

Volume 5

THE FACE OF CHARITIES DURING COVID-19 WORLDWIDE

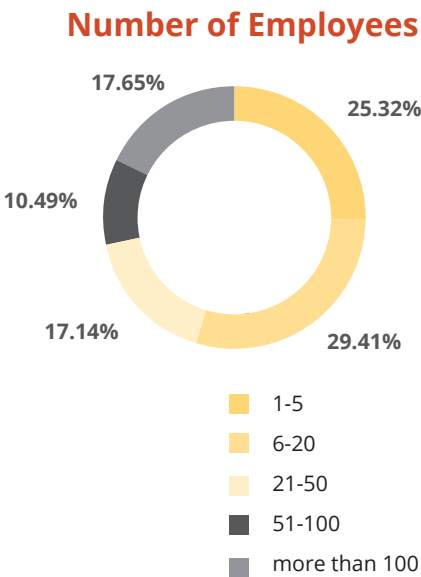


ABOUT THIS REPORT

In the face of unprecedented challenges, charities are demonstrating resilience through agility and determination. This report features stories that take a closer look at individual organizational experiences through the pandemic. **Based on interviews with leaders representing nonprofits working across geographies and issue areas, these stories recount the unfolding impact of the crisis and their agile responses.**

While the contexts and tailored solutions may be unique, the obstacles are commonly felt—challenges such as the shift to remote work, the abrupt loss of volunteers or funders, or the need to pivot programming toward direct relief to address local priorities. As the pandemic draws on, charities continue to innovate and adapt, as evidenced by this latest report.

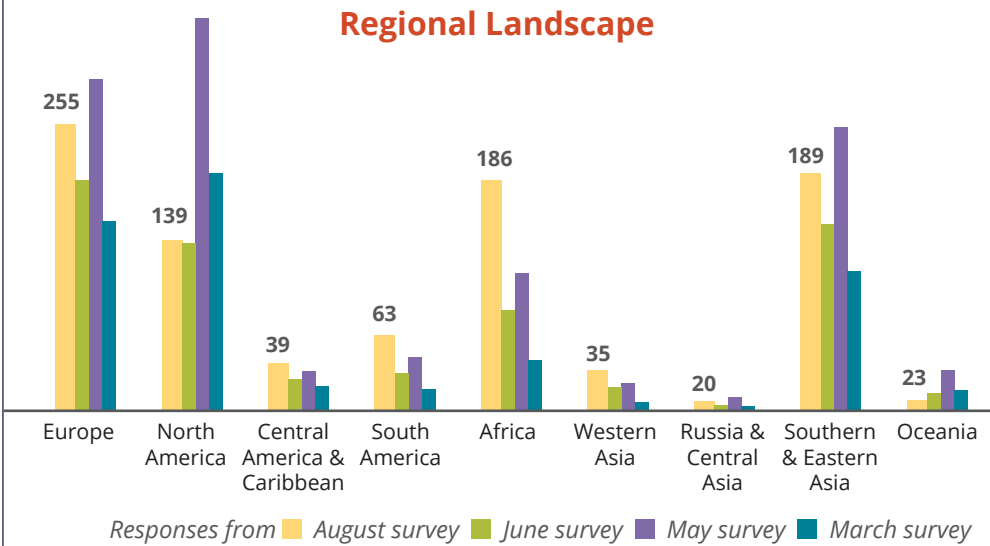
Beyond following the journey of these charities, the report outlines the findings of CAF America’s fifth COVID-19 survey. Conducted from August 25 to September 2, the survey polled 424 charitable organizations that represent 156 countries to learn how the coronavirus pandemic continues to impact their work.



156
Countries



Responding Countries Highlighted



Organizations Surveyed | Scope of Work

The majority of survey respondents work in **education and healthcare**, followed closely by organizations focused on environmental protection, human rights, arts and culture, and sports and recreational activities. With regard to populations served, most respondents are working to support the needs of **children and youth**, followed by impoverished, unemployed, disabled, and finally elderly beneficiaries.



There's a new kind of poverty that is not visible.

- ANGELA FRIGO, SECRETARY GENERAL, EUROPEAN FOOD BANKS FEDERATION

Reducing hunger across a continent was already an ambitious mission for the **European Food Banks Federation (FEBA)**.

In the wake of the pandemic, the number of people who rely on FEBA's food relief services has doubled. To put this into perspective, in Italy, local food banks released 90,000 tons of food in the first five months of the crisis, a volume equivalent to the 2019 calendar year.

For FEBA, meeting the rising demand amid COVID-19 has led to a host of new challenges including food supply chain disruptions, logistical concerns, and fluctuations in volunteer support. As a result of government lockdowns, the



across the continent was put to the test as most volunteers tend to be over 65 years of age and were unable to participate due to health concerns and restrictions. In a true show of solidarity, university-age students across Europe stepped in to fortify the volunteer ranks at a critical time.

forced closures of restaurants and schools across Europe left these establishments stocked with food. Whereas traditionally, food donations are collected in bulk from large food company warehouses, during lockdown, smaller volumes of food were available overnight from countless establishments, which presented significant logistical obstacles to FEBA's already stretched and fluctuating staff.

While the administrative staff was able to work remotely, FEBA's reliance on volunteer support

Among other positive responses witnessed, FEBA's Secretary General, Angela Frigo, reports that over 90% of FEBA's foodbank members have forged critical partnerships during this period of increased need. Food companies and other corporations are actively supporting activities and member food banks. Employee donation matching programs have already generated 5M Euros within FEBA's COVID-19 Social Emergency Fund toward a 10M Euro fundraising goal. These are positive signs, and sustained support will be crucial to ensure food security across Europe.



Europe



6-20
Employees



PRIMARY SDG
Zero Hunger (SDG 2)

CHALLENGES

- Increased demand for food relief
- Supply chain disruption
- Logistical concerns
- Fluctuating volunteer support

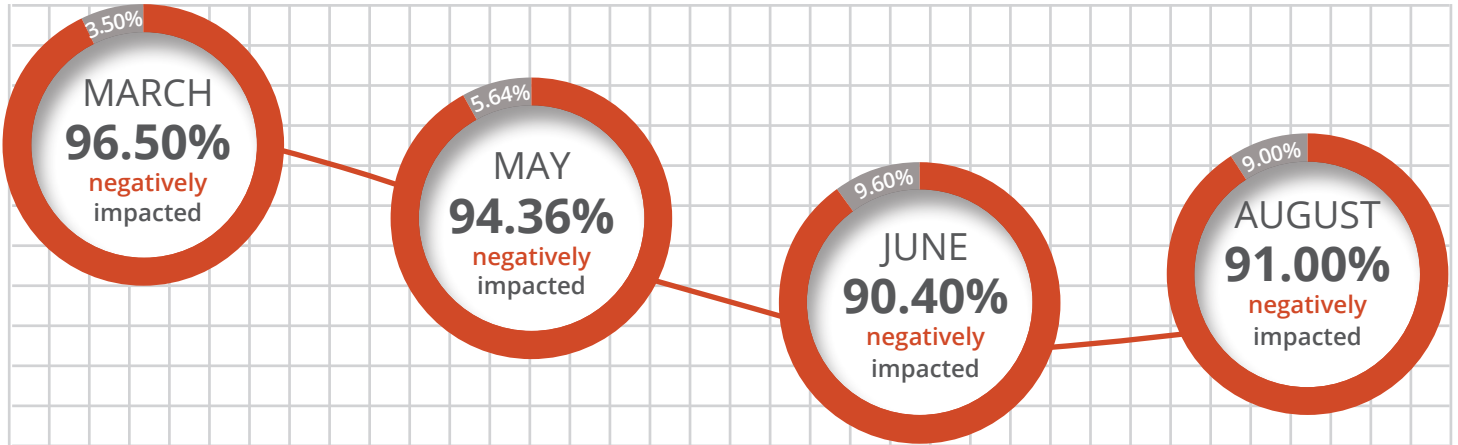
RESPONSE

- Adapting volunteer support
- Targeted fundraising campaigns
- New partnerships

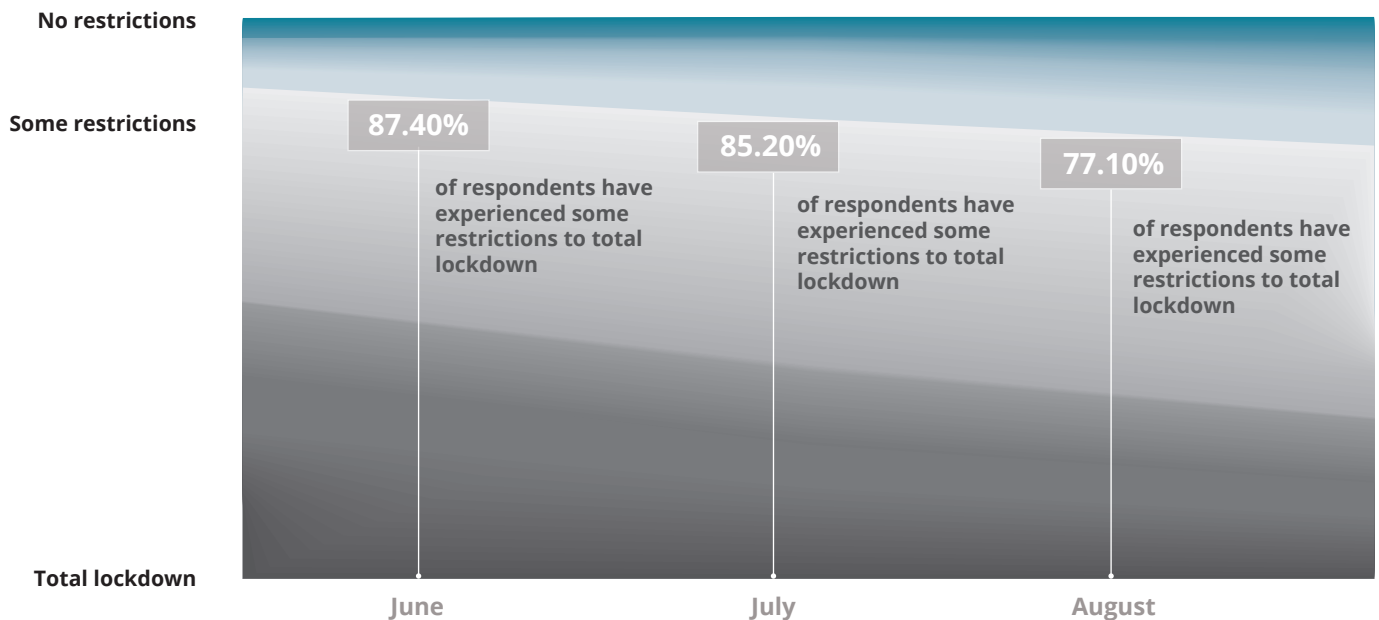
IMPACT

Organizations continue to confront challenges associated with the coronavirus global pandemic. In this latest survey, 91% reported being negatively impacted, only slightly less than the 96.50% recorded in March.

Is your organization negatively impacted by the coronavirus global pandemic? (N=422)



Not surprisingly, across geographic regions respondents are experiencing various levels of restrictions in the communities in which they live and work, and consequently, to their operations. Overall, **respondents indicated a 10% reduction to the relative level of lockdown** over the past three months.



When the chaos swept over, we saw the power of our mentoring relationships emerge.

—CARLOS LEJNIEKS, PRESIDENT & CEO, BIG BROTHERS BIG SISTERS OF ESSEX, HUDSON, & UNION COUNTIES

Big Brothers Big Sisters of Essex, Hudson, & Union Counties assists over 1,100 children from vulnerable families in low-income neighborhoods around Newark and Jersey City—the early epicenter of the pandemic in the United States—by providing youth with a positive role model.

These mentoring relationships rely on in-person meetings for success, so with the suspension of the organization's face-to-face engagements due to COVID-19, mentees, or *Littles*, have experienced a severe disruption to a constant and reliable aspect of their lives.

As issues of social isolation and loneliness continue to worsen

during the pandemic, organizations like Big Brothers Big Sisters are critical in delivering services that ensure youth have access to support systems. Beyond the need for additional mental health services and social/emotional support, children living in these communities have an increased need for food and basic essentials, access to technology and internet connectivity, childcare for younger children, and COVID-19 funding relief.

Big Brothers Big Sisters remains unwavering in its commitment to maintain the strength and integrity of its programs without laying off any of its dedicated staff. The staff has navigated the impacts of the pandemic through remote operations that keep the team engaged and motivated. In lieu of in-person programs, the

organization has created virtual communities through online programming that maintains the connection between children, staff, and mentors, and provides mentors with the tools they need to effectively reach their *Littles*. This holistic response includes a series of webinars and online activities developed in collaboration with experts in their partner network.

Austerity measures that have reduced non-essential expenses by 13% have allowed the organization to keep its staff fully employed and its programs running. In addition, it has received over \$280,000 in relief loans and is implementing coordinated outreach to its donor base. While these efforts will keep Big Brothers Big Sisters afloat for now, prolonged programmatic closures present long-term funding and operational difficulties.



United States of America



51-100
Employees



PRIMARY SDG
Reduced Inequalities (SDG 10)

CHALLENGES

Suspension of in-person programming
Emerging youth mental health issues

RESPONSE

Austerity measures
Virtual community programming
Targeted donor outreach

IMPACT | OPERATIONS & SERVICES

Is your organization currently operating? (N=422)

The majority of responding organizations, **97.16%, are able to maintain their operations**, and another **2.84% are not operating currently**. While the data suggests a marginal improvement compared to the Volume 3 survey in June, when 92.47% respondents were operating, the organizations that had to close down during the past months are poorly represented among current respondents.

If YES, to what extent are your operations limited? (N=395)



Of organizations that suspended their operations or some programming, **73% indicated the incompatibility of their services and programs with online delivery as their principal reason**. Nearly 35% of the respondents cannot carry out their activities without the support of their regular volunteer workforce. Close to 27% had to halt operations due to the inability to cover expenses such as salaries and rent.



We used to buy PPE for \$20. Now we produce it for \$3.

- DR. MAHESH GUNASEKARA, DIRECTOR GENERAL, SRI LANKA RED CROSS SOCIETY

The Red Cross is synonymous with mobilizing resources in the face of disasters and emergencies. In Sri Lanka, as COVID-19 reached its shores, the Sri Lanka Red Cross Society activated its 25 districts to orchestrate a strong preventive approach. With only 3,000 confirmed cases and 11 related deaths across the island nation after six months, its proactive response has been instrumental in keeping the coronavirus at bay.

Essential activities like these require funding, yet the organization has struggled to attract donors, many of whom have redirected their giving to hotspot areas. Nevertheless, the small, resourceful staff quickly trained its robust volunteer network—almost entirely through remote technology—to manage competing priorities.



Emergency food and hygiene kits

Whereas all non-essential initiatives were suspended, three priorities rose to the forefront: localized PPE production, a nation-wide safety awareness campaign, and direct relief targeting the country's most vulnerable populations.

With a focus on schools, the educational campaigns on virus prevention, mostly conducted via digital media, have reached over 4 million people, driving crucial behavior change that has been reflected in the low infection rates. For example, the Safe Schools program is teaching children how to stay healthy as schools reopen.

With regard to PPE, the majority of available funds have been channeled to their production.

Given the organization's budgetary constraints, however, staff creativity led a newly formed R&D team to design and produce low-cost PPE for frontline workers using local materials. For healthcare workers, the team has reduced the marginal cost for personal protective equipment from \$20 to only \$3.

Humanitarian assistance has been invaluable for the country's poorest. As unemployment rates rise during the lockdown, day laborers in particular are struggling, often having to cut one of their daily meals. For these people and their households, Sri Lanka Red Cross Society and its volunteer workforce represents their safety net through this tumultuous period.



Sri Lanka



100+
Employees



PRIMARY SDG

Good Health and Well-Being
(SDG 3)

CHALLENGES

Drop in funding
Increased demand for relief services

RESPONSE

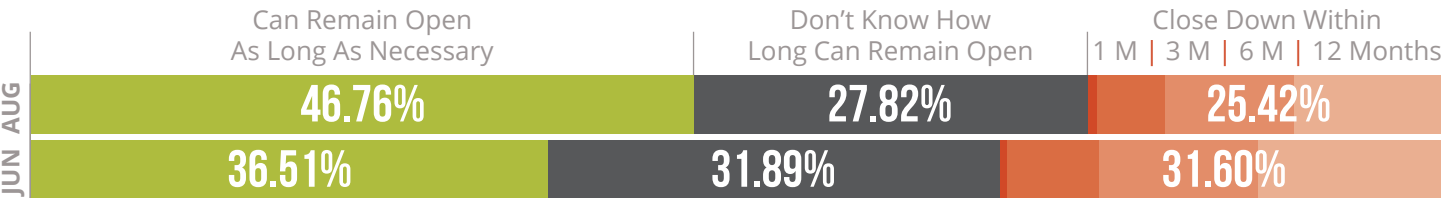
Narrowed service offerings
Awareness campaigns
Localized PPE production
Direct relief to vulnerable populations

RESILIENCE | FINANCIAL SECURITY

Nonprofits are fighting against the clock to sustain themselves financially. One fourth of the responding organizations expect to close down within the next 12 months if the situation remains unchanged and one fourth are unable to predict their future.



How long can your organization persevere under the current conditions, before being forced to close down?
(N=417)



Organizations continue to struggle with the uncertainty of COVID-19. Aimee Palfreeman, Fundraising Executive for the Stewart House in Australia, explained—Our staff are our organisation’s greatest asset and represent for many of our children the first kind and caring adults they have interacted with. During the lockdown period it has been our position to retain all of our employees, some of whom have worked at Stewart House for 30+ years, to the best of our financial ability. We value the significant contribution they make to our organization and to the 1,700 children who come through our doors each and every year.

The Australian Government has supplied all charities, demonstrating more than 15% decline in turnover, with a supplement of \$1,500 per employee per fortnight. As we move into the next quarter, what we have assumed would be a time of start-up and reconnection has now become a period of further lockdown. If we are unable to accept children into the program in the last 10 weeks of this year due to Government-imposed restrictions, we will be forced to reduce our staffing costs as government support will cease by the end of September 2020.



Ultimately, the board members decided we should close.

- DUKE KLEIN, BOARD PRESIDENT, CENTRAL OREGON YOUTH DEVELOPMENT, INC.

For ten years, **Central Oregon Youth Development, Inc. (COYDI)** has implemented after school programs for K–12 students.

One STEM-oriented program serves K–5 students, and another program offers mentorship opportunities to students in grades 6–12. The organization relies on volunteer support, employing the equivalent of two full-time staff to manage operations. With a healthy donor base including individuals and organizations like the Rotary Club and Lions Club, combined with a steady stream of grants, COYDI has been able to serve over one hundred students each year.

Unfortunately, the pandemic created a perfect storm for the organization. COYDI was between executive directors at the time and



Students participate in a mentorship program called The Landing

a board of directors that was in flux. At the time, COYDI was anticipating receiving a foundation grant that, in the final days before its approval, was redirected toward COVID-19 relief efforts. Without this funding to weather the storm, financial projections were grim.

With the state of Oregon's social distancing guidelines, no more than ten students could gather at a single time, essentially requiring COYDI to hire additional staff to reach the same number of participating students. On top of this, the board came to the conclusion that their

restricted grant of over \$17,000 from a corporate donor for computer equipment would have to be returned as their budget would no longer support the training required to use the equipment. Considering the combined effect of these challenges, the board faced the unenviable but inevitable decision to shutter the organization. Examples like these show how competent organizations can be well funded, have effective programming, and a sound mission, yet still collapse without the proper tools to navigate an unexpected crisis.



After the Bell School Program



United States of America



1-5
Employees



PRIMARY SDG
Quality Education (SDG 4)

CHALLENGES

Suspended programs
Leadership instability
Funding shortfall

RESPONSE

Returned grant in full
Closure

DONOR RESPONSE | FUNDING



9.98%

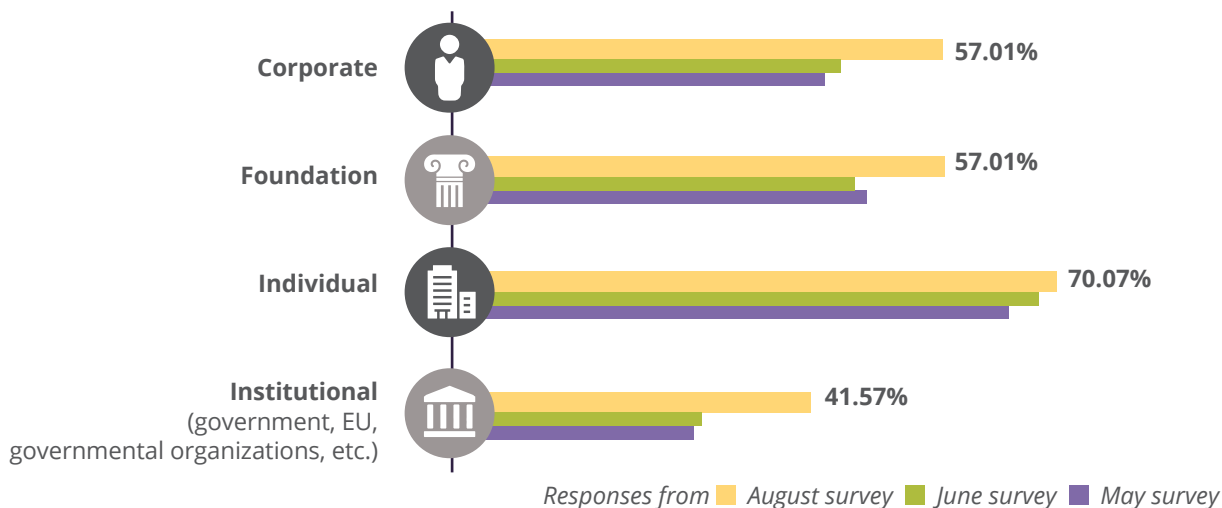
Did not receive any funding
in the last month

Among surveyed organizations, 9.98% did not receive any funding from June to August, while many were struggling to manage increased demand for their services.

Funding from **individual donors** remains the main source of income for over 70% of the organizations surveyed. The number of **organizations receiving donations from corporations has increased by 10.41%** since the previous survey (57.01% from 46.60% in the June survey).

Government subsidies also played an important role in offsetting the negative impacts of the crisis. The number of **organizations receiving government subsidies has increased by 12.50%** since the previous survey (41.57% from 29.07% in the June survey).

Did your organization receive funding from any of the following sources in the last month? (N=421)



If YES, was this funding from:
(N=380)



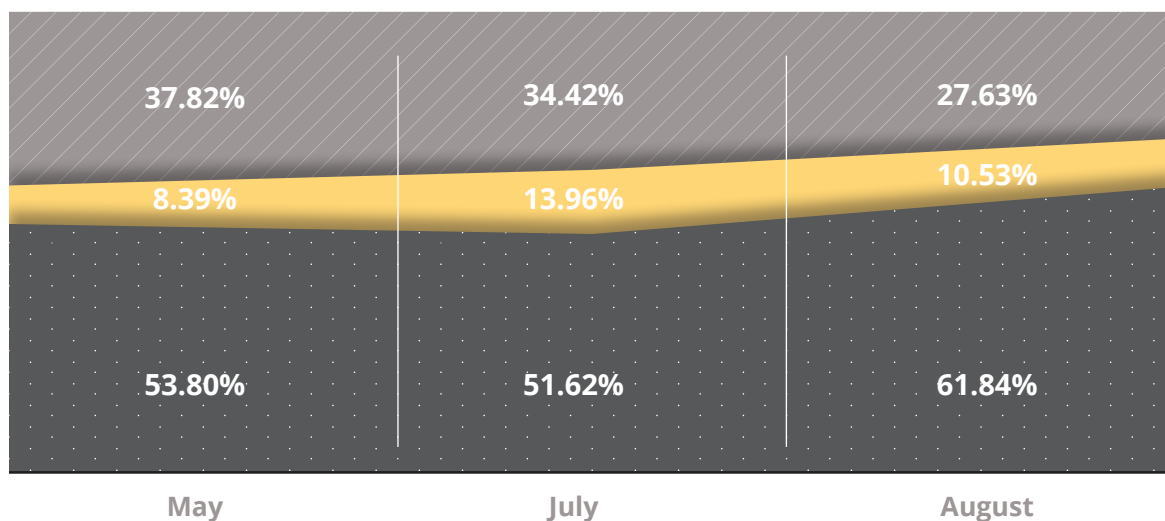
Long-term donors



New donors



Both



We didn't want to let go of the experiential learning focus that we are known for and believe strongly in.

- HARIHARAN GANESAN, EXECUTIVE DIRECTOR, AGASTYA INTERNATIONAL FOUNDATION

Agastya International Foundation sparks curiosity, nurtures creativity, and builds confidence in economically disadvantaged children across 19 states in India through its hands-on learning programs that focus on STEM education.

When schools closed their doors, the organization also had to suspend its field operations. As a result, the staff quickly shifted to an online curriculum, adopting a blended learning approach that retained the experiential learning component for which they are known and in which they strongly believe. The Explore, Play, and Learn program delivers lessons to approximately 1 million children through available technology and every-day materials found at home.

The blended curriculum includes assignments calling for materials such as bottles, string, rubber bands, and common kitchen items



Arts and Crafts

combined with live check-ins with instructors. Those with internet access can use Google Meet or Google Classroom, and those without online access have used WhatsApp on a family smartphone for brief, 30-minute check-ins at the beginning and end of the school day.

While the number of children served through Agastya International's programming has decreased, the number of mentorship engagements has increased significantly. An unexpected benefit to this programmatic adjustment, according to Executive Director Hariharan Ganesan, has been increased engagement with parents during the lockdown as they have become more involved in their children's education. This is largely due to the fact that Agastya International has centralized content development



Bidur team passing out information

for its modified curriculum, but decentralized the delivery methodology to accommodate the diverse range of local languages and contexts.

The organization is also raising funds through online campaigns and leveraging its infrastructure for COVID-19 relief efforts—distributing grocery kits for families, study kits for children, and PPE for frontline workers. With revenue on the decline, the foundation had to reduce all salaries and cut some programs and related positions, but their dedication has allowed operations to continue.



India



100+
Employees



PRIMARY SDG
Quality Education (SDG 4)


CHALLENGES

Suspended in-person programming
Declining revenue

RESPONSE

Innovative blended remote learning curriculum
Distribution of relief items

FUNDRAISING STRATEGY



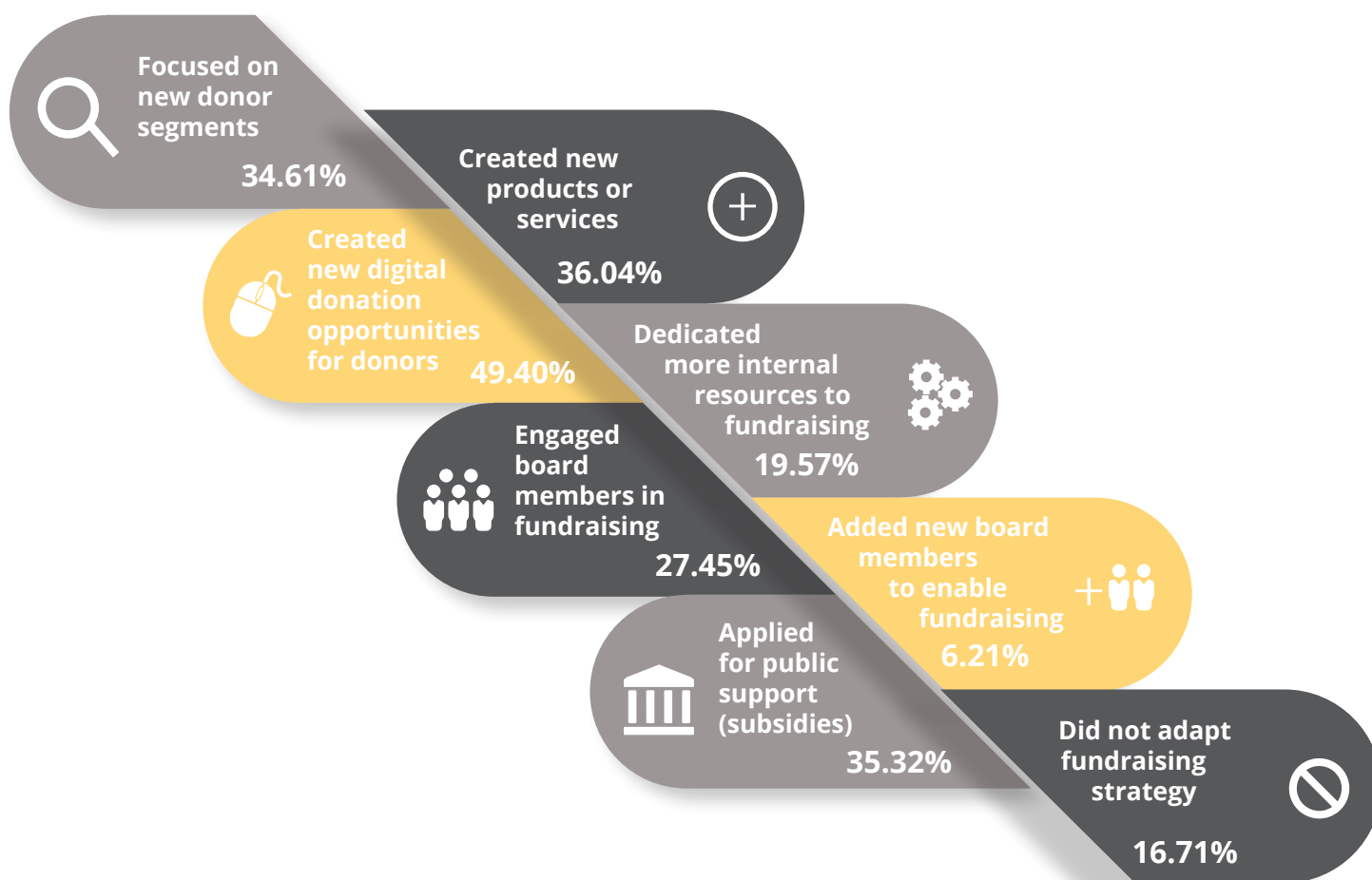
83.29%
Adapted fundraising
strategies

Traditional revenue sources can no longer be relied upon to sustain administrative and operational costs. **The majority of respondent organizations, 83.29%, focused on innovating and adapting their fundraising strategies.**

Similar to other organizational shifts during the pandemic, the most common fundraising changes are related to a greater focus on digital outreach. In the absence of events and in-person fundraising, 50% of respondents are turning to online campaigns and 34% are reaching out to new donor segments. In the spirit of innovation, 37% of respondent organizations have developed new products and services to generate revenue.

How did you adapt your fundraising strategy in the last three months? (N=419)

FUNDRAISING STRATEGY SHIFT



Animals were starving at other facilities.

- CARMEN ELLIS, MANAGER, CHEETAH PRESERVATION FOUNDATION

Protecting threatened and critically endangered species is the mission of the Cheetah Preservation Foundation.

As a family-owned zoological operation in South Africa dedicated to educating the public about the intrinsic value and plight of vulnerable species, it receives no government funding, relying primarily on fees from international visitors to its Cango Wildlife Ranch, sponsorship of individual animals, and a number of key donors.

When COVID-19 restrictions closed the ranch to visitors, the Foundation's main source of revenue dried up, and feeding their big cats, smaller mammals, reptiles, birds, and fish species to avoid starvation became a real



Online donations helped cover animal feed

concern. With many donors shifting their attention to frontline relief services, the financial outlook for the organization was bleak, and they were forced to furlough all but a few staff members. However, the ingenuity of the team has helped save the organization and its 4,006 animals.

Notwithstanding the wages for the nearly 100 households employed during normal operations, the cost for food, water, electricity, and medical care to maintain the animals is significant. The team

developed a series of fundraising videos and successful online events featuring energetic employees who provide gaming, art, music, and other entertainment to attract support, and a Funds for Feed series soliciting donations to cover animal feed.

Also, taking advantage of recently relaxed restrictions on restaurants in July, the ranch reopened its doors to local visitors who could see the animals while eating at either of two restaurants on site. Early on, the Cheetah Preservation Foundation didn't expect to last more than a month, but their fundraising efforts coupled with matching donations from corporate donors, the generosity of a large benefactor, and welcome support from local patrons who recognize the importance of the Foundation's work have allowed the organization and its animals to survive the COVID-19 crisis.



4,006 animals live at the Cango Wildlife Ranch



South Africa



51-100
Employees



PRIMARY SDG
Life on Land (SDG 15)

CHALLENGES

Funding

RESPONSE

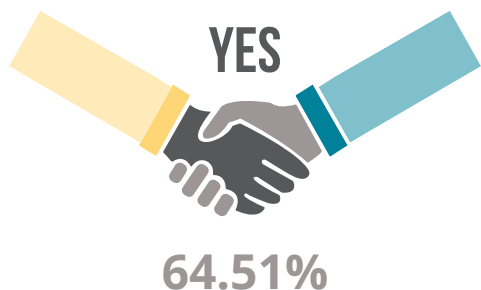
Creative fundraising strategy

Social enterprise to encourage local support

BUILDING PARTNERSHIPS

Strategic partnerships, while often time-consuming and challenging, are regarded as an enabler of effective response. **Two thirds of respondents are actively exploring partnership opportunities** with other organizations.

Is your organization exploring partnership opportunities with other organizations to address the challenges faced due to the coronavirus pandemic? (N=417)



60.66% believe that partnerships can help unlock new funding opportunities, while 29.78% trust that partnerships can help organizations' resilience during the pandemic. Donors are also encouraging organizations to seek strategic partnerships. 48.53% of respondents indicated their donors are ready to provide funding for collaborative efforts.

Beyond the benefits outlined in the survey question, respondents noted the value of collaboration for increasing reach while ensuring meaningful and effective impact.

If YES, when considering partnerships with other organizations, would you say... (N=272)



60.66%

Partnering with other organizations can help unlock **new funding opportunities**



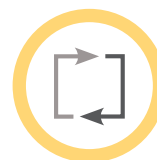
58.46%

Other organizations are interested in partnering with us to **develop new services** that better serve our communities



48.53%

Our funder(s) have indicated their **interest in funding collaborative projects** developed in partnership with other organizations



29.78%

Partnering with other organizations can **help our organization sustain itself** through the pandemic



Among the respondents, some have extensive experience working in collaboration with other organizations. A Canadian organization shared—**We incorporated partnerships in our strategy for 40 years and now we are focusing on strengthening our existing partnerships while creating new opportunities for the benefit of our community and the at-risk populations we serve.**

We are now working through our partners.

- CARLA NOBREGA, RESOURCE DEVELOPMENT DIRECTOR, HABITAT FOR HUMANITY BRAZIL

Habitat for Humanity Brazil achieves its mission by harnessing skilled and unskilled volunteer labor to make home improvements and build new homes for low-income families who are among the most vulnerable to COVID-19.

The communities served predominantly live in close quarters and on marginalized land, often without an indoor bathroom or a clean water supply.

As the virus escalated, social distancing requirements and staff health concerns forced the organization to suspend its field operations. However, the dedicated team quickly pivoted to coordinate the delivery of emergency food and hygiene kits to 6,000 families through local volunteers in 23 communities. Some volunteers even transported supplies deep into the hard-hit Amazonas jungle region,



Emergency food and hygiene kits

a part of the country previously outside the organization's geographic scope.

An initial funding decline combined with a worrisome financial outlook in March was counterbalanced by a crowdfunding campaign success around the emergency kits. A more recent integrated fundraising campaign targeting corporate donors and new prospective donors has now allowed for implementation of two major WASH (water, sanitation, and hygiene) initiatives that address short- and long-term needs.

In May, the organization began building public handwashing stations in Brazilian favelas (slums). To date, 310 stations have been completed, each using local designs with materials purchased and assembled in the communities, including educational signs about



Public Handwashing Station

handwashing. Water meters indicate that with each station serving over 300 people per day, 90,000 individuals are able to wash their hands daily to protect themselves and their community.

September marked the start of the next, more long-term WASH initiative that Habitat is incorporating into its overall strategic approach in Brazil. This program focuses on installing rooftop water tanks for gravity-fed plumbing, fixing bathrooms, and improving home ventilation systems in one week or less. This kind of agile and thoughtful response in Brazil is a model to be emulated.



Brazil



21-50
Employees



PRIMARY SDG

Clean Water and Sanitation
(SDG 6)

CHALLENGES

In-person programming

Urgent need for sanitation and food relief

RESPONSE

Emergency food and hygiene kits

Handwashing stations

Reimagined long-term building strategy

The gender burden has doubled, or even tripled during the pandemic.

- DR. ROSE MENSAH-KUTIN, DIRECTOR, ABANTU FOR DEVELOPMENT

ABANTU for Development is at the forefront of combating gender inequality through advocacy, training, research, and institutional development for equitable decision making.

Across the globe, women and girls play a dominant role in areas such as health, sanitation, and caregiving for the young and elderly, work that has become known as the “care economy” and is largely unpaid and undervalued.

The care economy is the backbone of the global response to COVID-19 and according to West Africa Regional Director of ABANTU, Dr. Rose Mensah-Kutin, the pandemic has tripled the amount of work performed by women and girls. The pandemic has amplified existing gender inequities, largely due to implementation gaps in gender equality laws and a lack of inclusion of women in decision making processes.

To continue its important work and pivot toward emerging needs, ABANTU is collaborating with a variety of individual and

organizational partners. In its transition to online training for sanitation programs, for example, the organization relies on partners in the community who were previously trained to use the internet for this objective. Additionally, ABANTU is delivering support to families in rural cocoa-growing communities by distributing soap, hand sanitizer, and water buckets called “Veronica Buckets” for safe hand washing, which has kept COVID-19 infection rates low in these areas.

As a result of rising cases of domestic abuse, ABANTU has deepened existing partnerships and found new collaborative opportunities with advocacy groups to build awareness about gender-based violence during the pandemic and advocate for women’s inclusivity in decision making at all levels. To further their



Sanitation supplies have helped in rural areas

efforts, ABANTU has partnered with area gender equality coalitions and networks to raise additional funds that allow them to address needs as they arise in the communities, including a donation to the Ministry of Gender for its Hot Meals program to feed women and girls.

The organization initially expected a 20 percent funding decline, but with multi-year grants from two donors and an emphasis on strategic partnerships to deepen impact, ABANTU has managed to survive the downturn in financial support that has plagued many charities.



Ghana, Nigeria, Liberia



6-20
Employees



PRIMARY SDG
Gender Equality (SDG 5)

CHALLENGES

Increased burden on women and girls
Lack of equity in decision making

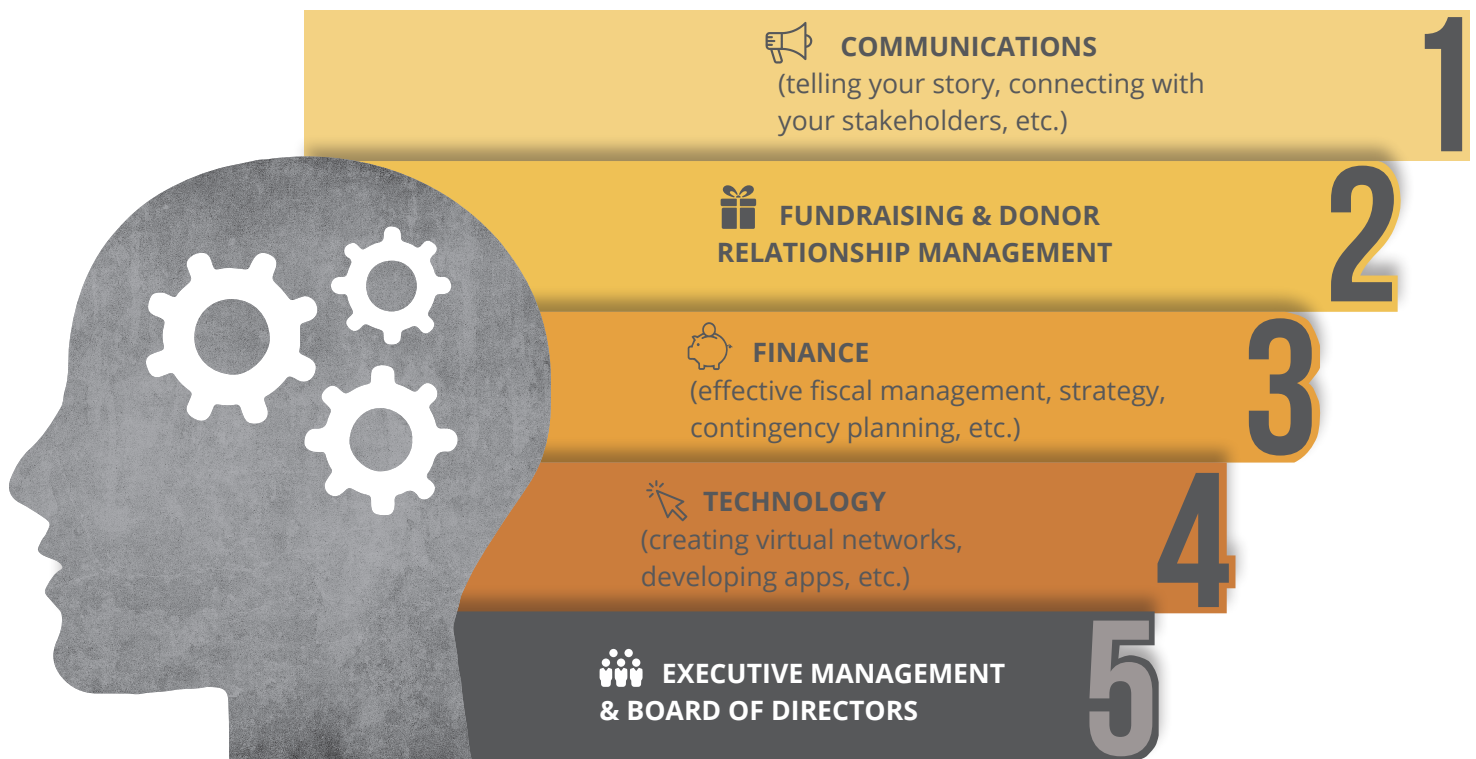
RESPONSE

New partnerships
Sanitation initiative
Online training of trainers programs

SKILLS

In a decidedly challenging task, the current survey asked respondents to rate the most critical skills for success during these past months. While all skill areas were deemed vital, most responses highlighted the emphasis on staying connected with their stakeholders. **Amid such uncertainty, communication has assumed a new level of importance.**

What skillsets were most useful to your organization during the months impacted by the coronavirus pandemic? (N=419)



Beyond these categories, responding organizations stressed the significance of networking with like-minded organizations across the private, public, and social sectors.



Others shared the benefits of maintaining flexibility and showing kindness, a US-based organization observed—the most important thing to help us survive was flexibility and self-care! These are unprecedented times and each task came with monumental obstacles. The board and staff pushed hard but we constantly reminded each other to take deep breaths and care.

Be concise in your communication: We need food, we need funds, and we need friends.

- GABRIELLE KIRSTEIN, CHIEF EXECUTIVE DIRECTOR, FEEDING HONG KONG

It was the end of Chinese New Year in late January when the first wave of the coronavirus hit Hong Kong. Residents across the city commenced a self-imposed lockdown.

For **Feeding Hong Kong**—an organization that fights the tandem challenges of hunger and food waste by redirecting excess food to 134 frontline charities that serve 140,000 people per month—three things happened overnight: normal channels of food were disrupted, volunteers stayed home, and 75% of charity food distribution came to a halt. The circumstances were further compounded as the crisis was following a lengthy period of social unrest in Hong Kong



Individually packaged meals delivered to the elderly

and funders had alerted the organization to anticipate a drop in contributions. All the while, in a city where 20% of the (pre-COVID) population lives below the poverty line, the need for the organization's services was surging to double and even triple previous levels.

Taking the challenge day by day, the team has been able to pivot effectively. For example, traditional hot meals programs needed to be replaced by individually packaged meals for home delivery, particularly to elderly residents, which required the purchase of staple foods and packaging. A reliance on corporate volunteers and funding was quickly replaced by responsive individual volunteers and donors.

Effective communication has been a key to meeting the rising challenge, says Chief Executive



Packaged meals replaced traditional hot meals

Director Gabrielle Kirstein. "We keep it short, we keep it concise, we say exactly what our need is. The response has been amazing." Keeping stakeholders—from donors to volunteers to the charities—informed at every stage has ensured an organized approach to meet needs and mitigate uncertainty. This has been accomplished through direct contact with the charities, surveys, new hygiene protocols, social media channels, and newsletters. Thanks to such a strong focus on effective communication, Feeding Hong Kong is remaining agile to the evolving needs of the population.



Hong Kong



21-50
Employees



PRIMARY SDG
Zero Hunger (SDG 2)

CHALLENGES

- Increased demand for food relief
- Supply chain disruption
- Logistical concerns
- Fluctuating volunteer support

RESPONSE

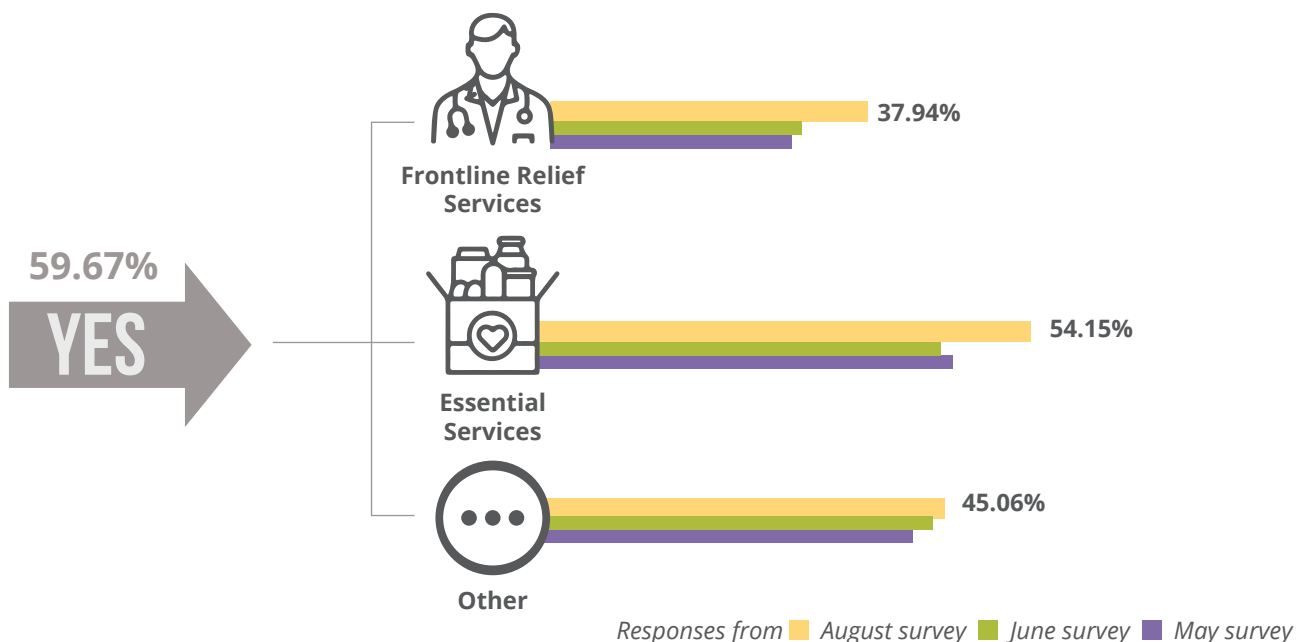
- Targeted fundraising strategy
- Clear, concise, and direct communication

CORONAVIRUS RESPONSE

Is your organization providing direct services to those affected by the coronavirus pandemic? (N=419)

59.67% of organizations surveyed are providing direct relief services, the majority of which are distributing food to marginalized communities, operating shelters for the homeless, or caring for the elderly.

If Yes, what type of services? (N=253)



It is evident there is a surging need for mental health support services. Organizations are responding by providing mentors for support and consistent guidance to vulnerable youth, or emotional support to those coping with the loss of their livelihood. Other organizations are offering counseling services for medical staff to help cope with stress and grief therapy for families who lost loved ones to COVID-19.

While the coronavirus pandemic has had a devastating impact on organizations supporting the arts, several respondents shared that they continue to enrich lives in their communities through streaming theater performances, online dance classes, and music therapy.



Our organization maintains a telephone befriending service and we host virtual group activities to help our members keep their spirits up during the lockdown while practicing social distancing. As such, we remained in close contact with our members and in the process we were able to learn about those who needed support in accessing food, medication, and healthcare. Our organization is not able to provide such support ourselves, but we reached out to partner organizations and local authorities who were able to step in to help.

These health facilities are not just cut off from technology, they're cut off from information.

- MAGGIE EHRENFRIED, MANAGING DIRECTOR OF DEVELOPMENT, LIFENET INTERNATIONAL

In the digital age, we expect today's frontline health workers to be apprised of the latest information and guidance on the novel coronavirus.

When **LifeNet International**—an organization providing healthcare facility partners in Africa with evidence-based healthcare training along with logistical, financing, equipment, and pharmaceutical support—discovered that many health centers in their region had little to no information, and what little they did have was often coming from social media, they sprang into action.

The LifeNet team has always embraced a spirit of innovation, and that's now proving to be a critical component in their ability to help their partners address



Mother and child washing hands in Burundi

the COVID-19 pandemic. While continuing to educate, equip, and empower health workers in their 240 partner facilities, LifeNet turned to the power of smartphone technology to disseminate critical COVID-19 information.

According to LifeNet's Managing Director of Development, Maggie Ehrenfried, "Innovation has come from our teams at all levels." For instance, a local worker in Uganda initially proposed and is now spearheading the digitization of all LifeNet curricula, including its COVID-19 training.

The pivot has allowed for remote training of 1,500 healthcare workers in clinical best practices via WhatsApp, connection to a direct feed of information published by the WHO, and coordination for the distribution of over 100,000 items of PPE. LifeNet is at the forefront of East Africa's pandemic response.



PPE distribution in Malawi

While the virus has fortunately not yet spread significantly in the area, healthcare infrastructure in many African countries is ill-equipped to manage a spike in infections—lacking ventilators and even reliable electricity in many cases, making preparedness and preventive action all the more urgent. Together with its health facility partners, LifeNet International believes it is well positioned to continue its important frontline work, improving primary healthcare and ensuring that every health facility is ready and able to address the COVID-19 pandemic in their community.



Uganda, Malawi, DRC, Burundi, Kenya



51-100 Employees



PRIMARY SDG

Good Health and Well-Being (SDG 3)

CHALLENGES

Lack of information and guidance for rural healthcare workers

RESPONSE

Remote training of healthcare workers
Connection to WHO information feed
Distribution of PPE

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