API Nonprofit COVID-19 Needs Assessment
COVID-19 Impact on the API Community in California

- **220** Asian, Native Hawaiian, and Pacific Islander (API) community members in California, or **18.8%** of total deaths with known race data, passed away due to COVID-19.

- **3,356** API community members in California, or **14.2%** of total cases with known race data, confirmed positive to COVID-19.

- During the COVID-19 pandemic, APCF has heard countless stories on how this crisis has impacted local API communities from the community-based organizations serving this diverse community.

- Speaking **34** unique API languages, APCF's Network of **56** API-serving nonprofits are often on the frontlines of providing services, information, and resources in culturally responsive ways.

Deaths Associated with COVID-19 by Race and Ethnicity as of 4/22/2020

- White: **35.6%**
- Latino: **31.1%**
- African American/Black: **11.8%**
- Asian: **17.6%**
- Native Hawaiian or Pacific Islander: **1.2%**
- American Indian or Alaska Native: **0.3%**
- Multi-Race: **0.3%**
- Other: **2.1%**

Source: [COVID-19 Race and Ethnicity Data](https://covid19.ca.gov/data/)
California Department of Health
Accessed 4/24/20

apcf.org
As the only API-focused community fund in Southern California, APCF believes that our API communities are best served by nonprofits that speak their language and know their culture.

In response to COVID-19, APCF developed a brief needs assessment survey to capture the operational and funding needs of the API nonprofit sector.

Backed by data and amplified by collective voices, findings from this assessment will inform collective advocacy to local policy makers and philanthropic leaders on the needs of our API nonprofits and the communities they serve.

45 API-serving nonprofits across Southern California responded to the survey between April 3-17, during a time of rapid increase in COVID-19 cases and implementation of stay-at-home orders in California.
Key Data from Survey Respondents

- 70.6% of staff and volunteers are working from home.

- 28.9% had to lay off or furlough staff.

- 42.2% experienced lack of protective gear/equipment while working on-site.

- 62.2% experienced lack of equipment while working from home.

- 57.8% experienced an increase in services.

- 100% postponed/canceled events.

- 77.8% faced potential revenue shortfall from postponing fundraising events.

- 40% have not received help during this crisis.

- 88.9% found APCF’s COVID-19 Resource Directory page to be helpful.
Survey Respondent Profile

How did you hear about this survey? (check all that apply)

- We are an APCF 2020 Network Agency: 40
- Attended APCF’s Capacity Building Workshops: 36
- Attended APCF’s Meet the Funders events: 35
- We are an APCF Grantee: 24
- APCF Email: 15
- Email from Colleague: 4
- APCF Social Media: 2

Number of Responses

Respondent Title/Positions

- Executive Director/CEO: 27
- Development Staff: 10
- Board Member: 2
- Senior Program Staff: 3
- Senior Administrators: 3
- Senior Program: 3
Survey Respondent Profile

Staff

Number of Responses

<table>
<thead>
<tr>
<th>Number of Staff</th>
<th>Full-Time</th>
<th>Part-Time</th>
<th>Volunteers</th>
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<tbody>
<tr>
<td>500+</td>
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Budget

Total Annual Budget

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<thead>
<tr>
<th>Total Annual Budget</th>
<th>Number of Responses</th>
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<tbody>
<tr>
<td>$5+ million</td>
<td>10</td>
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<tr>
<td>$1 million - $4,999,999</td>
<td>6</td>
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<tr>
<td>$500,000 - $999,999</td>
<td>10</td>
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<tr>
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<td>12</td>
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<tr>
<td>$100,000 - $249,999</td>
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apcf.org
Survey Results
70.6% of staff and volunteers are working from home

Percent of Staff Working from Home or On-Site

- Working from Home
- Working On-Site

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<thead>
<tr>
<th>Type of Staff</th>
<th>Percent of Staff Working from Home</th>
<th>Percent of Staff Working On-Site</th>
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</thead>
<tbody>
<tr>
<td>Total</td>
<td>70.6%</td>
<td>29.4%</td>
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<tr>
<td>Full-Time</td>
<td>69.4%</td>
<td>30.6%</td>
</tr>
<tr>
<td>Part-Time</td>
<td>56.4%</td>
<td>43.6%</td>
</tr>
<tr>
<td>Volunteers</td>
<td>79.1%</td>
<td>20.9%</td>
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</tbody>
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apcf.org
Has your organization had to lay off or furlough staff due to the pandemic?

- **Yes**: 28.9%
- **No**: 71.1%

28.9% had to lay off or furlough staff due to the pandemic.
Has your organization had to lay off or furlough staff due to the pandemic?

- Yes
- No

<table>
<thead>
<tr>
<th>Number of Full and Part Time Staff</th>
<th>Percent of Responses</th>
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<tbody>
<tr>
<td>0-10</td>
<td>22.2%</td>
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<td>11-50</td>
<td>28.6%</td>
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<tr>
<td>101-250</td>
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<td>251-500</td>
<td>0%</td>
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<tr>
<td>500+</td>
<td>0%</td>
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</tbody>
</table>

Source: apcf.org
API nonprofits of all budget sizes had to lay off or furlough staff due to the pandemic.

Has your organization had to lay off or furlough staff due to the pandemic?

- Yes
- No

Total Annual Budget

- $5+ million
  - Yes: 40.0%
  - No: 60.0%
- $1 million - $4,999,999
  - Yes: 33.3%
  - No: 66.7%
- $500,000 - $999,999
  - Yes: 30.0%
  - No: 70.0%
- $250,000 - $499,999
  - Yes: 8.3%
  - No: 91.7%
- $100,000 - $249,999
  - Yes: 42.9%
  - No: 57.1%
What challenges is your organization experiencing from working on-site? (check all that apply)

- Lack of protective gear/equipment (e.g. masks, gloves): 42.2%
- Lack of hand sanitizers, soap, sanitizing wipes, cleaning supplies, etc.: 37.8%
- Creating safety barriers to maintain physical distance with clients: 31.1%
- Not working on-site: 28.9%
- No challenges: 6.7%
API nonprofits of almost all staff sizes lack protective gear/equipment while working on-site

What challenges is your organization experiencing from working on-site? (check all that apply)

- Not working on-site
- No challenges
- Lack of protective gear/equipment (e.g. masks, gloves)
- Lack of hand sanitizers, soap, sanitizing wipes, cleaning supplies, etc.
- Creating safety barriers to maintain physical distance with clients
- Other (please describe)

Percent of Responses

<table>
<thead>
<tr>
<th>Number of Full and Part Time Staff</th>
<th>0-10</th>
<th>11-50</th>
<th>51-100</th>
<th>101-250</th>
<th>251-500</th>
<th>500+</th>
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<tbody>
<tr>
<td>Percent of Responses</td>
<td>21.4%</td>
<td>20.0%</td>
<td>40.0%</td>
<td>20.0%</td>
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apcf.org
API nonprofits of all budget sizes lack protective gear/equipment while working on-site

What challenges is your organization experiencing from working on-site? (check all that apply)

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<thead>
<tr>
<th>Total Annual Budget</th>
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<td>20.0%</td>
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</table>

- Not working on-site
- No challenges
- Lack of protective gear/equipment (e.g. masks, gloves)
- Lack of hand sanitizers, soap, sanitizing wipes, cleaning supplies, etc.
- Creating safety barriers to maintain physical distance with clients
- Other (please describe)
Voices: What challenges is your organization experiencing while working on-site?

• “Immense demand and limited staff capacity with 250-300 calls per day, with a rolling waitlist of 400 in-person appointments.”

• “[Providing] hazard pay for staff willing to work with the public will be financially challenging.”

• Lack of policies and procedures in place for how to protect employees and clients… also need for social distancing when multiple staff are in the office at the same time.”

• “Having to figure out how to deliver some services online.”

• “We provide essential child care services and evolving stay-at-home orders have caused fluctuations in staff workloads.”

• “Lack of equipment like webcams and speakers/mics for staff to provide telehealth to their clients.”

• “Most of our staff are high risk [to the virus].”
What challenges is your organization experiencing in working from home?
(check all that apply)

- Not enough equipment (e.g., work laptops, staff have to use own computers): 62.2%
- Lack of virtual communication tools/skills: 40.0%
- Other (please describe): 37.8%
- Lack of internet connection at staff's homes: 37.8%
- Lack cloud-based/online drive to access work documents: 35.6%
- No challenges: 8.9%
- Not working from home: 0.0%

62.2% lack equipment while working from home
API nonprofits of almost all staff sizes lack equipment while working from home

What challenges is your organization experiencing in working from home? (check all that apply)

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<thead>
<tr>
<th>Number of Full and Part Time Staff</th>
<th>Percent of Responses</th>
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<tbody>
<tr>
<td>500+</td>
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<td>33.3%</td>
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<td>11-50</td>
<td>26.7%</td>
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<td>26.3%</td>
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</table>

- Not working from home
- No challenges
- Not enough equipment (e.g., work laptops, staff have to use own computers)
  - Lack cloud-based/online drive to access work documents
  - Lack of internet connection at staff's homes
- Lack of virtual communication tools/skills
- Other (please describe)
API nonprofits of all budget sizes lack equipment while working from home

What challenges is your organization experiencing in working from home?
(check all that apply)

- Not working from home
- No challenges
- Not enough equipment (e.g., work laptops, staff have to use own computers)
  - Lack cloud-based/online drive to access work documents
  - Lack of internet connection at staff's homes
- Lack of virtual communication tools/skills
- Other (please describe)
Voices: What challenges is your organization experiencing in working from home?

• “Internet is slow/glitchy for everyone. Productivity is lower when you don't have your printer, dual/large monitors, web cam, mouse, or software on your home computer. Setting up virtual services is challenging because new policies/procedures need to be put in place (especially with safety concerns for domestic violence clients who experience cyberstalking).”

• “Most staff working from home still have to come to the office to access paper files, scan documents, and print. We are still required to do wet signatures by the County and there are other things that cannot be done from home.”

• “Intensive training needed for staff to learn how to use new apps like Zoom, MS Team, etc.”

• “Navigating staff morale has been tough, due to the fact that some services are considered non-essential, so those staff are ordered to work from home while essential service staff must come into the office.”

• “Social isolation and distractions of home life, children at home, or supporting elderly parents.”

• “While we're migrating our system over to a cloud-based/online drive for staff to access their work documents, we've had to deal with their work emails being over quota and resort to using their personal email addresses. Working remotely from each other also hurts the social cohesion and family-like culture we've always had at our organization.”
Has your organization experienced an increase in services due to COVID-19?

- Yes: 57.8%
- No: 42.2%
API nonprofits of all staff sizes experienced an increase in services

Has your organization experienced an increase in services due to COVID-19?

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API nonprofits of all budget sizes experienced an increase in services due to COVID-19.

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<th>Total Annual Budget</th>
<th>Percent of Responses</th>
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<tr>
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<tr>
<td>$500,000 - $999,999</td>
<td>Yes: 50.0%</td>
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<tr>
<td>$250,000 - $499,999</td>
<td>Yes: 66.7%</td>
</tr>
<tr>
<td>$100,000 - $249,999</td>
<td>Yes: 28.6%</td>
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</table>
Voices: Has your organization experienced an increase in services due to COVID-19?

• “We’ve seen a significant increase of calls regarding small business economic injury disaster loans and payroll protection program inquiries.”

• “Double the calls to our domestic violence hotline. Some mental health clients need more frequent check-ins with their counselors due to heightened anxiety or depression.”

• Instead of running our normal programs, we dedicate much of our time to emergency needs, as current clients lose housing, employment, and their small businesses, while a flood of new clients seek help. Many small businesses are struggling with bankruptcy, creating massive amounts of unemployment in our community.”

• “The last three weeks of March, almost 300 families were served by our emergency food program (vs. average of 50 families each month).”

• “Immigrant workers in low-wage industries (primarily restaurant workers) and their families, many of whom are undocumented, have lost their jobs, and many are not eligible for unemployment.”

• “We started a hot meal delivery program three times a week and organizing delivery volunteers. In addition, we are experiencing more requests for food pantry and supplies so we had to stock our pantry and organize volunteers to deliver the items. We are seeing more anxiety and depression among our seniors.”
What changes has your organization made in your programs or services due to COVID-19? (check all that apply)

- Postpone/cancel events, classes, outreach, service clinics, etc.: 100.0%
- Transition in-person appointments to phone calls, emails, and virtual meetings: 93.3%
- Ramp up social media posts: 82.2%
- Field inquiries and other rapid responses related to COVID-19: 68.9%
- Translate COVID-19 information and materials: 57.8%
- Unable to fulfill current contracts or grants due to change in services: 51.1%
- Other (please describe): 28.9%
- No changes: 0.0%

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What changes has your organization made in your programs or services due to COVID-19? (check all that apply)

- Postpone/cancel events, classes, outreach, service clinics, etc.
- Transition in-person appointments to phone calls, emails, and virtual meetings
- Ramp up social media posts
- Field inquiries and other rapid responses related to COVID-19
- Translate COVID-19 information and materials
- Unable to fulfill current contracts or grants due to change in services
- Other (please describe)
API nonprofits of all budget sizes postponed/canceled events due to COVID-19

What changes has your organization made in your programs or services due to COVID-19? (check all that apply)

- No changes
- Postpone/cancel events, classes, outreach, service clinics, etc.
  - Transition in-person appointments to phone calls, emails, and virtual meetings
  - Ramp up social media posts
- Field inquiries and other rapid responses related to COVID-19
- Translate COVID-19 information and materials
- Unable to fulfill current contracts or grants due to change in services
- Other (please describe)

### Percent of Responses

- **Total Annual Budget**
  - $5+ million: 18.5%
  - $1 million - $4,999,999: 20.0%
  - $500,000 - $999,999: 23.3%
  - $250,000 - $499,999: 20.3%
  - $100,000 - $249,999: 22.6%

### Budget Ranges
- $0 - $249,999
- $250,000 - $499,999
- $500,000 - $999,999
- $1 million - $4,999,999
- $5+ million

### Source
apcf.org
Voices: What changes has your organization made in your programs/services due to COVID-19?

- “Changing the way we deliver services, including grocery deliveries to clients who are home with young children. More focus on getting the emergency funds to clients. Trying to get clarification from funders what services we can deliver virtually vs. what needs to stay in person vs. what can be postponed.“

- “Moved clinical sessions to telehealth treatment, with DMH relaxing rules on this during the pandemic. Board meetings are done virtually.”

- “While most of our grants have not yet been completely impacted, we anticipate that if this goes into the summer, they may be. One of our major foundation grants typically supports our fundraising dinner and we are not sure if it will be impacted yet.”

- “Expand the types of services offered, such as providing grab and go meals for head start students and focusing on COVID-19-impacted small businesses.”

- “Having to attend extra meetings related to COVID-19. Staff are also completing tasks that office volunteers were doing prior to the pandemic.”

- “We quickly embraced up our collaborative, online platforms to improve work flows, such as using Microsoft Teams. The pandemic forced us to do what we've been wanting to do for a long time, but didn't have the time.”
77.8% faced potential revenue shortfall from postponing/canceling fundraising events

How has your organization’s operating budget been impacted by COVID-19? (check all that apply)

- Potential Revenue Shortfall due to postponing/canceling fundraising events: 77.8%
- Cutbacks/Delays in funding from previously promised/committed sponsors or supporters: 55.6%
- Lack of Operating Cash - had to lay off/furlough staff: 26.7%
- Other (please describe): 24.4%
- Lack of Operating Cash - can't pay rent and/or operating expenses: 13.3%
- No impact on budget: 8.9%
API nonprofits of almost all staff sizes face potential revenue shortfall from postponing/canceling fundraising events

How has your organization’s operating budget been impacted by COVID-19? (check all that apply)

- No impact on budget
- Lack of Operating Cash - had to lay off/furlough staff
- Lack of Operating Cash - can't pay rent and/or operating expenses
- Potential Revenue Shortfall due to postponing/canceling fundraising events
- Cutbacks/Delays in funding from previously promised/committed sponsors or supporters
- Other (please describe)

Number of Full and Part Time Staff

<table>
<thead>
<tr>
<th>Number</th>
<th>0-10</th>
<th>11-50</th>
<th>51-100</th>
<th>101-250</th>
<th>251-500</th>
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<tr>
<td>0%</td>
<td>41.5%</td>
<td>46.7%</td>
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Percent of Responses
API nonprofits of all budget sizes face potential revenue shortfall from postponing/canceling fundraising events

How has your organization’s operating budget been impacted by COVID-19? (check all that apply)

- No impact on budget
- Lack of Operating Cash - had to lay off/furlough staff
- Lack of Operating Cash - can't pay rent and/or operating expenses
- Potential Revenue Shortfall due to postponing/canceling fundraising events
- Cutbacks/Delays in funding from previously promised/committed sponsors or supporters
- Other (please describe)
Voices: How has your organization's operating budget been impacted by COVID-19?

• “Unable to apply for funding for programs that can no longer be executed.”

• “We have experienced delays in funding announcements from government agencies for new programs that we applied for the 2020-2021 fiscal year.”

• “Closure of dental program as well as reduction in routine primary care services and several other programs due to Stay at Home orders resulting in less Medicaid reimbursement.”

• “We adjusted our budget to purchase COVID-19 expenses such as masks, hand sanitizers, wipes, gloves, oximeters, and goods for care packages. Also purchased a cell phone line dedicated to providing information and counseling.”

• “As of early April, COVID-19 has not had an immediate impact on our budget; however, we are unsure of what impact it may have on the organization long-term. For example, if we have to change services for the next few months, this may impact our ability to meet deliverables which may ultimately affect funding renewals.”
How has your organization received help during this crisis?
(check all that apply)

- Other (please describe) 40.0%
- We have not received help 40.0%
- Funding from Foundations 35.6%
- Funding from Federal/State/County/City Government Agencies 24.4%
- In-kind support from Nonprofit Partners 17.8%
- Funding from Corporate Partners 13.3%
- In-kind support from Foundations 13.3%
- In-kind support from Federal/State/County/City Government Agencies 11.1%
- In-kind support from Corporate Partners 8.9%
- Funding from Nonprofit Partners 4.4%

Percent of Responses

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40% have not received help during this crisis.
API nonprofits ≤ 50 staff size have not received help during this crisis

How has your organization received help during this crisis?
(check all that apply)

- We have not received help
- Funding from Nonprofit Partners
- In-kind support from Nonprofit Partners
- Funding from Federal/State/County/City Government Agencies
- In-kind support from Federal/State/County/City Government Agencies
- Funding from Foundations
- In-kind support from Foundations
- Funding from Corporate Partners
- In-kind support from Corporate Partners
- Other (please describe)

Percent of Responses

<table>
<thead>
<tr>
<th>Number of Full and Part Time Staff</th>
<th>0%</th>
<th>25%</th>
<th>50%</th>
<th>75%</th>
<th>100%</th>
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<tbody>
<tr>
<td>500+</td>
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<td>23.1%</td>
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API nonprofits < $5+ million budget have not received help during this crisis

How has your organization received help during this crisis?  
(check all that apply)

- We have not received help
- Funding from Nonprofit Partners
- In-kind support from Nonprofit Partners
- Funding from Federal/State/County/City Government Agencies
- In-kind support from Federal/State/County/City Government Agencies
- Funding from Foundations
- Other (please describe)
- In-kind support from Corporate Partners
- Funding from Corporate Partners

Percent of Responses

Total Annual Budget

- $5+ million
- $1 million - $4,999,999: 7%
- $500,000 - $999,999: 50.0%
- $250,000 - $499,999: 33.3%
- $100,000 - $249,999: 44.4%

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Voices: How has your organization received help during this crisis?

- “As opportunities arise, we try to apply for funding, but there is no certainty that we will be successful.”
- “We are receiving donations from individuals, including donors who have never donated to us before.”
- “We are currently applying for COVID-19-related grants and have explored SBA EIDL and PPP loans.”
- “Support from our Advisory Board in fundraising. In-kind donations from businesses who are not our partners, such as milk donation [for food care packages to clients].”
- “Donations and virtual volunteering.”
- “A nonprofit partner helped us apply for our PPP loan. We have not yet received the funding or confirmation that our loan was accepted.”
- “Many of our funders have relaxed funding restrictions, e.g. changing program support grants to general operating support so we can support COVID-19 response efforts, and have released payments that were not scheduled to be paid for months.”
88.9% found APCF’s COVID-19 Resource Directory page helpful

(https://www.apcf.org/covid19-resources)

- Yes: 88.9%
- No: 8.9%
- No Response: 2.2%
“Seems there is very little resource focused on API community when there are language barriers as well as technology gaps.”

“We are in dire need of PPE supplies for our staff who constantly interface with clients, so PPE is essential to protect both the staff and the clients. We are constantly looking for connections to suppliers, for both donations and to purchase PPE, in particular masks, gloves, hand sanitizer, disinfectant products.”

“Funding for phones, laptops, and tech systems to support work at home and connect with our clients.”

“We need language resources that are accurate and up-to-date, which requires funding. Although government websites have posted in-languages resources, upon closer look the translations are incorrect and misleading.”

“As we shift our work to better respond to community needs, it would be helpful to know what community resources exist so we don’t duplicate efforts and can appropriately refer individuals to other community organizations. It would be more effective for us to shift our work to address current gaps and to help advocate for them, rather than duplicate work others are already doing.”

“We applied for small business funding but it seems many API organizations will miss out on this opportunity.”
Voices: How has COVID-19 impacted the communities you serve?

• “So many clients are struggling with paying for basic needs and they don’t qualify for government relief. Also we're hearing of hate crimes against our Asian clients.”

• “Fears around increased domestic violence for young LGBTQ people returning to homes where they are not safe or accepted.”

• “Many in the Native Hawaiian and Pacific Islander community are part of the gig economy and airline industry, so the impact of COVID-19 restrictions were felt almost immediately. Still struggling to communicate the severity of the situation and why people need to stay home as some continue to gather for church.”

• “We have been unable to reach many of our clients because they lack the ability to get online.”

• “We're unable to implement our Census outreach program as proposed so we are shifting to online strategies but are concerned that hard to reach, immigrant AAPIs will be undercounted.”

• “Having a consistent routine is indispensable for children with developmental disabilities, but the pandemic and the resulting closures of schools and suspension of therapeutic programs have significantly disrupted our clients’ routines and led to confusion, tantrums, and chaos for many of them.”
Voices: What is the economic impact of COVID-19 on your organization's current operations?

• “We are a new organization with an operating budget of $160,000, and largely relying on small dollar donations from our community members and foundations. Both have faced challenges due to COVID-19. Moreover any fundraising we are doing now is going to a mutual aid fund for vulnerable community members.”

• “Our revenue will be down by as much as 45% for March, and 65% each month for April, May, and June.”

• “We are unable to bill to our current government contracts for social services. We get paid after the service is provided, but social workers are unable to provide those services as they have been pulled away to deal with COVID-19 emergency services. “

• “We applied for a grant renewal with both LA City and County… both grants are postponed because the funds are all reallocated for COVID-19 needs.”

• “We earn revenues through program fees, mainly our youth summer program. Without it, the majority of our revenue will be gone. We are unable to pay staff and reimburse volunteers’ expenses.”

• “We are worried that are major private foundation donors may not be able to support us depending on how their portfolios and profits are impacted.”
Voices: What is the economic impact of COVID-19 on your organization’s sustainability?

• “Not sure how long we can sustain... some big upcoming events that we usually host that bring revenue are postponed, or have to be canceled or restructured online which may not work for participants or funders.”

• “We are utilizing our reserves. And our investment account has also been depleted.”

• “Last year, our organization began planning for the next recession and while we didn't plan for a crisis of this magnitude, we are positioned to weather this storm.”

• “COVID-19 has had a severe impact on our funding as many of our supporters’ businesses have also been negatively impacted, so it’s more challenging for them to donate. Furthermore, many foundations are delaying their grant decisions or even withdrawing grant availability.”

• “We are concerned as the funding dedicated to seniors is streamlined to mainstream organizations. Although we have individuals and foundations support with in-kind and funding we know seniors are not the priority in general.”

• “Unless we see funds come in over the next two months, we will need to remain closed throughout the summer.”
Special Thank You

- **Voices**
  - 45 surveyed API nonprofits

- **Photos**
  - API Equality-LA
  - Linda Longacre
  - Mike Murase
  - Search to Involve Pilipino Americans
  - Thai Community Development Center
  - United Cambodian Community

- **Data Analysis**
  - Richard 성민 Kim