April 2020

THE IMPACT OF COVID-19

ON ALBERTA'S NONPROFIT & VOLUNTARY ORGANIZATIONS

ABNN
Alberta Nonprofit Network

About this Report

As the challenges from COVID-19 continue to grow, governments, organizations, and funders need information about the impacts of the pandemic and what is most needed by the nonprofit sector at this time. The Alberta Nonprofit Network (ABNN) broadly distributed a flash impacts survey between March 30 and April 5, 2020 to learn about current and potential impacts and needs of the sector.

ABNN will share this information with government and funders, as well as use this feedback to inform strategies on how best to support the sector during this pandemic and economic downturn.

Acknowledgments

Thank you to all of the respondents who, despite challenges during these extraordinary circumstances, took the time to complete this survey. Thank you to ABNN members and partners for sharing this survey with their networks and encouraging organizations to participate. We would also like to thank the Ontario Nonprofit Network and Edmonton Chamber of Commerce for sharing their survey design. These designs and conversations with municipal and provincial government colleagues resulted in adaptations by ABNN for this survey. Thank you to the Edmonton Chamber of Voluntary Organizations for taking the lead on developing this summary report.

About ABNN

Alberta has over 25,000 nonprofit organizations contributing to the quality of life of Albertans. The sector is a crucial part of Alberta's community fabric.

The Alberta Nonprofit Network (ABNN) is an independent network of nonprofits seeking to advance the cohesive, proactive and resilient nonprofit sector in Alberta. ABNN network stewards help guide the work of ABNN, always driven by the priorities and voices of those in the sector.

The ABNN network stewards include representatives from:

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

Through engagement and collaboration, ABNN catalyzes a provincial network to address strategic issues and challenges. The network currently has initiatives to strengthen sector identify and value, create a sector-level data strategy, enhance workforce development and support government relations. As the ABNN evolves, it will proactively address other strategic issues, always driven by the needs of the sector.

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Executive Summary

Background

Challenges from COVID-19 continue to grow. Alberta's nonprofit organizations and charities are facing loss of revenue from the cancellation of programs and events (including major fundraising efforts), as well as a decrease in donations. At the same time, they are dealing with human resource challenges related to paid staff and volunteers.

With more than 25,000 active organizations, the sector is diverse, organized, self-governing, and continually evolving. The sector is comprised of a continuum of organizations that range from informal, volunteer-based with no formal resources to organizations with paid staff, abundant resources, and structured legal forms. All these organizations contribute to the quality of life of Albertans and are a crucial part of Alberta's community fabric.

Governments, organizations, and funders need information about the impacts of the pandemic and what is most needed by the sector at this time. The Alberta Nonprofit Network (ABNN) conducted a survey between March 30 and April 5, 2020 to learn about current and potential impacts and needs of the sector.

Findings

This report summarizes overall findings across Alberta's nonprofit sector, including comparisons between the Calgary, Edmonton, Central, North and South zones. Result summaries are being compiled for each zone. The findings in this overall summary report are organized by what organizations are experiencing and characteristics of the organizations that responded.

What nonprofits are experiencing

Most organizations expect to be dealing with the impacts of COVID-19 for the next three to six months. They are currently challenged by new ways of working - staff and volunteers working remotely, adjusting to virtual platforms and the technology challenges associated with this. They are dealing with staff absences brought about by daycare and school closures. Reduced revenues due to cancellation of fundraising events and reduced donations are currently impacting organizations and organization anticipate revenues will continue to be an issue as the pandemic continues and over the longer term.

While most organizations are currently open, they are operating with modifications including working remotely. In the longer term, they are concerned about low financial reserves and anticipate an increased demand for supports and services from clients and communities. Organizations identified a number of supports that would be helpful including financial, service delivery, technology, justice, health (including personal protective equipment supplies) and access to concise, reliable information housed in one location.

Most organizations indicated that if provincial funding were to become available it should be directed to supporting organizations' operations including staff wages, rent and other expenses. While responses related to emergency funding needs, financial sustainability and impact were variable given the diversity of respondents, almost 50% said the total estimated financial impact of COVID-19 on their organization would be $99,000 or less.

Respondent characteristics

Most of the respondents represented the social services, sport and recreation, health, education and arts sub-sectors. These organizations serve multiple communities, with children and youth, persons living with disabilities and seniors being among the top.

Close to **40%** of the respondents said their annual operating budget was less than $250,000 with just over **60%** saying their agencies employed one to 19 paid staff. Overall, nearly half of the respondents represented organizations that serve the Edmonton zone.

Next Steps

Results of this survey provides ABNN and its partner organizations with direction on how to support the sector. Actions will include lobbying and advocacy; capacity building opportunities; ongoing outreach and updates; supports, services and resources (including financial and volunteer recruitment); and research and evaluation.

As the situation continues to evolve it is important for all levels of government, foundations and other granting organizations to consider the nonprofit sector and its needs as they consider how to respond to the pandemic and address both immediate needs and future recovery needs.

Profile of Alberta's Nonprofit Sector

The nonprofit sector is a crucial part of Alberta's community fabric; it touches every Albertan's life in some way. It ensures that Alberta has a healthy, creative, diverse and prosperous communities.

With more than 25,000 active organizations, the sector is diverse, organized, self-governing, and continually evolving. The sector is comprised of a continuum of organizations that range from informal, volunteer-based with no formal resources to organizations with paid staff, abundant resources, and structured legal forms. Nonprofit organizations in Alberta include:

- community associations
- sports and recreation
- faith-based organizations
- arts and cultural groups
- health and wellness groups
- housing
- social services
- newcomer settlement
- senior services

The nonprofit sector contributes **$9.6 billion** in revenues to the Alberta economy.[**]

- Approximately 176,000 Albertans are employed in the sector, and 1.4 million Albertans volunteer across cultural sectors.
- Albertans donated 262 million volunteer hours to the nonprofit sector in 2013.[*]
- 50% of Albertans over the age of 15 volunteered in 2013.[*]
- Albertans gave[**] an average of 161 hours of their time to the nonprofit sector in 2013.[*]
- Alberta's nonprofit sector consists of over 25,205 charities and nonprofit organizations.

Sources:

* *From the General Social Survey of Giving, Volunteering and Participating, Statistics Canada*

** *From Alberta Culture & Tourism*

Survey Findings

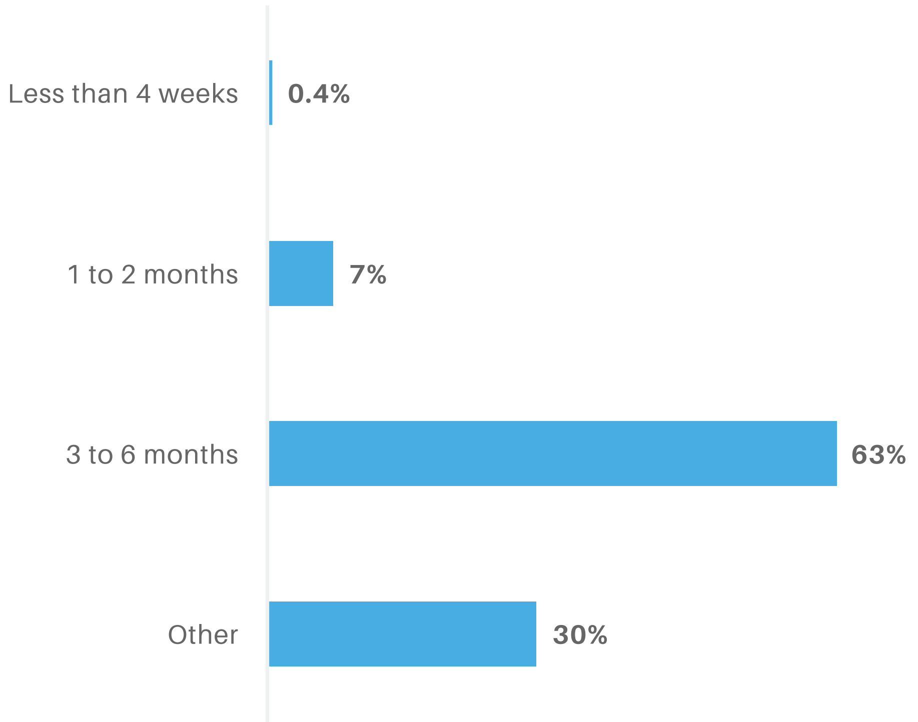
Participation rate: 474 people completed the survey.

Result summaries: Results for each question will be summarized and charts are included to visually present the results when applicable (i.e., for quantitative data). Summaries for each question include the total number of responses for each question (N = XXX), a description of how respondents answered the question (e.g., how did the majority of participants respond), and summaries include details about the number of respondents that answered specific ways (e.g., proportion = %, raw count = n values).

Charts provided in this document will also be made available in an Excel spreadsheet document so they can be edited/adapted as needed. Results are also presented by region (when applicable) so results can be compared by question. Result summary documents have also been created by region to summarize results for each region (Calgary Zone, Edmonton Zone, Central Zone, North Zone, South Zone). Please consult these reports if you wish to see survey results for each region individually.

What Nonprofits are Experiencing

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

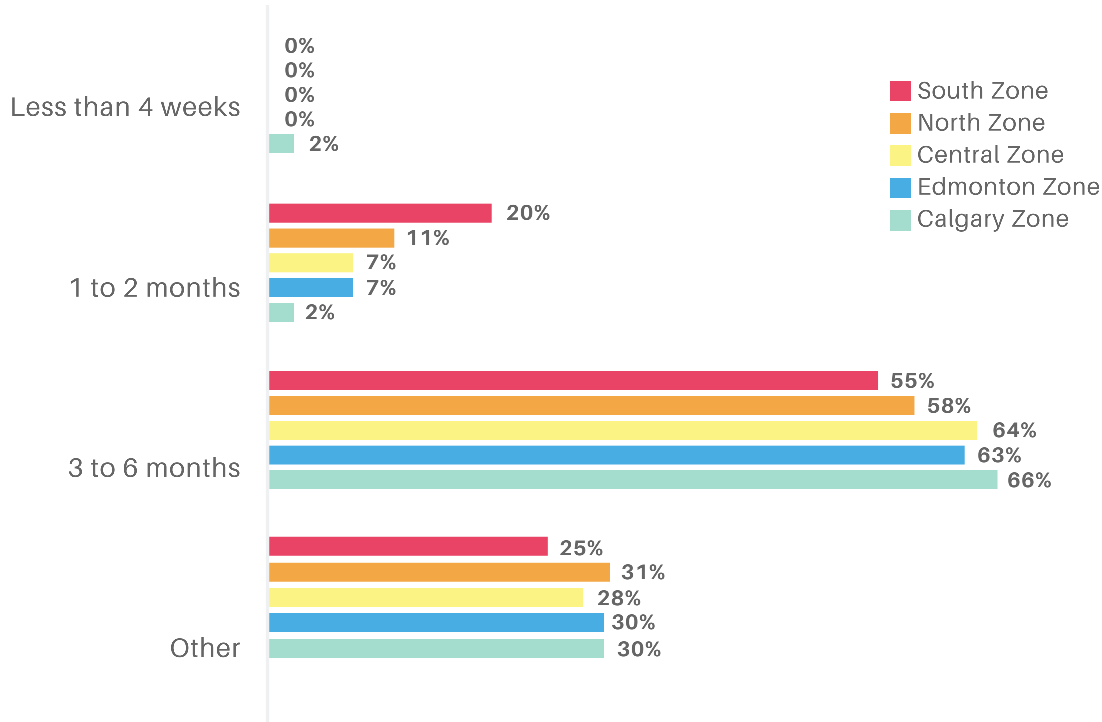


In total, 472 participants answered this question (N = 472). A large proportion of respondents anticipated that it would take their organizations 3 to 6 months to deal with the impacts of COVID-19 (63%, n = 296). The majority of the remaining participants had 'Other' responses to this question (30%, n = 140).

Common 'Other' responses include respondents who felt it would take 6 to 12 months to deal with impacts. Other respondents felt it would be at least one year, if not more.

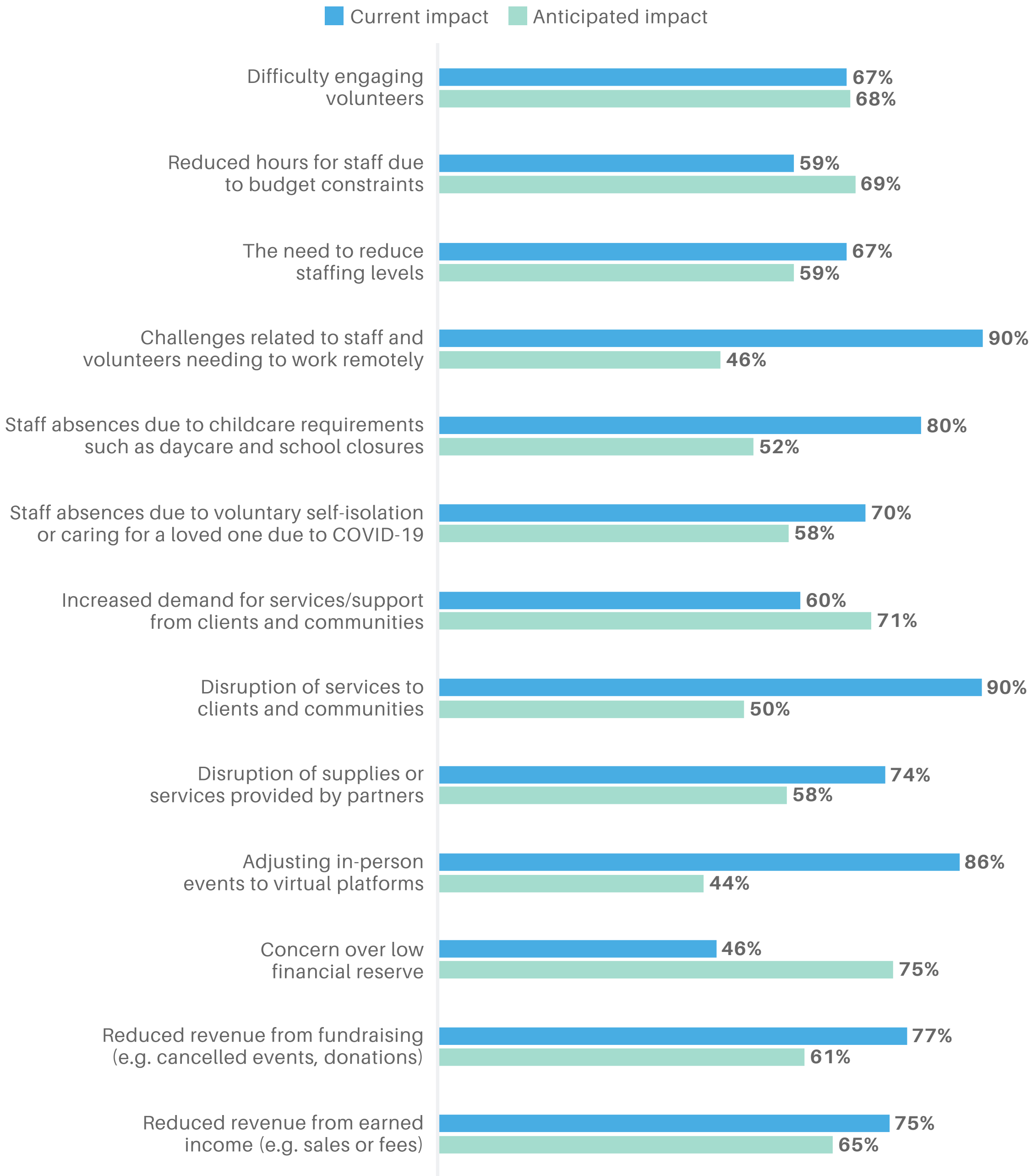
Finally, several respondents didn't know how long it would take or were unsure because they were not able to estimate this time based on a lack of clarity about what the future will bring. When respondents felt it would take longer than the time periods provided as options, this was attributed to the fact that there is no vaccine for COVID-19 currently, there is a lack of government dollars, and we do not know how long social distancing measures will be in place.

Comparing Question 1 Results Across Alberta Regions



Looking at these results across Alberta regions, respondents from the different regions answered this question in similar ways. One notable difference is that a larger proportion of South zone survey respondents felt it would take 1 to 2 months for their organizations to deal with the Impacts of COVID-19 (20% of South Zone respondents compared to 2% - 11% of other zone respondents).

Question 2:
What are the current and anticipated impacts of COVID-19 on your organization?



In total, 470 respondents answered this question (N = 470). The five **Current Impacts** identified most were:

- Challenges related to staff and volunteers needing to work remotely (90%)
- Disruption of service to clients and communities (90%)
- Adjusting in-person events to a virtual platform (86%)
- Staff absences due to child care requirements such as daycare and school closures (80%)
- Reduced revenue from fundraising (e.g., cancelled events, donations; 77%)

The five **Anticipated Impacts** identified most were:

- Concern over low financial reserve (75%)
- Increased demand for supports/services from clients and communities (71%)
- Reduced hours for staff due to budget constraints (69%)
- Difficulty engaging volunteers (68%)
- Reduced revenue from earned income (e.g., sales or fees; 65%)

Other comments provided by respondents described impacts related to:

Technology

- Upgrades needed; need technology to work remotely
- Tech support needed
- High cost of technology
- Risk of cyber hacking
- Limited knowledge of technology

Staffing

- Managing changing staff and volunteer roles
- Hard to communicate with volunteers
- Will see massive lay offs
- Less volunteer support

Training

- Limited ability to do hands-on training with staff/volunteers
- Need to learn new platforms so they can have new ways to help people

Mental health

- Challenges with the mental health of staff/volunteers/users; how to address their mental health needs

Service delivery models

- Move to virtual methods of service delivery; this may end up excluding or deterring some users
- Having to redesign program delivery models

Demand for services

- Demand increases, need keeps growing over time; higher demand than normal
- Some users do not return for support because found alternatives

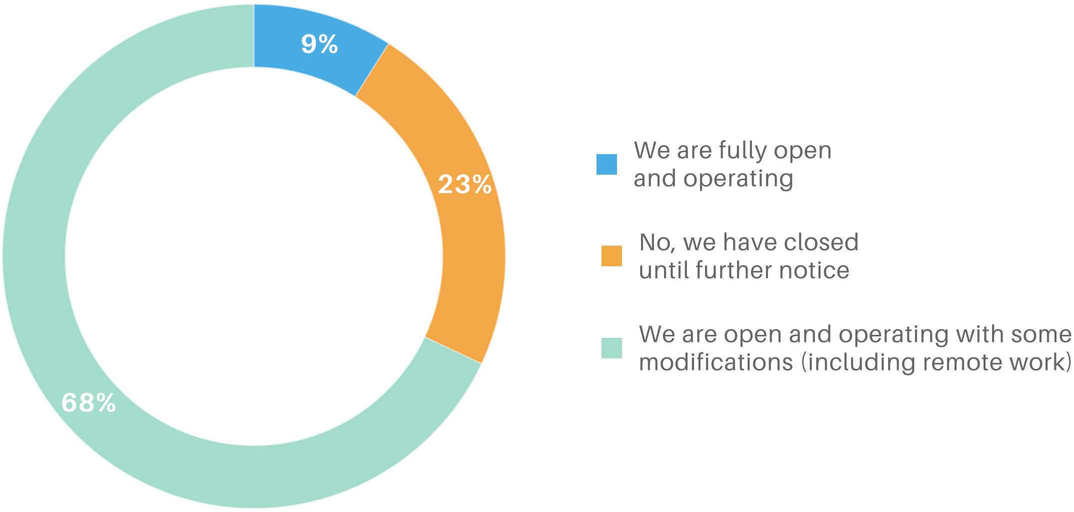
Operations

- Difficulty with some administration because people working remotely (e.g., can't have two people sign cheques)
- Hard to gather some people for meetings (e.g., gathering all board members for meetings to vote on things)
- Hard to have critical or difficult conversations virtually
- Will need to coordinate emergency services between organizations
- Uncertainty for planning/budgeting/adjusting

Resources

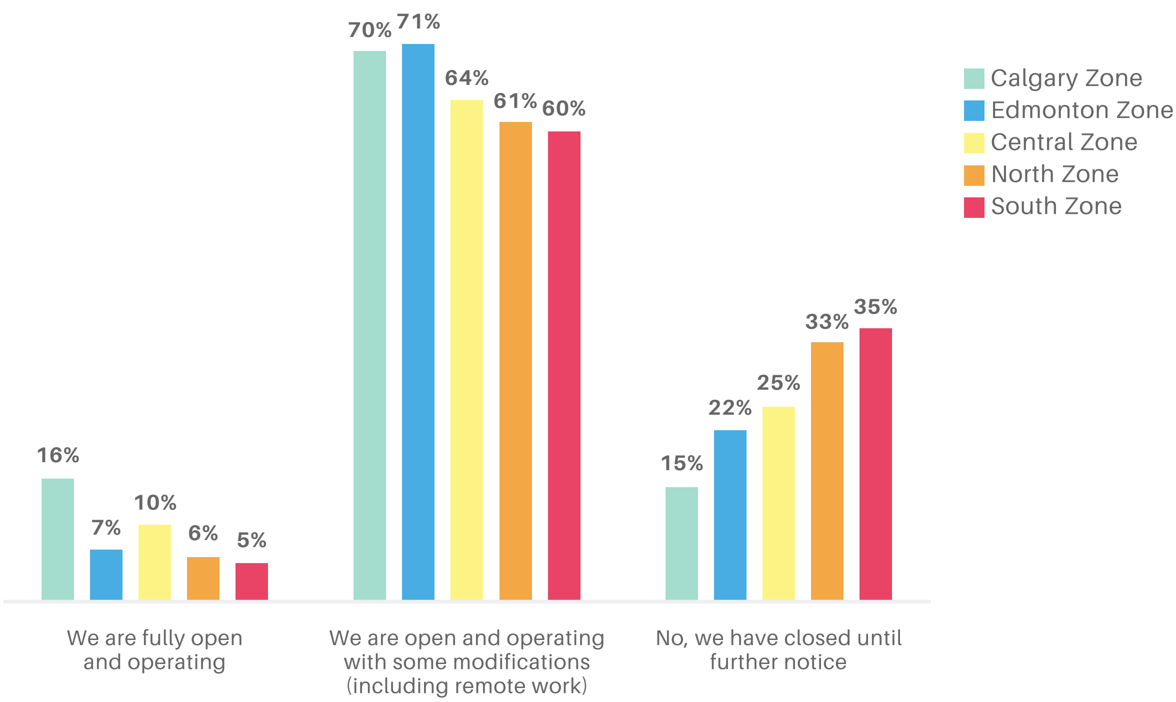
- Fewer resources
- Can't pay needed contract workers
- Funding challenges; loss/reductions of funding or delays in funding dollars
- Loss of donors/sponsors who begin to focus solely on COVID-19 relief: more rewarding work in the short-term
- Wage reductions
- Facility closures

Question 3:
Is your organization open and operating?



Of the total respondents (N = 471), almost 70% (n = 321) said their organizations are open and operating with some modifications. Nearly one quarter of respondents said their organization is closed until further notice (23%, n = 109).

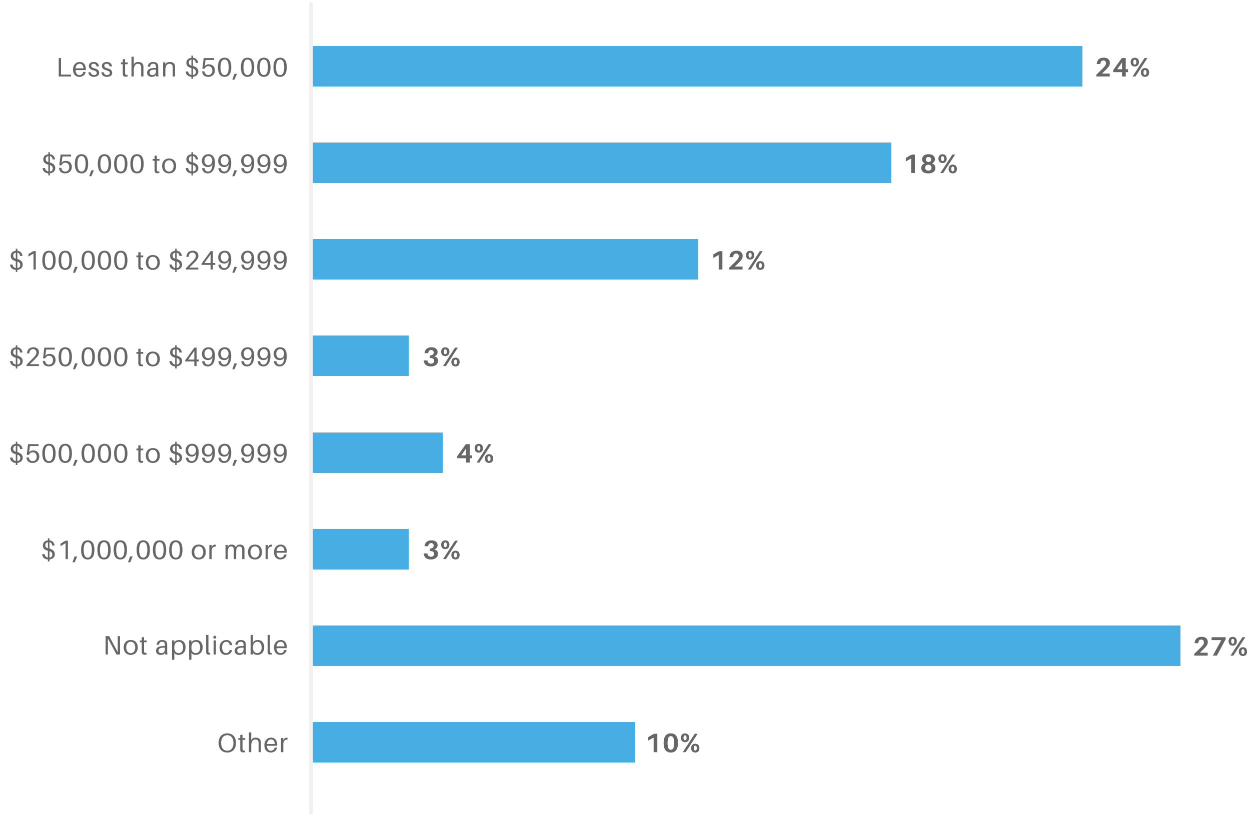
Comparing Question 3 Results Across Alberta Regions



The highest proportion of respondents whose organizations are fully open and operating were from the Calgary zone (16%). The highest proportion of respondents whose organizations were open and operating with some modifications were from the Edmonton (71%) and Calgary (70%) zone. The South zone had the highest proportion of respondents indicate their organizations are closed until further notice (35%), followed closely by the North zone (33%).

Question 4:

If you are open and operating, what level of emergency funding do you need to maintain operations and meet the demand for services?



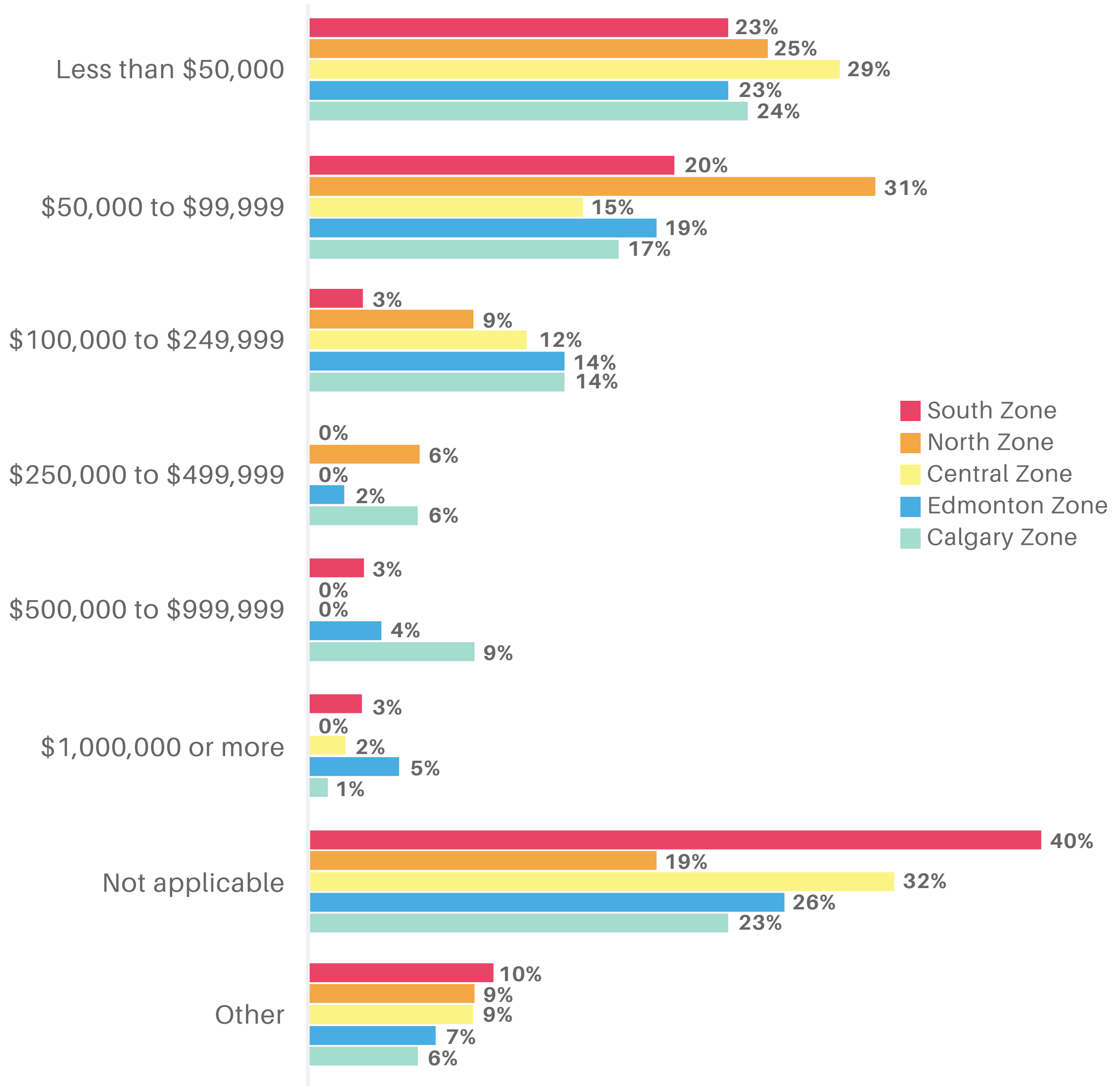
In total, 452 people responded to this question (N = 452).

The majority of respondents said this question was not applicable to them (27%, n = 120), followed by 24% (n = 107) who said they would need less than $50,000 of emergency funding to maintain operations and meet demand for services.

Just over 50% of respondents said they would need $249,000 or less (54%, n = 244).

A handful of participants had 'Other' responses. Common 'Other' responses had to do with respondents being unsure yet of how much would be needed. They could not say at the time of the survey and felt this was hard to determine. Others said they needed no emergency funding at this time and one reason provided for this was that reserves were being utilized right now.

Comparing Question 4 Results Across Alberta Regions



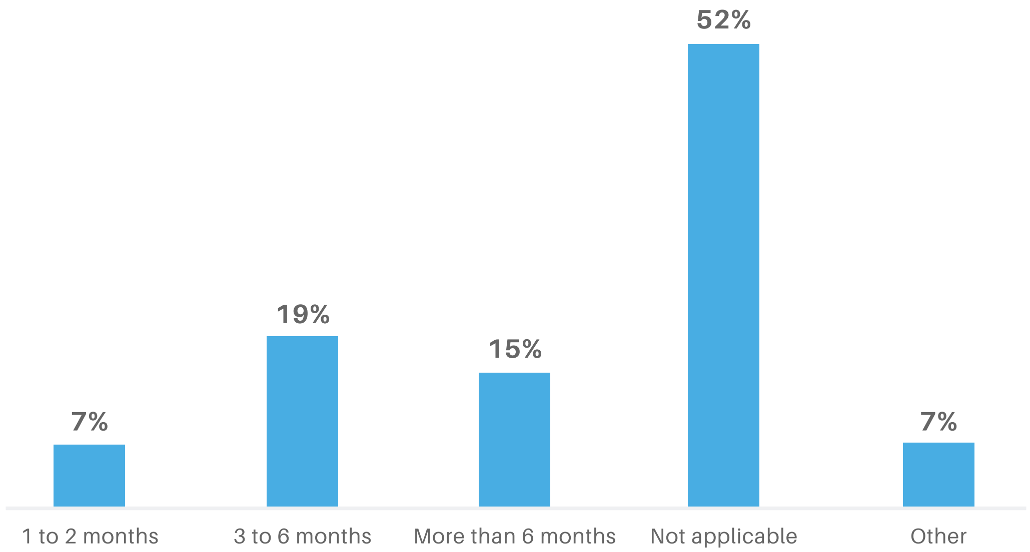
When comparing how respondents from different zones responded to this question, we see that a noticeably higher proportion of North zone respondents indicated they would need $50,000 to $99,999 in emergency funding.

The majority of South and North zone respondents also tended to indicate they needed smaller amounts of emergency funding (Less than $999,999). Edmonton and Calgary zone respondents also indicated their need for these smaller amounts of emergency funding, but a higher proportion of these respondents (compared to North and South zone respondents) said larger amounts of emergency funding would be needed (up to $999,999).

The highest proportion of respondents needing $1 million or more were from the Edmonton zone. Notably, 40% of South zone respondents said this question was not applicable to them, much higher than all the other zones.

Question 5:

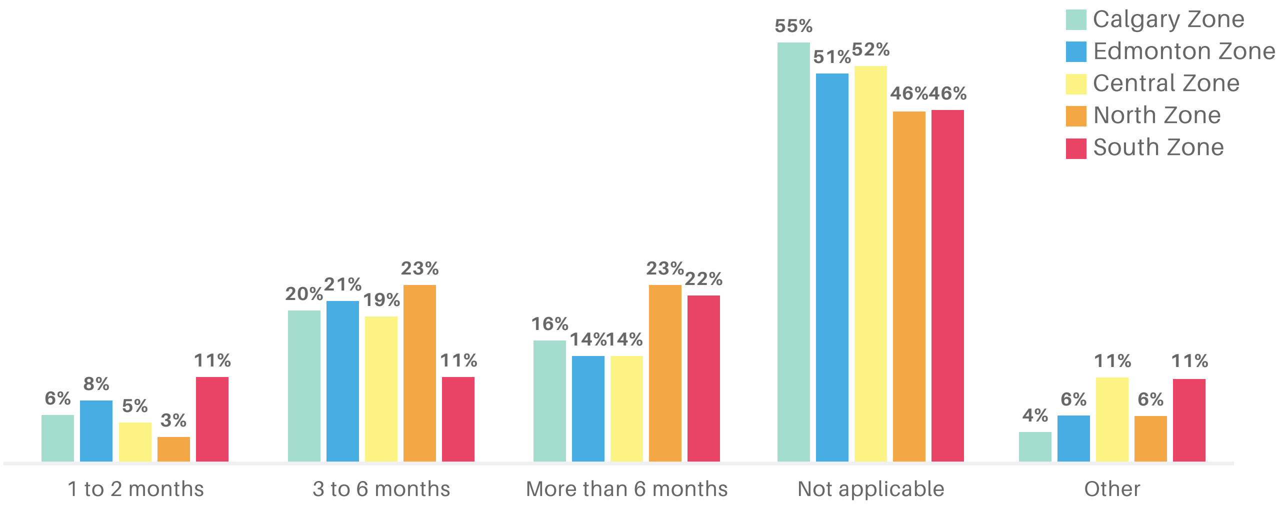
If you have closed until further notice, how long are you able to sustain your organization financially?



Of the total responses to this question (N = 431), 52% of respondents said this was not applicable to them (n = 222). For respondents experiencing closures, 19% (n = 80) said they would be able to sustain their organization for 3-6 months and 15% (n = 66) said they could do it for more than 6 months.

When respondents provided 'Other' responses, they said they were not sure how long it would take, that it would depend on donations, or depend on the length of the pandemic. Some others said it would take a longer length of time, like one year. One respondent indicated they had no funds available at all because they just opened.

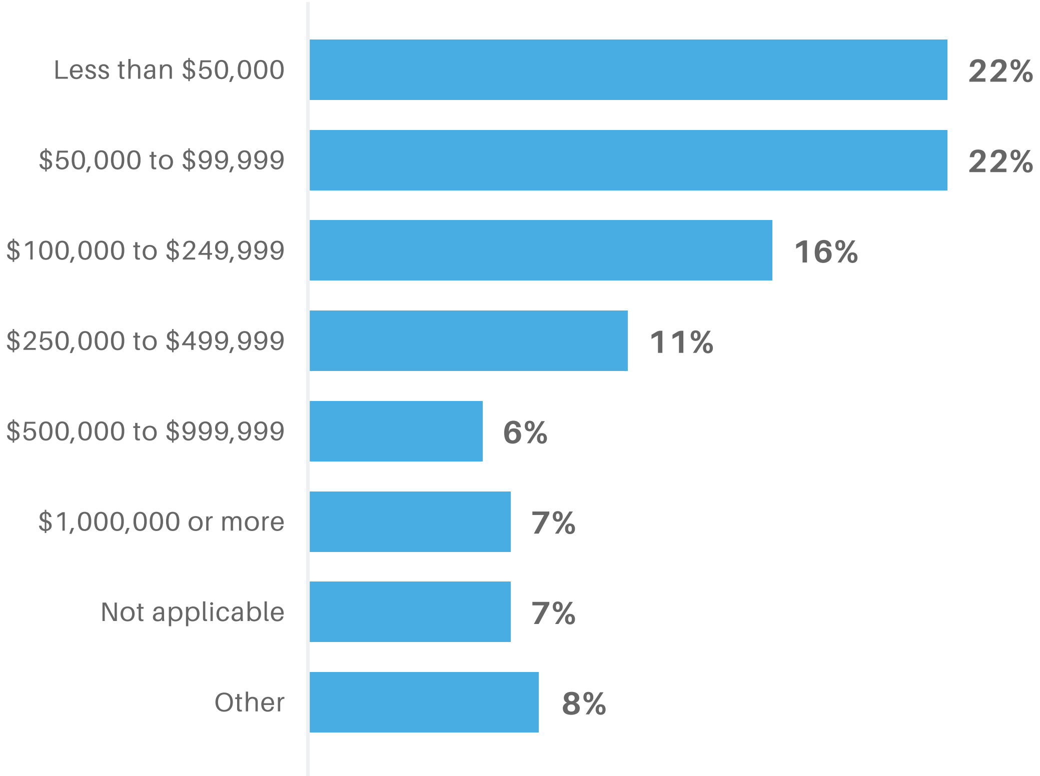
Comparing Question 5 Results Across Alberta Regions



Trends across respondents from different regions were similar. The only noticeable differences were that a higher proportion of South zone respondents said it would take their organization could sustain itself financially for 1 to 2 months (11% compared to 3% - 8% for other zones). A markedly lower proportion of South zone respondents indicated their organizations would be able to sustain themselves for 3 to 6 months (11% compared to 19% - 23% for other zones).

Question 6:

In total, please estimate the total financial impact COVID-19 will have on your organization this year.

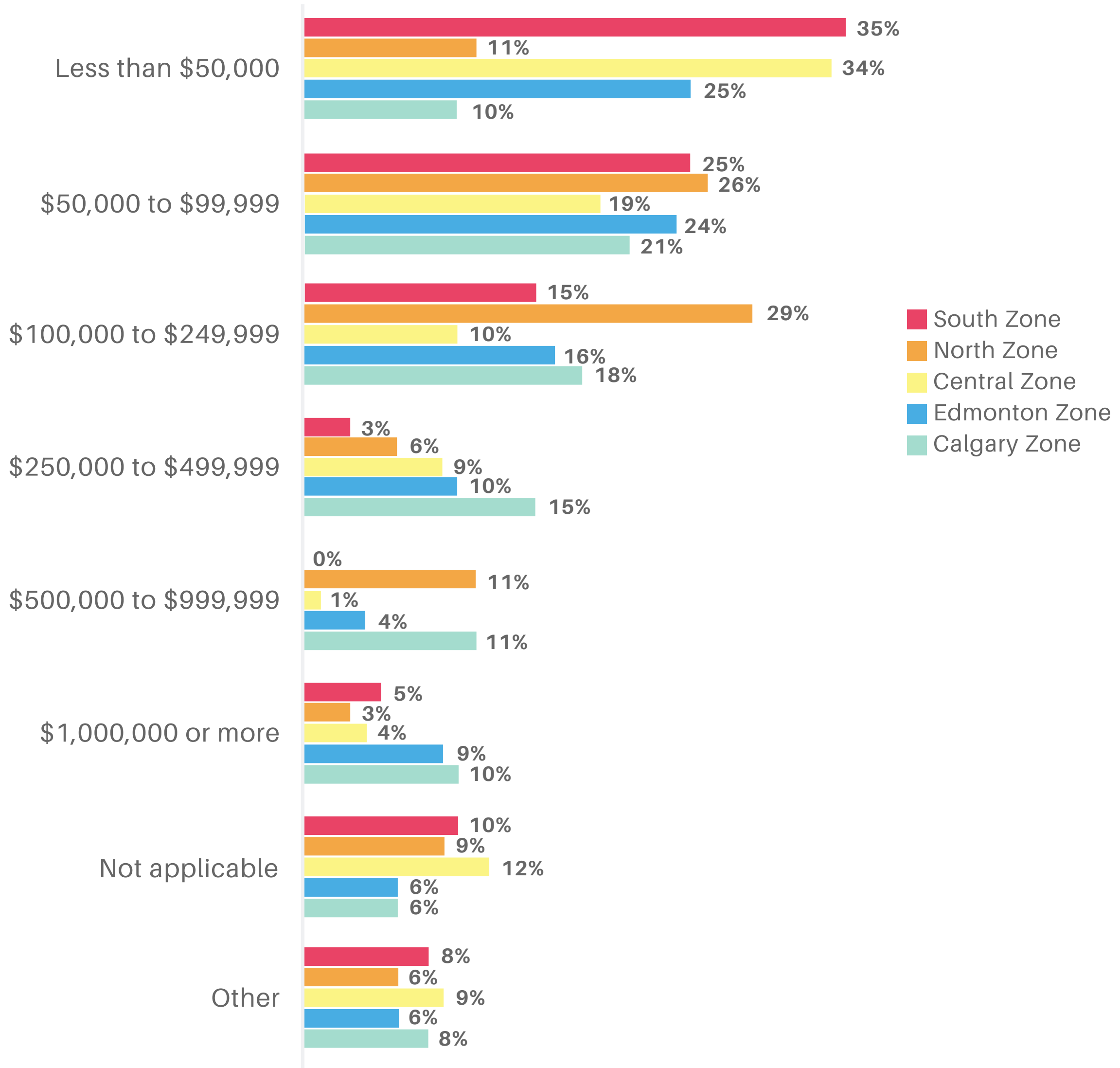


In total, 467 people responded to this question (N = 467).

Almost 50% of respondents said the total estimated financial impact of COVID-19 on their organization would be $99,000 or less (44%, n = 208 respondents). 16% (n = 76) felt the financial impact would be between $100,000 and $249,000.

When respondents gave 'Other' responses, they often said they were not sure how much the financial impact could or would be (e.g., too early to tell). So, it would be hard to determine this value now and it would depend on things like grant streams, future donations, length of closures, and length of the pandemic. One respondent said it would be between $18 million and $20 million for their organization.

Comparing Question 6 Results Across Alberta Regions



Some noticeable differences across patterns of responding for different zone respondents were that a much higher proportion of South zone (35%) and Central zone (34%) respondents estimated the total financial impact to be less than $50,000 (compared to 10% - 23% for other zones).

Also, a much higher proportion of North zone respondents (29%) felt it would be between $100,000 to $249,999 (compared to 10% - 18% for other zones). For the proportion of respondents that felt it would be a larger financial impact, $1 million or more, it was Calgary (10%) and Edmonton (9%) zones that more often indicated this amount of financial impact compared to other zones.

For the following open-ended questions, overall themes for responses to each question will be presented in this summary document, but more details (e.g., sub-themes, more descriptions/examples provided, quotes) can be found in each of separate Alberta region reports.

Question 7:

What resources or support could foundations, businesses or government provide to assist your organization during the COVID-19 outbreak? Please consider all aspects of your programs, services and general operations (e.g., virtual meeting software, reimbursement for employees', paid sick leave, rent support, legal exemptions, etc.)

The types of supports needed were support for operations, financial support, service delivery support, technology support, justice support, and health support. Across the respondents from different regions, PPE supplies were also identified as a support need.

Support for Operations

Respondents talked about needing supports to move their operations/services to online platforms, for their staff/staffing (e.g., extra staff needed, child care for staff needed), legal supports, and administrative supports (e.g., help with marketing, accounting, fundraising).

Financial Supports

These kinds of supports were requests for "cash or "dollars", funds to support operations, funds to support moves to virtual platforms, and access to funds now and in the future (along with flexibility in how funds could be used by organizations to get through current and future times).

Service Delivery Supports

Respondents identified specific kinds of services/supports their staff, clients, and communities may need (e.g., mental health supports, supports for specific vulnerable populations).

Technology Supports

These kinds of supports were identified across many respondents for all the regions. These support needs ranged from hardware needed to support remote or online work to software and training needed to be able to use technology to continue delivering services or working remotely. Technical assistance to help people use all the hardware and software mentioned was also important to respondents.

Justice Supports

Some Justice support needs (e.g., resumption of justice services, like courthouse operations) were mentioned in some regions.

Health Supports

These tended to be specifically related to needing supports to address COVID-19 (e.g., need a vaccine/cure).

Other Responses

Some respondents across regions were not sure what their support needs were at the time of the survey or said they had no support needs right now.

Question 8:

If additional provincial funding, related to the COVID-19 outbreak, becomes available, how would you like to see the funding directed?

There were many different opinions from respondents about how funding should be directed if additional provincial funding became available.

One of the most common responses across respondents, though, was that this funding should be directed to organizations to support their operations. This type of funding should also be discretionary or flexible depending on organizations' needs (e.g., for staff wages, for rent, for expenses, etc.).

Some respondents were also very specific about where (e.g., specific places, to specific causes, specific communities of people) they wanted to see funding directed (e.g., Food banks, shelters, to seniors, to vulnerable populations).

Some respondents also stressed that funding should be directed to those in most need or who can directly provide support those in need. One way to do this is to provide funding directly to organizations/agencies so it can be allocated appropriately. The agencies/ organizations in most need should be given these funds.

Respondents also said they would like to see funding directed to the purchase of personal protective equipment (PPE). For example, the purchase of cleaning supplies, wipes, sanitizer, etc. as needed (e.g., By frontline staff).

Question 9:

Beyond Funding, what support does your organization need right now?

One of the common themes coming out of responses to this question was that respondents wanted to be able to access information that is up to date, clear, concise, reliable and it is all housed in one location. For example, people want consistent messaging, status updates re operations/closures, strong supportive messaging, resources to support work, etc.

Many respondents also identified the government as a necessary source of support (e.g., assurances from government, more support from specific ministries, more clarity about the current situation and what can be done).

Similar to support needs identified in Question 7, respondents identified technology and technical assistance support needs they have right now. Respondents also identified similar operations support needs. Unsurprisingly, some respondents also identified medical supplies as a support they need right now (e.g., access to PPE supplies).

Finally, some respondents had no support needs to identify now or were unsure about what their needs were other than funding. Others still only identified funding support needs (e.g., Fundraising needed, promises that future grants will not be cancelled, funding for programs and services).

Question 10:

How can the Alberta Nonprofit Network and its member organizations take action to support the sector?

Several themes came out of the responses for this question, but the most common theme was about how the Alberta Nonprofit Network could **Lobby and/or Advocate** on behalf of organizations during this time and in the future once the pandemic passes.

Other ways that ABNN can act to support the sector are to **Provide Capacity Building Opportunities** (e.g., provide webinars, learning opportunities, tools) and to **Keep Reaching Out** (e.g., keep checking how people are doing in the sector, continue to provide updates, etc.). Respondents also said ABNN could **Provide Financial Support** or P**rovide Support/Services/Resources** (e.g., help recruit volunteers or assist with messaging for volunteer recruitment).

Finally, there were some **Research/Evaluation**-related actions respondents in some regions felt ABNN could help with (e.g., gather data from different sectors about how things are going to feed up to government/funders/back to the sector).

There were also several respondents who provided no response to this question or said **No Action was Needed**. Some were unsure about what action could be taken or didn't know what that would look like right now. Others also said ABNN can continue doing what it is already does. Other respondents also had praise and thanks for ABNNs work.

Question 11:

Do you have or know any examples of how communities and organizations are collaborating in response to the COVID-19 pandemic? If yes, please provide details.

There were several different examples provided of how communities and organizations are collaborating in response to the COVID-19 pandemic. In some examples specific organizations are provided and in other examples the sectors collaborating or regions might be identified.

> *"The level of collaboration and innovation is beyond anything that I have ever seen in our community. Agencies very quickly moved beyond their own entities and started thinking together and acting together"*

> *"It has been amazing to see and be a part of so many different agencies not only coming together to collaborate on ways to support the community but really to support one another such as knowledge sharing and connecting on learning across the sector as how services are delivered is vastly changing on an ongoing basis."*

Question 12:

Is there anything else you think we should know about COVID-19’s current or future impacts on your organization?

The perceived current and future impacts of COVID-19 on organizations is bleak, to say the least, but respondents also shared ways they see this pandemic creating change that, to some, is needed in the sector.

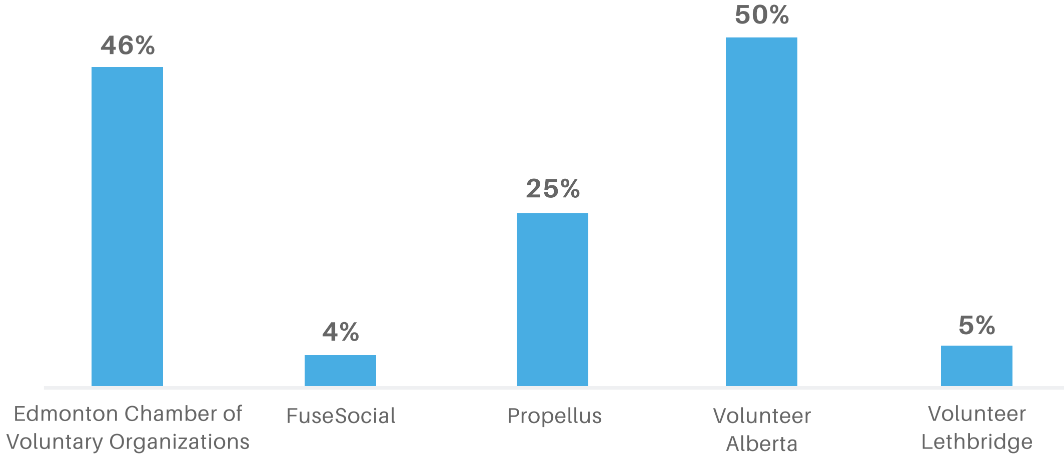
Respondents across regions identified **Community Impacts** (e.g., more need in communities, more vulnerable people), **Operational Impacts** (e.g., The future of some organizations are in peril), **Support/Service Capacity Impacts** (e.g., Things will be very busy in the future with more need, but concern that we will not have the capacity to support this need), **Funding Impacts** (e.g., This pandemic will change how we can raise money or how quickly money can be raised in the future), and **Fundamental Changes Expected** due to COVID-19.

> *“It is forcing us to change the way we deliver services and we are rising to the challenge, but it is daunting in a lot of ways.”*
>
> *“This pandemic will and should fundamentally change how we view our actions and reactions to local, regional and global issues. We need to realize that economics need to be realigned with the social conscience and not profit and loss. If we had reacted in this manner we would be weeks closer to 'flattening the curve' rather than months.”*

Respondent Characteristics

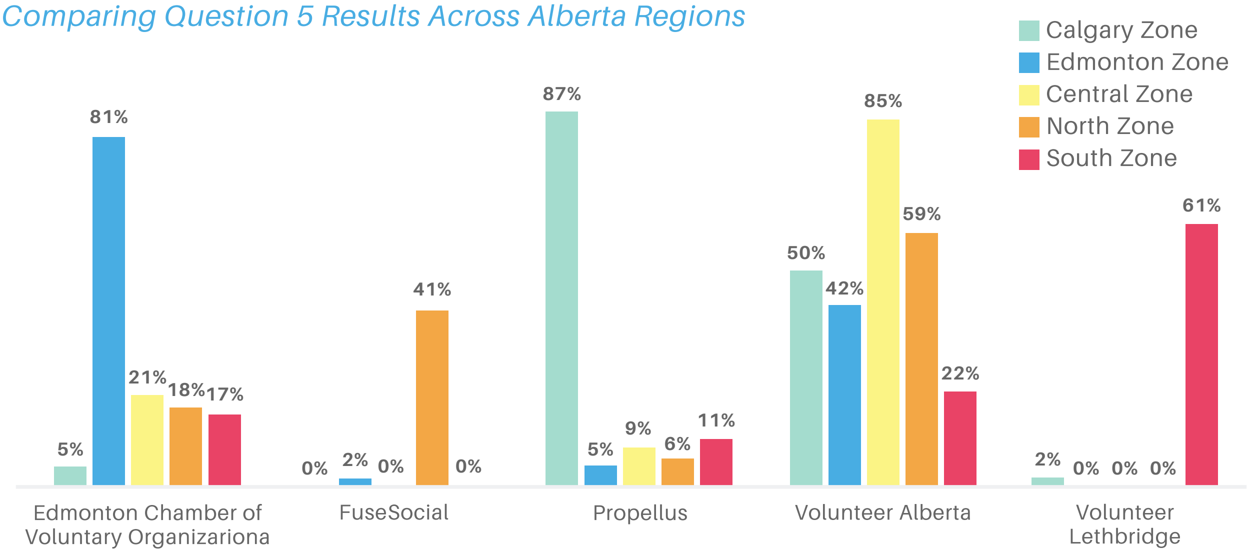
Question 13:

Are you affiliated with or do you hold a membership with any of the following organizations?



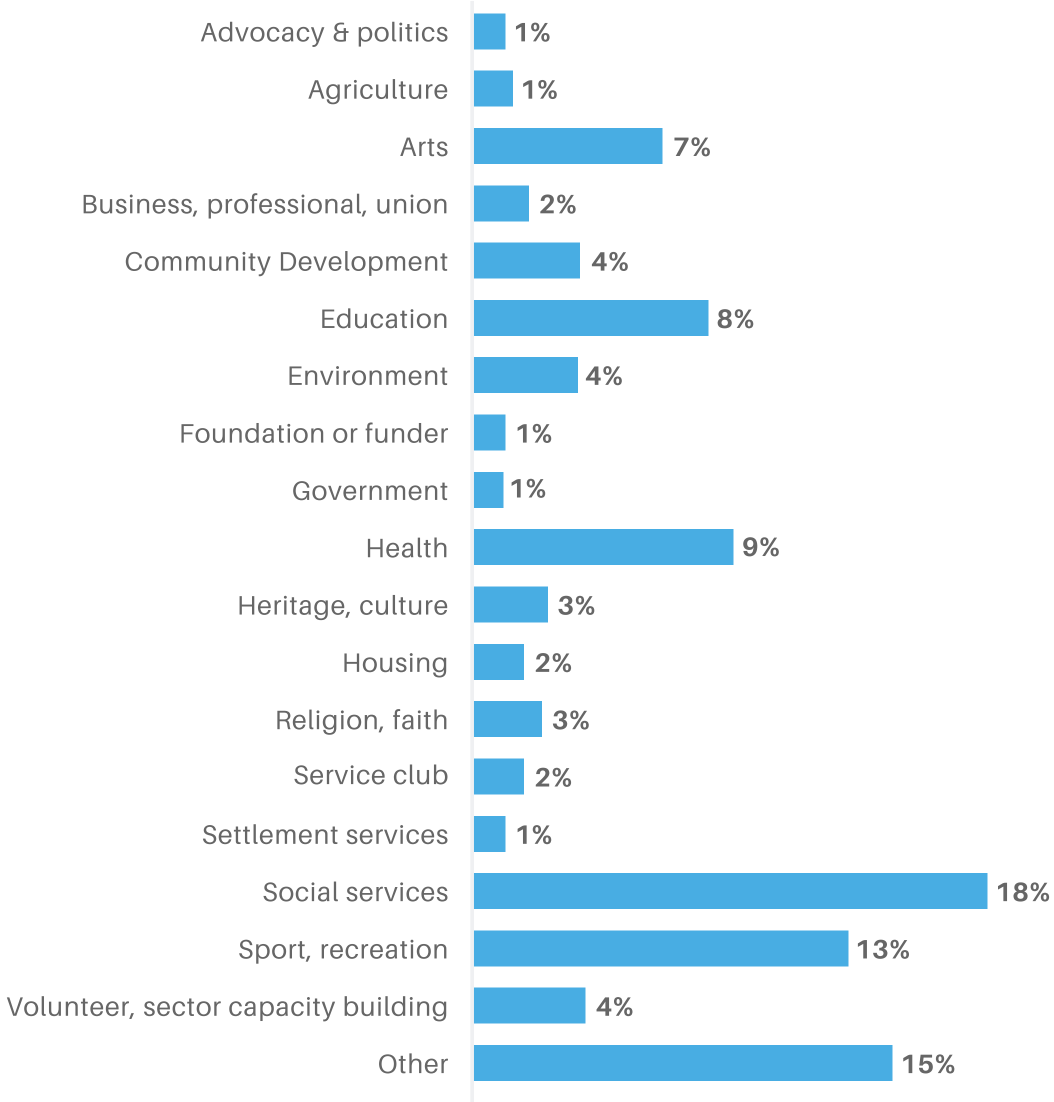
Interestingly, considerably fewer people opted to answer this question (N = 260), with 214 choosing to skip this question. For those who responded, half said they were affiliated or held a membership with Volunteer Alberta (50%, n= 129). This was followed by 46% who were affiliated or held a membership with ECVO (n= 120). There is also clearly some overlap with some respondents belonging to more than one of these organizations (the sum of percentage rates is greater than 100%).

Comparing Question 5 Results Across Alberta Regions



Comparing question 13 results across regions, we see that most of the respondents linked to the Edmonton Chamber of Voluntary Organizations are from the Edmonton Zone. Most of the FuseSocial affiliated respondents were from the North Zone, most of the Propellus affiliated respondents were from the Calgary zone, and (understandably) most of the Volunteer Lethbridge respondents were from the South zone. Large proportions of respondents across all the regions were affiliated with Volunteer Alberta, with the highest proportion coming from the Central zone and the smallest proportion coming from the South zone.

Question 14:
Which of the following sub-sector classifications most accurately fits your organization?



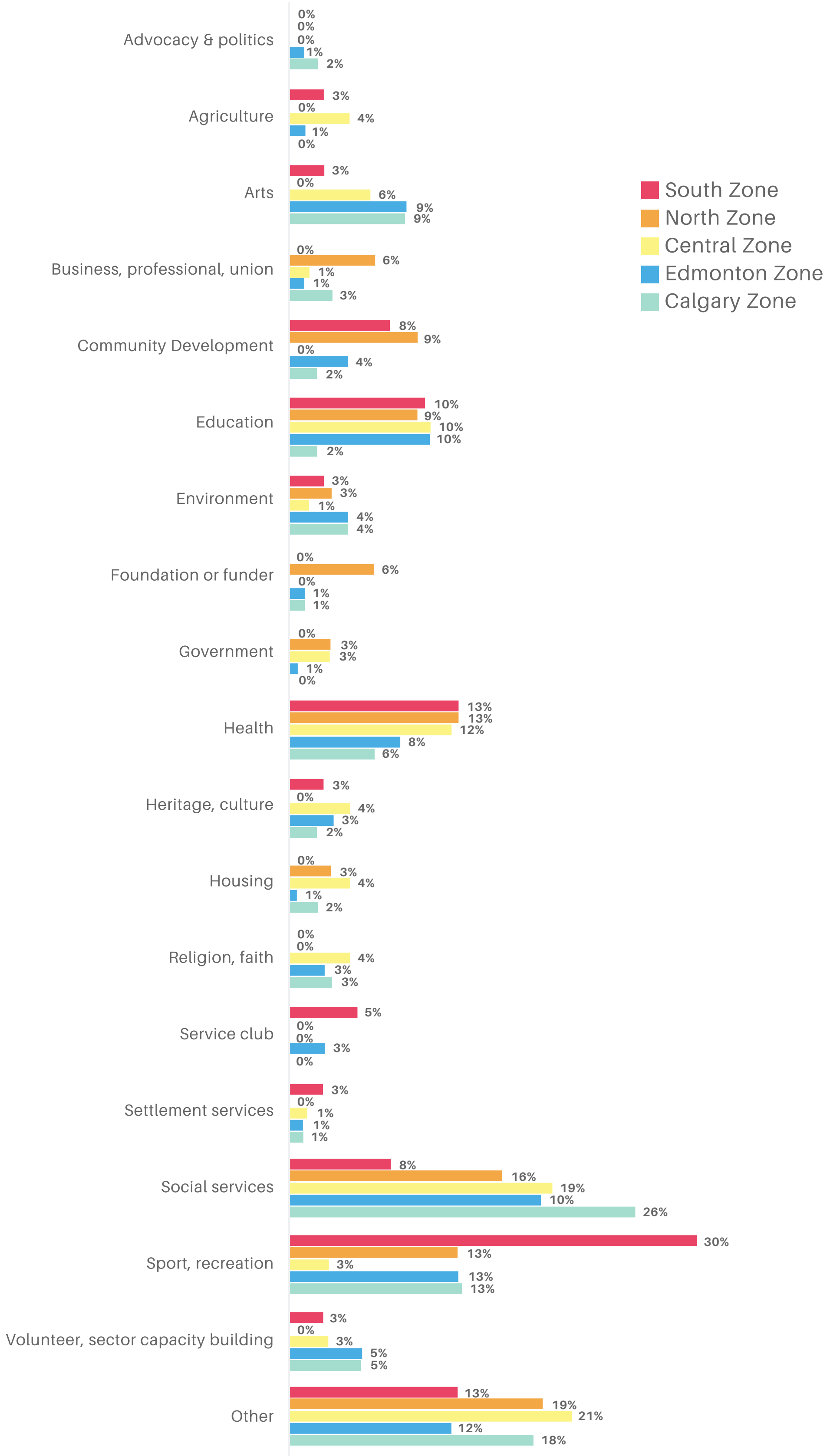
Of the total respondents for this question (N = 438), the sub-sectors represented most were Social Services (18%, n = 81), Sport/recreation (13%, n = 59), Health (9%, n= 41), Education (8%, n = 37), and the Arts (7%, n = 30). A handful of respondents (15%, n = 66) did say they represented 'Other' types of sub-sectors.

Specific responses were as follows:

- Disability sector
- First Aid Providers
- YMCA
- Public Library
- Animal Welfare
- Crime Prevention; Justice services
- Community Centre
- Food bank; Food security
- Research
- Crisis organization (shelters)
- Credit Counselling/Debt Management

Also, some respondents indicated that their organization belongs to more than one sector (Cross sectional organizations). Many of the 'Other' types identified likely could have been categorized with the options provided in the survey, but respondents may not perceive their sector in the same way (e.g., Some would say the Food Bank is a social service provider, but some respondents chose to select other and list food bank).

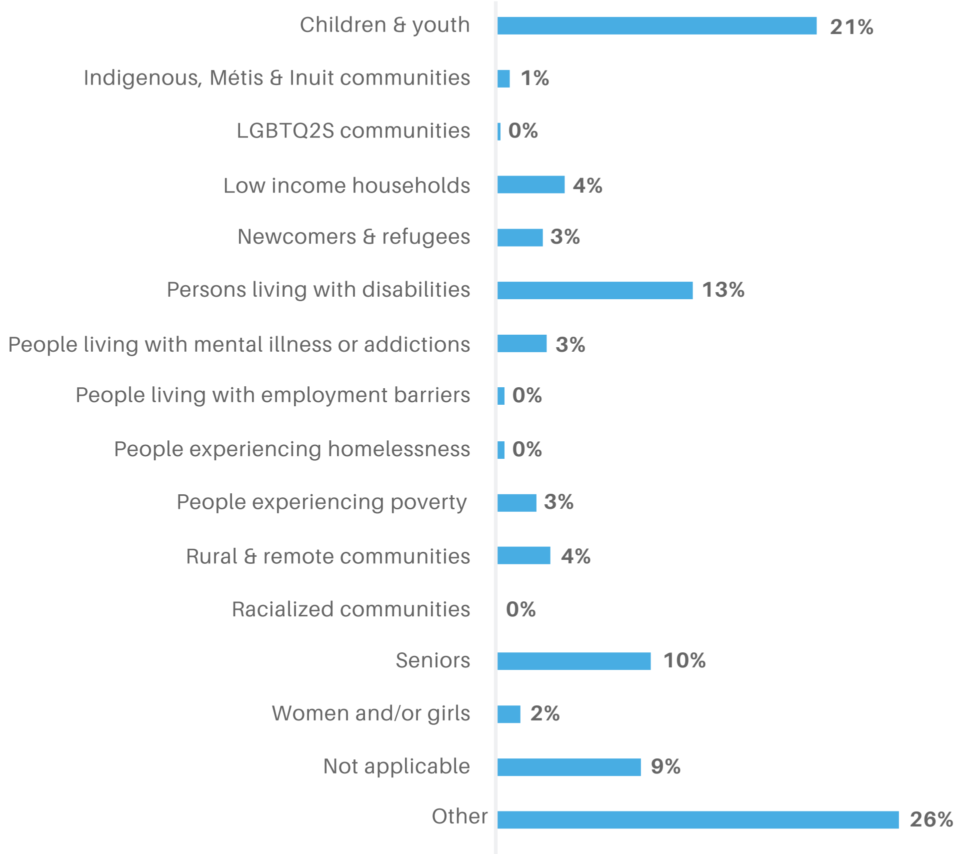
Comparing Question 14 Results Across Alberta Regions



Across zones, the sub-sectors selected most were Social Services, Sport/recreation, Health, and Education. A couple considerable differences across zones were the a much higher proportion of respondents in the South zone represented the Sport/recreation sub-sector and Calgary zone had the highest proportion of respondents for the Social services sub-sector.

Question 15:

If your mandate includes service or program delivery, what communities does your organization primarily serve?



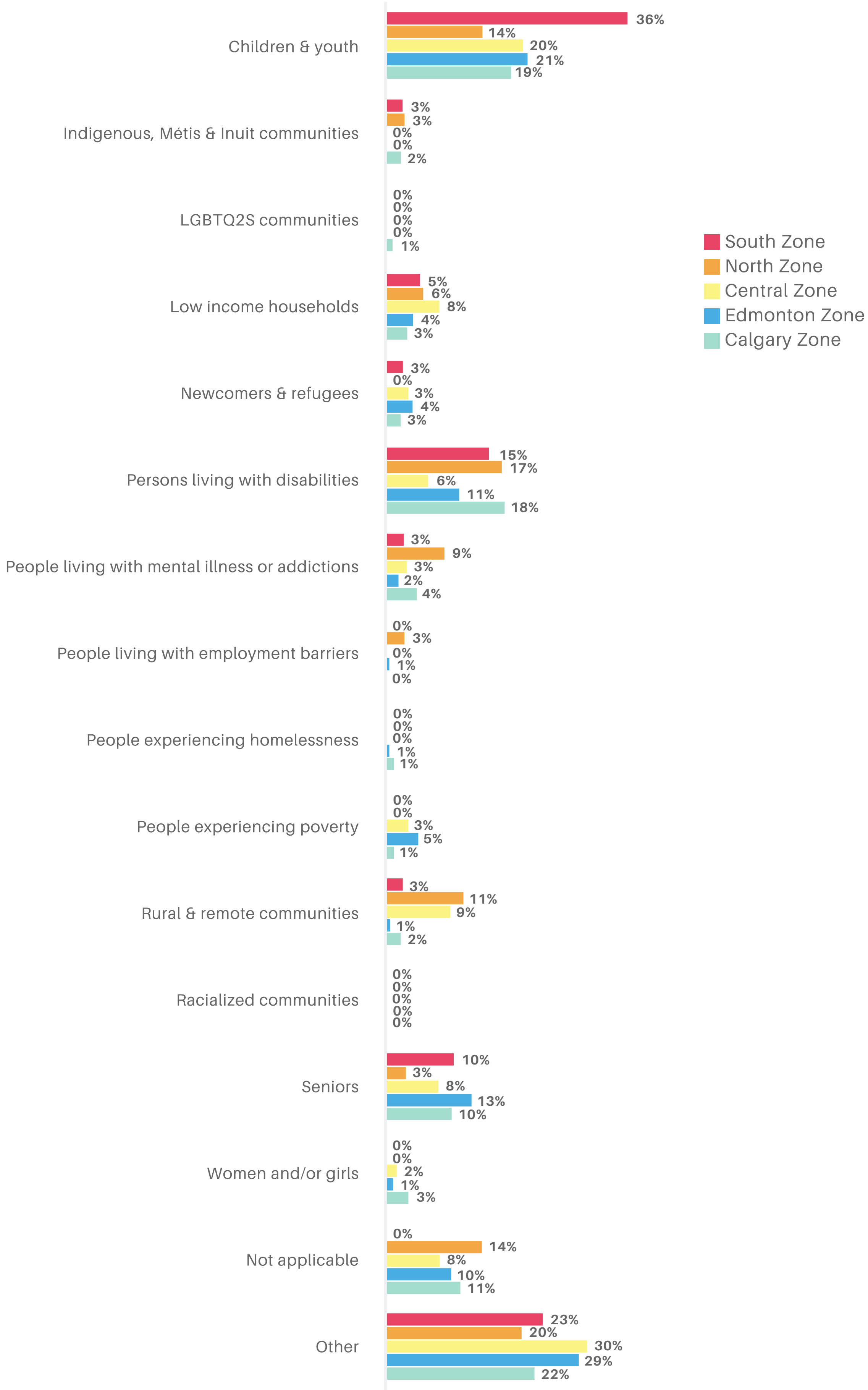
In total 425 respondents answered this question (N = 425). Children and youth (21%, n = 89), Persons living with disabilities (13%, n = 54), and Seniors (10%, n = 43) were the top communities selected. 26% indicated they served 'Other' types of communities (n = 111).

The majority of these respondents said they selected 'Other' because they serve all the listed communities ("All of the above"). Many respondents also said it's hard to specify which community the primarily serve because they have so many different ones they serve.

Other community types identified were:

- People with housing problems
- Families
- Business communities
- Athletically minded people
- Potential pet owners
- People living with cancer/ caring for someone with cancer
- Adult learners
- Victims of crime
- People living in specific geographic regions
- Museums
- Young adults
- Students; Post-secondary students
- Adults with low literacy levels
- Vulnerable people
- People with eating disorders/disordered eating and their caregivers
- Adults
- Middle aged adults
- School Councils

Comparing Question 15 Results Across Alberta Regions

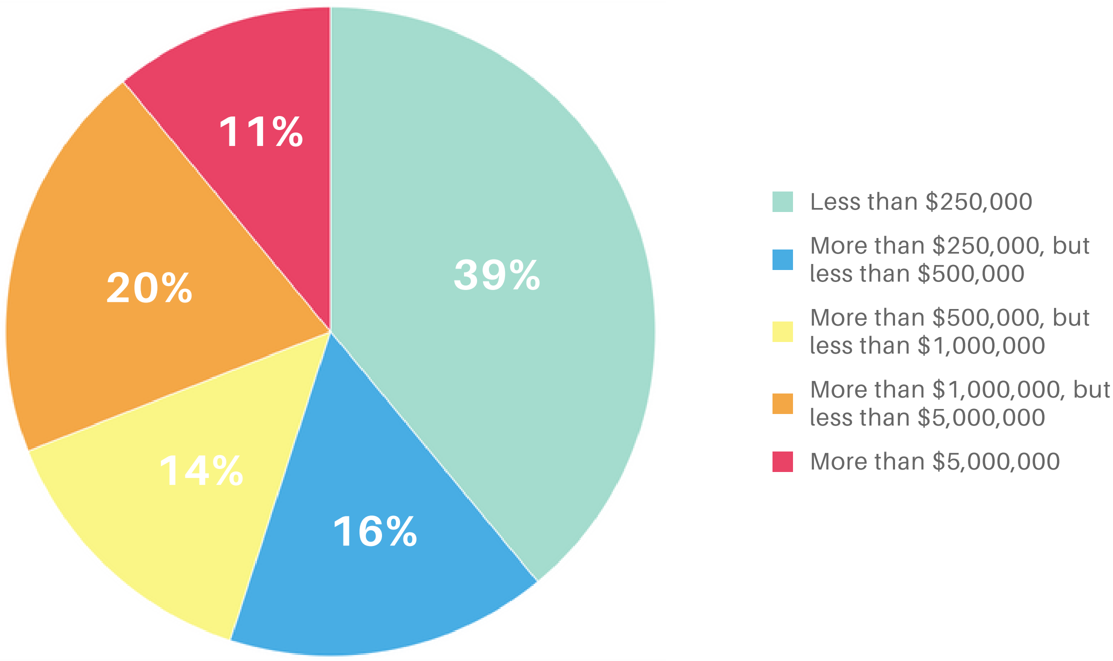


Communities identified most across zones were **Children and youth**, **Persons living with disabilities**, **Seniors**, **Low-income households**, and **Rural and Remote communities**.

Noticeable differences across respondents from different zones were that the South zone had the highest proportion of respondents indicate their organizations primarily serve **Children and youth** (36% compared to 14% - 21% for other zones). Also, higher proportion of respondents from the North (11%) and Central (9%) zone selected **Rural and remote communities** as one of the communities they serve, compared to other zones (1% - 3% for other zones).

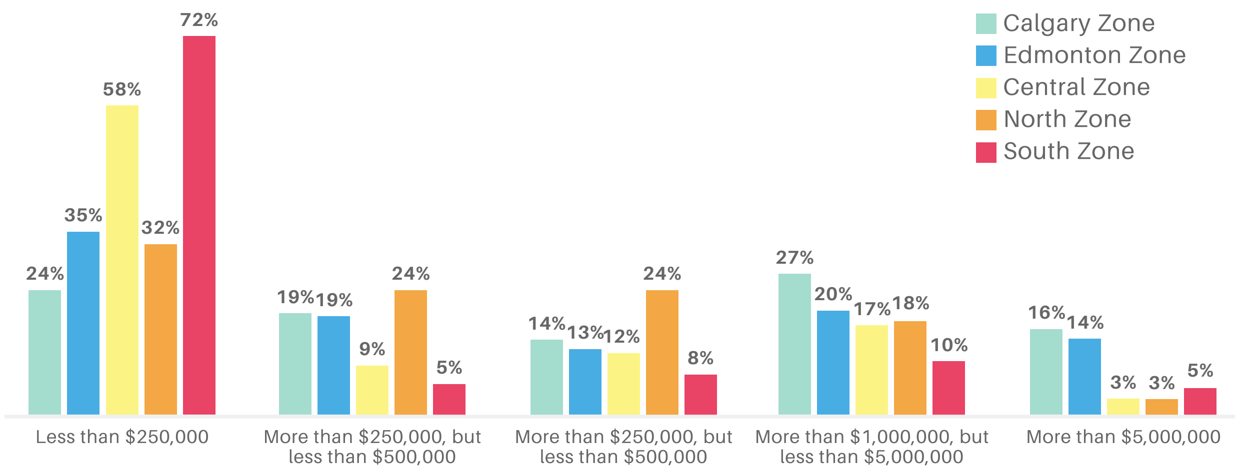
The central zone had the lowest proportion of respondents select **Persons living with disabilities** as a community they serve (11% - 18% for other zones). Only 3% of North zone respondents identified **Seniors** as a primary group they serve, compared to 8% - 13% for other zones.

Question 16:
What is your organization's annual operating budget?



Of the total responses for this question (N = 431), almost 40% of respondents (39%, n = 167) said their annual operating budget was less than $250,000. The second highest proportion of respondents (20%, n = 86) were people whose organizations had an annual operating budget of More than $1,000,000, but less than $5,000,000.

Comparing Question 16 Results Across Alberta Regions



Noticeably higher proportions of South (72%) and Central (58%) zone respondents indicated their organizations' annual operating budgets were less than $250,000.

North zone respondents made up the highest proportion of respondents across zones who said their organizations had annual operating budgets that were more than $500,000, but less than $1,000,000. Edmonton and Calgary zone respondents indicated that their organizations had operating budgets across the spectrum provided (not equally spread across the budget categories, but fairly close). However, it was the Calgary zone that had the highest proportion of respondents say their organizations have annual operating budgets more than $1,000,000, but less than $5,000,000.

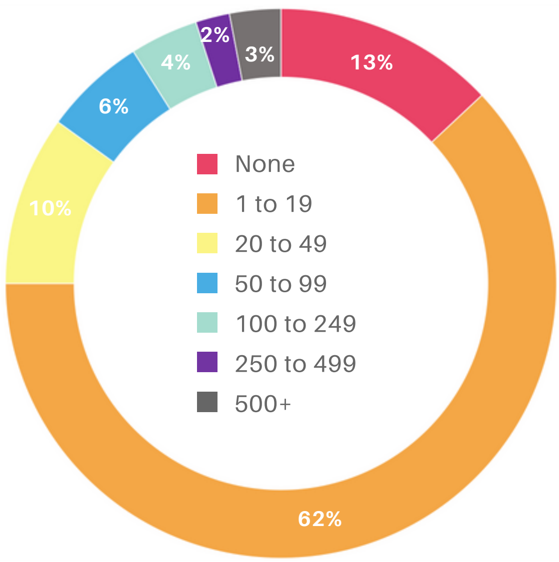
Organizations with annual operating budgets of more than $5,000,000 also tended to be more represented by the Calgary and Edmonton zone organizations, compared to organizations in other zones.

Question 17:

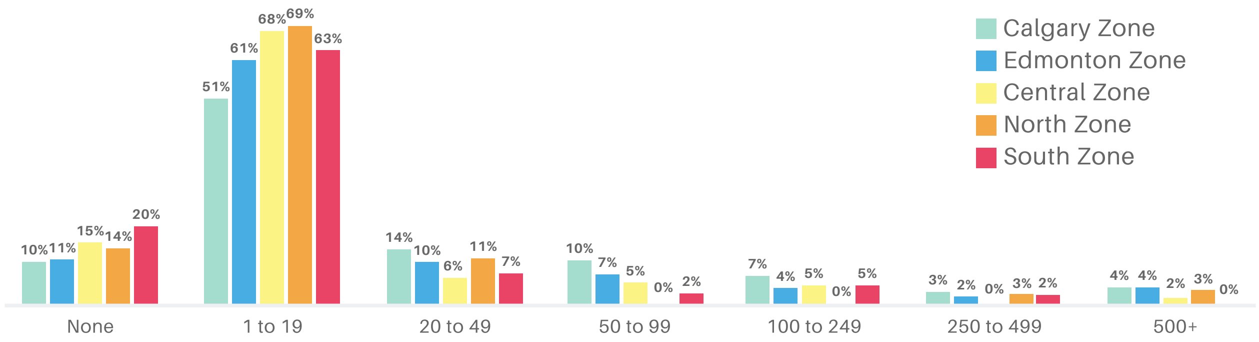
How many paid staff does your organization employ?

In total, 447 respondents answered this question (N = 447). Just over 60% of respondents (62%, n = 276) said their agencies employed 1 to 19 paid staff. This was followed by 13% who said their organizations had no paid staff (n = 56). 10% said their organizations had 20 to 49 paid staff employed (n = 43).

Organizations represented tended to be small to moderate in size, based on the number of paid employees reported (not accounting for number of volunteers).



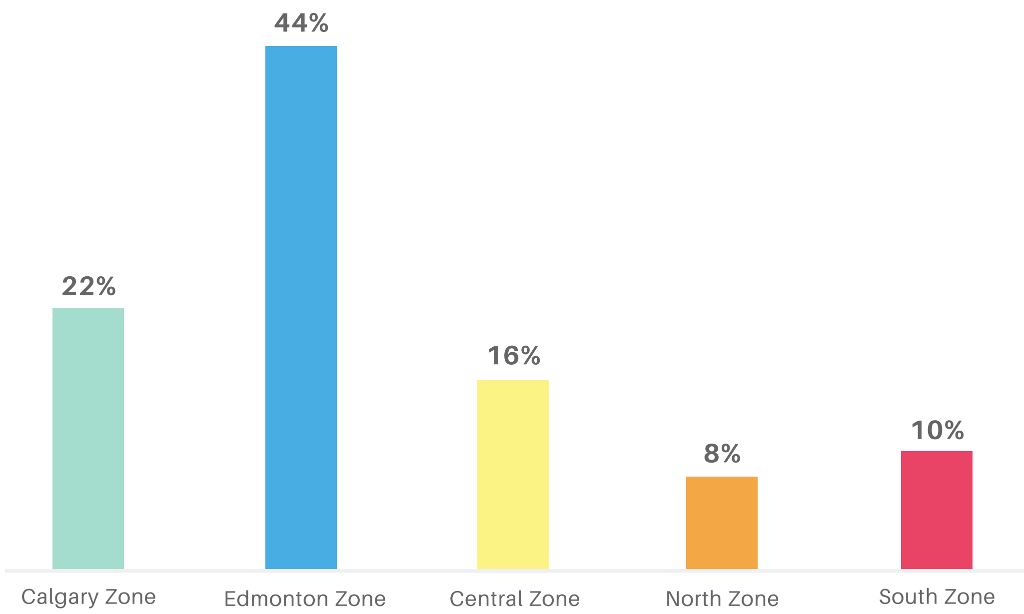
Comparing Question 17 Results Across Alberta Regions



Trends for how many paid staff are employed at the organizations represented in this survey are similar across zones. Across zones, most organizations had 1 to 19 paid staff employed. This was followed by organizations who had 20 to 29 paid staff employed or no paid staff all. Very small proportions of organizations across the zones had larger groups of staff (e.g., Only 2% to 4% of organizations across zones had 500+ paid staff employed; The North zone had no organizations represented that had 500+ paid staff employed).

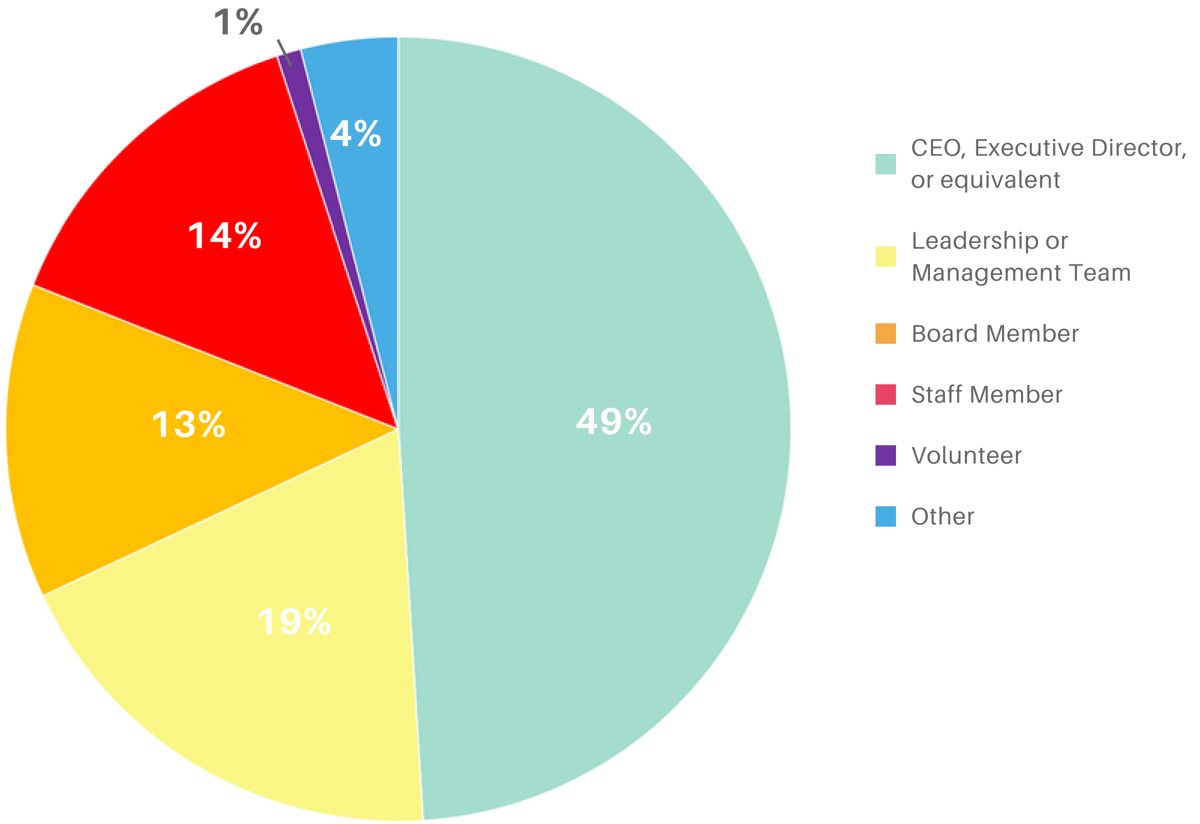
Question 18:

What geographic area does your organization serve?



Of the total responses for this question (N = 428), nearly half of the respondents (44%; n = 188) represented organizations that served the Edmonton zone. Followed by 22% (n = 96) who served the Calgary Zone, 16% (n = 67) from the Central zone, 10% (n = 41) from the South zone, and 8% (n = 36) from the North zone.

Question 19:
What is your role within the organization?



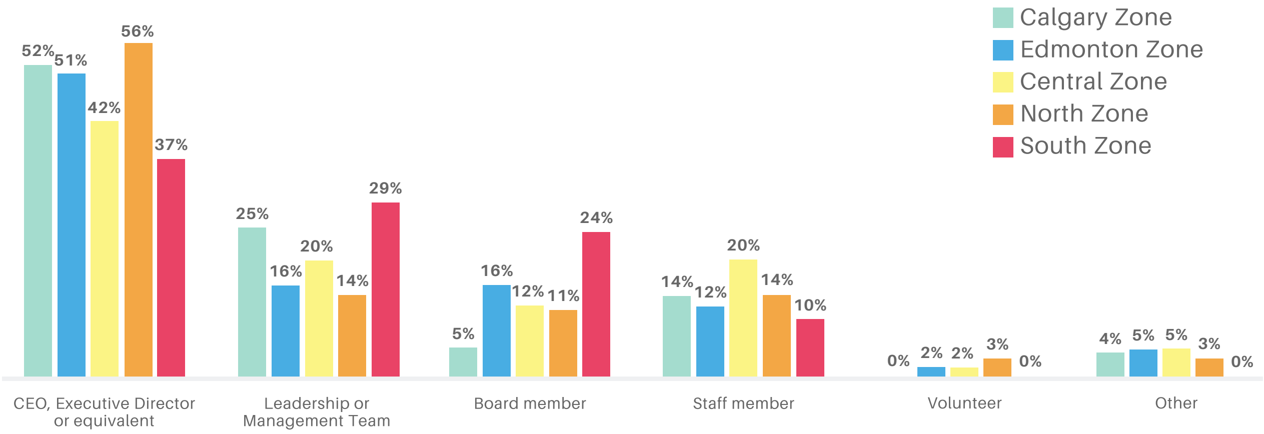
In total, 449 respondents answered this question (N = 449). Nearly half of the respondents were the CEOs, Executive Directors (or equivalent) in their organizations (49%, n = 221). Leadership/Management Team members (19%, n = 85), Staff members (14%, n = 61), and Board members (13%, n = 57) were the other roles respondents had most in their organizations.

'Other' roles were also specified (with some that could likely be represented in the original response options). The most common were:

- President
- Coordinator/Contract Position
- Minister
- Coach
- Zone President
- VP Operations
- Chair person
- Community Psychiatrist

Some respondents did also indicate they had more than one role in their organization.

Comparing Question 19 Results Across Alberta Regions



Most of the survey respondents across the regions were CEOs, Executive Directors (or equivalent). The North zone had the highest proportion of CEOs/Executive Directors complete this survey (56%). The South zone had the smallest proportion of CEOs/Executive Directors respond to this survey (37%) compared to other zones (42% - 56%). The South zone had the highest proportion or respondents who were Leadership or Management Team members (29%) and Board members (24%), compared to other zones. The Central zone had the highest proportion of Staff members (20%) complete this survey.

Next Steps

Alberta’s nonprofit organizations are doing their best to fulfill their missions through the COVID-19 pandemic. Nonprofit organizations are experiencing revenue loss and cash flow difficulties. Services and programs have been dramatically altered and the future for many organizations is uncertain.

Results of this survey provide good direction to the Alberta Nonprofit Network and its member organizations for actions to support the sector. This includes lobbying and advocacy; capacity building opportunities; ongoing outreach and updates; supports, services and resources (including financial, and volunteer recruitment); and research and evaluation.

As the situation continues to evolve it is important for all levels of government, foundations and other granting organizations to consider the nonprofit sector when considering support responses to the pandemic to address both immediate needs and future recovery needs. It is important to continue to work together as a sector, sharing resources and advice, and supporting each other through these challenging times.