Virtual Workshop: Managing the Impact of COVID-19 on Nonprofits

March 12, 2020
Housekeeping

All lines are muted.

Chat to ask questions.

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You will receive an email with this presentation, recording and links.
We'll be asking you questions throughout this webinar. You can respond and engage with us by:

- Chatting your responses within the chatbox of this webinar platform
- Respond to poll questions asked during and after the webinar
- Tweet at us @TechSoup and use the hashtags #tswebinars #covid19

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A Global Network
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Where are you on the map?
Explore our Nonprofit Tech Marketplace

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- Richard de Koster
Constitution Island Association, Inc

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Presenters

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What we’ll cover:

● Intro: How organizations can adapt rapidly and as securely as possible
● Setting up your task force
● Making decisions about operations
● Making decisions about services

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Distribution of COVID-19 cases as of 11 March 2020

- Confirmed cases reported between 13 and 19 February 2020 include both laboratory-confirmed and clinically diagnosed (only applicable to Hubei province) for all other dates, only laboratory-confirmed cases are shown.

- 696 cases are identified on a cruise ship currently in Japanese territorial waters.
Question #1:
What kind of nonprofit are you?

Answer poll and tweet at us: @TechSoup #covid19 #tswebinars
Response needs time. And focus.

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Create a task force.

Gather people
Identify a small group of people who are in regular communication and whose job it is to make decisions.

Use OODA loop
Observe, Orient, Decide and Act framework to make decisions that will support your objective.

Make and communicate decisions
How will you facilitate real-time communication of your taskforce?

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Identify the dimensions across which you will need to make decisions.

- Remote work
- Travel
- In-person events
- Service delivery
- Other?

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Remote Work

What do you need to support remote work?

Policy  Preparation  Tools

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Question #2:

How many people already have a remote work policy?

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Travel

Policy decisions

- Locations
- What’s essential?
- Acceptable travel modes
- Alternatives
- Other considerations

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Question #3:

Is travel essential for your nonprofit?

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In-Person Events

Do you need to cancel attendance at or for your own in-person events?

- Is virtual participation an option?
- Communicate decisions clearly and promptly (to participants or organizers)
- Decide how to manage any fees/expenses and/or refunds

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What decisions do you need to make about service delivery?

- Can any be converted to virtual? Or delayed?
- How can you minimize risk to staff, to program participants?
- Do you change how you use volunteers or other community support?

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Service Delivery

Considerations for your physical spaces:

- Cleaning enhancements
- Offering hand sanitizers and wipes
- Ability to isolate people
- Communication to users of your physical spaces
Communicating Decisions

How are you recording the decisions and notifying people?

- Establish where information will be posted, updated and with what frequency
- Identify constituent groups to be notified
- Appointing a single point of contact for communications

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Question #4:

How are you communicating your organization’s status in light of COVID-19

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Take time to reflect.

This is the “Loop” part of the OODA Loop

- What is working well?
- What is not working?
- What do you need to change?
- What should you stop?
- What should you start?

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Make time to be human.

- Acknowledge the stress people are under
- Make time for real life -- sad and goofy.
- Tools can help

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What we’re going to do next

- Collect and post all the resources we’re using to:
  - Monitor the situation
  - Make policy decisions
  - Select technology tools

- Other thoughts and considerations

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Other resources related to COVID-19

- Tech Impact and 501 Commons webinar: **Wednesday, March 18**
- Coronavirus Tech Handbook
- Prepare, Respond, Serve website (also by Tech Impact and 501 Commons)
- CDC Resources
- “Lead Your Business Through the Coronavirus Crisis” article from Harvard Business Review

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Q&A // Share and Learn

Use the chat box to ask us any questions you have about today’s content

Chat in one thing that you learned in today’s webinar.

Please complete our post-event survey. Your feedback really helps.

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Thank you!

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