

NEW REALITY. HOW COVID-19 IS CHANGING THE WORK OF RUSSIAN NGOs



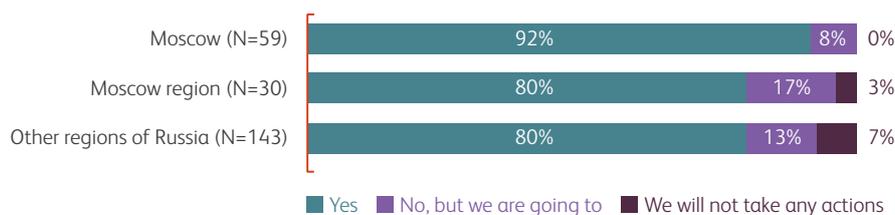
NEW REALITY. HOW COVID-19 IS CHANGING THE WORK OF RUSSIAN NGOS

From March 18 to March 23, CAF Russia polled more than 230 NGOs across Russia to find out how the threat of the coronavirus pandemic affects the work of their organizations. The survey covered organizations from 48 regions. A quarter of respondents were from Moscow, 13% from the Moscow region, 9% from St. Petersburg and more than half (53%) of the survey participants came from other regions of Russia.

NGOs actions due to the COVID-19 prevention

Almost all of the organizations surveyed, regardless of their location, have already taken certain preventive measures.

Has your organization taken any actions due to the COVID-19 prevention



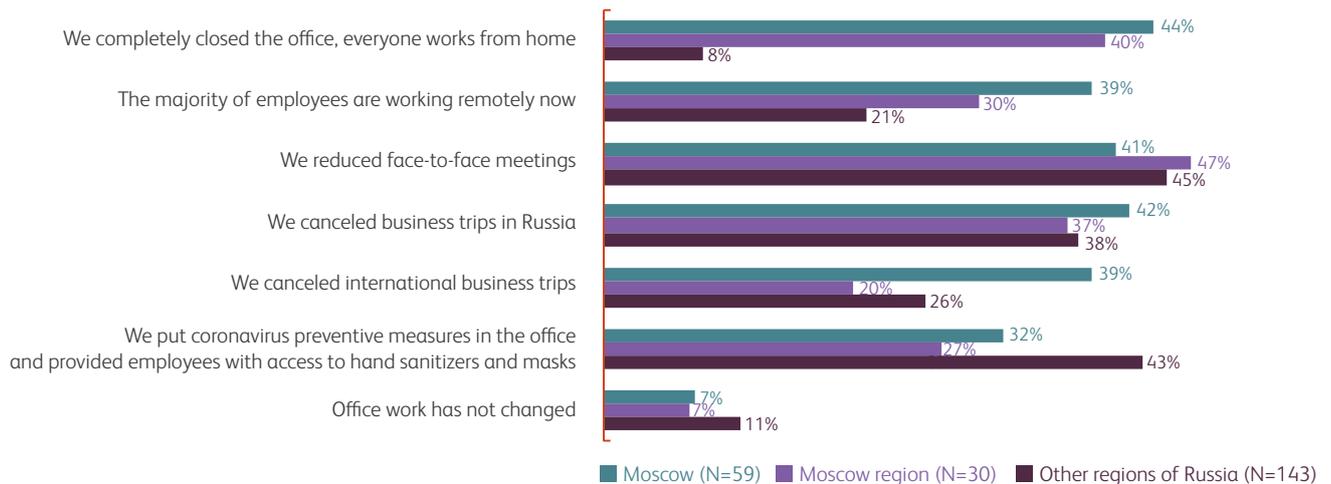
Almost half reduced face-to-face meetings, the majority canceled business trips in Russia and abroad (67%), 38% displayed prevention actions notes in the office and provided employees with access to hand sanitizers and masks.

«Starost' v radost'» foundation - helps elderly people in nursing homes

"Some of the foundation's programs have been transferred from offline to online. For example, the establishment of a system of long-term care continues: there are no business trips, but webinars are constantly held during which employees of nursing homes exchange experience, our specialists help them organize their work. Online chats are very active! Doctors conduct webinars for medical staff.

In Moscow, 83% of the surveyed organizations organized remote work for their employees, while in the regions only a quarter of the respondents made this decision. 44% of Moscow organizations completely quarantined the office and work only remotely. And only 9% said that work has not changed in any way these days.

What actions has your organization taken / is going to take regarding the organization of the office work?



The changes affected not only the work of NGOs' offices. 65% of NGOs rescheduled or canceled conferences, seminars and events for the next 2-3 months. About half were able to start conducting events and programs online. Basically, communication with partners now takes place in online (41% of the organizations surveyed). A quarter of NGOs also communicate with beneficiaries online. The changes also affected working with volunteers: a third of organizations limited involvement of volunteers in their work, and 25% transferred communication to online.

Organization Camerata, Nizhny Novgorod (working with blind people)

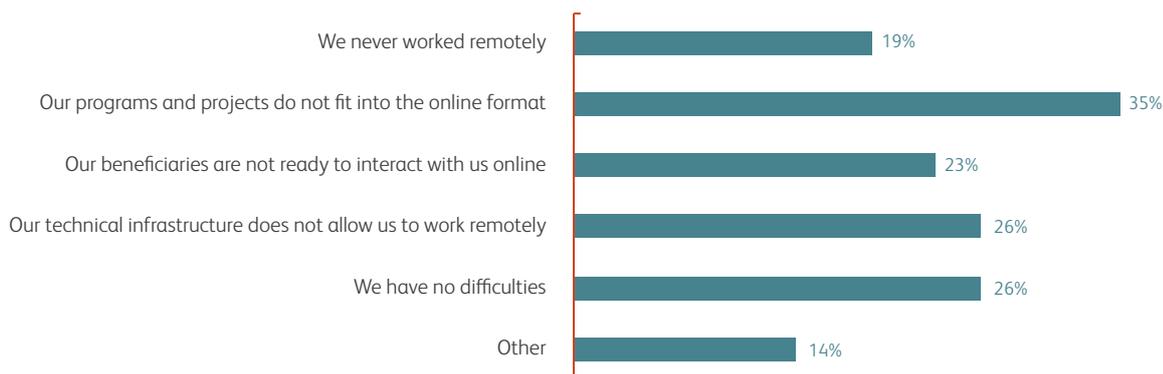
"The positive point in this situation is that we do not urgently need to invent tools for remote work, as we have already used them actively. The negative point is that our work is primarily aimed at unlocking the potential of blind people, helping them to gain the necessary skills and stimulating an active social life. And now they have to sit between four walls".

Amount of work and readiness for moving online

Most NGOs noted that they do the same amount of work or reduced it slightly (75%). 14% of organizations noted that the scope decreased significantly, and 7% of the organizations surveyed believe that they will not be able to work in such conditions (answer mostly popular among Moscow based NGOs).

The main difficulty that NGOs face in these conditions is the transformation of their current activities to online: 35% said that their projects are difficult to conduct online or remotely. Again, mostly Moscow based organizations answered like that (42%). Every fifth organization noted that they never worked remotely and beneficiaries are not ready to interact with them online. More than a quarter of respondents do not have the technical infrastructure to work remotely.

What difficulties do you face in adapting to current conditions? (N=232)



What kind of support NGOs need from their donors?

Almost half of NGOs noted that some projects were canceled or postponed, and therefore, it will be necessary to revise operating models, liabilities to donors and partners. 28% think that there is a risk of losing part of the funding (this is especially true for NGOs from Moscow - almost half of them are concerned about this).

Roizman Charitable Foundation (Ekaterinburg)

“Unfortunately, we had to cancel all the events planned for March-April (public-talks, merch presentation, business trips and training), it was unfortunate because a lot of time and effort was spent on organizing them. We are rebuilding work and communication within the team. We always wanted to switch to online team task scheduler. We have chosen an app to support our group work and from this week are beginning to use it. The quarantine situation has not yet affected the number of donations, but we expect them to decline. It all depends on how long the quarantine takes.”

In this situation, support from regular donors is very important. What can donors do to help their NGO partners in this situation?

- Be flexible in changing deadlines, budgets and project plans. This is important for the majority of NGOs (56%)
- Allow spending funds intended for events on administrative and maintenance costs of the organization (25%)
- Share quarantine practices and provide additional resources for organizing remote work (24% each)

New opportunities

Despite the many difficulties, only 5% of organizations completely suspended their activities and 7% of respondents think that they will not be able to work in the new conditions. Most NGOs see positive aspects in this situation. Almost half believe that now is the time to devote time for strategy and organizational development, and a quarter of respondents believe that it is time to enhance online fundraising.

What is positive about this situation? (N=232)



“Big Brothers Big Sisters” (matching orphans with adult mentors)

Now we had to suspend the formation of new mentoring couples. Children are waiting for mentors, we already have a pool of trained volunteers. But we do not give up - we continue to select and train new volunteers. We have already conducted one training for new volunteers online, and the result was amazing.

NGOs tactics in the event of a worsening situation

In the event that the situation with coronavirus infection is worsened, non-profit organizations have their own action plans. Some of them are going to close the office, start working fully remotely, but maintain the current scope and pace of work. Others are going to adjust action plans and extend the terms of their programs, and if necessary, to cut projects and employees to suspend their activities for a while. Some NGOs fear that the organization will have to be closed. However, the majority of NGOs are optimistic about the future and want to plan new projects, come up with new formats for the services delivery and “revise the essence of their work”.

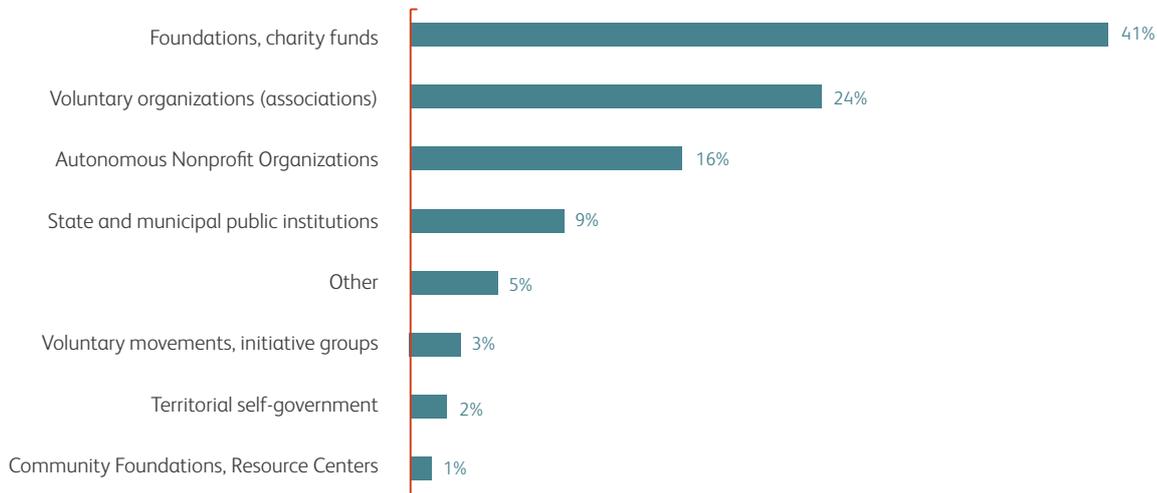
Karelian register of unrelated hematopoietic donors stem cells

We had to abandon the donor recruitment plans for April. In addition, on March 23, we stopped recruiting new donors in the office and the date of resumption of recruitment is not yet clear. However, we did not stop recruiting donors: we shifted the focus to remote recruitment using our website and Russian Post services. However, we expect that the recruitment of donors will go down in the near future.

About the survey

The survey was conducted from March 18 to March 23, we polled 232 organizations. 41% of them are foundations and other charities, 24% are voluntary organizations, 16% are autonomous nonprofit organizations. Also, the survey involved some state and municipal institutions, such as social services and health care institutions - they make up 9% of the respondents.

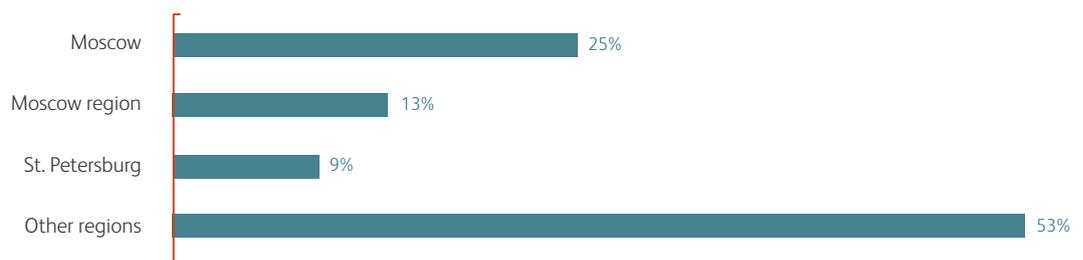
What is your legal form? (N=232)



Survey geography

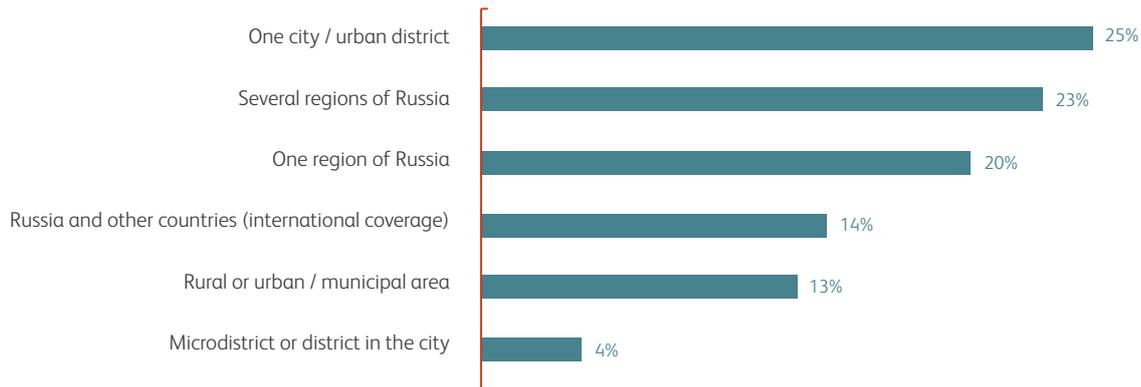
The survey involved organizations from 48 Russian regions. A quarter of the respondents from Moscow, 13% from the Moscow region, 9% from St. Petersburg and more than half (53%) of the survey participants from other regions of Russia.

Where is your office located? (N = 232)



A significant part (37%) work for a large audience: several regions or all of Russia.

What is your organization coverage? (N=232)



Konstantin Khabensky Charitable Foundation (helping children with brain cancer)

"Our beneficiaries are at risk because of compromised immunity. They cannot fly to Moscow for rehabilitation. Now we are working on reformatting rehabilitation programs, trying to come up with solution so that children could have the opportunity to work on rehabilitation remotely. But, if it is easy to conduct classes with a psychologist or speech therapist online, some types of physical rehabilitation are only possible with personal presence. Therefore, we have to shift something to a later date."

Field of activity of respondents

Most organizations work help children (43%), people with disabilities (26%) and the elderly (19%). 15% of respondents represent health care sector, 19% - education sector.

What area does your organization work in? (N=232)

