



HOW IS COVID-19 IMPACTING LOCAL NONPROFITS?



United Way
of Greater Knoxville

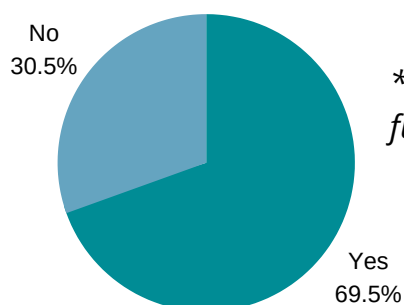


Survey Date: April 13-18, 2020

Significant disruptions have already been felt in operations and revenue throughout the nonprofit sector. Understanding how the COVID-19 pandemic affects the operations of East Tennessee nonprofits is an important step in determining where support is needed most. United Way of Greater Knoxville and the Alliance for Better Nonprofits have partnered to quickly survey the local nonprofit community, and the results of our first survey are included in this report. Additional surveys will be conducted to track how needs may change and expand. Results will be shared with public officials, stakeholders, donors, and other decision-makers to provide important data as community responses are developed and implemented.

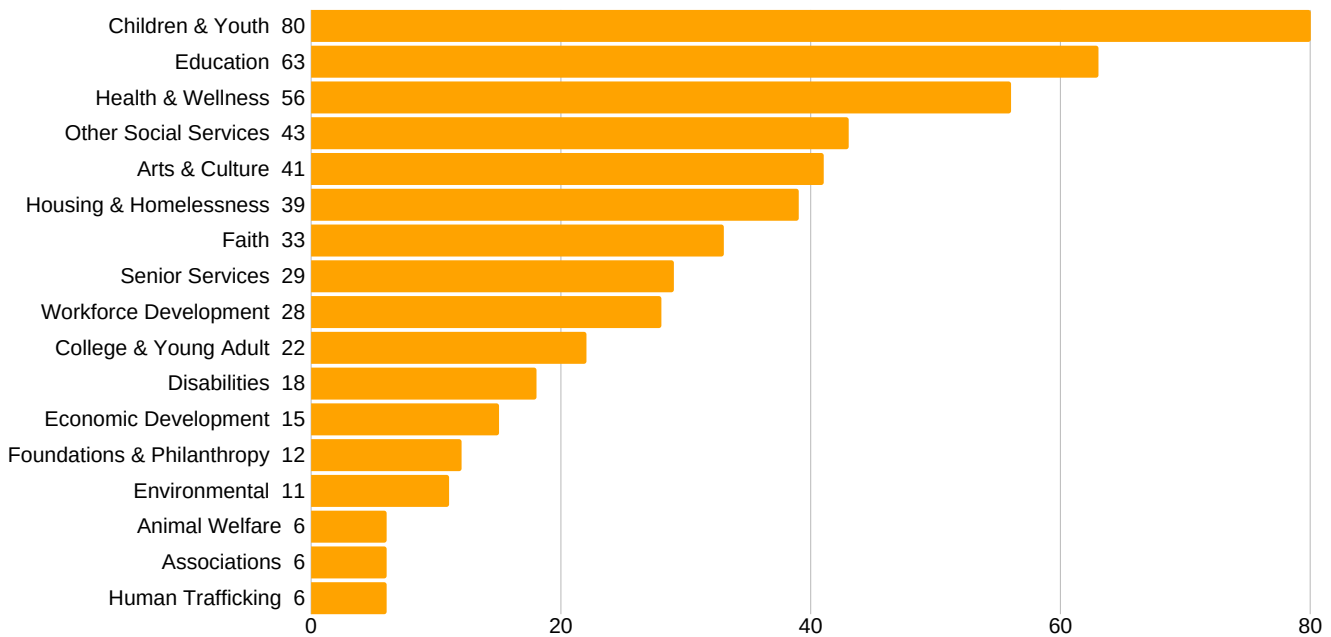
203 organizations representing all East Tennessee counties responded to the survey. Results show that many East Tennessee nonprofits are already experiencing significant disruption because of COVID-19. Lost revenue from cancelled fundraising events and fee for service operations are among the factors that have led to initial reductions in staff, and more reductions are anticipated.

Have you had to cancel or postpone a fundraising event?

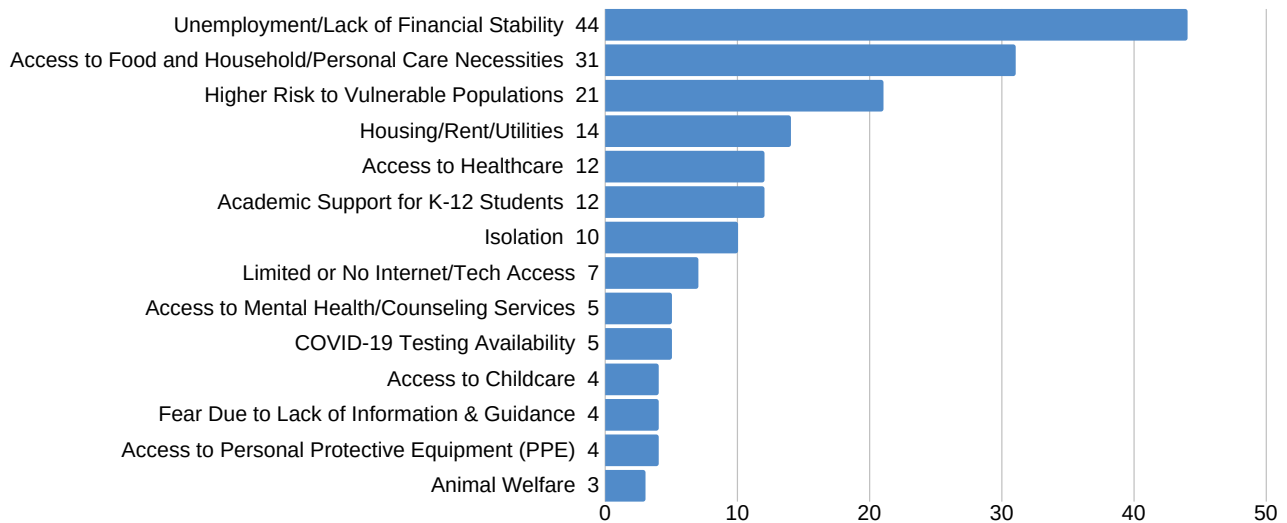


Of the 69.5% of respondents who have had to cancel or postpone a fundraising event, a **loss in revenue of over \$12 million was reported.*

Which service area do you work in?



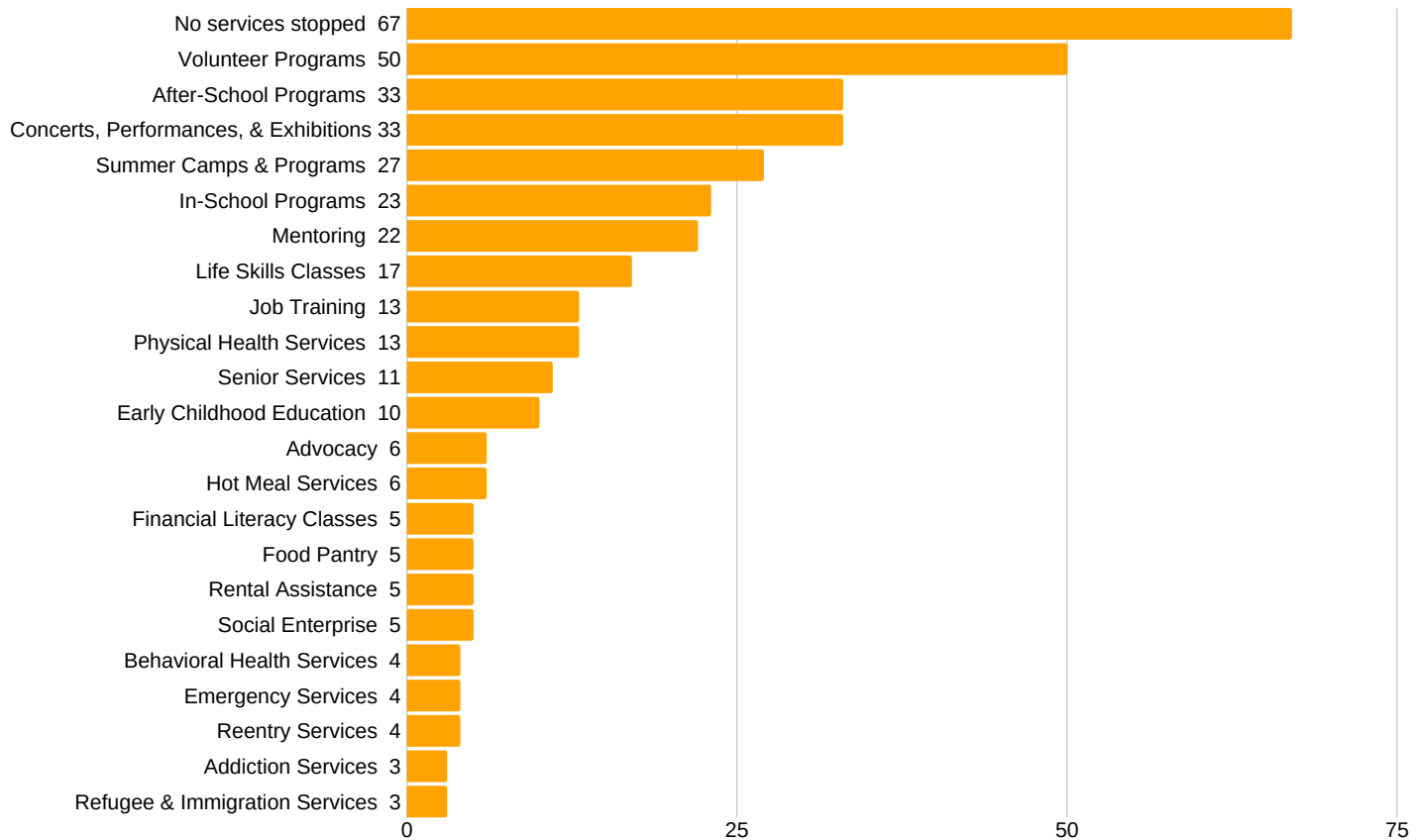
What are the most critical needs in your community at this point in time?



Of the 203 respondents, 65% have put volunteer activities on pause. The 72 respondents who are using volunteers reported the following needs:

- **Child Advocates**
- **Donation Sorting**
- **Facility/Grounds Maintenance & Repairs**
- **Food Pantry & Meal Delivery**
- **Interpreters**
- **Mentors**
- **Nurses**
- **Online Class Instructors**
- **Resource Distribution**
- **Tech Support**

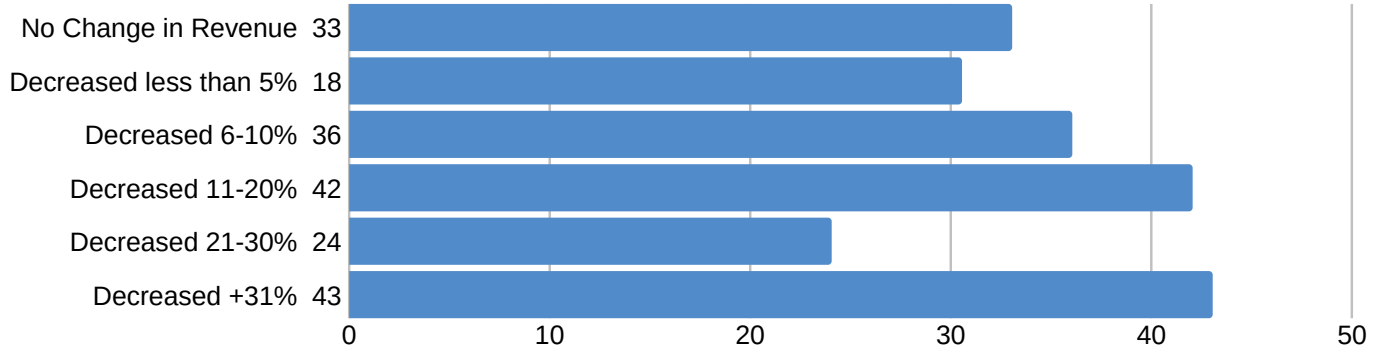
Which services have you temporarily stopped providing?



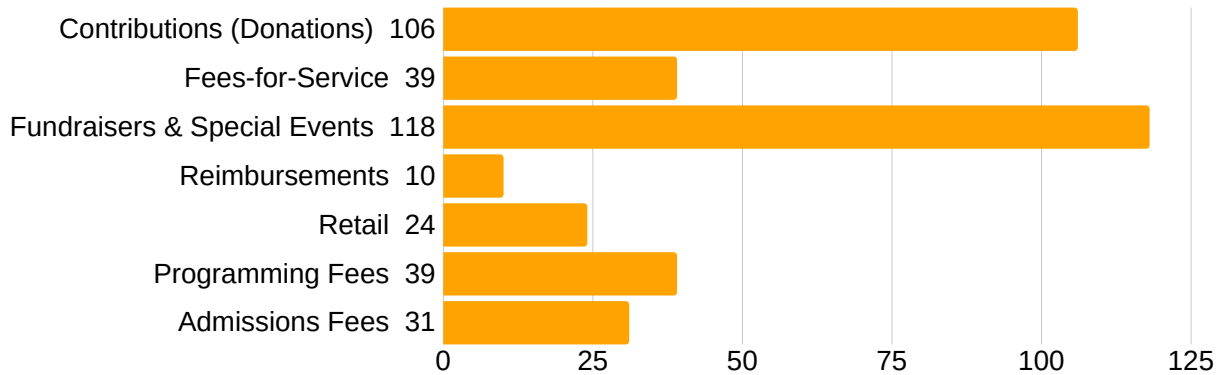
67% of respondents reported moving some or all services to a virtual platform, including:

- Advocacy
- Behavioral Health & Counseling Services
- Case Management, Intake Processes, & Home Visits
- Concerts, Performances, & Art Exhibitions
- Early Intervention Therapy
- ESL Classes
- Financial Literacy & Homebuyer Education Classes
- Refugee & Immigration Services
- Life Skills Workshops
- Literacy & Adult Education Classes
- Mentoring & Mentor Matching
- Music Lessons & Dance Classes
- Primary Care Services & Doctor Visits
- Probation & Court Reviews
- Professional Development
- Retail Sales
- Support Groups & Recovery Meetings
- Workforce Development & Job Training
- Worship Services & Bible Studies
- Youth Academics & Tutoring

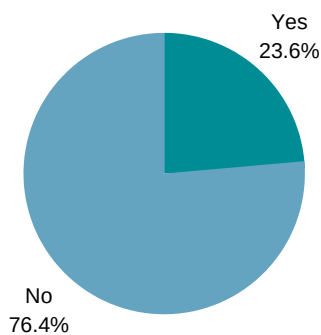
How has your revenue been impacted by the COVID-19 crisis?



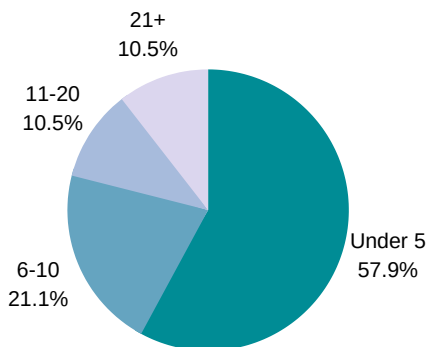
Where are you experiencing the greatest loss of revenue?



Have you laid off or furloughed staff since effects of COVID-19 reached our community?



If yes, number of employees:



If no, do you anticipate having to do so?

