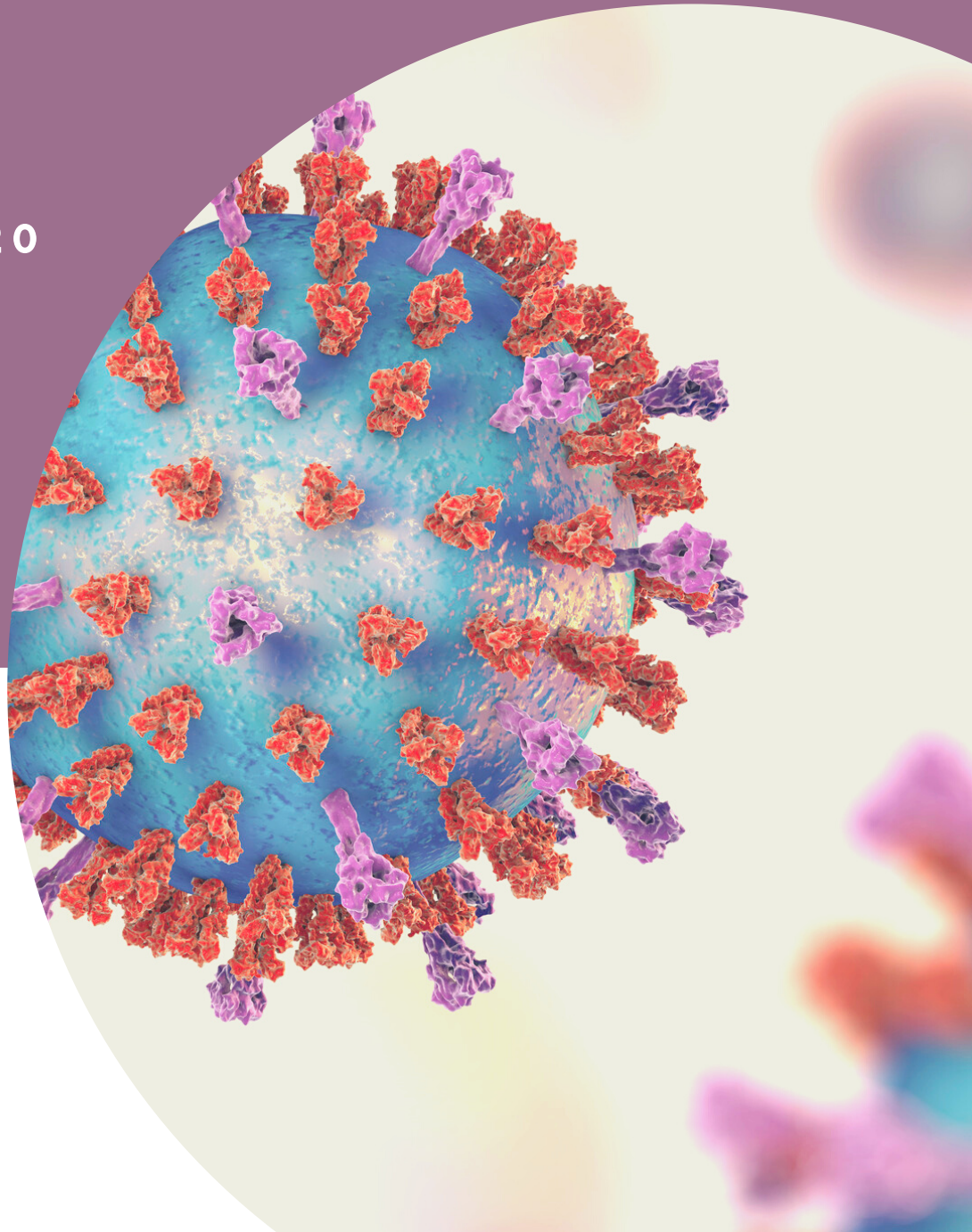




COVID-19 IMPACT SURVEY: NON-PROFITS

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Responses received as of April 28, 2020

The survey was sent to approximately 120 non-profits with a primary focus on those serving the residents of Gilbert. Many services extend into surrounding communities.

EXECUTIVE STATEMENT

The Town of Gilbert, Dignity Health, and Gilbert and Mesa Chambers of Commerce teamed up to reach out to area non-profits to gain an understanding of the immediate and long term impact and need of these organizations as a result of COVID-19.

The group first conducted a survey sent to more than 100 non-profits with a primary focus on those serving residents of Gilbert. A Non-Profit Town Hall webinar was held on April 27th and will continue bi-weekly to provide continued updates, sharing of resources and collaboration.

Key Takeaways:

Respondents indicated awareness of Federal funding assistance (80%). Fewer have an understanding of state (52.3%) and local (38%) funding. There is a need for clarification of the distribution of funds being collected through donation to the Arizona Coronavirus Relief Fund. Note: Both the Town of Gilbert and the City of Mesa have established applications for federal CDBG funds, which are distributed through each municipality.

Currently, non-profits are primarily concerned with the safety of their staff, volunteers, and clients (57.1%), the health and well-being of clients who cannot receive services at this time (47.6%) and the ability to provide service (40.4%) while maintain staff salaries and benefits (40.4%). Respondents also commented on the concern for homeless clients and the technology needs of children in transitional housing. To ensure the safety of staff, volunteers, and clients, non-profits are limiting contact with clients, increasing sanitizing, and decreasing the number of volunteers and staff members allowed onsite at any one time.

Currently, a majority of respondents have needs for funding of operational costs (85.7%), funding for salaries and benefits (61.9%) and equipment and supplies for services (42.8%). Of least concern was a shortage of volunteers or support services (14.2%).

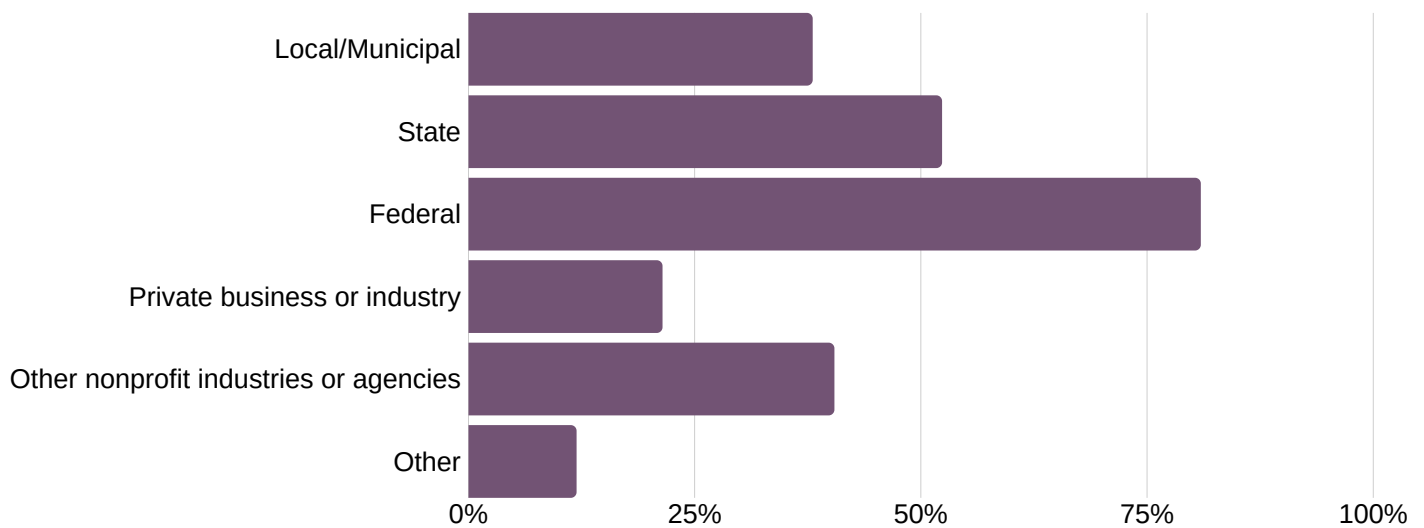
Post-COVID concerns include the impact on clients served (76.1%), insufficient funding and revenue to sustain the organization (64.2%), loss of revenue (59.5%) followed closely by the impact on staff and volunteers (57.1%). The inability to hold fundraisers and the loss of donors due to safety and economic concerns are significant concerns for long-term impact. The emotional and mental trauma sustained by staff also is a factor.

Respondents anticipate the long-term consequences on their organization to include a reduction on services (50%) and a reduction on staff (32.5%). Some anticipate their services to improve as a result of the response to changes in processes driven by COVID-19. There is concern for a decrease in government funding, inability to fundraise and decrease in interest of volunteers.

While some non-profits indicated no change in their workforce (30.9%), others have responded to the impact of COVID-19 by reassigning employee duties (38%), laying off employees (23.8%) and placing employees on furlough (7.1%). Comments included reduction in staff hours due to the home commitments of staff members, budget changes, and safety concerns. One respondent indicated a reduction from 27 to 11 sites of service.

Non-profits shared best practices with an emphasis on connection – staying in contact with remote workers and clients and expressing gratitude and thanks to everyone.

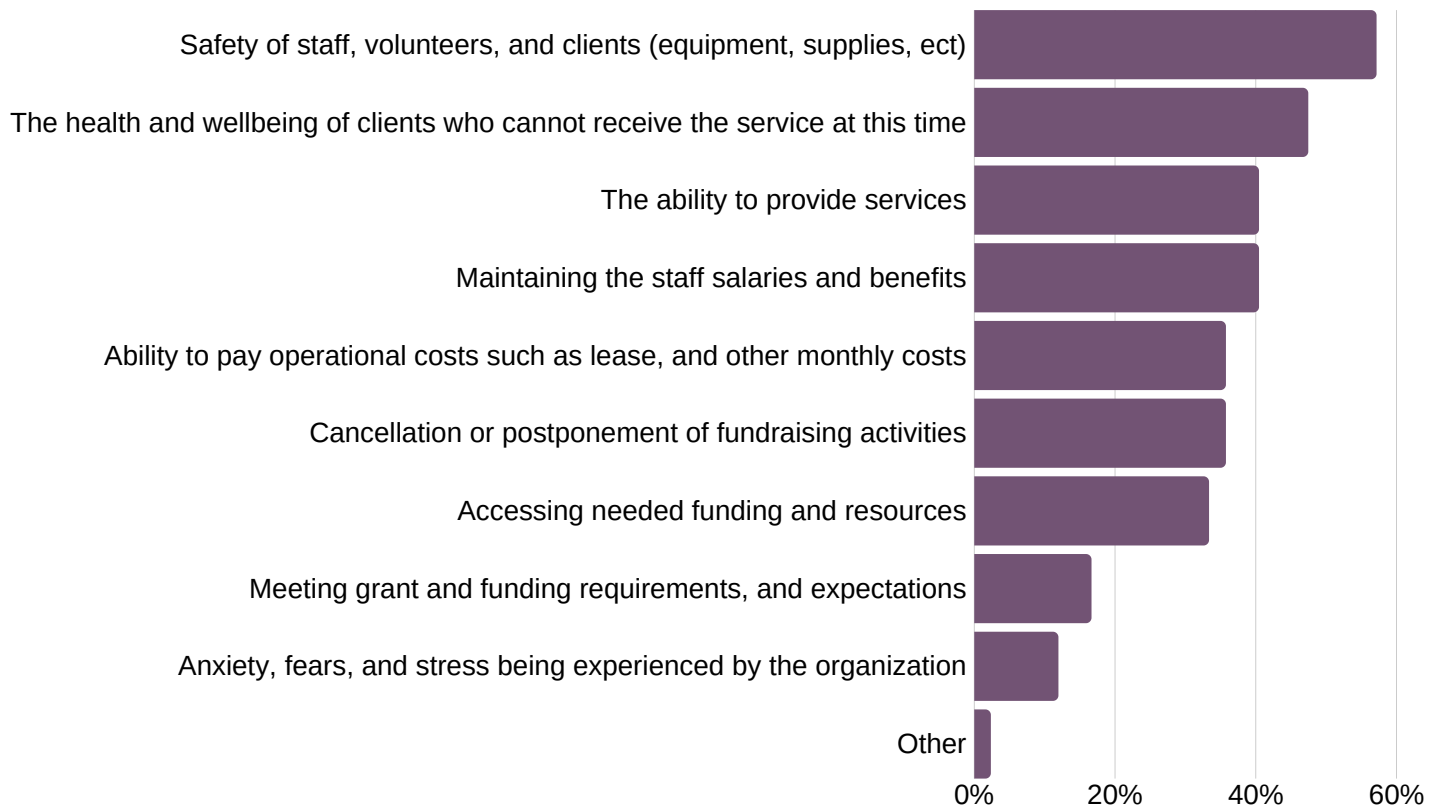
ARE YOU AWARE OF THE NATIONAL, STATE, AND LOCAL RESOURCES AVAILABLE TO ASSIST NON-PROFITS WITH THE IMPACT OF COVID-19?



COMMENTS:

- Financial donations are decreasing (understandable so) so. I would appreciate grant information in advance.
- It appears that some of the funds coming into the valley have already been predetermined.
- Small nonprofits, like small businesses, need relief assistance too.
- We hear about funding provided to the AZ Coronavirus Relief Fund but do not see any of it coming to local food banks.
- Seeking to better understand local ESG and CDBG funding and how it will flow to certain cities.

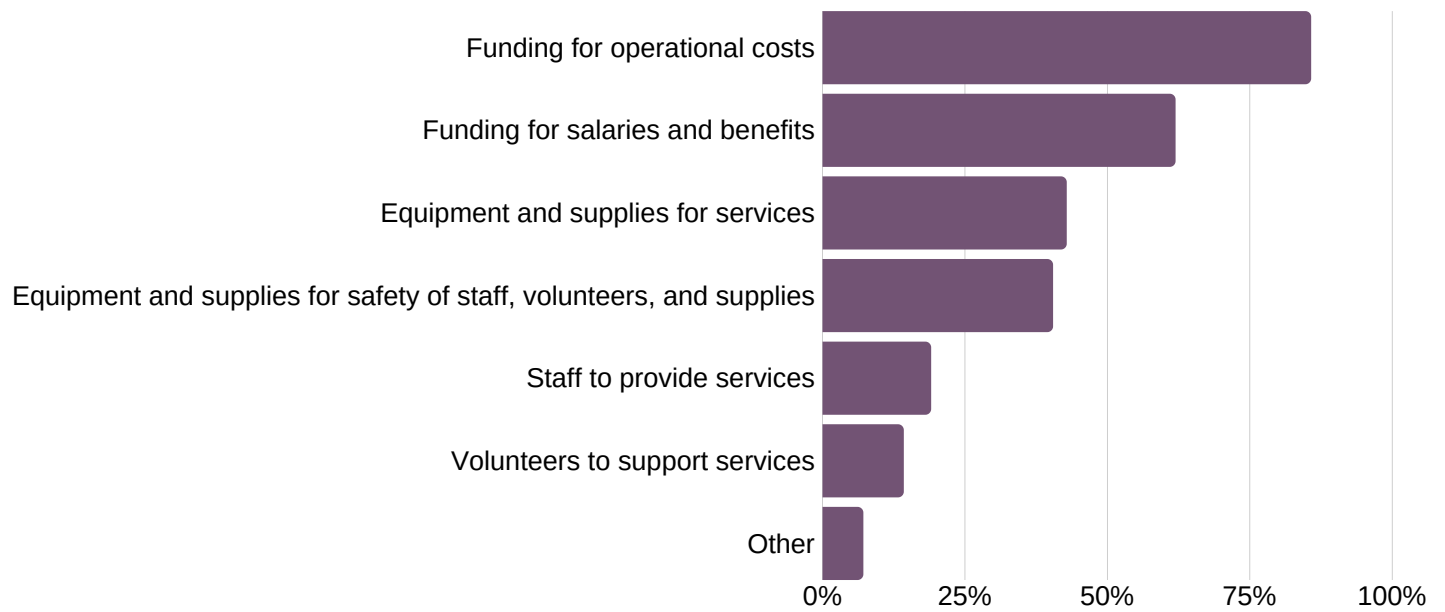
RIGHT NOW: OF THE FOLLOWING, PLEASE INDICATE YOUR TOP 3 CONCERNS.



COMMENTS:

- I am very concerned about our homeless clients. They are letting me know that there are no open restrooms for them to use. I do not have hand sanitizer to give them. I am working with a couple volunteer groups to try to get health kits together. We have been seeing about 15 homeless clients a week for shower/laundry. Many of our regulars have not been around.
- Have a need for cleaning supplies, protective equipment and resources
- We are very concerned about our clients and the sustainability of our organization 6 months down the road.
- Increased need of services with limited volunteers, staffing, and funding.
- Our services are provided through the schools where students are concentrated. No school limits our client access, but clients still need services.
- Staff is struggling to obtain the proper technology to assist children who are attempting home school electronically. In Transitional Housing units, many clients have limited internet access.
- All staff have been reduced to essential only, with limited hours. Non-essential staff are covering essential shifts until their usual role is made available again.

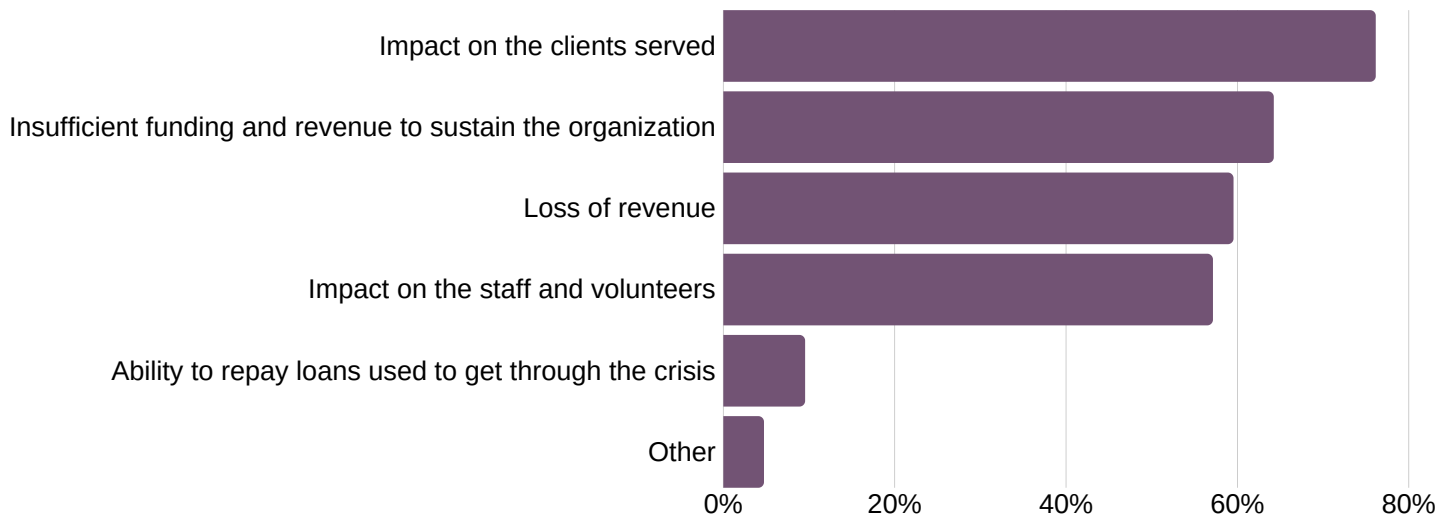
RIGHT NOW: OF THE FOLLOWING, PLEASE INDICATE YOUR TOP 3 NEEDS.



COMMENTS:

- Keeping clients and residents safe.
- Unrestricted grants and access to funding.
- Access to testing.
- Getting supplies/resources to those in need including education and support (dementia community, homeless).

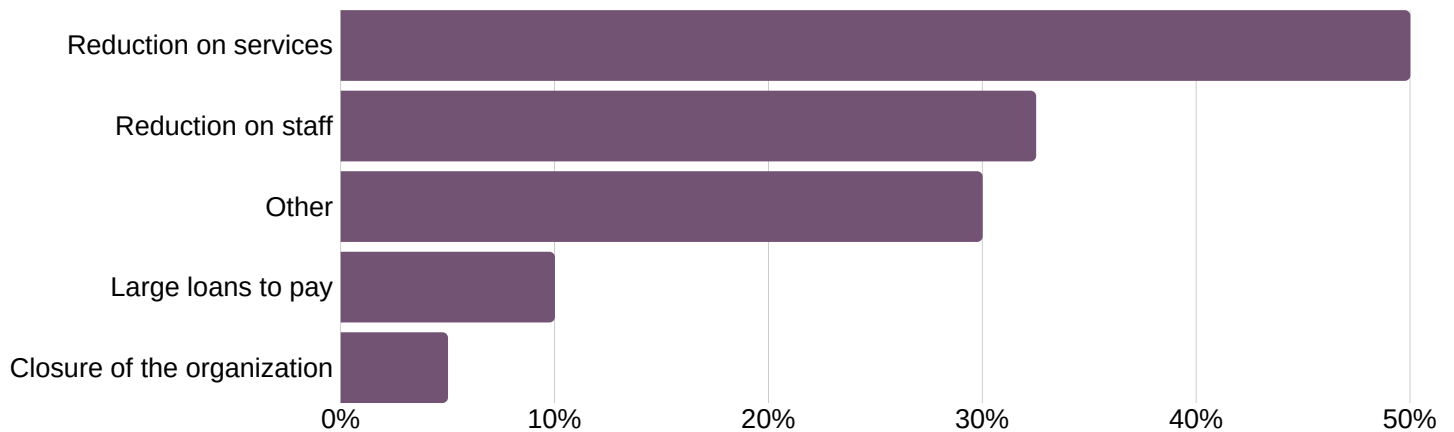
POST-COVID: OF THE FOLLOWING, WHAT DO YOU ANTICIPATE TO BE YOUR TOP 3 CONCERNS?



COMMENTS:

- Impact on fundraising ability and loss of donors with the impact on the economy.
- Post COVID I am probably more concerned about the prolonged emotional/mental trauma sustained by staff and how that can be supported along with operation funds assistance.
- Health of residents and clients. Seniors will be the slowest to return to normal. Fear of virus and safety will likely last longer. Our VA members will all have to re-do their paperwork to get their funding, this will take time.

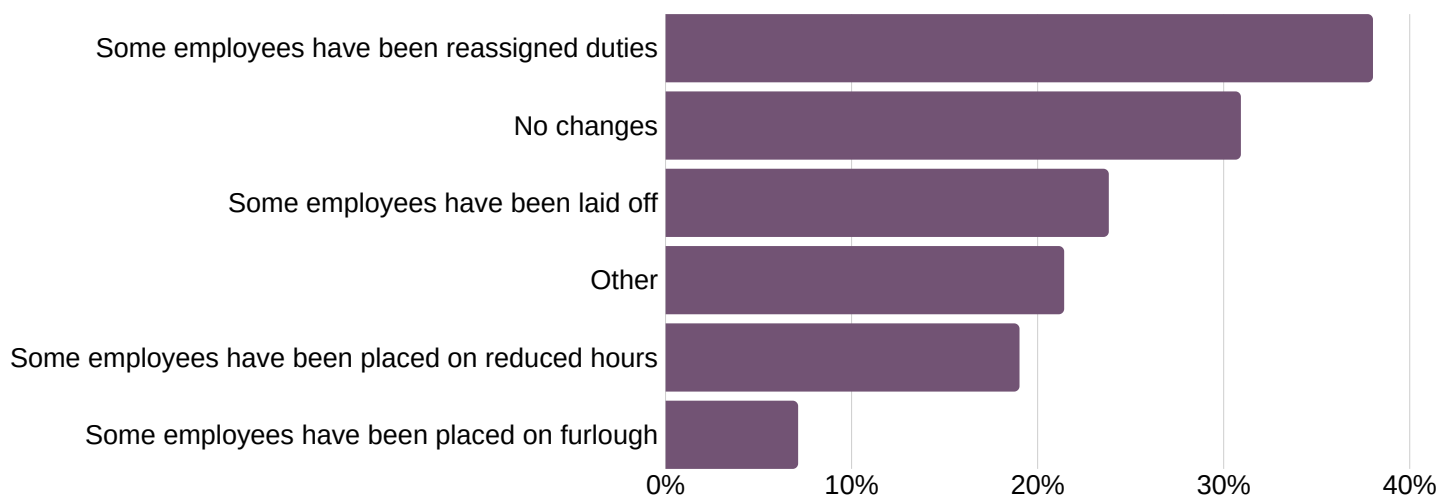
POST-COVID: OF THE FOLLOWING, WHAT DO YOU ANTICIPATE TO BE THE LONG-TERM CONSEQUENCES ON YOUR ORGANIZATION?



COMMENTS:

- Improvement of services realized during crisis response to COVID; changes in processes.
- Increased need of all services due to job loss, children struggling at home, domestic violence and the ability to meet those needs.
- Anticipate that there will be a loss of volunteers who may not be willing to return.
- Decreased government funding, when we have increased staff needs.
- Loss of fundraising opportunities, lack of community funding support based on economy.
- Viability of organization.

WHAT IMPACT HAS COVID-19 HAD ON YOUR WORKFORCE?



COMMENTS:

- Staff reduction, including requests by staff for less hours due to home commitments.
- Budget changes.
- Telecommuting.
- Reduction of volunteers for safety.
- Mental health strain of employees.
- Hiring more staff.

IF YOU HAVE REASSIGNED DUTIES OF YOUR EMPLOYEES, HOW HAVE YOU DONE SO?

- Most remaining employees are front-line workers; direct service vs volunteer.
- Reduced from 27 sites to 11 sites and moved staff.
- Virtual programming and operations instead of in-person.

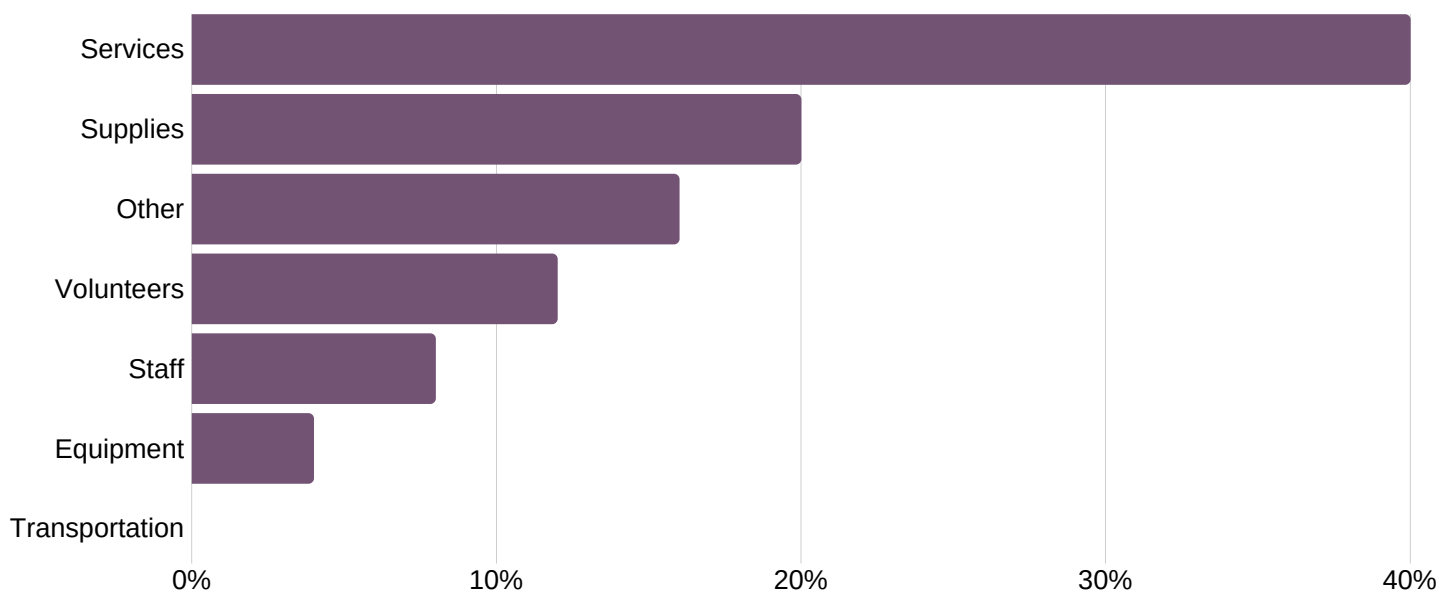
WHAT PROCESS CHANGES HAVE YOU MADE TO ENSURE SAFETY OF YOUR STAFF, VOLUNTEERS, AND CLIENTS?

- Limited contact with clients/virtual.
- Increased sanitizing, cleaning.
- Smaller ratio for childcare.
- Less volunteers/staff at a time/social distance.
- Eliminated some services/changed hours.
- Not accepting in-kind donations.

DO YOU HAVE ANY BEST PRACTICES WHICH YOU WOULD LIKE TO SHARE WITH OTHERS?

- Visual showing 6ft physical distancing with marks.
- Stay connected with remote workers.
- Plastic sheeting to hang between front/back sheets for transport if no PPE.
- Contact by phone of clients to show care about their welfare even if not able to have physical contact.
- Express gratitude and thanks to everyone.

WHAT RESOURCES OF STAFF, VOLUNTEERS, EQUIPMENT, SUPPLIES, AND/OR SERVICES MIGHT YOU BE ABLE TO SHARE WITH OTHERS AT THIS TIME?



COMMENTS:

- Buildings
- Diapers
- Childcare
- Clothing
- Site for a weekly drive through food distribution
- Masks
- DV Services
- Online classes for dementia/seniors; nurse wellness checks
- Thermometers
- Jobs-CASS
- Children Reading resources

WHAT SPECIFIC TOPICS DO YOU NEED FOR INFORMATION ON AT THIS TIME?

- Funding
- Services for Homeless
- PPE's for staff
- 80 gallons of milk, 160 eggs weekly; all size diapers, wipes, cleaning supplies
- Getting women in shelters
- Testing availability
- Reducing anxiety in staff
- Creating environments to sustain social distancing
- How to respond if a COVID-19 breakout in a shelter