Renton Regional
Community
Foundation

2022 Non-Profit Survey Summary

Submitted by:

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September 2022

Intercultural Child and Family Services

September 2022

Dear Friends,

It is a great honor to present highlights and key lessons from the 2022 Renton Regional Community Foundation survey, which was conducted in the summer of 2022.

As part of our continuing efforts to stay current on issues and trends in our local non-profit community, Renton Regional Community Foundation surveyed local non-profit leaders to better understand the challenges and opportunities facing individual organizations, the broader context in which they operate, and their evolving needs.

We continue to be interested in how the challenges of the past two years have impacted organizations, how they have adapted to meet community needs, what they are learning, and how Renton Regional Community Foundation and the broader community can support their efforts. We focused our outreach on organizations working in the South King County region.

Please note the information contained in this report does not necessarily reflect the opinions of individual participating organizations; rather, the information represents common themes from survey responses.

We are tremendously grateful to the non-profit leaders who participated in this survey. We had 44 out of 100 respondents!

In gratitude,

LeAnne Moss
Executive Director

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OVERVIEW

In 2022, Renton Regional Community Foundation (RRCF) distributed an online survey to collect information from the non-profit community. This report synthesizes the results and provides a high-level summary and findings of key themes and issues across responses.

OVERALL FINDING HIGHLIGHTS

The non-profit sector has continued to experience one of its most challenging periods ever. The combination of uncertainty, high demand for services, financial challenges, and changes in staffing and volunteers have stretched organizations, leading to staff exhaustion and burnout.

Alimentando al Pueblo

At the same time, organizations have shown a unique ability to identify and build on the richness and assets of their communities. They have met these challenging times in creative and resourceful ways and found ways to partner and collaborate more than ever before.

Themes from findings highlighted in this report include the following:

The non-profit community in South King County is struggling to meet the high level of demand for services. There continues to be a large number of people who have an expanded level of needs. Ninety-seven percent of the respondents reported increased demand in programs and services, and 63% reported that they could not meet the demand for services. The primary challenges cited were lack of funding, staff capacity, and an insufficient number of staff. Additionally, more than half of non-profits reported a decrease in volunteers.

Help for basic needs continues to be high. According to respondents, the top three needs from community members are rental assistance/housing security, food security and mental health. These are the same three areas that were identified as the greatest needs in the 2020 and 2021 surveys. Additionally, 50% of respondents noted that they had a particular focus on food security, considerably up from the 2021 report, where the focus on food security was noted by 30% of respondents.

Mental health challenges are an urgent need to address. Access to mental health services is an urgent need. More than 75% of organizations reported a lack of access to culturally appropriate mental health services. In addition, the lack of availability of services and therapists and stigma related to mental health has proven challenging to more than half of all organizations. The negative impact of these challenges was particularly highlighted.

Diversity, equity and inclusion (DEI) continues to be a priority. Eighty-three percent of organizations reported expanding in this area, including a focus on reaching more population to include more Black, Indigenous, People of Color (BIPOC). Additionally, diversification of board and staff was reported to be a top area of focus, and more than half of respondents identified DEI as a top professional development area of need.

Non-profits are reporting more partnerships and collaborations. Nearly all (97%) of non-profit respondents reported partnering with other organizations to deliver services. Additionally, 79% of organizations reported increasing partnerships in the last year.

Organizations are focused on fundraising and capacity-building. Fundraising is still perceived as a significant challenge and concern. The top professional development and capacity needs are advanced fundraising; communications and marketing (raising awareness about the organization's work); board development/governance; and diversity, equity and inclusion.

Ubumwe Together

GENERAL OVERVIEW OF NON-PROFIT STAKEHOLDERS

A total of 44 (of 100) respondents completed the 2022 non-profit survey. The following are details related to the specific questions from the survey.

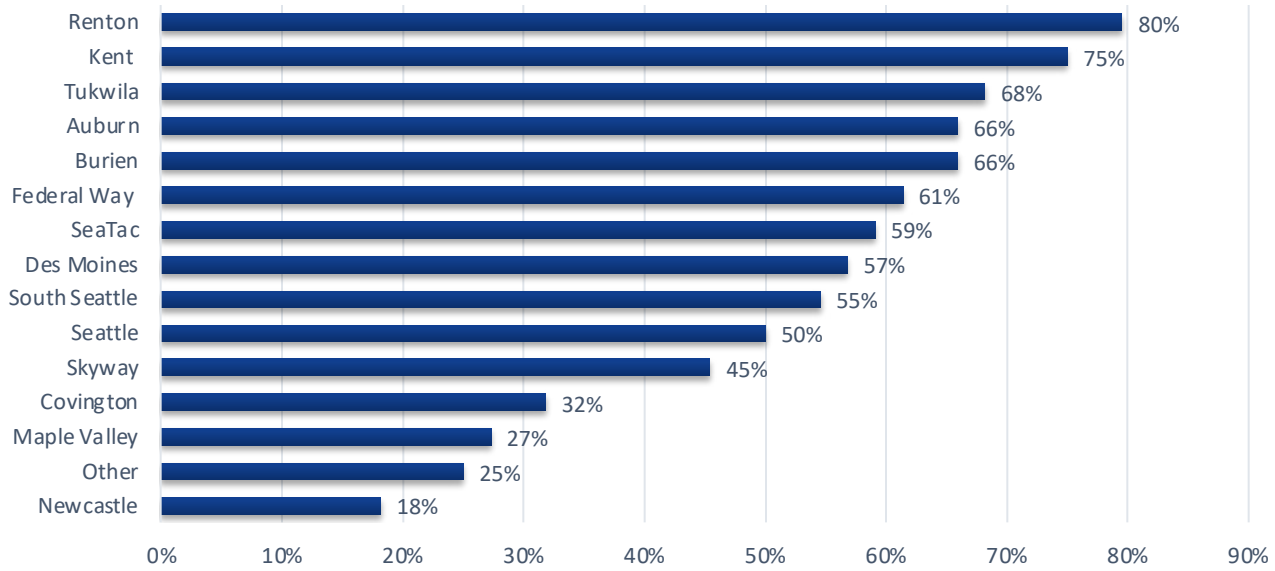
Non-Profit Status

About 91% of survey respondents reported holding non-profit status. Of the 9% of those who reported not holding non-profit status, two-thirds (67%) reported that they are fiscally-sponsored organizations.

Location Served

Most non-profits indicated that they served the Renton area (80%); however, many also noted in the comments that they serve multiple areas. Beyond Renton, service areas with high representation of services included Kent (75%) and Tukwila (68%), followed by Auburn (66%), Burien (66%), and Federal Way (61%). In the comments, many indicated that their work was county-wide, with several noting service in more than one county and/or state-wide. Locations with lower representation were Newcastle (18%), Maple Valley (27%) and Covington (32%).

PERCENTAGE OF RESPONDENTS THAT SERVE VARIOUS LOCATIONS IN WASHINGTON

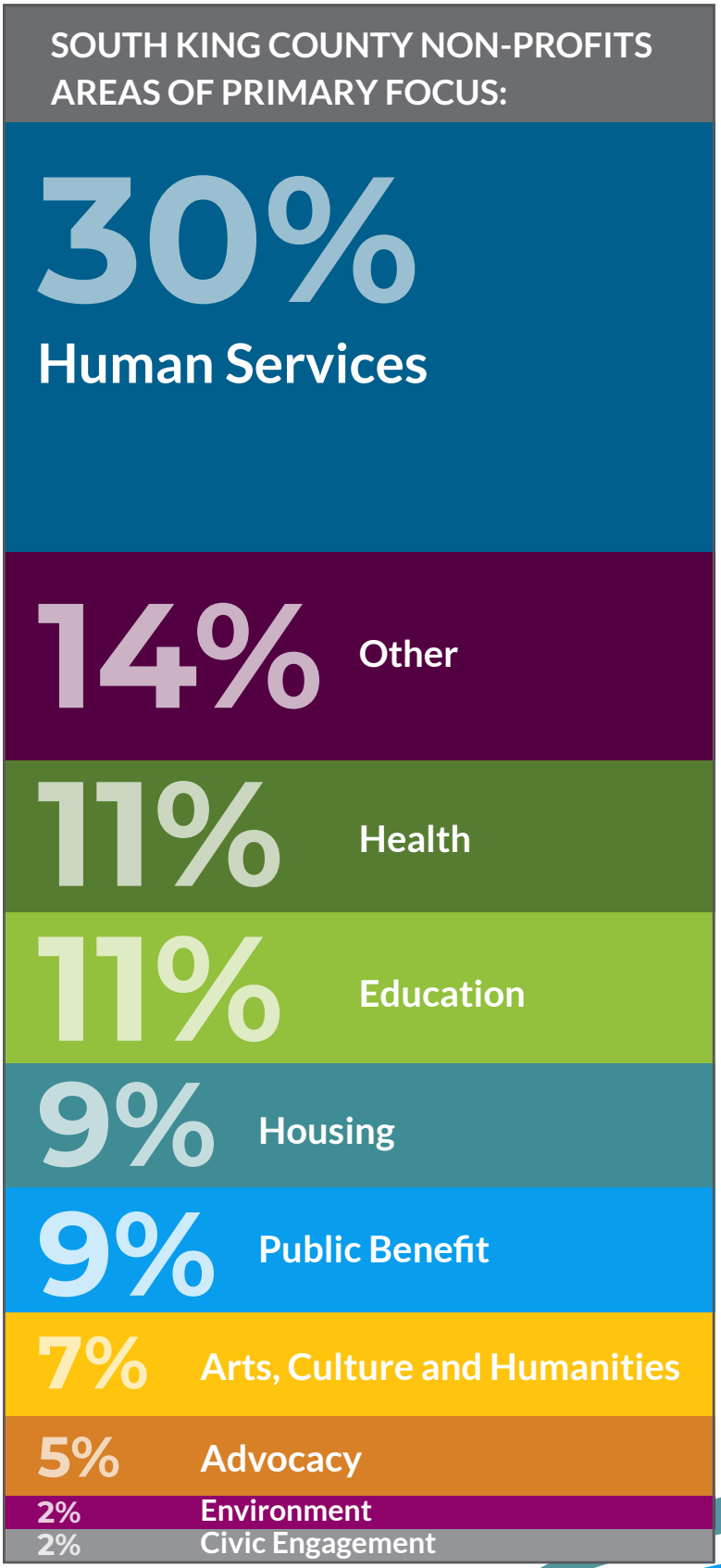


2022 Organization Budget Size

Roughly 55% of respondents came from organizations with budgets under $1,000,000. Other answers indicated 20% (9 organizations) have budgets over $5,000,000, and 25% had budgets between $1,000,000 and $5,000,000.

Focus Area

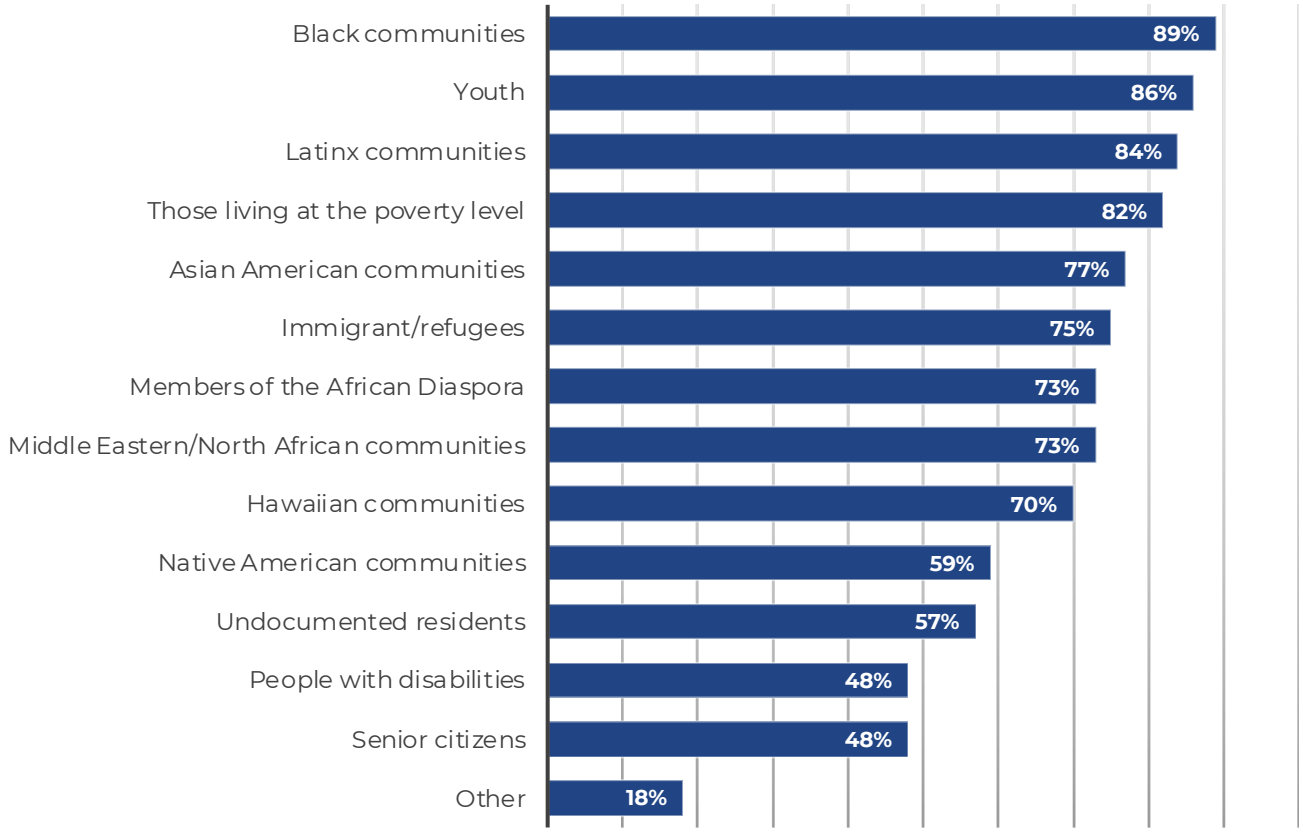
Most noted their primary focus areas as “human services” (30%), “other” (14%), “education” (11%) and “health” (11%), which slightly differed from the information gathered for the 2021 report for which “human services” (43%), “education” (20%) and “arts, culture and humanities” (10%) were the largest categories. The “other” category spoke to the multi-disciplinary nature of several organizations, which span across several of the answer options. ***Additionally, 50% of respondents noted that they had a particular focus on food security, considerably up from the 2021 report***, where the focus on food security was noted by 30% of respondents.



Populations/Communities Worked with and/or Served

Respondents reported working primarily with Black communities (89%), youth (86%) and Latinx communities (84%). In the comments section, several organizations noted that they served all populations listed. Additionally, in the comments, respondents mentioned working with/serving those who are unsheltered, those experiencing trauma, and those previously incarcerated. Populations least represented were senior citizens and people with disabilities.

PERCENT OF RESPONDENTS THAT SERVED VARIOUS COMMUNITITES OR POPULATIONS



VARIOUS COMMUNITIES/ POPULATIONS SERVED

Number of People Served by Organization

Non-profits noted the number of people served as ranging from 150 to over 1,000,000.

0-499: 15%
500-999: 4%
1,000-4,999: 30%
5,000-9,999: 11%
10,000-19,999: 11%
20,000-99,999: 11%
100,000+: 19%

Assets of the Communities and Populations Non-Profits Serve

Responses from non-profits included the depth of richness in diversity and culture (cultural roots, heritage, and lived experience); community and family resilience, determination, grit and perseverance; the strong sense of community and unity; the perspective of joy and abundance; creativity and innovation; adaptability; community support and services; and organizers and advocates.

Ways in Which Staff and Board are Ensuring Connection and Rootedness in Community

Most organizations reported maintaining staff and board rootedness and connectedness by "having relationships/partnerships with other organizations in areas served" (93%), by "living in neighborhoods they service" (69%), and by "board leadership and staff reflecting and understanding those served" (69%).

CHANGES

Changes in Specific Areas as a Result of the Challenges of the Past Two Years

As a result of COVID-19, non-profits experienced an increase primarily in the following areas:

- Demand for services (97%)
- Government contract/grant writing (59%)
- Total revenue (56%)
- Funding from individual donors (41%)

For reference, in 2021 the greatest areas of change were "demand for services" (77%) "government contract/grant writing" (67%), "public foundation funding" (63%), "funding from individual donors" (51%) and "total revenue" (51%).

Non-profits reported the largest decreases in the following areas:

- Number of individuals volunteering (56%)
- Funding from individual donors (34%)[1]
- Public foundation funding (32%)

In 2021, the largest decreases were in the "number of individuals volunteering" (50%) followed by "program service revenue" (31%) as well as by "funding from individual donors" (31%), and "total revenue" (30%). The last two noted areas also had a reported increase (see above) for the majority of organizations.

The leading areas where non-profits reported no change in 2022 were "program service revenue" (25%) and "public foundation funding" (24%).

Program Changes to Achieve New Sources of Revenue

Most non-profit organizations reported they "changed some of our programs and services" (59%); however, 32% said they "did not change any of our programs or services," and 10% reported having "changed our programs and services completely." These results closely mirror what was reported in 2021.

Providing more information on the reason for the change in programs, 41% of non-profits said they changed programs as a result of COVID-19, 27% reported it was both to address needs stemming from COVID-19 and to achieve a new source of revenue, and 2% said it was only to achieve a new source of revenue.

Participants' comments on the changes included becoming more informed by/listening to/taking feedback from the community, consolidating programming, increasing partnerships, and moving services to a hybrid and/or a completely virtual model.

Partnerships

Nearly all (97%) of non-profit respondents reported partnering with other organizations to deliver services. This is up significantly from the 2021 and 2020 reports, where 61% and 41% of organizations (respectively) reported partnering with other organizations to deliver services. Additionally, 79% of organizations reporting increasing partnerships in the last year.

Information collected on desired partnerships indicated that non-profits want to partner with mission-aligned and values-aligned organizations with the goal of expanding reach and achieving greater impact and improved outcomes. Some of the areas mentioned included systemic racism, BIPOC-led organizations, food shortage and food waste, mental health, mass incarceration, capacity building, schools, funders, and other cities.

[1] *Funding from individual donors was also noted as an increase for the majority of organizations, suggesting the varied experiences non-profits had in these areas.*

DEMAND FOR PROGRAMS AND SERVICES

Non-profits have continued to be very adaptive. Similar to 2021, non-profits shared that their strategies to meet the demands of the times have included the following:

- Launching and deepening partnerships
- Listening and being more responsive to community needs
- Building and re-building programs to be more racially-just and sustainable
- Prioritizing and ensuring access to basic needs
- Expanding staff and volunteer base to meet increasing demand for services
- Remaining flexible and learning as things unfold and problem solving

Greatest Area(s) of Need from Community

Overall, the top three identified "greatest areas of need" for 2022 were (in order) "rental assistance/housing security"; "food security"; and "mental health support." These were the same top three "greatest areas of need" identified in 2020 and in 2021. Here is how the respondents ranked the #1 and #2 greatest needs.

FIRST ranked greatest needs:

18% Food security
57% Rental assistance/housing security
16% Mental health support
2% Safety: domestic violence support
7% Support for undocumented people
0% Relief from social isolation

SECOND ranked greatest needs:

43% Food security
16% Rental assistance/housing security
23% Mental health support
5% Safety: domestic violence support
5% Support for undocumented people
9% Relief from social isolation

Impact by Age Group

Overall, in terms of impact on program changes, "food insecurity," "family economic uncertainty" and "mental health challenges" were the highest ranked categories across all age groups. Top impact on program changes by age category was also examined.

Age	**Infants to preschool** (under age 5)	**Children** (ages 6-12)	**Adolescents** (ages 13-19)	**Adults**	**Aging, elderly, senior citizens**
Top areas of need	Food Security Family Economic Uncertainty Lack of Healthcare	Food Security Family Economic Uncertainty Mental Health Challenges	Food Security Mental Health Challenges Family Economic Uncertainty	Family Economic Uncertainty & Food Security (tied) Job Insecurity	Food Security & Isolation (tied) Family Economic Uncertainty

Additional Highlights

Half or more of those reporting identified “food insecurity” and “family economic uncertainty” as the top areas across all age groups.

Adults and aging, elderly, senior citizens were reported as most impacted by “lack of healthcare.” “Mental health challenges” were reported as greatest for adolescents and adults. In the case of adolescents, one respondent aptly noted “mental health is a broad-based problem for students, and there are not enough resources to support them.”

Across age groups, “mental health challenges” impacted programs for adolescents most significantly followed by adults and aging, elderly, senior citizens.

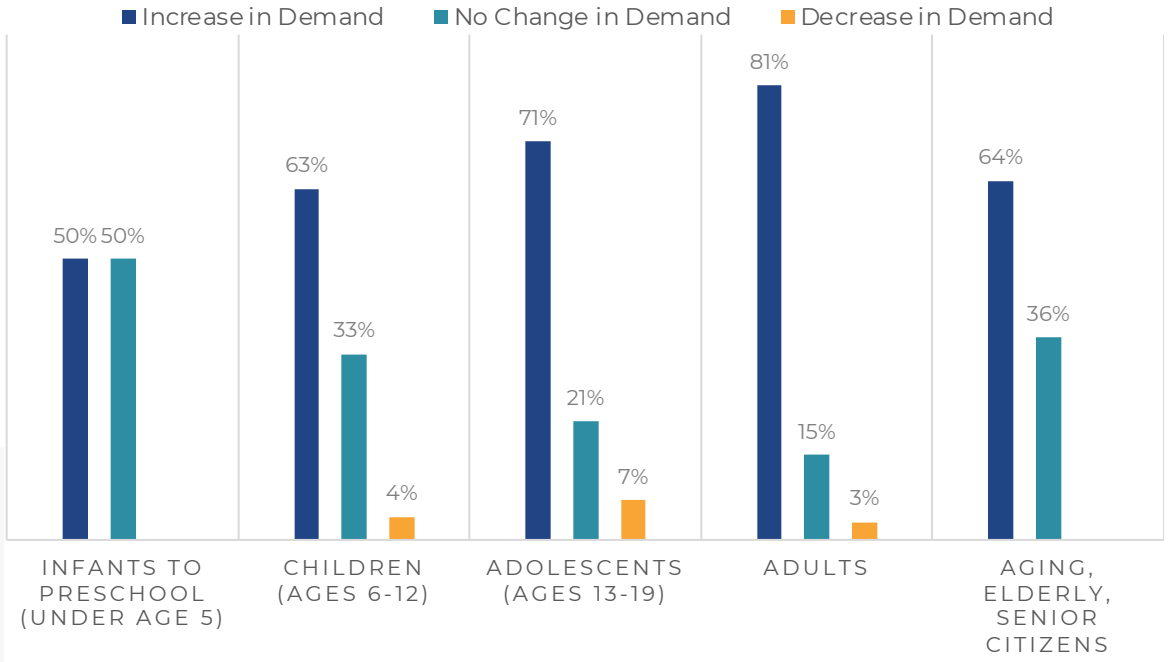
The impact of “job insecurity” and “family economic insecurity” on programs and services was highest for adults. “Isolation” was reported as most significant for aging, elderly, senior citizens and for adults.

Increase and Decrease in Demand for Programs and Services by Age

Survey results showed an increase in demand across the board for all age groups with the exception of “infants to preschool (under age 5),” where an equal number of respondents noted “no change in demand” and an “increase in demand.” The top group noted for an increase in demand was “adults” (81%) followed by “adolescents (ages 13-19)” (71%) and “aging, elderly, senior citizens” (64%).

Food Innovation Network

DEMAND FOR PROGRAMS AND SERVICES



Ability to Fully Meet Demand for Services in 2021

Across those surveyed, 63% reported they were unable to meet demand for services. This was the same percentage reported in the 2021 survey results. Despite efforts to increase capacity, respondents cited that the demand outpaced resources to meet the growing need. Primary challenges cited were lack of funding, staff capacity, and an insufficient number of staff, all of which were also mentioned in the 2021 survey responses.

Needs Non-Profits Are Seeing that They Cannot Meet

Notable in responses was staffing limitations, staff capacity, staff support and recruitment of qualified staff, especially relative to the need for expansion of services given the large number of people who require services at this time. Responses included concerns about inflation and the rising costs and availability of housing, food and transportation; mental health; job creation; and language barriers.

CHALLENGES TO CONSTITUENTS

Respondents reported on a variety of challenges they are both facing and addressing, which are explained below.

Barriers to Mental Health for Staff and Community

Similar to 2021, a significant number of respondents reported the top three barriers to mental health as "lack of culturally appropriate mental health services either in-house or through external partnerships" (78%), followed by "lack of availability of services and therapists; outside agencies that provide services are at capacity" (68%) and "stigma related to mental health" (61%).

TOP BARRIERS TO MENTAL HEALTH:

78%

Lack of culturally appropriate mental health services either in-house or through external partnerships

68%

Lack of availability of services and therapists; Outside agencies at capacity

61%

Stigma related to mental health

Skyway Resource Center

How Changes in Systems Have Impacted and/or Will Impact Non-Profit Work

Themes in response to how changes in systems have impacted and/or will impact the work of non-profits included the following:

- End of the eviction moratorium
- Job training and job placement
- The increase in cost of living including the costs of basic needs (food, housing, diapers)
- Inflation
- Increased attention to housing
- The backlog in processing immigration cases
- The ending of the childcare tax credit
- The backlog in the criminal justice systems
- Government funding opportunities requiring significant administration and data
- Frustration with the funding of larger non-profits (vs. smaller non-profits filling gaps)
- Staffing and volunteer challenges

Transportation Challenges and Reasons for Such Challenges

Approximately 79% of non-profits reported challenges with transportation, up considerably from 2021, where 57% of non-profits reported such challenges. Of those who reported an issue, the top three reasons were "no funds to use public transportation or pay for gas" (66%), "unable to drive" (59%), and "health issues (scared to come out)" (38%). In particular, respondents noted school bus driver shortages as a significant challenge.

Addressing the (Transportation) Challenges

Some of the ways in which organizations have attempted to address these transportation challenges have included providing vehicle maintenance, gas gift cards, ride shares and bus passes; partnering with ride share services (such as Lyft and Uber); providing food by home delivery service and/or mobile pantry programs; participating in King County Metro Group "Moving Forward Together"; and relying on volunteers.

FUNDRAISING AND CAPACITY

In the last two years, organizations have been stretched in their ability to raise funds and have the capacity to deliver programs.

Fundraising in the Past Year

Non-profits were relatively evenly split across "meeting expectations" (39%) and "not meeting expectations" (39%). For those not able to meet expectations, reasons included a significant decrease in attendance at events, the challenge to raise adequate funds to support growing needs, and a lack of staff capacity. A smaller percentage of non-profits reported exceeding fundraising expectations (21%), Those who exceeded expectations described the reasons as budgeting conservatively, lower costs for virtual fundraising events, and increasing grants and major gifts. This said, there was concern expressed about inflation, increased staff costs, and staff capacity related to fundraising going forward. Also important is that organizations reported fundraising numbers are down compared to 2021.

BEST Alliance

Areas of Expansion and Reduction

Organizations have had to contend with expanding and/or reducing organizational and programmatic work. Survey results showed the following patterns in organizational expansion: "Diversity, equity and inclusion" was rated the highest (83%), followed by "collaboration with non-profits" (72%) and "number of people served" (72%).

In terms of areas of reduction, the highest was "number of volunteers" (46%) and then "fundraising activities" (28%) and "staff size" (21%). In terms of things having been kept the same as the previous year, most reported "number of programs" (37%) followed by a tie between the following, each at 35%: "quality and depth of programs"; "service area" and "advocacy." Important to note is there was a majority of expansion reported in every area with the exception of "number of volunteers," for which most respondents reported a reduction.

Non-profits noted their priority areas as "quality and depth of programs" (86%), "number of people served" (83%), and "diversity, equity and inclusion" (76%).

TOP AREAS OF EXPANSION

83%	Diversity, Equity and Inclusion
72%	Collaboration with Nonprofits
72%	Number of People Served

TOP AREAS OF REDUCTION

46%	Number of Volunteers
28%	Fundraising Activities
21%	Staff Size

TOP AREAS THAT REMAINED THE SAME

37%	Number of Programs
35%	Quality and Depth of Programs Service Area Advocacy

Likeliness of Organization to Survive in the Current Challenging Environment

We asked respondents to anticipate their likelihood of organizational survival if things don't get better for them, and we asked them to comment on the challenges they currently face. Organizations noted their primary challenges as inflation, and they expressed concerns about the economy (particularly as it relates to housing and transportation costs), lack of funding and a difficult fundraising environment, and a lack of staffing and/or staff and organizational capacity. No organizations reported that they would not be able to survive through the end of 2022.

LIKELINESS OF SURVIVAL THROUGH SEPTEMBER 2022

23% Will likely survive but with significant challenges

36% Will likely survive with few challenges

41% Will survive with no challenges

LIKELINESS OF SURVIVAL THROUGH DECEMBER 2022

24% Will likely survive but with significant challenges

47% Will likely survive with few challenges

29% Will survive with no challenges

Positive Impact of the CARE Together Fund

Non-profits reported many benefits from receiving a grant from Renton Regional Community Foundation's CARE Together Fund, ranging from covering operational and transportation costs to increasing capacity and expanding services to purchasing much-needed technology and supplies. Appreciation for the flexible nature of the funding was frequently mentioned in responses.

PROFESSIONAL DEVELOPMENT AND CAPACITY BUILDING

Professional Development

Fifty-six percent of non-profits reported engaging in professional development and/or capacity building efforts in the past year, slightly down from 60% last year. Most cited were employee training and staff development. Several comments noted the need for funding and resources in this area. Forty-one percent of participants reported these efforts had been productive and effective, though the majority (55%) reported not yet knowing the impact of such efforts as well as the limits of staffing and staff capacity and finding work/life balance and self-care. In the cases where there had been positive impact, improvement in skills, such as communication and teamwork were cited.

Addressing Concerns about Equity for Black, Indigenous, and People of Color (BIPOC)

In light of the collective increased awareness of racial injustice, we wanted to learn how non-profits were addressing equity for Black, Indigenous, and People of Color (BIPOC). The top response to this question was "Increased service population to include more BIPOC" (37%). The next largest answer category was "N/A" (19%) followed by "Other" (15%). In the comments, where the response to "Other" was to be explained, several noted that they had engaged in many or all of the answer selections, the remainder of which included "Created or integrated BIPOC into leadership positions," "Designed/ Conducted an organizational assessment on DEI" and "Conducted an organizational training on diversity, equity, and inclusion."

Skyway Coalition

Professional Development, Technical Assistance and Staff Training Needed

Top answers for professional development and/or technical assistance resources needed by non-profits were "fundraising (advanced)" (70%), up significantly from the 2021 result, which was 40%. "Communications/ marketing (raising awareness about the organization's work)" (63%), "board development/governance" (63%), and "diversity, equity and inclusion" (52%) were the next highest categories.

TOP PROFESSIONAL DEVELOPMENT AND TECHNICAL RESOURCES NEEDED	
70%	Fundraising (advanced)
63%	Communications/Marketing
63%	Board Development/Governance
52%	Diversity, Equity and Inclusion
48%	Community Building Financial Planning Financial Management and Budgeting Leadership Recruitment and Development

In terms of staff training, survey participants reported most satisfaction with "access to technology" (56% in "well" and "very well"). With regard to whether they feel like their teams have "skills in technology," most fell in the "neutral" (30%) and "well" (41%) categories.

Reporting of the "training of managers/supervisors" improved over 2021. In 2021, respondents fell into the categories of "not well" (17%) or "somewhat well" (26%) with 24% as "neutral." In 2022, respondents reported the following: "not well" (7%) or "somewhat well" (15%) with 41% as "neutral." Comments included the importance of and need for support in these areas.

LOOKING AHEAD

Continued Pride in Work and Community (What Non-profits are Most Proud Of)

Non-profits reported being proud of numerous things. Responses included the following:

- Shared goals
- Collaboration, coordination, and partnership with other organizations in the community
- Providing opportunities and addressing needs
- Achieving organizational mission; resilient organizations and communities
- Sustaining and strengthening core infrastructure
- Maintaining and expanding services in the challenging environment of the last two years
- Listening to community
- Seeing changes
- Working at the grassroots level
- Addressing structural racism
- Empowering youth

Priorities in the Next Year

In general, non-profits shared varying priorities for the coming year, ranging from engaging in strategic planning to strengthening fundraising and fiscal sustainability to developing improved internal processes and infrastructure and expanding outreach and services. Several also mentioned the need to hire and develop more staff and to recruit diverse board members and develop board members to better serve the community.

How Can the Community Help You in Being Successful?

Respondents indicated that community members could help by identifying community needs; by sharing opportunities for connection, collaboration and partnership; by volunteering and donating; and by helping to spread the word about needs and services.

Other Comments and Feedback

Non-profits expressed gratitude for the ability to participate in the survey and for the Renton Regional Community Foundation's efforts to gather feedback and input; to encourage and empower non-profits; to engage in excellent communication and relevant updates; and to mindfully structure funding and reporting in a way that allows non-profits to remain effectively focused on their work.

RENTON REGIONAL
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