

# Nonprofit Sustainability & Adaptability: Experiences on the Ground

*In March and April, more than 400 nonprofit direct service providers participated in free webinars designed to help them navigate uncertainty and change. Following is a summary of common themes and frequently-asked questions that we have heard from program leaders, as well as considerations for grantmakers.*

## Themes from Direct Service Providers

- Families are facing new and intensified challenges during COVID-19, and programs are trying to adapt service delivery and programming in response
- Programs need to engage families in order to assess what/where resources are needed but face challenges in doing so
- Flexibility is important for program participants and providers at this time – as it is often uncertain when and how activities can take place, how much data can be collected and shared, and what performance measurement results can be expected or met
- As services transition online, program providers are seeing and addressing accessibility issues and other disparities
- Providing virtual vs. in-person services may not allow programs to meet billing or reporting requirements for reimbursements
- There is greater staff workload now for many programs
- New needs/opportunities to work together with partners in the community or in the same social issue area have come up (e.g., sharing data)

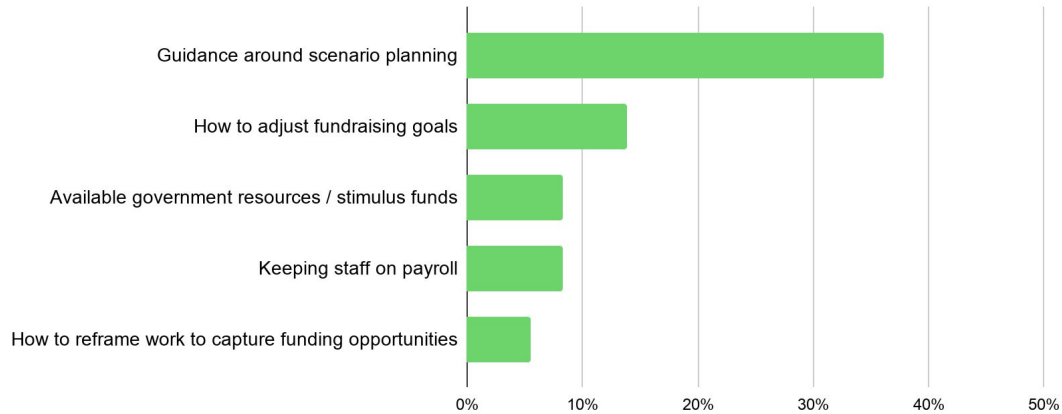
## Considerations for Grantmakers

- Provide more and unrestricted funding
- Work with grantees to change reporting and reimbursement requirements or deadlines as needed
- Help programs find ways to engage and obtain feedback from their participants and address disparities in the provision of services
- Recognize that program participants as well as program staff members need support
- Set up a brief standing meeting with each of your grantees (biweekly or monthly) for regular check-ins and thought partnership around financial planning, program adaptation and delivery, and stakeholder communications

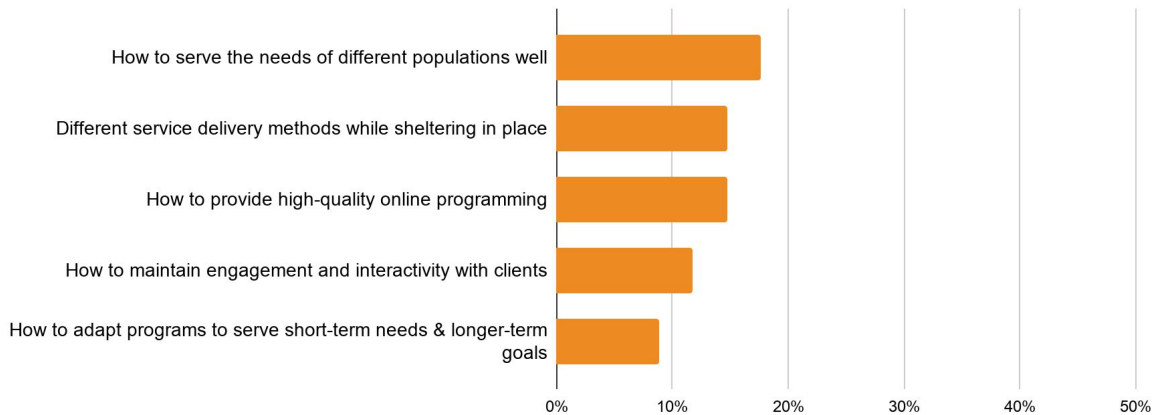
# FAQs from Nonprofit Service Providers

What are the most common questions that nonprofit direct service providers asked during our recent series of webinars?

## FINANCIAL SUSTAINABILITY: SCENARIO PLANNING



## PROGRAM DESIGN: ADAPTING SERVICE DELIVERY WITH QUALITY



## LEADERSHIP: LEADING TEAMS THROUGH UNCERTAINTY

