

*St. Croix Foundation
for Community Development*



Nonprofit Disaster Recovery and Capacity Assessment

SUMMARY REPORT
June 2018

The report is made possible by the CARE Fund.



St. Croix Foundation
for Community Development

Nonprofit Disaster Recovery and Capacity Assessment

SUMMARY REPORT

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St. Croix Foundation
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Nonprofit Disaster Recovery and Capacity Assessment - Summary

Background:

In the weeks immediately following Hurricane Maria, St. Croix Foundation designed and implemented the *Nonprofit Damages and Needs Assessment Survey* to determine the operational status, damages, and immediate needs of local nonprofits. Those responses were limited, due in large part to connectivity and communication interruptions inherent in that early stage of the disaster. Excitingly, the Foundation was able to provide and/or direct philanthropic resources or emergency assistance of some kind (temporary rent-free office or co-working space, funding, temporary emergency repairs, generators, etc.) to approximately 60% of the nonprofits who completed the survey thanks to the data that was gathered.

About four and a half months after the storm, the community as a whole was shifting from immediate relief to the long-term recovery. With nonprofits continuing to provide critical services with even scarcer resources, St. Croix Foundation launched a follow-up survey asking in-depth questions about damages, status of repairs, losses, operational status, current needs, emergency preparedness planning, and storm impacts on staffing, program/services demand, fund development, grants, and more. This document summarizes the findings from that second survey, called the *Nonprofit Disaster Recovery and Capacity Assessment Survey*.

Methodology:

A copy of the survey is available in the [Appendix](#) of this document. The survey was administered using Google Forms. The link to the survey was shared with the SCF Nonprofit Consortium several times via email, posted on Facebook, included in a press release, and in a print-advertisement in the newspaper. The survey was being administered at roughly the same time that the CARE Grant Round 1 applications were being accepted, allowing the SCF Grant Manager the ability to encourage grant applicants to complete the survey in addition to their grant application. Surveys were submitted by 57 organizations. There were several instances where multiple people from the same agency submitted a response without realizing someone else had already completed the survey. SCF Disaster Recovery Coordinator combined those responses and called individual organizations to clarify if the multiple submissions contained inconsistent responses. The findings summarized herein reflect one entry per organization, after the data had been cleaned up using the process described above. Surveys were collected from February 2, 2018 – March 6, 2018 which represents a period of 135-167 days after Hurricane Maria.

Respondents:

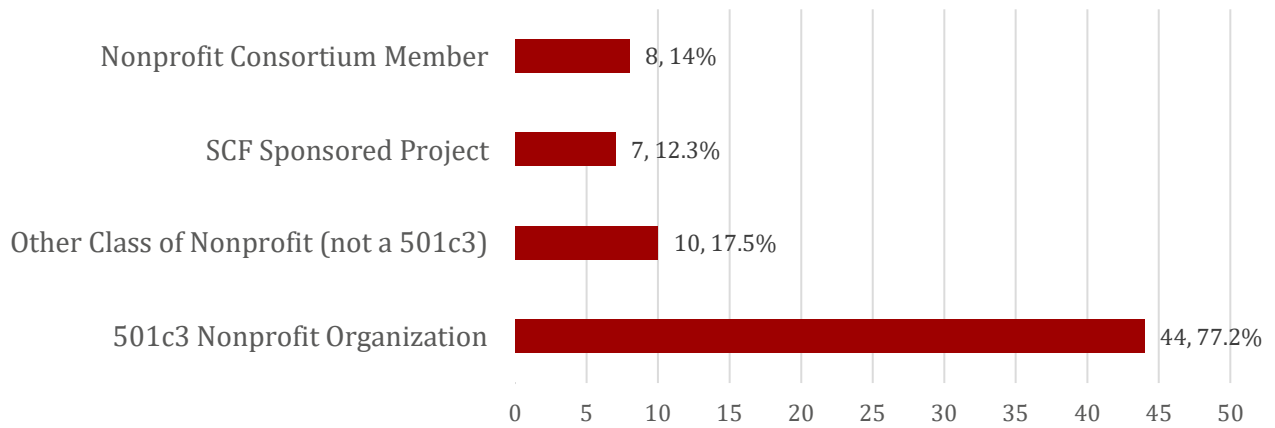
Nonprofits of any kind were invited to participate including traditional 501(c)3 organizations, IRS 501(c) designated nonprofits, faith-based organizations, and fiscally sponsored projects. 57 nonprofit organizations responded to the survey:

Achieve the Impossible Inc.	Onyx Opera, Inc.
ADRA	Pistarckle Theatre
Allen D. Burke Foundation	Project Hope Outreach Ministry
Angels Foundation	Project Promise
Armapavie Sports Club, Inc.	School of the Good Shepherd, Inc.
AZ Academy, Inc.	St. Croix Farmers in Action, Inc.
Beyond Visions Foundation	St. Croix Animal Welfare Center
Caribbean Centers for Boys & Girls of the VI	St. Croix Christian Academy
Choices Basketball Association	St. Croix Christian Church
Christiansted Community Alliance	St. Croix Landmarks Society, Inc.
Clean Sweep Frederiksted	St. Croix Montessori
CMCArts, Inc.	St. Croix Seventh-day Adventist School
Community Action NOW!	The Caribbean Museum Center for the Arts
Crucian Heritage & Nature Tourism, Inc. (CHANT)	The Nature Conservancy
Dancing Classrooms Virgin Islands, Inc.	The Village Virgin Islands, Partners in Recovery
Frederiksted Health Care, Inc.	Trust for Virgin Islands Lands
Fresh Start	TWIGS Ministry, Inc.
Friends of St. Croix East End Marine Park	VI Caribbean Cultural Center at the University of the Virgin Islands
Friends of the St Croix USVI NPS	VI Domestic Violence and Sexual Assault Council (DVSAC)
Good Hope Country Day School	Virgin Islands Developmental Disabilities Council, Inc.
Holy Cross Episcopal Church	Virgin Islands Partners for Healthy Communities
Island Center for the Performing Arts	Virgin Islands Trail Alliance (VITAL)
L.A.S.H. Entertainment, Inc.	Virgin Islands Volunteer Advocates for Children
Leap and Learn Academy	Women's Coalition of St. Croix
Love City Strong, Inc.	World Ocean School
Midland Wesleyan Holiness Church	Yvonne Ashley Galiber Breast Cancer Foundation, Inc.
Mujer con Identidad y Destino (Mucid, Inc.)	Zion Christian Academy
Music in Motion	
My SISTAHS Keeper, Inc.	
Neighbor to Neighbor, Inc. (N2N)	

Summary of Findings

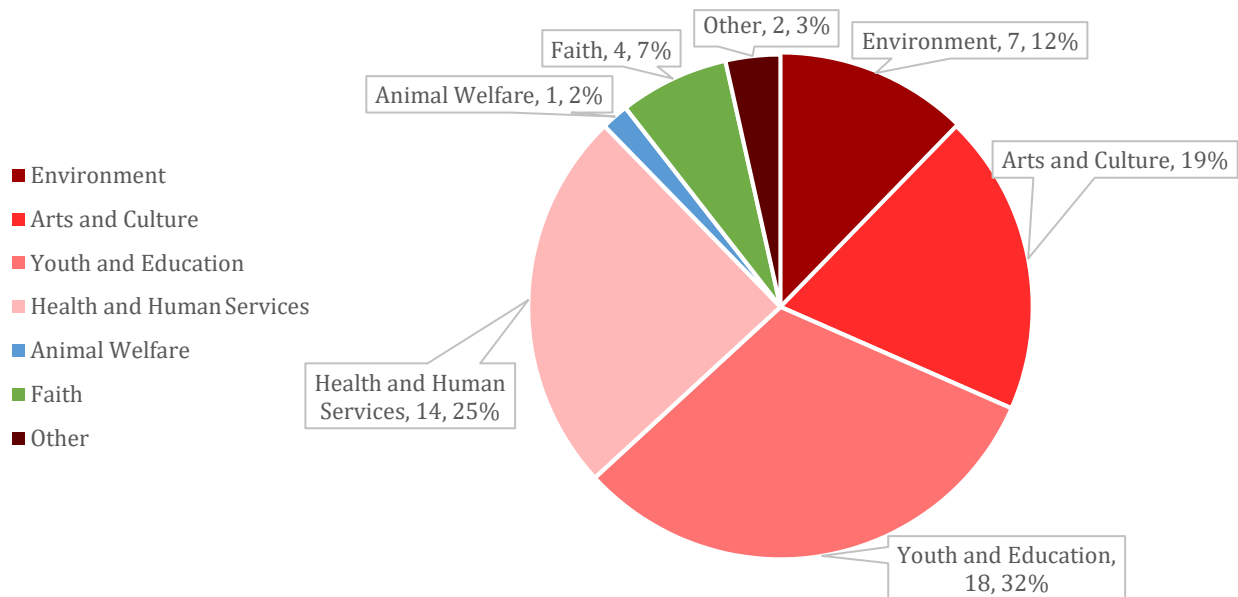
My organization is a...

57 responses



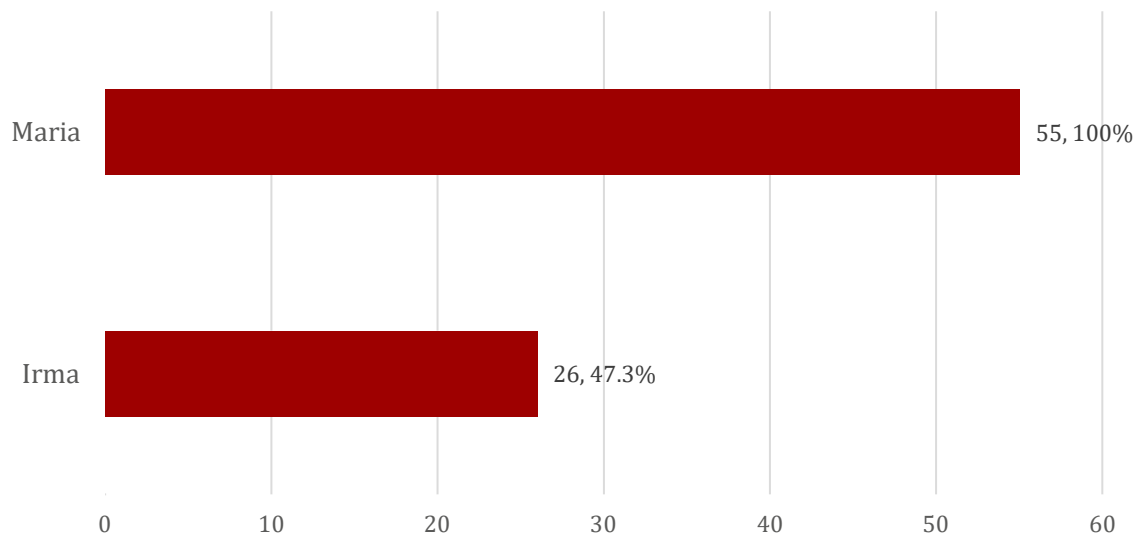
Which sector best describes your organization?

57 responses



Which disaster(s) were your organization affected by?

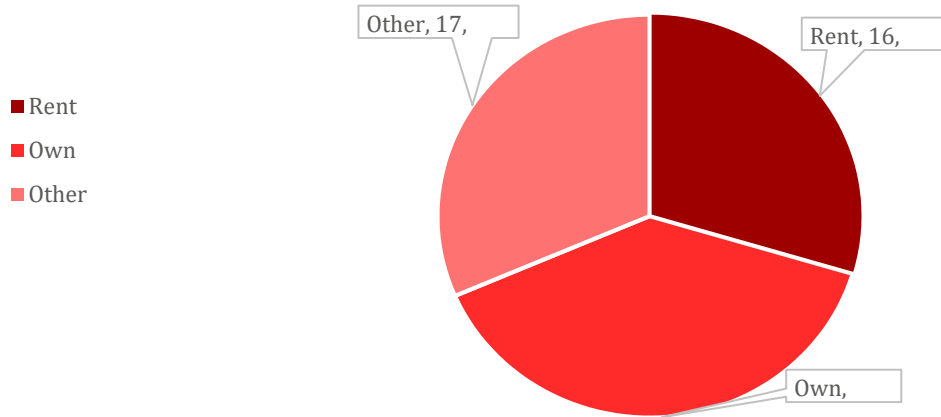
55 responses



Key Finding – TWO STORMS: 100% of the organizations that answered this question (n=55) were impacted by Hurricane Maria. Nearly half (47.3%) were also impacted by Hurricane Irma, which hit the USVI, primarily the islands of St. Thomas and St. John, just 12 days before Hurricane Maria.

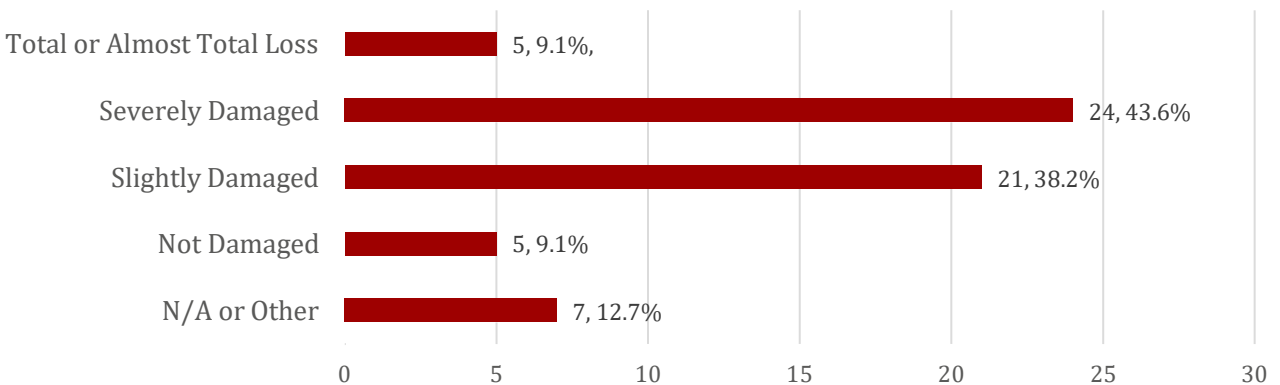
Proprietorship of Facility

54 responses



Damage to Facility

55 responses



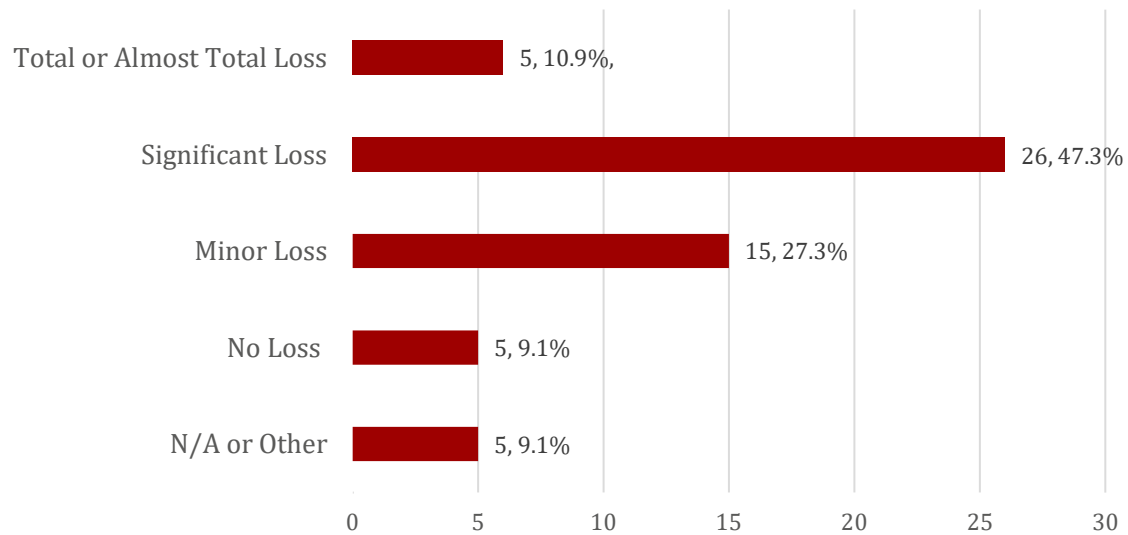
The most common “Other” response regarding proprietorship of facility is that the nonprofit is operating from an individual’s home office.

Key Finding – DAMAGE TO FACILITY: More than 90% of the nonprofits that answered this question had damage to their facility as a result of the storms. More than half (52.7%) of nonprofit respondents experienced significant (total/almost total loss or severe damage) to their facility.

Key Finding – STATUS OF FACILITY REPAIRS: At the time of completing the survey (4.5-5.5 months after Hurricane Maria), only 14% of nonprofit survey respondents with facility damage from the storms indicated that the damage to their facility had been permanently repaired to pre-storm conditions or better. 44% indicated that the damage to their facility was not yet repaired, and 28% had temporary emergency repairs, i.e. blue roofs.

Damage to Equipment or other Property

55 responses

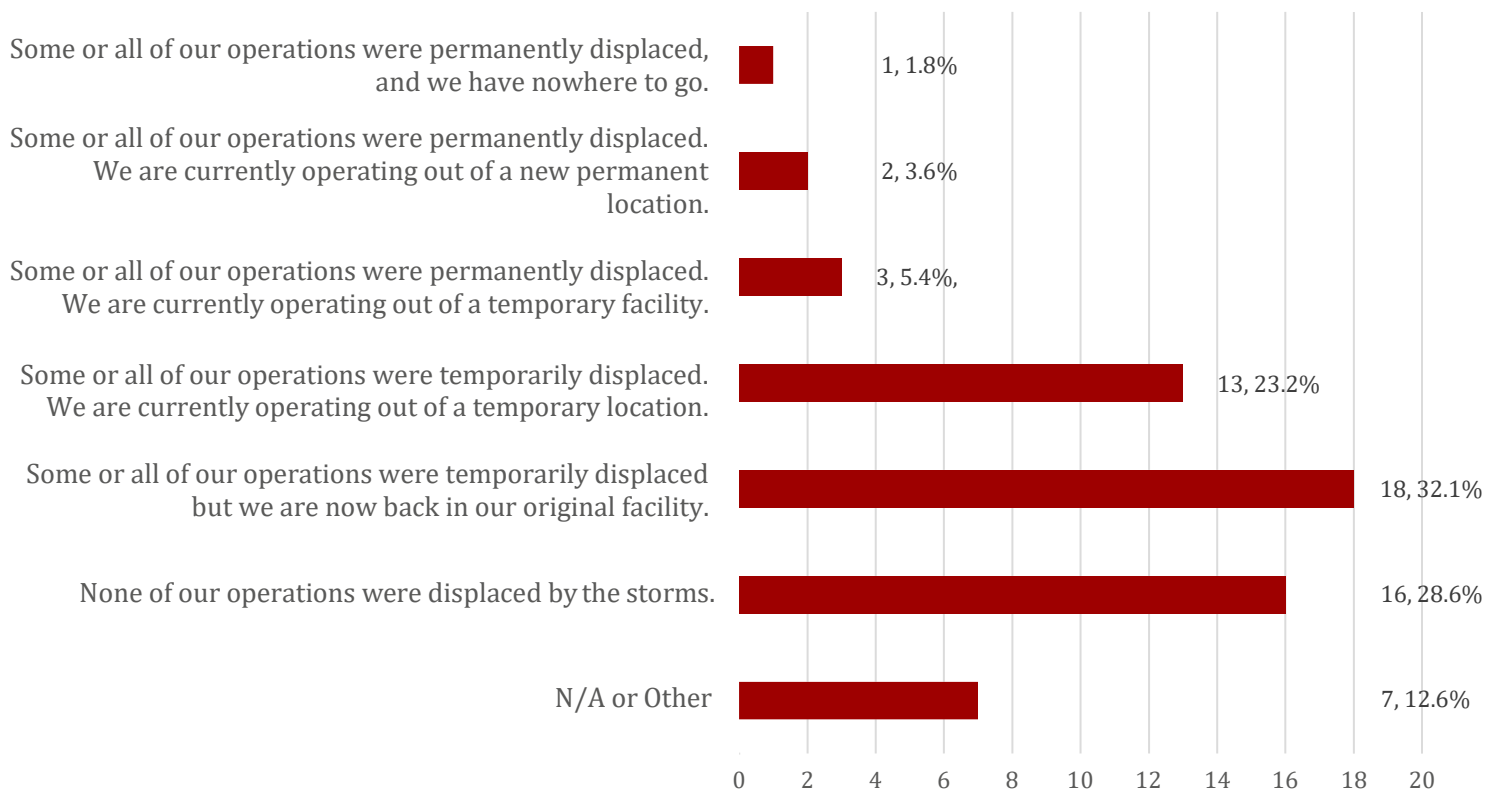


Key Finding – DAMAGE TO EQUIPMENT/PROPERTY: A significant majority (85.5%) of nonprofit respondents to this question experienced damage to equipment or property as a result of the storms. More than half (58.2%) of nonprofit respondents experienced significant or total/almost total loss to their equipment or other property.

Key Finding – LOOTING: 12.7% of nonprofit respondents were looted after the storm, a contributing factor to loss of equipment or other property.

Displacement

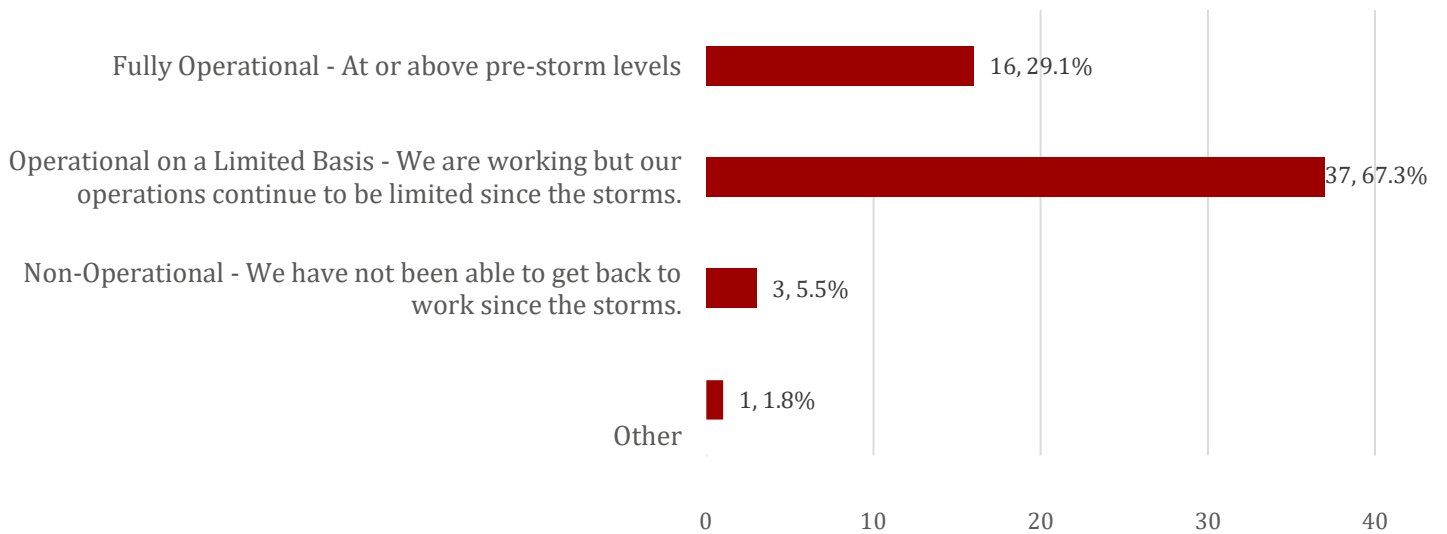
56 responses



Key Finding – DISPLACEMENT: Displacement after the storm was and continues to be a major issue for nonprofits on St. Croix. To the extent possible, planning for possible temporary displacement of organizations who are serving critical needs should be incorporated in to emergency preparedness plans.

Impact on Operations

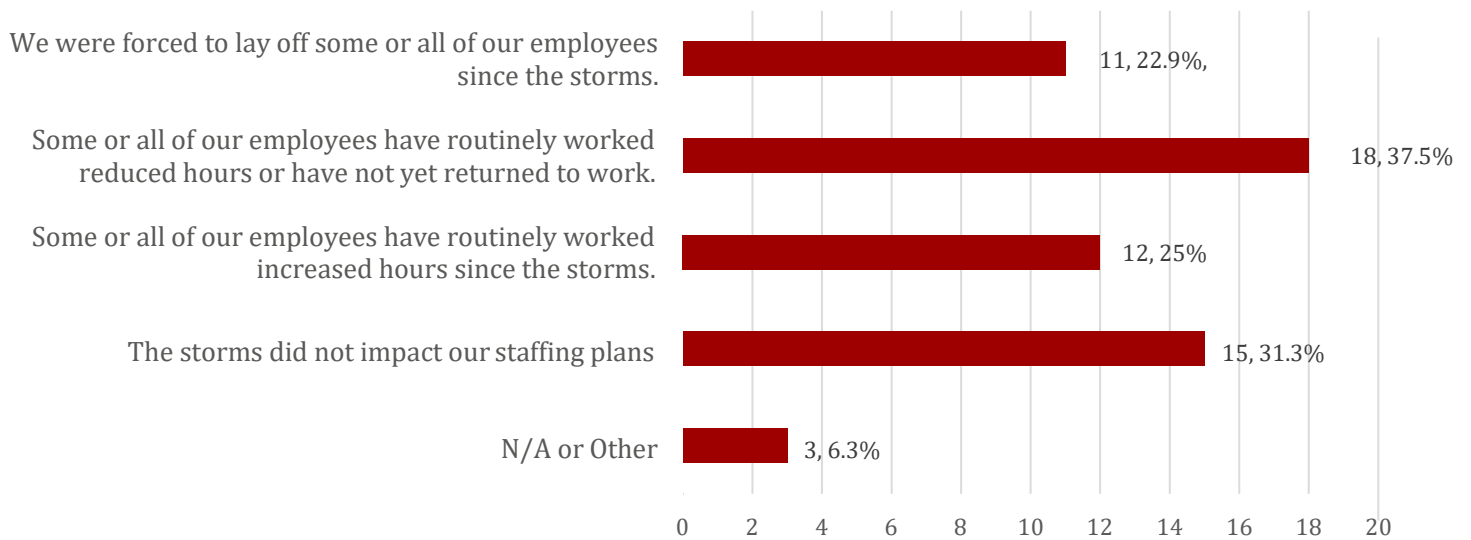
55 responses



Key Finding – IMPACT ON OPERATIONS: At the time of completing the survey (4.5-5.5 months after Hurricane Maria), 72.8% of nonprofit survey respondents were still operating on a limited basis or not at all.

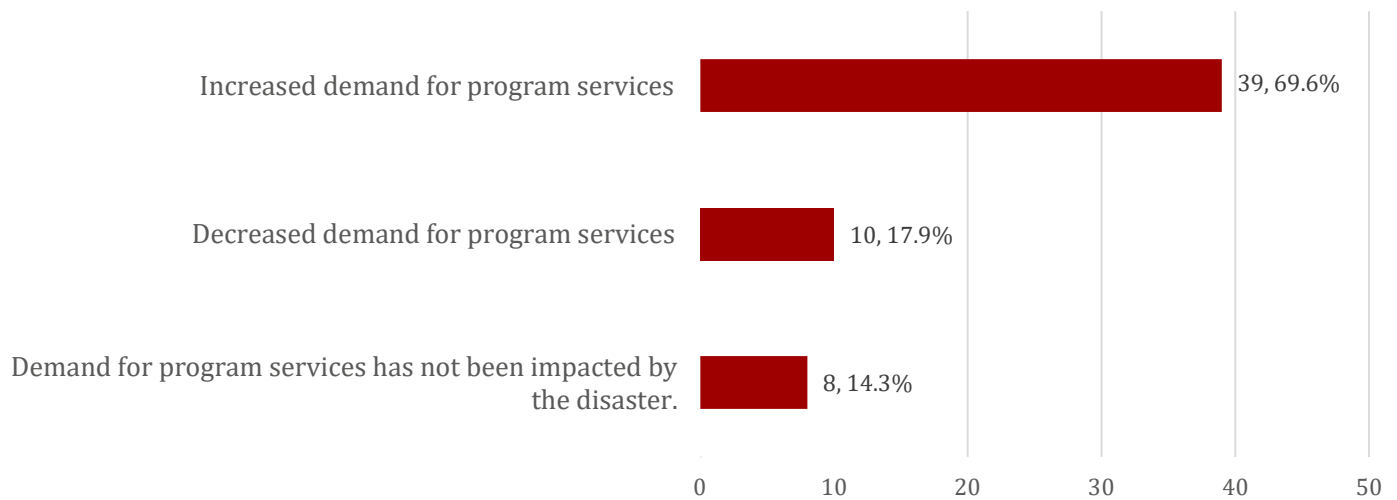
Staff Impact

48 responses



Impact on Program Services Demand

56 responses



Key Finding – CAPACITY: At the time of completing the survey, most nonprofits (69.6%) reported an increased demand for program services, yet 72.8% of nonprofit survey respondents were still operating on a limited basis or not at all, 22.9% were operating with fewer staff because they had been forced to lay off all or some of their employees, and 28.6% were still operating out of temporary facilities.

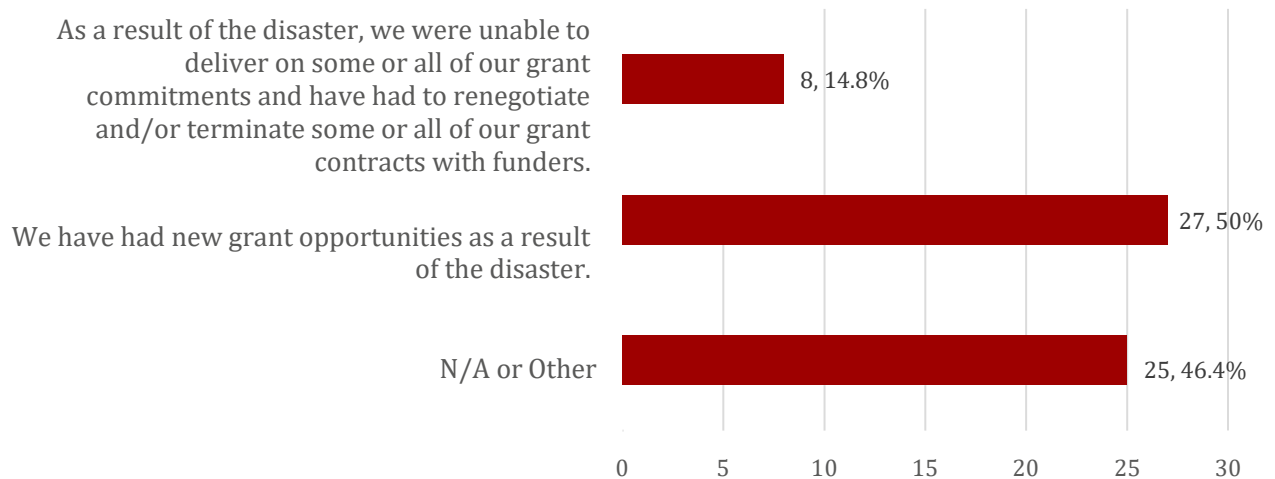
Fund Development Impact

50 responses

Response	Percent	Number
Reduced donations from individuals	42%	21
Increased donations from individuals	22%	11
Reduced contributions from corporations/businesses	32%	16
Increased contributions from corporations/businesses	8%	4
Reduced support from foundations	14%	7
Increased support from foundations	14%	7
Our organization launched a special fundraising campaign to help fund our operations or repairs after the storms	20%	10
The disaster has made it difficult for us to engage with our donors	32%	16
The disaster has provided an opportunity to connect with new donors or reconnect with lapsed donors	44%	22
The disaster has not had any impact on our fund development	8%	4
Other	12%	6

Grants

54 responses



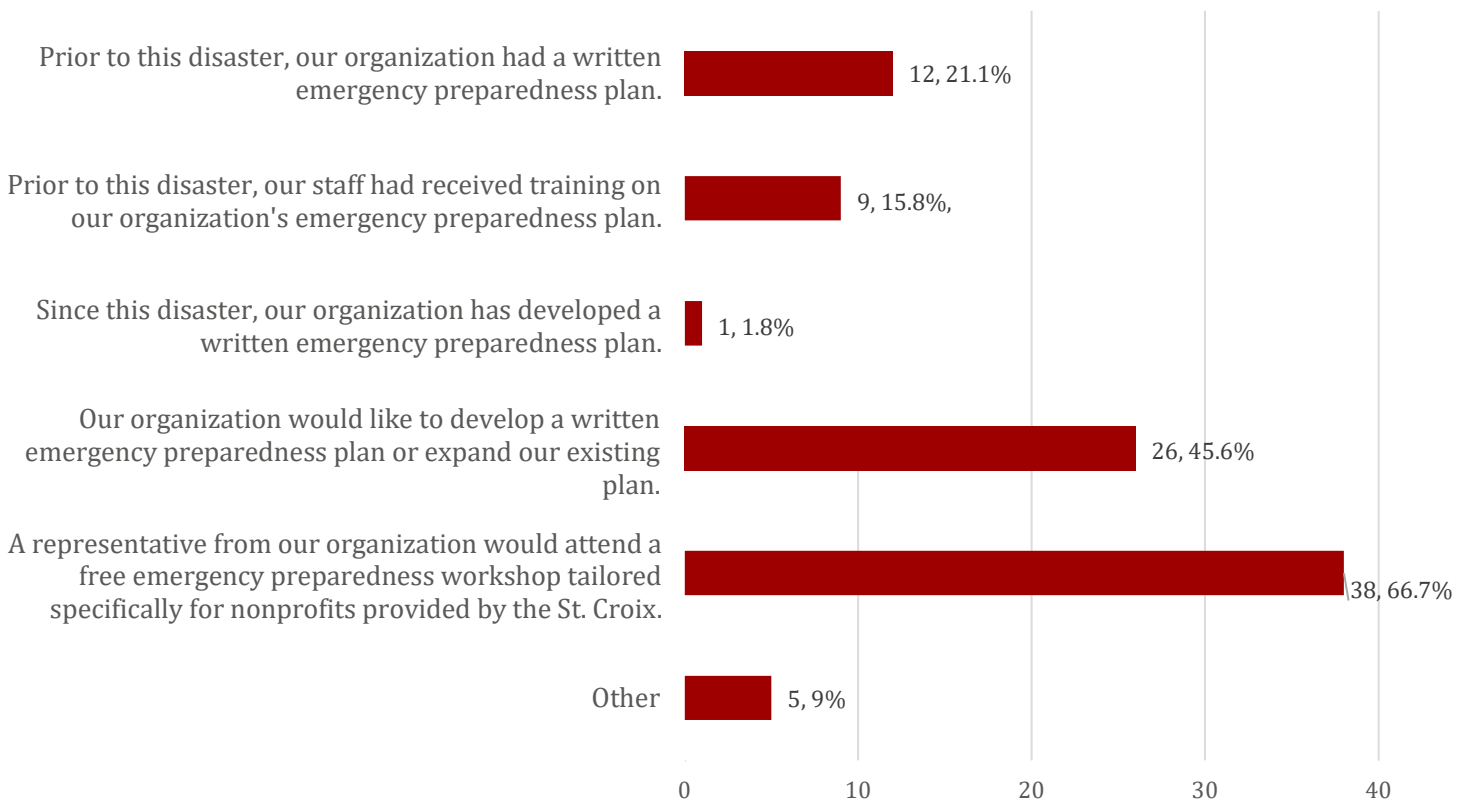
Key Finding – FUND DEVELOPMENT: A significant portion of nonprofit respondents reported decreased donations from individuals (42%) and corporations/businesses (32%).

Key Finding – FUND DEVELOPMENT: As a bright spot, 44% indicated that the disaster has provided an opportunity to connect with new donors or reconnect with lapsed donors and 54% indicated that their organization has had new grant opportunities as a result of the disaster.

Idea – FUND DEVELOPMENT: An opportunity exists for technical assistance and training to help nonprofits capitalize on this short-term win by transitioning these relationships, through stewardship, to long-term philanthropic partnerships.

Emergency Preparedness

57 responses



Key Finding – EMERGENCY PREPAREDNESS: Only about 1 out of every 5 nonprofit respondents had a written emergency preparedness plan for their organization prior to this disaster and even fewer reported that their staff had received training on the organization’s emergency preparedness plan. However, there is an opportunity to learn from this experience as a sector and be more prepared next time. Nearly half (45.6%) said that their organization would like to develop a written emergency preparedness plan or expand their existing plan and the majority (66.7%) said a representative from their organization would attend a free emergency preparedness workshop tailored specifically for nonprofits.

Idea – EMERGENCY PREPAREDNESS: There is an opportunity for St. Croix Foundation to work with FEMA to bring an expert down on invitational travel (likely at no cost to the Foundation) to host a workshop for the Nonprofit Consortium and other nonprofit partners to work on both their organization’s individual plan as well as a sector-wide collaborative plan.

What are your organization's current needs?

55 responses

Response	Percent	Number
Office Space	30.9%	17
Internet	40%	22
Utilities	21.8%	12
Staff	36.4%	20
Office Equipment	43.6%	24
Furniture	36.4%	20
Marketing/Advertising	45.5%	25
Storage	21.8%	12
Generator	16.4%	9
Funds	74.5%	41
Assistance identifying grant opportunities	76.4%	42
Training	30.9%	17
Facility Repairs	47.3%	26

Key Finding – GRANTMAKING AND DIRECTING PHILANTHROPIC DOLLARS: Nearly 75% of respondents said funds were a current need for their organization.

Idea – OPPORTUNITIES TO SUPPORT NONPROFITS RECOVER BEYOND GRANTMAKING: Interestingly, the most frequent response from nonprofits about their current needs, even just slightly edging out “funds” was assistance identifying grant opportunities. An opportunity to support nonprofits by meeting this need would be for the Foundation to purchase a subscription to a user-friendly grants database and share log-in information with the Nonprofit Consortium membership.

St. Croix Foundation could also leverage our partnerships within the community to negotiate discounts with local vendors (storage facility, radio/print advertisers, office furniture store, etc.) and organize trainings for Nonprofit Consortium members. If structured appropriately, these perks—which happen to be informed by documented hurricane recovery needs— could be a way to formalize and encourage the work of the Nonprofit Consortium and its members.

Appendix

Nonprofit Disaster Recovery and Capacity Assessment

In an effort to properly assess the status of recovery in the aftermath of Hurricanes Irma and Maria on the Nonprofit Community and St. Croix Foundations partners, we are asking you to complete a short survey. The overall results will be anonymized and shared with community and philanthropic partners. However, if we identify a donor or fund that can meet your organization's need we will connect you with your permission. This survey should take 15 minutes.

* Required

Name of the organization

Your answer

Contact Name, Phone Number, Email Address

Your answer

My organization is a...

Check all that apply

- 501c3 Nonprofit Organization
- Other Class of Nonprofit (not a 501c3)
- SCF Sponsored Project
- Non-Profit Consortium Member

What is the mission statement of your organization?

Your answer

Which sector best describes your organization?

- Environment
- Arts and Culture
- Youth and Education
- Health and Human Services
- Animal Welfare
- Faith
- Other:

Which disaster(s) were your organization affected by?

Check all that apply

- Irma
- Maria

Location of Organization Prior to Hurricanes Irma & Maria

Check all that apply if multiple facilities

- Christiansted
- Frederiksted
- Mid Island
- North Shore
- South Shore
- East End
- Territory-Wide
- Other:

Proprietorship of Facility

- Own
- Rent
- Other:

Damage to Facility

What was the degree of hurricane related damage to your facility?

- Total or Almost Total Loss
- Severely Damaged
- Slightly Damaged
- Not Damaged
- Other:

Status of Facility Repairs

What is the current status of your facility repairs? Check all that apply

- Damage has been permanently repaired to pre-storm conditions or better
- Damage has been temporarily repaired (i.e. blue roof)
- Damage has not yet been repaired
- Not applicable

Damage to Equipment or other Property

What was the degree of hurricane related damage to your agency's equipment, property, or other resources (i.e. computers, files, supplies, furniture, etc.)? Check all that apply

- Total or Almost Total Loss
- Significant Loss
- Minor Loss
- No Loss to Equipment or Property
- Check here if your organization was looted after the storm
- Other:

Displacement

Were your operations temporarily or permanently displaced by the storms?

- Yes, some or all of our operations were PERMANENTLY displaced. We are currently operating out of a new permanent location.
- Yes, some or all of our operations were PERMANENTLY displaced. We are currently operating out of a temporary location.
- Yes, some or all of our operations were TEMPORARILY displaced. We are currently operating out of a temporary location.

- Yes, some or all of our operations were TEMPORARILY displaced but we are now back in our original facility.
- None of our operations were displaced by the storms.
- Other:

Impact on Operations

Our operations are currently:

- Fully Operational - at or above pre-storm levels
- Operational on a Limited Basis - We are working but our operations continue to be limited since the storms
- Non-Operational - We have not been able to get back to work since the storms
- Other:

How many people are currently employed at your organization? Your answer

Impact on Program Services Demand

How has the disaster impacted the demand for your program services?

- Increased demand for program services
- Decreased demand for program services
- Demand for program services has not been impacted by the disaster

Staff Impact

Check all that apply

- We were forced to lay off some or all of our employees since the storms
- Some or all of our employees have routinely worked reduced hours or have not yet returned to work
- Some or all of our employees have routinely worked increased hours since the storms
- The storms did not impact our staffing plan
- Other:

Fund Development Impact

What impact has the disaster had on your organization's fund development? Check all that apply

- Reduced donations from individuals
- Increased donations from individuals
- Reduced contributions from corporations/businesses
- Increased contributions from corporations/businesses
- Reduced support from foundations
- Increased support from foundations
- Our organization launched a special fundraising campaign to help fund our operations or repairs after the storm
- The disaster has made it difficult for us to engage with our donors
- The disaster has provided an opportunity to connect with new donors or reconnect with lapsed donors
- The disaster has not had any impact on our fund development
- Other:

Grants

Check all that apply

- We have had new grant opportunities as a result of the disaster
- As a result of the disaster, we were unable to deliver on some or all of our grant commitments and have had to renegotiate and/or terminate some or all of our grant contracts with funders
- N/A
- Other:

Emergency Preparedness

Check all that apply

- Prior to this disaster, our organization had a written emergency preparedness plan
- Prior to this disaster, our staff had received training on our organization's emergency preparedness plan
- Since this disaster, our organization has developed a written emergency preparedness plan
- Our organization would like to develop a written emergency preparedness plan or expand our existing plan
- A representative from our organization would attend a free emergency preparedness workshop tailored specifically for nonprofits provided by the St. Croix Foundation/Foundation partners
- Other:

What are your organization's current needs?

Check all that apply

- Office Space
- Internet
- Utilities
- Staff
- Office Equipment
- Furniture
- Marketing/Advertising
- Storage
- Generator
- Funds
- Assistance identifying grant opportunities
- Training
- Facility repairs
- Other:

Comments

Please share anything else you think is helpful regarding your organization's recovery from this disaster, continued needs, observations, etc.

Your answer

If we identify a donor or fund that can meet your organization's needs, please indicate if you give us permission to share your information by checking the appropriate box. *

- Yes, you can share my information
- No, I do not authorize you to share my information



The St. Croix Foundation for Community Development extends our deepest appreciation to all the nonprofits for your participation in this project. We are mindful of your tireless work before and directly after the 2017 hurricanes to uplift so many of our most vulnerable and underserved residents. We are inspired by your impact and your unfailing persistence to fill vital service gaps in our community. Thank you so very much.

For the Foundation's part, we will continue to provide technical and grantmaking support to our nonprofit organizations in recognition of the critical importance of a healthy and vibrant civic sector.

We encourage nonprofit organizations and public-sector agencies to use the data from this report to validate and help make a case for equity and sustainability for our region.

To access this report digitally, please visit our website at www.stxfoundation.org.

THE CARE FUND

The Nonprofit Disaster Recovery and Capacity Assessment and Summary Report is made possible by the St. Croix Foundation's hurricane recovery CARE Fund. Established directly after Hurricane Irma and supported by local and national contributors, the CARE Fund directs resources toward advocacy for all of St. Croix's nonprofits (including the St. Croix Long Term Recovery Group), workforce development, housing, and grantmaking, as well as long term resiliency and preparation planning (i.e. energy and food sustainability). For more information on how you can help to support the work of the Foundation please contact us directly at 340.773.9898 or visit our website.

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