



COVID-19 Resiliency Fund Grantee Survey

FY20-FY21

March 2021

GRANT CATEGORY ALLOCATION

Which categories* did you allocate funds to?

Food & basic needs	22%
Education & technology	15%
PPE & medical supplies	12%
Housing	12%
Direct financial assistance	10%
Mental health	9%
Community organizing	8%
Child/dependent care	6%
Physical health	5%
Violence prevention	1%

*Select all that apply.

POPULATIONS SERVED

78,335

individuals w/
household inc.
<50% AMI*



39,623
women

100,039
individuals

11,378
girls



19,204
youth

*The Area Median Income (AMI) is the midpoint of a region's income distribution – half of families in a region earn more than the median and half earn less than the median.

More than 80,000 individuals with household income below 50% of AMI were served by COVID grantee partners.

POPULATIONS SERVED

Through our nonprofit partners, COVID-19 Resiliency Fund grants served a diverse population:

42%

LOW INCOME/ECONOMICALLY
VULNERABLE

6%

HOMELESS/HOUSING
INSECURE

10%

AGE 65+ AND/OR
IMMUNOCOMPROMISED

6%

LOW INCOME/ECONOMICALLY
VULNERABLE WOMEN

9%

YOUTH & YOUNG ADULTS

5%

MENTAL HEALTH DISORDERS

8%

DISABILITIES/SPECIAL NEEDS

4%

IMMIGRANTS

7%

ESSENTIAL WORKERS

3%

VICTIMS OF DOMESTIC
VIOLENCE

DEMOGRAPHICS

Race/Ethnicity	%
Hispanic/Latin American	39%
Black or African American	25%
Caucasian	23%
Multi-Ethnic	4%
Other/Unknown	4%
Asian	3%
Native American	1.5%
Pacific-Islander	.5%

GEOGRAPHY

of Grantees Serving Each Town

Bridgeport	86	Trumbull	41
Fairfield	85	Shelton	39
Stamford	75	Sherman	39
Norwalk	73	Ridgefield	38
Danbury	66	Brookfield	36
Greenwich	59	Bethel	35
Stratford	49	Monroe	32
Westport	49	Redding	32
Newtown	48	Weston	32
New Canaan	43	Easton	31
Wilton	42	New Fairfield	30
Darien	41		

Grantees served residents in all 23 cities and towns in Fairfield County

- **70%** served **2+** towns
- **12%** provided services county-wide

COVID-19 ORGANIZATIONAL IMPACT

NEGATIVE IMPACT OF COVID-19

94% of grantees told us that COVID-19 negatively impacted their organization in at least one way*

Incurring new expenses	81%
Provided new or more frequent services	68%
Experienced technology challenges	65%
Experienced budget gap	64%
Staff directly impacted by COVID-19	57%
Lost critical volunteers	47%
Reduced amount or frequency of services delivered	39%
Provided hazard pay	24%
Other	20%
Furloughed staff	15%
Reduced work hours	13%
Stopped service delivery	12%
Laid off staff	10%
Shared services with another organization	9%
Merged or considered merging with another organization	4%

*Select all that apply.

NEGATIVE IMPACT OF COVID-19

Other challenges

Changes to **work environment**

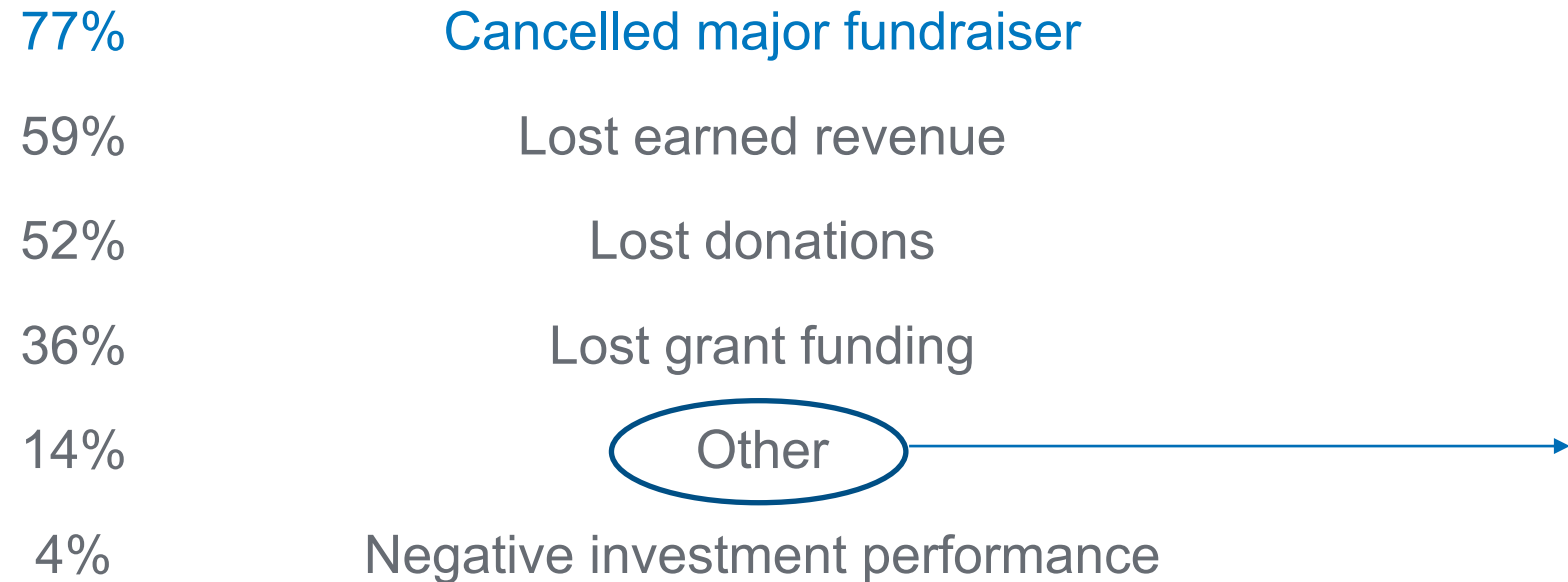
- Having to add staff hours & responsibility
- Purchasing/providing PPE
- Staggering office & remote schedules presented challenges for real-time communication & collaboration

Changes to **service delivery**

- Switch to remote/virtual programming slowed operations
- Increase in volume and depth of demand for services

BUDGETARY IMPACT OF COVID-19

64% reported experiencing a budget gap* due to the pandemic:



*Select all that apply.

BUDGETARY IMPACT OF COVID-19

Other sources of budget gap

Increased/unexpected costs

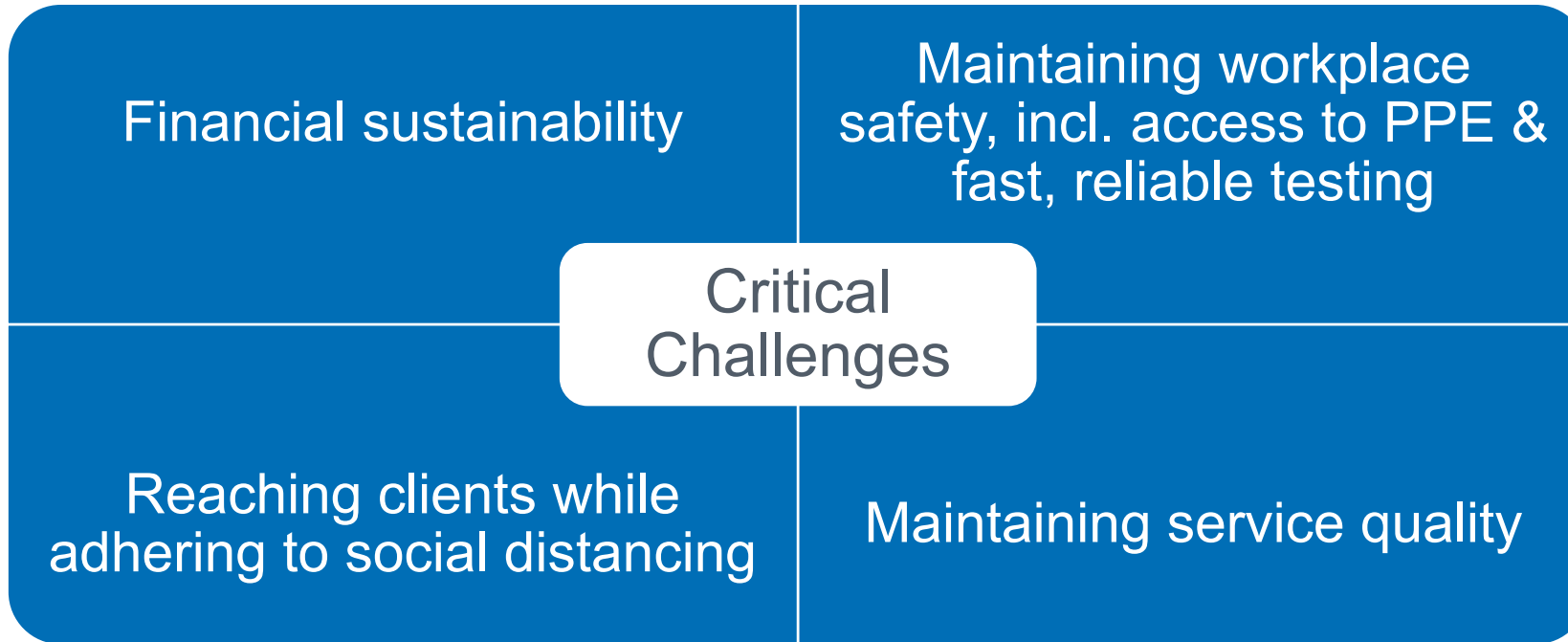
- More clients in need
- Purchasing PPE
- Staff (ex: overtime, quarantine pay)

Fundraising challenges

- Fewer special events, cancelled minor fundraisers
- Underperforming virtual events
- Business closures → lost grassroots & community fundraising opportunities

CRITICAL ORGANIZATIONAL CHALLENGES

Grantees rated the top challenges their **organization** is facing due to the pandemic:



CRITICAL ORGANIZATIONAL CHALLENGES

What is the number ONE (1) critical challenge you are facing due to the pandemic?

Financial sustainability	40%
Reaching clients while adhering to social distancing	31%
Addressing racial inequities	7%
Maintaining service quality	7%
Maintaining workplace safety, including access to PPE and fast, reliable testing	6%
HR-related (laying off or furloughing staff or reducing work hours, pay or benefits)	4%
Technology and virtual operations, including accessing computer hardware or software	3%
Accessing reliable, up-to-date information and best practices about COVID-19	1%
Influencing public policy	1%

CRITICAL ORGANIZATIONAL CHALLENGES

What is the number TWO (2) critical challenge you are facing due to the pandemic?

Reaching clients while adhering to social distancing	18%
Maintaining workplace safety, including access to PPE and fast, reliable testing	17%
Maintaining service quality	16%
Financial sustainability	15%
Technology and virtual operations, including accessing computer hardware or software	13%
Addressing racial inequities	9%
Influencing public policy	6%
HR-related (laying off or furloughing staff or reducing work hours, pay or benefits)	4%
Accessing reliable, up-to-date information and best practices about COVID-19	2%

CRITICAL ORGANIZATIONAL CHALLENGES

What is the number THREE (3) critical challenge you are facing due to the pandemic?

Reaching clients while adhering to social distancing	24%
Technology and virtual operations, including accessing computer hardware or software	19%
Maintaining service quality	17%
Maintaining workplace safety, including access to PPE and fast, reliable testing	11%
Financial sustainability	8%
Addressing racial inequities	7%
Influencing public policy	7%
Accessing reliable, up-to-date information and best practices about COVID-19	5%
HR-related (laying off or furloughing staff or reducing work hours, pay or benefits)	2%

COVID-19 ORGANIZATIONAL IMPACT

Describe the primary ways your organization has been impacted by COVID-19:

Operational Changes

Forced to adapt & improvise

Redesign, reinvent, pivot; move to virtual

Ventilation improvements

Develop a safe way to meet needs

New procedures/protocols

Client Challenges

Unable to meet face-to-face, in-person services suspended

Steep rise in clients/need

Lower attendance

Lost touch with clients without phone/tech access

Client fatalities

Staff Support

Mental health & wellness counseling

Technology challenges

Changes to priorities

Staff tested positive, required quarantine

Staff fatalities

Resource Gaps

Lost earned revenue, program fees

Cancelled fundraising events

Less grant funding available

Increased/new expenses (ex: hazard pay)

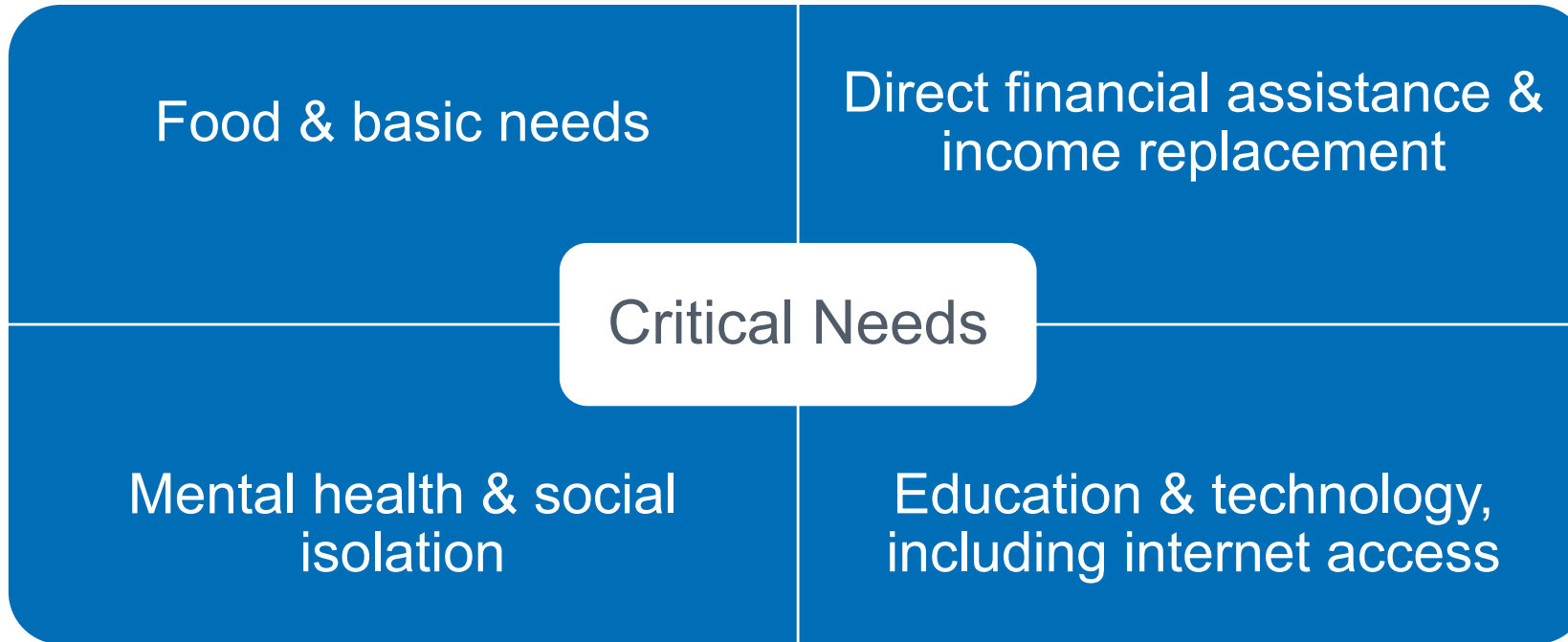
Temp pay cuts & staff furloughs

Fewer volunteers

COVID-19 COMMUNITY NEEDS

COVID-19 CRITICAL COMMUNITY CHALLENGES

Grantees rated the top critical needs facing their **communities**:



COVID-19 COMMUNITY NEEDS

What is the number ONE (1) most critical & pressing community need related to the pandemic?

	Food & basic needs	29%
	Direct financial assistance and income replacement	18%
	Mental health & social isolation	11%
	Housing, including addressing homelessness and eviction assistance	11%
	Education & technology, including internet access	10%
	Racial inequities of COVID-19	7%
	COVID-19 testing, information & support programming	4%
	Physical health	3%
	PPE & medical supplies	3%
	Child/dependent care	2%
	Legal services	1%
	Violence prevention	1%

COVID-19 COMMUNITY NEEDS

What is the number TWO (2) most critical & pressing community need related to the pandemic?

Food & basic needs	23%
Direct financial assistance and income replacement	20%
Mental health & social isolation	15%
Education & technology, including internet access	10%
Housing, including addressing homelessness and eviction assistance	10%
COVID-19 testing, information & support programming	7%
Racial inequities of COVID-19	5%
Child/dependent care	4%
PPE & medical supplies	4%
Community organizing	1%
Legal services	1%

COVID-19 COMMUNITY NEEDS

What is the number THREE (3) most critical & pressing community need related to the pandemic?

Mental health & social isolation	15%
Education & technology, including internet access	14%
Direct financial assistance and income replacement	12%
Food & basic needs	12%
Housing, including addressing homelessness and eviction assistance	9%
Child/dependent care	7%
Physical health	7%
Other	6%
COVID-19 testing, information & support programming	5%
PPE & medical supplies	5%
Racial inequities of COVID-19	3%
Community organizing	2%
Violence prevention	2%
Community violence and unrest	1%

COVID-19 COMMUNITY NEEDS

Other community needs

Access to **healthcare**

- Transportation, preventative care, screenings, treatment
- Vaccine education & encouragement

Address impact of **isolation**

- Support students participating in distancing learning
- Social/emotional impact on children & young people
- Mental health support

ADDITIONAL FUNDING

If available, would you seek additional funds to address COVID-related issues?

89% expressed interest in seeking additional support from the Resiliency Fund to address COVID-related issues

Desired additional funding amounts ranged from **\$1,000 to \$100,000**, with the majority falling between **\$5,000 and \$25,000**

Additional Funds	
<\$5k	29%
\$5k - \$9.9k	13%
\$10k - \$15k	25%
\$15k - \$19.9k	4%
\$20k - \$24.9k	8%
\$25k - \$29.9k	4%
\$30k+	17%

ADDITIONAL FUNDING

What would you use the additional funds for?

Key Theme	Examples	%
Basic needs & emergency funds	<ul style="list-style-type: none"> Rental/housing assistance, utility support Nutrition & meals, food pantry Emergency funds, financial assistance, direct aid 	36%
Current programs	<ul style="list-style-type: none"> Continue, expand, or enhance existing programs 	34%
Health services	<ul style="list-style-type: none"> Telehealth offerings Mental health support 	18%
Remote learning	<ul style="list-style-type: none"> Support students & distance learning 	16%
PPE & sanitization	<ul style="list-style-type: none"> Provide PPE, weekly COVID testing of staff Need for enhanced cleaning services 	14%
Technology	<ul style="list-style-type: none"> IT support for staff working remotely Upgrade technology to deliver virtual programming Utilize assistive technology 	12%
Staffing needs	<ul style="list-style-type: none"> Maintain client-facing positions Hire additional staff to meet increasing client needs 	11%

Note: Figures do not sum to 100.



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