

# NON-PROFIT SURVEY ANALYSIS

## October 28, 2020

### **128 Non-Profit Organizations Responded**

**About the Survey.** The COVID-19 NGO Impact Survey was created by Monterey County Office of Emergency Services on April 1, 2020 to track the impacts the Pandemic has had on Monterey County No Profits. 128 NGOs have taken the survey as of 10/28/2020.

**Who took the survey?** Most respondents were from the coastal regions of Monterey County, with the highest number of respondents coming from the zip code 93940 (Monterey/Del Rey Oaks area). Most NGOs that responded employed between 1 and 20 people and served 1,000 or more people. Education and Youth Services were the top cited services provided by respondents.

**Impact on Businesses:** Most NGOs cited mid-March as the start of the pandemic impacts on their organizations, with the Shelter in Place Order being the catalyst for impacts. Overall, 39% of NGOs closed, 34% faced slowdowns, 9% had to adjust their services, and 12% saw service growth during the pandemic. About half (52%) of NGOs are still providing services, with virtual services and services that work to meet basic needs (ex. housing and feeding) being the top cited services that are still being provided.

**Impact on staff:** 55% of NGOs faced shortages of staff and 40% had to lay off employees, with most NGOs laying off between 1 and 5 people. Further, 43% of NGOs had to cut employee hours – On average, 10 employees per NGO had hours cut, with 28 hours cut per employee. These staff changes made NGO adjust their strategies for providing services and made it difficult to support their partners and clients, stretching many to their limits.

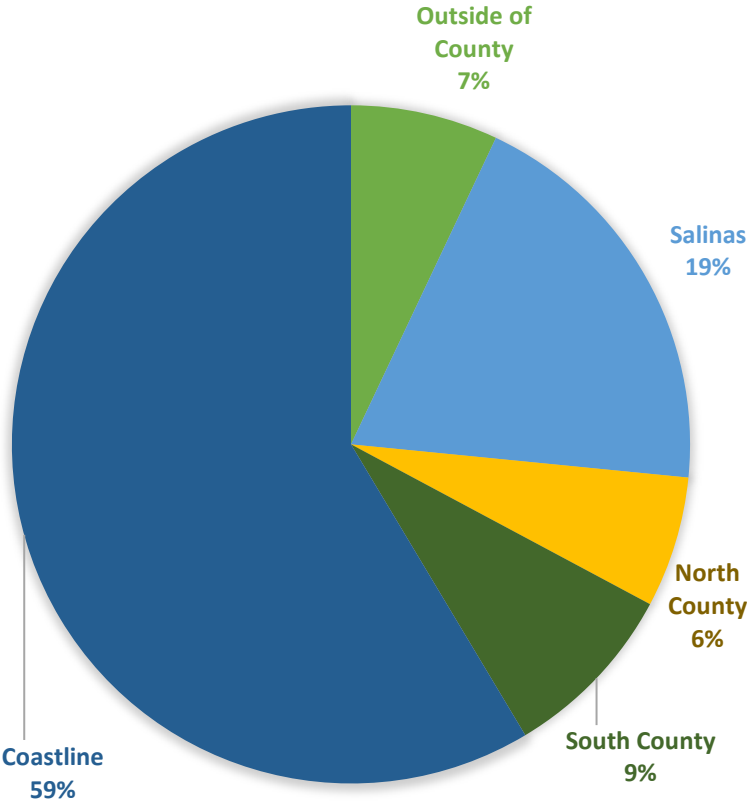
**Assistance:** About half (54%) of NGOs applied for assistance and slightly less than half (43%) received it. The majority of assistance both applied for and received being SBA assistance, followed by Grants from other NGOs (ex. Monterey County Community Foundation). The amount of need the assistance covered varied widely, however on average \$285,000 was still needed per NGO.

**Changes over time:** 35 NGOs have taken the survey more than once, with some organizations taking it up to 3 times to record changes to their organization during the pandemic. Over time fewer NGOs had services slow down (37% to 34%), slightly less are still providing services (55% to 52%), slightly more have adjusted their services (8% to 9%) or closed down (38% to 39%), and many more had services grow (0% to 12%). More NGOs had shortages of staff (42% to 45%) but less had to lay off employees (54% to 40%). More NGOs applied for assistance, but less received it. The largest increase of assistance received was from the federal government (26% to 37%), followed by private donations (7-9%). The largest decrease of assistance received was from other NGOs (45% to 35%), followed by local government (11% to 4%). NGOs had less uncertainty regarding their needs, but a higher need for financial assistance (\$246,000 to \$285,000 per NGO). Finally, there is a growing concern by NGOs for customers, particularly the elderly and students, as they struggle with isolation and desistance learning.

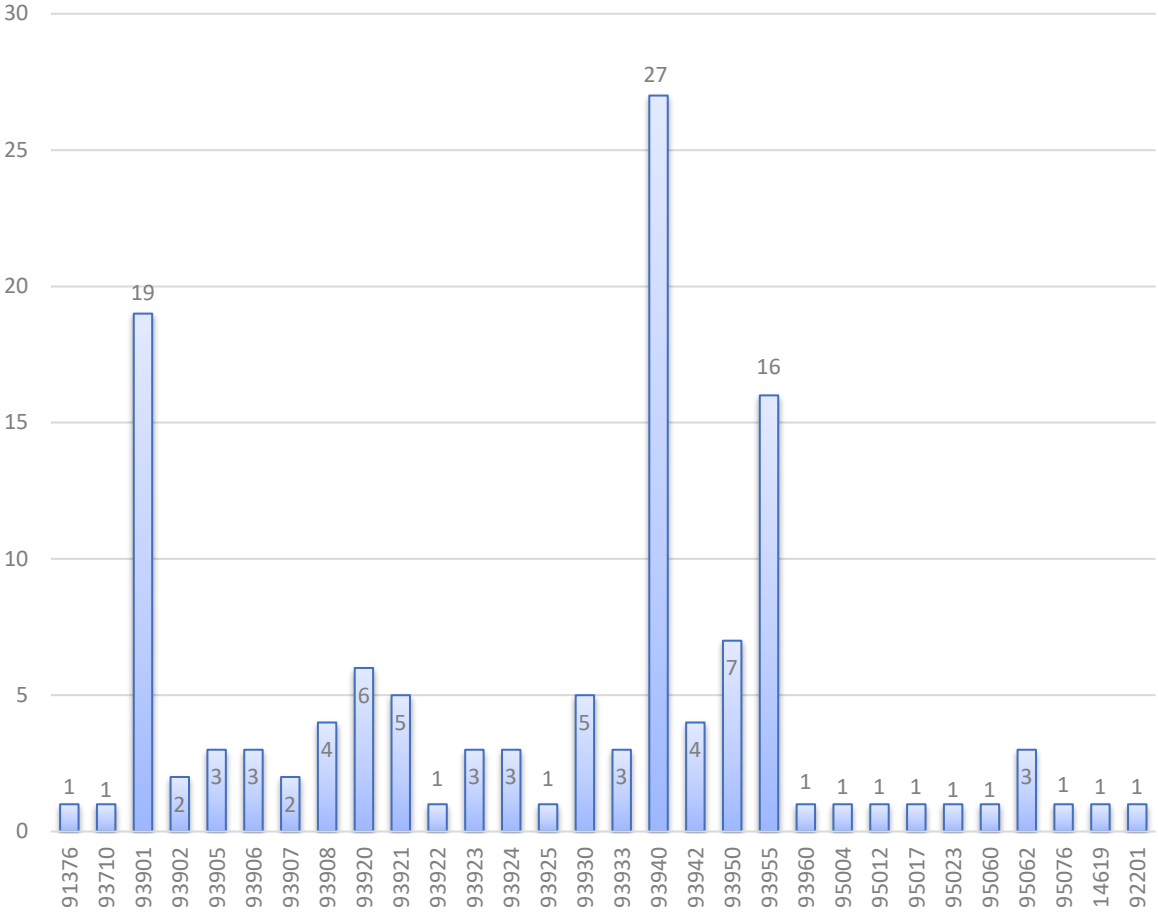
**Differences between NGO and Business Impacts:** Nonprofits and business in the county were both deeply impacted by the pandemic, however they NGOs were more likely than businesses to provide services and/or see service growth as a result. Nonprofits discussed being “stretched to the limit” and having more work but a lower ability to assist more frequently than businesses. Alternatively, businesses were more likely to apply for and receive assistance than NGOs and businesses had nearly \$100,000 less need than NGOs.

**PHYSICAL LOCATION OF ORGANIZATION HEADQUARTERS**  
**(Not depictive of areas served)**

BY AREA



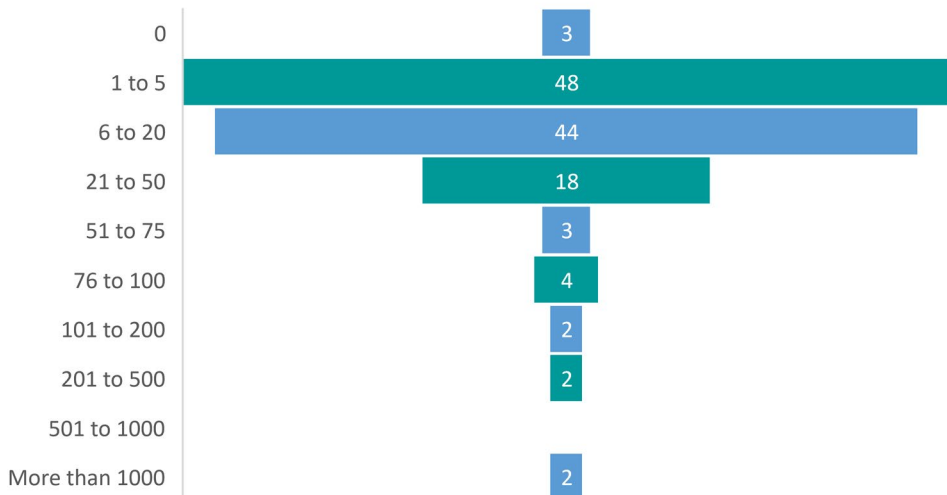
Location of NGO



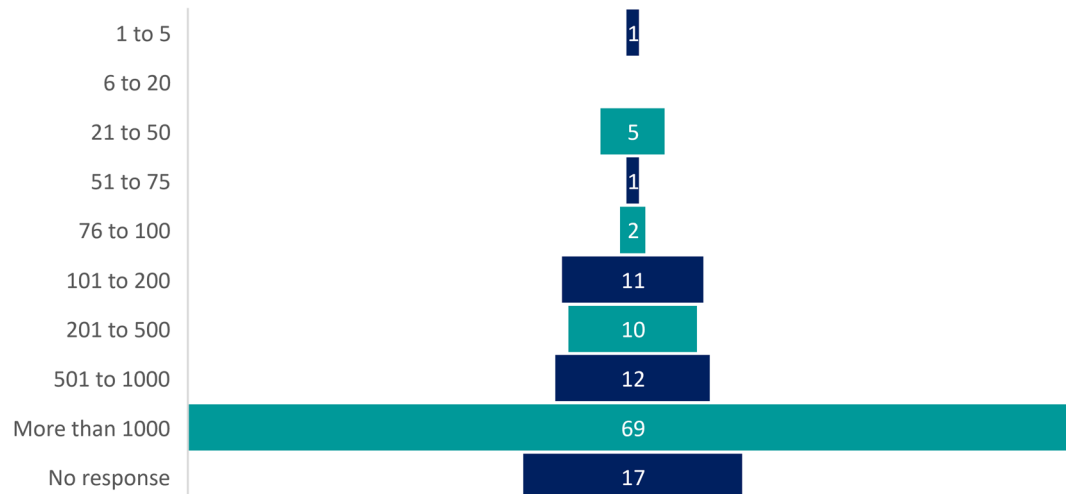
## ORGANIZATION INFORMATION

### Number of People employed and served

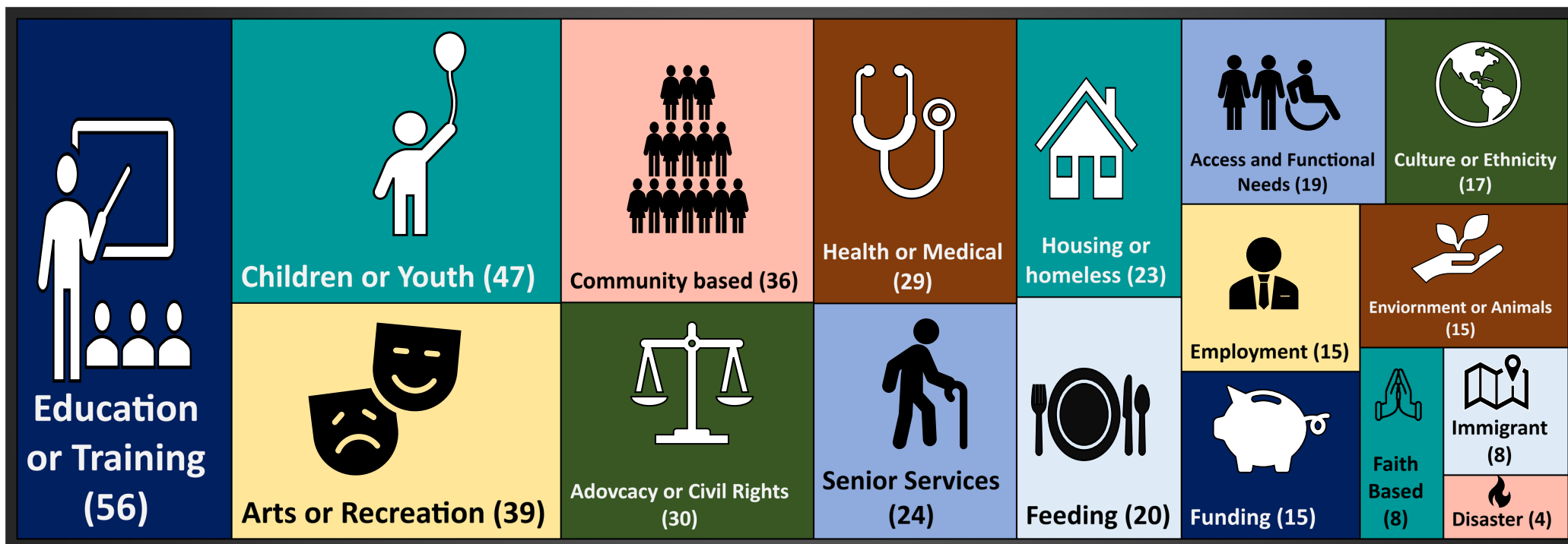
#### PEOPLE EMPLOYED



#### PEOPLE SERVED

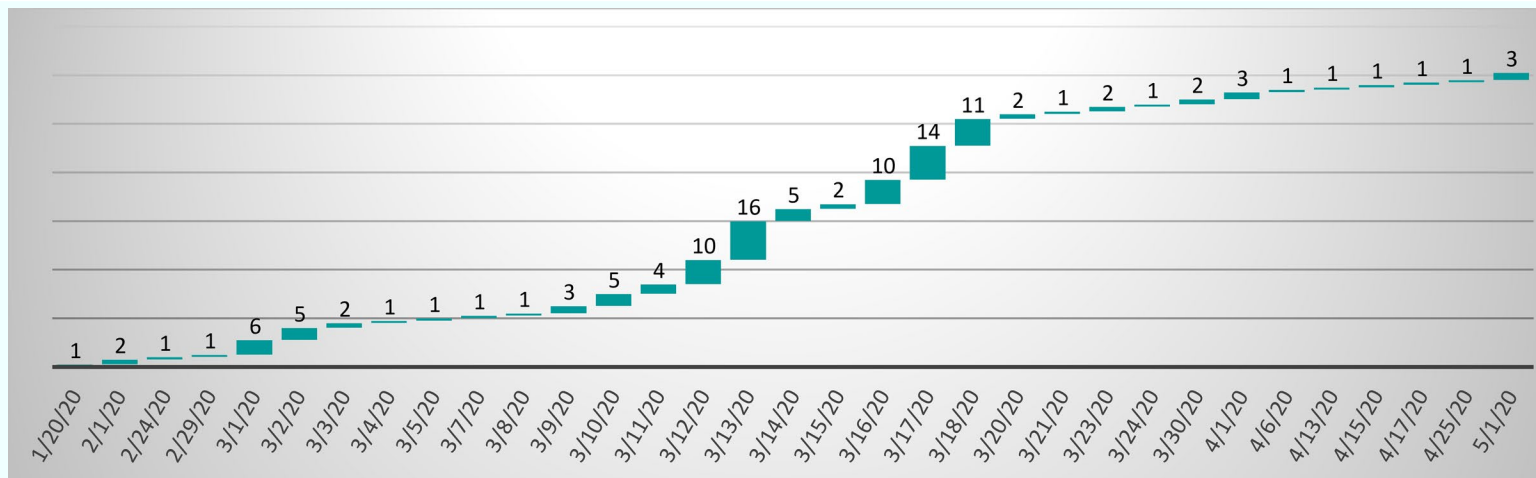


### Type of Services Provided (Most NGOs provided multiple types of service)

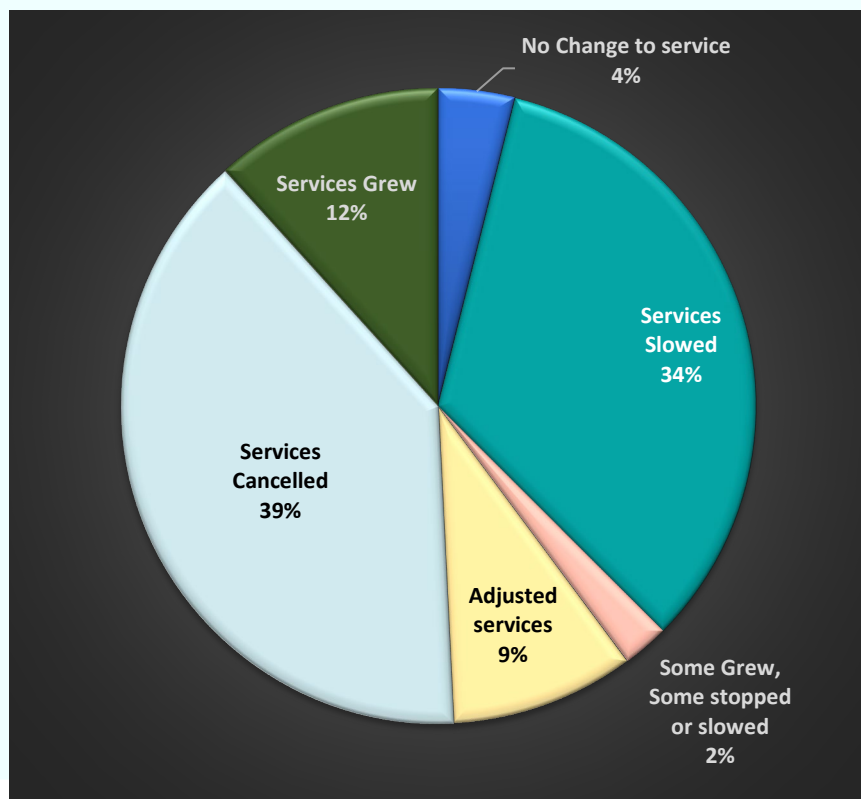


## COVID-19 IMPACT ON ORGANIZATION

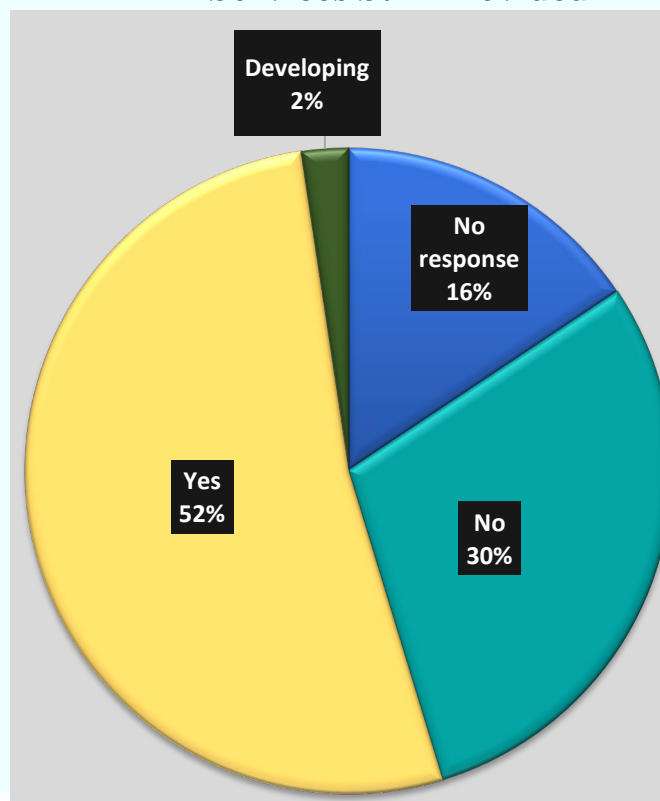
**Date Impact Started**



**Type of Impact**



**Services Still Provided**



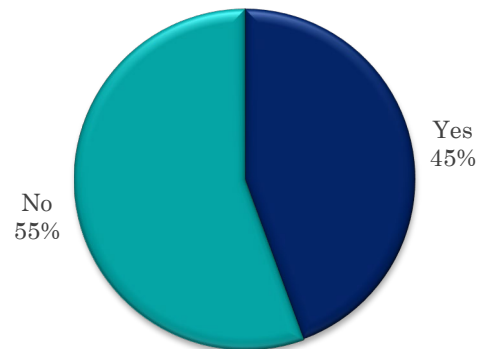
**Types of Services still provided**

- Remote/Virtual Services
- Housing/Facilities
- Feeding
- PPE/Sanitation
- Funding
- Books/Wifi
- Emotional support
- Case management
- Transportation/vehicle
- Emergency health services.

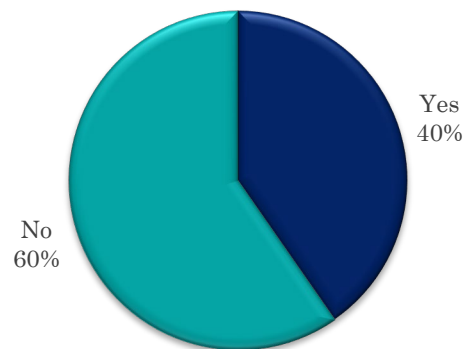
## COVID-19 IMPACT ON STAFFING

### Impacts on Staffing

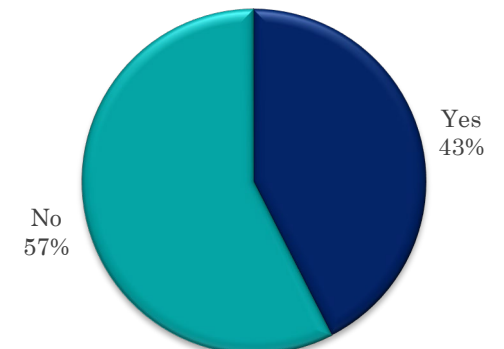
#### Shortage of staff



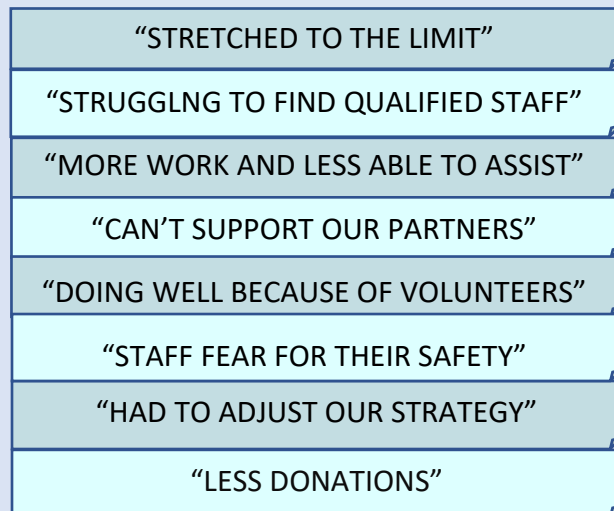
#### Employees Laid Off



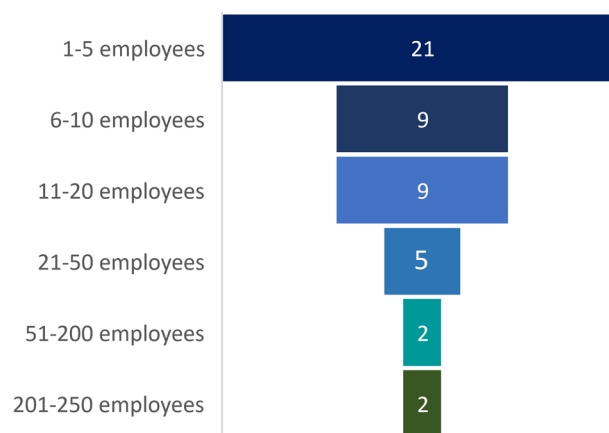
#### Hours Cut



### How has this impacted operations?

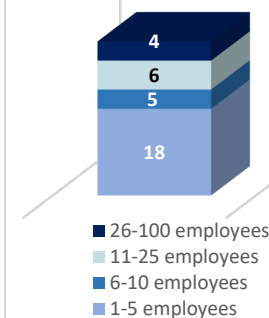


### Amount of employees laid off



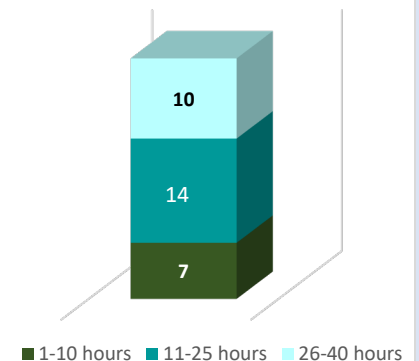
Average = 21 employees

### Employees with cut hours



Average = 10 employees

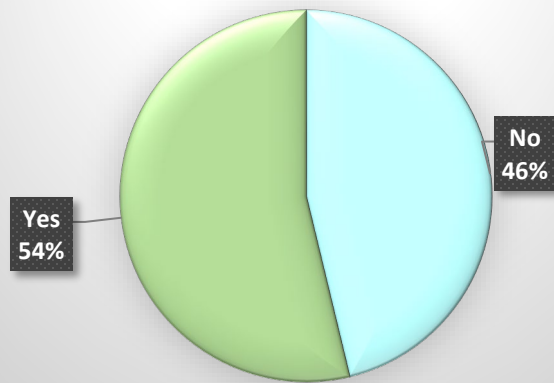
### Hours cut per employee



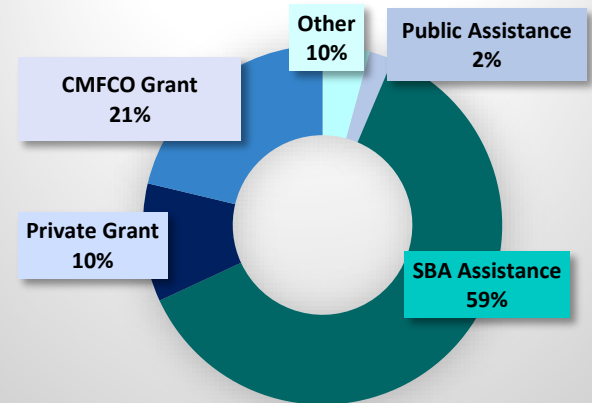
Average = 28 Hours

## COVID-19 ASSISTANCE

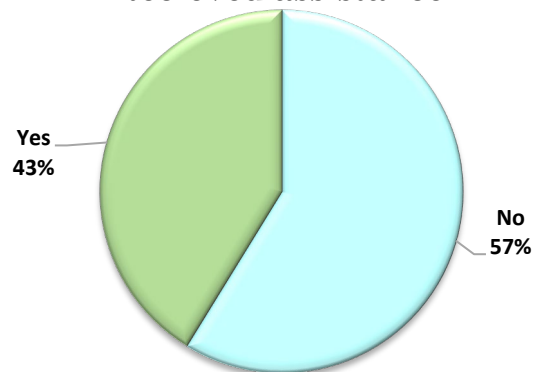
Applied for assistance



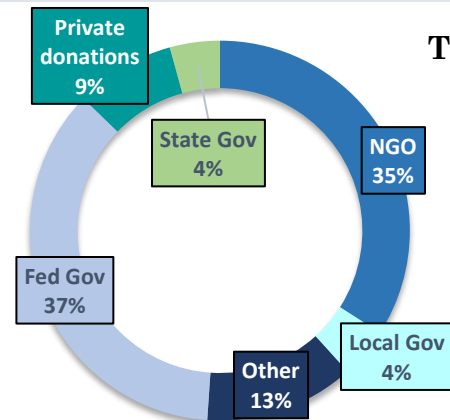
Type of assistance applied for



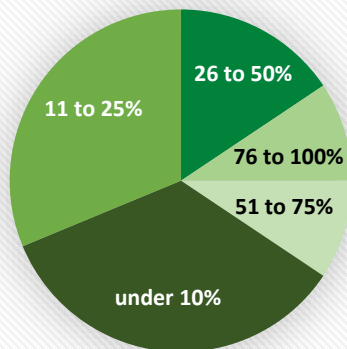
Received assistance



Type of assistance received



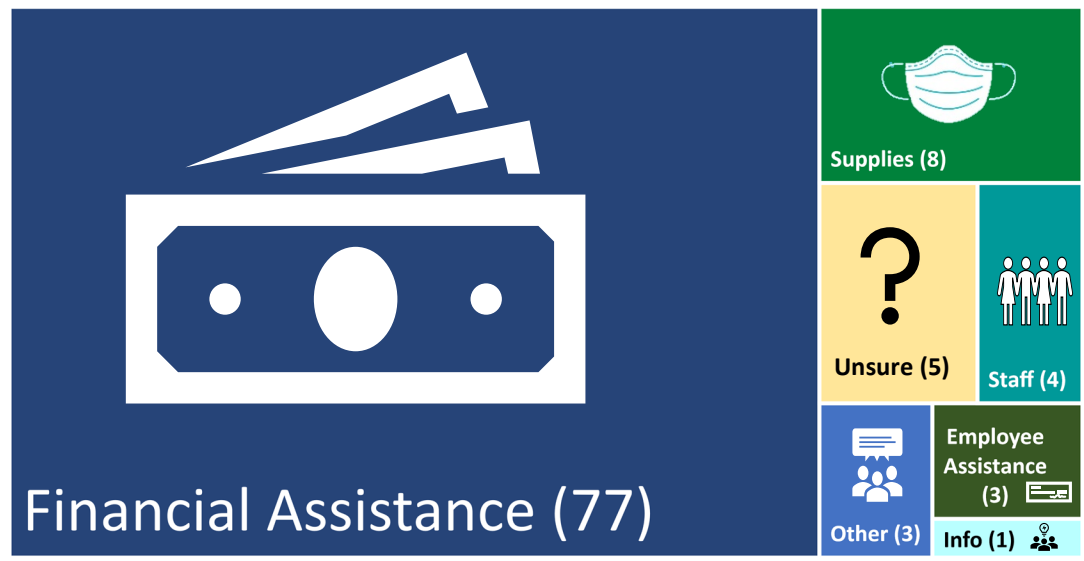
Percent of need covered



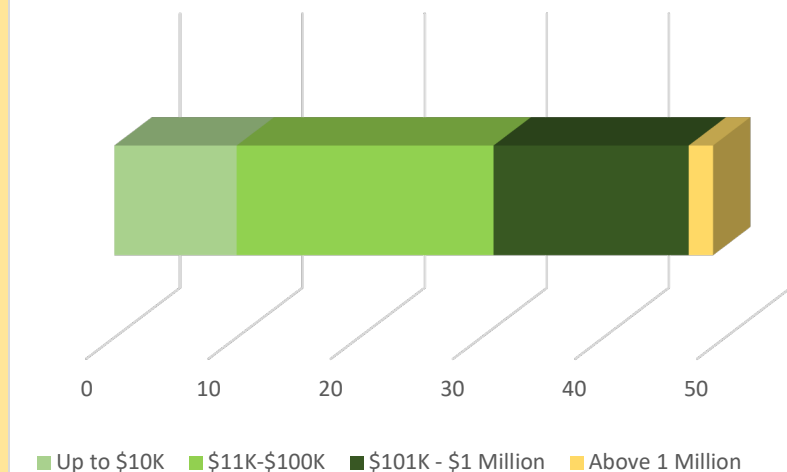
*No Assistance  
Available for  
Environmental  
Protection &  
Conservation  
Organizations*

## CURRENT NEEDS AND CONCERNS

### Additional Services Needed

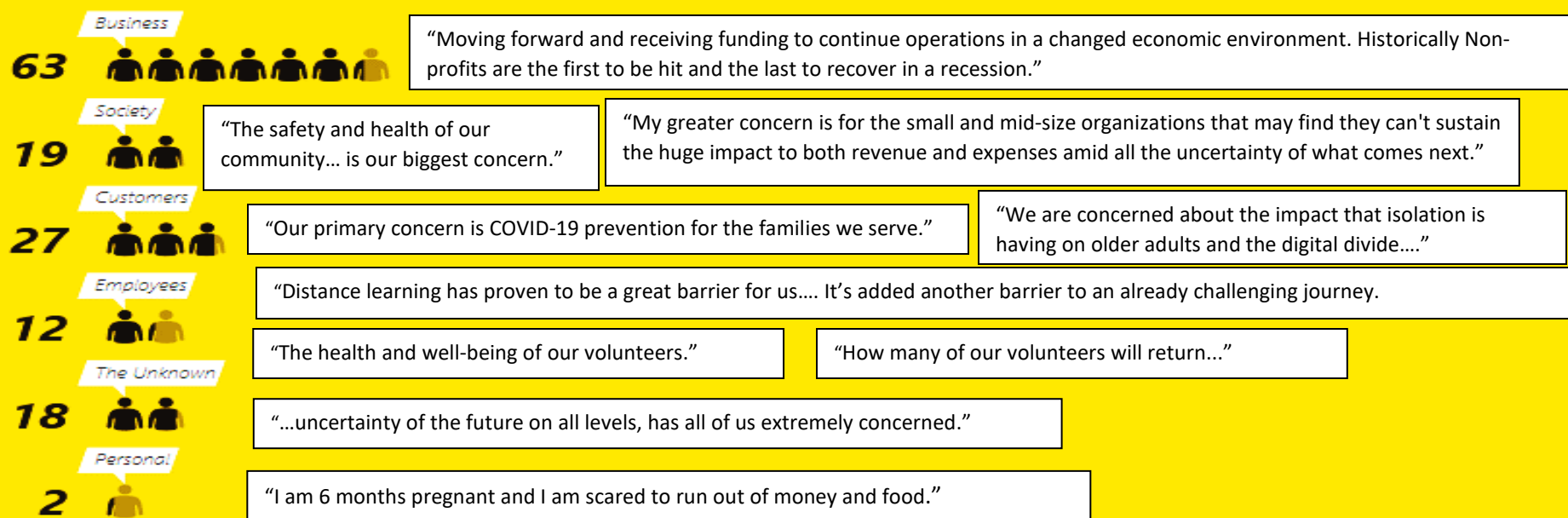


### Amount of financial assistance



*Average additional assistance needed is \$285,000*

### Additional Concerns

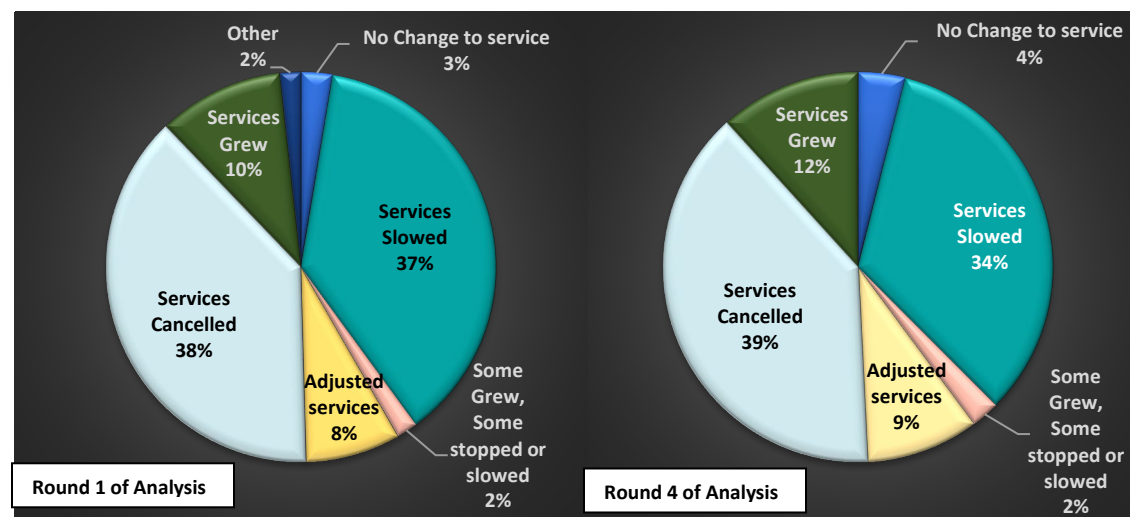




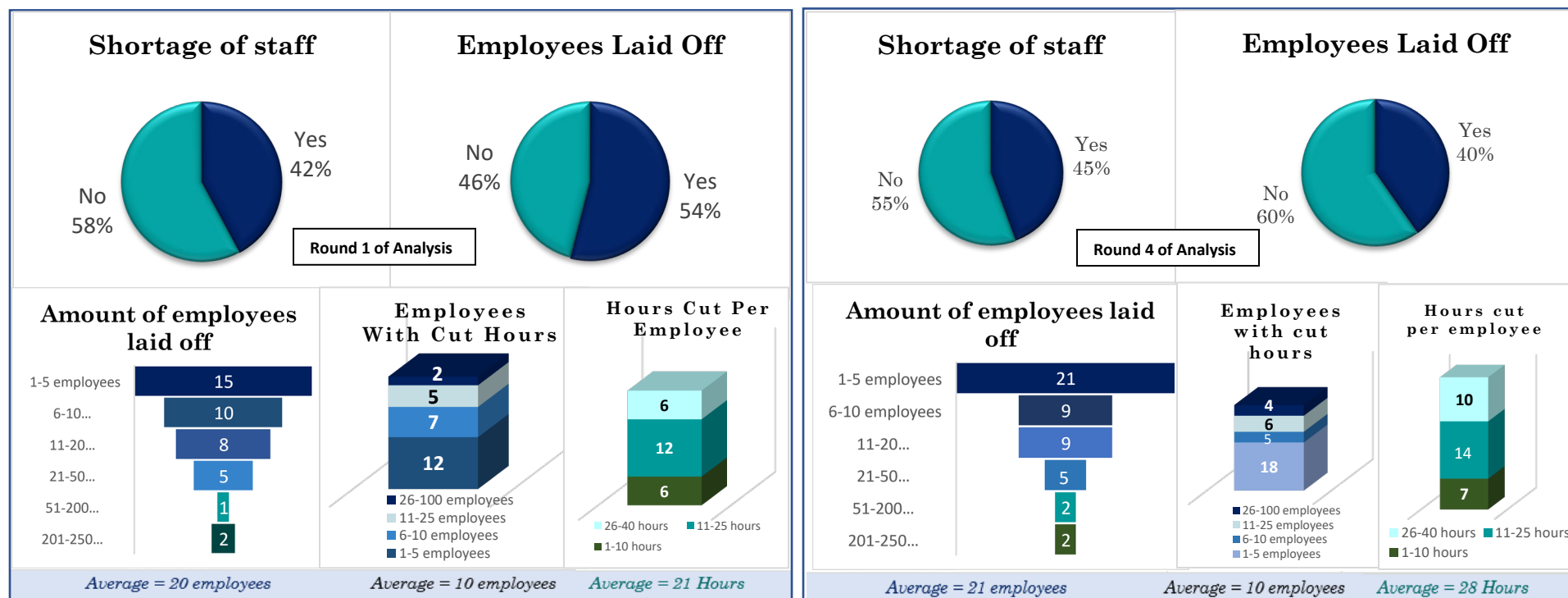
## CHANGES IN SURVEY RESULTS FROM MARCH TO OCTOBER

**Type of Impacts**

- Fewer NGOs had services slow down (37% to 34%)
- Slightly less NGOs still providing services (55% to 52%)
- Slightly more NGOs adjusted services (8% to 9%)
- Slightly more NGOs are closed (38% to 39%)
- Many more NGOs had service growth (0% to 12%)

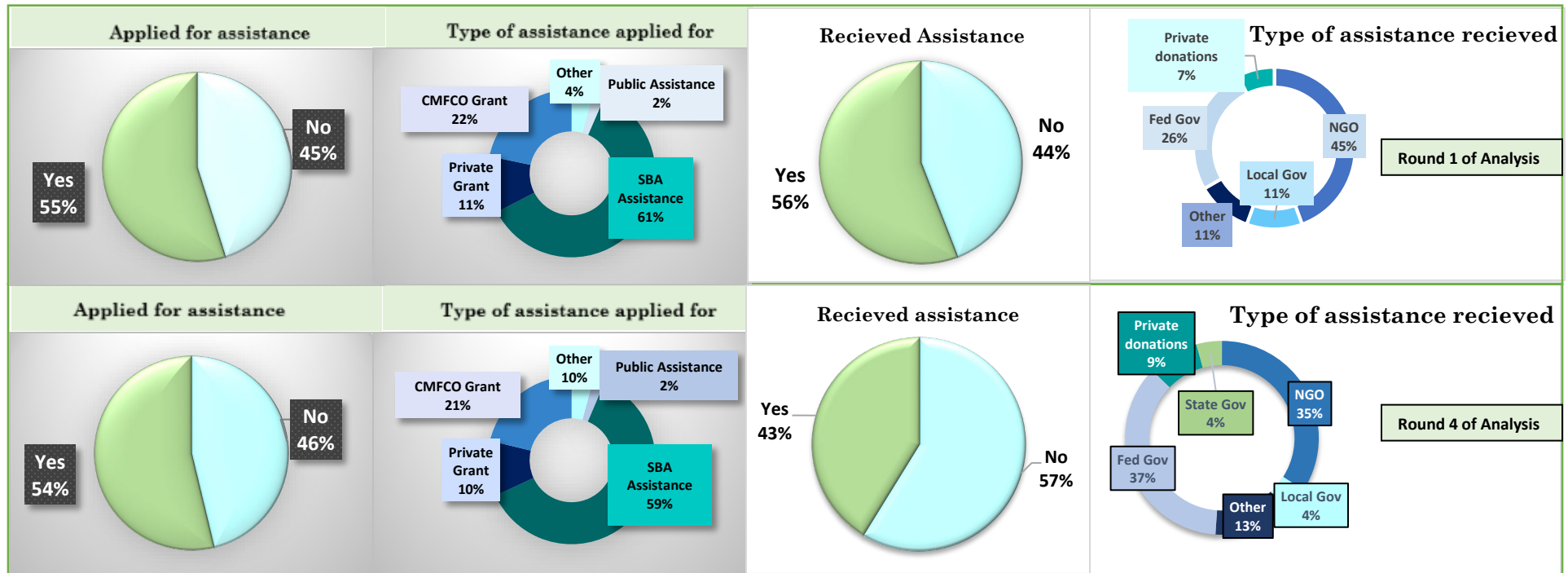


- More shortages of staff (42% to 45%) but less NGOs have had to lay off employees (54% to 40%) – however the number of employees laid off or with cut hours per NGO did grow, as did the number of hours cut





- More NGOs applied for assistance, but less received it
- The largest increase of assistance received was from the federal government (26% to 37%), followed by private donations (7-9%)
- The largest decrease of assistance received was from other NGOs (45% to 35%), followed by local government (11% to 4%)



- NGOs had Less uncertainty regarding their needs, but a higher need for financial assistance (\$246,000 to \$285,000 per NGO)
- There is a growing concern by NGOs for customers, particularly the elderly and students, as they struggle with isolation and distance learning.