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.

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<th>Themes from Direct Service Providers</th>
<th>Considerations for Grantmakers</th>
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<td>- Families are facing new and intensified challenges during COVID-19, and programs are trying to adapt service delivery and programming in response</td>
<td>- Provide more and unrestricted funding</td>
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<td>- Programs need to engage families in order to assess what/where resources are needed but face challenges in doing so</td>
<td>- Work with grantees to change reporting and reimbursement requirements or deadlines as needed</td>
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<td>- 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</td>
<td>- Help programs find ways to engage and obtain feedback from their participants and address disparities in the provision of services</td>
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<td>- As services transition online, program providers are seeing and addressing accessibility issues and other disparities</td>
<td>- Recognize that program participants as well as program staff members need support</td>
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<td>- Providing virtual vs. in-person services may not allow programs to meet billing or reporting requirements for reimbursements</td>
<td>- 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</td>
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<td>- There is greater staff workload now for many programs</td>
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<td>- 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)</td>
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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

- Guidance around scenario planning
- How to adjust fundraising goals
- Available government resources / stimulus funds
- Keeping staff on payroll
- How to reframe work to capture funding opportunities

PROGRAM DESIGN: ADAPTING SERVICE DELIVERY WITH QUALITY

- How to serve the needs of different populations well
- Different service delivery methods while sheltering in place
- How to provide high-quality online programming
- How to maintain engagement and interactivity with clients
- How to adapt programs to serve short-term needs & longer-term goals

LEADERSHIP: LEADING TEAMS THROUGH UNCERTAINTY

- Communicating with staff, board & stakeholders
- How to successfully transition your organization to virtual work
- How to lead during uncertainty
- How to support staff / what resources are available
- Performance feedback and management

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