

# COVID 19 Response Report



## **Background**

In March 2020 COVID-19 became a pandemic resulting in the interruption of business operations as the city and state issued Stay at Home orders. In response to the sudden remote work environments, shutdown of business, and cancelling of fundraising events, Social Venture Partners (SVP) Boulder County reached out to area nonprofits to ascertain ways SVP could help and assigned Thought Partners. In April 2020 SVP launched a task force to respond to the emergent crisis. SVP Partner Mark Bouzek led the taskforce which was composed of 5 other Partners each leading a specialized team. The teams addressed COVID related issues in the following categories:

- Government Funding and Strategy/Planning, led by Deborah Malden and Corky Dineen
- Board Development, led by Dennis Berry
- Leadership, led by Mark Bouzek
- Well-being, led by Roland Evans
- Philanthropy and Development, led by Nia Wassink

Some nonprofit applicants were referred to other organizations with specialized knowledge, most often to the COVID-19 Financial Assistance Network (FAN) for specific help obtaining Paycheck Protection Program loans.

SVP revised its existing website to include COVID-19 information and resources, and a portal allowing Partners to volunteer and area nonprofits to apply for assistance.

The nonprofits who applied for assistance were vetted by the task force to determine if the needs were a result of the pandemic or not. Those whose issues predated the pandemic were referred to SVP's Resource Teams.

The Thought Partner program lasted through the end of March 2020. The task force ended in August 2020. Between April and August, 24 SVP Partners and community members volunteered with the task force and donated at least 438 hours of consulting to 38 nonprofit organizations.

## **Key Findings**

In August 2020, SVP administered a survey to gather data on the satisfaction of the COVID-19 nonprofit participants, both from the Task Force and from the Thought Partner program. Of the nonprofit participants, 16 responded, or 42%. The amount of assistance received by the respondents varied from a referral to outside organizations to in depth consulting from several task force teams.

### Participant Satisfaction with SVP's COVID-19 Task Force

Overall respondents expressed satisfaction with the support received from the COVID Response Task Force and Thought Partners. SVP as a "sound board" ranked highest among perceived value, no cost consulting offered ranked second. The most common expression of

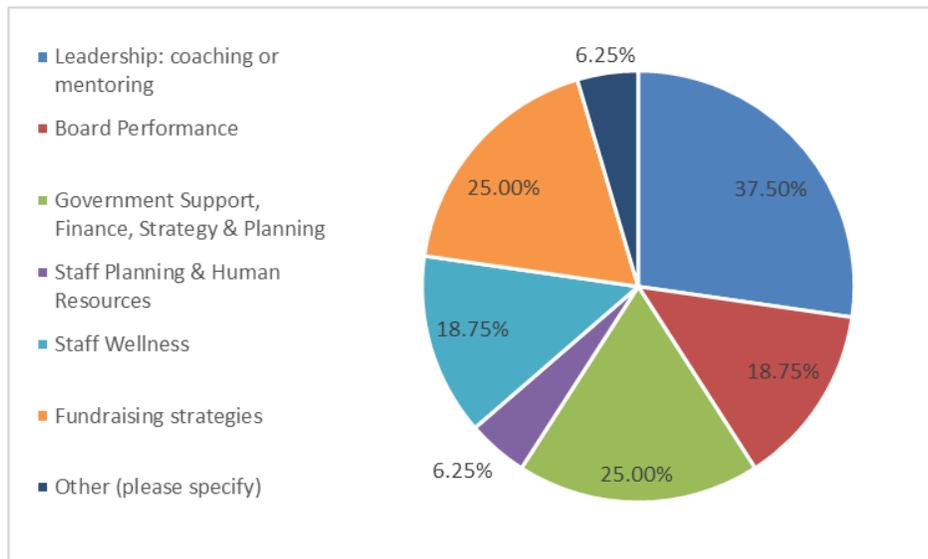
dissatisfaction was that the communication, what was being offered and how to access the service, was not clear. Many organizations were not aware that SVP had COVID resources on the website. There was only 1 organization who expressed overall dissatisfaction.

The comments respondents left when asked how SVP could improve the service of the COVID response overall were very positive: some wished for more time and engagement, others said there were no recommended improvements, or that SVP “was a lifeline.”

## Results

### *In which area did you receive support?*

The participants were asked which area of support they received. The answers to this question did not match up exactly with SVP records of support given (i.e. to which team the organization was assigned), but the overall trend is the same: most organizations requested and were given support in Strategy/Planning and Government Funding.

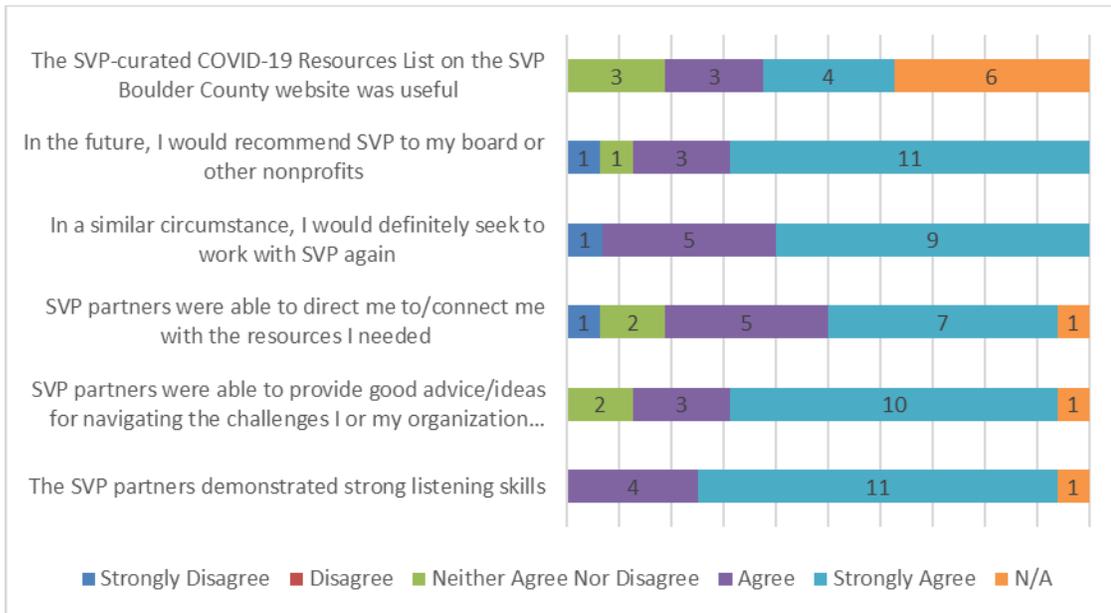


### *Were you satisfied with the support given?*

SVP asked respondents to rate the following statements on a scale from strongly disagree, disagree, neither agree nor disagree, agree, strongly agree. There was space for explanations if needed. The statements were:

- The SVP partners demonstrated strong listening skills.
- SVP partners were able to provide good advice/ideas for navigating the challenges I or my organization was facing
- SVP partners were able to direct me to/connect me with the resources I needed
- In a similar circumstance, I would definitely seek to work with SVP again
- In the future, I would recommend SVP to my board or other nonprofits

- The SVP-curated COVID-19 Resources List on the SVP Boulder County website was useful



Most respondents answered “agree” or “strongly agree” indicating that overall, satisfaction is high with the services offered. A minority indicated that the services received were not satisfactory.

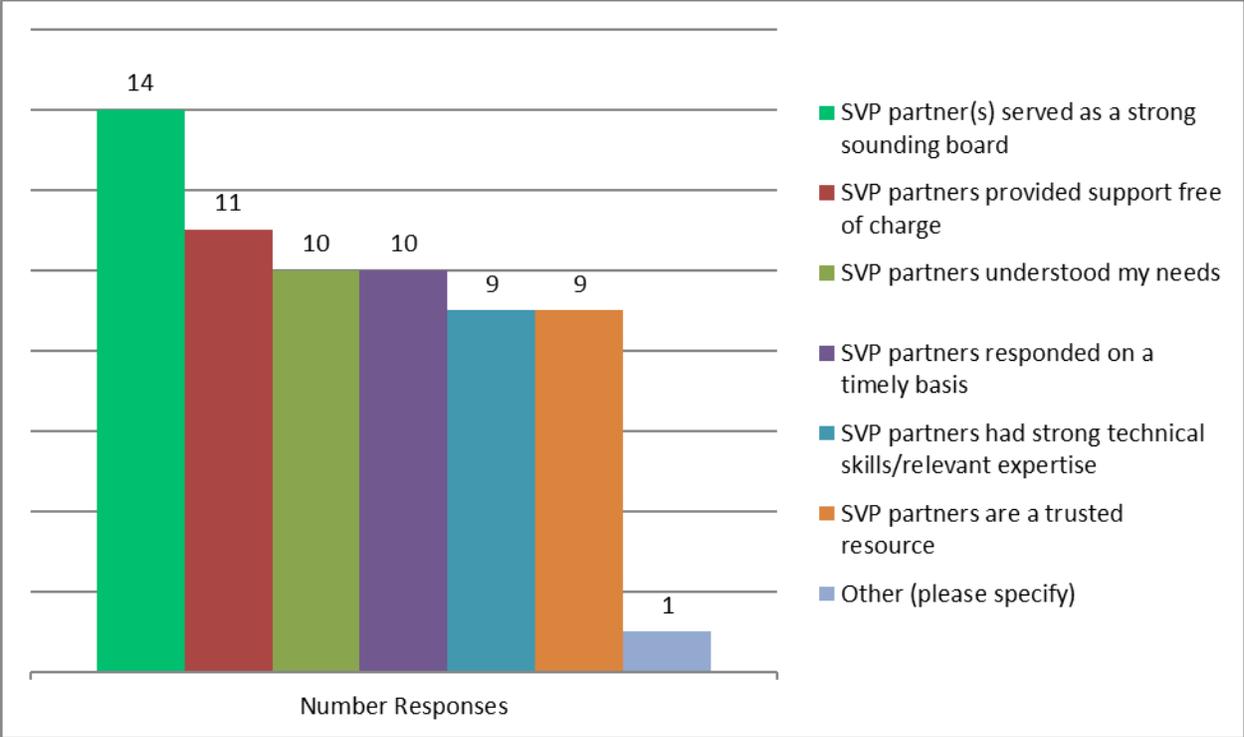
*How satisfied were you with any referral you received?*

For those respondents who received referrals to outside organizations, SVP asked how satisfied they were with the support received there on a scale of dissatisfied, slightly dissatisfied, neither, satisfied, or very satisfied. Of the 6 respondents to which the question applied, most expressed satisfaction (3 were very satisfied, 2 were satisfied, and 1 was neither satisfied nor dissatisfied, 0 dissatisfied).

*What was most valuable?*

Respondents were asked which they valued most from the support they received. Those are ranked from 1 to 5 by the number of responses.

1. SVP partner(s) served as a strong sounding board
2. SVP partners provided support free of charge
3. (tied) SVP partners understood my needs, SVP partners responded on a timely basis
4. (tied) SVP partners are a trusted resource SVP partners had strong technical skills/relevant expertise
5. Other (please specify): “The peer cohort of Invested ED's is a good space for peer support of ED's.”



**Conclusion**

SVP’s COVID Response provided needed and valuable support to the nonprofit community in Boulder County. The pro bono consulting was helpful and most organizations would work with SVP again; they will recommend SVP to other organizations. Clear, widespread communication is the area which most needs improvement if such a response be required in the future. Should SVP want to be a leader in providing crisis resources, that infrastructure should be in place prior to the next emergency.

In spite of the chaos of the moment, SVP was able to provide valuable and essential support to area nonprofits to help navigate the business operation interruptions and the resulting funding and staffing crisis of the pandemic.