

How is COVID-19 impacting local nonprofits?

89 organizations responded

Significant disruptions continue to affect operations and revenue throughout the nonprofit sector.

Understanding how the COVID-19 pandemic affects the operations of local human service nonprofits is an important step in determining where support is needed most.

United Way of Central Ohio and Human Service Chamber of Franklin County have now partnered with Illuminology to continue surveying the local nonprofit community.

The results of our second survey are included in this report and capture the work of nonprofit organizations that together offer nearly 1,000 programs.

Survey dates: April 3-7, 2020

Within the first month of the COVID-19 pandemic, only 20% of nonprofit programs are operating as they did before the crisis. Many local nonprofits have eliminated a significant part of their workforce due to COVID-19. Lost revenue from cancelled fundraising events is estimated to be over \$8 million, among other revenue impacts.

Results like these will be shared with public officials, stakeholders, donors and other decision-makers to provide important data about the safety net for vulnerable people as it continues to suffer significant setbacks.

Additional surveys are planned to track how needs may change and expand. More results follow.



United Way
of Central Ohio

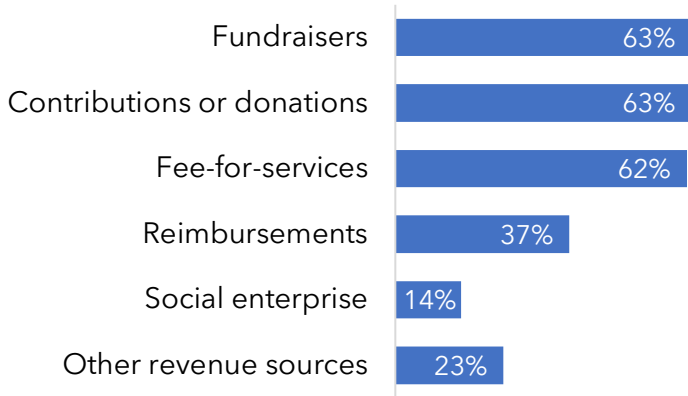
HUMAN
SERVICE
CHAMBER
OF FRANKLIN COUNTY



IMPACT ON REVENUES

83% Nearly all Central Ohio health and human service nonprofits experienced revenue loss due to the COVID-19 crisis.

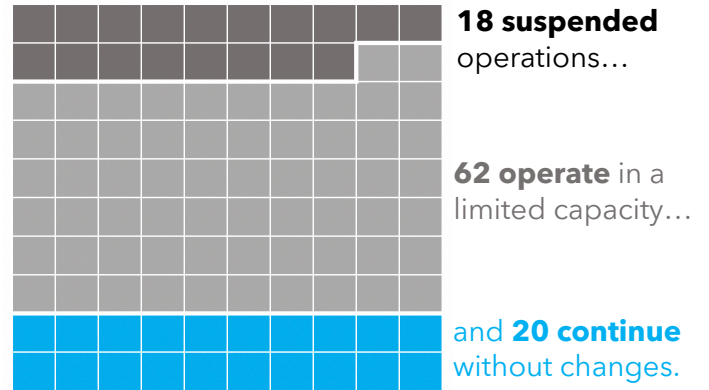
Most nonprofits report losing revenue from multiple sources due to the COVID-19 crisis.



IMPACT ON SERVICE DELIVERY

80% Nearly all Central Ohio health and human service programs are suspended or have limited operations.

Together, these nonprofits operate 972 programs. Out of every 100 programs...



IMPACT ON FUNDRAISING

\$8,318,500

Most Central Ohio health and human service nonprofits cancelled fundraising event(s) due to the COVID-19 crisis, resulting in the loss of over eight million dollars (unrealized gross revenue).



IMPACT ON EMPLOYMENT

18% Nearly a fifth of Central Ohio health and human service nonprofit employees were laid off or furloughed due to the COVID-19 crisis.

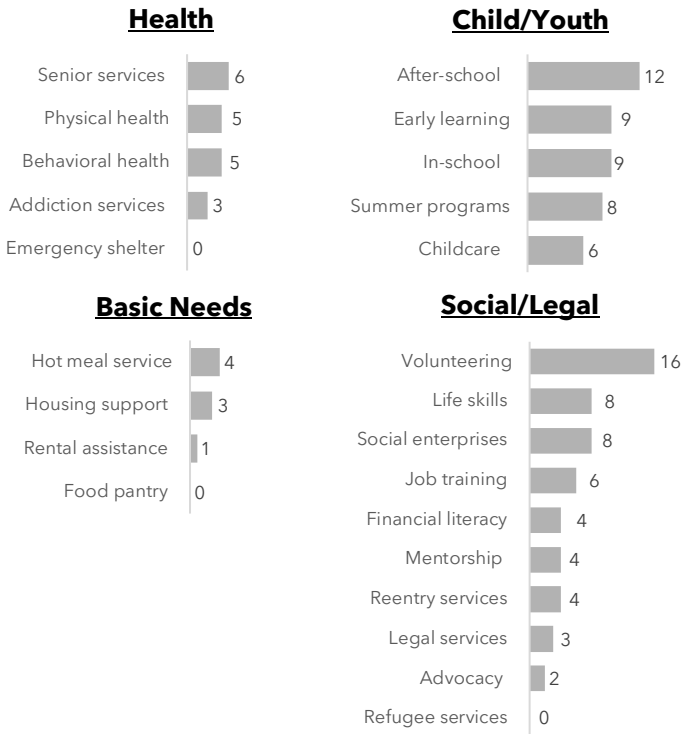


13,576: Total employed by Central Ohio health and human service nonprofits on March 1, 2020.

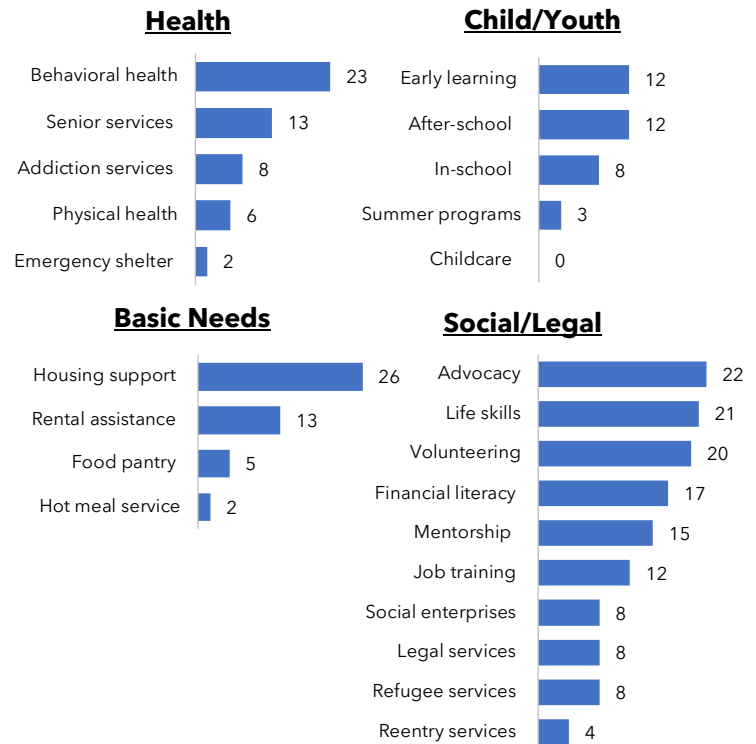
11,171: Total employed by Central Ohio health and human service nonprofits as of April 7, 2020.

SUPPLEMENTAL FINDINGS

NONPROFITS THAT SUSPENDED DIFFERENT TYPES OF PROGRAMS



NONPROFITS THAT ARE OFFERING MORE PROGRAMMING VIA TELEPHONE/ONLINE



TECHNOLOGY NEEDS: HARDWARE

43% Nearly half of nonprofits currently need hardware assistance to deliver their programming.

Specific types of hardware needed include: laptops; tablets; cameras for videoconferencing; and other teleconferencing or videoconferencing equipment.

iPads for staff (with encryption to meet state standards) that allows us to transmit details and work with youth.

No touch technology. Laptops and cleaning supplies for the laptops. Telephones for the Case Managers.

A small quantity (five) of mobile phones with the capacity to connect to a Wi-Fi network would position us to better conduct our referrals services with the community and fulfill our administrative duties from off-site.

TECHNOLOGY NEEDS: SOFTWARE

34% A third of nonprofits currently need software assistance to deliver their programming.

Specific types of software needed to enhance their ability to deliver services includes teleconferencing or videoconferencing platforms.

Paid access to extended Zoom services. Online platforms to set-up enrichment opportunities for students and families.

Video calling / conferencing and PDF / electronic signing capabilities.

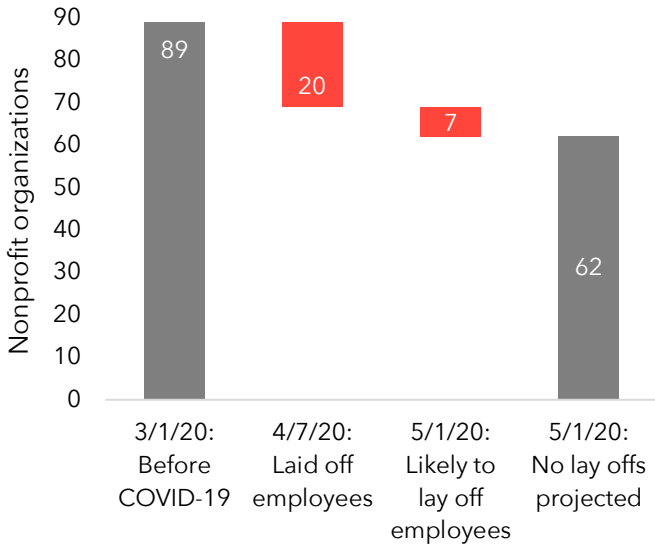
I think most of all we just need some training in regards to what is available and how you use it!

In order to provide virtual services that extends beyond 40 minutes, we would need a subscription to Cisco WebEx or a comparable video conference platform that is secure.

NONPROFITS AFFECTED BY LAYOFFS

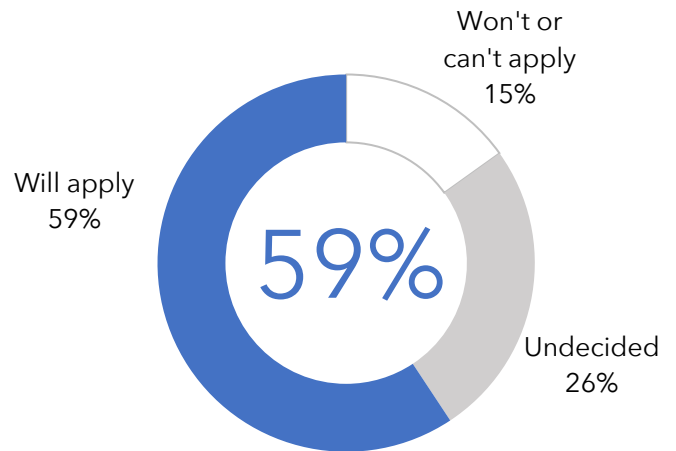
30%

Nearly a third of these nonprofits have already laid off or furloughed employees or plan to do this soon.



SBA LOAN APPLICATIONS

At the time of the survey, most health and human service nonprofits in Central Ohio had decided to apply for an SBA loan via the CARES Act. About a quarter weren't certain if their nonprofit would apply for this funding.



PARTICIPATING ORGANIZATIONS

We thank the CEOs and senior staff at each of the following organizations for sharing their experiences in this survey, for leading their employees through an unprecedented set of challenges, and for keeping their focus on delivering high-quality services to Central Ohio's most vulnerable residents.

- o A Kid Again
- o Action for Children
- o Affordable Housing Alliance of Central Ohio
- o AHT
- o Alvis, Inc.
- o American Red Cross | Greater Columbus Chapter
- o Besa
- o Big Brothers Big Sisters of Central Ohio
- o Bishop Griffin Resource Center
- o Boundless
- o The Breathing Association
- o Bridgeway Academy
- o The Buckeye Ranch
- o Catholic Social Services
- o Center for Employment Opportunities
- o The Center for Healthy Families, Inc.
- o Central Community House
- o The Childhood League Center
- o City Year Columbus
- o Clintonville-Beechwood Community Resources Center
- o Columbus Early Learning Centers
- o Columbus Literacy Council
- o Columbus Speech & Hearing Center
- o Columbus Urban League
- o Columbus Works, Inc.
- o Communities in Schools of Central Ohio
- o Community Development for All People
- o Community Kitchen, Inc.
- o Community Mediation Services of Central Ohio
- o Community Shelter Board
- o CompDrug
- o Concord Counseling Services
- o CRIS - Community Refugee & Immigration Services
- o Directions for Youth & Families
- o Dominican Sisters of Peace
- o Dress for Success Columbus
- o Equitas Health
- o Ethiopian Tewahedo Social Services
- o Freedom a la Cart
- o Furniture Bank of Central Ohio
- o Gladden Community House
- o Godman Guild Association
- o Goodwill Columbus
- o Greater Hilltop Area Shalom Zone
- o Habitat for Humanity-MidOhio
- o HandsOn Central Ohio
- o Homeport
- o Homes on the Hill
- o Huckleberry House
- o IMPACT Community Action
- o Jewish Family Services
- o Komen Columbus
- o Legal Aid Society of Columbus
- o LifeCare Alliance
- o Lutheran Social Services
- o Mental Health America of Ohio
- o Mid Ohio Board for an Independent Living Environment
- o Mid-Ohio Foodbank
- o Moms2B
- o NAMI Franklin County
- o National Church Residences
- o North Community Counseling Centers
- o Netcare Access
- o New Directions Career Center
- o NNEMAP
- o OhioHealth 'I AM' It's About Me Project
- o Our Helpers
- o Per Scholas
- o Physicians CareConnection
- o Reeb Avenue Center
- o Relā
- o Resident Resources Network
- o ROX
- o The Salvation Army
- o SocialVentures
- o South Side Early Learning
- o St. Stephen's Community House
- o St. Vincent Family Center
- o United Schools Network
- o WARM
- o YMCA of Central Ohio
- o YWCA Columbus