



May 2020

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Purpose of the Survey

COVID-19 has had an immediate and dramatic impact on the economy, and especially on nonprofit organizations. Given Public Allies' unique position as an intermediary working with hundreds of nonprofits in communities across the country, we are uniquely positioned to understand how this crisis has affected the nonprofit sector. While there are many other surveys around COVID-19 and the nonprofit sector (we have been reviewing and collecting those results [here](#)), we set out to primarily focus on three other questions:

- 1. Are organizations anticipating an increase in requests for services moving forward because of the economic impact of the crisis? If so, what are the types of services they anticipate being in demand?**
- 2. Do organizations envision needing to deliver services and programming differently going forward? If so, what supports will they need to make that happen?**
- 3. Not including financial support, what resources are needed at this time to help organizations through this crisis.**

To try and answer these questions, Public Allies sent a survey to the email addresses of 4,390 nonprofit professionals that had hosted Public Allies Members as part of our [10-Month Apprenticeship Program](#) since 2007. The survey was administered between April 15, 2020 and April 22, 2020. Given that many Supervisors have changed organizations and email addresses over the past 13 years over that time, we anticipated a relatively small response rate.

Key Findings & Recommendations

Demand for community organizations' services are increasing/expected to increase, just as those same organizations are experiencing declining revenue and decreased staff and volunteer capacity calling into question the sector's ability to meet community needs to address this crisis.

This further supports the need for intentional/additional investment in things like [The Pandemic Response and Opportunity Through National Service Act](#), [targeted support for non profits](#), investment [in community infrastructure](#), and [financial support for local and state governments](#) that have lost billions in tax revenue as a result of this crisis and make up roughly 30% of nonprofit funding.

Furthermore, these efforts must be designed with equity at the center. We have all heard it said that the coronavirus does not discriminate, but research coming out of [Milwaukee](#), [New York](#) and [elsewhere](#) is making it clear that people of color and those from lower incomes are disproportionately affected both by COVID-19 and its economic impact. This is not to say anything of the [tenuous position America's younger adults find themselves in](#), financially unprepared to weather an economic downturn and vulnerable to changes in employment. If we are to meet the needs of the communities most impacted, then we must center our responses around principles of equity, such as PolicyLink's [A Common-Sense, Street-Smart Recovery](#).

Most immediate needs articulated by partners across our network were opportunities/spaces that support continuous learning and resource sharing across organizations as they adapt quickly to the changing (and incredibly challenging) circumstances all around them.

The COVID-19 crisis quickly forced nonprofits to operate in ways that are new and unfamiliar, with organizations desperately attempting to learn new technology, change methods of service delivery, adapt to managing staff remotely, and operate with less staff capacity, all while dealing with the underlying mental health challenges an event of this magnitude presents. Staff across the sector are overwhelmed trying to figure out new technology, and worried about what comes next. As one respondent stated, *"The worry is how COVID-19 will change, forever, how we implement and conduct programs as well as how we work with groups of people within the community and involving them in the work that we do."* Staff are struggling to make this transition, and desperately trying to gain some footing. They are looking for the curation of applicable tips, tools, and resources they can implement to

deliver services virtually, and for the opportunity to connect across institutions, places, and/or issues to learn what is and is not working for others in real-time.

We also see that as individual staff members, organizations, and communities face unprecedented challenges and changes on multiple fronts simultaneously, there is a strong desire to simply connect with each other to build community, hold space, and support self-care.

Looking ahead, social distancing and some level of remote program delivery are expected to become the new normal, but the double-sided digital divide poses a barrier to delivery and access.

The lack of technology infrastructure investment in the nonprofit sector [is not new](#), but it is being put under a magnified light given the nature of the COVID-19 crisis. A commitment from funders [to support investment in technology infrastructure](#), along with the training and personnel required to properly implement new solutions, is required.

But as so many respondents highlighted, oftentimes those who most require services do not have access to internet service or a devices with which to connect. According to the [FCC](#), there are 21.3 million Americans without basic broadband access, although PEW Research pegs that number at closer to 33 million. Furthermore, [PEW's research shows](#) there are noticeable differences in internet access based on income, education level, and race. Ensuring there is appropriate policy, funding, and intentionality to continue expanding internet service to all must be a priority.

COVID-19 is ravaging communities of color and the support systems on which they rely; shining a harsh light on long-standing fault lines in the social safety net across the country.

As noted above, the non-profit sector and localities are facing multiple challenges in addressing the COVID-19 crisis, including: 1) Increased demand for services, 2) decreasing revenue, 3) decreasing staff and volunteer capacity, and 4) antiquated technology infrastructure. The nonprofit sector exists for the very purpose of being an essential part of a safety net to help community members. For so many not to be able to fully respond in this moment due antiquated technology or a dependence on volunteers because we do not have the funding to staff operations fully, while at the same time major foundations in the United States hold [\\$1 trillion in assets](#), is a serious call for change being echoed across the [sector](#).

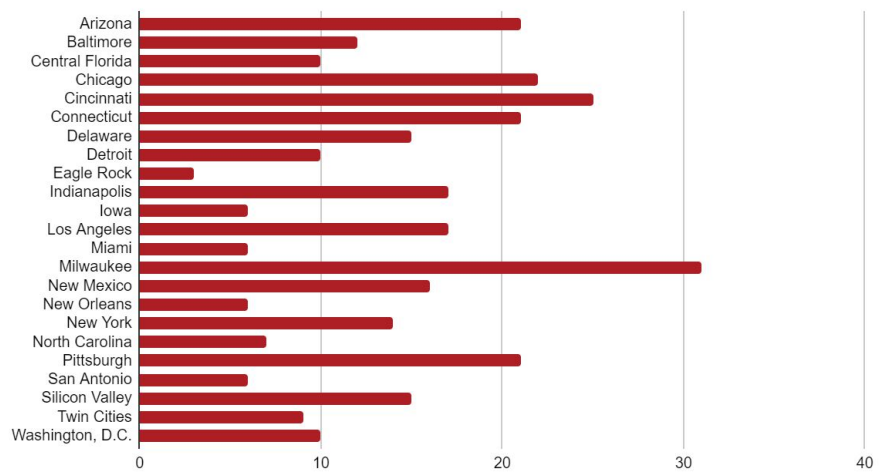
In many cases, community members are turning to each other and mutual aid to meet their immediate needs. A quick review of [Public Allies' COVID-19 Resources page](#) lists more than 2 dozen mutual aid initiatives across the country, while [this list includes over 120 mutual aid networks](#) that sprung up quickly to address the COVID-19 crisis; often building on organizing begun in previous crises. While these mutual aid networks offer powerful examples of community care, their necessity should give the nonprofit sector and its funders reasons to self-reflect and examine why they are needed in the first place.

It is critical that even while we seek to meet immediate needs on the frontlines of this crisis, we in the non-profit, public and philanthropic sectors also look in the mirror at what underlying conditions, decisions, and under-investments led to these outcomes in the first place. As we pursue a more just and equitable future, we can't be satisfied with "[going back to normal](#)," but instead must re-imagine a new more inclusive and equitable normal going forward; something we've seen a hunger and appetite for on our recent Virtual Community All-Network calls. The creativity and innovation happening in communities across the country can and should be harnessed. Indeed - even as the critical demand for direct service support increases - philanthropy must simultaneously find ways to [keep working towards and investing in systems-change](#).

Organizations Surveyed

As of April 22, 2020, a total of 320 survey responses had been submitted; after accounting for 423 survey invites that bounced due to bad or closed email addresses, a total response rate of 8% was achieved. The greatest number of responses came from current and former supervisors associated with our Milwaukee (31), Cincinnati (25), Chicago (22), Arizona (21), Connecticut (21), and Pittsburgh (21) locations. Overall, responses strongly correlated with the number of nonprofit professionals in our pool with only a couple of exemptions. Most notably, we would have expected twice as many responses from New York City, while Connecticut, Milwaukee, and Pittsburgh are slightly over represented. Overall, responses are more heavily representative of nonprofits on the east coast and the midwest which aligns with the historical footprint of Public Allies.

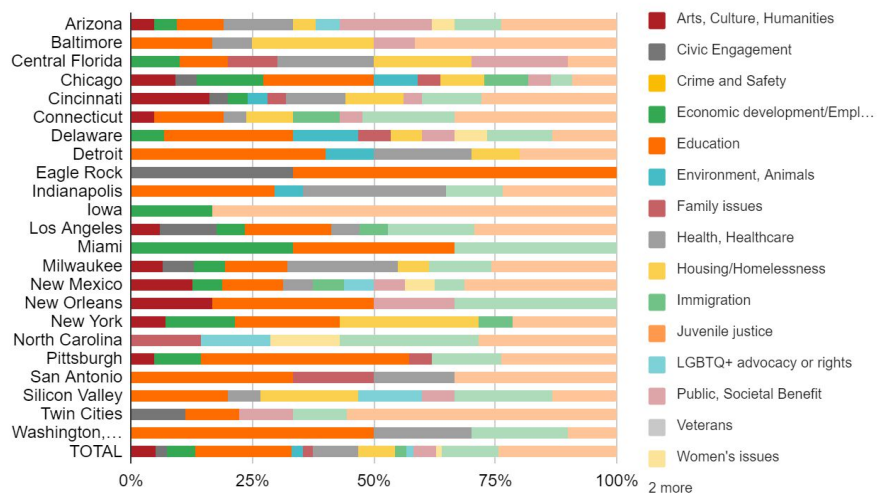
Number of Responses by Location



20 percent of respondents were employed at organizations focused on education, 12% on youth development, 9% on health & healthcare. A full 24% of respondents opted to self-describe their organization's focus area. The overall results varied by location, which could point to either the differences in the nonprofit sector in each location or the types of relationships Public Allies has developed in each location.

Lastly, 81% of respondents were employed at community based 501(c)3 organizations, 14% were employed at schools or after-school programs, and 5% were employed at city, county, or state agencies.

Organization's Area of Focus

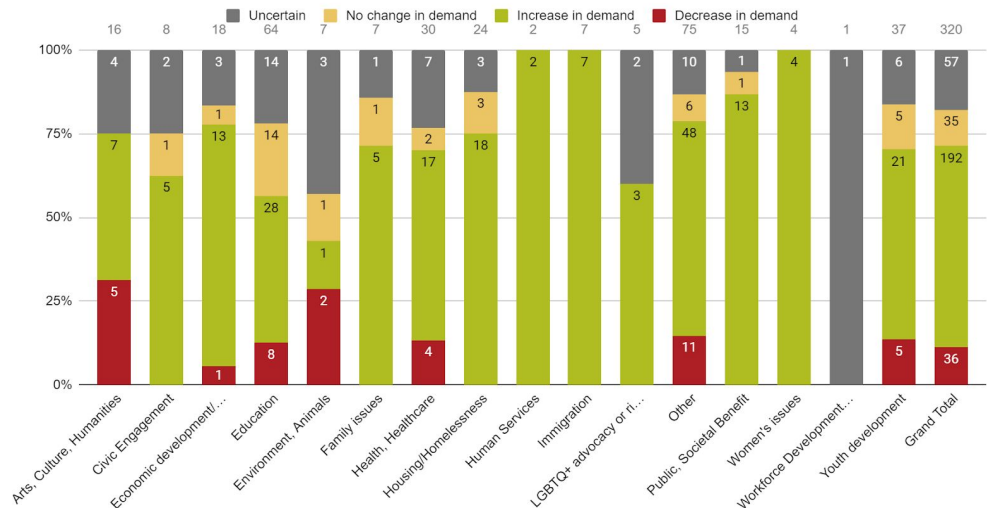


COVID-19 Crisis: Increasing Demand, Decreasing Resources

60% Report An Increase In Demand For Services

60% of respondents stated their organizations had experienced an increase in demand for services since the COVID-19 outbreak, while only 11% reported experiencing a decrease in demand. Organizations focused on Economic Development & Employment, Housing & Homelessness, Public & Societal Benefit, and Immigration were more likely to report an increase in demand, which would be expected given the drastic effect the crisis has had on employment and the economy.

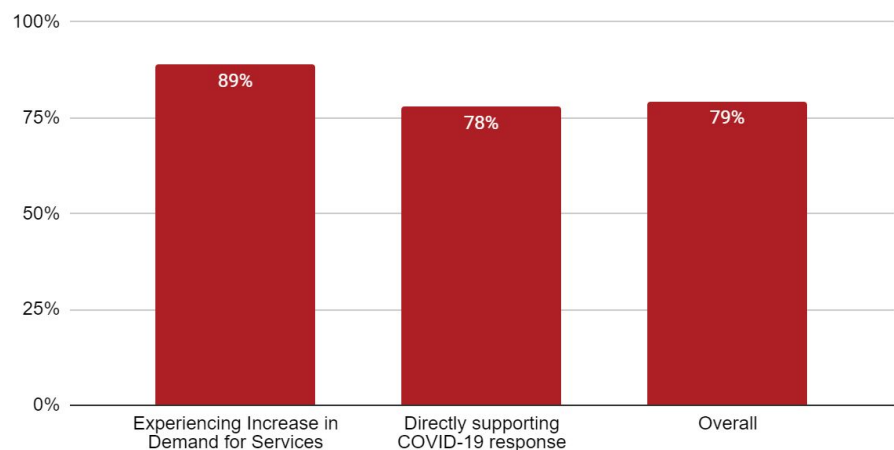
Have you seen an increase, decrease, or no change in demand for your services since the outbreak of COVID-19?



80% of Those Reporting an Increase in Demand Reported Experiencing a Decrease in Funding or Revenue

Regardless if survey respondents worked at organizations experiencing an increase in demand for services or one working to directly support the COVID-19 response in their community, respondents across the board reported a decrease in funding or program revenue.

Respondents Reporting Employing Organization Experiencing a Decrease in Funding or Revenue



18% of Respondents Reported Organization Already Staff layoffs or Furloughs Due to Loss of Revenue or Curtailed Programs Due to the COVID-19 Crisis

18% of responding nonprofit professionals stated that their organization had already had to lay off or furlough staff as a result of declining revenue or curtailed programs. This was true even among those whose organizations had also been increasing an increase in the demand for services since the COVID-19 crisis began. Add to this that 33% of respondents stated their organization has experienced a reduction in staffing due to increased staff & volunteer absences - including 38% of those at organizations experiencing an increase in demand for service - and it suggests that the nonprofit sector is not positioned to meet the demands of the current crisis.

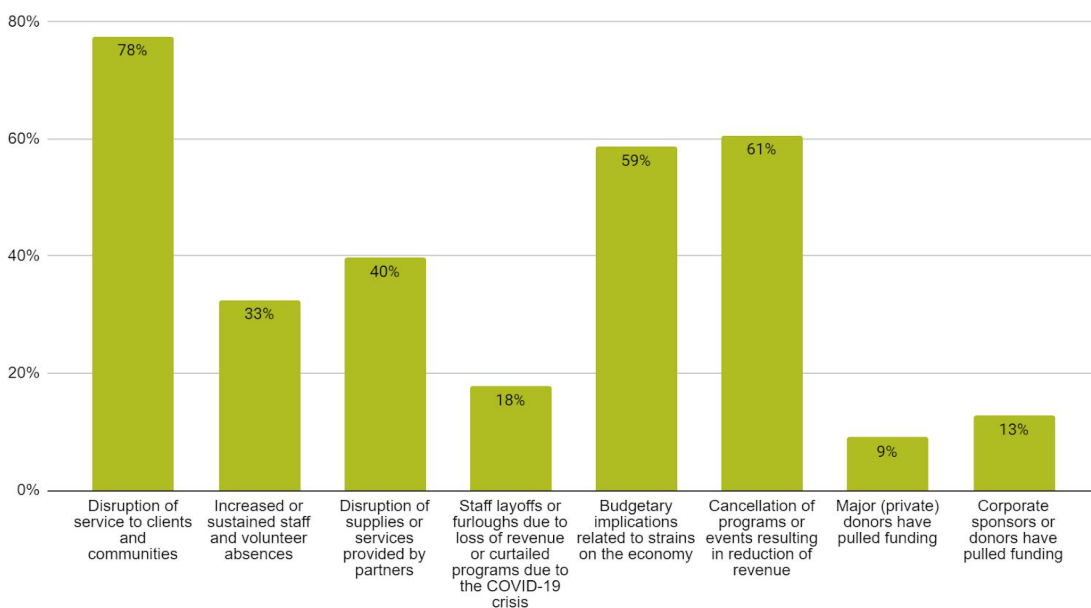
As one respondent shared:

“I think that many of us are just overwhelmed by the whole environmental situation in which we find ourselves and those of us that are in small nonprofits find ourselves being the only person left after we have laid off staff just to maintain our agencies.”

Ability of Nonprofits to Meet Demands of Current Crisis Further by Disruption of Service to Clients and Inability to Get Necessary Supplies from Partners

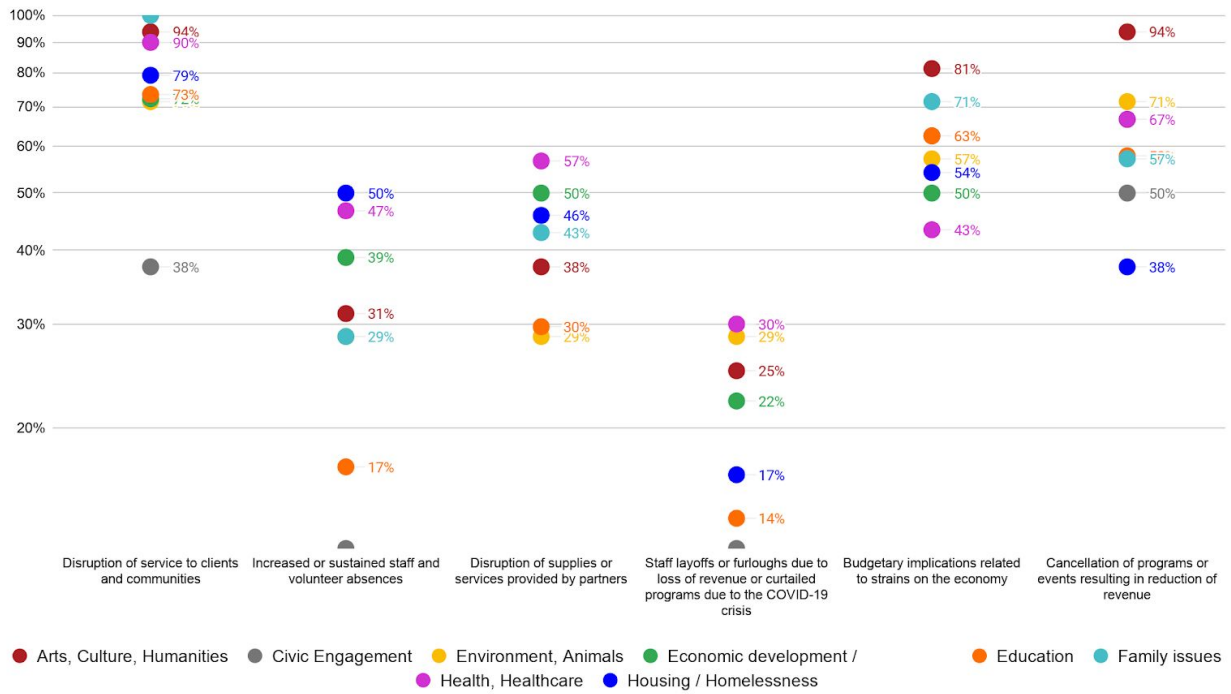
Decreases in staff and volunteers, either because of declining revenues or increased absences to address health or family matters are not the only obstacles posing a challenge to the nonprofit sector’s ability to meet the demands of the COVID-19 crisis. As the table shows, 78% funding and program revenue are not the only way that the nonprofit sector is being impacted though.

How Organizations have been Affected by COVID-19 Crisis



A deeper look at the ways nonprofits are currently being impacted by the COVID-19 crisis shows that there is quite a bit of variation based on the focus area of the organization. For example, 50% of respondents working at organizations focused on housing or homelessness reported an increase or sustained staff or volunteer absences compared to only 17% for respondents working at education focused organizations. By keying in on these differences, it may be possible to start identifying where resources need to be shifted or boosted within the sector to ensure community needs are being met.

COVID-19 Impact on Organizations by Focus Area



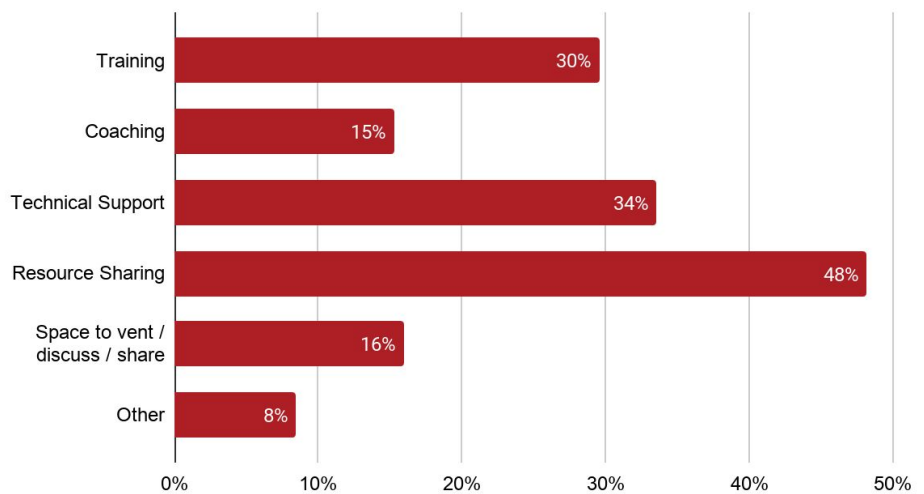
Meeting Current Needs in the Nonprofit Sector

We recognize that this is a unique situation that has forced nonprofits to operate in ways that are new and unfamiliar, and with this has come a slew of new needs across the sector. 59% of respondents stated that they had professional needs right now, with a common theme across all categories being help with operating remotely or in ways that meet social distancing requirements.

Resource Sharing Identified as a Need by 48% of Respondents

By far, the greatest need cited by respondents was space for resource sharing.

Professional Needs Right Now



“Resources to continue to serve our neighbors in the best possible way. Sharing of ideas, what you are seeing others do that is working, etc.”

Respondents are looking for resources ranging from “Zoom 101” to where to get, “food assistance, housing assistance, financial assistance, anything and everything.” Given the sudden change to remote work and program delivery, it is no surprise that a number of respondents specifically mentioned looking for resources on distance learning and working remotely.

“We could use training, coaching and technical support on distance learning since this is a new arena for us. Resource sharing around best practices and best software/equipment for offering distance and online learning.”

Common Thread Across All Needs: “This is so challenging”

Whether the need named by respondents was resource sharing, coaching, training, or technical support, the common thread is that respondents are looking for assistance in how to operate, deliver programming, and engage with supporters and clientele remotely. As one respondent so concisely put it, “This is so challenging.”

To help inform on what needs respondents identified we have included an appendix with a list of all narrative responses to the question “Please elaborate on the supports you selected in the prior question. For example, what time of topics could you / your organization use training on?”

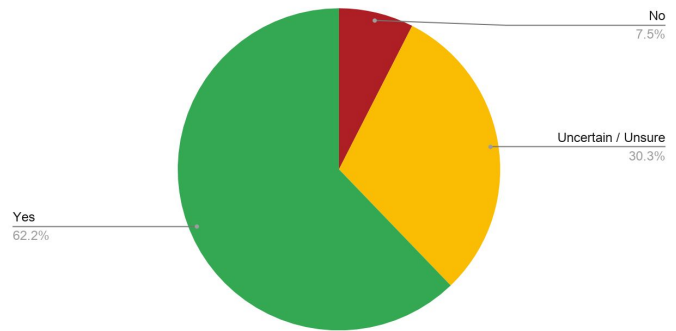
Looking Forward: Services Envisioned to Meet Long-Term Economic Impact

62% Anticipated Their Organization Would See an Increase in Requests for Services Based on the Economic Impact of COVID-19; Only 7.5% Anticipate a Decrease in Future Demand

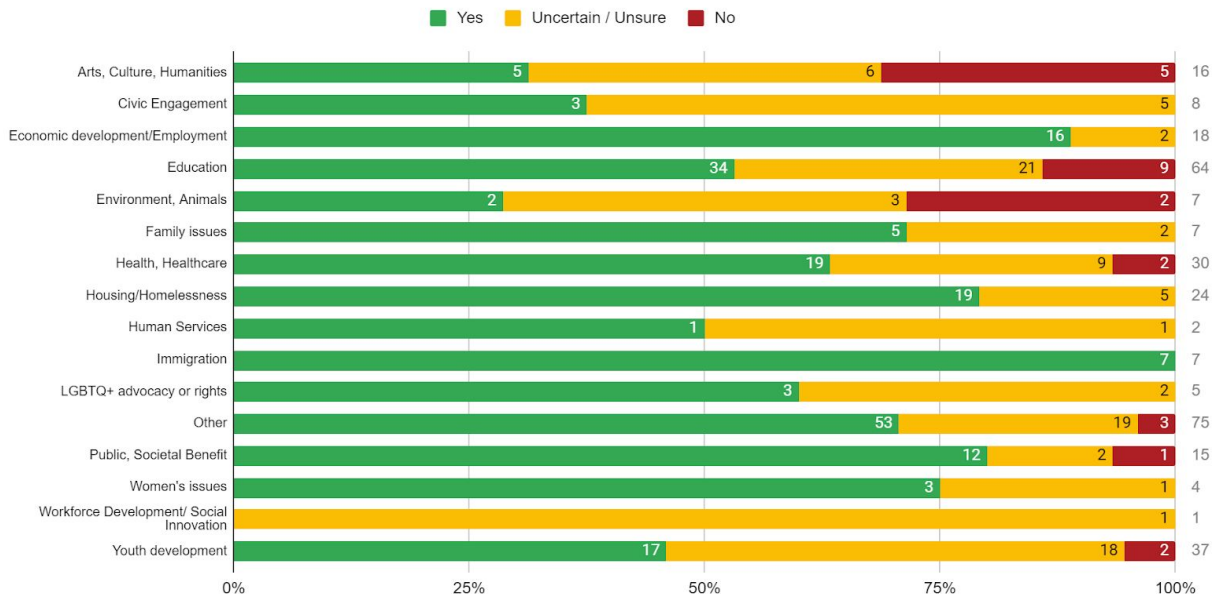
Looking past the point of the immediate crisis, 62% of nonprofits anticipate that the economic impact will result in a lasting increase in requests for services. However, this anticipated increase is not universal across all nonprofits.

Respondents employed at organizations focused on economic development / employment (89%), family issues (71%), housing & homelessness (79%), immigration (100%), public / societal benefit (80%), and women's issues (75%) all anticipate were all more likely to report they anticipated an increase in requests for services. On the other end of the spectrum are those employed at organizations focused on arts / culture / humanities, civic engagement, and environment / animal rights.

Do you anticipate an increase in requests for services based on the economic impact of COVID-19 on your community's economy?



Do you anticipate an increase in requests for services based on the economic impact of COVID-19 by Nonprofit Area of Focus



81% of Respondents Anticipating an Increase in Services Say Their Organization Has Already Experienced a Decrease in Grant Funds and Revenues

Given that so many respondents anticipating an increase in services as a result of the economic impact of the COVID-19 crisis are employed at nonprofits focused on essential needs, like food and mental health services, it should be a concern to all that 81% also report that their organization has already experienced a decrease in grant funds and program revenues.

Food, Housing, Employment, Financial, and Mental Health Cited as Services that Nonprofit Professionals Anticipate will See Increase in Requests

A review of the narrative responses provided by respondents anticipating an increase in services to address the fallout from the COVID-19 crisis, identified 28 categories of services. Food related services were cited in 22% of responses, followed by housing / rent services, financial assistance, and employment / job training. A full list of the services respondents identified is provided in the table below.

Service	Frequency (#)	Frequency of Services Cited (%)
Food	70	22%
Housing / Rent	47	15%
Financial Assistance	32	10%
Employment / Job Training	25	8%
Education Assistance	24	8%
Mental / Emotional / Behavioral Health	19	6%
Healthcare / Medicine	16	5%
Basic Needs	13	4%
Small Business Support	11	3%
Technology Needs	11	3%
Financial Workshops / Financial Literacy	9	3%
Legal Assistance	8	3%
Childcare	7	2%
Youth Programming	4	1%
Domestic Violence Support	3	1%
Emergency Services	3	1%
Transportation	3	1%
Social Services	2	1%
Wraparound Services	2	1%
Case Management	1	0%
Clothing	1	0%
Immigration Support	1	0%
Mentoring	1	0%
Policy Monitoring	1	0%
Senior Services	1	0%
Tenants Rights	1	0%
Veterinary Needs	1	0%
Workers' Rights	1	0%

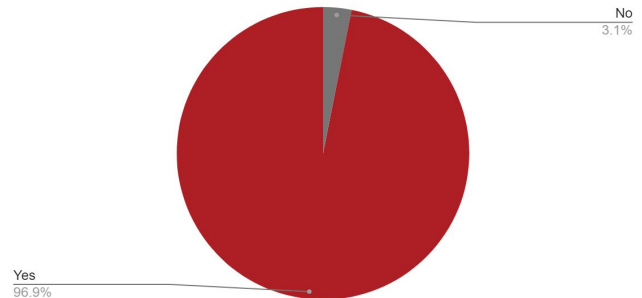
Changing Nature of Service Delivery

The COVID-19 crisis has ushered in a new way of interacting. Social distancing quickly went from a term we did not know, to one that we will never be able to forget. Along the way we have been introduced to mass quarantines, no touch delivery, N95 masks and PPE. One thing that is clear is that some elements of social distancing will become part of our new normal. This is echoed by 97% of respondents anticipating their organization or department will need to deliver new services or deliver current services in a different way as a result of the long-term impacts of COVID-19.

As an organization that helps build the capacity of nonprofit organizations, we were specifically interested in understanding what supports - beyond financial resources - organizations foresee requiring in order to deliver new services or deliver current services in a different way as a result of the long-term impacts of COVID-19. We reviewed a total of 228 open-ended responses and were able to categorize them into 10 categories.

- Technology: Hardware / Software
- Technology: Virtual Delivery / eLearning / Remote Management
- Staffing
- Volunteers
- Maintaining Social Distancing
- Expanded Services / New Services / Altered Services
- Collaborations & Partnership
- Policy Advocacy
- Data Collection / Data Analysis
- Marketing / Communications

Do you anticipate your organization or department will need to deliver new services or deliver current services in a different way as a result of the long-term impacts of COVID-19?



Remote Service Delivery and Remote Work Are Likely To Stay

Out of the 227 responses, 155 referenced technology (68%). The need for technology supports broke down into two categories: the need for hardware, software, and infrastructure and supports around moving to and delivering virtual programming or remote management of staff.

16 Responses Specifically Mentioned Need for Improving Organization's Internet Connection or Providing for Service Recipients

16 responses made specific mention to internet, wi-fi, or broadband connections. In a couple of cases this was in reference to the organization needing to improve their own internet connection as they moved to remote working or program delivery. However, a majority of the responses focused on the need to provide hotspots, public wi-fi access, or other methods for increasing internet access to service recipients so they could utilize available resources.

“We have moved our youth programs to being offered virtually, but we are only serving kids who have the resources to login or phone into the programs.”

Along the same lines, 9 respondents cited the need for laptops or computers to allow staff to work remotely or for students and service recipients to access virtual programs.

Organizations Need Help Transitioning to Virtual Delivery and Creating Content

A total of 92 respondents (41%), referenced needing support in moving to remote management of staff, virtual program delivery, and eLearning. The majority of these were around the need to shift to online program delivery and how to create content that would support service recipients.

“We will need support in developing additional online educational services and industry recognized credentialing to ensure training continues and that the training meets the needs of regional employers.”

Organizations Expanding or Altering Current Services / Creating New Services to Address New Needs

39 respondents indicated their organizations required support around altering or expanding current services, or expanding into new services, as a result of the COVID-10 crisis. Many of these comments indicate organizations appear to be seeing virtual program delivery as a way to expand their reach in the long-term.

“We are reinventing how we serve clients.”

The table below provides a summary of the types of responses respondents provided. Note that many of the responses fall into 2 or more of the categories.

Category	Number of Occurrences in Responses	Percentage of Responses	Examples
Technology: Hardware / Software	93	41%	<p>“Increased need for laptops and training will be needed.”</p> <p>“Providing education in a virtual environment will require adequate technology for use by both instructor and students, as well as new thinking in approaches to education.”</p>
Technology: Virtual Delivery / eLearning/ Remote Management	92	41%	<p>“Cloud based technology for remote availability.”</p>
Expanded Services / Altered Services / New Services	41	18%	<p>“Opening up more mobile distribution sites.”</p> <p>“New ways of delivering education.”</p> <p>“Will need to expand service delivery to align with community needs.”</p>
Staff (Increased Number or Skill Sets)	29	13%	<p>“May need some staff with skills other than those of current staff.”</p> <p>“More Staff.”</p>
New Collaborations / Partnerships	28	12%	<p>“We are looking to build new partnerships to collectively address community needs.”</p> <p>“Collaborations with community organizations to increase impact on students.”</p>
Maintaining Social Distancing	27	12%	<p>“We are working to determine the best way</p>

			<p>to provide services to clients, while safeguarding our staff from harm.”</p> <p>“We’re evaluating ways to make community education available online rather than in person.”</p> <p>“May need new access points to deliver services that were in-person, whether on-line or in larger spaces where social distancing recommendations can be observed.”</p>
Volunteers (Increased Number of Means to Engage)	20	9%	<p>“We need teaching volunteers and mentors with virtual capacity to support our youth.”</p> <p>“We will need volunteers to serve in new roles based on what our new model will look like.”</p>
New Policy / Advocacy	11	5%	<p>“Organizing supports to change laws and policies that prevent undocumented folks from accessing the system.”</p> <p>“A different way of approaching solution-building to entrenched issues of poverty and inequity...if we lose the opportunity to address what is staring us in the face now, shame on us.”</p>
Marketing / Communications	9	4%	<p>“Ways to create welcoming/engaging online communities.”</p>
Data Collection / Data Analysis	5	2%	<p>“Support in technology and data collection.”</p>

What is Really on the Mind of Nonprofit Professionals

We provided space in our survey for respondents to simply share any additional thoughts and comments around their hopes, fears, etc. Here is what they had to say in their own words.

We have not had to furlough any employees but we are a small staff so that might change. We utilize a lot of volunteer hours so we will need to rebuild and reconnect with lost volunteers and deal with those who are now scared to move about. We are a collaborative that convenes 70+ organizations. My fear is how many will be able to survive post-pandemic financially and how will [organization]'s need be met in the future. We hope that this goes away very quickly as we are 100% privately funded and most of our funding supports are going to fund other programs or non-profits. Funding is our biggest challenge and the impending recession is likely to make that worse. Crazy time and we all need to have patience and compassion. Thanks for reaching out. Let's pray for our dysfunctional federal government. Everyone is trying to get their voices heard and remain "relevant." At this moment, our organization is focused on accomplishing business. Yes, COVID-19 is affecting all people -- but there is a bit of an emotional and inbox overload with the messaging. That said, thank you for all you do! Keep up the great work. For now, the hardest part is not having a solid timeline to work off of in planning for the future. Sending my best to all the Alumni out there making things better! Focus on equity in the response and raise awareness about the disproportionate impacts of COVID on marginalized communities. I hope for this time to be a big learning experience for my organization and I hope that there is acknowledgement of what is needed to maintain systems of technological support for the staff. Need to know best practices of Boards during these times. How are they helping non profits....or not? How will we reemerge? Thank you! COVID will require social distancing for the future. This means we have to spread out staff more, requiring more space which is an increased cost. More technology is an increased cost. Funders are not very sympathetic to these administrative costs. Thank you for your support and flexibility during this unique time. Thanks for staying with us as we identify our own needs! At least for now, we are all able to work at home. Program staff are keeping in touch regularly with their mentors and mentees and providing safe distance activities for them. Thank you. I think the mutual aid work going on is awesome. There are many fundraisers and such to step in where the government is not and without coordinated organizing for change, we can only sustain so long and help so many people. We are eager to learn the full impact this crisis is having and deliver our services accordingly. Concern about closing nonprofits. My fear is opening the state too early and the catastrophic deaths across our nation, when all of this could have been avoided with proactive measures. We have a resource that is needed particularly in the nonprofit sector. Our hope that we will have the capacity to deliver. Thank you for checking in! Hoping we emerge from chrysalis better not worse. I am hopeful that we can offer another avenue of learning. I am concerned that we will lose learners and volunteers who are not computer savvy and who are too stressed out to return to school right now. I am also concerned that we will be overwhelmed with the amount of people out of work who have decided to return to school. I anticipate getting an uptick in student registrations and how we will serve everyone equitably. We see current events as an opportunity to truly modernize our delivery of social services and supports. We have staff delivering classroom supplies and manipulatives, clients making appointments to pick up food, and some volunteers delivering food to those who can't leave their home. We have other staff who are home, making phone calls and sending information to their clients to assure all supports are in place for their continued operations. Stay tuned and stay safe. How do we get ready for what's next? The economic fallout is only just beginning. How do we understand how to pivot to make the maximum impact in the new normal, including providing services without covering crowds. I am most concerned that a 'return to normality' may in fact not be feasible, and that a new 'normal' will need to be considered- what will this look like for my organization, my community? This uncertainty is a concern of mine- and I hope to figure this out in time. Looking for robust platforms for distant learning other than zoom/ google meetings. Indigenous Peoples are often not included in the development of new policies and practices, especially those that lack a legally enforceable trust responsibility. Our tribe needs partners and allies to help amplify our voice since we are so few in number in comparison to the general public. All good. Although we have not been informed of funding cuts we are concerned this is inevitable. Thanks for reaching out! As hard as it is for me and my team, I know the situation we are in is infinitely more difficult for the people we serve. It feels devastating. Financial uncertainty of the next 6 months and beyond is my biggest worry. Helping those who have lost their jobs. I guess this could've fit in the previous section, but I also think a conversation for service providers beginning to think about what transitioning back to in-person services will look like once the Safer at Home Order is lifted. And what can we be doing now to help make that a smooth, safe and successful transition. The worry is how COVID-19 will change, forever, how we implement and conduct programs as well as how we work with groups of people within the community and involving them in the work that we do. I appreciate your reaching out, if we can be of assistance in

any of your efforts, please let us know. I'm concerned about Milwaukee's ability to work fairly and effectively across all sectors & sizes - especially in healthcare / public health, in a coordinated manner so we can truly best serve the community. I want to lead / help coordinate the clinic-based COVID-19 testing response. Glad we can still support our Public Ally as they work remotely with our program! I'm afraid that this crisis and the impact will undermine our ability to achieve the goals set for the PA project. Just living day by day, because all ideas of "what should be/should happen" are gone. This is so challenging. Thank you for reaching out with this needs assessment questionnaire. As an all-volunteer organization it has been challenging to mobilize resources given the tragic nature of the situation that is unfolding and impacting many of our community members. The technology skills gap and digital literacy are the main challenges we are facing to get our core Community Board members comfortable and able to stay connected with each other and with our parents and kids. Hope this somehow helps our community of families in the Bronx! Volunteers to provide logistical support, bilingual skills in Chinese, Spanish. IMPACCT Brooklyn is thankful to have the support and service of a PANY member at this time and truly appreciates the work of this program. We will need to do proactive planning related to this type of an emergency. We are used to developing accessible mass sheltering in natural disasters (hurricanes, flooding, etc.) We need to plan for the silent ones now. Concerned with access to sufficient foods. Concerned with adequacy of funding from government sources. Concerned with assuring safety of staff and volunteers. We are doing our best to support families throughout this crisis. We are concerned that this pandemic is helping to widen opportunity gaps and we want to make sure vulnerable communities are aware of and equipped to deal with the changes, particularly when it comes to education and higher education. Fears for Summer Camps and next school year being impacted. We are looking at this as an opportunity to reshape our work so that it might serve even more schools/students. Our organization already is fully focused on the mission of providing training and free job placement assistance to all who wish to participate in our programming. With 20 years of success, we know we have a proven model that helps individuals, companies, and our community. We are open to any suggestions on steps we need to take to sustain our business and be in the best possible position to resume operations once our stay-at-home policies are lifted. I know Public Allies can't engage in anything remotely election related, but here is where we are. We need to not be in business after this is all over (not really, but we need demand LOWER than when it started..we can afford it as a nation). We need a federal government that guarantees a basic standard of living to all. Creating culture around a new norm; maximizing productivity; redirecting resources; fundraising in a new environment. Thank you! Thanks for your support! An AmeriCorps member coming into a distance learning situation will have a very difficult time engaging with a school community since the in person engagement is so important at the beginning of their term. Can we develop structures and systems to ensure they continue to be valued and valuable to the school community members? Thanks for having this survey. Hope that we learn to value that which is most important to us. And that we take time to connect with each other. We're not sure how this will impact our programming into the future. Our school partnerships have welcomed our interventions online, but we're finding it difficult to reach students and families who have new technology or are just getting started with technology in their home. We think our Teacher Prep program will be popular with the increased unemployment, but if funding doesn't come in, we may find we can't accept the number of applicants we receive. We're afraid that donations will plummet. Racism is still rampant even during this time. so sad. Stay safe! I think that many of us are just overwhelmed by the whole environmental situation in which we find ourselves and those of us that are in small nonprofits find ourselves being the only person left after we have laid off staff just to maintain our agencies.

Appendix 1: Please elaborate on the supports you selected in the prior question. For example, what time of topics could you / your organization use training on?

Responses	Types of Needs Identified by Respondent
Always good to know what resources are out there.	Space Vent / Share, Resource Sharing
providing quality programs online to youth	Training, Resource Sharing
With the uncertainty of the fall, what are ways agencies can adjust service delivery to meet the needs of youth and families; what are the ways we will ensure new members in the fall are sufficiently trained, vetted, and capable of interfacing with school staff, students & families. What will programs look like if institutions do not reopen?	Resource Sharing
coaching to students, low-wage workers and their familie	Coaching
We rely on digital outreach to keep the conversation going - it would benefit us to have access to other organizations to share what we're currently working on.	Resource Sharing
We are very concerned about how to creatively engage students and families remotely.	Coaching, Technical Support, Training
Resource sharing and collaborations will help us to serve more deeply. We hope to possibly do online ordering for some supplies. We may have to create the software to do so.	Technical Support, Resource Sharing
We're working on delivering online programs, training / coaching on how to improve engagement would be helpful.	Coaching, Technical Support, Resource Sharing, Training
Space to share all our services	Resource Sharing
We are looking to build connections for the community between what's available and how community members can access resources. Can use any and all partners who can help us build out knowledge on what's available and he pathways to help people access supports	Space Vent / Share, Training, Resource Sharing
-Zoom 101, as well as more advanced trainings -A citywide collective calendar of webinar trainings and available resources (everyone is keeping their own)	Coaching, Technical Support, Resource Sharing, Space Vent / Share, Training
how to make virtual gatherings a lot more engaging	Coaching, Technical Support, Resource Sharing, Space Vent / Share, Training
how to manage in a crisis, crisis communications, distance/remote leadership, change management	Coaching, Space Vent / Share, Training
Need spaces to share and learn about resources, best practices in COVID, etc	Space Vent / Share, Resource Sharing

Access top programs and technology to reach people. Space for sharing best practices and new information is always appreciated!	Coaching, Technical Support, Resource Sharing, Space Vent / Share, Training
Right now we are in survival mode and do not know what the future will be like and what we need to do to respond to it. At the moment, our goal is to keep all our residents as unexposed as possible so that we do not end up with anyone in the ICU or worse.	Resource Sharing
Internal systems are antiquated. We need to upgrade from Groupwise to Microsoft365.	Technical Support
We always think it is valuable to learn from our collectives. Space to discuss what is happening and changing is important to share ideas and create space for healing and care. It is also helpful to develop and share resources with others to help us work more efficiently and effectively during this crisis and beyond.	Technical Support, Space Vent / Share, Resource Sharing
How to utilize this time to develop anticapitalist strategies to support a radical restructuring of society and ensuring safety and justice for the most vulnerable members of our communities.	Coaching, Space Vent / Share, Resource Sharing, Training
not sure working on strategies for engagement - identifying in real time And resources of all sorts to share with community is crucial	Training, Resource Sharing
all aspects to telecommuting / online meetings / coaching/training on how to deliver the "normal" meeting content in a manageable and in a way it is understood.	Coaching, Technical Support, Resource Sharing, Space Vent / Share, Training
Facilitating online learning, resources	Coaching, Space Vent / Share
Establishing an online presence: online learning, training, townhall meetings.	Technical Support
We need all the tech support pointed at managing demand forecasting and resource allocation for food. Unless the UBI and SNAP stuff happens.	Technical Support
Using Zoom to full capacity and networking to reliable community resources	Technical Support, Resource Sharing
Trainings around utilizing virtual platforms (from beginner with no knowledge to those that have some training). Support for navigating work/life balance when you are working from home.	Technical Support, Training, Resource Sharing
working remotely	Technical Support
Computer and digital skills Online collaboration and productivity platforms Social media marketing	Technical Support, Resource Sharing, Space Vent / Share, Training
Motivational Interviewing, coaching strategies for teens and young adults.	Coaching, Technical Support, Resource Sharing
Rental Assistance & Utility Assistance programs, resources for employment.	Resource Sharing

how to effectively utilize volunteers to support our clients.	Resource Sharing
Our Public Alli could use computer training	Training
Developing a database/system to track needs and deliver services	Technical Support, Training
Streamline local and fed covid supports Venting and connecting with other youth and environmental groups.	Coaching, Technical Support, Resource Sharing, Space Vent / Share, Training
Any type of local resources would be helpful. Information on where our community can get food assistance, housing assistance, financial assistance, anything and everything.	Resource Sharing
Best practices on counseling in the virtual space, doing support groups and education classes	Technical Support, Training
We need Spanish speakers who can reach out to students to help them navigate technology and get them set up to join their online classes. We also need tablets or computers donated to students who don't have them. We need help connecting students with now internet access.	Technical Support
Structuring working from home Telehealth Ability to network with like agencies to share resources Group forums via zoom to share frustrations, discuss what is working, what isn't	Coaching, Space Vent / Share, Resource Sharing
Training on using different platforms to deliver services.	Technical Support
Resources to continue to serve our neighbors in the best possible way. Sharing of ideas, what you are seeing others do that is working, etc.	Resource Sharing
Is the question which type? If so, I think training in distance learning.	Coaching, Space Vent / Share, Training
Willing volunteers have come forward during the pandemic and assisted greatly in rapid response protocols. There is surely a role for this within health systems facing pandemics. Rapid response organizing is a worthwhile theme.	
We could use training, coaching and technical support on distance learning since this is a new arena for us. Resource sharing around best practices and best software/equipment for offering distance and online learning.	Coaching, Technical Support, Resource Sharing, Space Vent / Share, Training
Best practices in remote learning	Training, Resource Sharing
Resource sharing - how can we link multiple resources in one, virtual location to serve like customers.	Coaching, Technical Support, Space Vent / Share, Resource Sharing
How to run virtual events, how virtually fundraise	Training, Resource Sharing
Tech, moving events to virtual	Coaching, Technical Support, Resource Sharing, Training

We are managing ok for now. The biggest thing we need is time and space to re-organize around this new way of operating for the immediate future. Things keep changing so we're doing a lot of adjusting in the moment.	
Technology to maintain social distancing	Technical Support, Training, Resource Sharing
Working remotely, case management software, where to apply for funding, social media training	Coaching, Technical Support, Resource Sharing, Space Vent / Share, Training
It would be good to learn how other organizations are managing	Space Vent / Share
On-line training for staff in a variety of subjects relating to the care of disadvantaged populations. Leadership in stressful times, organization and priority. Managing stress. Any resources that may be available to nonprofits.	Training, Resource Sharing
Creating community based asset maps to help those who live with constraints due to the digital divide e.g. seniors Technical supports - How to better deploy social media strategies and engage staff in organizational communications plans	Technical Support, Training
By resource sharing, I'm again referring to hosts. We've always needed more people with a personal experience of our services, as opposed to a generalized understanding. We've found this makes sharing more effective.	Resource Sharing
Need think tank to assist with the design of the coordinated community-based & community-linked COVID-19 testing network.	Coaching, Space Vent / Share, Resource Sharing
Any information that could be shared with residents to assist them in this time would be greatly appreciated. We have three community organizers who are constantly in contact with residents. Any information to help them would be appreciated.	Resource Sharing
Building capacity, staff training, identifying the new needs in the community, the process in getting the neighborhood back to where it was.	Coaching, Technical Support, Resource Sharing
If you have any resources on how to support students as they transition to college and high school during a situation such as this, then we could use some training on that.	None listed
Just general info for resources that we can then disperse to our students + families	Resource Sharing
reaching more populations on a digital platform	Technical Support, Resource Sharing
We need help with figuring out ways to run summer camps virtually in a very complex environment. We also need help with non English-speaking volunteers particularly in Spanish to help with contacting and working with low income families that do not speak English. And with one of our partners were in the process of figuring out how to more effectively make and deliver masks for families as well as health care providers	Technical Support, Space Vent / Share, Resource Sharing
We have a sheet of resources for the community. Would love to expand beyond our network	Technical Support, Resource Sharing
Help provide the necessary support for our families as well as our staff.	Resource Sharing

We have to reimagine what it means to be a theater company in these times, including how we gather in public while staying safe.	Technical Support
Online facilitation; supporting wellness on our teams, setting up organizational practices that help teams manage stress	Technical Support, Training, Resource Sharing
We could use some technical support on best practices to offer virtual classes. We are currently doing so using social media and youtube, but are having some issues due to copyrights because, while we have the rights to use songs in our in-person classes, we do not have those same rights for online offerings and our classes are being pulled off the internet. We also could use support anticipating changes this summer and best practices for events in the fall. We have a large scale fundraising event scheduled for September 2020 and are unsure how to proceed at the moment. We would love to hear how other organizations are adapting and what practices they are putting in place to give virtual offerings.	Coaching, Technical Support, Space Vent / Share, Resource Sharing
Acquiring and implementing remote conferencing for team projects and updates. Ongoing Executive Coaching for the new President/CEO.	Coaching, Training
We are in need of program trainers to facilitate workshops for job training and career readiness, coaching, mentoring and case-management for youth and young adults ages 16-24, parenting support and workshops on how to address mental health concerns including stress, depression, postpartum during these times; how to home-school and prioritize; how to budget and manage finances during this time.	Coaching, Technical Support, Resource Sharing, Space Vent / Share, Training
delivering virtual programs for youth	Resource Sharing
Training on a variety of topics for staff and the families served. As well as resource sharing so that we are all receiving the same information and not duplicating services. This is a great way to maintain partnership with other organizations.	Training, Resource Sharing
It's more for our program team. Recruiting methods for POs and talent	Training, Technical Support, Space Vent / Share
Coaching And training on getting new programming	Coaching, Technical Support, Training
Very specific to our current software	Technical Support
We want to continue sharing medical and social service resources for people experiencing homelessness.	None listed
Access to training on providing emotional wellness supports virtually, creating and expanding systems to deliver education virtually, managing volunteers virtually, best practices on creating and maintaining resource sharing communities, engaging families effectively through coordinated outreach plans	Training
In-home case worker and support for residents' independent living.	Training
-Technical support as it relates to virtual programming and best practices. -Resources sharing is always expected for agencies and the community. -Trainings that relate to programming virtually, managing groups (Adults, teens, and kids),	Technical Support, Training
Health and Wellness, Finances	Coaching

We don't know which of our partners will make it through this and which will not. How can we help? What resources are best during the current critical need for basic life-sustaining services/provisions? How are other agencies supporting the emotional and financial well-being of their staff and clients in a way that is also ethical and organization-sustaining? What gaps are being spotlighted as a result of this pandemic? How can our service community come together to efficiently fill those gaps into the future? What policy and systemic weaknesses has this pandemic exposed? What role do we agencies have in pushing forward reforms/changes?	Space Vent / Share
Educational tools to give students for at home learning, jobs for immigrants.	None listed
Best practices during COVID and beyond.	None listed
Online learning, effective social media communication strategies.	Technical Support
- Maximizing the use of video conferencing like zoom, webex, and facebook. - Effective organization resources that are being used to deliver services, admin and fiscal management. - Uncertain at this time of additional needs.	Technical Support
Serving while social distancing with compassion; self-care; knowledge of and effectively using technology; understanding of essential services; crisis management	Coaching, Technical Support, Training
A written manual on changes to agency policies and procedures for accessing services and eligibility rules.	None listed
Webinars or short training sessions on tools that can be used to work with/educate people remotely would be helpful.	Training
telehealth and how to engage youth over the phone for extended periods of time	Training
Online learning platforms	None listed
Resource Sharing - Always good to know what resources are out there and what other organizations are doing. Also, ensuring services are open to undocumented communities whenever possible	Technical Support, Space Vent / Share
How to better use zoom or virtual meetings.	Coaching, Technical Support, Space Vent / Share, Training
Fundraising via internet platforms Delivery of "virtual" events	Technical Support
Topics we could use support training -grantwriter support given the coming federal stimulus opportunities -how to keep government accountable during this time of crisis -access to cheaper wifi access as employee work remotely (net neutrality for that matter) -options for community organizing with social media (special plugins that allow for greater engagement) -resources for parents of 0-5 who are NOT receiving support through compulsory education -clarification on all available resources based upon incorporation status. For example, some emergency loan programs are closing within the first hour of opening and don't provide a list of needed documents. How can entities apply for loans if the process is not transparent? How is oversight? How can philanthropy or other coalitions help?	Coaching, Technical Support, Space Vent / Share, Training
Creative ways to use media, sustaining wellness in oppressed and marginalized communities.	Coaching, Technical Support, Space Vent / Share, Training

Virtual classroom; security, etc.	Technical Support
Trick pick up for foods, furniture, etc. laptop sharing, etc. more zoom capacity , training , use	None listed
managing remote teams, volunteer engagement strategies, coping with change	Technical Support, Training
Forum to connect with not only arts entities but others for brainstorming solutions and hear what other org. are doing	Technical Support, Space Vent / Share
Potentially technical support around supporting young people emotionally from a distance? Mutual support and resource sharing with peer organizations has definitely been helpful.	None listed
We have realized that we do not have the training that we needed to be fluid in a quick-change environment. We are learning and doing at the same time - it is exhilarating to have our skills ramp up but even in our organization , our home environments are not all conducive to remote work-from-home - uneven internet, substandard computers and lack of funding for purchasing/upgrading equipment.	Training
Tech support using Zoom	None listed
Training and Resources on Virtual Programs;	Training
Zoom. One Drive. Video development	Training, Coaching
How to effective run a remote class	None listed
We need support with getting our programs up and running online as well as training staff on technology	None listed
best practices hosting webinars, using technology to teach or to conduct one-on-one counseling sessions around sensitive or confidential (money or credit) information. Best technology to use, how to brand technology while it's in use, how to leverage CRM to support counseling and training of all clients. How to create new funding streams - even while in this crisis, how to streamline expenses now that we are all remote..etc.	Training
Successful models for virtual workshops	None listed
Technical Training or what platforms are the best to share our services to members.	None listed
Microsoft Teams, Ads on social media	Coaching, Training
using online platforms to provide services and programming. connecting to existing support systems for delivery of resources to clients	None listed
How to support children and adults who have experienced significant academic, emotional and financial loss due to COVID 19	Space Vent / Share, Training
Sharing any resources among partnerships and stakeholders with the ability to help our families with housing supports, grocery vouchers, laundry cards, pharmacy gift cards and sustainable and tangible ways to lighten the financial burdens placed on working households while forced to live under the poverty line.	None listed
Mainly it is financial support that we need. Technology is also important.	None listed
How to better serve/support our Public Allies during this time.	Coaching, Training

Any topics related to post traumatic stress syndrome, how trauma varies for different populations. Space to vent when I can't find toilet paper and have to be at work in an hour!!!	Space Vent / Share
Zoom trainings, trello, integrations, etc	None listed
Online Facilitation	Training
How to use technology to support effective virtual engagement	Coaching
Board training/coaching, strategic planning	Coaching
Digital literacy/competency has become an urgent training need for faculty, staff and students	None listed
Integrating communications systems. Connecting information sharing tools.	None listed
How to provide online learning to students in areas with no internet access or no computers.	Coaching
Training staff on developing online resources for clients to access. Concern about mobile adaptability. What resources are out there that we can use to get our services online.	None listed
Training on how to do youth outreach and placement virtually.	None listed
Technology	Coaching
Resources available for families.	None listed
Funding sources	Space Vent / Share
Ours is a volunteer organization that partners with the County government. We rely on fund raising for the services and resources we provide in support of the museum. Don't have skills/knowledge for some of the work we plan to undertake --especially upgrading our website.	None listed
Mental health support for youth & families.	Space Vent / Share
Trauma Informed Care	None listed
Training on delivering services in remote settings	Coaching, Space Vent / Share
I just don't know yet. Every day is a new situation with new factors. We do lack knowledge of technological solutions and how to understand what is best for our needs.	None listed
Digital platforms for virtual learning (live & recorded)	None listed
Although many places are still working remotely our clients still need resources. Our clients who were working and were laid off need help with rental assistance/utility assistance. It is unclear at times who has funds.	None listed
How to support victims while you are going through a crisis as well, how to market online, how to replace/increase funding during trying times.	Space Vent / Share
Appropriate use of technology. Ongoing technical assistance	None listed

How to safely support the community with training and job placements	None listed
Management for working remotely	Coaching
Ways to serve clients remotely	None listed
Would love access to some people experienced in creating interactive online training for Volunteer Orientation or Resume Preparation or lots of things :)))	None listed
Music education in the virtual space.	Coaching, Space Vent / Share
How to use social media to assist families. How to better expand our reach to families, and how to effectively utilize social media.	None listed
Teaching online for out of school time programs	None listed
Virtual Community Engagement/Events/Incentives; Social Media; Distance Learning Best Practices for Family & Youth	Coaching
Training on self care and coping.	Coaching
Training in blending new participant needs with existing needs. PTSD & trauma. How to teach basic technology. Resources sharing with respect to HR and finance	None listed
How to prevent the spread of COVID-19 and deliver services in a safe way. How to recruit needed volunteers and workers during this time.	Coaching, Space Vent / Share
How to address community needs virtually.	None listed
Best practices for engaging clients safely and remotely, accurate and updated resource lists, professional peer support where staff can be vulnerable	Space Vent / Share
Need to know where to find discounted or free groceries for families who have lost their jobs or experiencing decrease in income due to reduced hours.	None listed
Maybe on Discord and some other social media.	None listed
Technical assistance in providing direct support remotely.	None listed
Platforms to manage the tracking of food and supplies to individuals and families, logistics support and transport.	None listed