



COVID-19 DCF/UWDE.PD/DANA JOINT FAQ

V6/4.1.20

Q1: HOW IS THE DELAWARE NONPROFIT COMMUNITY RESPONDING TO THE COVID-19 CRISIS?

A1: The Delaware Community Foundation (DCF), United Way of Delaware, Philanthropy Delaware (PD) and the Delaware Alliance for Nonprofit Advancement (DANA) are managing a statewide, four-part strategy called the *COVID-19 Emergency Response Fund* aimed at addressing immediate critical needs while also ensuring the ongoing operational capacity of Delaware's nonprofit community. UWDE operates the *Delaware Does More COVID-19 Rapid Response Fund* while DCF manages the *Strategic Response Fund*. Disbursements from each fund are determined by separate governing committees.

Q2: WHAT IS THE DIFFERENCE BETWEEN THE RAPID RESPONSE FUND AND THE STRATEGIC RESPONSE FUND?

A2: UWDE is managing the *Delaware Does More COVID-19 Rapid Response Fund* to raise and distribute funds to community-based organizations for the purpose of addressing a wide range of near-term critical service needs arising from the COVID-19 crisis. These include economic assistance, food insecurity, utilities assistance and more. As part of this, UWDE is also managing the Delaware 2-1-1 Helpline to direct callers to resources statewide, and the UVolunteer website to connect volunteers with COVID-19 volunteer opportunities, including virtual volunteer opportunities.

The Delaware Community Foundation is managing the fourth leg of the response plan, which is the COVID-19 Strategic Response Fund aimed at addressing both immediate needs during the crisis, and the longer term operational and capacity needs of the nonprofit community. The fund is structured to help Delaware-serving 501(c)3 organizations address a broad range of community needs. Target applicants are nonprofit organizations with deep roots in the community and a strong track record of serving people who are immediately and disproportionately suffering from the crisis.

UWDE, DCF, PD and DANA are working collaboratively to promote and coordinate their activities for maximum impact.

Q3: HOW IS UWDE MANAGING THE RAPID RESPONSE FUND?

A3: UWDE is distributing 100% of the funds over time to partner agencies across the state. These partners are addressing critical, on-the-ground needs each day. Funding decisions are made by a committee that includes representatives from Delmarva Power, Chesapeake Utilities, DuPont, Highmark and Santora CPA Group. The committee is flexible and responsive and makes funding decisions based on evolving needs.

Q4: WHICH ORGANIZATIONS WILL RECEIVE FUNDING FROM THE DELAWARE DOES MORE COVID-19 RAPID RESPONSE FUND?

A4:Initial disbursements have been made to the following partners. Future disbursements may include these and/or other partners, as needs evolve.

1. The Food Bank of Delaware (Statewide)
2. West End Neighborhood House (Wilmington)
3. Latin American Community Center (Wilmington)
4. Cheer Activity Center (Georgetown)
5. Modern Maturity Center (Dover)
6. Wilmington Senior Center (Wilmington)
7. First State Community Action Agency (Georgetown)
8. Catholic Charities (Wilmington)
9. Jewish Family Services (Wilmington)

Q5: WHY THESE NINE PARTNERS? WHY ONLY NINE?

A5: UWDE has worked with these partners for many years and knows each has the scope, scale and experience to address a wide range of critical service needs in most of the state's major population areas. The initial recipient group is limited to nine partner agencies to ensure that our initial response will have the maximum impact for the greatest number of people, as quickly as possible. Over time, other partners may be included in the recipient group to meet evolving community needs.

Q6: WHAT ROLE DO THESE NINE ORGANIZATIONS PLAY IN PROVIDING ASSISTANCE?

A6: The immediate focus for each group is to address critical, near-term demand for food, shelter, and general economic assistance. These partners will coordinate efforts and where possible, leverage each other's capacity across the state.

Working in collaboration with the other partners, UWDE is actively monitoring this rapidly evolving situation and will work with additional partner agencies to meet shifting demand. Importantly, the 211 Helpline plays a critical role in ensuring that UWDE is on top of shifts in need. Partner agencies are keeping 211 informed of their evolving services and needs, and in turn 211 is communicating up-to-date service information to callers.

Q7: HOW MUCH IS AVAILABLE IN THE RAPID RESPONSE FUND?

A7: Fundraising efforts are ongoing. As pledges convert to cash, we regularly disburse cash to partners on a rolling basis. It is important to note that 100% of every dollar raised goes directly to the recipient organizations.

Q8: HOW WILL THE RAPID RESPONSE FUND MAKE FUNDING DECISIONS?

A8: Funding decisions are made by a committee that includes representatives from Delmarva Power, Chesapeake Utilities, DuPont, Highmark and Santora CPA Group. The committee is flexible and responsive and makes funding decisions based on evolving community needs. The goal is to get money "on the street" as quickly and effectively as possible while adhering to appropriate governance and accounting rules.

Q9: DOES UWDE WITHHOLD ANY PORTION OF DONATIONS FOR ITS OWN ADMINISTRATIVE COSTS, OR ASSESS A FEE OF ANY KIND FOR DONATIONS TO THE FUND?

A9: 100% of all donations to the *Rapid Response Fund* go directly to recipient partners. UWDE does not assess any administrative fee. Donors who contribute by credit card are given the choice of increasing their gift by a marginal amount to cover the credit card processing fee.

Q10: WHAT IS THE ROLE OF THE DELAWARE 211 HELPLINE?

A10: The 211 Helpline is an information and referral service, managed by UWDE and operating seven days a week, year-round. 211 is always there for Delawareans in need, but especially so in this crisis situation. In coordination with the state Divisions of Social Service and Public Health, and with UWDE's partner agencies, 211 is maintaining an up-to-date database of COVID-19 assistance options and is linking callers with these services statewide, in both English and Spanish.

211 is also partnering with the state Office of Volunteerism, the Delaware Emergency Management Agency, the Delaware Voluntary Organizations Active in Disaster and others to coordinate volunteer needs for both organizations and individuals who want to serve.

Q11: WHAT SORTS OF QUESTIONS CAN 211 ANSWER?

A11: Top needs associated with people out-of-work and calling for crisis resources, food, housing and utilities. There are funds available in the community at the moment for utilities assuming callers meet the criteria. Top needs also surfaced regarding concerns around "new" out-of-work individuals and their ability to easily access state resources and other supports. 211 is also referring callers to the full range of available public and private assistance programs. 211 can also connect those that want to volunteer with UWDE's team leading the UVolunteer efforts. It can also connect organizations with volunteer needs to potential volunteers.

Q12: HOW WILL THE RAPID RESPONSE FUND EVOLVE TO MEET CHANGING NEEDS OVER TIME?

A12: We expect the *Rapid Response Fund* will remain a nimble, agile partner in the long-term effort to help Delawareans recover from the impact of the COVID-19 crisis. As well, UWDE, DCF, DANA and PD are working closely to monitor the situation as it evolves. DCF is also managing the *Delaware COVID-19 Strategic Response Fund*.

Q13: HOW IS DCF MANAGING THE STRATEGIC RESPONSE FUND?

A 13: Delaware nonprofits affected by COVID-19 are invited to apply for grants from the [Delaware COVID-19 Strategic Response Fund](#), housed at the Delaware Community Foundation and directed by a council of Delaware's philanthropic

leaders. **The application is now open at delcf.org/covid-grants.** Applications will be accepted weekly on a rolling basis and grants will be awarded weekly for as long as funding is available and community needs exist related to COVID-19. Each week, applications received by noon on Monday will be reviewed, grantees will be selected Friday morning, and funds will be transferred Friday afternoon.

Q14: WHAT IS THE FOCUS OF THE STRATEGIC RESPONSE FUND?

A14: Grants from the Strategic Response Fund will initially focus on urgent needs related to COVID-19, then expand over time to more structural and long-term needs in three funding areas:

- **Front-Line Grants** fund nonprofits encountering increased demand for services due to COVID-19. This includes services to people who are financially vulnerable, homeless and facing health challenges.
- **Service-Challenged Grants** fund nonprofits that need assistance modifying their service delivery models extremely rapidly due to COVID-19.
- **Collateral Damage Grants** fund nonprofits facing extreme difficulty because of lost revenue due to closures, cancellations and other challenges related to COVID-19.

Q15: WHAT IS THE ROLE OF THE STRATEGIC RESPONSE FUND?

A15: The *Delaware COVID-19 Strategic Response Fund* targets emerging and evolving needs of the state's most-impacted communities, for the longer term needs of our community.

Q16: HOW WILL THE STRATEGIC RESPONSE FUND MAKE FUNDING DECISIONS?

A16: Because the needs of nonprofits during this crisis are unprecedented and emergent, requirements are flexible, especially in the first few weeks. However, a strong application will:

- Clearly demonstrate how the organization was impacted by the coronavirus pandemic.
- Make a very clear and compelling case about why the funds are necessary, who will benefit, and the immediate need in the community.
- Specify and fully describe the population to be served.
- Demonstrate a focused, realistic and measurable impact and a strong case for how the project will benefit the community.

- Clearly and thoughtfully describe and address how the proposed project will impact community members who are disproportionately impacted by the coronavirus pandemic.
- Articulate specific goals and well thought-out, practical plans for evaluating the impact.
- Show strong financial health and long-term sustainability prior to the coronavirus pandemic. The organization should have the required capacity to sustain beyond the immediate financial burden due to the pandemic.

Q16: REGARDING THE COVID-19 STRATEGIC RESPONSE FUND, WHAT IF I NEED HELP IN ESTIMATING OUR FUTURE CASH NEEDS, COMPLETING A LOAN OR WRITING A GRANT?

A16: Contact DANA, the Delaware Alliance for Nonprofit Advancement which has resources and coaches available to provide Covid-19 related support at no cost to nonprofits.

Q17: HOW IS GOVERNMENT PARTICIPATING IN THE COVID-19 EMERGENCY RELIEF INITIATIVE?

A17: DANA, DCF, PD, and UWDE are collaborating to advocate for government support of the initiative through new policies and funding for relief and support for nonprofit organizations. Visit DANA's [Website](#) to see the current advocacy efforts and the request to the Governor.