FROM RESPONSE TO RECOVERY
Pulse Check Survey

FINAL REPORT

June 19, 2020

ABNN thanks everyone who responded to the Response to Recovery pulse check survey, and who made this study possible.

Prepared for ABNN by Key Concepts Ltd.

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Executive Summary

The Alberta Nonprofit Network (ABNN) is an independent network of nonprofit organizations from across Alberta, all working together to create a strong and resilient nonprofit sector. The network collectively works to create a common vision for the sector, and articulates the sector's value to a range of stakeholders including governments and funders.

Since mid-late March 2020 when organizations of all types closed or faced restricted levels of activity due to the COVID-19 pandemic, ABNN has worked to monitor the impact on sector organizations and advance a response. Between March 30 and April 5, ABNN conducted a flash impacts survey to gain early insights into the experiences of nonprofits in the early weeks of the pandemic. As restrictions on organizations' operations have begun to ease in recent weeks, the focus has shifted to the coming recovery period and what happens next. With the expectation that nonprofits may now have a clearer view of the challenges and opportunities facing them during the recovery, ABNN conducted a pulse check survey between June 3 and 16.

RESPONDENT PROFILE

Most respondents to the survey were CEOs, Executive Directors, or equivalent, and represented nonprofits with annual operating budgets of between $1 million and $5 million. With small numbers of paid staff, and small numbers of volunteers as well, they provide diverse services, many province-wide, with some serving all of Western Canada and beyond.

IMPACT: COVID-19

When the earlier flash survey was conducted, the pronouncement of COVID-19 as a pandemic and the ensuing lock-down announcements were still relatively new, knowledge of the virus itself was still comparatively rudimentary, and nonprofits' experiences were also in early days. In that context, nonprofits might have been forgiven if they had been off the mark in predicting the impact on their people, operations, and services.

However, the results from this survey indicate that their assessment of their current and anticipated circumstances was quite accurate: their concerns remain largely the same these 10 weeks later, although the apparent significance of the impact has changed in some cases. As well, nonprofits are perhaps more realistic now as to how long their organizations may feel the effects of the pandemic, as it is now measured in years rather than weeks or months.

In March/April, nonprofits' most immediate concerns were the challenges of dealing with staff needing to work remotely, the disruption to services to clients, and adjusting in-person events to online platforms. These same three concerns remain top-of-mind 10 weeks later, but the order has changed: now, they are most concerned with adjusting in-person events to online platforms, addressing the challenges of staff having to work remotely, and dealing with the disruption of services to clients.

In looking ahead to what impacts they might anticipate, nonprofits were concerned most in March-April about low financial reserves, the potential increase in demand for services, and the reduction in staff hours due to budget constraints. Now, nonprofits are more concerned about increased demands for services. Adjusting in-person events to online platforms, and concerns about low financial reserves are still in the top three, but have changed in order of priority.

These concerns carry through in their estimation of the severity of the impact of these parameters on their ability to resume operations. They are most concerned about the availability of funding to support core organizational functions, operate programs and services, and their ability to fundraise and generate revenue from sales and fees. They are also concerned about how they will resource the implementation of any new OH&S or COVID-19-related protocols and guidelines.

FINANCIAL IMPACT

The responses to the finance-related questions paint a grim picture of the financial realities for nonprofits. A majority are expecting at least some decrease, and in many cases, a significant decrease in overall revenues, regardless of source. Most are expecting decreases in donations from private individuals and corporations. Many are also expecting to see decreases in funding from the various levels of government, particularly at the provincial level. Fewer are expecting decreases in funding from foundations and funders such as the United Way, but decreases from these sources are in any case still being expected as well. A majority are also expecting decreases in revenue they are able to generate independently through sales or fees.

The smallest (by size of operating budget) appear to be the most precarious, as they are expecting the greatest decrease in funding at the local/municipal level, and 90 percent are expecting a decrease of some amount in their overall revenues, regardless of source.

CONCLUSIONS AND RECOMMENDATIONS

The refreshed view of the environment for nonprofits in Alberta, as represented by the results of this survey, is one of a continually-evolving landscape. Perhaps the most important aspect of the conditions in which nonprofts find themselves is that recovery is a dance of interdependencies. They cannot make independent decisions when a host of decisions and actions owned by others can delay, defer or potentially derail their own plans, others who are themselves on their own paths to recovery. The pandemic has served to make visible many of these relationships which may otherwise have gone unrecognized, or unappreciated for their impact and significance.

When the earlier flash survey results and these results are considered together, ABNN has a body of information that it can use to guide its response. We offer the following recommendations.

MEASURING AND MONITORING

Recommendation:	Continue conducting pulse checks every two to three months.

RESPONSE AND RECOVERY

Recommendation:	Conduct a more comprehensive study of organizational impact and recovery in six months to a year, and periodically as nonprofits continue to report themselves to be in recovery.
Recommendation:	Conduct complimentary research with governments, corporate donors, foundations, and other funders.
Recommendation:	Develop a narrative archive of the adaptations nonprofits have made to their operations and services in order to document both the impact of the pandemic on nonprofits, and their response/recovery to it.
Recommendation:	Conduct a targeted study into the experience of service users before, during, and after the pandemic.

ADVOCACY, VALUE/IMPACT

Recommendation:	Develop an advocacy plan based on ABNN's growing body of knowledge and information about the sector's importance to civil society.

ENGAGEMENT

Recommendation:	Use pulse survey and other research results as the catalyst for dialog and discussion with a wide range of stakeholders, including ABNN members, others in the sector, governments, corporate and individual donors, foundations, and other funders.

From Response to Recovery

Pulse Check Survey

FINAL REPORT

Introduction

The Alberta Nonprofit Network (ABNN) is an independent network of nonprofit organizations from across Alberta, all working together to create a strong and resilient nonprofit sector. The network collectively works to create a common vision for the sector, and articulates the sector's value to a range of stakeholders including governments and funders. ABNN also leverages opportunities for alignment and collaboration among nonprofits, creating capacity to solve systemic issues facing the sector and the communities served. ABNN takes a leadership role in promoting shared learning, and facilitating co-ordination and collaboration across sector organizations.

ABNN's work is driven by the voices of those in the sector, and network stewards representing nine organizations:

- Edmonton Chamber of Voluntary Organizations
- FuseSocial
- Impact8 Inc.
- IntegralOrg
- Kerby Centre
- PolicyWise for Children & Families
- Propellus
- Volunteer Alberta
- Volunteer Lethbridge

Since mid-late March 2020 when organizations of all types closed or faced restricted levels of activity due to the COVID-19 pandemic, ABNN has worked to monitor the impact on sector organizations and advance a response. Between March 30 and April 5, ABNN conducted a flash impacts survey to gain insight into the experiences of nonprofits in the early weeks of the pandemic. The resulting report, *The Impact of COVID-19 on Alberta's Voluntary Organizations*, provided early insight into the impact on nonprofits and their anticipated needs.

Since the release of that report, restrictions on organizations' operations have begun to ease, and the focus has shifted to the coming recovery period and what happens next. With the expectation that nonprofits may now have a clearer view of the challenges and opportunities facing them during the recovery, ABNN conducted a pulse check survey between June 3 and 16. The results of that survey are the subject of this report.

In addition, ABNN has planned an online gathering, *From Response to Recovery,* for June 23. (At the time of writing, this event is still some days away.) The gathering will enable representatives from Alberta's nonprofits to dialog with sector leaders on subjects relating to three questions:

- What concerns are top of mind for nonprofit and charitable organizations?
- What opportunities are emerging?
- What needs to be done now to position the sector for success moving forward?

ABNN will use the information gathered through the pulse check survey and the dialogue event to guide ABNN's priorities in the five areas for action already identified by the sector: Data, Government Relations, Workforce Development, Value and Impact, and Regional Engagement. Following the gathering on June 23, ABNN will make this report widely available via its website, and will share the results with the sector, government partners, the Premier's Council on Charities and Civil Society, and with funders.

About the Pulse Check Survey

SAMPLING AND DISTRIBUTION

This survey was administered electronically between June 3 and 16, 2020. The invitation to complete the survey was included with the invitation to the online gathering, and was therefore distributed to ABNN's membership list, and lists owned by the ABNN Steward organizations. Recipients were encouraged to circulate the survey link to others in the sector, further extending the reach into the sector, and the invitation was also posted on ABNN's social media channels.

During the survey period, reminders were sent out twice on June 9 and 15, and were sent also to those who had registered for the June 23 online gathering, as it became evident that there were more registrants than survey participants. Each reminder resulted in a boost to the number of survey respondents.

RESPONSE

When the survey closed at midnight on June 16, a total of 202 responses had been received. Owing to the fact that ABNN could not know the total potential pool of respondents, given the ways in which the invitation was issued, the response rate cannot be calculated. Although the concern around controlling the sample has to do with ensuring that only those "qualified" or knowledgeable about the subject respond to the survey, there is nothing in the data to suggest that anyone except bona fide members of the nonprofit/voluntary sector participated. Of the 202 responses, only one was removed as incomplete.

With a total of 201 responses, then, we can say that the numbers in many response categories will be too small to have statistical significance, and readers should consider the results in the context of the discussion in Appendix C – Limitations to the Research. Nevertheless, there are clear trends to the information this survey produced, and the results have practical value for ABNN and other readers. Most of the questions included an "Other" category, and participants took time to offer fulsome and insightful comments that add context to the tabulated results. These are reported in Appendix B.

REPLICATION OF SURVEY QUESTIONS

This pulse check survey included several questions which had been asked on the earlier flash impacts survey conducted in March-April with the hope of obtaining updated insights into the effects of the COVID-19 pandemic on nonprofits. Because the potential respondent pools for the two surveys were different, the results cannot be directly compared, even though it is certain that a number of individuals will have responded to both surveys. (This is a limitation to the research, and further comment in this regard may be found In Appendix C – Limitations to the Research.)

Replicating the questions meant that we were knowingly taking on certain problems with the response categories to some of the questions from the earlier survey. Although these will be discussed individually at the appropriate moment in reporting the research findings, the primary issue overall was that some questions clearly did not give respondents enough opportunity to report or describe their actual circumstances, and so there were very high levels of responses to the "Other" or "Not Applicable" categories.

In reviewing the responses in these categories, we were able, in a few instances, to recode some of the responses into existing response categories while in other cases, we created new categories where numbers warranted. (For this survey with just 201 responses, we set the bar low: if there were three individuals offering the same or a substantially similar response, we created a new category.) As a result of the recoding, small though it was, additional data became available for statistical analysis, instead of leaving it to languish as text in the open-ended responses.

Findings

The Pulse Check Survey consisted of 12 questions, although three of the questions included multiple items or statements that required individual responses or ratings. Nine of the questions appeared on the earlier March-April flash survey. The survey instrument and tabulated results are provided for review in Appendix A. We have reported the results of the survey in three themed sections, Respondent Profile, Impact of COVID-19, and Financial Impact.

To aid readers in appreciating the salient points arising from the questions associated with each section, we open the discussion of the results to each set of questions with an overview of the general findings. Then for each individual question associated with each theme, we report on the results in the various response categories. Typically, we would report the actual number OR the percentage, but because both are often very small, we are choosing to report both[1]. In addition, because so many numbers can make for cumbersome reading, we are reporting only those categories within which the median falls, the point at which 50 percent of the responses lie above or below. Readers wanting to explore the actual and percentage responses to other categories may refer to the tabulated results provided in Appendix A.

RESPONDENT PROFILE

OVERVIEW: Most respondents to the survey were CEOs, Executive Directors, or equivalent, and represented nonprofits with annual operating budgets of between $1 million and $5 million. With small numbers of paid staff, and small numbers of volunteers as well, they provide diverse services, many province-wide, with some serving all of Western Canada and beyond.

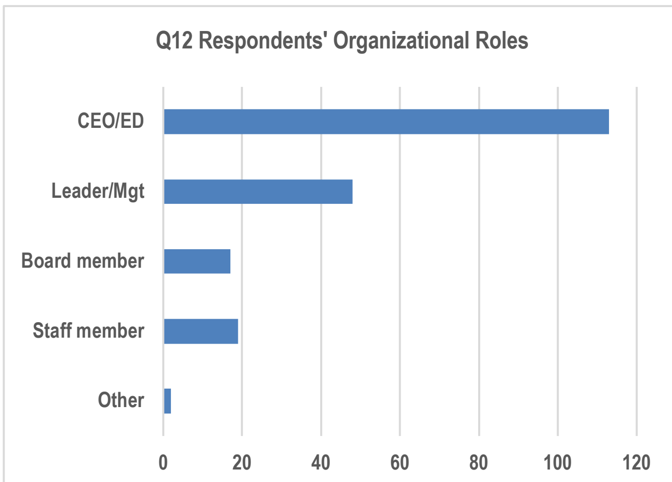
With the exception of Q10 regarding the number of volunteers engaged, all of the questions in this section were asked on the earlier flash survey in March-April.

[1] Reporting actual or percentage numbers can sometimes be misleading, particularly when numbers are small. Small 'actual' numbers may seem "insignificant", while percentages can magnify the apparent importance of the same number. By reporting both, we hope to give readers the opportunity to give due consideration to the meaning of the results presented.

WHO RESPONDED?

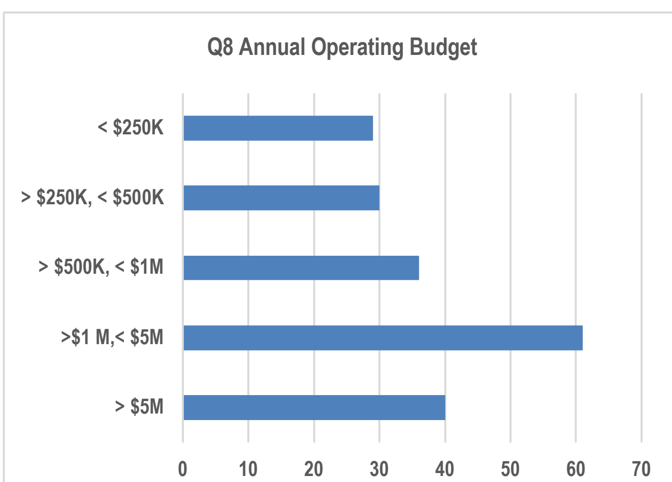
Q12: Respondents' organizational role

In response to Q12, 113/56% of respondents identified themselves as the CEO, Executive Director, or equivalent. A further 48/24% identified themselves as being part of the leadership or management team, so the majority of participants were well-placed to discuss the impact of COVID-19 on their organizations.



Q8: Annual operating budget

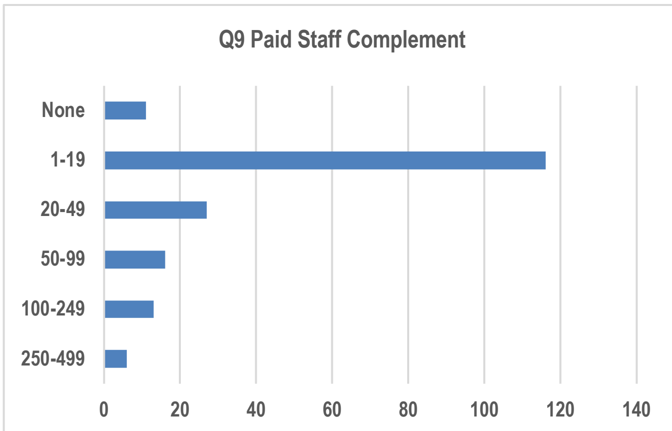
They tended to represent nonprofits with large operating budgets, as 61/30% reported annual budgets between $1 million and $5 million and 40/20% reported budgets of more than $5 million. Fewest responses, 29/14%, came from nonprofits with budgets under $250 thousand.



STAFFING LEVELS AND VOLUNTEER COMPLEMENT

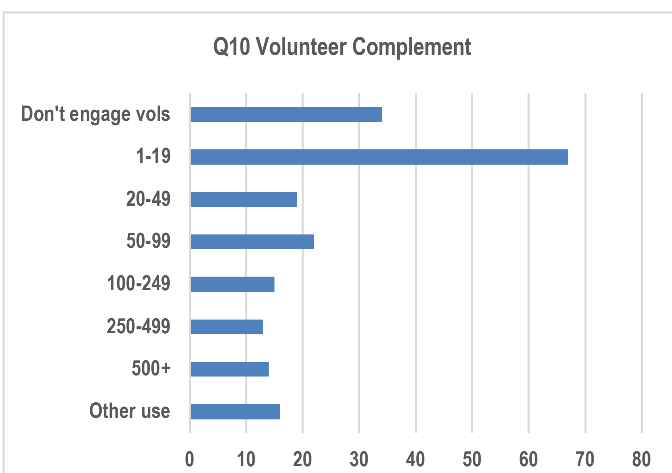
Q9: Paid staff

Most, however, reported small numbers of paid staff, as 116/58% reported having between 1 and 19 paid staff, while another 27/13% reported having between 20 and 49 paid staff. Had the response categories been structured differently, the distribution may have looked somewhat different as well, but the fact remains that the participating organizations are primarily those will small numbers of paid staff.



Q10: Volunteers engaged

Since many nonprofits engage volunteers to support the implementation of programs and delivery of services, we expected that COVID-19 might also affect volunteers and the ability of nonprofits to continue operating. While 67/33% reported engaging 1 to 19 volunteers, (the single largest response category), when responses to the next two categories were also included, 108/54% of all respondents reported engaging up to 100 volunteers. Another 34/17% reported not engaging volunteers at all.

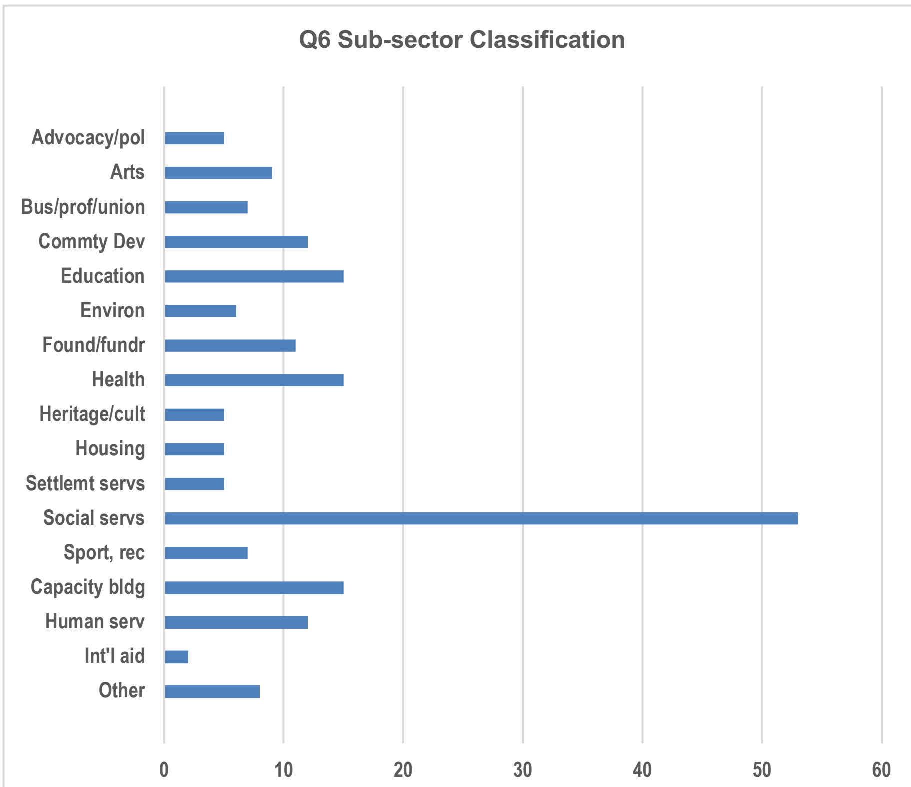


COMMUNITIES SERVED

Q6: Sub-sector classifications

In response to Q6, the *Social Services* sub-sector category drew the greatest number of respondents, as 53/26% identified with this descriptor. *Education, Health*, and *Volunteer/sector capacity-building* each garnered 15/8% responses, or a total of 45/24%.

All other categories produced very small numbers of responses.[2]

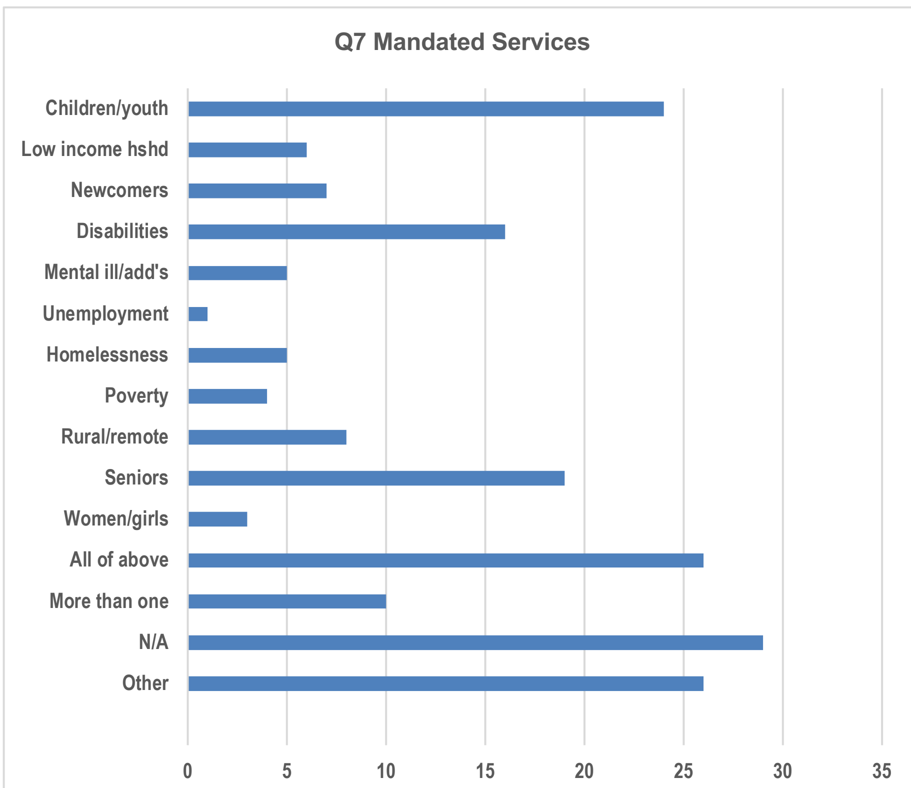


[2] Several of the responses to this question were recoded, as 28/14% of respondents did not identify with the response options presented in the question and selected "Other". A review of the "Other" responses enabled us to recode one response each to the sub-sector classifications of Advocacy and politics, Environment, Founder/funder, and Volunteer/sector capacity-building, and two to Education. Two new sub-sector classifications, "Human Services" and "International Aid" were created, with 12 and two responses recoded respectively. This left eight responses in "Other" category. Some readers might wonder about the creation of "Human Services" as opposed to recoding to "Social Services". It is clear that the respondents themselves did not see a fit, or they would have made that selection from the answer choices. Consequently, we did not override their decision. However, the large number of respondents not identifying with the response categories may signal a need to review how nonprofits see how their work fits in the context of the broader sector, and reconsider how this data is captured in research about the sector.

Q7: Mandated service/program delivery

The results to Q7 indicate that many of the participating nonprofits serve more than one or all (36/18%) of the various communities identified by the response categories. The most frequently selected individual category was *children and youth* (24/12%), followed by *seniors* (19/10%). Other categories garnered responses in the single digits.[3]

However, the value of these results is overshadowed by the fact that they are largely the result of recoding the original data. (See footnote.) *Not applicable* remains the highest response category at 29/14%, and combined with the remaining *Other* responses (26/13%), there are 55/27% respondents who could not identify with the response categories offered.

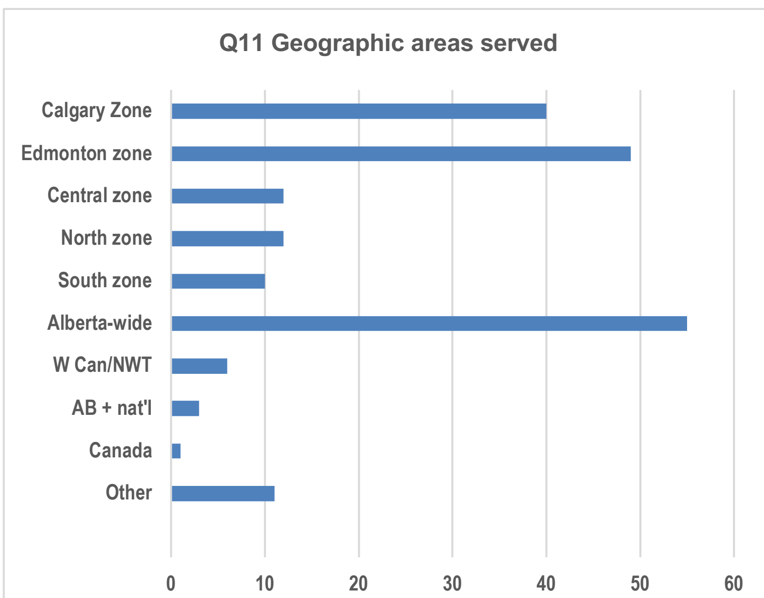


[3] The original responses to Q7 proved problematic, as 91/45% considered that they served "Other" communities or that the response categories presented to them were "Not applicable". In reviewing the open-ended responses, a few took "community" to imply a geographic area, while many others indicated that their organization served "all" or "many" of the communities presented as response categories. We were able to create new categories for "All" and "More than one but not all of the above" and recode responses as appropriate, but in some respects, doing so did not appreciably improve the value of the question. In the end, "All of the above" represented 26/13% of responses, just slightly more than "Children and youth" at 24/12%, but unfortunately, just as many as remained in the "Other" category (26/13%). The responses that remained within the "Not applicable" category remained higher than all others at 29/14%.

This finding would indicate that this information needs to be sought differently, or the question asked in a way that is more meaningful to respondents. Indeed, there may be insights to be gained from the remaining open-ended *Not applicable* and *Other* responses. Organizations identifying their work as “community- or capacity-building”, “community hubs”, “social profits” or as organizations serving other nonprofits may signal a shift in the kind of work nonprofits do, away from historical “benevolence” work to “social infrastructure” work. Organizations that focus on “food”, “food banks”, “dementia” or “caregiving” may represent an evolution in the nature of critical social issues that need to be addressed.

Q11: Geographic area served

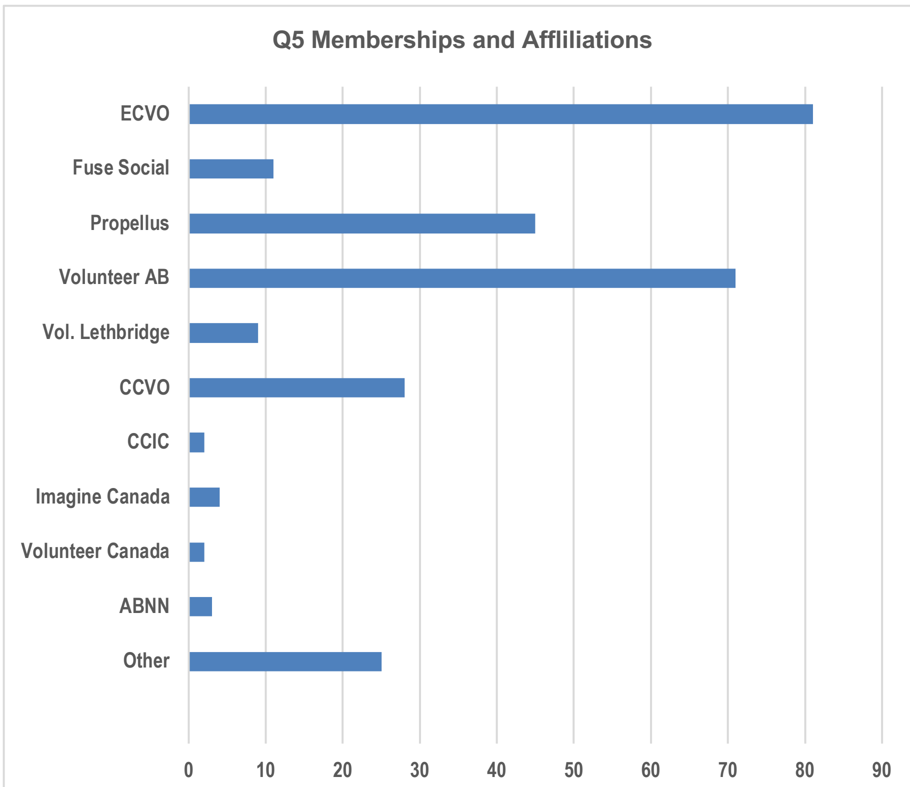
Responses to Q11 indicate that 55/27% of respondents can be said to serve all of Alberta, while 49/24% serve the Edmonton zone, and 40/20% serve the Calgary zone. Those in the North, South, and Central zones (34/17%) serve Alberta’s mid-sized cities and the towns, municipalities and rural areas of the province. The comparatively smaller 11/6% response in the “Other” category tended to represent the “overlap” between zones, or individual municipal entities.[4]



[4] The original responses to Q11 proved problematic as well, as 76/38% could not identify their service area with just one zone, and so chose “Other”. In reviewing the open-ended responses, a great many of the respondents indicated that they served the entire province of Alberta, western Canada in whole or in part, and Canada. We created new categories for “Alberta province-wide”, “Western Canada and NWT”, “Alberta and some national”, and “Canada”, which produced meaningful data for reporting and analysis purposes.

Q5: Affiliations or memberships

Alberta's nonprofits are widely and deeply connected. While they share many of the same memberships and affiliations, they also have connections into discrete organizations and communities, often related to the focus of their operational mandate or the community (or communities) they serve. The largest number of respondents, 81/40%, are Edmonton Chamber of Voluntary Organizations (ECVO) members, while 71/35% are Volunteer Alberta members. Another 45/22% are Propellus members and 28/14% are Calgary Chamber of Voluntary Organizations (CCVO) members.[5]



[5] In the original data, 156/77% of respondents selected "Other", indicating that they had memberships or affiliations beyond those offered as response options. As a result of reviewing the open-ended responses, we created five additional categories: "CCVO", "CCIC", "Imagine Canada", "Volunteer Canada", and "ABNN". The remaining 25/12% in the "Other" category represent a wide range of individual organizations, lending insight into the 'web' of networks and affiliations of which the nonprofits are a part.

IMPACT: COVID-19

OVERVIEW: When the earlier flash survey was conducted, the pronouncement of COVID-19 as a pandemic and the ensuing lock-down announcements were still relatively new, knowledge of the virus itself was still comparatively rudimentary, and nonprofits' experiences were also in early days. In that context, nonprofits might have been forgiven if they had been off the mark in predicting the impact on their people, operations, and services.

However, the results from this survey indicate that their assessment of their current and anticipated circumstances was quite accurate: their concerns remain largely the same these 10 weeks later, although the apparent significance of the impact has changed in some cases. As well, nonprofits are perhaps more realistic now as to how long their organizations may feel the effects of the pandemic, as it is now measured in years rather than weeks or months.

In March/April, nonprofits' most immediate concerns were the challenges of dealing with staff needing to work remotely, the disruption to services to clients, and adjusting in-person events to online platforms. These same three concerns remain top-of-mind 10 weeks later, but the order has changed: now, they are most concerned with adjusting in-person events to online platforms, addressing the challenges of staff having to work remotely, and dealing with the disruption of services to clients.

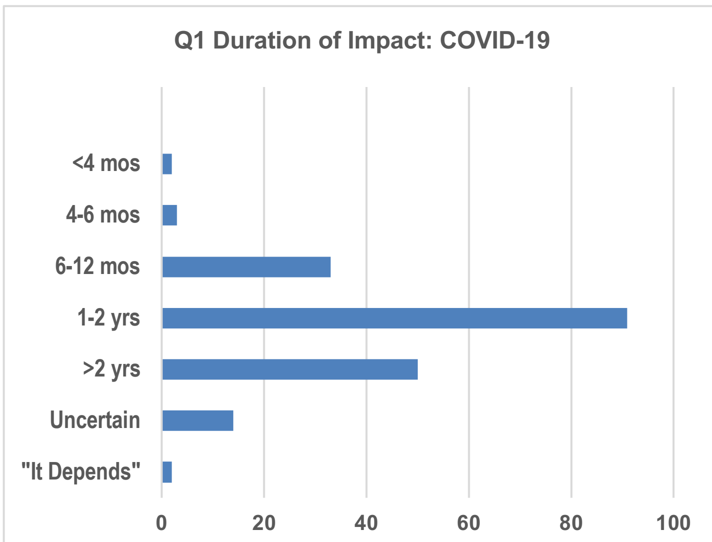
In looking ahead to what impacts they might anticipate, nonprofits were concerned most in March-April about low financial reserves, the potential increase in demand for services, and the reduction in staff hours due to budget constraints. Now, nonprofits are more concerned about increased demands for services. Adjusting in-person events to online platforms, and concerns about low financial reserves are still in the top three, but have changed in order of priority.

These concerns carry through in their estimation of the severity of the impact of these parameters on their ability to resume operations. They are most concerned about the availability of funding to support core organizational functions, operate programs and services, and their ability to fundraise and generate revenue from sales and fees. They are also concerned about how they will resource the implementation of any new OH&S or COVID-19-related protocols and guidelines.

HOW LONG WILL NONPROFITS BE AFFECTED?

Q1: Duration of impact

When nonprofits were asked the question regarding the expected duration of the COVID-19 impact in March-April, the duration was measured in months. In response to the current survey, nonprofits are now measuring the duration of the impact in years. Just ten weeks later, 91/45% of nonprofits are expecting to experience the impact of COVID-19 for one to two years. Another 50/25% are expecting the impact to continue for more than two years, and 33/16% expect to be affected for six months to a year.



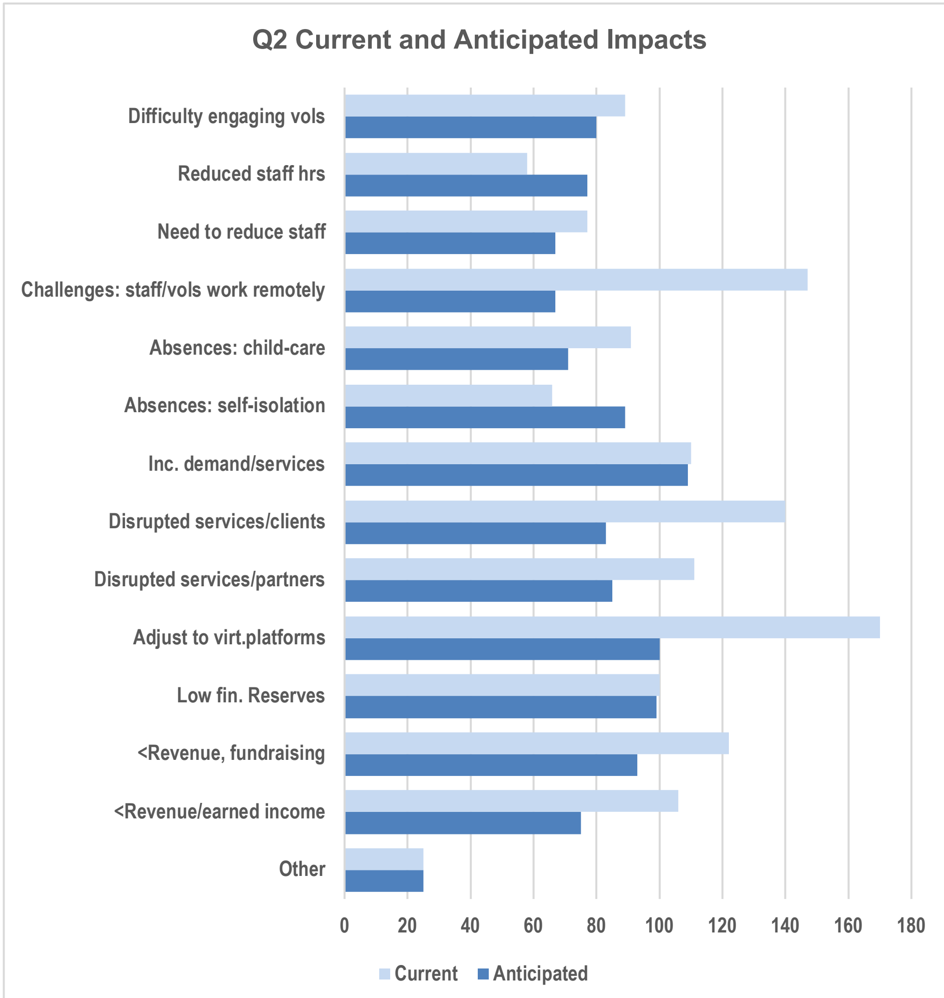
WHAT ARE THE CURRENT AND ANTICIPATED IMPACTS?

Q2: Current and anticipated impacts of COVID-10

As nonprofit organizations have had the benefit of several weeks to reassess the impact of the pandemic on their operations, 170/85% consider adjusting in-person events to virtual platforms as being their top concern. Challenges associated with dealing with staff who have to work remotely is a concern for 147/73%, and addressing the disruption of services to clients and communities is an issue for 140/70%.

As they look ahead, 109/54% respondents expect an increase in demand for services from their clients and communities, and 100/50% anticipate a greater need to adjust in-person events to virtual platforms. Essentially the same number, 99/49%, are concerned about low financial reserves.

Although “Other” responses in the Current and Anticipated response categories were low, respondents provided valuable insights in their open-ended comments, often drawing in references to decisions or actions to be made by others that will affect their own ability to respond.



Although the experiences of the smallest (in terms of budget) nonprofits track consistently along with others across the overall survey, the one notable exception is with respect to the difficulty of engaging volunteers. While in general, 89/44% of the nonprofits surveyed report current difficulties engaging volunteers, for the 29 nonprofits with budgets at $250 thousand or less, 66% report having difficulty engaging volunteers. They also anticipate continuing having difficulty engaging volunteers, as indicated by 16/55%. This compares to only 80/40% of respondents overall.

HOW SIGNIFICANT WILL THE IMPACTS BE?

Q3: Degree of positive or negative impact

Respondents were asked to rate the same parameters for the degree of impact on their operations. Perhaps not surprisingly, while there were some expectations of positive outcomes, the results skewed to the negative.

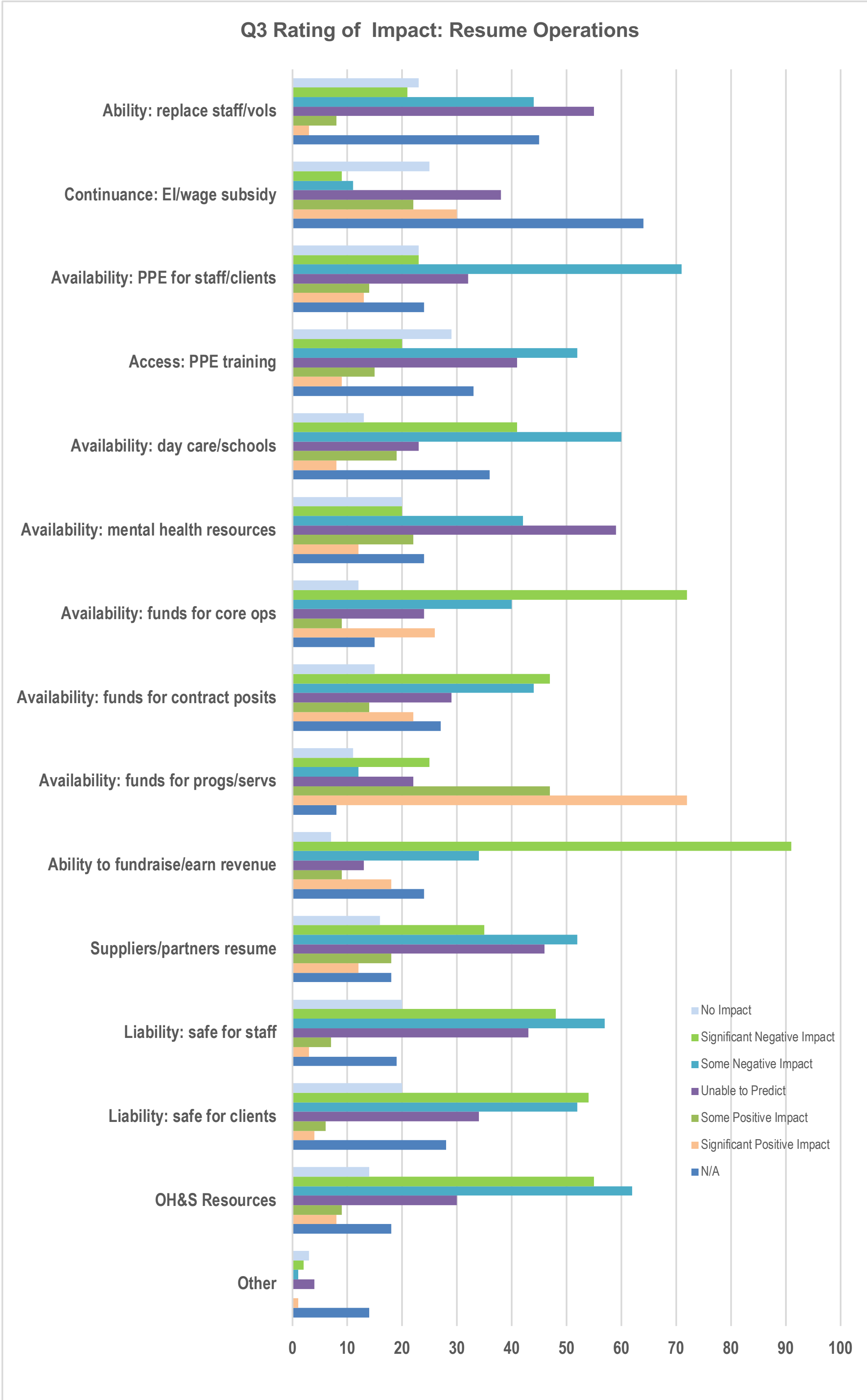
- **Negative Impacts**

The greatest concerns for nonprofits are for their ability to fundraise or earn revenue, access core organizational funding, and access funding to support programs and services. In the case of nonprofits' ability to fundraise, 91/45% expect significant negative impact. As well, 72/36% of respondents expect significant negative impact, both for their ability to access core funding and to access funding for programs and services.

When the responses to *some negative impact* or *significant negative impact* are taken together, the picture is much the same, although one additional parameter rises to the top three. Nonprofits' ability to fundraise or earn revenue from sales and fees is the top concern, as 125/72% expect *some* or *significant negative impact*. The availability of funding for programs and services is the next-greatest area of concern, as 119/59% expect *some* or *significant negative impact*. The third area of greatest concern is for the resourcing that may be needed to implement new OH&S or other COVID-19-related protocols, with 117/58% of respondents expecting *some* or *significant negative impact*. The availability of funding for core organizational functions is fourth among the parameters, with 112/56% of respondents expecting *some* or *significant negative impact*.

- **Positive Impacts**

And yet, there is hope. The numbers are much smaller, but some respondents could see two of the same parameters having *some,* or even *significant positive impact* on their ability to resume operations. With regard to the availability of funding for programs and services, 37/18% are expecting *some* or *significant positive impact*. Similarly, 35/23% respondents are expecting that availability of funding for core organizational functions will have *some* or *significant positive impact* on their ability to resume operations. Another 30/15% are expecting *some* or *significant positive impact* from the resumption of services provided by suppliers.


Q3 Rating of Impact: Resume Operations
Ability: replace staff/vols
Continuance: EI/wage subsidy
Availability: PPE for staff/clients
Access: PPE training
Availability: day care/schools
Availability: mental health resources
Availability: funds for core ops
Availability: funds for contract posits
Availability: funds for progs/servs
Ability to fundraise/earn revenue
Suppliers/partners resume
Liability: safe for staff
Liability: safe for clients
OH&S Resources
Other
0 10 20 30 40 50 60 70 80 90 100
No Impact
Significant Negative Impact
Some Negative Impact
Unable to Predict
Some Positive Impact
Significant Positive Impact
N/A

The nature of the responses in the *unable to predict impact* category is worthy of comment as well. In several cases, the number of respondents indicating their inability to predict the impact of a particular parameter is higher than the positive or negative responses. For example, 59/30% of respondents indicated they felt *unable to predict the impact* of the availability of mental health resources for staff and volunteers. (This response may or may not reflect their inability to know what staff or volunteers might need in the way of support at this time; this was not tested.) Similarly, 55/27% of respondents felt *unable to predict the impact* of their ability to replace staff or volunteers who were let go or who have left. Another 46/23% felt *unable to predict the impact* of the resumption of services provided by suppliers, and 43/21% felt *unable to predict the impact* of potential liability issues that might arise from trying to create safe workplaces for staff and volunteers.

These responses seem reasonable, since the parameters themselves truly represent unknowns. Nonprofits won't know the impact of trying to replace staff and volunteers until they actually do it, nor will they know what the demand will be for mental health resources until staff and volunteers express the need. In some cases, the strong response levels reflect the fact that nonprofits cannot completely control the potential impacts of all of the parameters: the impact will only be felt once other actors (suppliers, funders, governments, schools…) take decisions and actions of their own.

ABNN can expect these numbers to continually change as nonprofits discover the reality of the impacts through direct experience. The open-ended comments in response to this question, though few, also provide insight into their realities, and how their judgement around impact will largely depend on how these parameters play out, including situations that arise and which at this point cannot be foreseen.

FINANCIAL IMPACT

OVERVIEW: The responses to the finance-related questions paint a grim picture of the financial realities for nonprofits. A majority are expecting at least some decrease, and in many cases, a significant decrease in overall revenues, regardless of source. Most are expecting decreases in donations from private individuals and corporations. Many are also expecting to see decreases in funding from the various levels of government, particularly at the provincial level. Fewer are expecting decreases in funding from foundations and funders such as the United Way, but decreases from these sources are in any case still being expected as well. A majority are also expecting decreases in revenue they are able to generate independently through sales or fees.

GRANTS OR FUNDING FROM GOVERNMENT SOURCES

Q4: Financial impacts and changes to current funding sources

GOVERNMENT SOURCES

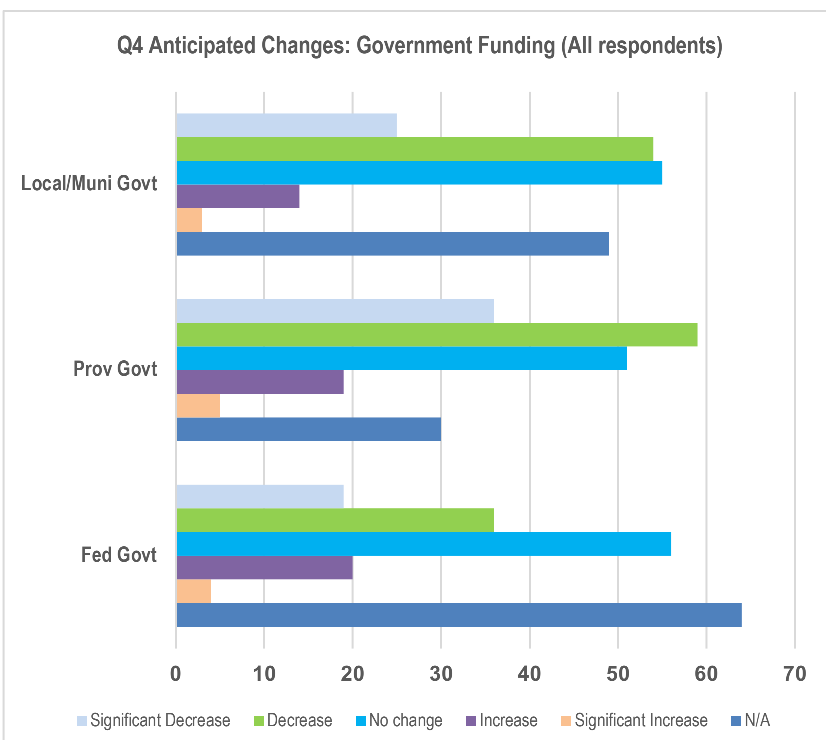
Regardless of which level of government provides funding, nonprofits are expecting significant decreases, and are expecting the greatest decline to come from the provincial level. With respect to funding provided by local or municipal governments, 79/39% of all respondents are expecting *some* or *a significant decrease* in funding. With respect to funding provided by the provincial government, 95/47% of all respondents are expecting *some* or *a significant decrease* in funding. With respect to funding provided by the federal government, 55/28% of all respondents are expecting *some* or *a significant decrease* in funding.

However, these aggregate results mask the more negative expectations reported by the smaller nonprofits, those defined in this study as having annual operating budgets of less than $250 thousand. The numbers are small: just 29 respondents fell into this category. The trend, however, is unmistakable: compared to the overall pool of respondents, a larger proportion of the small nonprofits expect to be negatively affected by reductions in funding from all three levels of government.

With regard to funding provided by local/municipal governments, 18 of the 29, 62% of the small nonprofits, expect *some* or *a significant decrease.* This is substantially higher than the 39% of the 201 respondents overall. With regard to funding from the provincial government, 15 of the 29, or 52%, expect *some* or *a significant decrease.* Although the difference between the expectations of the small nonprofits and those of the total pool of respondents is less dramatic here, the fact remains that the loss of funding from the province is of greater concern among the small organizations. With regard to funding provided by the federal government, 14 of the 29, or 49% of the small nonprofits expect *some* or *a significant decrease*. Again, this result shows that the decrease in funding from the federal government is of much greater concern to the small organizations than their larger cousins.

Clearly, while most nonprofits are expecting decreases in some measure, it is also important to note that some expect no change to funding from government sources. At the local/municipal level, 55/27% expect no change. At the provincial level, 51/25% expect no change. And at the federal level, 56/28% expect no change. Small numbers in the range of 8% to 12% expect increases to funding from government sources.

It is also important to note the larger numbers or respondents indicating that changes to government funding are “not applicable” to them. The question itself proposes that all nonprofits access government funding, when not all do, and for a variety of reasons. Some may not qualify, again, for a variety of reasons, while others choose not to access it. Intended as a quick ‘pulse check’, this survey did not capture that next-level information that a more comprehensive survey might have done.

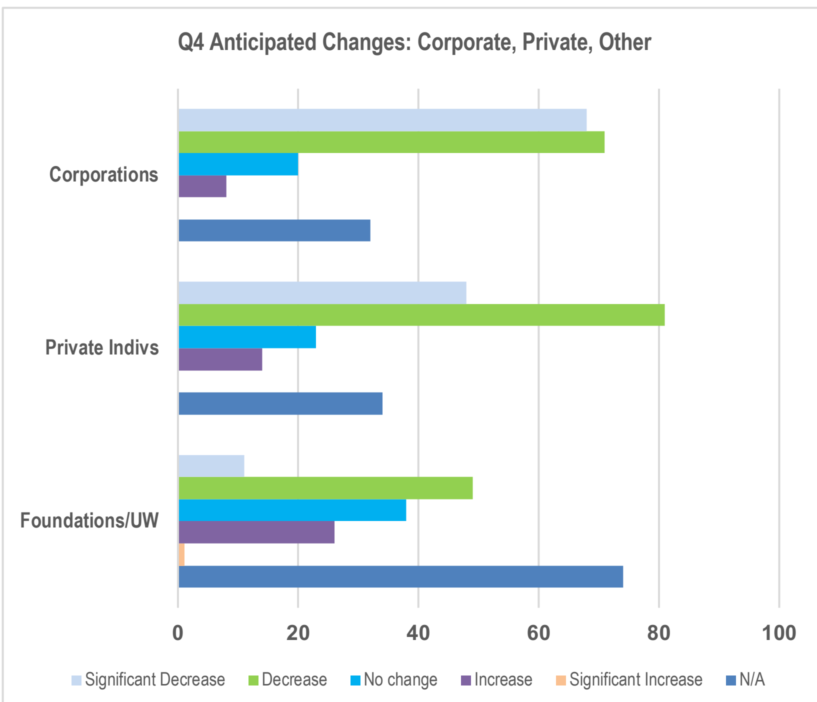


CORPORATE, PRIVATE, AND OTHER FUNDING SOURCES

CORPORATE, PRIVATE, AND OTHER FUNDING SOURCES

Nonprofits are far more concerned about what may happen to corporate or private donations and funding sources. A majority of respondents are particularly concerned about corporate donations, as 139/70% (76% among the smallest nonprofits) expect *some* or *a significant* decrease in these sources of funding. Another 129/64% (76% among the smallest nonprofits) expect *some* or *a significant decrease* in donations from private individuals. A further 60/30% (31% among the smallest nonprofits) expect *some* or *a significant decrease* in funding from foundations and funders such as the United Way.

Some expect no change in funding from these sources, but in much smaller numbers, as 20/10% expect no change in corporate donations, 23/22% expect no change in donations from private individuals, and 38/19% expect no change in funding from foundations and funders such as the United Way.



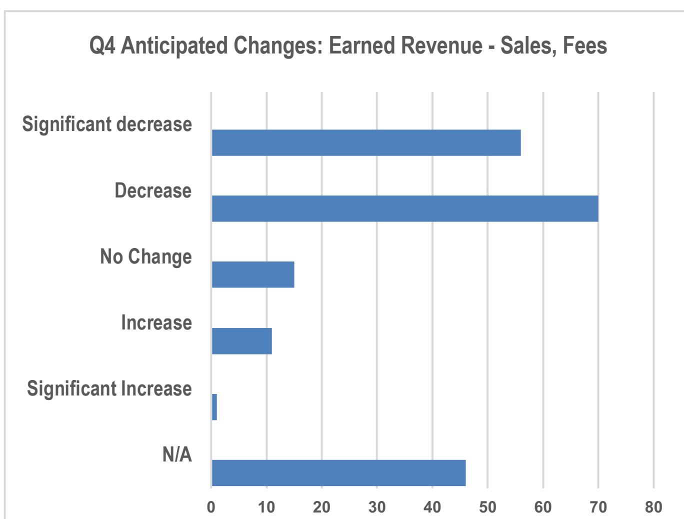
EARNED REVENUE FROM SALES AND FEES

EARNED REVENUE: SALES AND FEES

Earned revenue from sales or fees is one of the ways in which nonprofits can develop independent revenue streams. In theory, nonprofits should be able to generate a certain level of stable income that is within their control, even if they still rely on other sources for the majority of their operating budget. However, if the operations from which they generate these revenues have also been disrupted due to the pandemic, then these revenue streams may also be compromised.

Of all respondents, 126/63% indicated they expect *some* or *a significant decrease* in earned revenue from sales or fees. Another 15/8% expected no change, while 12/6% expected an *increase* or *significant increase* to these revenues.

The response from the small nonprofits indicates a higher level of concern, as 20 of the 29, 70%, indicated that they expect *some* or *a significant decrease* in earned revenue from sales or fees. Some small nonprofits will have no ability to create revenue streams, however; expectations of "decreases" (or increases for that matter) is, for them, academic. These nonprofits may account for the 7 of 29 (24%) who indicated that the question of expectations around earned revenue from sales and fees, was "not applicable".



IMPORTANCE OF EXTERNAL FUNDING SOURCES: GOVERNMENT, CORPORATE, INDIVIDUALS

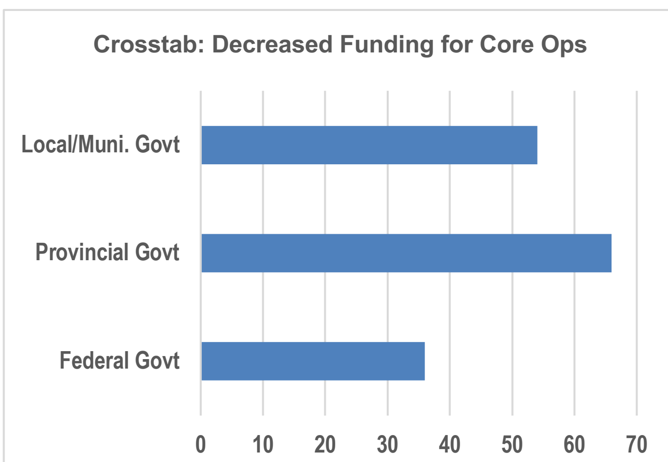
OVERALL REVENUE, REGARDLESS OF SOURCE

Regardless of revenue source, 159/79% respondents indicated that they expect *some* or *a significant decrease* in their overall revenue. However, ***this increases to 90%*** (26/29) of the smallest nonprofits. Since this survey was intended as a 'pulse check', it did not probe more deeply to capture the composition, or proportional contribution of each type of revenue to nonprofits' overall operating budgets.

However, we explored respondents' concerns about the availability of funding for core functions and availability of funding for programs and services in the context of their expectations for decreases in funding from government, corporations, and individuals.

AVAILABILITY: Funding for core ops: government

Crosstabulations indicate that, of the 111/55%[6] respondents expecting *some* or *a significant decrease* in the availability of funding for core operations, 55/49% expect *some* or *a significant decrease* in funding from local/municipal governments, 60/54% expect *some* or *a significant decrease* in funding from the provincial government, and 35/32% expect *some* or *a significant decrease* in funding from the federal government.

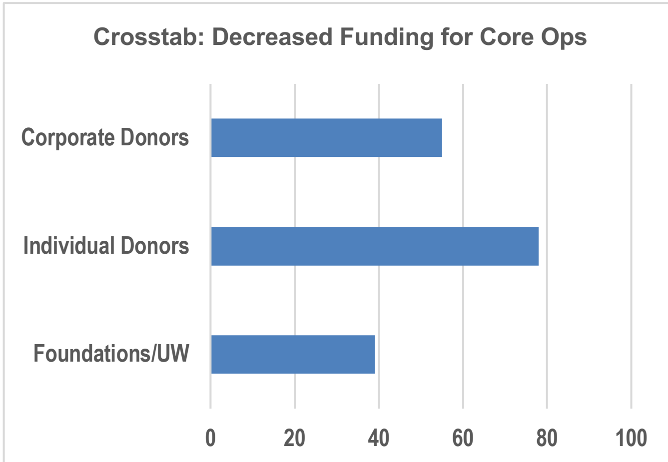


AVAILABILITY: Funding for core ops: corporations, individuals, foundations

There is far greater concern about decreases in funding coming from corporate and individual donors, however, as 86/77% expect *some* or *a significant decrease* in corporate donations, and 78/70% expect *some* or *a significant decrease* in donations from private individuals. Another

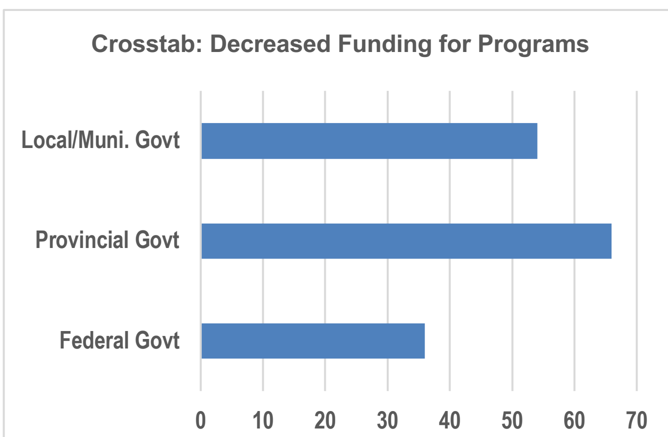
[6] Although 112 respondents responded to Q3G, (expecting *some* or *a significant decrease* in the availability of funding for core operations), one individual did not respond to Q4, reducing the total number of qualified respondents in the crosstabulation pool by one to 111.

39/35% expect *some* or *a significant decrease* in donations from foundations or funders such as the United Way.



AVAILABILITY: Funding for progs/services: government

Crosstabulations indicate that of the 118/59%[7] respondents expecting *some* or *a significant decrease* in the availability of funding for programs and services, 54/46% expect *some* or *a significant decrease* in funding from local/municipal governments, 66/56% expect *some* or *a significant decrease* in funding from the provincial government, and 36/31% expect *some* or *a significant decrease* in funding from the federal government.

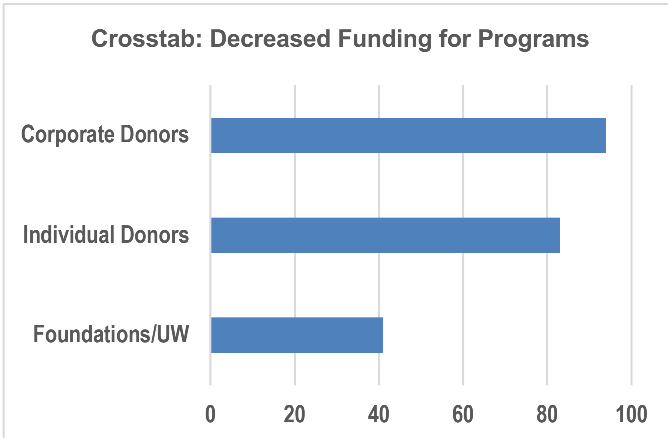


AVAILABILITY: Funding for progs/services: corporations, individuals, foundations

In keeping with the results regarding funding for core operations, there is far greater concern about decreases in funding for programs and services from corporate and individual donors, as 94/80% expect *some* or *a significant decrease* in corporate donations, and 83/70% expect *some* or

[7] Although 119 respondents responded to Q3G, (expecting *some* or *a significant decrease* in the availability of funding for core operations), one individual did not respond to Q4, reducing the total number of qualified respondents in the crosstabulation pool by one to 118.

a significant decrease in donations from private individuals. Another 41/35% expect *some* or *a significant decrease* in donations from foundations or funders such as the United Way. Changes in funding levels from foundations or the United Way was “not applicable” for 11/38% of the 29 small nonprofits.



Conclusions and Recommendations

The refreshed view of the environment for nonprofits in Alberta, as represented by the results of this survey, is one of a continually-evolving landscape. Although the list of top concerns may be relatively short – adjusting to online platforms, staff working remotely, disruptions to client services, low financial reserves – nonprofits are managing their response in the context of other conditions which are also fluid: increases in demands for service, new OH&S guidelines and protocols for safe workplace and service delivery, and the need for services from suppliers and partners who are also finding their own path to recovery.

Perhaps the most important aspect of the conditions in which nonprofts find themselves is that recovery is a dance of interdependencies. They cannot simply make an independent decision to bring back staff and volunteers and begin offering their services again: a host of decisions and actions owned by others can delay, defer or potentially derail their own plans. Staff and volunteers may not be able to return unless childcare is available again, or schools are back. Clients may or may not come back, depending on their perception of the safety of the space where they can receive service. Governments (implying politicians, administrators, and health authorities at a minimum) will prescribe protocols ranging from when they will be allowed to operate again, to the conditions they will have to meet to do so. Some, if not most, of these may involve changes to workplaces, service delivery spaces, and OH&S protocols, some or all of which may well involve significant costs. Meanwhile, nonprofits have every expectation that funding in one form or another will decrease, introducing another, most critical element over which nonprofits have limited control. The pandemic has served to make visible many of these relationships which may otherwise have gone unrecognized, or unappreciated for their impact and significance.

When the earlier flash survey results and these results are considered together, ABNN has a body of information that it can use to guide its response. We offer the following recommendations.

MEASURING AND MONITORING

RECOMMENDATION: Continue conducting pulse checks every two to three months.

By conducting frequent pulse check surveys, ABNN can build a valuable repository of information around a consistent set of parameters related to *response and recovery*, and also capture new and emerging issues as they arise. Research of this type is difficult and time-consuming for any individual non-profit to conduct on its own, and in fact, has limited value unless it can be broadly shared. In this way, ABNN is well-positioned to play a leadership role in conducting sector-wide research that is important and relevant to a range of stakeholders within and outside the sector. For itself, ABNN gains credibility as a sector leader when it conducts these surveys, and the nature of pulse check data enables ABNN to be nimble as a sector facilitator of sharing and collaboration by hosting events such as the June 23 gathering. When ABNN shares this information or uses it to engage the sector in other collaborative activities, the sector itself stands to gain exponentially. Individual nonprofits gain capacity from access to information they would otherwise not be able to generate, and the sector gains resiliency when members collectively find solutions to common challenges.

RESPONSE AND RECOVERY

RECOMMENDATION: Conduct a more comprehensive study of organizational impact and recovery in six months to a year, and periodically as nonprofits continue to report themselves to be in recovery.

Thought leaders everywhere expect that there will be other pandemics in our lifetime – and additional waves of COVID-19 before a vaccine is found. ABNN can continue aggregating data and information about the process of reaction, response, and recovery that will contribute to a body of knowledge – in Alberta at least – that will help the sector be prepared for “next time”. This is another major opportunity for ABNN to provide leadership, as ABNN could sponsor workshops, networking, and information-sharing around preparedness, and help individual nonprofits, as well as the sector more generally, become more resilient. However, the power of the research will be best-realized when nonprofits have access to a rich repository of current, quality data upon which to base their own decisions and actions – knowing that others in the sector are doing the same, and on the basis of the same information.

RECOMMENDATION: Conduct complimentary research with governments, corporate donors, foundations, and other funders.

Research results such as those produced by this survey are, in some ways, less about the narrow experience of nonprofits during the pandemic, and more about the vital nature of the nonprofit sector to civil society – and its precarity when funding itself comes under pressure unpredictably.

For example, it would be valuable to understand the composition of nonprofits' budgets so as to know whether the predicted decreases in their various funding sources stand to destabilize nonprofits, or otherwise threaten their viability. It would also be valuable to understand the circumstances of those in the "not applicable" response categories in this study to gain insight into the relative importance of the various sources of funding to nonprofits of various sizes. There is the prospect that this information would be as valuable to funders as it would be to ABNN and policy-makers more generally, at a minimum to assess whether there is parity in what is needed by sector organizations and what is being funded.

As well, more needs to be learned about the experience of funding organizations and institutions during the pandemic, and their view of the future for the nonprofit sector overall.

RECOMMENDATION: Develop a narrative archive of the adaptations nonprofits have made to their operations and services in order to document both the impact of the pandemic on nonprofits, and their response/recovery to it.

The results of the research reveal that nonprofits have had to make significant adjustments to their operations and models of service delivery. Many have had to move to online platforms, introduce new communication tools, become innovative in developing new service models, or create new approaches to support staff, volunteers, and service users. But what are the stories? What are the actual experiences which could be shared, and which could promote learning and resilience across the sector? It is important that this information be collected as soon as possible, while nonprofits are still moving through the response and recovery stage, as many key decision points or learning moments will be lost with the passage of time.

RECOMMENDATION: Conduct a targeted study into the experience of service users before, during, and after the pandemic.

As ABNN (and others) assemble the body of research demonstrating the sector's contribution to society and the economy, the focus is often on the work of the non-profit organizations themselves, and too little is done to capture the impact of that work, since this form of research can be difficult. However, because the "before-and-after" experiences are so recent and so immediate, the pandemic offers an opportunity to conduct research into the impact on a spectrum of nonprofits' clients and service users to learn how their lives were affected by reductions (or cessation) of the services they use. This represents an opportunity to gain "real-life" insights into the impact of nonprofit work. While these insights would have value in informing ABNN's advocacy program, participating nonprofits would also benefit from having access to information that would help them make individual decisions about the provision of service, and promote collaboration between them to the same end.

ADVOCACY, VALUE/IMPACT

RECOMMENDATION: Develop an advocacy plan based on ABNN's growing body of knowledge and information about the sector's importance to civil society.

As ABNN gathers information about the impact of the sector and its place in society, ABNN can develop an advocacy plan that includes corporations, foundations and funders, governments, and other institutions as stakeholder audiences. Data arising from nonprofits' pandemic experience can lend insight into what happens, not just to the nonprofits, but to their clients and communities when their services become unavailable.

In a similar vein, this is a capital moment for ABNN to capture and use information related to nonprofits' experience during the pandemic to articulate the value and impact of the nonprofit sector. When shared with sector members, the information would enable individual nonprofits to develop their own advocacy and communication plans that would be consistent with others across the sector.

ENGAGEMENT

RECOMMENDATION: Use pulse survey and other research results as the catalyst for dialog and discussion with a wide range of stakeholders, including ABNN members, others in the sector, governments, corporate and individual donors, foundations, and other funders.

The sharing of the highlights of this research with participants at the June 23 gathering marks the beginning of the discussion regarding *response and recovery*, not the end. There are many aspects to the findings that are likely to promote dialog and discussion in the days and weeks to come, and this is exactly what should happen. ABNN can expect that many stakeholders will find the results thought-provoking and stimulating, and to the extent that they also find them valuable, they will look to ABNN for more.

APPENDIX A

ABNN Gathering: Response to Recovery Pulse Survey

1. About this survey...

Over the past months, nonprofits across the province have been challenged with the impacts of the COVID-19 pandemic and economic downturn. This survey is a pulse check to help Alberta Nonprofit Network (ABNN), the sector and sector partners better understand the needs and concerns of Alberta's nonprofits and charities. It will also help guide the dialogue during the ABNN Gathering: Response to Recovery on June 23.

The information gathered through the Pulse Check and through the Response to Recovery dialogue will be used to inform ABNN's priorities in the five areas of focus already identified by the sector: Data, Government Relations, Regional Engagement, Value and Impact, and Workforce Development. We will share the results with the sector, government partners, the Premier's Council on Charities and funders to support ongoing dialogue.

The survey is being conducted for ABNN by a third-party consulting company, Key Concepts Ltd. Your participation is voluntary, and your confidentiality and anonymity are assured. The results will be reported to ABNN in the form of a summary report. If you have any technical questions about the survey or encounter problems while you complete it, please contact the research consultant, Elaine Dixson at edixson@keyconcepts.ca or (403) 225-2203.

PLEASE COMPLETE THIS SURVEY BY MIDNIGHT, JUNE 16.

There are just 12 questions: the survey should take 5 to 10 minutes of your time. Please allow yourself time to complete it as you will not be able to save a partial response.

1. How long do you anticipate your organization will have to deal with the impacts of COVID-19?

- 2 Less than four months
- 3 Four to six months
- 33 Six months to a year
- 91 One to two years
- 50 More than two years
- 14 Uncertain
- 8 Please comment if "it depends" because of unique circumstances you are in.

2. What are the **CURRENT** and **ANTICIPATED** impacts of COVID-19 on your organization? (Select BOTH current and anticipated, if applicable)

	Current impact	Anticipated impact	No impact	Not Applicable/Relevant
Difficulty engaging volunteers	89	80	39	32
Reduced hours for staff due to budget constraints	58	77	66	19
The need to reduce staffing levels	77	67	63	18
Challenges related to staff and volunteers needing to work remotely	147	67	26	9
Absences due to childcare requirements such as daycare and school closures	91	71	45	30
Absences due to voluntary self-isolation or caring for a loved one due to COVID-19	66	89	50	21
Increased demand for services/support from clients and communities	110	109	26	17
Disruption of services to clients/communities	140	83	25	12
Disruption of supplies or services provided by partners	111	85	35	21
Adjusting in-person events to virtual platforms	170	100	6	5
Concern over low financial reserves	100	99	29	12
Reduced revenue from fundraising (e.g., cancelled events, donations)	122	93	13	21
Reduced revenue from earned income (e.g., sales or fees)	106	75	21	41
Other	25	6	3	14

Other (please specify)

3. Please **RATE** the impact of each of the following on your ability to resume operations, even if your operations will be different from how they were prior to the shut-down.

	No impact	Significant NEGATIVE impact	Some NEGATIVE impact	Unable to predict impact	Some POSITIVE impact	Significant POSITIVE impact	Not Applicable/Relevant
Ability to replace staff/volunteers who were let go or who have left	23	21	44	55	8	3	45
Continuance of EI/wage subsidy support	25	9	11	38	22	30	64
Availability of personal protective equipment (PPE) for staff/volunteers OR clients/customers/users	23	23	71	32	14	13	24
Access to training or resources (time, money) in the use of personal protective equipment (PPE) for staff/volunteers	29	20	52	41	15	9	33
Availability of day care or the reopening of schools for the children of staff/volunteers OR clients/customers/service users	13	41	60	23	19	8	36
Availability of counselling or other mental health resources for staff/volunteers	20	20	42	59	22	12	24
Availability of funding for core organizational functions	12	72	40	24	9	26	15
Availability of funding for contract positions	15	47	44	29	14	22	27
Availability of funding for programs and services	8	72	47	22	12	25	11
Ability to fundraise or earn revenue from sales or fees	7	91	34	13	9	18	24
Resumption of services and supports provided by suppliers/partners	16	35	52	46	18	12	18
Potential liability issues arising from the need to create a safe workplace for staff/volunteers	20	48	57	43	7	3	19

	No impact	Significant NEGATIVE impact	Some NEGATIVE impact	Unable to predict impact	Some POSITIVE impact	Significant POSITIVE impact	Not Applicable/Relevant
Potential liability issues arising from the need to create a safe space for clients/customers/service users	20	54	52	34	6	4	28
Resourcing to implement new OH&S or other COVID-19-related protocols or guidance (people, time, money)	14	55	62	30	9	8	18
Other	3	2	1	4	0	1	14

Other (please specify)

4. As you consider your organization's financial situation for the remainder of 2020, do you anticipate any changes to your current sources of funding?

	Significant decrease	Decrease	No change	Increase	Significant increase	N/A
Grants or funding from local/municipal government	25	54	55	14	3	49
Grants or funding from the provincial government	36	59	51	19	5	30
Grants or funding from the federal government	19	36	56	20	4	64
Donations or funding from corporations	68	71	20	8	0	32
Donations from private individuals	48	81	23	14	0	34
Grants or funding from foundations or the United Way	11	49	38	26	1	74
Earned revenue from sales or fees	56	70	15	11	1	46
Overall revenue, regardless of individual sources	68	91	14	14	0	11

(please specify)

5. Are you affiliated with, or do you hold a membership with any of the following organizations? (Select all that apply.)

- 81 Edmonton Chamber of Voluntary Organizations
- 71 Volunteer Alberta
- 11 Fuse Social
- 9 Volunteer Lethbridge
- 45 Propellus
- 46 Other (please specify)

6. Which of the following sub-sector classifications most accurately fits your organization?

7. If your mandate includes service or program delivery, what c81nmunities does your organization serve?

8. What is your organization's annual operating budget?

- 29 Less than $250,000
- 61 More than $1,000,000 but less than $5,000,000
- 30 More than $250,000 but less than $500,000
- 40 More than $5,000,000
- 36 More than $500,000 but less than $1,000,000

9. How many paid staff does your organization employ?

- 11 None
- 13 100-249
- 116 1-19
- 6 250-499
- 27 20-49
- 11 500+
- 16 50-99

10. How many volunteers does your organization routinely engage in conducting day-to-day operations?

- 34 We don't engage volunteers
- 15 100-249
- 67 1-19
- 13 250-499
- 19 20-49
- 14 500+
- 22 50-99
- 16 Please tell us how you use volunteers, and approximate numbers:

11. What geographic area does your organization serve?

- 40 Calgary zone
- 12 North zone
- 49 Edmonton zone
- 10 South zone
- 12 Central zone

12. What is your role within the organization?

- 113 CEO, Executive Director or equivalent
- 19 Staff member
- 48 Leadership or management team
- 0 Volunteer
- 17 Board member
- 2 Other (please specify)

APPENDIX B

ABNN *RESPONSE TO RECOVERY* PULSE CHECK SURVEY

OPEN-ENDED COMMENTS

Q1 – DURATION OF IMPACT - "It Depends…"

- Because we are a coordinating body, we may have to assist with the fall out of COVID and how the impact reshapes the future of our sector.
- It depends if phase 3 launches before September where provincial and national sporting events can occur. If they can't then one-two years.
- This [sic] impacts depend on the length of time it will take for COVID to see a vaccine, and then we may need to manage our programs to the most vulnerable populations through that transition period as well.
- As an affordable housing provider who (in part) serves low-income seniors through Lodge accommodations, we are especially vulnerable to future waves of infection impacting our operations and service models.
- We connect volunteers to the 76 "partner" organizations we work with. A lot of our operation depends on how these organizations will move forward with their programs, what their volunteer requirements will be, training volunteers for virtual opportunities, and bringing our own service delivery up to speed to meet their requirements. We still feel uncertain how long this will take.
- It depends & it is uncertain at this time. We are unsure how long there will be restrictions that limit our ability to return to the workplace and we are unsure how long the economic impacts will stay with us. At minimum we see impact well into 2021.
- It will depend on the decision of the Government of Alberta as to when the Seniors' Centre will reopen.
- Some of our work involved face to face engagement uncertainty about funding cuts

Q2 – CURRENT AND ANTICIPATED IMPACTS - Other

- Loss of momentum. Most of our members and volunteers are seniors. Seniors have more restrictions on going out in public than younger people have.
- We've gotten busier - staff are working at capacity, and I'm concerned we cannot maintain this pace, but may need to as schools consider re-entry challenges in the fall, and parents need support.
- The last two questions are not our reality but many of our membership organizations experience that.
- Anticipated - loss of Provincial Championship curling season

- We are experiencing difficulty planning conference or in person forums. It is hard to plan around anticipated openings for cross provincial campaign.

- Increase in safety protocols mean increase in staffing hours and needs

- Paid contracted instructors not all comfortable moving to online instruction and new costs to train those who are learning to move online.

- Waiting for the storm that is about to happen. Covid has made it difficult for victims of DV to escape.

- We cannot access our office space as we work out of City offices and they are closed. This has made it difficult to maintain the work we are able to do during this situation.

- Additional staff burden dealing with cleaning and distancing protocols.

- Reduced government community grants - esp. CIP, multicultural fund

- Reduced corporate sponsorship

- Rental income, newsletter advertising income, AGLC casino funding to be delayed by backlog of charities

- Increased sick days for mental health reasons

- Morale and joy for the job

- Our work is very much affected by what happens in the larger scope of things ie when schools reopen, when community centres reopen,what the greatest needs will be for those we serve moving forward. Most importantly, how like minded organizations might be willing to work together to address the social determinants of health.

- In a seniors environment, not all have or want access to virtual platforms

- We were mainly remote to begin with, which has reduced the amount this affects us. However, lots of our partners were not remote.

- Resident wellness in lodges negatively impacted by outbreak prevention practices.

- Mental health impacts, burnout

- We cannot underestimate the impact of lack of childcare on the non profit sector, as it relates to gender and equal pay.

- Additional time and resources to do the birthing and midwifery needed to understand what's growing and deliver change. with line budgets where might this "admin" come from? (i use the term admin to suggest how much real work gets sidelined into that nebulous stranglehold of a word)

- Reduced donation from our sole corporate donor.

- Grants are reduced or pledged for front line charities
- Unable to help members who have mobility issues.
- Concern that government will claw back money...
- Barriers clients are facing, and will continue to face, with virtual (online) counselling - lack of appropriate space, computer, internet, etc.
- Since we are an agency focusing on employment opportunities for people with disabilities, we anticipate decreased demand for the hiring of people with disabilities.
- Reduced government funding
- A disappearing membership base due to layoffs

Q3 – RATE IMPACT ON RESUMPTION OF OPERATIONS - Other

- Future because of COVID-19
- Funding for operations and ability to fundraise are most significant issues
- I did not know if you meant "if we had this what would the impact be" or to answer pending whether we anticipate actually having access to it or not.
- We are a corporate foundation and our company is managing most of the resourcing, costs, liability issues, etc. related to protecting employees and employee volunteers in the workplace. However, we may face some issues with our community partners - unclear at this time.
- New technology costs and staff training needed to continue services virtually
- We are seeing a lot of shifts in the ability of agencies to take on socially innovative solutions that will drive inclusion in the future because of COVID-19.

Q4 – CURRENT SOURCES OF FUNDING - Other

- Future past this year is more uncertain than the current year.
- Depends if we can have a curling season or not. The above is if we can't but will see a decrease in funding even if we can have a season.
- We will be most impacted by the change to the Casino dates. This will impact the revenue we receive in 2021 due to changes to casino dates from 2020. It may even delay our casino funding to 2022. This will have a significant impact on our organization’s finances and will create real challenges.
- Reduced corporate funding budgets
- Investments are down significantly

- Searching out new funding - not sure how that will go!

- Currently financially secure thanks to late confirmation of Provincial Grants and bridge funding from CEWS. Anticipate further cuts in the coming year from all levels of govt as we struggle to regain the loss to to expenditures during pandemic coupled with economic downturn.

- I put no change - but this isn't exactly true. There is an increase in funding in some respects but not in the areas that we originally anticipated or needed. So there is still a shift even if there is an increase, and for many organizations, mission drift!

- We are also preparing for a potential decrease in 2021 or at minimum staying flat to reduced 2020 budgets.

- Significant staff layoffs, reduced hours of service and less resources available

- Membership renewals have decreased significantly.

Q5 – MEMBERSHIPS AND AFFILIATIONS - Other

- We are affiliated with the Stephen Lewis Foundation

- We have provided donations to most of the above.

Individual mentions:

- VMPC
- AAISA
- Charity Village
- ACCPA
- AHS Health Care Foundations
- Alberta Environment Network
- Alberta Restorative Justice Assn.
- AB Srs Comm'ty & Housing Assn.
- Calgary Chamber of Commerce
- Travel Alberta
- ESCC is also a membership org.
- Okotoks Comm'ty Wellness & Vol
- The Circle on Philanthropy
- Wood Buffalo Funders Group
- ANPHA
- CCEDNet
- Action Dignity member
- AFP
- ALIGN
- AHVNA
- CSAE
- AB Pub Housing Admin. Assn.
- Calgary Economic Development
- Community Learning Network
- FCSSAA
- TAL
- Volunteer Central

Q6 – SUB-SECTOR CLASSIFICATIONS - Other

- Advocacy and community education

- Association

- Multi Sector classifications due to our footprint in the province and the services we provide on an ongoing basis

- Non Profit, Community service
- Social innovation – most closely with capacity building but it’s a small part of the work
- Social networking and information/education

Q7 – COMMUNITIES SERVED - Other

- A broad range of demographics
- Adult learning providers (PD and training)
- All except rural communities
- Artists
- Caregivers
- Charitable organizations, youth
- Child care for families and children
- Children and youth, athletes, newcomers, people living with disabilities
- Community building
- Community environmental groups
- Diverse – serve people and families, newcomers, etc.
- Domestic violence treatment
- Faith community
- Food banks
- Non-profit sector, indigenous people, ENGOs, youth, post-secondary institutions and more (our funding priorities are Indigenous People, Community Resilience, and Energy Future)
- Organizations and community hubs
- Persons living with dementia, their carers and families across Alberta and NWT
- Post-secondary students
- Provincial nonprofits
- Social Profits

- Support leaders in non-profit organizations
- The school councils comprised (in part) of the parents of children/youth enrolled in public, separate, and charter schools
- Volunteers
- We are an association for organizations supporting individuals with disabilities. We do not serve individuals directly.
- Women and children impacted by domestic violence
- Youth and seniors, urban and rural Alberta
- Youth and specific neighborhoods

Q 10 – VOLUNTEERS - How do you use volunteers?

- Board Members
- Year round-board, committees & events. During campaign-drivers, doation sorting & preparation
- Workplace and community events
- All program areas, 3000+
- Program specific - 75-year
- Volunteers contribute the equivalent of 90 FTE annually
- Varies on what time of season. During November/December 800
- Currently, our day to day operations has focussed on providing emergency support to residents in need. We currently have just under 400 volunteers, on average 10 to 12 are working on a given day.
- Use volunteers for special events, approximately 15/year
- We provide information, education, and resources for the 52,000 volunteers involved with our membership.
- We don't directly engage volunteers in our foundation however Suncor employees volunteer year-round
- Public libraries rely on hundreds of volunteers across AB
- Volunteers are for special events and fundraisers. Typically 1-20 individuals required
- Volunteers are the first point of contact for our two Crisis Lines - one that is a Support & Information Line operated by our agency, and the second is the Provincial One Line for

Sexual Violence, and our agency (volunteers) respond to all calls, texts and chats that come into that crisis chats for northern Alberta (Edmonton and north)

- Board of Directors, Programs
- Community events; info package prep and mailing; leading support groups (trained volunteers); assisting with support groups

Q11 – GEOGRAPHIC AREA SERVED - Other

- Alberta and BC
- Bow Valley/Kananaskis
- Calgary and Medicine Hat
- Calgary and Southern Alberta
- Calgary, Edmonton, Red Deer, and Spruce Grove and rural West
- Central rural Alberta/Edmonton flow over
- Edmonton and Central Zones
- Edmonton and North Zone
- Leduc County 7 municipalities
- Rural – edge of Calgary south to Claresholm – County of Foothills and MD of Willow Creek
- Strathcona County and Sherwood Park only

Q12 – ORGANIZATIONAL ROLE - Other

- Community health promotion facilitator
- It's a distributed, power-to-the-periphery network, so it's tough to put in the same terms. Facilitator, but that comes loaded with being the principal staff member/decision executor.

APPENDIX C

LIMITATIONS TO THE RESEARCH

The results of the survey show no evidence of having been affected by unforeseen, or foreseen but uncontrollable aspects to the administration of the survey. Nevertheless, it is important to acknowledge various factors that influenced the way in which the survey was conducted, and potentially, the ways in which the research results might be used.

- **Sampling**

While the pulse survey was initially distributed to a “known” population of its own membership and contacts list, ABNN cannot know if, or to whom the initial recipients distributed the survey to other contacts as they were invited to do. Although ABNN has no way to know how well respondents reflect the profile of the sector overall, it is reasonable to assume that they are representative of the registrants for the online gathering event. While some respondents likely completed the survey even though they could not attend the gathering, it is clearly more true that those attending the gathering were more likely to also complete the survey. This is evidenced by the fact that after each “reminder” e-mail to the event registrants, there was a noticeable bump in the number of survey participants in the hours after the message was sent.

- **Comparison of Results**

This pulse survey included several questions which had been asked on the earlier flash impacts survey conducted in March-April with the hope of obtaining updated insights into the effects of the COVID-19 pandemic on nonprofits. Because the potential respondent pools for the two surveys were different, the results cannot be directly compared, even though it is certain that a number of individuals will have responded to both surveys. In addition, the earlier survey received twice as many responses. Readers should use care and judgement in drawing conclusions or making comparisons between the results of the two surveys.

- **Small numbers and statistical significance, practical use**

In order to allow the users of research results to trust that the results are representative of the group (usually, in the case of sampling) much larger than the pool of potential respondents, a confidence value is typically calculated when a survey is conducted with a sample of a population of a known size. Considering that the size of the total potential respondent pool for this survey was unknown, and considering also that no “sample” was surveyed, a confidence value cannot be provided. This fact reduces ABNN’s ability to state that the results presented are representative of “Alberta nonprofits” in the collective sense. However, even if the results are not statistically safe to use in generalizing to larger groups, to the extent that the results from multiple questions are consistent or compounding (mutually confirming), the results do reveal trends that can be used with confidence for practical purposes such as to promote discussion, give direction to further research, or identify critical issues.

- **Media coverage: June 12**

Larry Mathieson, CEO of the Kerby Centre (Calgary) and an ABNN Network Steward, was interviewed by CTV, primarily regarding the impact of COVID-19 on nonprofits and the March-April flash impacts survey report, *The Impact of COVID-19 on Alberta’s Voluntary Organizations*. The online coverage made reference to some of the findings from the report as well as the experience of Wellspring and the Kidney March. Television coverage of the same story made no mention of ABNN or the report. Occasionally, media coverage of a survey sponsor’s activities can influence the overall response rate positively or negatively, and can sometimes influence the responses to individual survey questions. There was no indication in the data that there had been any influence on the response to this survey as a result of the coverage, or even that anyone among the respondents had seen the coverage.

- **Government announcements**

During the survey period, four announcements were made by either the provincial or federal governments, potentially affecting sector organizations or their clients/ communities, or potentially affecting the return of staff/volunteers to their work. These announcements, then, might change how participants would respond to the survey questions one day, compared to those responding the next. It is important, then, to watch for evidence of impact on the data, quantify it, and assess any impact on the results.

- On June 5, the Government of Canada announced additional financial supports to qualifying seniors and persons with disabilities.
- On the same day, the Government of Canada announced funding for the National Workplace Access Stream designed to improve workplace accessibility and access to jobs in response to COVID 19.
- On June 9, the province of Alberta’s updated relaunch strategy was released, and included specific details of the three-stage approach to the opening up of the economy. While “nonprofits” were not identified as a class, each phase refers to organizational or operational types that could either include nonprofits, or their

suppliers or partners, and so are implicated in all three phases.

- In the final days of the survey, June 12 to 16, the federal government considered, and then confirmed its intention to extend the Canada Emergency Response Benefit.

These announcements might predictably influence the opinions of respondents, since (in the case of funding announcements) these forms of funding might affect the programs and services these nonprofits provide, or might affect expectations for increased demands for services. In the case of the extension of CERB benefits, nonprofits may be affected if any staff or volunteers eligible for the benefit opt to continue receiving the benefit instead of returning to work, especially if their particular organization's reopening is delayed to Stage 2 or Stage 3 in Alberta's relaunch plan.

With the small number of respondents identifying themselves as serving these clients, and with nothing offered in the "other" comments sections of the relevant questions, there appears to be no measurable impact of these announcements on how participants responded to this survey, even if the announcements did have an impact on individual organizations or programs. This is not to say that there *was* no impact, or that the circumstances of nonprofits *were not* affected; this is only to say that any impacts were not seen at any measurable level in this survey.