# NonprofitHorrorStories

Collection Guide and Template

By sharing your infrastructure stories, you are helping to highlight one of the many serious challenges facing the nonprofit human services sector today.

Example story template:

- I work at [X Organization], that provides [X] services to our community.
- Currently, [Infrastructure challenge] [Examples include, but are not limited to: leaking roof, broken/inconsistent heating or cooling system, insufficient accessibility or mobility provisions, mold, and outdated phone, email, or database systems].
- As a result of this problem, [impact of infrastructure problem on program/services delivery or client outcome] [Examples include but are not limited to: difficulties for clients to access programming, abandoned usage of certain spaces, emotional or physical safety concerns for clients or staff, rescheduled or restricted programming].
- Any other information, details, and visuals you’d like to share.

Example:
“Our organization provides direct services for people with disabilities, and our elevator has been out of order for one year while we work to raise the necessary funding for repairs. As a result, we have been forced to substantially cut down the number of clients we are able to support.”

Q&A:

- **Do I have to include my name or organization?** No, you can ask that your story be shared anonymously.
- **Can I include pictures of my infrastructure challenges?** Absolutely! We are interested in any content that expresses your physical or technological infrastructure concerns.
- **Please contact** dearym@humanservicescouncil.org **with any additional questions.**