THE VOICE OF CHARITIES FACING COVID-19 WORLDWIDE

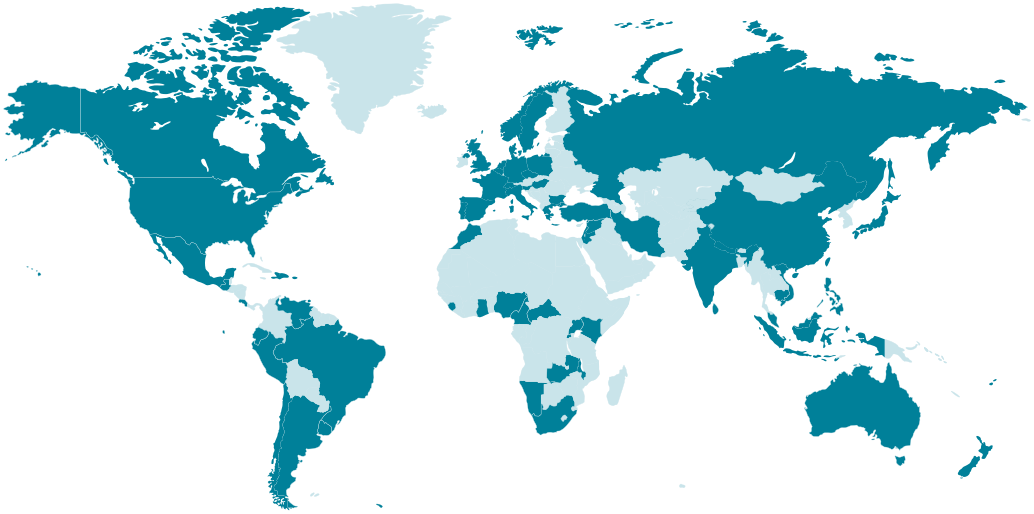
CAF America

ABOUT THIS REPORT

From March 24 to March 26, CAF America conducted a survey that involved more than 500 organizations worldwide to learn how the growing threat of the coronavirus global pandemic affects their organizations and how they are coping with COVID-19 in their communities. The survey included organizations from 93 countries spanning across 6 continents.

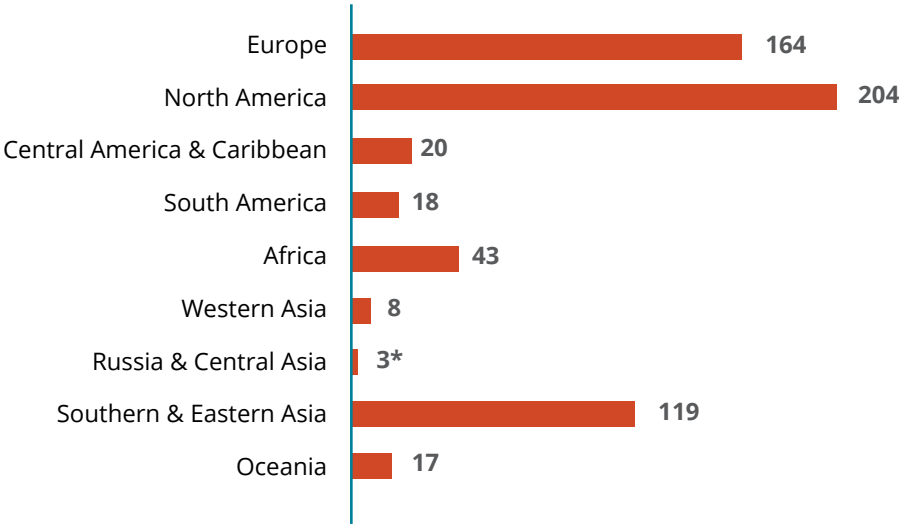
544
ORGANIZATIONS

93
COUNTRIES



Responding Countries Highlighted

Regional Landscape



** More information on how COVID-19 is affecting Russian organizations can be found here.*

Organizations Surveyed | Scope of Work

Most respondents' work pertains to healthcare (89), education (73), and arts & culture (73). Organizations providing support to children and youth (72), along with those helping economically disadvantaged populations (31) and people living with disabilities (29) are also well represented.

89 **Healthcare**
(hospitals, medical services, public health, disease, drug use, mental health)

73 **Arts and Culture**
(museums, cultural preservation, community development, libraries, etc.)

73 **Education**
(schools, universities, scholarships, research)

72 **Children and Youth**
(orphans, children & youth in crisis)

31 **Economically Disadvantaged Populations**
(food & shelter, social services)

30 **Human Rights**
(advocacy, legal aid, refugees, minority rights, etc.)

29 **People with Disabilities**
(physical and mental)

28 **Gender Equality**
(including LGBTQ)

24 **Environment Protection**

21 **Homeless**
(food & shelter, other social services)

18 **Animal Protection**
(shelter, animal rescue, healthcare, etc.)

16 **Unemployed**
(including youth & adults: skills development training, job search, employment applications, etc.)

14 **Sport and Recreational Activities**

11 **Elderly**
(social support, shelter & food)

10 **Religion & Faith**

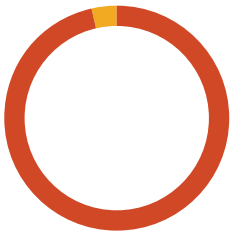
IMMEDIATE IMPACT

Are there any government level restrictions in place related to the coronavirus global pandemic that have already impacted your organization? (N=543)

94.84%

The great majority of the respondents' countries have imposed coronavirus related restrictions that had an immediate impact on the respondents organizations.

Is your organization currently negatively impacted by the coronavirus global pandemic? (N=543)



96.50%
YES

Almost all of the organizations surveyed are experiencing a negative impact of the pandemic and have taken steps to address the coronavirus-related challenges.

Only 10 of the organizations surveyed indicated that they do not expect to be negatively impacted by the pandemic. Among those not yet impacted and those anticipating the brunt of the impact during the course of the coming year, the majority of the respondents (73.33% | 66 respondents) foresee experiencing a negative impact within the next three months and approximately one-third in 3 months or later (34.44% | 31 respondents).

NO IMPACT	IN 1 MONTH	IN 2 MONTHS	IN 3 MONTHS	> 3 MONTHS
11.11%	31.11%	20.00%	22.22%	34.44%

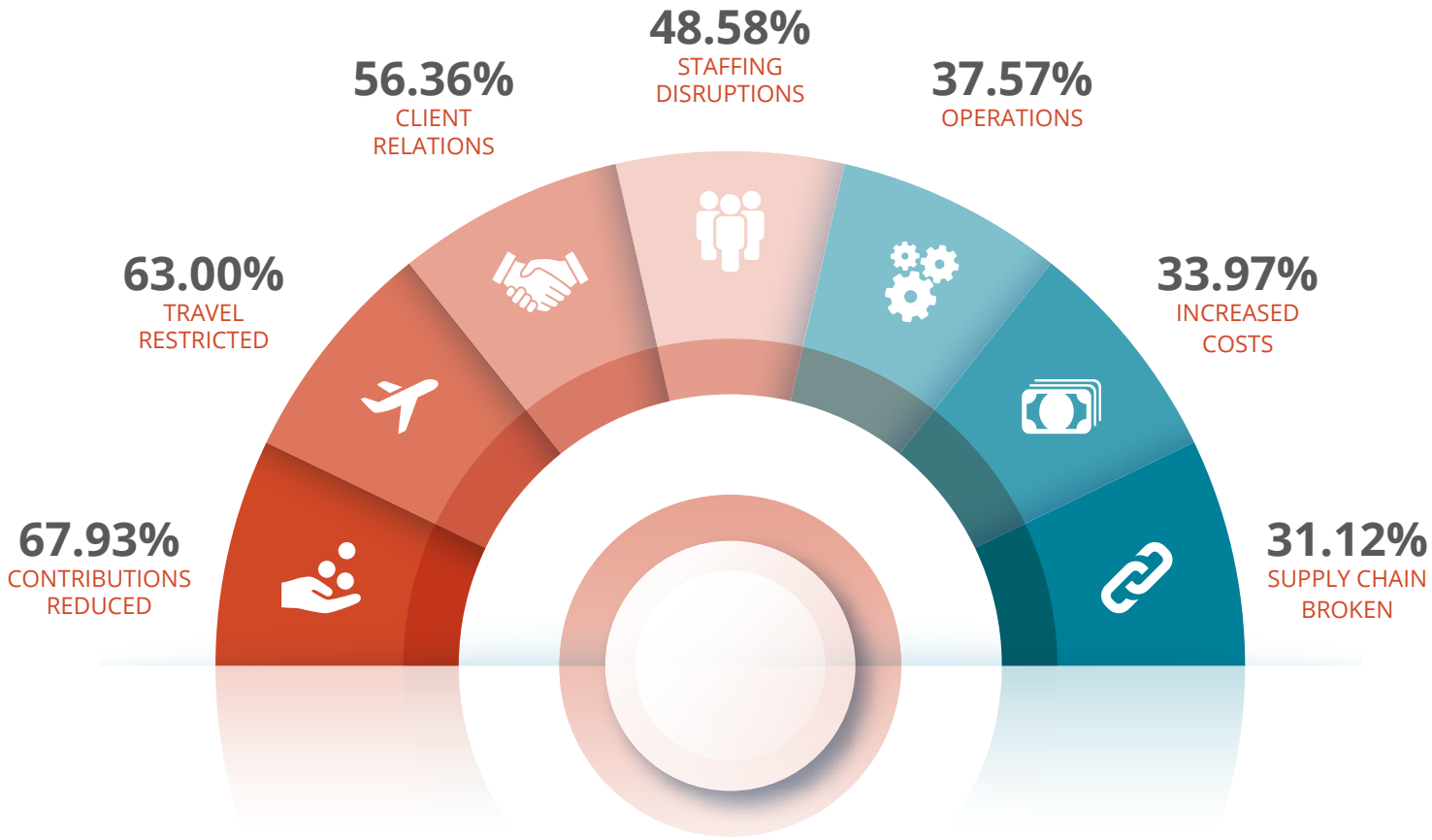
(N=90)

> We will be negatively affected by coronavirus for the foreseeable future. Even when the crisis subsides, we will not be able to pick up where we left off.

IMMEDIATE IMPACT

67.93% of the respondents have seen a decrease in funding and reported difficulties in reaching donors, while 33.97% indicated an increase in operational costs. More than half are unable to fully meet the expectations of those they serve due to staffing limitations (48.58%) and system-challenges (37.57%). Restrictions on travel, a key programmatic element for many organizations, have affected 63% of the respondents' operations.

Which areas of your organization are being impacted by the coronavirus global pandemic? (N=527)



> Our revenues from the activities of a social enterprise fell by 80%, we have no finances to maintain employment of disabled and healthy people, to pay for electricity, heating, garbage collection, taxes and insurance.

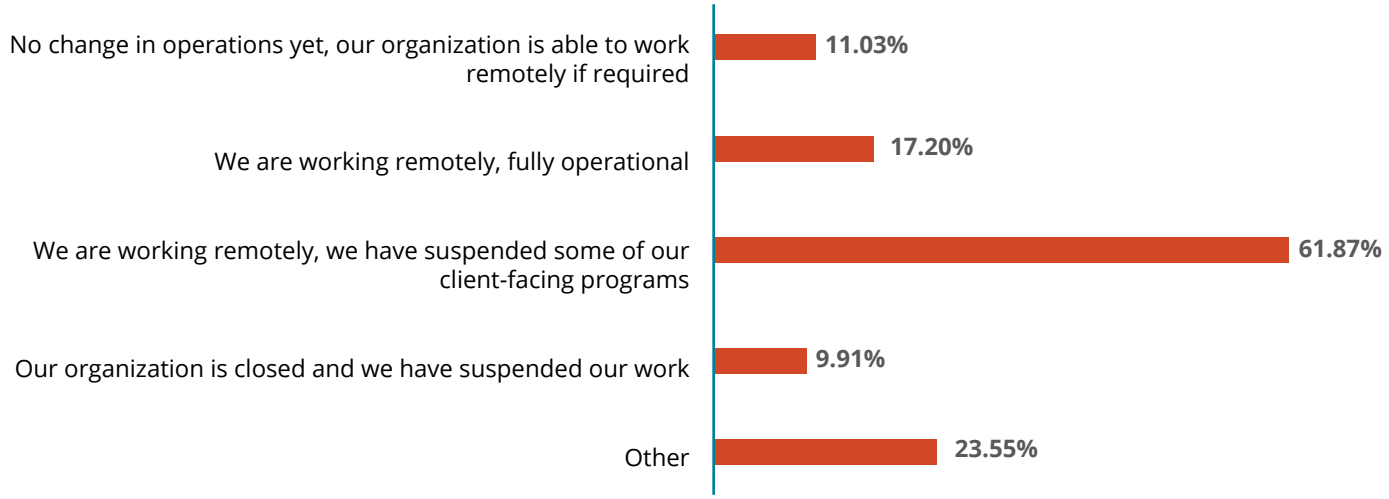
> We work in the field of domestic abuse and we are currently experiencing an increased need for our services. Victims are forced to work from home and children are unable to attend school. The increased time spent with the perpetrators puts them in greater danger for domestic abuse.

OPERATIONS | CURRENT LANDSCAPE

The common goal emerging across the majority of the organizations surveyed is an attempt at maintaining operations to the extent possible to continue providing their core services.

Despite the serious challenges organizations are experiencing worldwide, almost all respondents **(90.10%) continue to serve their communities**. Although they have had to suspend certain activities, almost two thirds of the organizations surveyed (61.87%) continue their operations remotely and 28.23% are maintaining full operations (11.03% working in office and 17.20% working remotely).

Operating remotely? (N=535)



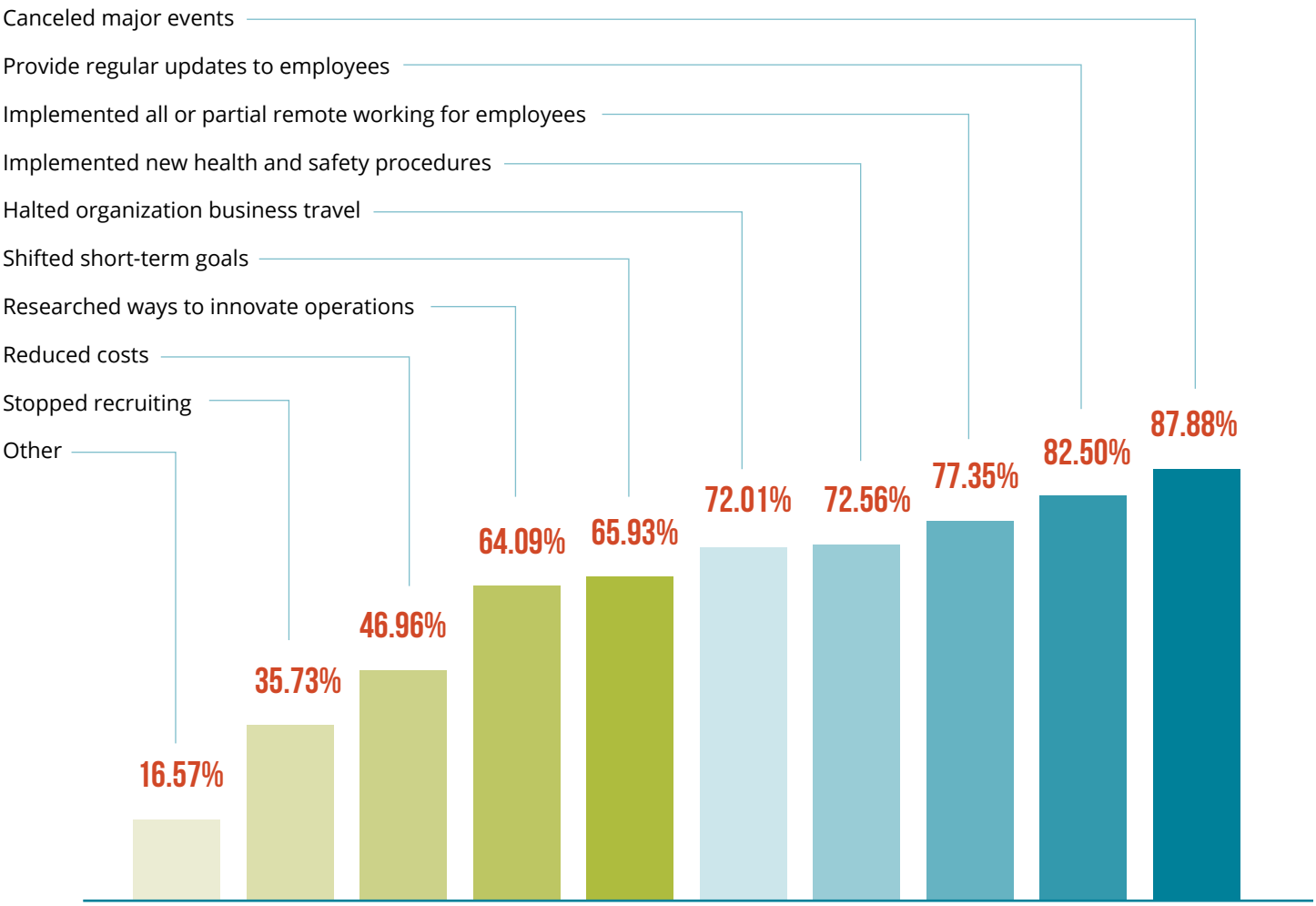
The main difficulty organizations face in adapting their operations to the current conditions is the lack of infrastructure and access to systems that allow moving their work online.

9.91%

9.91% of the organizations surveyed were **forced to suspend their work**. The vast majority are institutions that are closed due to government restrictions and social distancing requirements, such as schools and places of worship.

The most common preventative measures taken by the organizations surveyed are cancelling large events, providing regular updates and implementing safety procedures, working remotely, and halting business travel. Over 65% of respondents had to shift short-term goals to adjust operations during the pandemic.

What actions has your organization taken in response to the coronavirus pandemic? (N=535)



64.09% of the respondents engaged in researching ways to innovate and adapt their operations to the current reality shaped by the coronavirus pandemic. According to the examples shared by the organizations surveyed, those with programming compatible with the virtual realm have worked to move their activities online.

Other organizations have taken different approaches. For example, one organization focusing on elderly care is acting as an intermediary (communication bridge) between public health officials and the households of their clients, providing the latest updates on the pandemic and advice on how to prevent exposure. Other organizations however, such as ones depending mainly on volunteers, have been forced to either significantly reduce or suspend their activities.

Facing the Challenge | Operations

Maintaining operations and continuing to carry out missions bring along another concern: **the safety and security of both their own teams and of those they serve.** Organizations providing healthcare and healthcare related services, shelter and food, social services, and any other organizations on the frontline offering essential services find their team members being exposed to higher risk.

Several respondents voiced increased concern for the **health of their beneficiaries.** Aiming to mitigate exposure by all means possible, one respondent-organization that provides shelter and food services, made the decision to have their own staff stay in the shelter until the pandemic-related restrictions are lifted.

Organizations whose line of work intersects with at risk populations such as the homeless, refugee or new immigrant communities, reported that they are **short-staffed**. This challenge is consistent, whether the organization provides warm meals or professional services, such as legal representation. Not being able to rely on volunteer support and/or functioning with limited staff due to illness, many organizations have staff working double the hours to meet their beneficiaries' needs.

A community based organization providing services for the elderly is deeply concerned about the transitioning of their clients from participating actively in group therapy sessions to now being isolated at home. The transition to family members now having to provide 24/7 care can have an immense impact on the stress levels of caregivers, which in turn may jeopardize the safety and well-being of our elderly clients.

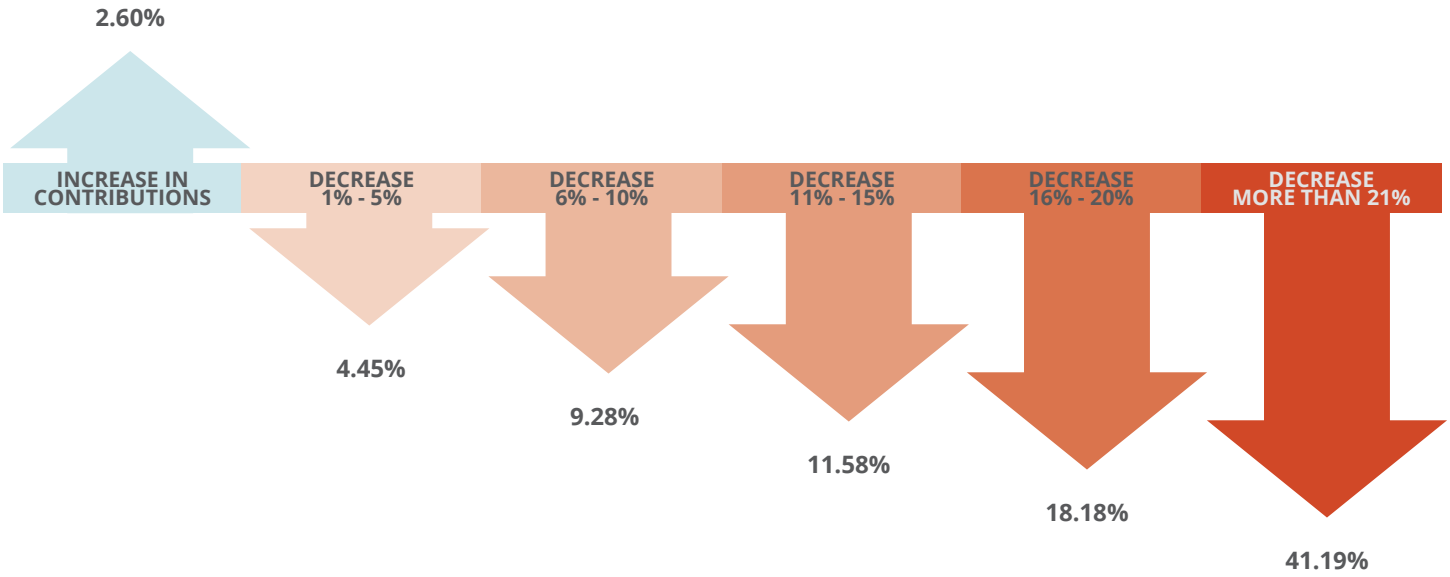
Even though the vast majority of our day-center staff is unable to perform their work at the center, they are making themselves available in emergency situations to support the family members acting as caregivers.

FINANCIAL SECURITY AND SUSTAINABILITY

An overwhelming number of the respondents expect the coronavirus pandemic to impact their bottom line, with **97.4% projecting a decrease in their funding in the next 12 months**.

According to the organizations surveyed, a decline in donations during the pandemic is foreseeable given the imminent impact of the crisis on the economy and the inevitable impact on fundraising initiatives. Organizations depending almost exclusively on membership and admission fees are feeling extremely vulnerable, as they may not be able to offer programming and services that can be carried out online.

What impact on contributions (revenues) do you expect the coronavirus pandemic to have on your operations in the next 12 months? (N=539)



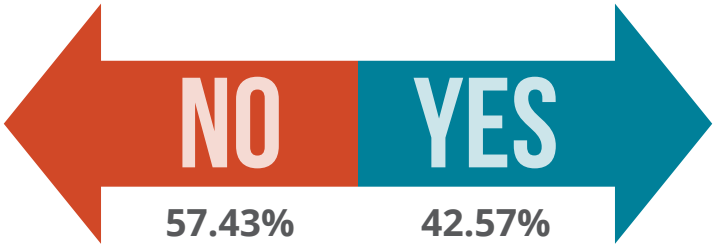
41% of the respondents expect their funding to decrease more than 21%, with **several organizations forecasting alarming rates of reduced funding as 50%, 70%, or even 100%** expressing serious concerns about their immediate and mid-term survival. Highlighting the severity of the funding shortage, 8 survey respondents stated that without funding in the immediate future, they would likely be forced to close operations.

While fundraising has been considerably disrupted by the coronavirus pandemic, several respondents are developing COVID-19 related fundraising campaigns. One of the organizations surveyed, an INGO working on improving the lives and livelihoods of children just launched a global COVID-19 emergency appeal to raise $30 million for supporting children, their families and the communities they live in.

CORONAVIRUS RESPONSE

Is your organization providing direct services to those affected by the coronavirus pandemic? (N=538)

Providing both virtual and in-person services, almost half of the respondents amounting to 229 organizations, reported to have engaged in supporting those affected by the coronavirus pandemic. Food banks have seen a sharp increase in donations; warm meals are reaching individuals in isolation, the homeless, and others in need, as well as medical providers who are working around the clock to treat coronavirus patients.



Organizations on the ground have quickly adapted existing programming to evaluate and meet the needs of their local communities:

- An organization created a "Neighbors Helping Neighbors" initiative where volunteers identify populations in quarantine that have needs ranging from pet care, access to supplies, food, and medicine and connect them with suppliers that help them address these needs.
- Another organization developed a "Job Loss Assistance" program that provides financial assistance to help them keep their home while struggling from decreased income due to job loss.
- An organization providing for the homeless developed a partnership for "COVID-19 Testing" program that screens individuals entering the shelters, thus preventing contagion while continuing to provide services.

> We are providing direct assistance and support for families who have either lost their jobs, or might lose their jobs as they are forced to self-isolate. We offer financial help to enable these families to avoid losing their housing as well. But we are limited in the number we are able to help. In a typical year, we assist approximately 10 families, now we have 10 families requesting help in a week. We project this number to grow in the next few months as the number of COVID-19 cases increase.

Since 1992, CAF America's core mission has been to facilitate domestic and cross-border giving by Americans to validated charities across the world.

Through donor advised giving and our industry-leading due diligence protocols, we enable our donors to make strategic, cost-effective, and tax-advantaged gifts while reducing the risk, reputational exposure, and administrative burden associated with cross-border giving.

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