



## NONPROFIT NEEDS + CAPACITY SURVEY COVID-19 RESPONSE SUMMARY REPORT Report 2: April 2, 2020

In response to the COVID-19 pandemic, the Greater Houston Community Foundation, in partnership with United Way of Greater Houston, Harris County Long Term Recovery Steering Committee, and Texas Gulf Coast Regional Voluntary Organizations Active in Disaster Executive Committee distributed a survey. This survey, administered on March 13, 2020, went to nonprofit partners who engage in disaster response to assess organizational capacity and needs.

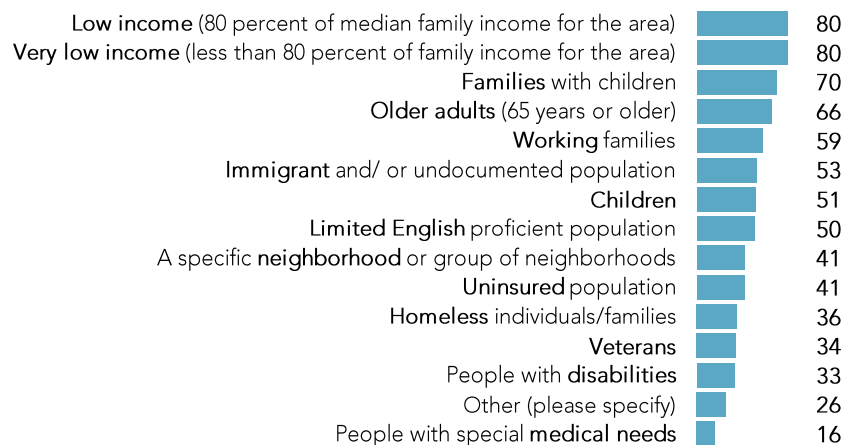
This report summarizes responses from 76 nonprofit partners (see appendix) who contribute to our region's disaster response and are likely to be active in COVID-19 response. The survey results, summarized below, can also be viewed in this [Data Dashboard](#).

### Nonprofit organizations are prioritizing staff and community health and safety.

- **86 percent of organizations have made "moderate" or "significant" accommodations for the safety of staff and service to the community.** These accommodations include considerable sanitation and technology investments as well as adapting program operations to mitigate COVID-19 community spread.
- **Most organizations are offering remote working options for their employees if possible.** However, for those whose functions won't allow working from home, operations have suspended or staff continue to fulfill duties. Many organizations have attempted virtual engagements but some services are impossible to do remotely, such as retail centers, community centers, etc.
- **Organizations reported serving the most vulnerable populations such as low-income, very low-income, working families, senior citizens, children, and immigrants.** "Other" responses include survivors of domestic and sexual violence, LGBTQ+ and HIV positive populations, refugees, and other nonprofits that are on the front lines of the COVID-19 pandemic.

What population(s) do you serve extremely well? (Select all that apply)

*Percent of organizations that serve the following groups*



- **Most nonprofits surveyed provide services to residents of Harris County (91 percent).** 30 percent of organizations serve Fort Bend and 16 percent serve Montgomery County. An additional 11 percent also support the surrounding counties such as Waller, Galveston, Brazoria, etc. About 13 percent serve Harris, Fort Bend, and Montgomery Counties.

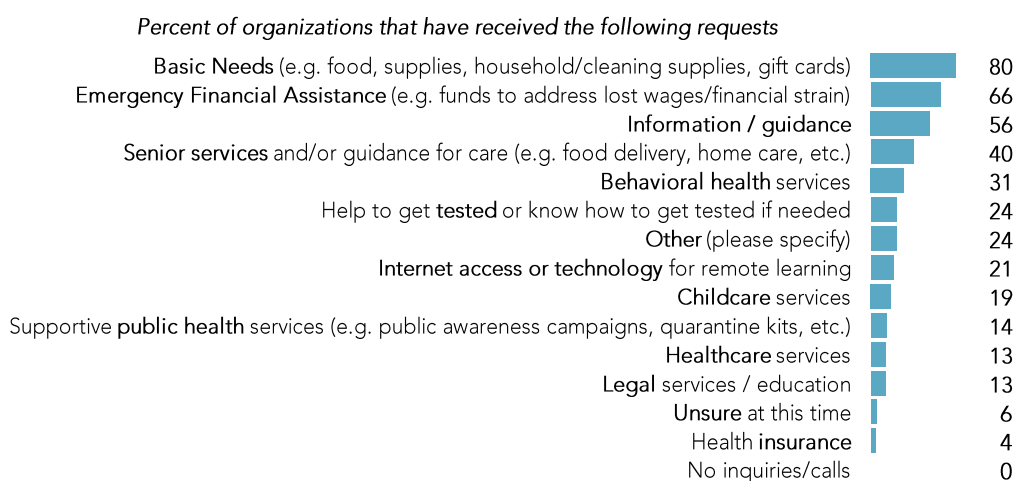
### Despite challenges, nonprofits are operational and ready to serve those in need.

- At the time of the survey, **99 percent of nonprofits were fully or partially operational**, with about **63 percent operating partially.**
- At the time the survey was distributed and analyzed, Harris, Fort Bend, and Montgomery Counties had not issued stay-at-home orders. We asked nonprofits if they would plan to cease all operations under three hypothetical circumstances.
  - About 82 percent unlikely to close if public K-12 schools close for an extended period of time (e.g. 4 weeks or more);
  - 72 percent of respondents said they were unlikely to close if public health officials say to limit gatherings to 20 people or fewer;
  - 44 percent unlikely to close if public health officials encourage larger-scale quarantine.
  - **42 percent of organizations said they were unlikely to close even under all three conditions.**

### Organizations already see an increase in demand for services, primarily requests for basic services and financial assistance.

- **The most common COVID-related requests nonprofits have received from constituents are for basic needs, emergency financial assistance, and information/ guidance.**

If you are receiving calls / inquiries from people you serve, what are they asking for?  
(Select all that apply)



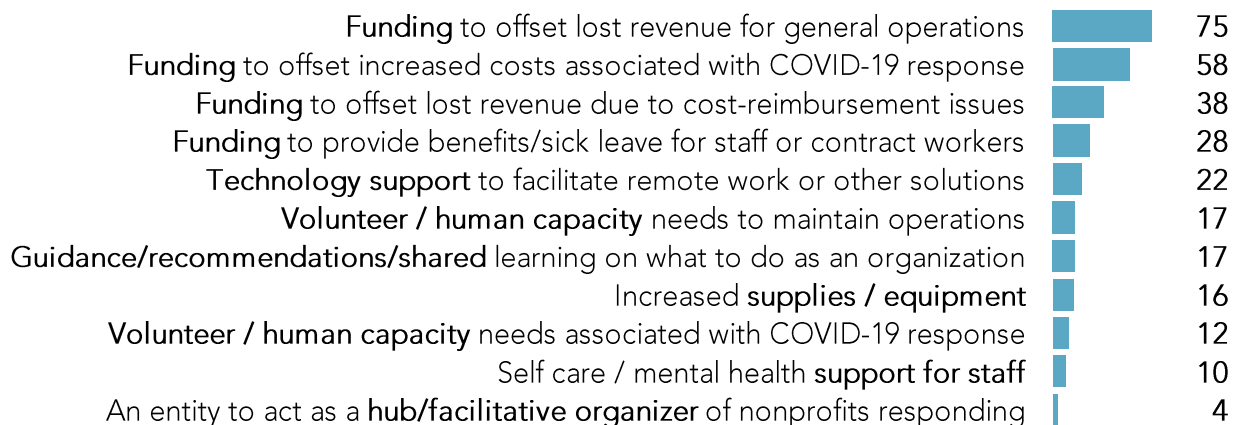
- Some of the “other” requests related to domestic violence cases, educational support for parents with school-aged children, shelter/housing assistance, guidance related to the seriousness of COVID-19, hate crimes, tech recommendations for those without internet, and social/emotional care.

## Nonprofits need additional funding to support an increase in demand and to offset lost revenue.

- 85 percent of nonprofits surveyed expect demand for services to increase, with 66 percent expecting a “significant” or “exponential” increase.
- In order to meet that demand, nonprofits stated their **top needs are funding, tech solutions, sanitation supplies and personal protective equipment (PPE), and volunteers and staff.**

Based on the information you have right now, please rank what you anticipate as your greatest organizational needs.

*Percent of organizations that listed one of the below in top three organizational needs*



- Given the opportunity to elaborate on their needs, nonprofit organizations **reiterated their need for funding for two main reasons: to offset lost revenue and to manage increased costs related to COVID-19.** Organizations also highlighted the need for additional staff as current staff has limited capacity (due to increased demand for services as well as loss of human capital for personal reasons related to the virus). Finally, organizations also **need technological support for themselves and clients.**

## The nonprofit community wants philanthropic investments toward flexible funding, coordinated responses, and systems that enable effective collective response.

- First, **flexible and unrestricted funding for a variety of organizational needs** ranging from operational support and capacity building, technical support, and the hiring of additional staff. One suggestion included the possibility of zero-interest loans for nonprofits to pay back. It was urged that philanthropy consider both **emergency needs and immediate response in addition to long-term recovery needs.**
- Second, nonprofits want **philanthropic investments and collective efforts to be coordinated** and to leverage existing resources as well as public assistance/resources that will be made available. **Nonprofit wants philanthropy to help facilitate and foster collaboration and partnerships among organizations;** communicate about what other organizations and foundations are doing; and help securing resources (e.g. IT equipment and supplies needed).

- Finally, **nonprofits encourage philanthropy to invest in systems that enable more effective disaster response now and into the future.** Suggestions include a **standing disaster/emergency-response fund** that can be activated quickly and to build **effective systems that enable information/data sharing and real-time resource connections.**
- **Additional suggestions** included addressing needs of vulnerable populations often forgotten during disasters (i.e. those experiencing homelessness), policy/ advocacy for federal, state, local funds that may be available to the nonprofit sector, and small business support for communities.

## APPENDIX

A.C.T.I.O.N. CDC	Helping Hands to the Community
AccessHealth	Houston Area Urban League
Anti-Defamation League (ADL)	Houston Area Women's Center
Agape Development	Houston Community ToolBank
Air Alliance Houston	Houston Food Bank
Alliance of Community Assistance Ministries	Houston Responds
Al-Noor Society of Greater Houston	Humble Area Assistance Ministries
American Red Cross	Institute for Spirituality and Health
Attack Poverty	Interfaith Caring Ministries
Avenue	Interfaith Ministries for Greater Houston
BakerRipley	Interfaith of The Woodlands
Boat People SOS - Houston	JFS Houston (Jewish Family Services)
Chinese Community Center	Katy Christian Ministries
Christian Community Service Center	Katy Responds
Coalition for the Homeless of Houston/Harris County	Literacy Volunteers of Fort Bend County
Communities In Schools of Houston	Living Hope Wheelchair Association
Community Family Centers	Main Street Ministries
Connect Community	Memorial Assistance Ministries
Daya	My Brother's Keeper Outreach Center
DePelchin Children's Center	Neighborhood Recovery Community Development Corporation
East Fort Bend Human Needs Ministry	New Hope Housing
East Harris County Empowerment Council	New Light Church World Outreach and Worship Centers
Easter Seals of Greater Houston	NextOp
Emergency Aid Coalition	North Channel Assistance Ministries
Epiphany Community Health Outreach Services	North East Partners In Power
Family Houston	Northeast Houston Redevelopment Council
Fe y Justicia Worker Center Houston	Northwest Assistance Ministries
Fifth Ward Community Redevelopment Corporation	Plant It Forward
Fort Bend Council on Substance Abuse	Rebuilding Together Houston
Fort Bend Women's Center	SBP - Houston
Harvey Home Connect	SEARCH Homeless Services

For inquiries about the Greater Houston COVID-19 Recovery Fund, please contact [covidresponse@ghcf.org](mailto:covidresponse@ghcf.org) and consider making a donation to the Fund at [www.greaterhoustonrecovery.org](http://www.greaterhoustonrecovery.org).

Second Mile Mission Center  
SERJobs  
SHAPE Community Center  
Society of St. Vincent de Paul  
Tejano Center for Community Concerns  
The Alliance  
The Montrose Center  
The Salvation Army  
Tomball Emergency Assistance Ministries  
Voters of America Texas (VOATX)  
Wesley Community Center  
West Houston Assistance Ministries  
YMCA of Greater Houston  
YWCA-Houston