

Agency Survey, January 2009

Mile High United Way surveyed 70 partner agencies in January 2009 to get a snapshot of how they are faring in an uncertain economy. All of these community partners are human service nonprofits offering vital direct services including financial assistance, food, clothing, shelter, job training and more. Historically, these agencies are a reliable measure of just how severe an economic downturn is affecting a community.

Question 1		
Did your organization's revenue increase, decrease or remain level during 2008 compared to 2007?		
Answer Options	Response Frequency	Response Count
Revenue increased more than 10%	7.0%	5
Revenue increased slightly, 0-9%	31.0%	22
Revenue remained level	18.3%	13
Revenue decreased slightly, 0-9%	23.9%	17
Revenue decreased more than 10%	19.7%	14

Question 2		
What specific changes in funding did you experience in 2008?		
Answer Options	Response Frequency	Response Count
Increase in corporate and foundation giving	29.6%	21
Increase in donations by individuals	36.6%	26
Increase in federal government funding	11.3%	8
Increase in state and local government funding	21.1%	15
Increase in fees and other earned income	22.5%	16
Decrease in corporate and foundation giving	40.8%	29
Decrease in donations by individuals	39.4%	28
Decrease in federal government funding	15.5%	11
Decrease in state and local government funding	18.3%	13
Decrease in fees and other earned income	19.7%	14
Other	9.9%	7

Question 3		
In response to the current economic climate, which of the following changes have you and your organization's board already made in the past six months? (Check all that apply)		
Answer Options	Response Frequency	Response Count
Reduce non-personnel expenses (travel, supplies)	62.9%	39
Reduction of staff	29.0%	18
Reduction of services	6.5%	4
Increase services in response to increased client demand	35.5%	22
Dedicate more staff time to fundraising	38.7%	24
Use reserves to cover current budget	29.0%	18
Review or reallocate financial assets and investments	22.6%	14
Merging programs	9.7%	6
No changes	9.7%	6

Question 4		
Which of these changes are you considering making in the next six months? (Check all that apply)		
Answer Options	Response Frequency	Response Count
Reduce non-personnel expenses (travel, supplies)	55.6%	35
Reduction of staff	28.6%	18
Reduction of services	14.3%	9
Increase services in response to increased client demand	27.0%	17
Dedicate more staff time to fundraising	57.1%	36
Use reserves to cover current budget	34.9%	22
Review or reallocate financial assets and investments	28.6%	18
Merging programs	17.5%	11
No changes	6.3%	4

Question 5		
During the last six months, has your organization experienced an increase in demand for services that you would attribute to the current economic climate?		
Answer Options	Response Frequency	Response Count
Yes, we have experienced a significant increase in demand	53.2%	33
Yes, we have seen a small increase in demand	32.3%	20
No, demand has remained unchanged	14.5%	9
No, demand for our services had declined	0.0%	0

Question 6		
Which of the following best describes your overall prospects for your organization's ability to meet its goals in 2009?		
Answer Options	Response Frequency	Response Count
Very optimistic	5.7%	4
Optimistic	75.7%	53
Pessimistic	15.7%	11
Very pessimistic	2.9%	2