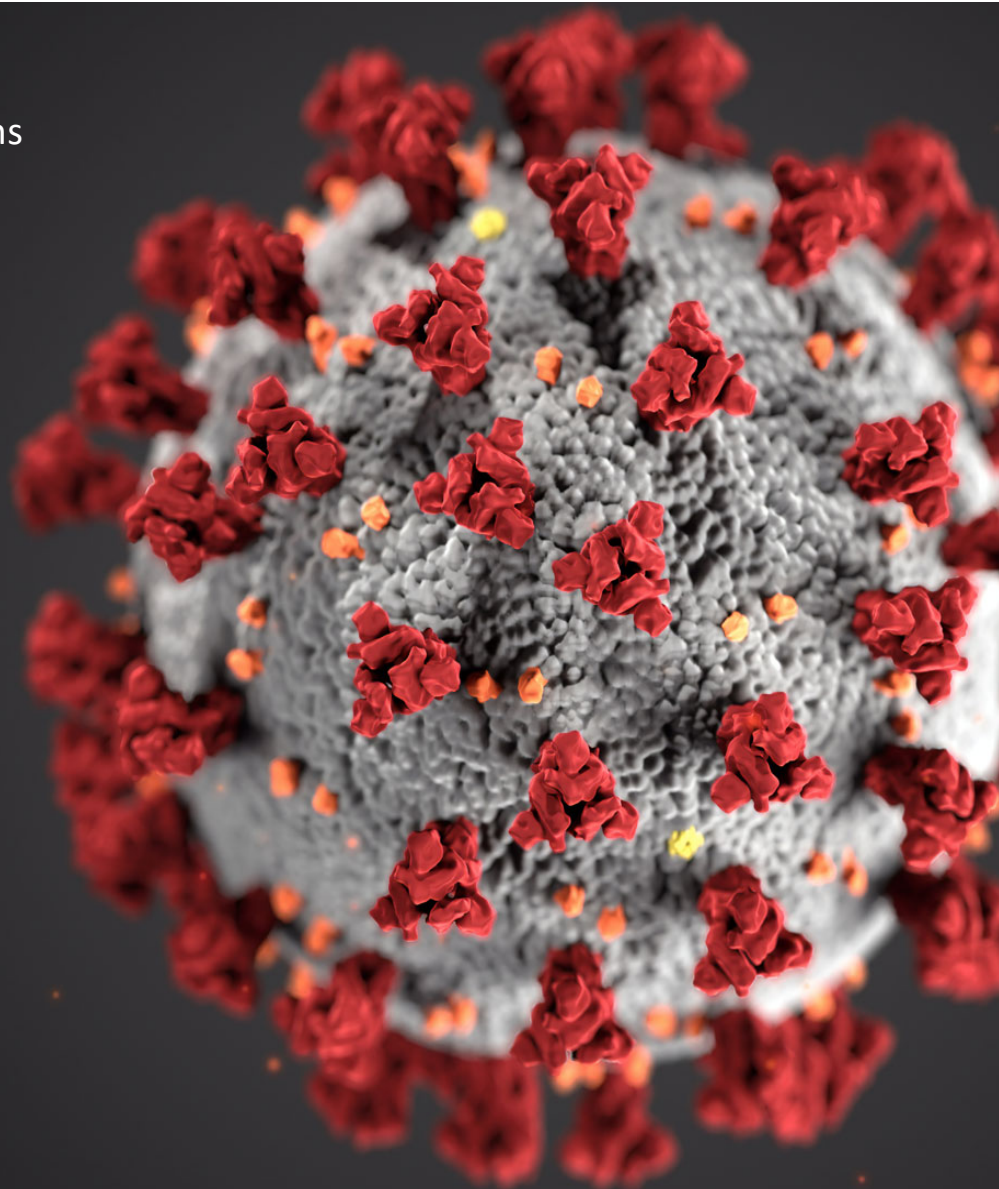




International Committee on Fundraising Organizations

# International ICFO Corona Report 20 May 2020



# Summary

**All countries** of ICFO members have been affected by the Corona-Crisis. Governments haven taken lockdown lockdown measures to different degrees. In half of the countries leaving home was restricted and territories have been locked.

**NGOs** adapted to this situation by providing their services virtually, attending special needs due to the crisis and launching fundraising and solidarity actions.

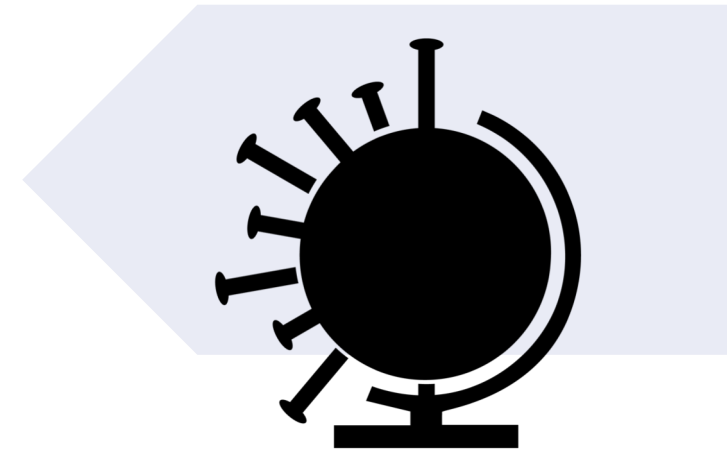
- In most countries NGOs are seen as important actor in this crisis, either as a sector or as individual organizations.
- NGOs see financials as their most immediate problem, even if or because some activities of NGOs are suspended. They need information e.g. safety for employees and clients, legal or management advice. Some NGOs lack workforce, volunteers or digital equipment due to the lockdown.
- NGOs dedicated to sports, culture and social services suffer most from the crisis and lockdown measures taken.
- One third of the governments did not take any measures to help NGOs, among them are countries which are highly affected by the crisis such as Italy, Spain or Brazil.

**Charity Monitoring Agencies** mainly work from home, without major problems. In Taiwan and Sweden they still work from the office.

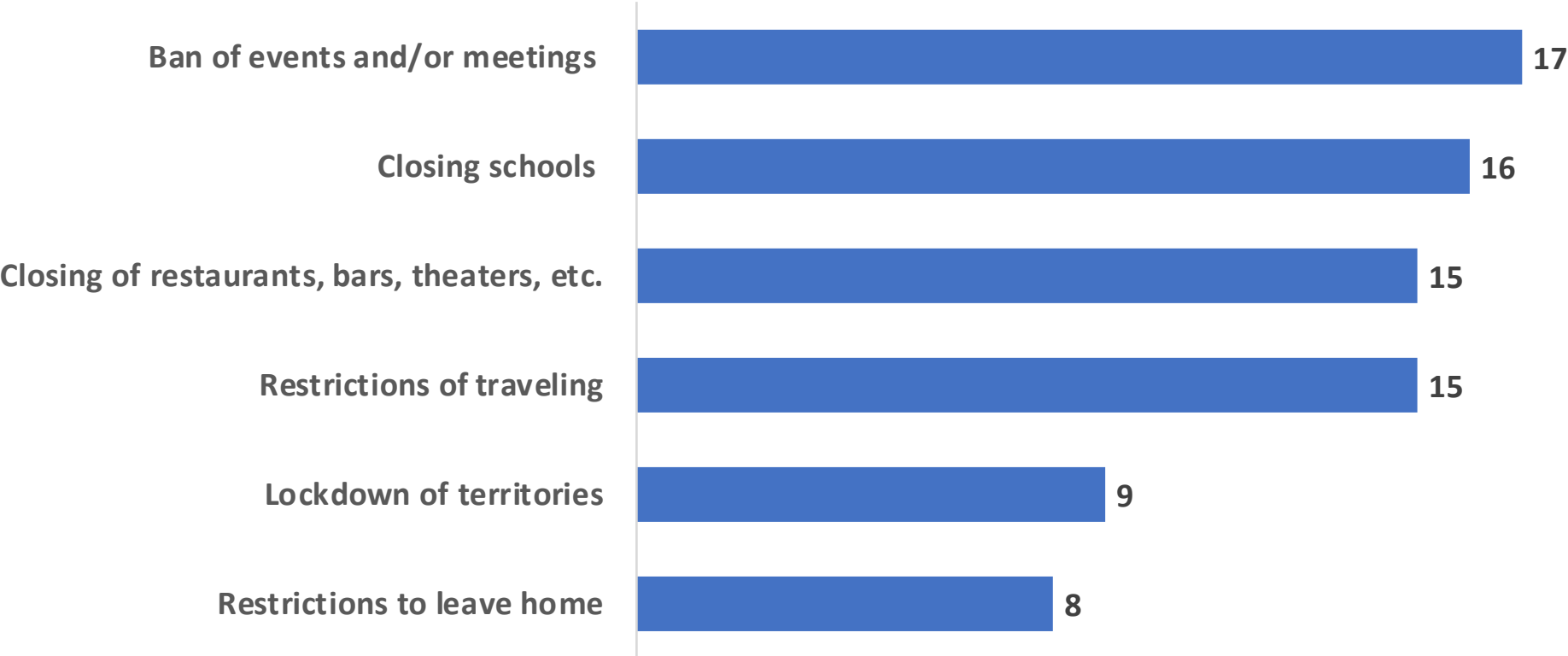
- As main challenges monitoring agencies see NPO having other priorities than monitoring. They fear that donation will decrease and that some NGOs will not survive the crisis.
- Due to the crisis monitoring agencies have launched various initiatives in communication, many cooperate with partners, build networks or platforms to support NGOs and some monitor the sector. By conducting surveys.
- Monitoring agencies support NGOs by giving visibility to initiatives from NGOs, enhance trust and call for solidarity. They adjust the monitoring process for NGOs and share information and knowledge with them.

## Situation in the Countries

- All countries of ICFO members have been sooner or later affected by Corona.
- Degrees of affection differs between countries
  - High (> 10'000 dead): **Brazil, France, Italy, Spain, US**
  - Mid: **Canada, China, Germany, Japan, Sweden, Switzerland**
  - Low (< 1000 dead): **Austria, Czech Republic, Taiwan, Ukraine**
  - Still uncertain: **Mexico, India**
- Governments introduced measures to a different extent
  - All countries banned events
  - Leaving home was restricted in half of the Countries

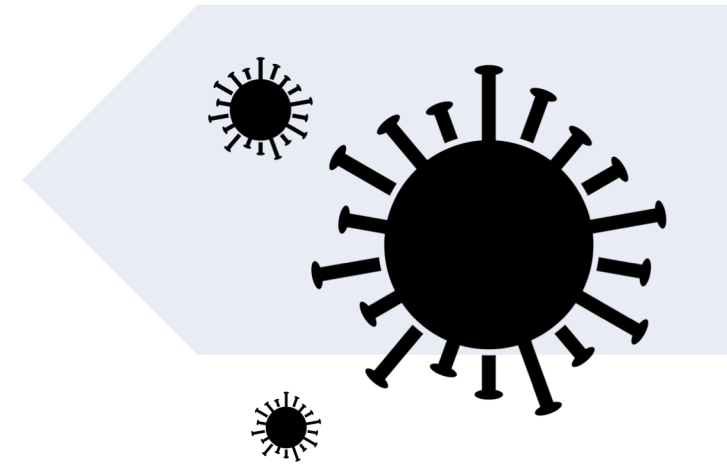


# Which of the following restrictions has your government implemented due to the crisis?

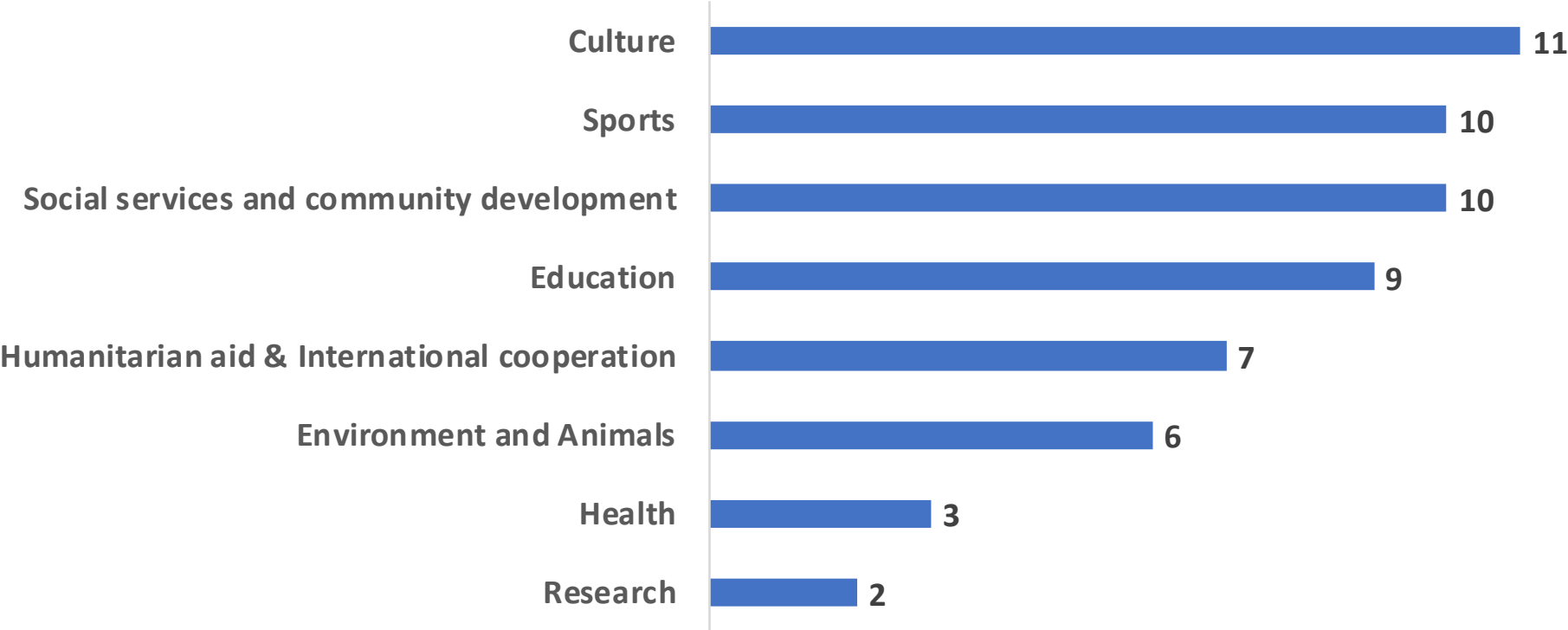


## Situation of NGOs

- Sport, Culture and Social Services are most negatively affected.
- NGO mainly fear to lose private donation, that restrictions will not allow them to carry on their work and that they will lose other income.
- One third of the Governments did not take any measures to help NGOs, among them are countries which are highly affected by the crisis such as Italy, Spain or Brazil.
- The NGO sector or individual NGOs are seen as important actors in this crisis, except from Japan and Mexico.



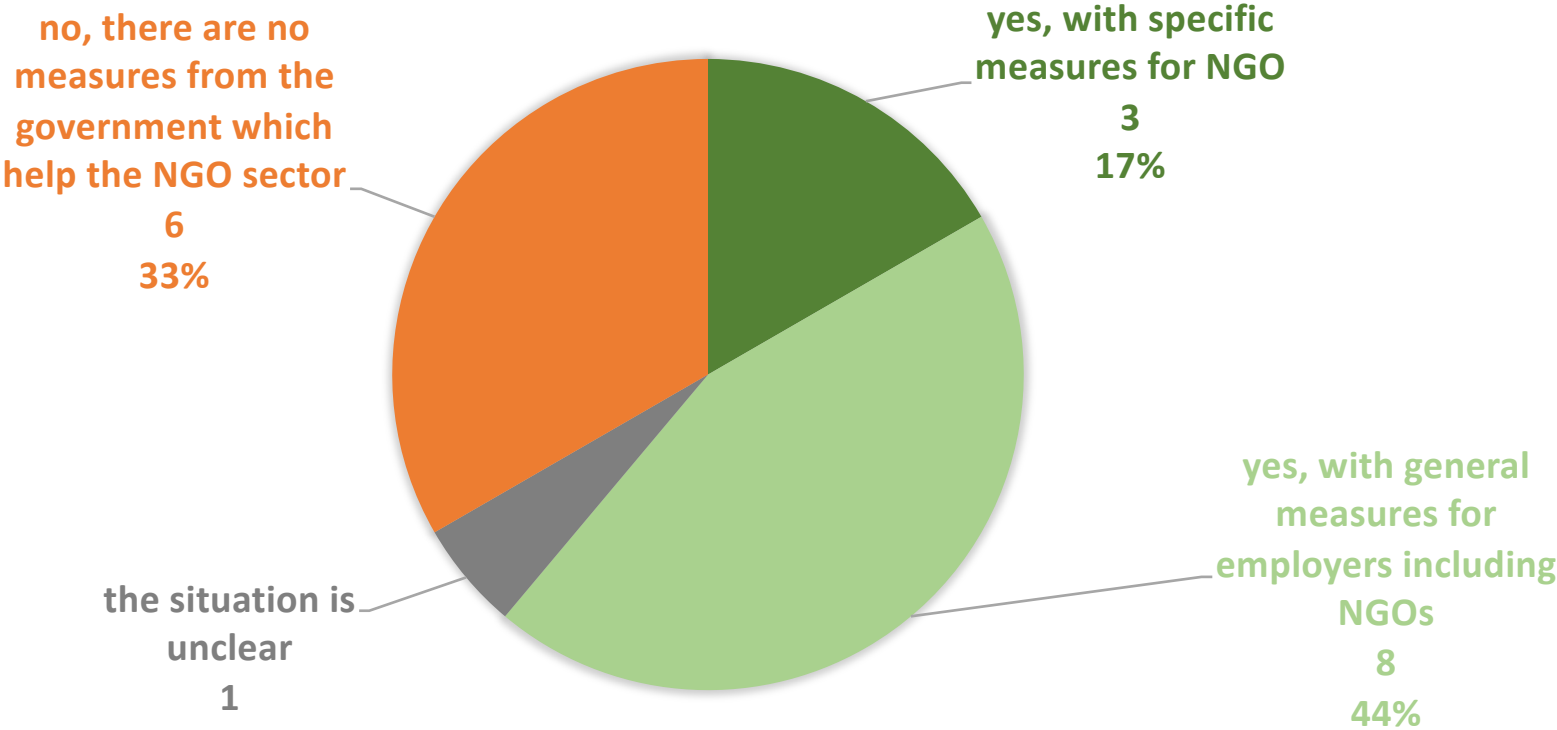
# Which NGOs are mainly negative affected by the crises?



# What are the main problems of NGOs due to the corona crisis?

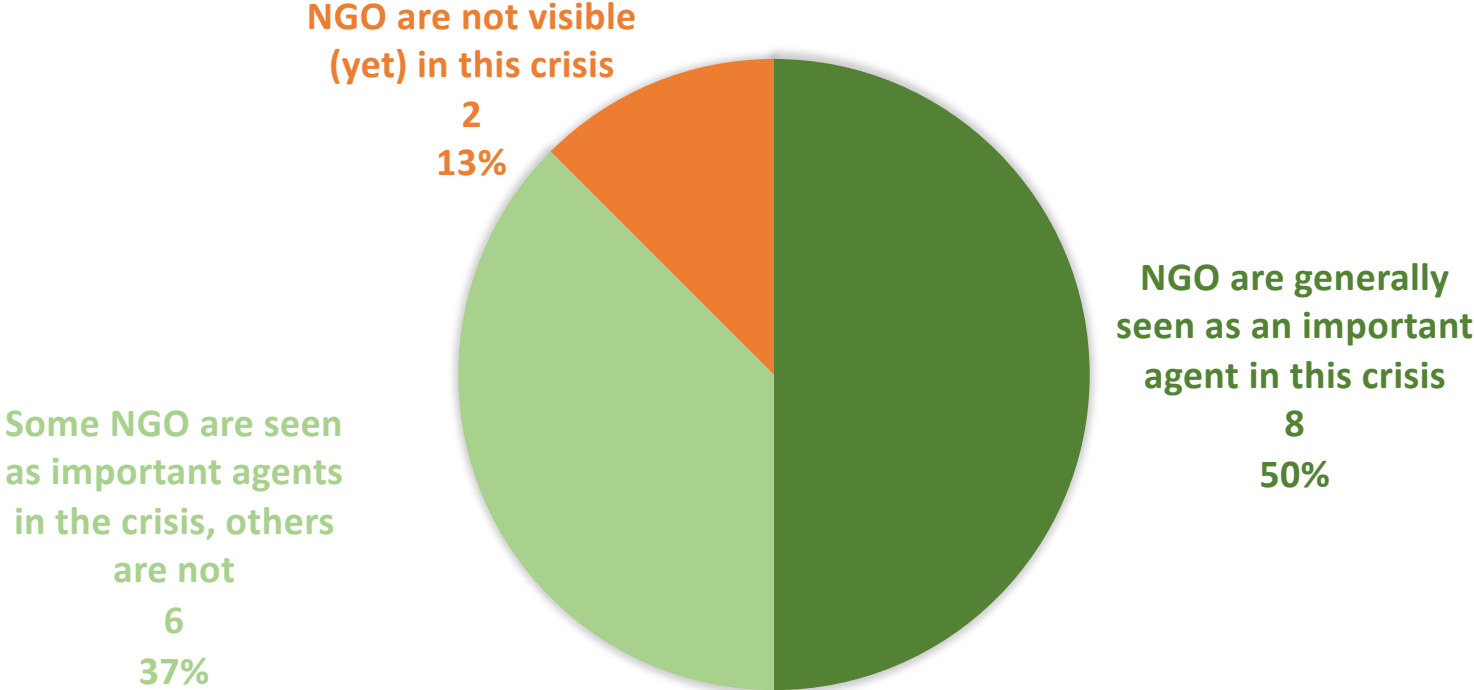


# Is your government preparing measures to help the NGO sector?





# How is the NGO sector perceived in your country in this crisis?

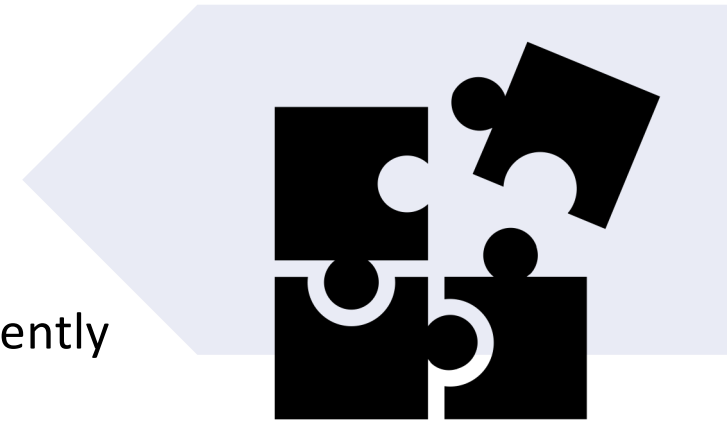


# Innovations from NGOs

The innovations observed are driven by doing things differently and addressing special needs.

**3 type of innovations** have been observed:

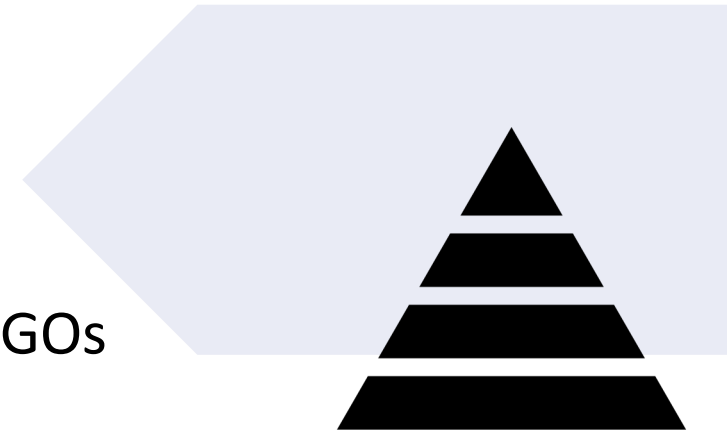
1. Providing services virtually (e.g. counselling by video, phone, online, apps, video games, webinars)
2. Attending new needs due to the crisis (e.g. foodbanks, assist senior citizens with home delivery, production of masks, psychological help desk, child care,..). The service has in various cases been organized with volunteers an in neighborhood communities.
3. Fundraising and solidarity actions (e.g. virtual fundraising events, auctions in social media, Givingtuesdaynow, solidarity run, collection of goods,..)



# Needs from NGOs

Basically the following three type of needs from NGOs have been identified

1. Financials are seen as the most immediate problem of NGOs, even if or precisely because projects, services and other activities of NGOs are suspended.
2. Some NGOs need information e.g. regarding regulation, safety for employees and clients, legal advice or management advice.
3. Some NGOs lack of workforce, volunteers or digital equipment due to the lockdown.



# Situation of Charity Monitoring Agencies



Monitoring agencies work mainly from home. 20% had experience before. 60% had technical systems basically ready. No major problems have been identified:

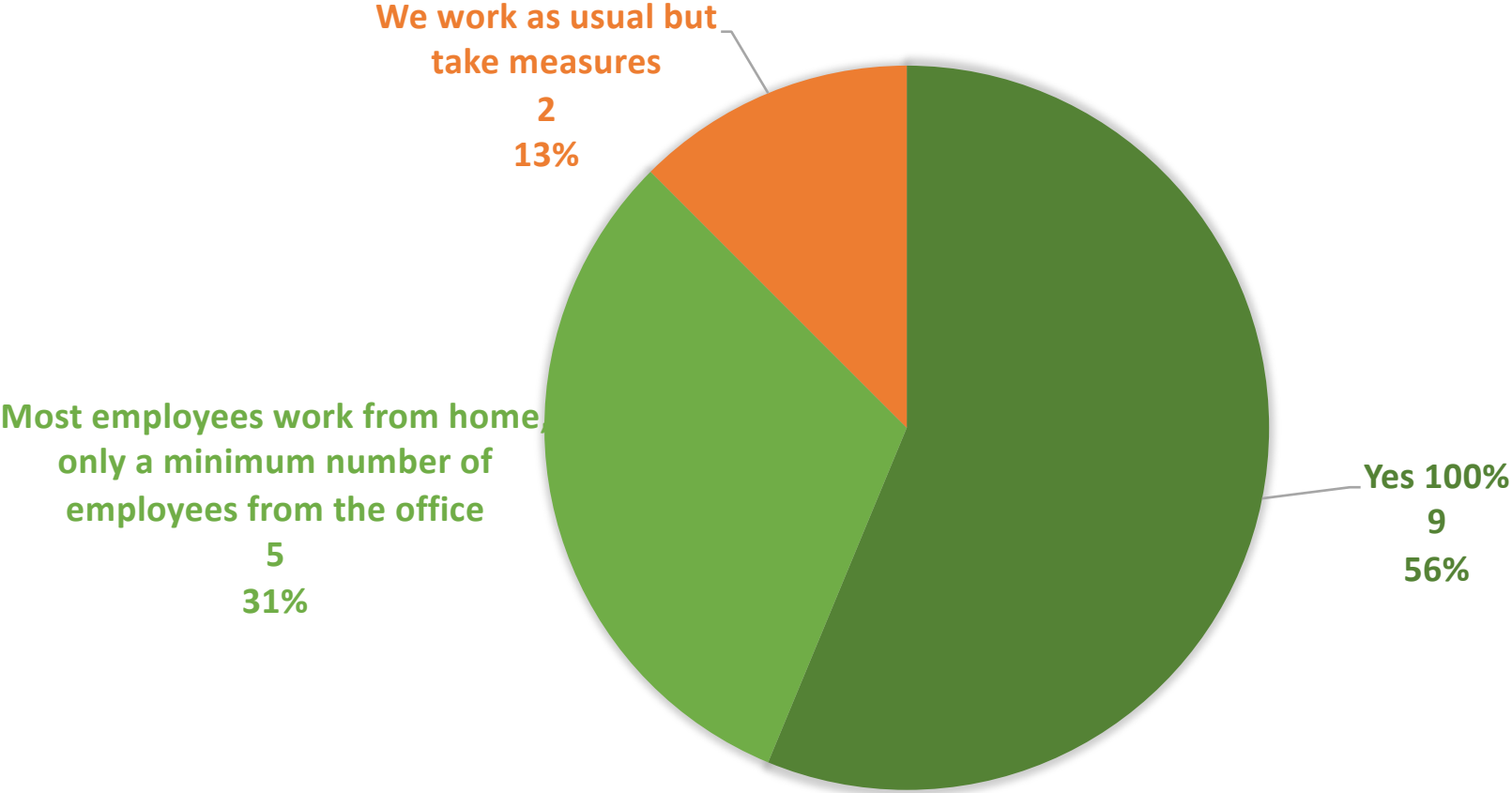
- positive effects of remote work: no travel time, more comfortable way to work, less distraction
- negative effects of remote work: meetings, coordination and projects take more time, communication and technical problems, lacking personal contact, kids at home, less attention to data protection and security

Monitoring agencies see as **main challenges** that NPO will have other priorities than monitoring. They fear that donations will decrease, that NGOs will not survive the crisis. This could also lead to financial problems for some monitoring agencies.

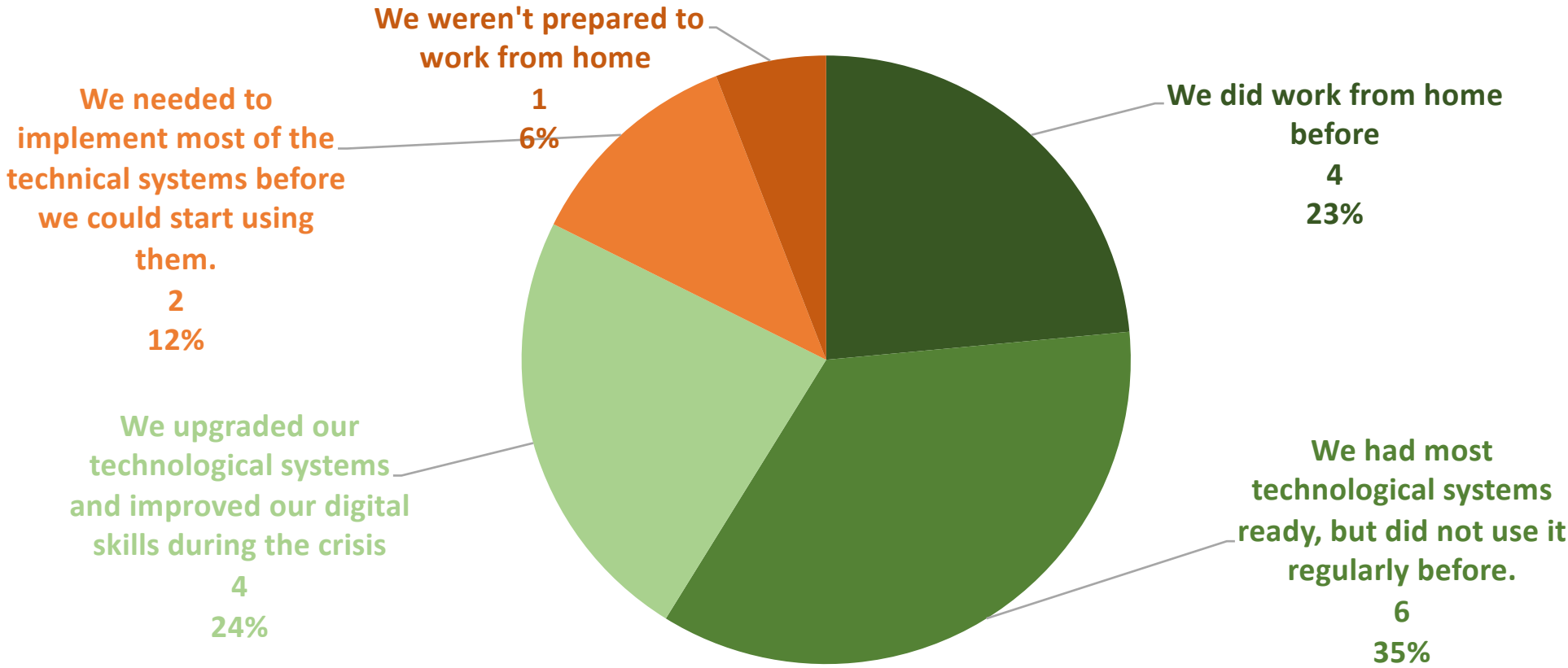
Monitoring agencies have launched **various initiatives** due to the crisis: Mainly in communication. They entered in cooperation with partners, did build networks or platforms and some are monitoring the sector with surveys.

Monitoring agencies **support NGOs during the crisis** by giving visibility to their initiatives. They also call for solidarity and enhance trust. They make adjustments in the monitoring process for NGOs and share information and knowledge with NGOs.

# Is your organization working from home?



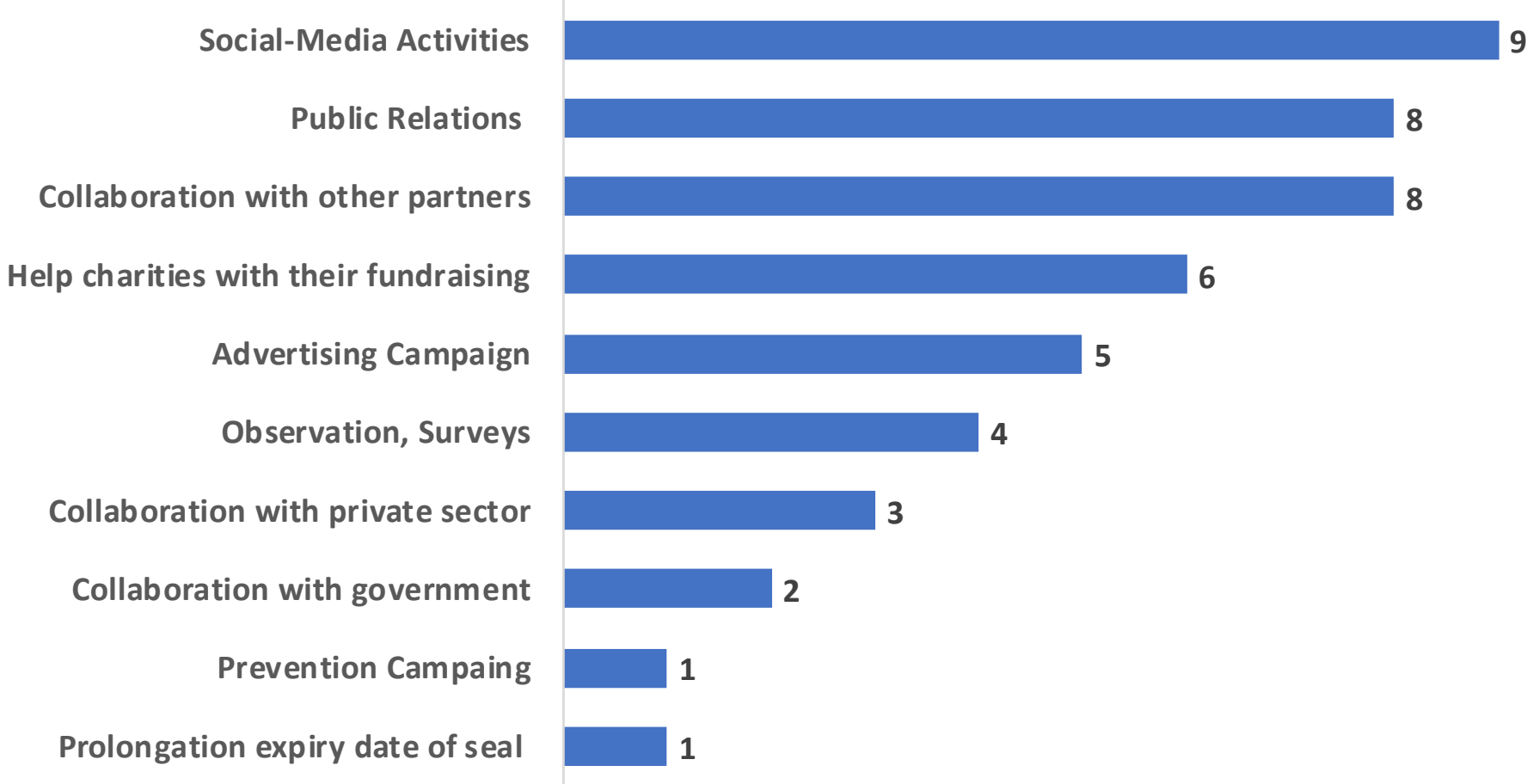
# How have you been prepared before the crisis to work from home?



## What are the main challenges your organization is facing because of the Coronavirus-Crisis?



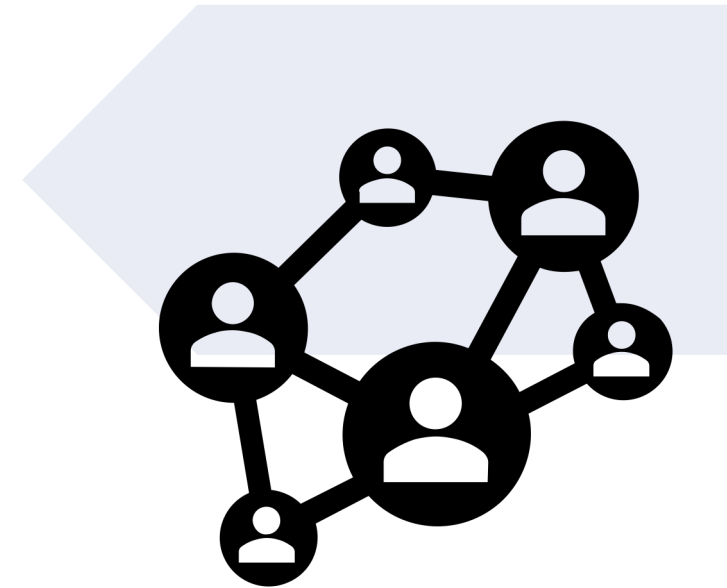
# Have you started any initiative because of the crisis?





## ICFO members expect from ICFO

- Sharing ideas, best practice, examples and knowledge
- Learning from each others (webinars, video calls,..)..
- An additional survey for NGOs is assessed differently and would need to be adapted to local situation.
- ICFO should circulate information how to handle the crisis and how donations are developing among its members.



# Background

- The survey was conducted online
- The responses cover the period from 14 April to 11 May 2020
- The return flow is 85%.
- 17 out of 20 national charity monitoring organizations responded:  
Austria, Brazil, Canada, China, Czech Republic, France, Germany, India,  
Italy, Mexico, Spain, Sweden, Switzerland, Taiwan, Ukraine, USA



**International Committee on Fundraising Organizations**  
The association of charity monitoring agencies