

Volume 2

THE VOICE OF CHARITIES FACING COVID-19 WORLDWIDE



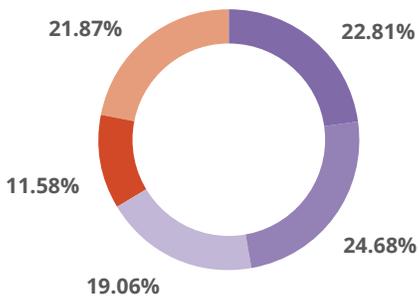
ABOUT THIS REPORT

From April 30 to May 6, in its second COVID-19 survey, CAF America polled 880 organizations worldwide to learn how the coronavirus global pandemic continues to impact their work. The organizations included in the survey represent 122 countries and 217 repeat respondents. The first survey conducted by CAF America involved 544 organizations representing 93 countries.



880 (544)
Organizations

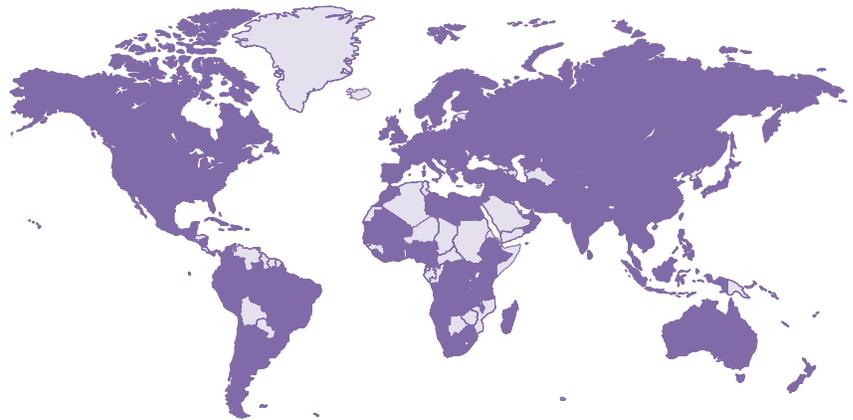
Number of Employees



- 1-5
- 6-20
- 21-50
- 51-100
- more than 100

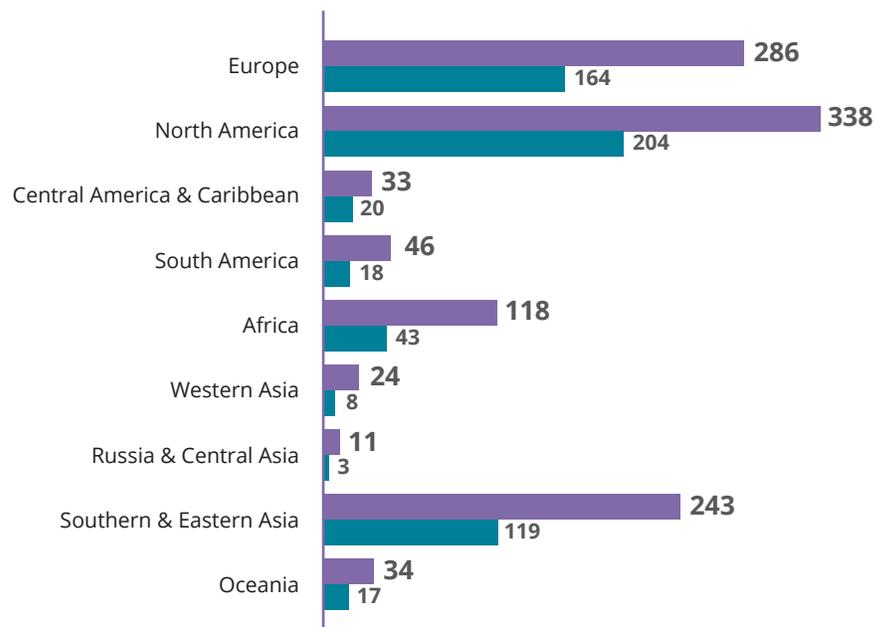
+70%
New
survey participants

122 (93)
Countries



Responding Countries Highlighted

Regional Landscape



■ Responses from May survey ■ Responses from March survey

Organizations Surveyed | Scope of Work

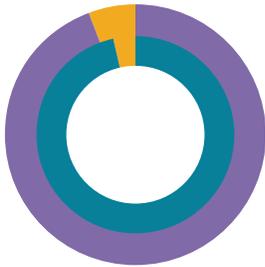
The majority of the organizations surveyed work to support children and youth, economically disadvantaged populations, people with disabilities, and at-risk populations. Most respondents reported working in education and healthcare, and **many work across multiple sectors**.



IMPACT

Nearly all, 94.38% of the responding organizations, reported being **negatively impacted** by the coronavirus global pandemic. Over 70% of the respondents have seen a **significant reduction in the contributions they receive** and had to suspend programs involving travel or events.

Is your organization currently negatively impacted by the coronavirus global pandemic? (N=783)



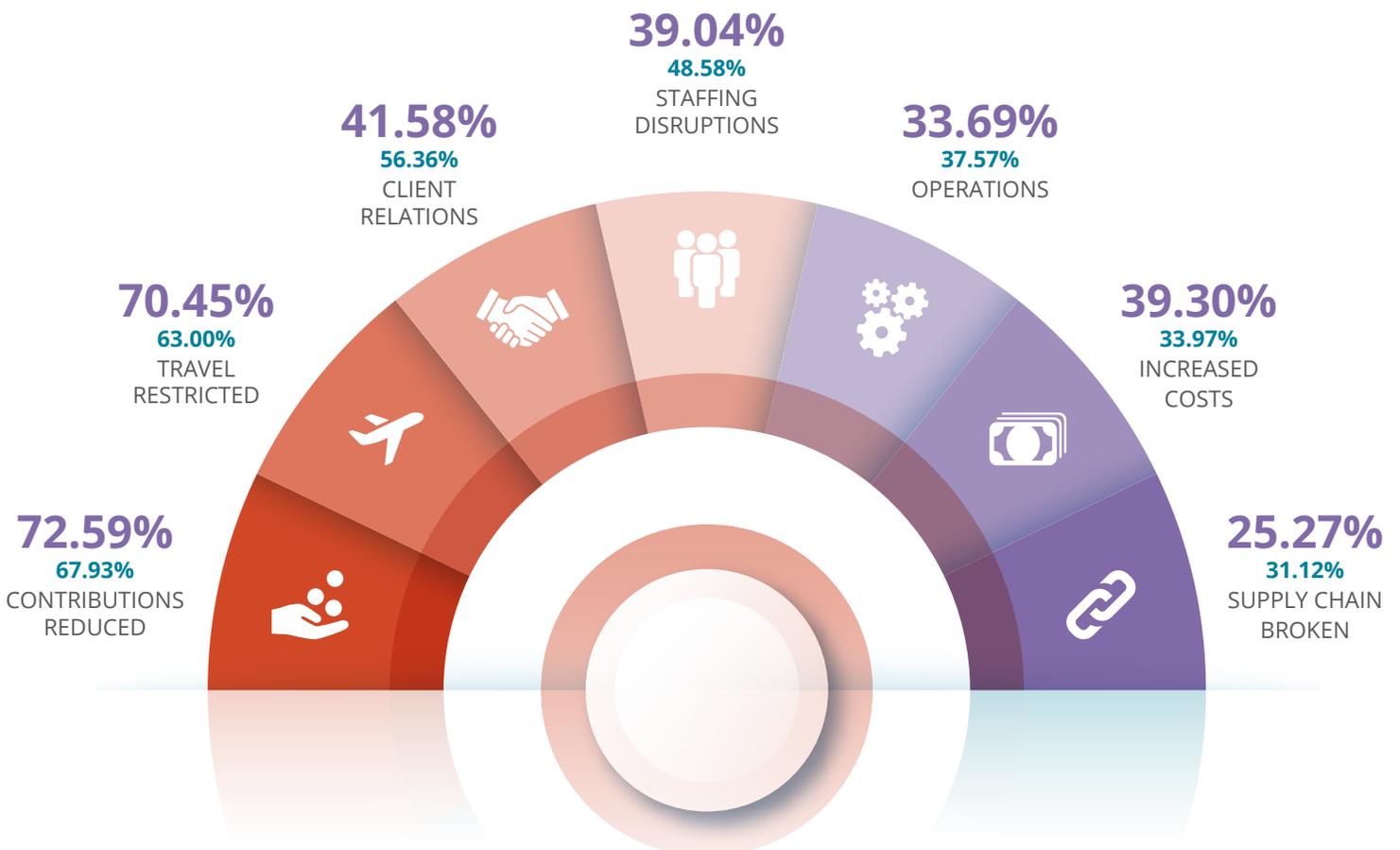
94.38%
96.50%
YES

The number of organizations highlighting challenges with meeting the needs of those they serve has decreased slightly amounting to approximately 40% (down from almost 60% in our previous survey) and of those experiencing staffing disruptions due to illness or remote work to less than 40% (down from almost 50% in our previous survey). On a more detailed level, the responses reveal dire situations.



Our organization reached approximately 25,000 patients in remote rural areas annually helping them to get free surgeries and medication. **We were forced to suspend this initiative** due to the coronavirus pandemic restrictions.

If YES, which areas of your organization are being impacted by the coronavirus global pandemic? (N=748)



■ Responses from May survey ■ Responses from March survey

IMPACT

Only 12.61% of the respondents indicated that they do not foresee the coronavirus global pandemic having a negative impact on their organization in the coming year.

Many have shared concerns about the long-term impact of the pandemic on their donors' ability to continue their support while the need for services is expected to increase, as more lives will be impacted by the economic hardships exacerbated by the coronavirus pandemic.

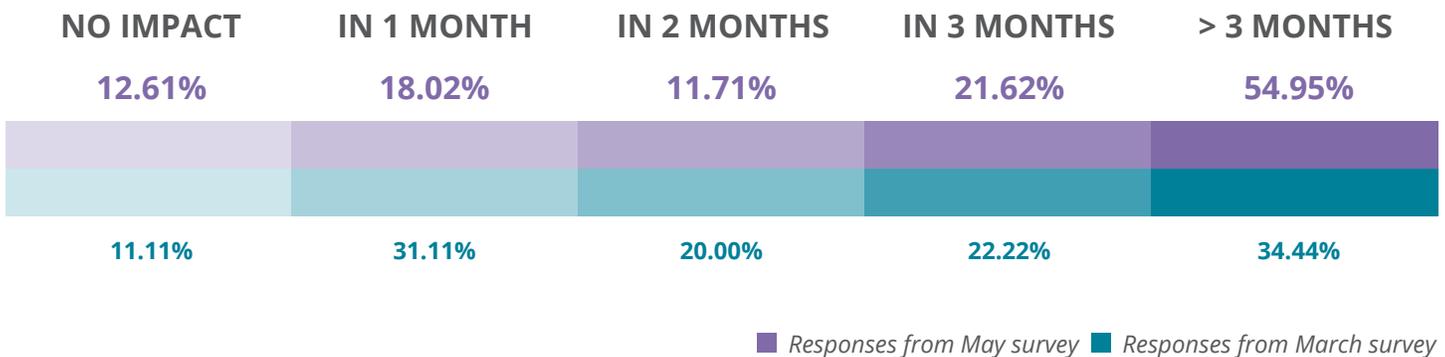


Our major concern is what comes after—the echo of the coronavirus pandemic. We expect an increase in the need for our support, as the food shortages and economic devastation are likely to gravely affect those we serve.



Our biggest fear is that the next disaster might strike at the same time as COVID-19. The hurricane season is soon upon us and **our resources are already stretched thin**.

If NO, do you expect to be impacted negatively by the coronavirus pandemic in the coming year? (N=111)



The economic impact of the pandemic on migrant workers is predicted to **become increasingly severe**. Those who show symptoms of COVID-19 are laid off but due to travel restrictions are unable to go home to their own countries where they would have access to a support system. Our concern is that about **7% of the children born to the 4 million migrant workers** in our country are at high-risk to fall victims to human trafficking, child labor, or neglect due to economical problems faced by their parents.



We are gravely concerned about the **impact of the pandemic on families who have been forced to live in overcrowded camps in Syria** without access to healthcare. Our organization is now running a project focused on delivering basic household materials such as blankets, water storage containers, and cooking sets. Without our support, the families need to share such essential items heightening the risk of virus transmission.

OPERATIONS | CURRENT LANDSCAPE

CLOSED

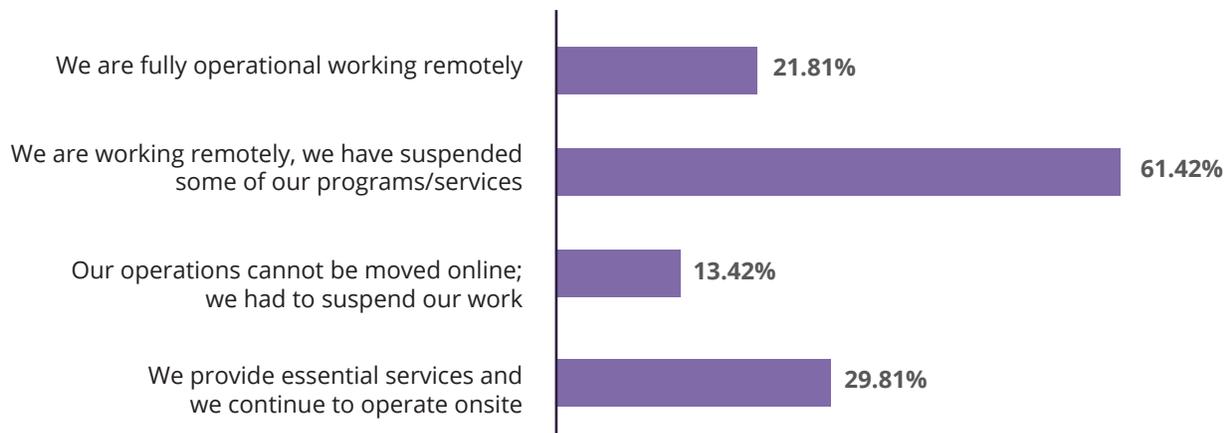
13.42%
9.91%
forced to suspend
their work

Almost 15% of the organizations surveyed were **forced to suspend their operations**, as their activities cannot be carried out remotely. More than 60% have reported that they had to **eliminate or suspend some of their regular programs and services**.



Administration and similar services are fully operational working remotely. Our onsite programs are continuing, but are **limited to a decreased number of beneficiaries**. Our main day center for the homeless in downtown Athens, Greece serves approximately 120 individuals per day. Now, we can serve only 30 people daily in order to abide by coronavirus safety requirements.

Operating remotely? (N=775)



Beyond the challenges of adapting their services to the virtual realm, the main difficulty organizations face in fulfilling their mission under the current conditions is their beneficiaries' lack of access to the necessary infrastructure and technology to be able to benefit from the services offered online. This is not a problem faced only in remote areas or countries lacking IT infrastructure.



In Los Angeles alone, there are **40,000 students who have not checked in with a teacher in months**, many because they do not have access to a computer and Internet to make remote learning even possible. If we don't cover the gap between children who can learn remotely and children who can't, we are simply leaving the most vulnerable behind, when they need the most help.

FINANCIAL SECURITY AND SUSTAINABILITY

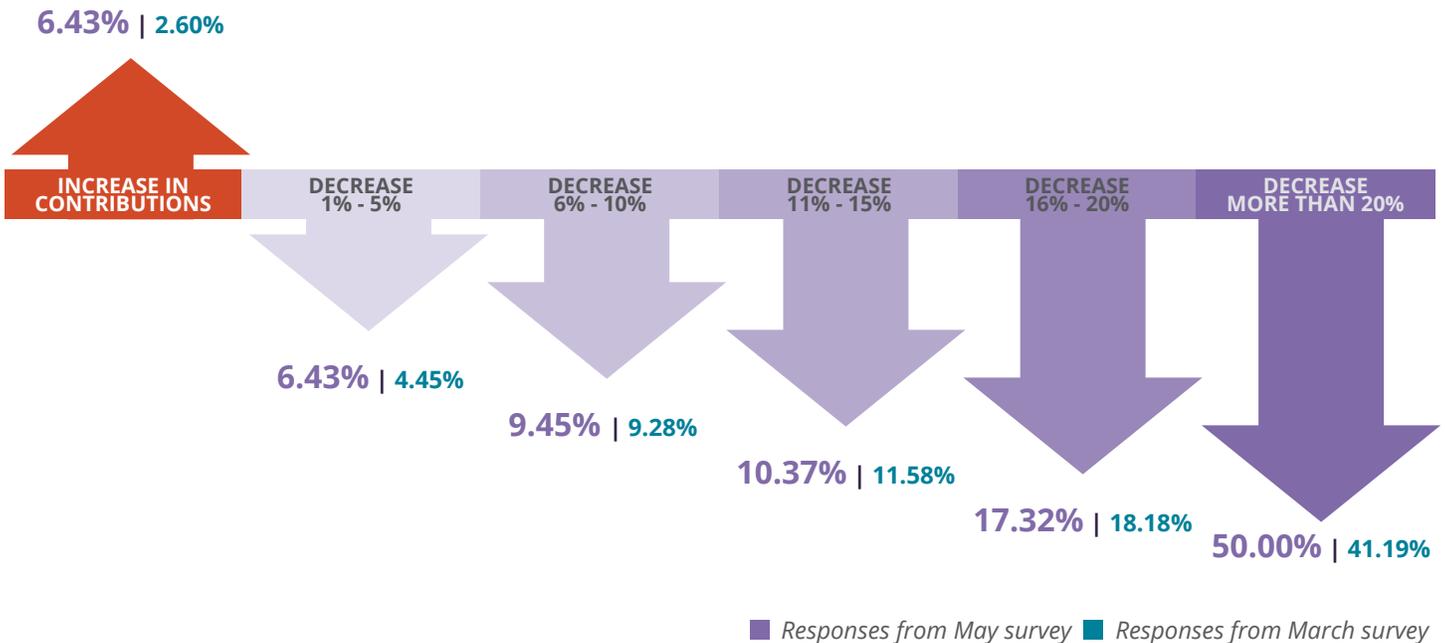
The great majority of the organizations surveyed, **93.57%**—including many that participated in our previous survey, expect a **significant depletion of their financial resources**.

When asked to estimate the likely impact on their bottom lines, **50% of the respondents indicated that they foresee a decline of more than 20% in contributions** within the next 12 months. Only 6.43%, albeit up from 2.60% in our last survey, are projecting an increase in their revenues.



Our main donor froze their grants and grant applications. We could be facing the loss of an entire year-worth of funding. If the funding is not released, **our agency will probably dissolve within the next 6 months**.

What impact on contributions (revenues) do you expect the coronavirus global pandemic to have on your operations in the next 12 months? (N=762)



Our Executive Director **stopped taking a salary**.



We appreciate the support we have received so far but we are mindful of the long-term costs we have incurred as a result of the pandemic. **We will have difficulties with funding next year**.



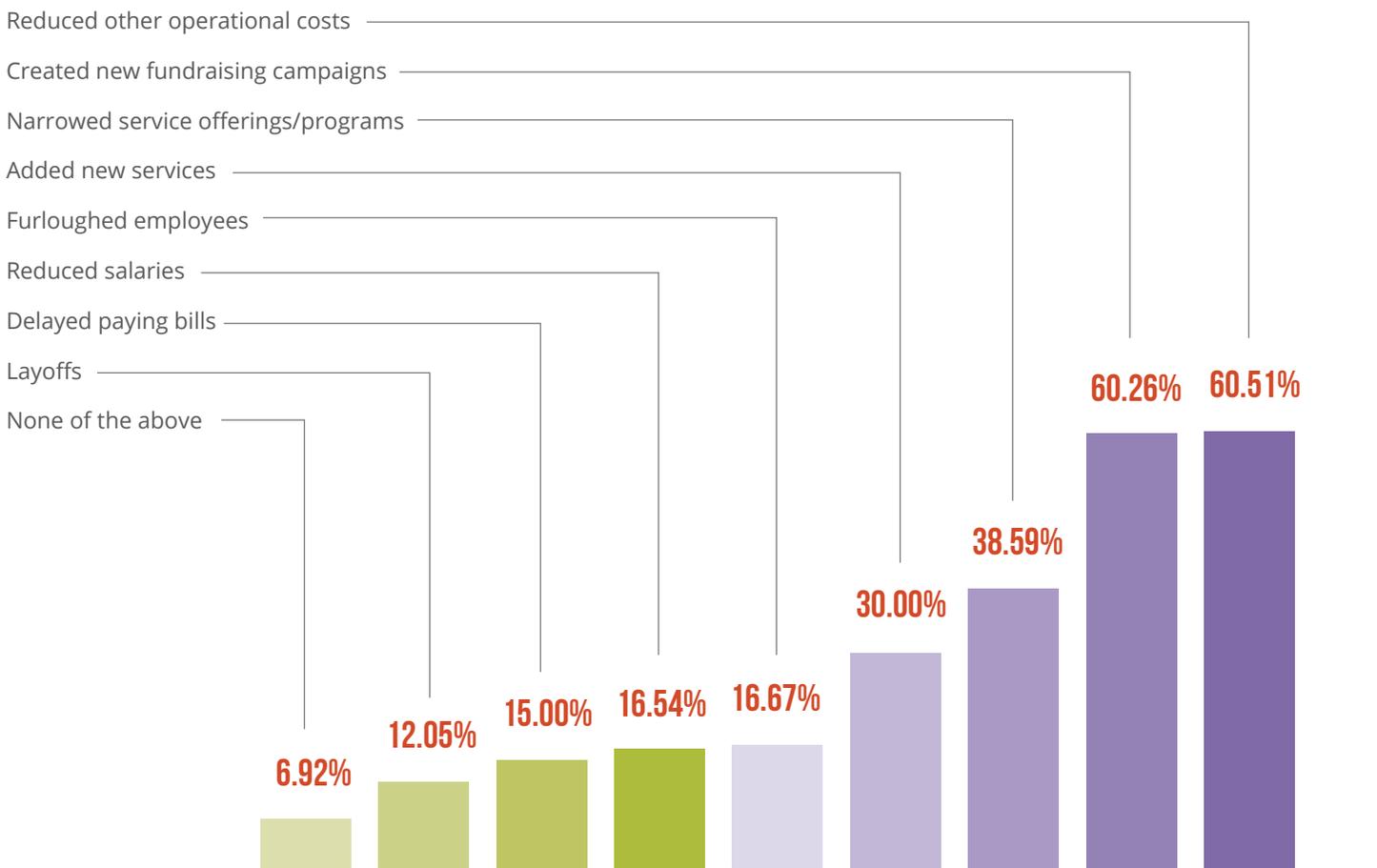
We implemented strict measures. We already froze salaries but **we will have to add additional cuts** if donations do not improve.

FINANCIAL SECURITY AND SUSTAINABILITY

Demonstrating smart fiscal management and the ability to innovate, almost two thirds of the organizations surveyed opted for two measures designed to mitigate the negative financial impact of the coronavirus global pandemic: reduced operational costs other than overhead (60.51%) and launched new fundraising campaigns (60.26%).

28.59% had to either **furlough or lay off employees**, while **16.67%** of the respondents have **reduced salaries**.

What measures have you taken to manage/deal with the impact of the pandemic on your organization? (N=780)



Beyond resorting to some of the measures outlined above, several respondents shared that they are relying on their organization's **healthy financial reserves** to withstand the additional burden brought on by the pandemic.

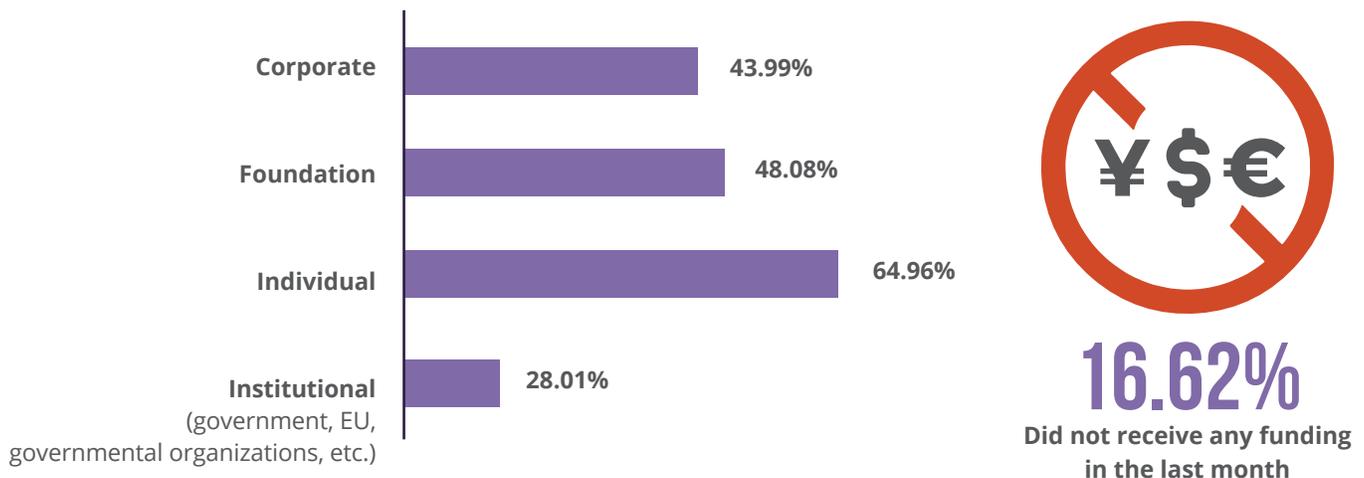
A limited number of organizations providing frontline or essential services, such as hospitals and organizations serving at-risk populations, reported that they had to hire new employees to meet the **higher demand for their services**.

FINANCIAL SECURITY AND SUSTAINABILITY

Among the organizations that received financial support during the month preceding the survey, the great majority was awarded **smaller grants**, several respondents have reported **challenges to connect with long-term donors**, while other organizations **received grant funding with delays**.

The respondent organizations listed fees, in-kind donations, individual support from online campaigns, and corporate matching gifts as additional sources of income during the past month.

Did your organization receive funding from any of the following sources in the last month? (N=782)



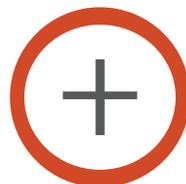
If YES, was this funding from:

(N=632)



LONG-TERM DONORS

37.82%



NEW DONORS

8.39%



BOTH

53.80%



We've seen some very positive initiatives from partners who support our organization: **unrestricting funding, shifting reporting deadlines** and requirements, even **giving earlier** than planned.

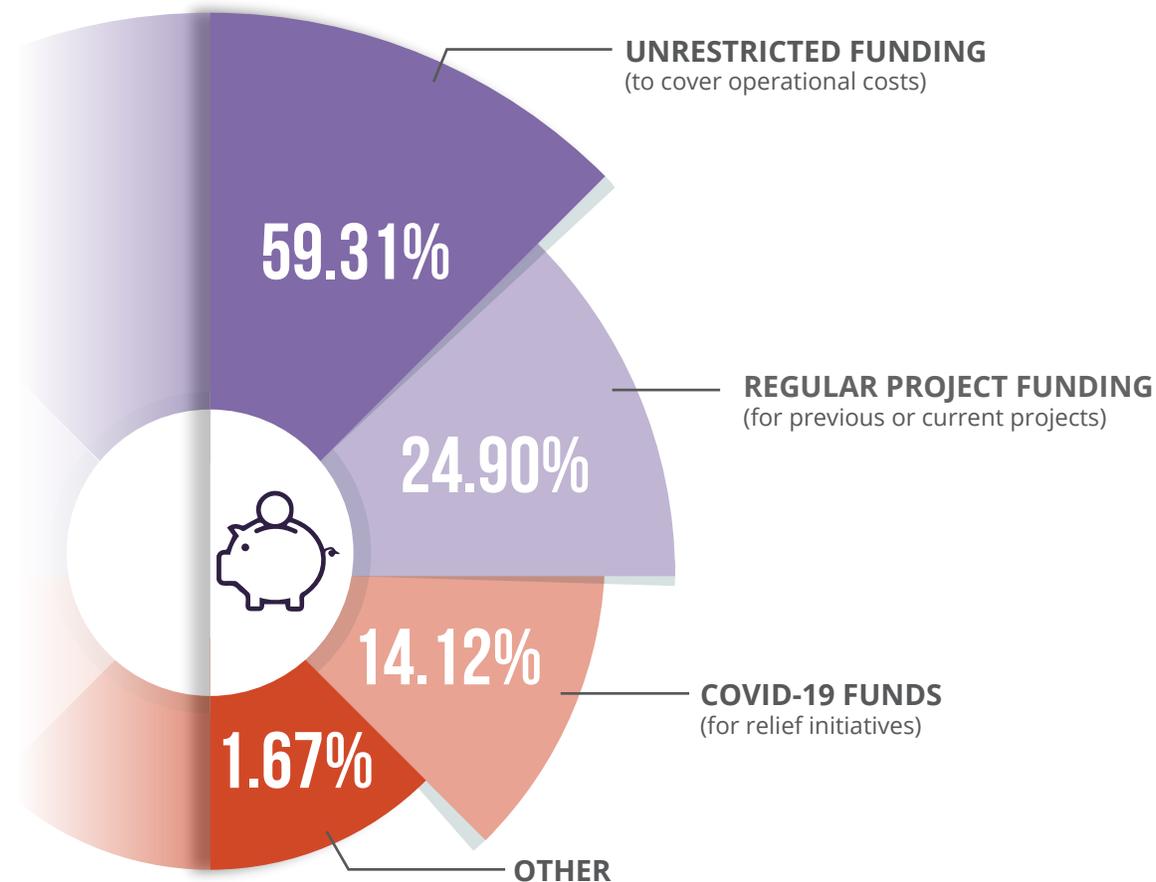


The shift from restricted to unrestricted grants is **paramount to the survival of many NGOs** at this present time. Trust must be placed in the hands of the people on the frontline. **If there are no NGOs left after this, who is going to help the helpless?**

FINANCIAL SECURITY AND SUSTAINABILITY

When asked about the type of funding that's needed the most, **two thirds** of the respondents indicated an **acute need for unrestricted funding**. 194 organizations highlighted their dependence on regular project funding to be able to continue providing their services. 110 respondents expressed the need for further support directed to COVID-19 relief efforts.

What type of funding do you need the most? (N=779)



Beyond funding for frontline and essential services, additional needs identified by the responding organizations included funds for technology and online connection, without which thousand of students are unable to continue their education; or funds to support migrant workers and daily wagers that lost their income, however, do not qualify for government-offered social support.



We really depend on regular project funding (typically from foundation donors) and unrestricted funding (mainly from individual donors). If we had to choose based on priority, **the biggest need is for unrestricted funding**. We would then be able to allocate to programmatic or operational expenses as needed.

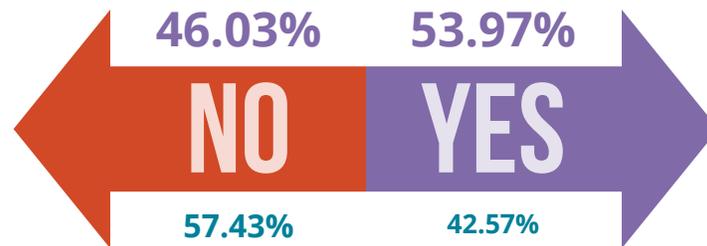


We had to increase our capacity to allow for social distancing during meals and in our shelter. In addition we're trying to keep staff, volunteers, and those we serve safe by providing appropriate safety equipment. As a result, **our operational costs have increased significantly**. Support in this area is the greatest and would help us get through the next few months.

CORONAVIRUS RESPONSE

Over 50% of the organizations surveyed are **providing services to those affected by the coronavirus pandemic**. Of the 421 organizations that responded affirmatively, up from 229 in our previous survey, 62.44% are engaged in covering essential services such as providing shelter and food to at-risk populations or operating animal shelters. 28.28% are providing frontline relief services.

Is your organization providing direct services to those affected by the coronavirus pandemic? (N=780)



■ Responses from May survey ■ Responses from March survey

Pandemic-related emergency measures often involve curfews that prohibit residents from being outside between certain hours at night. In certain parts of the world, however, such rules give room for human rights violations.

An organization providing legal aid in Southeast Asia reports on the curfew resulting in the criminalization of homelessness.



We're monitoring the cases of **homeless people being prosecuted** for breaking the nighttime curfew. We provide legal assistance and have issued legal opinions challenging the enforcement of the Emergency Decree.

If YES, what type of services? (N=442)



28.28%

FRONTLINE RELIEF SERVICES

(healthcare, providing PPE, etc.)



62.44%

ESSENTIAL SERVICES

(foodbank, shelter, nursing home, animal shelters, etc.)



9.28%

OTHER

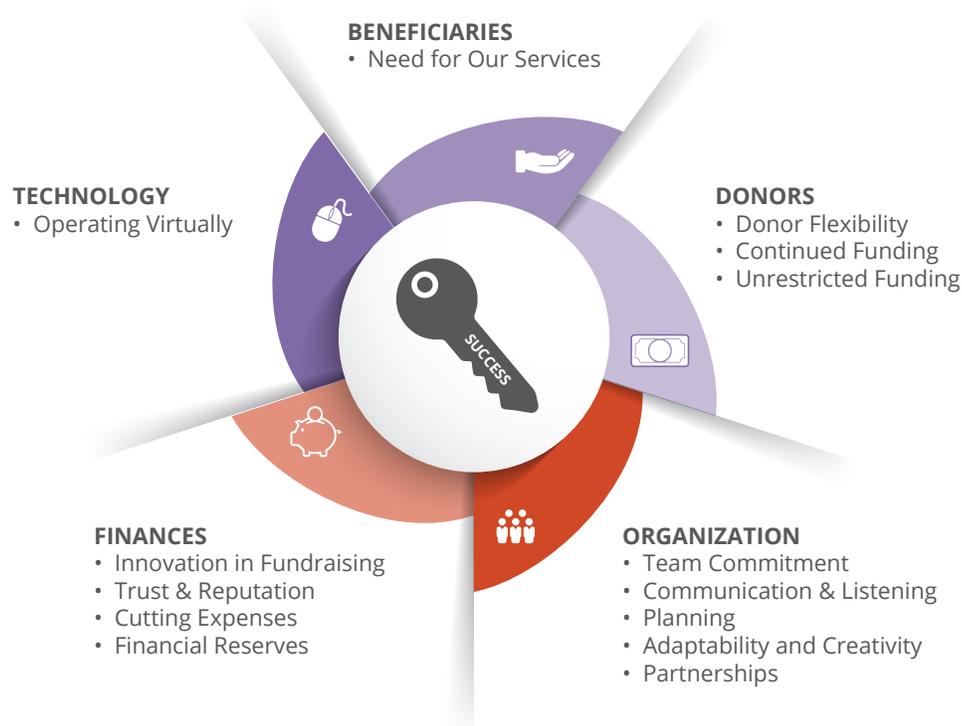
(veteran support, victims of domestic abuse, etc.)

KEYS TO SUCCESS

When asked about the key to successfully continuing their operations, the respondents highlighted three overall determining factors: **access to technology and the ability to move operations online; their team’s commitment, adaptability and creativity; and access to continued funding.**

On a more detailed level, the responses revealed strategic foresight, careful planning, and good fiscal management. Successful organizations reported innovation in programs and fundraising strategies, activated their networks for partnerships, and were able to raise additional funds leveraging the trust and reputation built with their donors and the community.

What is the key to your organization managing to successfully continue its operations during the pandemic? (N=710)



EXTERNAL FACTORS

Technology & Online Connection

(Access and ability to move operations online and previous experience operating virtually)

Need for Our Services

(Beneficiaries depending on organization’s services)

Donors Flexibility

(Loosening requirements on current grants)

Continued Funding

(Timely funding for ongoing projects and support for COVID-19 relief efforts)

Unrestricted Funding

(Providing general operation support and government assistance)

INTERNAL FACTORS

Team Commitment

(Staff, Volunteers, and Board Members)

Communication & Listening

(Internally and with external stakeholders)

Planning

(Early evaluation of possible impacts and developing an action plan)

Adaptability & Creativity in Operations

(Adjusting the existing programs and launching new services)

Partnerships

(Sharing best practices, mobilizing our network of partner organizations, partnerships with relief organizations)

Innovation in Fundraising

(Adjusting fundraising strategy and identifying new opportunities)

Trust and Reputation

(Ability to raise additional funds based on our good reputation)

Cutting Expenses

(Eliminating non-essential costs, reducing overhead costs)

Financial Reserves

(Good fiscal management and access to financial reserves)

KEYS TO SUCCESS



Flexibility | We were able to change our operations model immediately.
Belief | We rely on our community to provide food security to the kids we serve.
Passion | Our passion for serving kids in need is transferable.



Forethought is the key to our success. We evaluated the information available, worked to develop a clear action plan, and we built in contingencies.



Unrestricted funding is the key to our success. It allows us to adapt our programs to address immediate needs and enables us to further adjust when we're ready to re-launch our on-premise operations.



The key to our success is **our funders' continued flexibility.** Donors trusting us to adjust the timelines and programs allowed us to focus on delivering most needed essential services.



Despite providing emergency services, we received no funding from our government. The **generosity of our donors and the dedication of our volunteers** are the keys to our organization continuing to operate during the pandemic.



The key to continuing to positively impact the lives of the children, youth, and families we serve during the pandemic has been our ability to remain flexible. We are working hard to adapt to operating virtually. When it is absolutely essential—but safe—we provide in-person services. We are grateful for all donations. **Every single donated item, hour, and dollar has made a tremendous impact** and allowed us to respond quickly and effectively.

Since 1992, CAF America's core mission has been to facilitate domestic and cross-border giving by Americans to validated charities across the world.

Through donor advised giving and our industry-leading due diligence protocols, we enable our donors to make strategic, cost-effective, and tax-advantaged gifts while reducing the risk, reputational exposure, and administrative burden associated with cross-border giving.

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