



Nonprofit**HR**

**CORONAVIRUS RESPONSE  
PULSE SURVEY**

**RESULTS & INSIGHTS**

**RESPONSES FROM 800+  
ORGANIZATIONS** ●●●●●●●●

**20+ PARTICIPATING MISSION AREAS**

**ORGANIZATIONS FROM 43 STATES REPRESENTED**



Access more COVID-19 resources by Nonprofit HR!

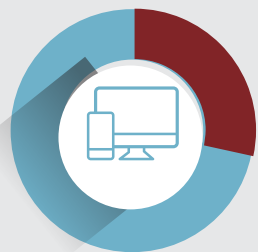
**Visit [nonprofithr.com/covid19](https://nonprofithr.com/covid19)**



**Survey Background:** In mid-March, Nonprofit HR conducted a Coronavirus Readiness Pulse Survey for the social impact sector. Its findings highlighted the agility of the sector's organizational leadership and business preparedness practices. Over two-thirds of the respondents of our March survey indicated readiness to go virtual and the ability to accommodate an all-virtual workforce in the midst of sweeping stay-at-home orders.

In an effort to inform the sector and its leadership, we sought additional input from social impact leaders regarding their coronavirus preparedness and response plans in May. These results reflect the findings of 808 respondents from social impact organizations across the country.

## MOST NONPROFIT SURVEY RESPONDENTS ARE CONTEMPLATING LONGER-TERM WORK FROM HOME SOLUTIONS POST-PANDEMIC



Close to three-quarters (69%) of respondent organizations can accommodate remote work (working from home) for all staff.

Similarly, most (69%) respondent organizations are now contemplating remote work as longer-term option beyond the novel coronavirus crisis.

## ADDITIONAL OBSERVATIONS FROM THE SURVEY DATA

Some employers moved to virtual operations and avoided physical workspaces prior to stay-at-home orders or social distancing guidelines.

## SURVEY RESPONDENTS ALSO SHARED:

“We made an org-wide determination to have everyone work remotely, although not all states or cities where we have staff had issued any stay-at-home orders.”

### Demographic Data:

Mission Type: Human / Civil Rights

Budget: Less than \$1 million

State: NY

Number of Employees: Less than 10

“Our organization was among the first non-profit or for-profit business in our community to develop and implement a plan to work at home, and to limit access by public and volunteers to our building.”

### Demographic Data:

Mission Type: Media

Budget: Less than \$1 million

State: CO

Number of Employees: Less than 10



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# HOW HAS YOUR HEADCOUNT CHANGED SINCE THE COVID-19 CRISIS BEGAN?



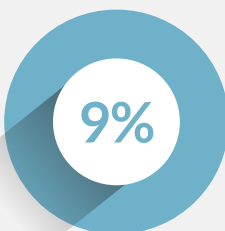
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## EXPERIENCED INCREASE

*"We had to quickly increase staff capacity to meet service demand, we have so far successfully interviewed and trained two groups of new staff via video-conferencing."*

### Demographic Data:

Mission Type: Social/Human Services  
Budget: \$1 million - \$4.9 million  
State: FL  
Number of Employees: 21-50



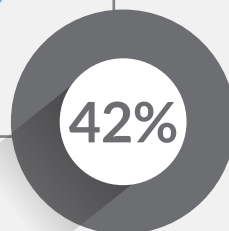
## EXPECT INCREASE



*"The majority of roles can work remotely, a few partially, and a few not at all. We continue to hire for open positions that are able to work remotely."*

### Demographic Data:

Mission Type: Association  
Budget: \$10 million - \$14.9 million  
State: CA  
Number of Employees: 101-200



## NO CHANGE EXPECTED OR EXPERIENCED

## EXPERIENCED DECREASE

*"We laid off 50% of staff. Half of our staff have to perform their jobs on-site, so we have had to implement additional safety protocols."*

### Demographic Data:

Mission Type: Environment  
Budget: \$1 million - \$4.9 million  
State: MD  
Number of Employees: 11-20



## EXPECT DECREASE

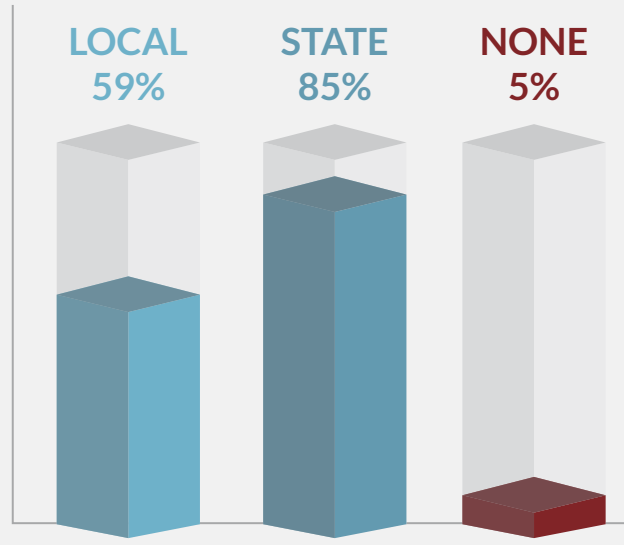


*"We already canceled most of our spring programming. We anticipate more events will be canceled and we will need to make drastic reductions to headcount and cut benefits."*

### Demographic Data:

Mission Type: Education  
Budget: Less than \$15 million - \$19.9 million  
State: VA  
Number of Employees: 51 - 100

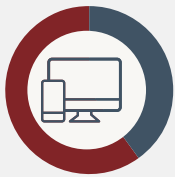
Jurisdictions that directed staff to avoid physical workspaces due to stay-at-home orders or social distancing guidelines.



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## Respondent comparisons between direct- and non-direct service organizations.



60% of direct service and 88% of non-direct service organizations can accommodate remote work for all staff.

67% of direct service and 73% of non-direct service organizations are now contemplating remote work as a longer-term option beyond the coronavirus crisis.

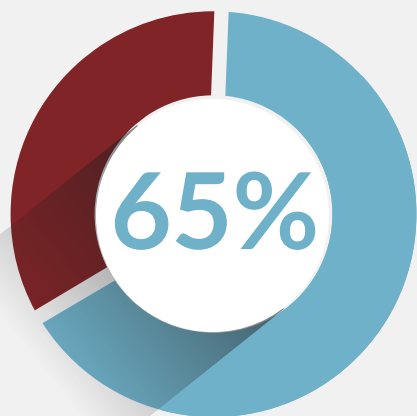
37%

### SERVICE

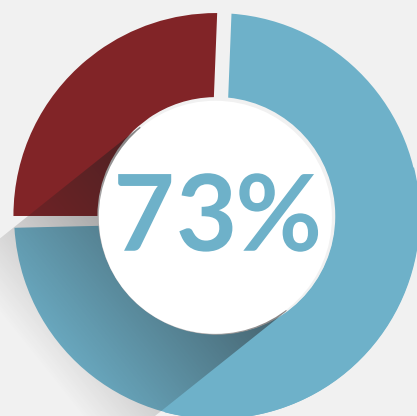
The majority (63%) of respondent organizations provide direct services to their target communities.

63%





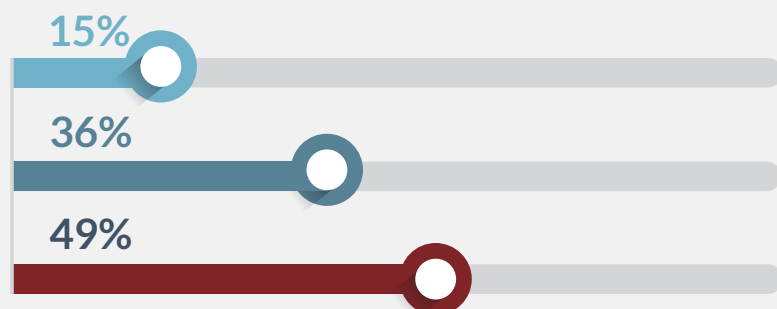
Percent of respondent organizations have a business continuity plan



Percent of respondent organizations developed employee communications plan in response to COVID-19



## Does your organization have a succession plan?



■ Yes, for staff and leadership

■ Yes, but only for our leadership

■ No, no succession plans for staff or leadership

# SELECT SURVEY RESPONDENT QUOTES



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"The stress of the unknown is the greatest challenge. Nothing is the same and everything is uncertain. We are very fortunate to have received a PPP loan and that has kept our staff working remotely. Also, one of our funders provided us with a contract extension. This allows us additional time to complete our production after the NY PAUSE is lifted. The stress is predominantly related to the financial stress of not knowing how our funding will be impacted in the new Fiscal Year that begins June 1, 2020. Federal, State, City and local budgets are all in flux and this, in turn, leaves us in limbo. We will hope for the best and plan for the worst."

**Demographic Data:**

Mission Type: Housing/Community Development  
Budget: Less than \$1 million - \$4.9 million  
State: NY  
Number of Employees: 11-20

"As a statewide organization serving communities of color and indigenous people we have refocused or work to provide significant language, health and basic life information and resources to over 70 organizations and groups we count as members. Internally we are designing policies in health, workforce, transportation and environment categories that will need to change as a result of corona impacts."

**Demographic Data:**

Mission Type: Environment  
Budget: \$1 million - \$4.9 million  
State: WA  
Number of Employees: Less than 10

"Some layoffs, some reduced schedules, dramatic increase in use of technology for meetings & mass communications, dramatic drop in in-person meetings/trainings, culture feels more close-knit, LOTS more communication & staff recognition than in the past."

**Demographic Data:**

Mission Type: Health/Health Services/Health Education  
Budget: Less than \$20 million - \$39.9 million  
State: WI  
Number of Employees: 201-500



"Telecommuting presents challenges in providing services for an extended timeframe without some staff having office access."

**Demographic Data:**

Mission Type: Community Development  
Budget: \$1 million - \$4.9 million  
State: NY  
Number of Employees: 11-20

"All staff were furloughed, but the executive director quickly brought some back. Other staff are returning June 1<sup>st</sup>. Our online store and accounting department have remained in their part-time jobs."

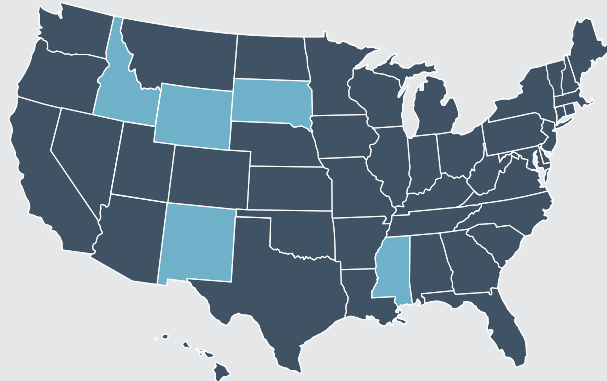
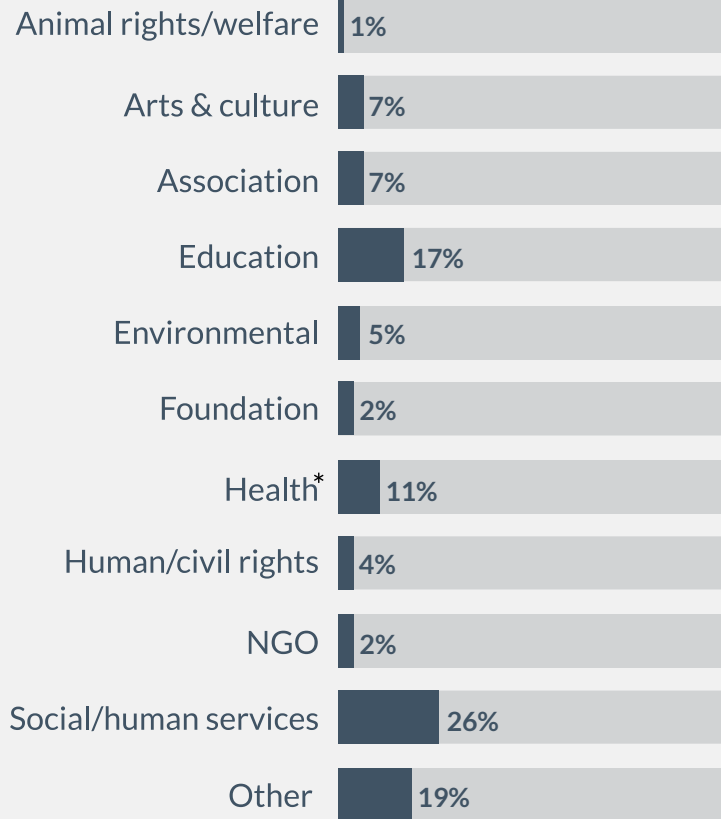
**Demographic Data:**

Mission Type: Arts & Culture  
Budget: Less than \$1 million  
State: NY  
Number of Employees: Less than 10

# SURVEY RESPONDENT DEMOGRAPHICS

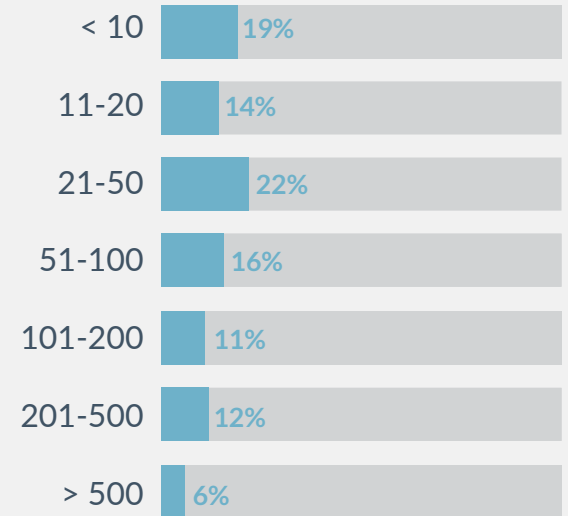
## MISSION TYPE

\* Includes Health/Health Services/Health Education missions.

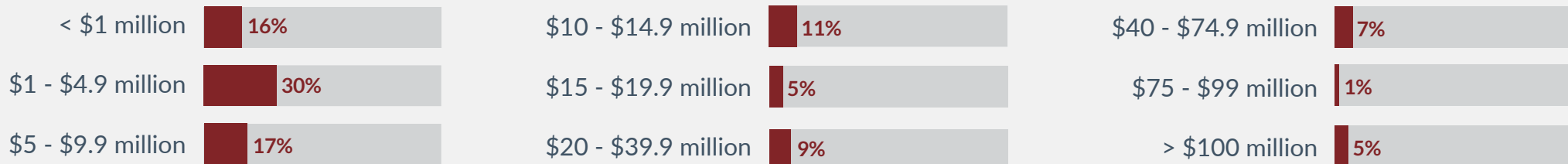


Organizations in the dark blue shaded states participated in the survey. States with light blue had no participating organizations.

## STAFF SIZE



## BUDGET



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# ABOUT NONPROFIT HR

Nonprofit HR was founded with one goal in mind: to strengthen the social sector by strengthening its people.

Why? Because we know that an organization is only as effective as its people.

Nonprofit HR is the country's leading and oldest firm focused exclusively on the talent management needs of social impact organizations. Since 2000, our staff of credentialed experts have advanced the impact of some of the world's most influential brands in the sector.

We focus our efforts on project-based human resources consulting, HR outsourcing, talent acquisition, and executive search. Nonprofit HR also offers customized trainings, research and events, all with the objective of strengthening the people management capacity of the workforce.

## ACCESS VIDEO RECORDINGS FROM OUR CORONAVIRUS VIRUS WEBINAR SERIES!

From addressing employee stress to adapting in-person practices in to virtual solutions, this webinar series delivers superior professional development at the click of a button! On each weekly webinar, Nonprofit HR staff and external consultants provide valuable insights on crucial topics to enhance the expertise and responsiveness of social impact leaders and their staff. These webinars were recorded and archived for convenient on-demand access and we are happy to share them with you! Please refer to the list below, access the full library of video presentations, and watch the ones that appeal to you.

**Download our COVID-19  
Webinar Series Recordings**



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## CONTACT US!



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**nonprofithr.com**



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**nonprofithr.com/covid19**