



### **Funder Support during the COVID-19 Pandemic**

This survey should take approximately 10-15 minutes to complete.

Please complete this survey by **May 14, 2020**.

#### **Introduction**

Thank you for your participation in this research study conducted by the Center for Effective Philanthropy. We know that due to the pandemic nonprofit leaders are under unprecedented strain. We appreciate your time and effort to complete this survey.

In this survey, we will be asking you to share how your organization and those your organization serves have been impacted by COVID-19, whether funders have changed the way they support your organization, and what assistance your organization still needs.

Your responses to this survey will be kept **completely confidential**. When results of this survey are shared:

- All numeric rating responses to this survey will be reported in aggregate.
- If we quote part of your response to an open-ended question, we will mask all identifying information in the quote to thoroughly protect your anonymity.

#### **Instructions**

- **Please do not use the forward and back buttons on your browser's navigation bar** to move forward and back in the survey. Instead, use the directional buttons at the bottom of each screen.
- **To stop and continue the survey at a future time**, close your browser and use the survey link found in your email to resume the survey.

#### **SURVEY INSTRUMENT**

©The Center for Effective Philanthropy 2020

## YOUR ORGANIZATION'S FUNDS

1. Does your organization receive grants from staffed foundations?  
 Yes  
 No
2. *(Display only if "Yes" was selected in the previous question.)* From approximately how many staffed foundations does your organization receive grants?  
 1 staffed foundation  
 2-10 staffed foundations  
 More than 10 staffed foundations

3. Does your organization receive gifts from individual donors?

Please keep in mind the following definition of **individual donors**: individuals who give to your organization directly or give to your organization through donor-advised funds.

- Yes  
 No
4. *(Display only if "Yes" was selected in the previous question.)* Do any of your organization's individual donors give at or above a giving level of \$7,500 per year?  
 Yes  
 No
  5. Does your organization have an earned revenue stream (e.g., fee for service or contracts)?  
 Yes  
 No
  6. Of the following sources of funding, which comprises the biggest portion of your organization's overall revenue? *(Display only the sources of funding that were selected in previous questions.)*  
 Grants from staffed foundations  
 Gifts from individual donors  
 Earned revenue  
 Other *(please specify: \_\_\_\_\_)*
  7. Before the COVID-19 pandemic began, did your organization have reserve funds (e.g., emergency fund or board designated reserves)?  
 Yes *(please estimate the number of months' worth of operating expenses that your organization had in reserve funds at that time: \_\_\_\_\_)*  
 No

### SURVEY INSTRUMENT

**IMPACT OF COVID-19 ON YOUR ORGANIZATION AND THOSE IT SERVES**

8. Please estimate how much of a negative impact COVID-19 is currently having, overall, on your organization.

- No negative impact
- Little negative impact
- Moderate negative impact
- Significant negative impact

9. In response to the COVID-19 pandemic, has your organization had to take any of the following actions?

	<b>Yes, my organization has taken this action</b>	<b>No, my organization has not taken this action</b>
Reduced programs or services	<input type="checkbox"/>	<input type="checkbox"/>
Laid off employees	<input type="checkbox"/>	<input type="checkbox"/>
Furloughed employees (i.e., temporarily laid off employees)	<input type="checkbox"/>	<input type="checkbox"/>
Reduced staff hours	<input type="checkbox"/>	<input type="checkbox"/>
Reduced wages	<input type="checkbox"/>	<input type="checkbox"/>
Reduced employee benefits	<input type="checkbox"/>	<input type="checkbox"/>
Drew from reserves (e.g., emergency fund, board designated reserves, etc.) <i>(Display only if the organization had reserve funds before the COVID-19 pandemic began.)</i>	<input type="checkbox"/>	<input type="checkbox"/>
Cancelled or postponed fundraising events (e.g., galas)	<input type="checkbox"/>	<input type="checkbox"/>
Taken out a line of credit	<input type="checkbox"/>	<input type="checkbox"/>
Other <i>(please specify: _____)</i>	<input type="checkbox"/>	<input type="checkbox"/>

10. As a result of the COVID-19 pandemic, do you expect that your organization will have to take any of the following actions in the coming months? *(Display only the responses that were not selected in the previous question.)*

	<b>Yes, I expect that my organization will take this action</b>	<b>No, I do not expect that my organization will take this action</b>	<b>I'm not sure whether my organization will take this action</b>
Reduce programs or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lay off employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Furlough employees (i.e., temporarily lay off employees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduce staff hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduce wages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduce employee benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Draw from reserves (e.g., emergency fund, board designated reserves, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cancel or postpone fundraising events (e.g., galas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Take out a line of credit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other <i>(please specify: _____)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Overall, has the demand for your programs and services changed as a result of COVID-19?

- Yes, overall, demand for my organization's programs and services has increased as a result of COVID-19.
- Yes, overall, demand for my organization's programs and services has decreased as a result of COVID-19.
- No, overall, COVID-19 has had no impact on demand for my organization's programs and services.

**SURVEY INSTRUMENT**

12. (Display only if the organization has an earned revenue stream, receives foundation funding, or receives gifts from individual donors.) Has your organization’s revenue from the following sources changed as a result of COVID-19?

	Revenue from this source has increased	Revenue from this source has decreased	Revenue from this source has not changed
Earned revenue (Display only if the organization has an earned revenue stream.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grants from staffed foundations (Display only if the organization receives foundation funding.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gifts from individual donors (Display only if the organization receives gifts from individual donors and the respondent did NOT select “Yes” for the question about individual donors at or above a giving level of \$7,500 per year.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gifts from individual donors below a giving level of \$7,500 per year (Display only if the organization receives gifts from individual donors at or above a giving level of \$7,500 per year.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gifts from individual donors at or above a giving level of \$7,500 per year (Display only if the organization receives gifts from individual donors at or above a giving level of \$7,500 per year.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. As a result of COVID-19, what are the biggest challenges facing the people and communities your organization serves?

---



---



---

14. What would you like your funders to know about the ways in which this crisis has affected the people and communities your organization serves?

---



---



---

15. How is your organization listening to and gathering feedback from the people and communities you serve during the COVID-19 pandemic?

---



---



---

**SURVEY INSTRUMENT**

## FUNDER SUPPORT FOR YOUR ORGANIZATION

16. *(Display only if the organization receives funding from staffed foundations.)* Approximately how many of your organization’s staffed foundation funders have taken the following actions in response to COVID-19?

	None (0%)	Some (1%-49%)	Most (50%-99%)	All (100%)
Proactively converted restricted grant funds to unrestricted funding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Offered to discuss converting restricted grant funds to unrestricted funding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Automatically renewed grants for (an) additional year(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accelerated payment schedules on grants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increased size of current grants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provided supplemental grants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extended the deadline for completing the work funded by current grants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Allowed goals of current grants to shift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waived reporting deadlines or made them flexible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Forgave interest on program-related investment (PRI) loans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other <i>(please specify: _____)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*(Display only if the organization receives funding from individual donors at or above a giving level of \$7,500 per year.)* For the following questions, please keep in mind the following definition of **major donors**: individual donors who give to your organization at or above a giving level of \$7,500 per year.

17. *(Display only if the organization receives funding from staffed foundations and/or gifts from major donors.)* Since the COVID-19 pandemic began, approximately how many of your organization’s funders have made direct, personal contact with your organization (e.g., a personal call or email to you or a colleague at your organization)?

Type of funder	None (0%)	Some (1%-49%)	Most (50%-99%)	All (100%)
Staffed foundation funders <i>(Display only if the organization receives funding from staffed foundations.)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Major donors <i>(Display only if the organization receives gifts from major donors.)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### SURVEY INSTRUMENT

18. *(Display only if a response other than “None” was selected in the previous question.)* Since the COVID-19 pandemic began, approximately how many of your organization’s funders have talked with your organization about how the COVID-19 pandemic will change the way they support you in the future?

Type of funder	None (0%)	Some (1%-49%)	Most (50%-99%)	All (100%)
Staffed foundation funders <i>(Display only if a response other than “None” was selected in the previous question for staffed foundations.)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Major donors <i>(Display only if a response other than “None” was selected in the previous question for major donors.)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. *(Display only if a response other than “None” was selected two questions ago.)* Since the COVID-19 pandemic began, approximately how many of your organization’s funders have talked with your organization about how the COVID-19 pandemic is affecting those your organization serves?

Type of funder	None (0%)	Some (1%-49%)	Most (50%-99%)	All (100%)	N/A
Staffed foundation funders <i>(Display only if a response other than “None” was selected two questions ago for staffed foundations.)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Major donors <i>(Display only if a response other than “None” was selected two questions ago for major donors.)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. Overall, how candid do you feel you are able to be with your organization’s funders about challenges your organization is facing as a result of COVID-19?

Type of funder	Not at all candid	Somewhat candid	Very candid
Staffed foundation funders <i>(Display only if the organization receives funding from staffed foundations.)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Major donors <i>(Display only if the organization receives gifts from major donors.)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SURVEY INSTRUMENT**

21. Overall, how helpful have your organization’s funders been to your organization during the COVID-19 pandemic?

<b>Type of funder</b>	Very harmful	Somewhat harmful	Neither harmful nor helpful	Somewhat helpful	Very helpful
Staffed foundation funders <i>(Display only if the organization receives funding from staffed foundations.)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Major donors <i>(Display only if the organization receives gifts from major donors.)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. *(Display only if “Very harmful” or “Somewhat harmful” was selected in the previous question for staffed foundation funders.)* Please describe the ways in which your organization’s **staffed foundation funders** have been harmful to your organization during the COVID-19 pandemic.

---



---



---

23. *(Display only if “Very harmful” or “Somewhat harmful” was selected in the previous question for major donors.)* Please describe the ways in which your organization’s **major donors** have been harmful to your organization during the COVID-19 pandemic.

---



---



---

24. *(Display only if “Very helpful” or “Somewhat helpful” was selected in the previous question for staffed foundation funders.)* Please describe the ways in which your organization’s **staffed foundation funders** have been most helpful to your organization during the COVID-19 pandemic.

---



---



---

25. *(Display only if “Very helpful” or “Somewhat helpful” was selected in the previous question for major donors.)* Please describe the ways in which your organization’s **major donors** have been most helpful to your organization during the COVID-19 pandemic.

---



---



---

26. *(Display only if the organization receives funding from staffed foundations.)* What do you most need from your organization’s **staffed foundation funders** to help your organization during this time?

---



---



---

**SURVEY INSTRUMENT**



27. (Display only if the organization receives funding from major donors.) What do you most need from your organization's **major donors** to help your organization during this time?

---

---

---

## CONCLUDING THOUGHTS

28. What are the biggest challenges you have faced, as a leader, during the COVID-19 pandemic?

---

---

---

29. What, if anything, has your organization changed about the way it approaches its work that it will take forward into its future work?

---

---

---

## ABOUT YOU AND YOUR ORGANIZATION

30. What is your current role at your organization?

- CEO/Executive Director or equivalent
- Finance Director or equivalent
- Development Director or equivalent
- Other (please specify: \_\_\_\_\_)

31. How many years have you been in your current role at your organization?

- Less than 1 year
- At least 1 year but fewer than 3 years
- At least 3 years but fewer than 6 years
- At least 6 years but fewer than 10 years
- 10 years or longer

32. Do you identify as a person of color?

- Yes
- No
- Prefer not to say

### SURVEY INSTRUMENT

33. Please select the option that represents how you describe yourself:
- Female
  - Male
  - Prefer to self-identify (*optional, please describe:* \_\_\_\_\_)
  - Prefer not to say
34. (*Display only if the respondent is not the CEO/Executive Director.*) Does the CEO/Executive Director of your organization identify as a person of color?
- Yes
  - No
  - Not sure
  - Prefer not to say
35. (*Display only if the respondent is not the CEO/Executive Director.*) Please select the option that represents how the CEO/Executive Director of your organization describes themselves:
- Female
  - Male
  - Prefer to self-identify (*optional, please describe:* \_\_\_\_\_)
  - Not sure
  - Prefer not to say
36. Would you describe your organization as a direct service nonprofit?
- Yes
  - No
  - Not sure
37. Does your organization primarily serve historically disadvantaged communities/populations?
- Yes
  - No
  - Not sure
  - Prefer not to say
38. Does your organization have an endowment?
- Yes
  - No
39. How would you describe the geographical scope(s) of your organization? (*Select all that apply.*)
- Local
  - State
  - Regional

**SURVEY INSTRUMENT**

National

Global

**SURVEY INSTRUMENT**

©The Center for Effective Philanthropy 2020