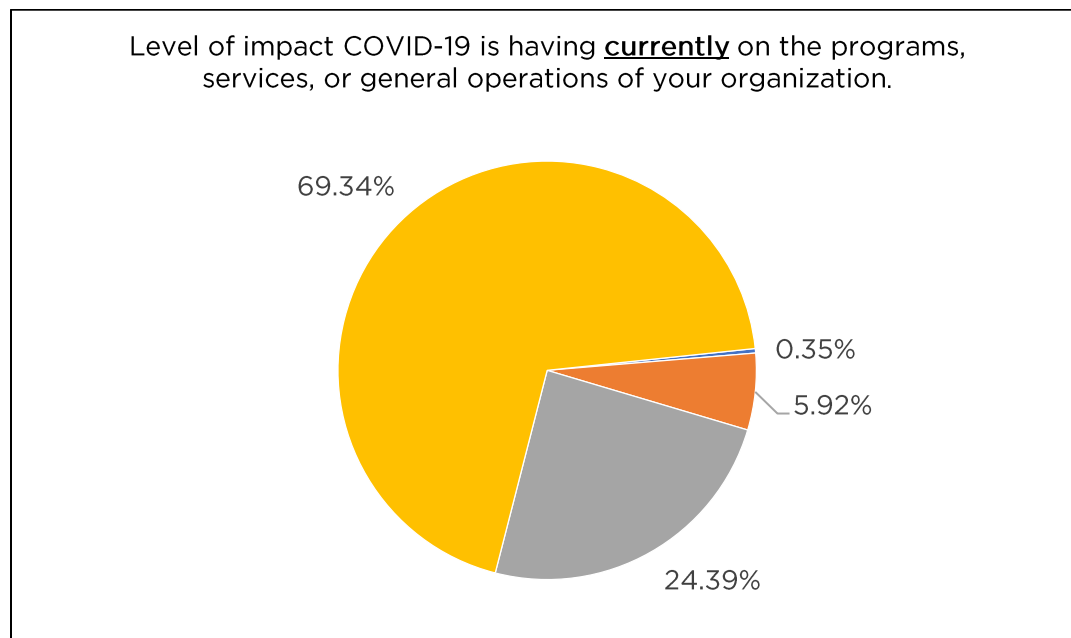
Number of Volunteers	# of Organizations
Less than 10	74
11 - 50	91
51 - 100	45
101 - 500	49
More than 500	24

(n=283)

14. Please estimate the level of impact COVID-19 is having currently on the programs, services, or general operations of your organization.

There was a total of 287 responses for this question.

Level of Impact	Percentage (n=287)
Little to no impact	0.35%
Minor disruptions	5.92%
Moderate disruptions	24.39%
Significant disruptions	69.34%



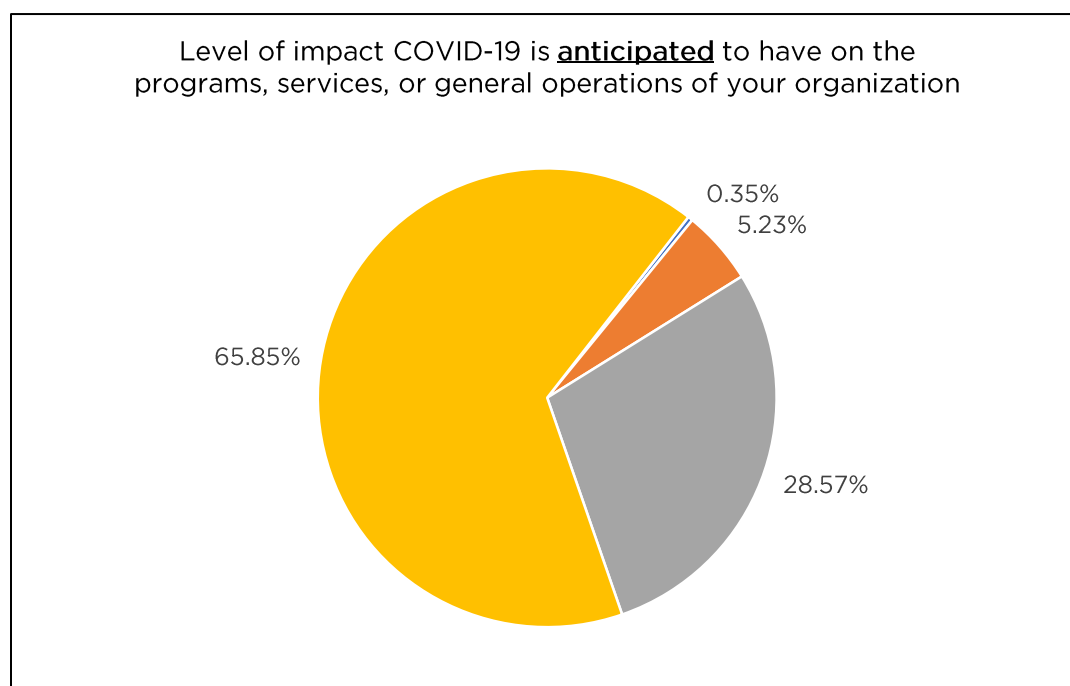
Out of the 287 responses, 240 participants provided additional information themed around the following areas:

Disruption of services	82%
Decreased financial support	29%
Disruption of special events	18%
Increased demand for services	13%
Providing safe a physical environment	12%
Decrease in volunteers	10%
Technology barriers (lack of equipment, software, training, etc.)	9%
Lack of supplies	7%
Unable to cover payroll or operating costs	6%
Meeting program mandates	3%

15. Please estimate the level of impact COVID-19 is **anticipated** to have on the programs, services, or general operations of your organization.

There was a total of 287 responses for this question.

Level of Impact	Percentage (n=287)
Little to no impact	0.35%
Minor disruptions	5.23%
Moderate disruptions	28.57%
Significant disruptions	65.85%



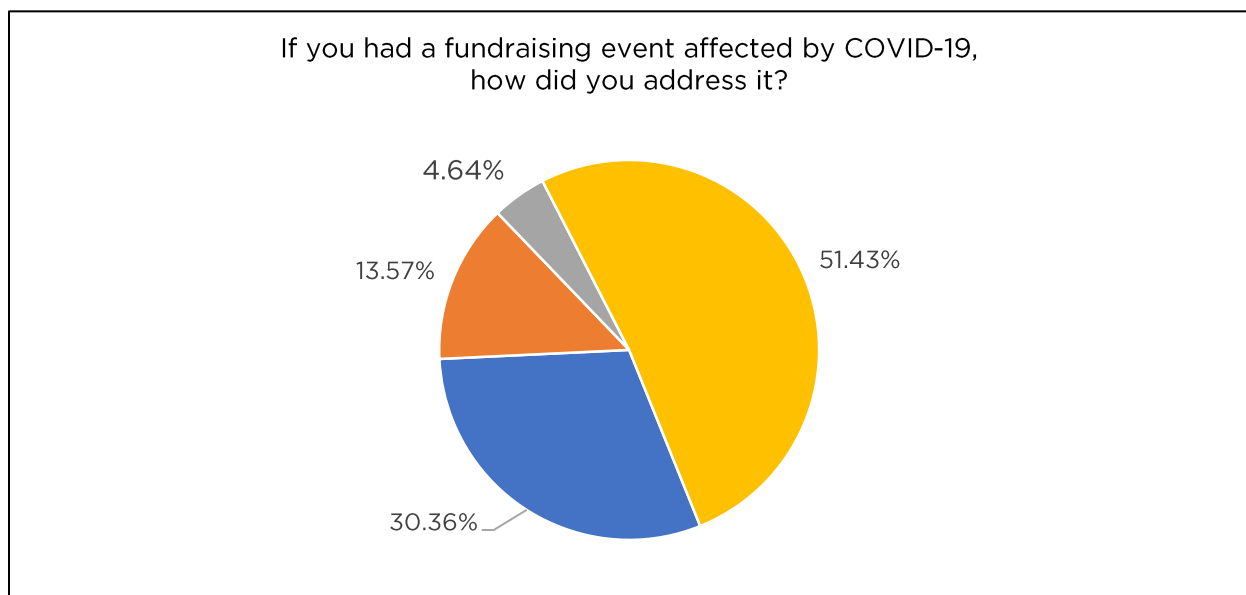
Out of the 287 responses, 200 participants provided additional information themed around the following areas:

Disruption of services	57%
Decreased funding support	43%
Increased demand for services	18%
Disruption of events	12%
Technology barriers	9%
Unknown	6%
Lack of supplies	6%
Meeting program mandates	5%
Decrease in volunteers	5%
Unable to cover payroll or operating costs	2%

16. If you had a fundraising event affected by COVID-19, how did you address it?

There was a total of 280 responses for this question.

		Count	Percentage (n=280)
Not applicable, we did not have a fundraising event that was affected.		85	30.36%
Cancelled or moved donated dollars to unrestricted funding (at donor's discretion)		38	13.57%
Held event, but virtually		13	4.64%
Postponed event for future date		144	51.43%



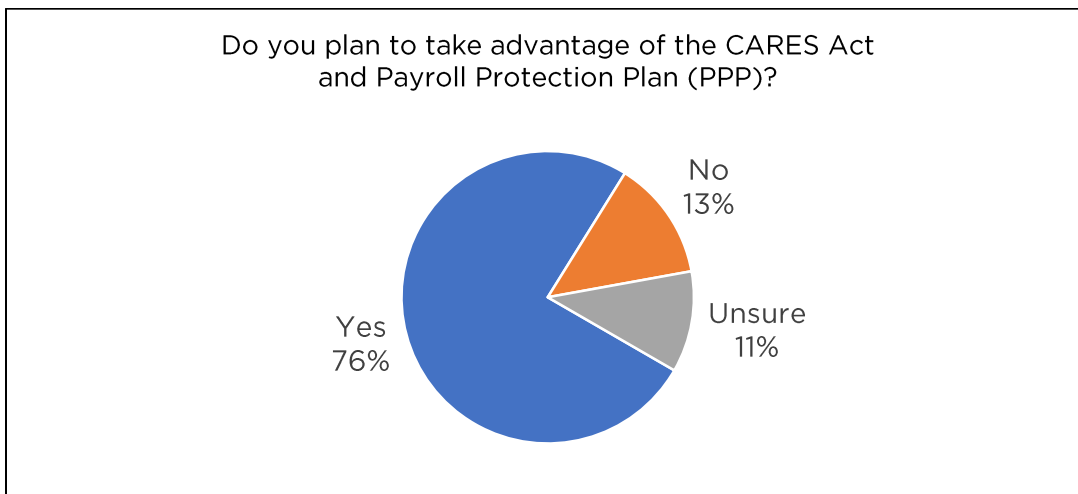
17. How much revenue did you expect to raise from your event?

Out of the 166 organizations that responded, the total amount ranges between \$21,359,100 and \$21,630,600.

18. Do you plan to take advantage of the CARES Act and Payroll Protection Plan (PPP)?

There was a total of 286 responses for this question.

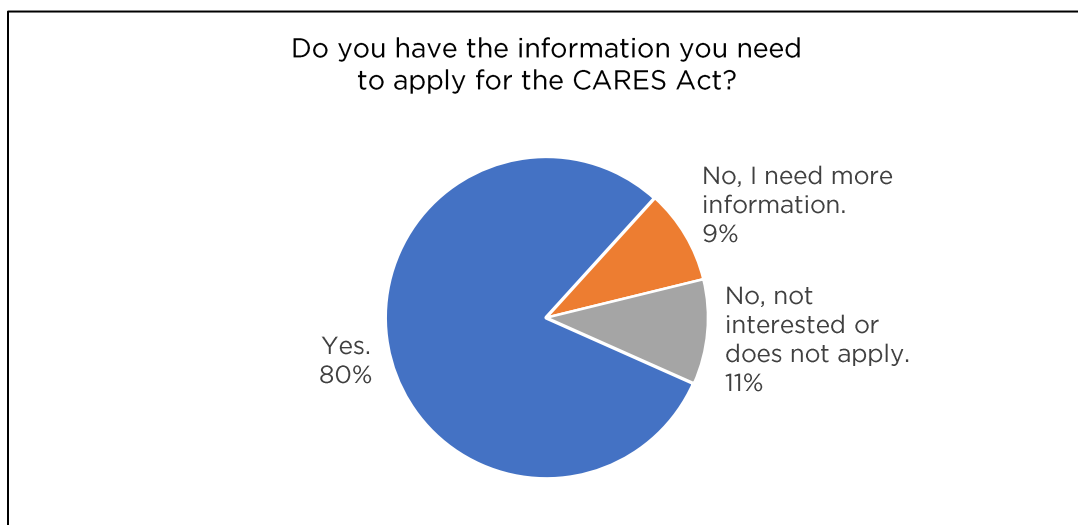
	Count	Percentage (n=286)
Yes	216	76%
No	38	13%
Unsure	32	11%



19. Do you have the information you need to apply for the CARES Act?

There was a total of 286 responses for this question.

	Count	Percentage (n=286)
Yes.	229	80%
No, I need more information.	27	9%
No, not interested or does not apply.	30	11%



RESPONSE & FUTURE AS A RESULT OF COVID-19

20. As the spread of COVID-19 intensifies, what are your immediate concerns for carrying out your mission and caring for the clients (customers) you serve?

There was a total of 252 responses for this question.

n=252	
Meeting demand and needs while providing quality services	52%
Financial stability and support	28%
Physical safety and protective environment	27%
Ability to cover payroll or operations	15%
Having/providing the appropriate technology	9%
Lack of supplies	8%
Effective communication/engagement	8%
Mental and emotional health	6%
Meeting program mandates	5%
Being able to hold events	4%

21. What is your organization doing differently in response to COVID-19, including new ways of delivering services you're exploring or implementing?

There was a total of 251 responses for this question.

n=251	
Providing remote services - online/virtual	64%
Working remotely	35%
Providing extra supplies and distance precautions	20%
Closed physical location	20%
Providing remote services - telephone	12%
Collaborating with others	10%
Increasing communication with constituents	8%
Suspension of services	7%
Altered fundraising event execution	6%
Providing remote services - email	4%

22. What resources could local funders, capacity builders, businesses, and government entities provide that would help your nonprofit respond to challenges created by the COVID-19 pandemic?

There was a total of 242 responses for this question.

Financial assistance	75%
Technology assistance	12%
Program donations	11%
PPE	9%
Training	5%
Marketing assistance	4%
Volunteers	4%

General notes:

- Responses referencing financial assistance predominately referenced desire for unrestricted funds. Second to this preference, was a reference to current grant funding. Many responses described a need to have current grant deliverable expectations to be modified in some way. The third trend within the financial assistance category was found to be related to funding for basic needs, such as housing, food, clothing. Though not a significant number, some responses in this category referenced the need for financial support to bring additional staff members on board.
- All technology related responses referenced either device needs, Wi-Fi expansion, or general technology consultation to support organizations moving to virtual delivery.
- Marketing related responses mentioned the need for social media related consultation and general marketing needs to help promote changes in organizations' delivery on their mission.
- Responses on program donations referenced the need for items related to their typical mission work. Since these are not coming from the community at large as in the past, it has created a need.
- Training and consultation responses referenced the need for crisis management support and conversion to an alternative delivery system for their mission work.

What resources could local funders, capacity builders, businesses, and government entities provide that would help your nonprofit respond to challenges created by the COVID-19 pandemic? (continued)

Right now, more than anything we need: 1. Financial resources to weather this crisis, 2. Technological resources to enable virtual work and service provision, and 3. Technical assistance to help conceptualize a way forward regarding new, more virtual, service delivery models.

Unrestricted operating support is the most helpful but also willingness to release restrictions or understand that not all deliverables can be met. Most importantly, to continue their usual support regardless of if the organization is up and running at full tilt. Nonfinancial support, if a business or community leader provided their finance experts to nonprofits for webinars, zoom meetings, etc. so that the organizations with fewer resources can learn from experienced, quality finance leaders.

Loosening of grant restrictions to keep staff employed. Longer timeframes for restricted grants. General operating support so we can use this time to create better backend operations. Share your knowledge- the webinars are helpful during this time to allow us all to connect virtually and share ideas and challenges. Help us be productive during this time so we don't spend it being anxious. We need to project confidence to our staff, donors, constituents and board. But we struggle too.

23. Is there anything else you want funders, capacity builders, businesses, and government to know in this unprecedented time?

There was a total of 204 responses for this question.

- 11 responses were specific in the need to support the arts/cultural organizations.
- 9 responses were specific in the need to support mental health initiatives.
- 15 responses were specific in the need to support youth in the future.

General notes:

- Much of the responses in this section were related to brand/organization promotion-statements of their impact on the community.
- Due to the nature of the responses, it was more difficult to categorize the data. However, the following trends were identified: Responses centered mostly on brand advocacy and messages about continuation of mission, the need for financial help, and messages of appreciation and community pride.
- For those that advocated for their missions, those most often noted were in the area of mental health, youth programs/education, arts/culture, and those experiencing inequity of effect (low income, etc.).

First, I want them to know that they are more appreciated now more than ever. It is times like this that define us as a community and the decisions they make are a strong indicator of the type of region we are committed to being....

This is the right time for funders to come together and fund a "system response" rather than providing funds to individual organizations who are working in silos.

I know that no one wants to hear that we need financial help just to stay afloat but that is the truth. I have done everything I know including applying for loans. How deep can we go and not have it be too deep to ever get back? As a medium size nonprofit our margin is never large. But, we thought we were in a very secure position. It's not like we lost a center to a fire or we had to close for a week in the aftermath of a hurricane. That we could manage, without help. This is a hurricane that sits over us, not moving, and we don't know when it will end. When it does, the need will still be here, but will we?

24. What resources or advice can you recommend to other nonprofits to help them adapt in the next 60 days?

There was a total of 195 responses for this question.

- 147 out of 195 responses (75%) were financial and business continuity recommendations.
- 8% were recommendations to collaborate with a partner.
- 10% were recommendations that were attitudinal in nature- encouragement and support.

General notes:

- Much of the responses in this section were related to brand/organization promotion- statements of their impact on the community.
- Due to the nature of the responses, it was more difficult to categorize the data. However, the following trends were identified: Responses centered mostly on brand advocacy and messages about continuation of mission, the need for financial help, and messages of appreciation and community pride.
- For those that advocated for their missions, those most often noted were in the area of mental health, youth programs/education, arts/culture, and those experiencing inequity of effect (low income, etc.).

First, learn from this experience. Diversify revenue sources, focus on new and innovative ways to promote and enhance their mission, prepare ahead of time for challenges of this scale, overcommunicate with staff, board, and all other stake holders, and rely on the expertise of your board of directors. Pursue all aspects of mission, preparation, innovation, growth, impact, and problem solving with as little ego as possible. Collaborate, gladly receive fair critical feedback, remain optimistic and realistic, and see to serve (not just receive help). Reinvigorate annual funds, get it profitable, and build 3-6 month cash reserves. Hire smart, give real time feedback, LISTEN (to staff and all stakeholders), get right people in the right seats, and act quickly when a poorly fit employee is identified.

Don't be discouraged. Let necessity be the mother of invention. Think out of the box.

Think safety and survival first. Sustain your mission/programs and reinvent second. Collaborate, collaborate, collaborate.

Your leadership and employee teams are the vital link to success in this environment. Listen and learn. A new normal is coming.

25. Do you have anything you could offer to assist other nonprofits?

There was a total of 151 responses for this question.

General notes:

- Responses included assistance for other nonprofits in the following areas: expertise (IT, executive, legal, finance), cross-referrals, volunteers, funds for students, rental subsidies, computers, durable medical equipment, peer support, tutors, emergency planning, building remodel consultation, and media airtime.

26. When it comes to communities you serve or that your organization is a part of, what types of institutions or groups are you seeing that are playing a key role in supporting your communities in response to COVID-19?

There was a total of 151 responses for this question.

Responses included the following entities:

- Government (local and state)
- United Way
- First responders & hospital systems
- School districts
- Health departments
- Chambers of commerce
- Associations
- Social media
- Banks
- Nonprofits
- Foundations/funders
- Faith-based institutions
- Media
- Board members, community supporters
- Private businesses
- Colleges

27. Do you need anything else or wish to communicate anything else?

There was a total of 138 responses to this question.

- 43% of the responses were of gratitude.
- 14% of the responses reflected needs to find additional sources of funding.
- Others were advice and/or needs around business continuity, need for additional supplies, innovation, collaboration/idea sharing, volunteerism, safety precautions, and concerns for small nonprofits.

We are grateful for the support of our community partners and are encouraged by their interest in our needs

Organizations must realize the importance of growing reserves and endowments

Be safe and uplift others.

The small nonprofits will be the hardest hit. Our communities really need our services and I hope that we are not forgotten.