# Pulse Check Results on the Impact of COVID-19 on Edmonton's Nonprofit & Voluntary Organizations

November 2020

## About this Report and its Limitations

As the impact of the COVID-19 pandemic continues to ripple out, the sector needs information about its impacts and what's most needed by the nonprofit sector at this time. The Alberta Nonprofit Network (ABNN) distributed a survey to learn about current potential impact and needs of the sector as it moves from response to recovery. This survey builds on two other surveys that ABNN conducted in April and June 2020. ABNN has shared a report summarizing the provincial data widely within the sector, as well as with government, funder and other stakeholders to inform strategies to best support the sector during the pandemic and economic downturn.

This survey was administered electronically between October 26 and November 6, 2020. The invitation to participate was sent through ABNN's distribution list and social media channels. Leveraging the strengths of a network approach, the Network Stewards shared the survey through their organization's networks as well. Knowledge Mobilizers, who have access to networks of networks, were also asked to distribute the survey. Recipients were encouraged to circulate the survey link to others in the sector.

This report focuses on findings from the 120 respondents who serve Edmonton.

This report is not intended to be statistically representative of the sector in Edmonton. Owing to the distribution strategy, it is not possible to know the total potential pool of respondents and a response rate cannot be calculated. Moreover, the organizations that responded to this survey are those most connected to ABNN. This skews the characteristics of the sample. For example, most respondents are from the social services and human services subsectors.[1] Moreover, the vast majority of respondents are working in organizations that are open (95%), meaning that the data in this report does not reflect the experiences of organizations who have closed temporarily or permanently.

Especially in the current climate, the realities of the nonprofit and voluntary sector are constantly changing. Therefore, this report should also be seen as a snapshot of a particular time. This is why ABNN invests in iterative data collection that build on itself. Many of the trends identified in this report will be precursors to what happens in the coming months.

This type of data collection is complemented by a longer-term, more comprehensive strategy undertaken by the Data Strategy Steering Committee, one of ABNN's priority areas.

ABNN believes in the importance of sharing data freely and transparently. There is no need to duplicate our efforts to understand the sector. If you would like access to the raw data set, please email info@albertanonprofits.ca.

There will be many follow ups and opportunities to build on this data. Please check albertanonprofits.ca for resources, over the coming weeks and months.

[1] For a full description of respondent characteristics, please refer to Appendix A of this report.

## The “Do”s and “Don’t”s When Using the Data in this Report

ABNN conducted this survey as a way to get a “pulse check” on the needs and impact of COVID-19 within its network, during this time period. The data is not representative of the nonprofit sector and there are ways to use this data in helpful and unhelpful ways.

When using the data in this report:

- ✓ Do use this data to start conversations with your key stakeholders, to explore and understand how the trends identified in this report may or may not be relevant in your context.
- ✓ Do use this data to guide future investigations into trends.
- ✓ Do use this data, in conjunction with other data sources, to conduct further research on a subject area.
- ✓ Do remember that this data is based on responses from a set of respondents that are not representative of the broader sector.

- X Don’t interpret the data as being representative of the sector, a sub-sector or a region.
- X Don’t use statistics from this data without the broader context of how the data was collected and its limitations.

## Acknowledgements

Thank you to all of the respondents who, despite challenges during these extraordinary circumstances, took the time to complete this survey. Thank you to ABNN members and partners for sharing this survey with their networks and encouraging others to participate. We drew on many other surveys to build this one, including surveys developed by the Ontario Nonprofit Network, the McConnell Foundation and Innoweave, Imagine Canada, and previous surveys designed by ABNN.

## About ABNN

Alberta has over 25,000 nonprofit organizations contributing to the quality of life of Albertans. The sector is a crucial part of Alberta's community fabric.

The Alberta Nonprofit Network (ABNN) is an independent network of nonprofits seeking to advance the cohesive, proactive, and resilient nonprofit sector in Alberta. ABNN network stewards help guide the work of ABNN, always driven by the priorities and voices of those in the sector.

The ABNN Network Stewards include representatives from:

- Calgary Chamber of Voluntary Organizations
- Edmonton Chamber of Voluntary Organizations
- FuseSocial
- Impact8, Inc
- IntegralOrg
- PolicyWise for Children & Families
- Propellus
- Volunteer Alberta
- Volunteer Lethbridge

Through engagement and collaboration, ABNN catalyzes a provincial network to address issues and challenges. The network currently focuses on priority areas to sector identity and value, create a sector-level data strategy, enhance workforce development, and support government relations.

## About ECVO

The Edmonton Chamber of Voluntary Organizations helps organizations build and sustain their volunteer programs and services through resources, networking, and skill development opportunities. It is a member-based nonprofit organization serving the nonprofit and charitable organizations in Metro Edmonton.

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## Key Findings

This report summarizes data collected from 120 nonprofits and charitable organizations in Edmonton. While this is a drop in the bucket compared to the many organizations that make up the sector, it can be treated as a snapshot of the impact of the COVID-19 pandemic on the sector. For stakeholders inside and outside of the sector, this report contains rich data that is worth digesting in its entirety.

That being said, there are three key trends, across findings, that are worth highlighting. These trends are the same as those identified at the provincial level; however, their details differ in the Edmonton context.

1. **Staff mental health** consistently emerged as a key concern for respondents: it was highlighted as the most significant operational challenge. Moreover, two of the top impacts of COVID-19 on workforce was increased staff stress and workload. Increased volunteer stress was also reported as an impact of the pandemic.

   This is in contrast to findings from previous ABNN surveys where organizations' top concerns revolved more around adjusting to virtual program delivery. This suggests that as the long-term impact of the pandemic becomes clearer, the needs of and impact on the sector and the people in it will change.

2. Respondents are **working in more complex environments, with access to fewer resources**. Respondents to earlier ABNN surveys had predicted that these would be some of their primary challenges over the long-term. In addition, there is a clear trend of organizations **losing capacity** over this time period. This is likely linked to the finding that organizations in Edmonton account for the **majority of layoffs** reported in this survey. However, that is partly due to the fact that the two organizations that have had to lay off larger numbers of staff, compared to the rest of the respondents, are in Edmonton.

   **Demand has been more varied,** with an almost equal number of organizations reporting an increase as a decrease. At the organizational level, the most common experience is that organizations are experiencing **both a decrease in capacity and demand.**

3. Respondents reported that **financial resources** (such as funding for core organizational challenges) are integral to being able to deliver on their mission in the next 12 months. The majority of respondents reported that their revenues decreased over this time period. The average decrease in revenues is higher in Edmonton than the provincial average. These concerns are consistent with those raised in previous ABNN surveys.

   Generally, provincial and federal funding have been most reliable for organizations, and earned revenue the least reliable. In order to address this reduction in revenue, organizations are most commonly laying off staff (permanently or temporarily) and/or using their reserves. Most organizations report that they would be able to sustain themselves for more than one year.

## Findings

### Finding 1: Non-profits are facing a wide variety of challenges to deliver on their missions in the next 12 months; however, staff mental health stands out as particularly significant.

By far, the most common operational challenge that respondents are currently facing is staff mental health. Over half (55%, n=66) of respondents indicated that it was a challenge. Looking at respondents that identified staff mental health as an operational challenge, there is no relationship between mental health and changes in the organization's revenue, the complexity of demand, the complexity of client needs, changes in demand, or changes in capacity. However, organizations with a budget of less than $100,000 were less likely to say that staff mental health is an operational challenge. In contrast, organizations with a budget of more than $1,000,000 but less than $5,000,000 were over-represented in the respondents that indicated that mental health is an operational challenge.


*Figure 1. What operational challenges is your organization currently facing?*

Other significant challenges include accessing technology, understanding and enforcing guideline compliance with staff, volunteers and/or clients. Respondents were able to select more than one response in all questions related to challenges.

Respondents were also asked questions about what they need to be effective at delivering on their mission in the next 12 months. Overall, the greatest needs were related to financial resources, with respondents indicating that they needed funding for core organizational functions (n=80), EI/wage subsidy support (n=49), funding for program modifications (n=69), and flexibility within current funding agreements (n=66).

Other common responses include support for changes associated with COVID, such as support for virtual programming (n=50), support understanding the changing rules and regulations related to COVID (n=57), an improved understanding of liability issues related to creating a safe workplace (n=50), and clear risk management strategies (n=53).

Of note, respondents also spoke to the importance of collaboration in this context, indicating that opportunities to create partnerships within the sector (n=57), a resumption of services and supports provided by partners (n=46), and opportunities to create partnerships outside of the sector (n=51), were all important to delivering on their mission over the next 12 months.

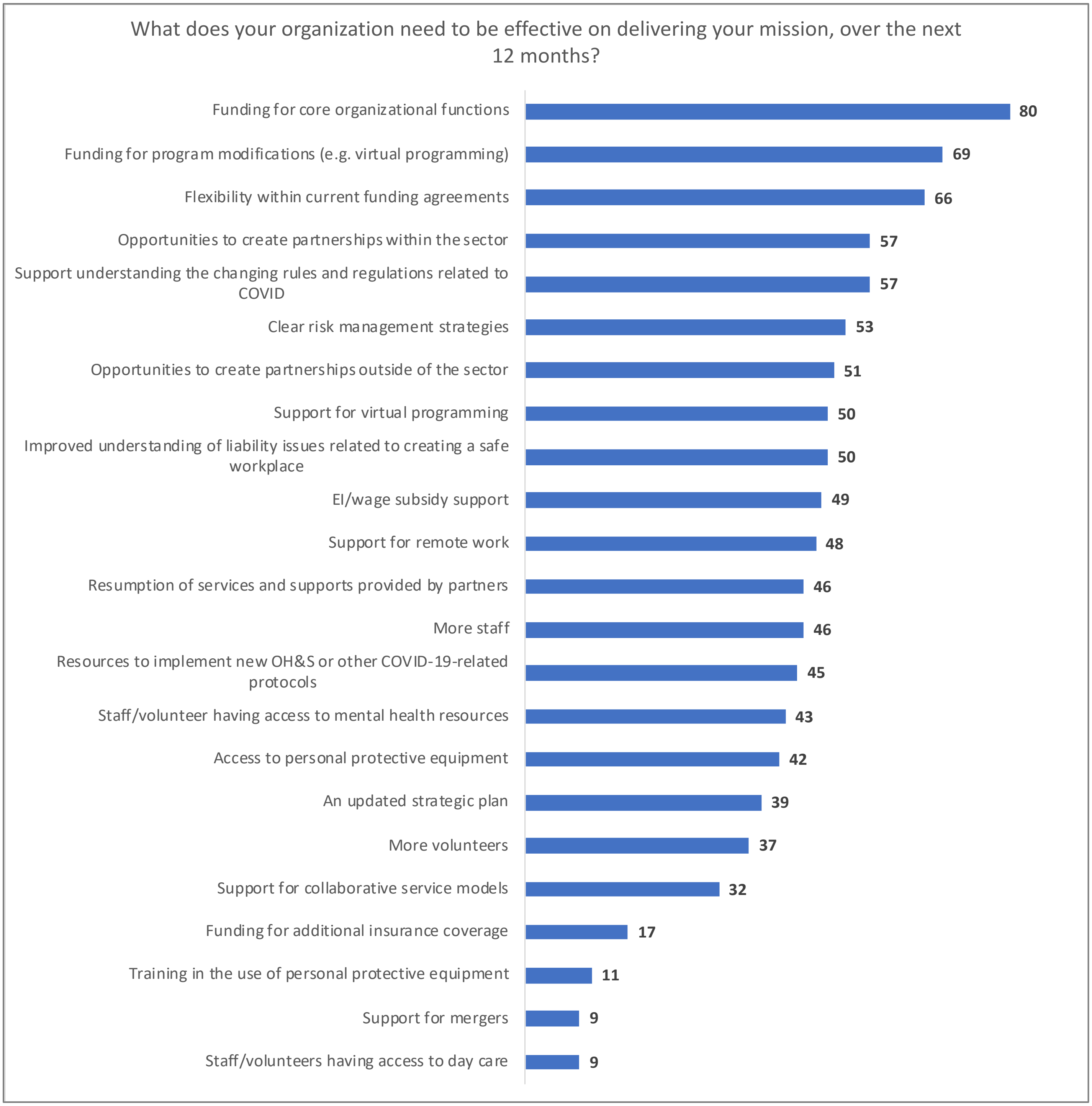


*Figure 2. What does your organization need to be effective on delivering your mission over the next 12 months?*

Respondents were also asked to indicate what their organization needs to advocate for themselves over the next 12 months. The three needs that stand out are for data on the economic (n=74) and social (n=68) impact of the nonprofit sector on Alberta communities generally, and data on the social impact of COVID-19 on the sector (n=63).


*Figure 3. What does your organization need to advocate for itself over the next 12 months?*

Finally, most (n=86) respondents' office spaces were serving their current needs.

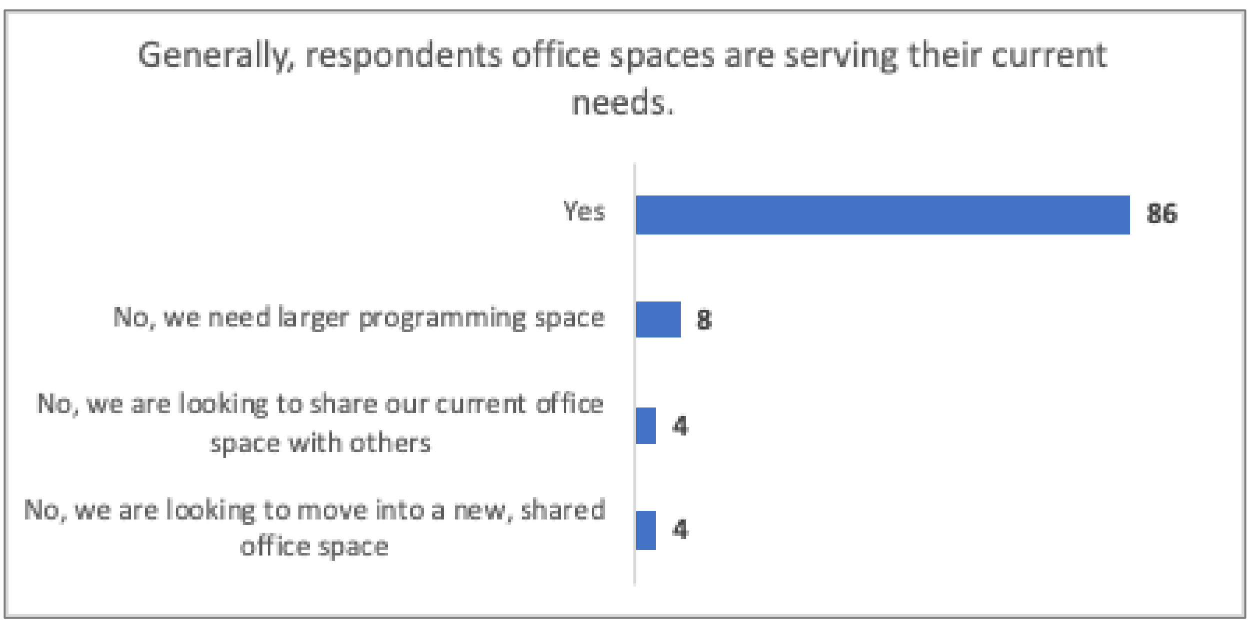


*Figure 4. Generally, respondents' office spaces are serving their current needs.*

### Finding 2: Respondents are working in more complex environments. While capacity is decreasing, an almost equal number of organizations are experiencing a decrease or increase in demand.

Over the course of the COVID-19 pandemic, the complexity of clients' needs and the complexity of delivery have increased for the majority of respondents. There is also a clear trend where the majority of respondents report that their capacity has decreased (n=69). Unlike the provincial context, where demand has generally increased, in Edmonton, an almost equal number of organizations reported that their demand has increased (n=43) as those that reported that demand has decreased (n=44).

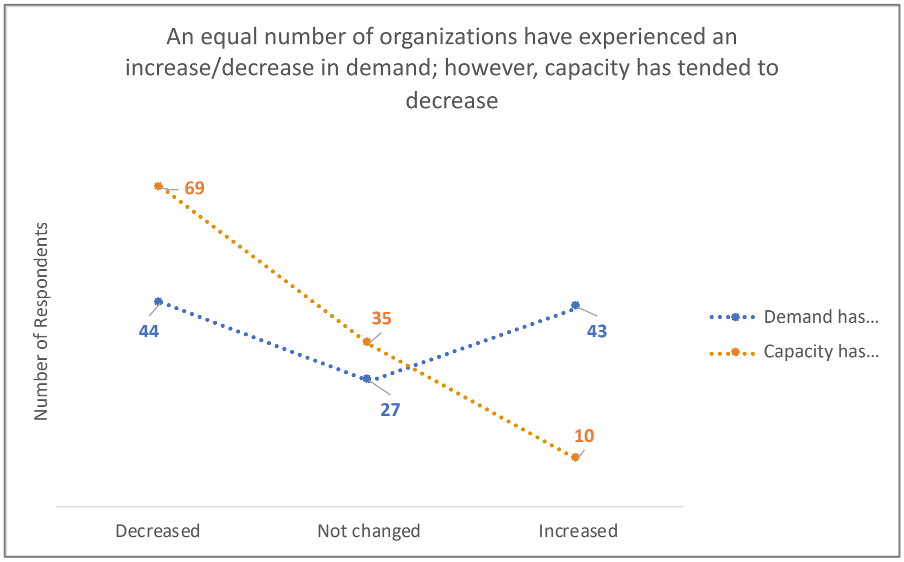


*Figure 5. Figure 5. An equal number of organizations have experienced an increase/decrease in demand; however, capacity has tended to decrease.*

As noted earlier, there is no relationship between changes in complexity, demand, or capacity and challenges related to staff's mental health.

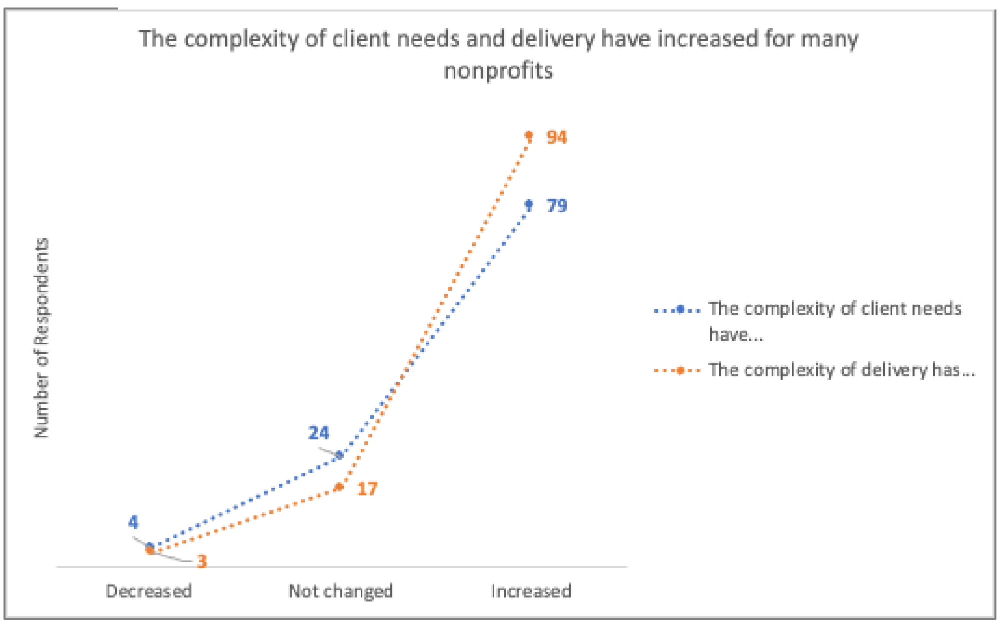


*Figure 6. The complexity of client needs and delivery have increased for many nonprofits.*

In response to this shift in capacity and demand, 78 respondents changed and 55 added to their offerings to meet client needs. Some respondents also had to change (n=49) or remove (n=32) offerings due to a lack of resources. Only 20 respondents removed offerings to meet client needs.

At the organizational level, most commonly respondents experience a decrease in their capacity and a decrease in demand (n=33). Unlike the provincial data, a smaller proportion of respondents have experienced the most worrying scenario of an increase in demand and decrease in capacity (n=19).

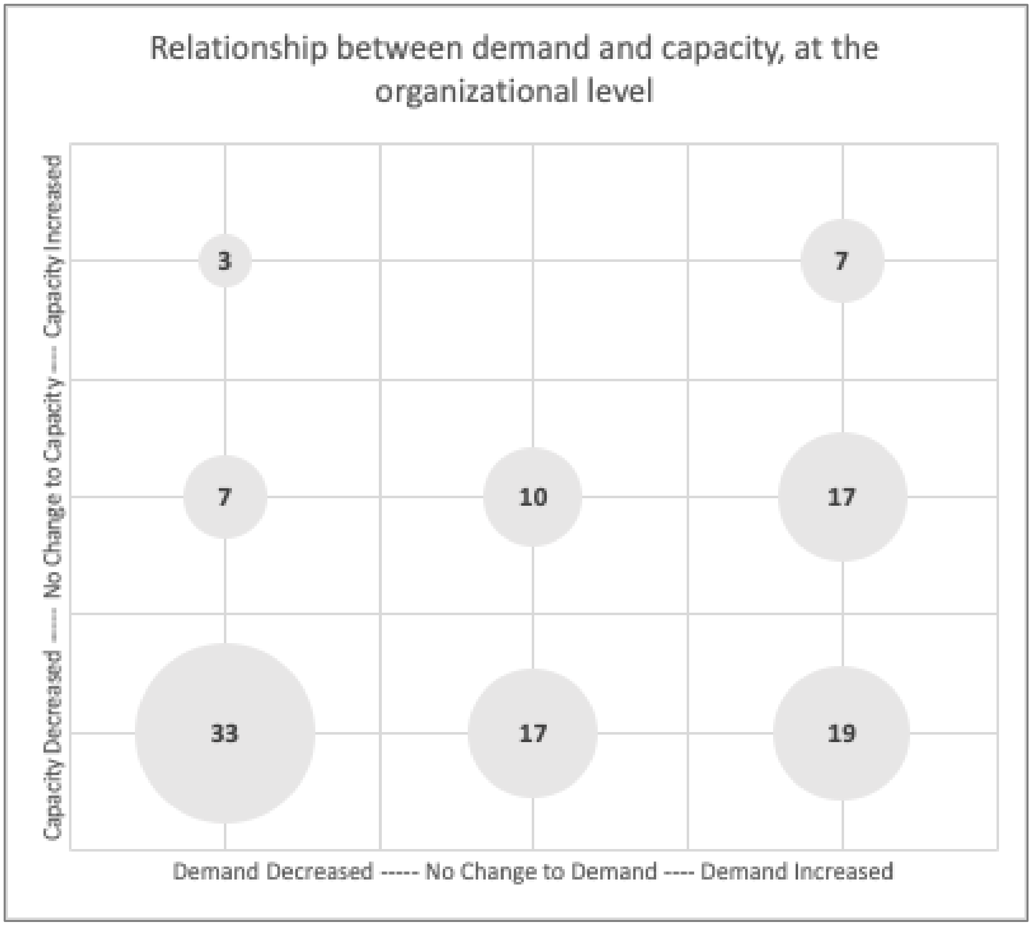


*Figure 7. Relationship between demand and capacity at the organizational level.*

## Finding 3: Despite these increases in complexity and decreases in capacity, many respondents feel like they have been effective at delivering on their mission over the last six months.

There is no doubt that nonprofits are facing a multitude of challenges in the current environment, and a significant portion of respondents are struggling. However, the majority of respondents have been able to adapt in some ways. Specifically, 64.2% (n=77) of respondents reported that they have been effective at delivering on their mission over the last six months. This is further supported by the data (Figure 7) showing that many respondents have changed (n=78) or added (n=55) to meet client needs.

Similarly, 77.5% of respondents report that their current activities are aligned with their organization's mission and vision.
Moreover, 65% of respondents (n=78) have had an opportunity to check in with their mission and vision since the start of the COVID-19 pandemic. This suggests that nonprofits are thinking critically and taking the time to check whether their current plans are aligned with the changing circumstances.

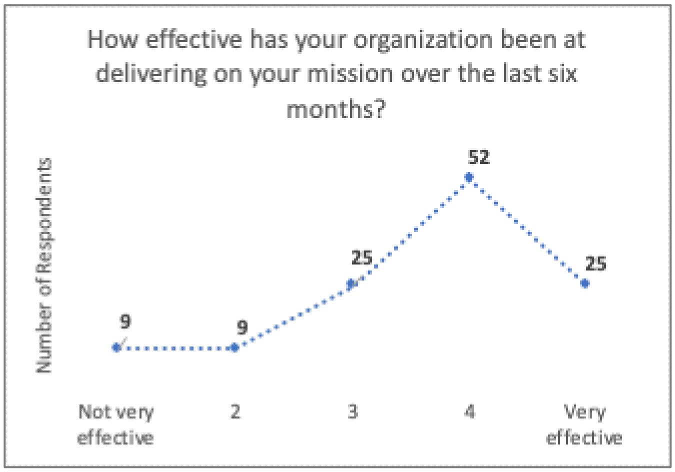


*Figure 8. How effective has your organization been at delivering on your mission over the last six months?*


*Figure 9. How aligned are your current activities with your organization's mission and vision?*

There are several categories of things that have helped respondents be effective over this time period. The most common responses include:

- The importance of a **strong team** to be effective over this period. Respondents wrote about committed board members, dedicated volunteers, and supportive community partners. Most commonly, respondents spoke about adaptable, responsive, motivated, resilient, caring staff that are dedicated to their work.
- The ability to **access technology and transition to remote work** has helped organizations be effective over this time period. Remote work has allowed organizations to continue to meet with staff and other stakeholders, provide programming online, and bolster communication channels.
- Respondents spoke about the importance of being **adaptable and flexible** over this time period. The ability to change alongside the shifting context was essential for organizations to be effective.
- Access to **financial resources** through the federal and provincial governments, as well as other sources.
- Other responses included:
  - Being able to maintain clear communication channels with clients, staff, board members and volunteers
  - The ability to continue with outdoor, remote or in-person programming
  - Having a clear, focused plan centered on the organization’s mission
  - Flexible funding and supportive funders
  - Collaboration with others in the sector and community partners

## Finding 4: Most respondents reported that revenue decreased over the course of the COVID-19 pandemic. Funding from the federal and provincial government have been more reliable while earned revenue has been less reliable for respondents.

The majority (78.3%) of respondents reported that their revenues decreased over the course of the COVID-19 pandemic. This is notably higher than the average from the provincial results, where 68.6% reported a decrease in revenue.

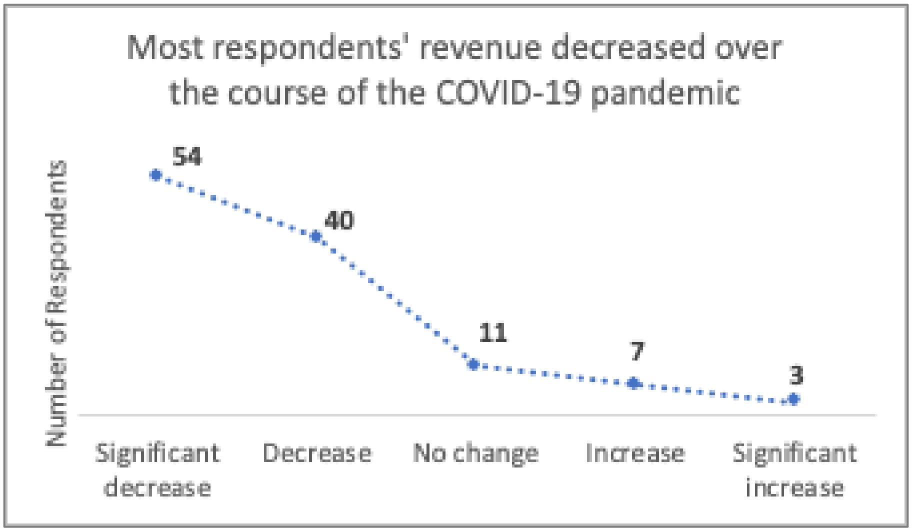


*Figure 10. Most respondents' revenue decreased over the course of the COVID-19 pandemic*

88 respondents provided estimates of the impact that the COVID-19 pandemic has had on their overall revenue (as a percentage of their operating budget).

74 (80.4%) respondents reported a decrease in their revenues, ranging from -3 to -100%. The average decrease was 42.1%, which is in line with the average decrease at the provincial level (42%). 8 respondents indicated that their revenues have increased, ranging from 5-50%. The average increase was 23.1% of revenue.

Table 1. Distribution of revenue changes (% of operating budget)

| *% change* | Number of respondents |
|---:|---:|
| *+41 to 60* | 2 |
| *+21 to 40* | 2 |
| *+1 to 20* | 4 |
| *0* | 6 |
| *-1 to -20* | 23 |
| *-21 to -40* | 19 |
| *-41 to -60* | 17 |
| *-61 to -80* | 5 |
| *-81 to -100* | 10 |

It is important to note that the pandemic has had a differentiated impact on respondents' sources of funding. In particular, respondents most commonly reported that they experienced a significant decrease (n=51) or decrease (n=22) from earned revenue from sales or fees. Along with donations from private individuals and funding from corporations, these sources of funding have decreased the most, overall, over this time period.

Although fewer respondents reported a decrease of funding from local/municipal governments, funds from this source increased for very few (n=5) organizations over this time period. This is in contrast to the provincial data where more organizations reported receiving an increase in funding from local/municipal governments. Funding from the United Way and other foundations was more varied and an almost equal number of organizations reported that funding decreased (n=23) as reported that it did not change (n=26). Fewer organizations said that it increased (n=17), over this time period.

Similar to the provincial data, respondents are reporting that grants or funding from the federal and provincial government are most likely to have increased or significantly increased over this time period.

This highlights the important role that the provincial and federal funds play in supporting the nonprofit sector in Edmonton.

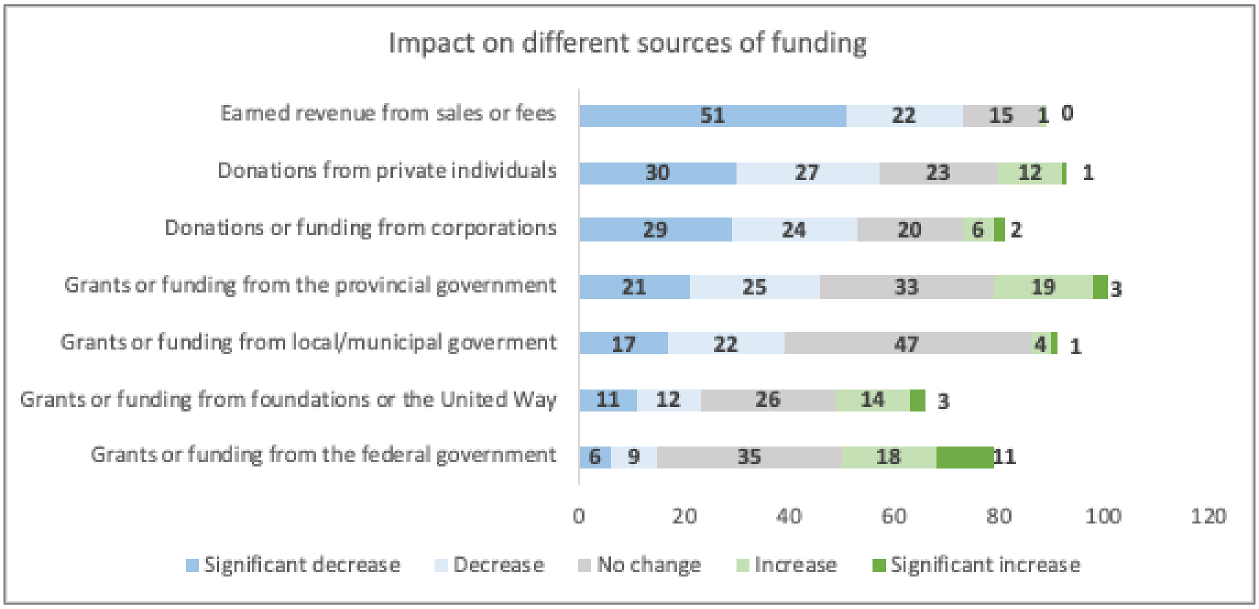


*Figure 11. Impact on different sources of funding*

## Finding 5: In order to address this reduction in revenue, respondents most commonly used reserves and temporarily or permanently laid off staff.

Combined, temporary (n=32) and permanent (n=26) layoffs are the most common approach to handling reductions in revenue. Organizations are also using their reserves (n=48) to address reductions in revenue. Respondents were able to select more than one response option.

Most respondents reported that they have had to spend between 10-20% of their reserves (n=13). On the more extreme end of spending, 9 respondents indicated that they had to spend more than 50% of their reserves, with 4 respondents spending over 80%.

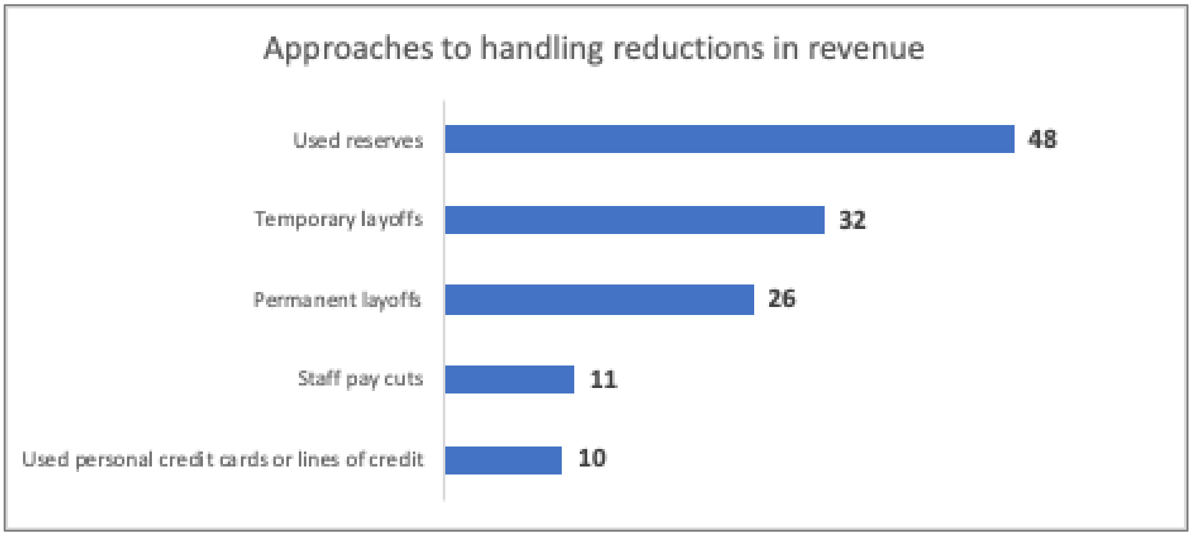


*Figure 12. Approaches to handling reductions in revenue*

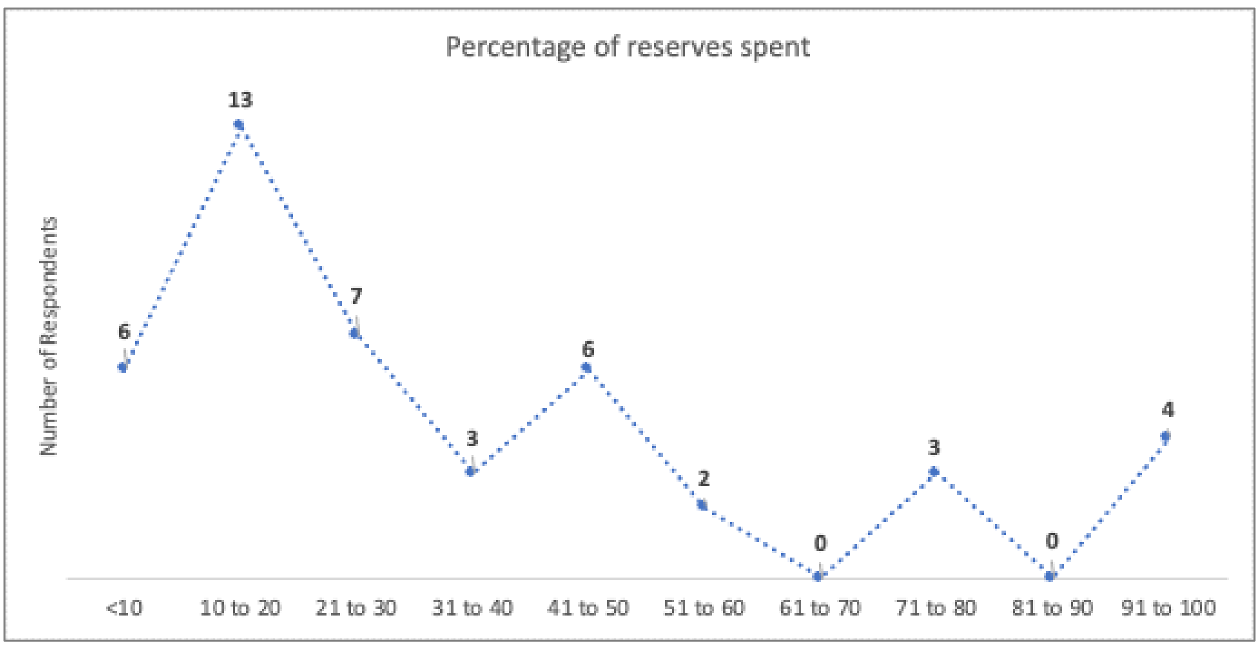


*Figure 13. Percentage of reserves spent*

Most (n=44) respondents reported that they would be able to sustain themselves for more than one year. The amount of time that respondents predict being able to sustain themselves varied by organization size. Among the organizations that reported being able to sustain for 1-3 months, organizations with a budget of more than $100,000 but less than $250,000 and organizations with a budget of more than $1,000,000 but less than $5,000,000 were over-represented. Notably, all organizations with a budget of more than $5,000,000 reported that they would be able to sustain for 4 months or longer (note 3 organizations with this budget indicated that they did not know how long they could sustain).

Among respondents that said they would be able to sustain for 6 months or less, they were overrepresented in respondents that said that funding from foundations or United Way significantly decreased, donations from private individuals significantly decreased or decreased, and grants from the provincial government significantly decreased or decreased. They were also overrepresented in the organizations that reported no change to funding from the federal government and those that reported funding from corporations did not apply to them.

Among the respondents that said they would be able to sustain for 7-12 months, organizations with a budget of less than $100,000 were under-represented and organizations with a budget of more than $1,000,000 but less than $5,000,000 were over-represented.


*Figure 14. Organizations will be able to sustain for...*

## Finding 6: The COVID-19 pandemic has negatively impacted staff stress and workload. Layoffs are also a significant concern for many respondents.

Most commonly, respondents report that the pandemic has had a great impact on staff stress (n=91) and workload (n=88). This aligns with Finding 1, which highlight staff mental health as the biggest operational concern for respondents. Respondents were able to select more than one response option.

Temporary (n=45) and permanent (n=28) layoffs are also a concern in this period. However, it is important to note that layoffs are not distributed evenly across respondents. 62 respondents reported that they did not have any layoffs over this time period. 36 respondents have laid off 10 or less people. Among respondents that have laid off staff, the number of staff laid off ranges from 0.5 to 100, with an average of 11.21 layoffs per respondent.[2]

All four organizations that have laid off more than 100 people have a budget of more than $5,000,000. In contrast, 15/16 organizations with a budget of less than $100,000 did not lay off any of their staff.

[2] This range and average do not include three outliers within the dataset. Three respondents indicated that they have laid off 1600, 1500, and 700 staff respectively.

Organizations that have had to lay off staff reported a decrease (57.4%) or no change (36.4%) in their capacity.

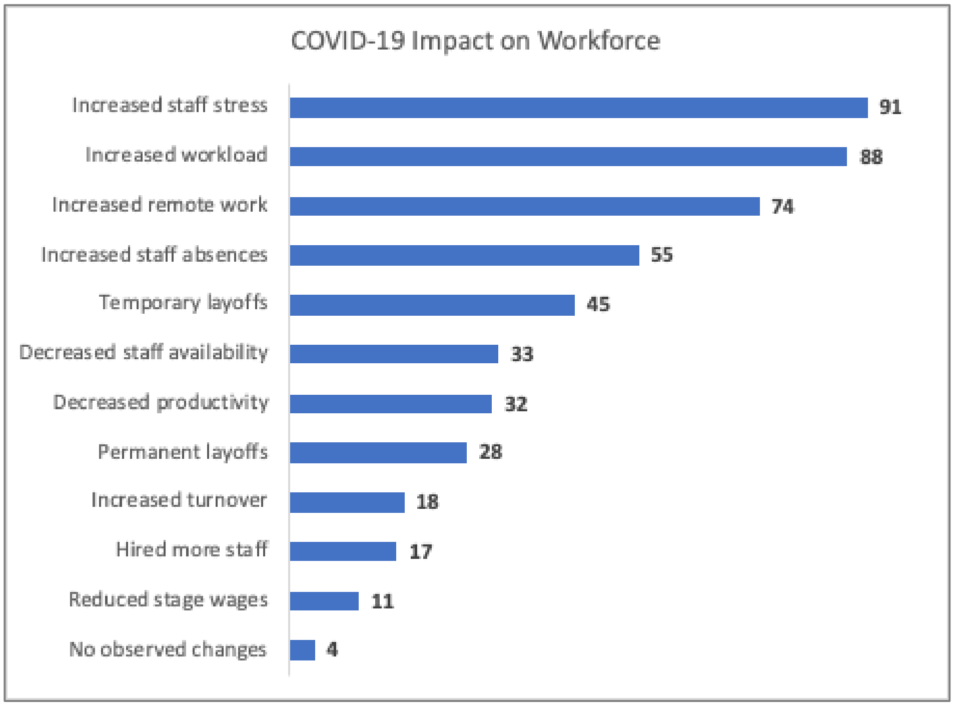


*Figure 15. COVID-19 Impact on Workforce*

The workforce's ability to engage in work has also been impacted by the pandemic. There has been an increase in remote work (n=74), staff absences (n=55), and decreases in productivity (n=32).

Similar to the impact on staff, respondents reported that volunteers are also experiencing increased stress (n=28), decreased productivity (n=27), increased workload (n=24), and increased absences (n=22) 69 respondents reported that they have engaged fewer volunteers over this time period. This data on volunteerism should be taken in context of the broader information that is available on volunteerism in Alberta and the impacts of COVID-19 on volunteerism. For more data regarding volunteerism please visit https://www.volunteerconnector.org/news.

Very few respondents are immune to these changes, with only 4 respondents indicating that they haven't observed any changes to their staff and 10 indicating that they haven't observed any changes to their volunteers.

## Finding 7: Four supports from the federal and provincial government stood out as benefitting the sector. A lack of awareness, ineligibility, and a lack of fit between supports/needs impacted whether respondents benefited from those supports.

The data clearly indicates four sources of support that respondents benefited from the most:

- Guidance documents for re-opening (n=66)
- Canada Emergency Wage Subsidy (n=56)
- Extension on AGMs (n=51)
- 10% temporary wage subsidy for nonprofits (n=48)

Overall, the biggest barrier to accessing supports from the federal government was that respondents were not eligible for the support. Most significantly, organizations were least likely to be eligible for Canada Emergency Commercial Rent Assistance (n=21) and Canada Emergency Business Account (n=18). Eligibility was less of a problem for the provincial government supports, with the notable exception of the Small and Medium Enterprise Relaunch Grant, where 27 respondents indicated they were not eligible for that benefit.

At the provincial level, respondents were slightly more likely to report that the benefit did not address their needs. For each support, between 9 and 17 respondents indicated that it did not address their need. For federal supports, this was slightly less likely, with 8 to 15 respondents indicating that the supports did not address their needs.

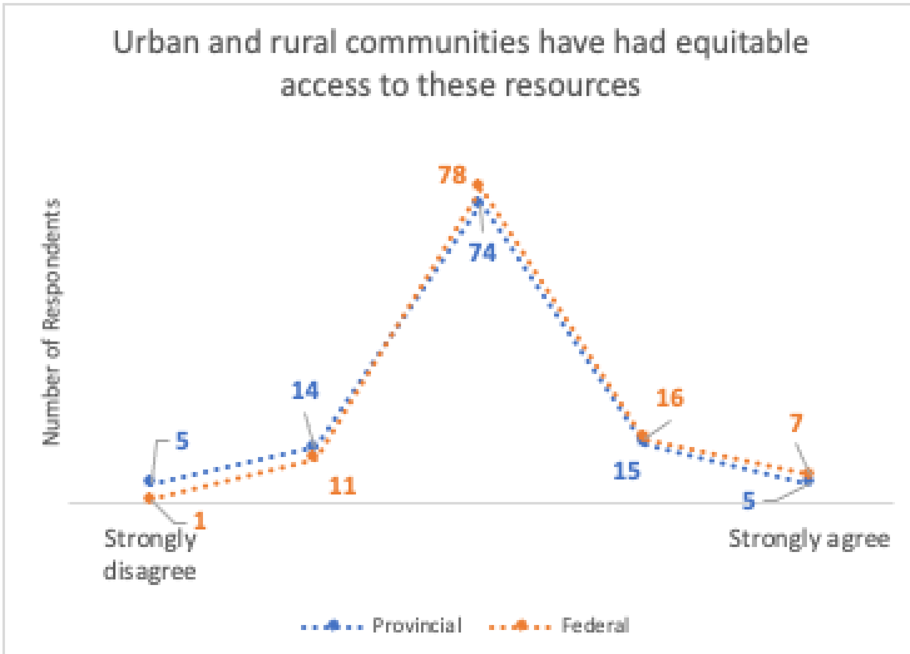


*Figure 16. Urban and rural communities have had equitable access to these resources*

A lack of awareness was the biggest barrier in the case of business credit for social enterprises, AGLC expansion on use of proceeds, and access to credit for social enterprises.

Overall, capacity was not a significant issue for accessing federal or provincial supports, with a lack of capacity ranging from 0-13 respondents across different opportunities. Moreover, very few (range, n=0-3) respondents indicated that they were not selected for a benefit that they had applied for.

The question of whether these supports were equitably available to urban and rural communities is unclear. Most respondents chose the neutral response, indicating that they might not have strong insight into the distribution of resources in different communities. That being said, federal supports were seen as being marginally more accessible.

All of that being said, the majority of supports were "not applicable" to respondents. For detailed results see Figures 17 and 18, on page 18.

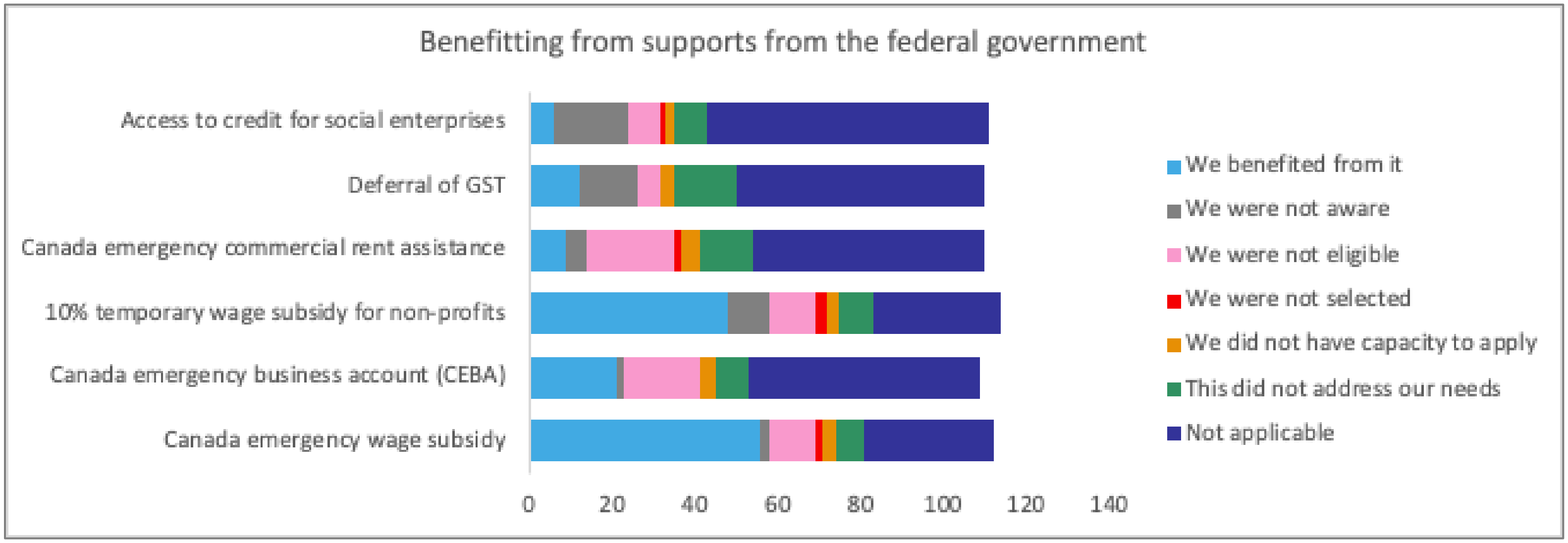


*Figure 17. Benefitting from supports from the federal government.*

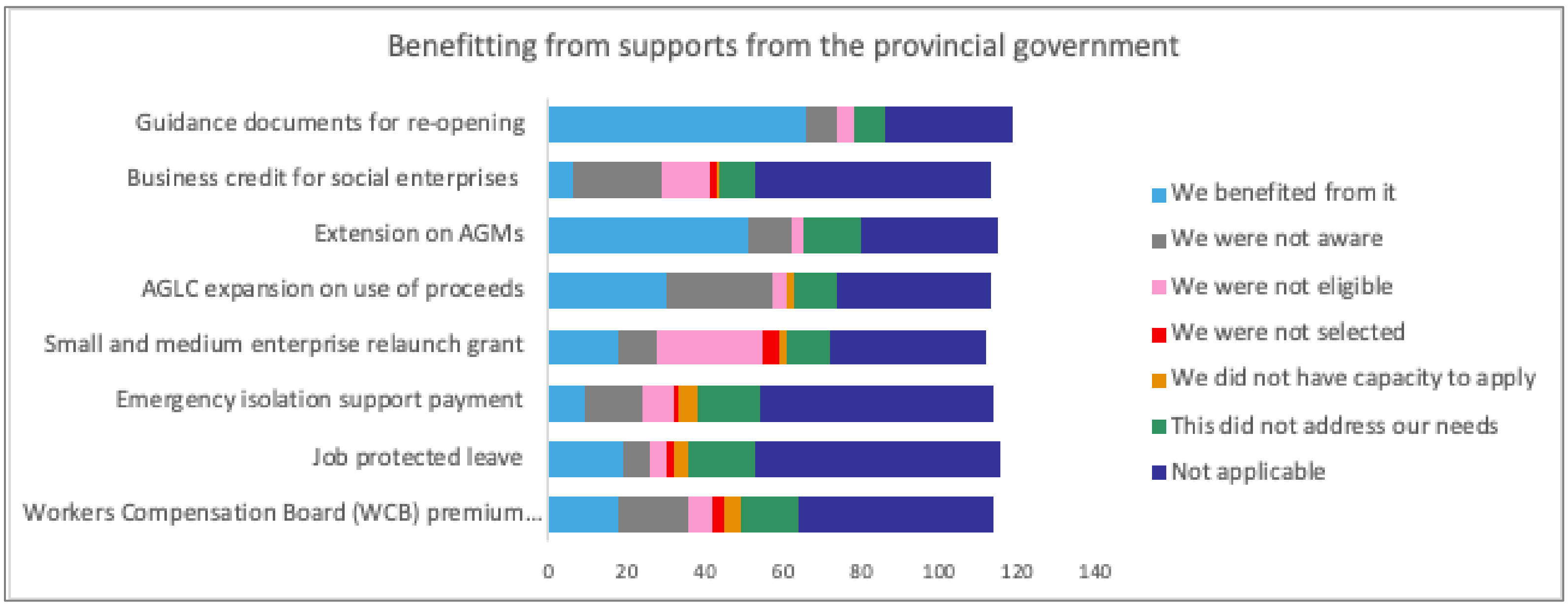


*Figure 18. Benefitting from supports from the provincial government.*

### Finding 8: Insurance costs and coverage were not a major barrier for most respondents. However, many respondents did not know the answers to questions related to insurance.

34.1% of respondents indicated that their organization is proactively preparing for potential changes to their insurance coverage. An almost equal number were not proactively preparing (38.3%) or did not know whether they were preparing (27.5%) for these potential changes.

Most respondents (n=80) said that insurance cost, coverage and/or liability was not a barrier to re-opening or operating during the COVID-19 pandemic. However, 14 respondents said that it was a barrier. For some it has been a significant barrier (n=3) and it prevented one organization from re-opening. Only 3 respondents reported that they have lost insurance coverage for one or more of their services since the beginning of the pandemic.

Most commonly (40.8%, n=49), respondents indicated that their insurance costs have increased. However, a significant portion of respondents did not experience any change to their insurance costs (24.1%, n=29) or did not know whether their insurance costs have changed (34.2%, n=41). Only 1 respondent indicated that their insurance costs decreased.

Compared to the provincial average, there is a higher proportion of respondents whose insurance costs increased by $2,000 or more.

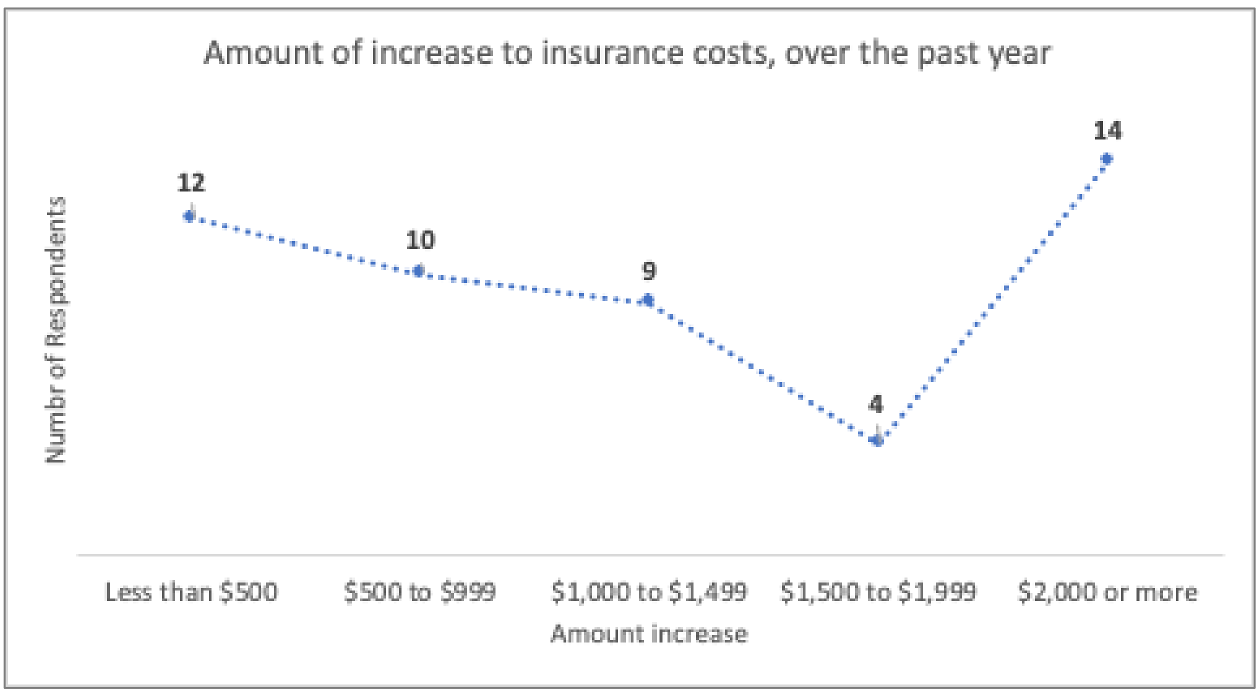


*Figure 19. Amount of increase to insurance costs over the past year*

## Concluding note

The ripple effects of the COVID-19 pandemic on the nonprofit sector and the communities that it serves will continue for a long time. This report is part of an ongoing effort to understand the sector's greatest needs to move forward in a way that is informed by data and a greater diversity of voices.

This report clearly shows that staff mental health, the complexity of nonprofits' work, decreasing capacity, and the lack of financial resources are all challenges that the sector in Edmonton will have to grapple with.

We hope that the findings in this report can support the nonprofit and charitable sector based in Edmonton in its recovery. In the coming weeks and months, ABNN will be building on this data and sharing those resources at https://albertanonprofits.ca/Covid-Impact-Report.

# Appendix A: Respondent Characteristics

Table 2. Respondent characteristics

| Question | n | % |
|---|---|---|
| Is your organization open and operating? | | |
| We are open and operating with some modifications (including remote work) | 88 | 73.3 |
| We are fully open and operating | 26 | 21.7 |
| No, we are closed until further notice | 3 | 2.5 |
| We are in the midst of closing permanently | 0 | 0.0 |
| No, we are closed permanently | 0 | 0.0 |
| Other | 3 | 2.5 |
| Is your organization providing any front line response to COVID-19? | | |
| Yes | 58 | 48.3 |
| No | 61 | 50.8 |
| No response | 2 | 1.7 |
| Are you affiliated with any of the following organizations? | | |
| ABNN | 15 | 12.5 |
| CCVO | 1 | 0.8 |
| ECVO | 47 | 39.2 |
| Fuse Social | 4 | 3.3 |
| Imagine Canada | 19 | 15.8 |
| Propellus | 1 | 0.8 |
| Volunteer Alberta | 33 | 27.5 |
| Volunteer Canada | 2 | 1.7 |
| Volunteer Lethbridge | 0 | 0.0 |
| Which of the following sub-sectors most accurately fits your organization? | | |
| Advocacy and politics | 1 | 0.8 |
| Agriculture | 2 | 1.7 |
| Arts | 5 | 4.2 |
| Business, professional, union | 0 | 0.0 |
| Community development | 13 | 10.8 |
| Education | 12 | 10.0 |
| Environment | 0 | 0.0 |
| Foundation or funder | 1 | 0.8 |
| Government | 0 | 0.0 |
| Health | 6 | 5.0 |

| | | |
|---|---|---|
| Heritage, culture | 6 | 5.0 |
| Housing | 3 | 2.5 |
| Human services | 15 | 12.5 |
| International aid | 0 | 0.0 |
| Religion, faith | 1 | 0.8 |
| Service club | 0 | 0.0 |
| Settlement services | 3 | 2.5 |
| Social services | 21 | 17.5 |
| Sport, recreation | 8 | 6.7 |
| Volunteer, sector capacity building | 3 | 2.5 |
| Advocacy and politics | 1 | 0.8 |

What is your organization's annual operating budget?

| | | |
|---|---|---|
| Less than $100,000 | 17 | 14.2 |
| More than $100,000 but less than $250,000 | 14 | 11.7 |
| More than $250,000 but less than $500,000 | 8 | 6.7 |
| More than $500,000 but less than $1,000,000 | 21 | 17.5 |
| More than $1,000,000 but less than $5,000,000 | 32 | 26.7 |
| More than $5,000,000 | 26 | 21.7 |
| No response | 2 | 1.7 |

If your mandate includes service or program delivery, what communities does your organization serve?

| | |
|---|---|
| Children and youth | 68 |
| Low income households | 62 |
| Newcomers and refugees | 59 |
| Persons living with disabilities | 45 |
| People living with mental illness or addictions | 41 |
| People living with employment barriers | 42 |
| People experiencing homelessness | 33 |
| People experiencing poverty | 52 |
| Rural and remote communities | 13 |
| Seniors | 45 |
| Women and/or girls | 41 |
| Not applicable | 9 |

How many paid staff does your organization employ?

| | | |
|---|---|---|
| We don't have paid staff | 12 | 10.0 |
| 1 to 4 | 23 | 19.2 |
| 5 to 9 | 13 | 10.8 |
| 10 to 19 | 23 | 19.2 |

| | | |
|---|---|---|
| 20 to 29 | 11 | 9.2 |
| 30 to 49 | 11 | 9.2 |
| 50 to 99 | 6 | 5.0 |
| 100 to 249 | 13 | 10.8 |
| 250 to 499 | 3 | 2.5 |
| 500+ | 5 | 4.2 |
| No response | 0 | 0.0 |

How many volunteers does your organization engage?

| | | |
|---|---|---|
| We don't engage volunteers | 12 | 10.0 |
| 1 to 4 | 17 | 14.2 |
| 5 to 9 | 21 | 17.5 |
| 10 to 19 | 23 | 19.2 |
| 20 to 29 | 7 | 5.8 |
| 30 to 49 | 7 | 5.8 |
| 50 to 99 | 11 | 9.2 |
| 100 to 249 | 10 | 8.3 |
| 250 to 499 | 6 | 5.0 |
| 500+ | 3 | 2.5 |
| No response | 3 | 2.5 |

What is your role within the organization?

| | | |
|---|---|---|
| CEO, Executive Director or equivalent | 61 | 50.8 |
| Leadership or management team | 21 | 17.5 |
| Board member | 21 | 17.5 |
| Staff member | 14 | 11.7 |
| Other + No response | 3 | 2.5 |