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?

- Children & Youth: 80
- Education: 63
- Health & Wellness: 56
- Other Social Services: 43
- Arts & Culture: 41
- Housing & Homelessness: 39
- Faith: 33
- Senior Services: 29
- Workforce Development: 28
- College & Young Adult: 22
- Disabilities: 18
- Economic Development: 15
- Foundations & Philanthropy: 12
- Environmental: 11
- Animal Welfare: 6
- Associations: 6
- Human Trafficking: 6

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

- Unemployment/Lack of Financial Stability: 44
- Access to Food and Household/Personal Care Necessities: 31
- Higher Risk to Vulnerable Populations: 21
- Housing/Rent/Utilities: 14
- Access to Healthcare: 12
- Academic Support for K-12 Students: 12
- Isolation: 10
- Limited or No Internet/Tech Access: 7
- Access to Mental Health/Counseling Services: 5
- COVID-19 Testing Availability: 5
- Access to Childcare: 4
- Fear Due to Lack of Information & Guidance: 4
- Access to Personal Protective Equipment (PPE): 4
- Animal Welfare: 3

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?

- No services stopped 67
- Volunteer Programs 50
- After-School Programs 33
- Concerts, Performances, & Exhibitions 33
- Summer Camps & Programs 27
- In-School Programs 23
- Mentoring 22
- Life Skills Classes 17
- Job Training 13
- Physical Health Services 13
- Senior Services 11
- Early Childhood Education 10
- Advocacy 6
- Hot Meal Services 6
- Financial Literacy Classes 5
- Food Pantry 5
- Rental Assistance 5
- Social Enterprise 5
- Behavioral Health Services 4
- Emergency Services 4
- Reentry Services 4
- Addiction Services 3
- Refugee & Immigration Services 3

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?

- No Change in Revenue: 33
- Decreased less than 5%: 18
- Decreased 6-10%: 36
- Decreased 11-20%: 42
- Decreased 21-30%: 24
- Decreased +31%: 43

Where are you experiencing the greatest loss of revenue?

- Contributions (Donations): 106
- Fees-for-Service: 39
- Fundraisers & Special Events: 118
- Reimbursements: 10
- Retail: 24
- Programming Fees: 39
- Admissions Fees: 31

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

- Yes: 23.6%
- No: 76.4%

If yes, number of employees:

- Under 5: 57.9%
- 6-10: 21.1%
- 11-20: 10.5%
- 21+: 10.5%

If no, do you anticipate having to do so?

- Uncertain: 26.6%
- Yes: 16.7%
- No: 56.7%
Survey Date: March 15 - April 30, 2020

When COVID-19 hit our community causing schools and businesses to shut down, local non-profits immediately stepped up to the plate. They knew that this crisis would create unforeseen problems for individuals and families in our community, and immediately rallied to do what they do best - help people. The City of Knoxville activated the Emergency Operations Center (EOC) with the United Way of Greater Knoxville leading the response for the Social Services sector. This branch was made up of local non-profit organizations categorized into Food Access, Children & Youth Services, Senior Services, Homeless Services and Immigrant & Refugee Services. Collectively, the group collaborated to cater to the specific needs arising from COVID-19 closures and restrictions. Organizations expanded services, participated in weekly calls to report on needs & progress, and most importantly, shared ideas and resources to make sure needs of the community were being met.

Several organizations from the EOC's Social Services Sector responded to a survey about COVID-19 response services they provided from March 15 to April 30, 2020. In collaboration with Alliance for Better Nonprofits, United Way of Greater Knoxville has compiled a report detailing services and response efforts offered by Knox County non-profits in efforts to mitigate the negative impact caused by the COVID-19 crisis.
Meals Distributed

1,623,847

Assists, Referrals, & Direct Services Provided

326,738

*Including food pantry pickup & delivery, grocery shopping assistance, toilet paper donation distributions, utility & rental assistance, PPE distribution, and more

Wellness Checks Made

21,668
PPE Received
13,150

Volunteers Utilized
2,915

Meal Distribution Sites
55
On the outset of the COVID-19 pandemic and economic shutdown, United Way of Greater Knoxville and Alliance for Better Nonprofits partnered to survey East Tennessee nonprofits to gather data on how the crisis was impacting local philanthropic work. This initial survey was undertaken April 13-18, 2020. Below is information and data gathered from the second survey conducted by United Way of Greater Knoxville and Alliance for Better Nonprofits, undertaken ..., 2020.

133 survey responses were received from individuals working for nonprofits in all East TN counties representing all areas, including animal welfare, arts/culture, associations, children/youth, college/young adult, disabilities, economic development, education, environmental, faith, foundations/philanthropy, health/wellness, housing/homelessness, human trafficking, senior services, workforce development, and other social services.
Have you discontinued services?

- Stopped Providing Services: 65%
- Kept Providing Services: 35%

*Discontinued services included in-school/after-school programming, performances, summer camps, senior services, life skills classes, mentorship, and job training.

Did you apply for PPP funding? Did you receive any PPP funding?

- Requested PPP: 100%
- Received PPP: 100%

Have you experienced a decrease in revenue?

- Decrease: 100%
- No Change: 0%
- Increase: 0%
80.5% of respondents laid off or furloughed staff since the effects of COVID-19 reached our community. Of these, the number of employees laid off per organization were:

*If respondents did not already lay off or furlough staff, 55.6% anticipated NOT having to do so, and 39.1% were uncertain at the time of this survey.