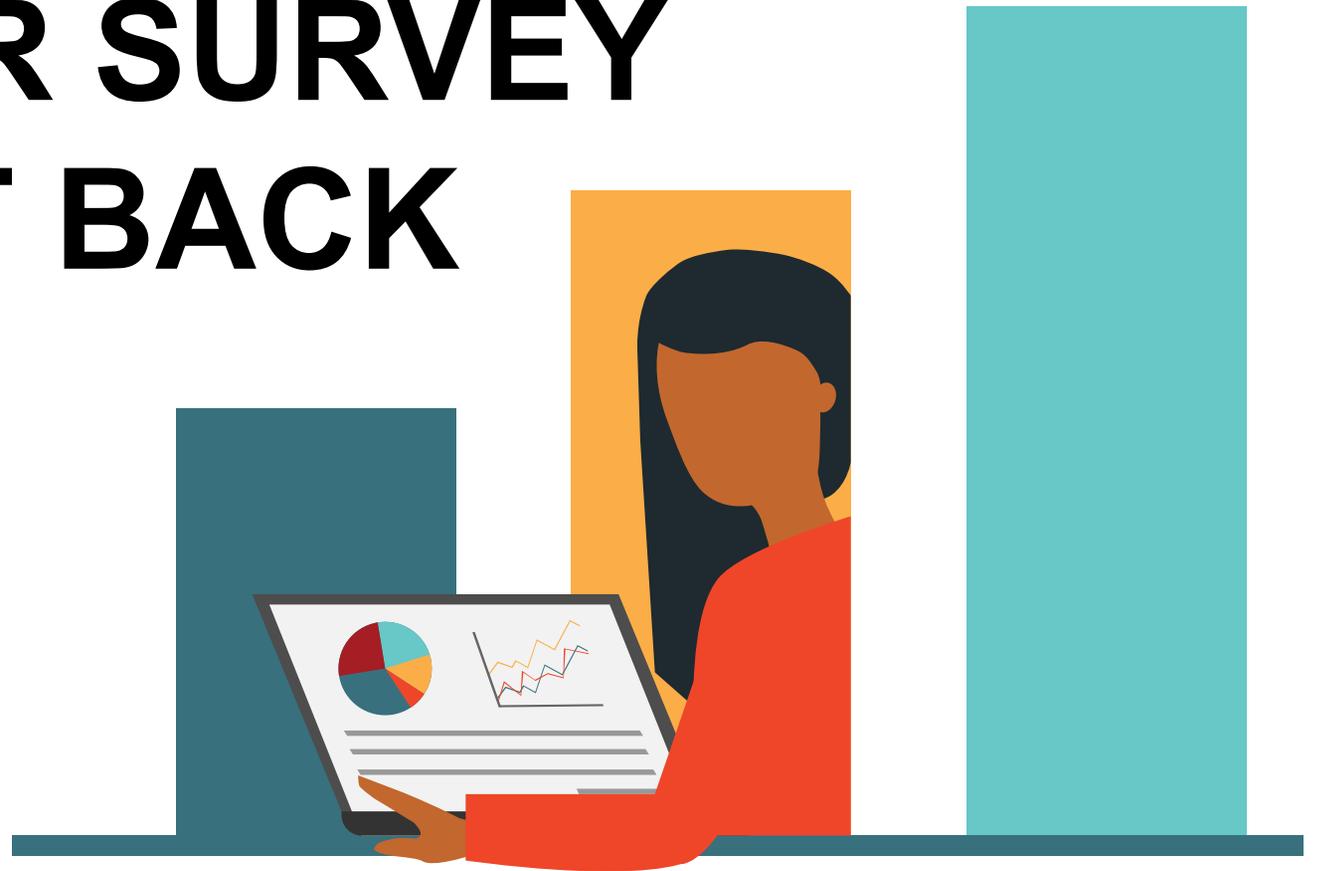


# 2020

## MACC

### MEMBER SURVEY

### REPORT BACK



# What we heard:

2020 wasn't what anyone expected.

A pandemic, the resulting economic crisis, and a racial justice crisis left us all reeling.

## Our Members are worried about...

Delivering services remotely and figuring out how to overcome new & emerging barriers to service delivery.



Continuing to welcome community and do our work, while keeping everyone safe and healthy.

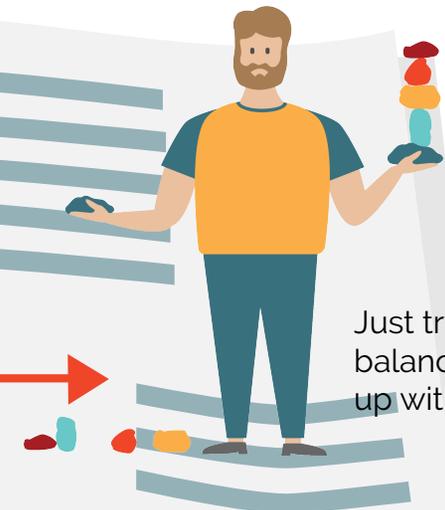
Helping our communities heal, feel safe again, and rebuild. Re-evaluating our organizations' relationship with police.



Trying to balance increasing needs with funding uncertainty & unfunded adaptations.



Just trying to balance and keep up with everything!



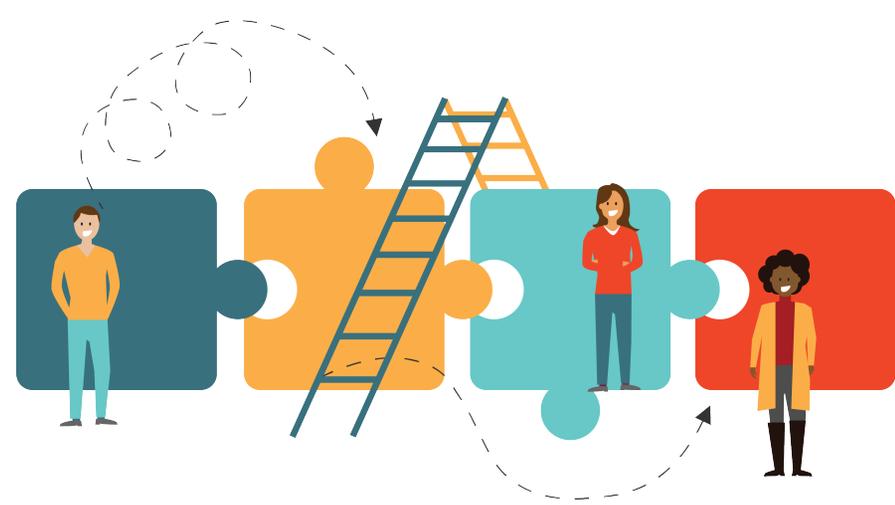
# What we heard:

Our members have met the many, unexpected challenges of COVID with resilience and creativity.

**Our members have been able to leverage some key assets...**



Our teams have been amazing - dedicated, committed, collaborative, creative staff have adapted to whatever challenge COVID has thrown at them. Responsive and empathetic leaders who listen have helped our organizations respond.



Strong community relationships and partnerships have been critical for members to lean on for support.



Our physical buildings have remained a key “home-base” for staff and community even as we sheltered at home. PPP Loans have helped many members breathe at least a little easier.

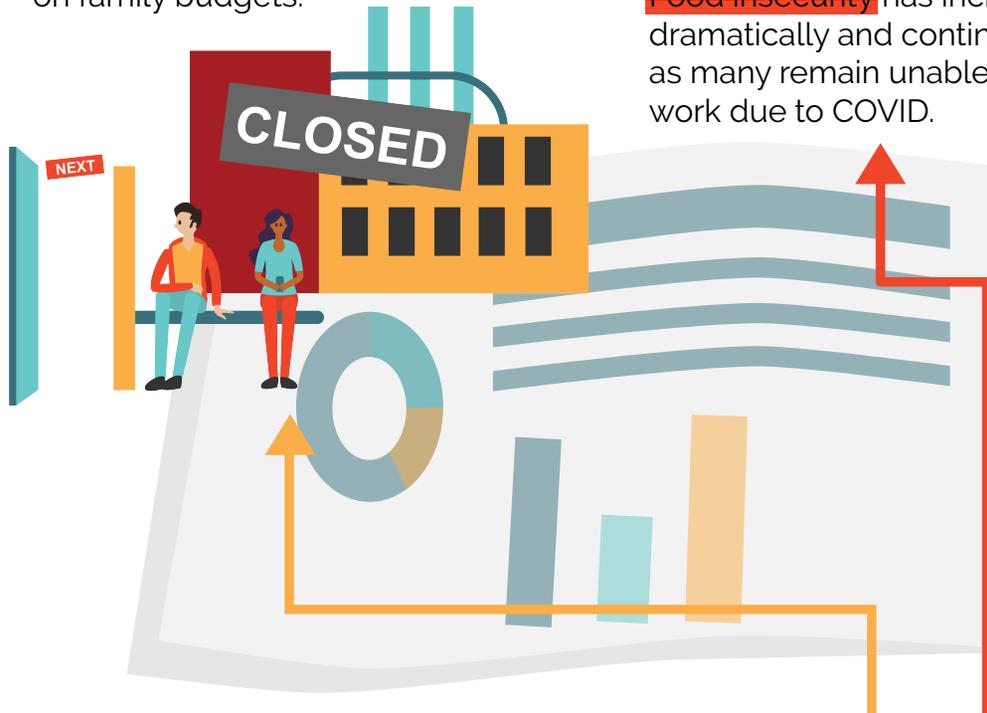
# What we heard:

2020 hit our communities hard.

One crisis after another have left our communities struggling to rebuild their health and wellbeing.

**Our communities are facing serious challenges...**

Job and income loss due to COVID related closures have put huge strain on family budgets.



Food insecurity has increased dramatically and continues to grow as many remain unable to work due to COVID.



Eviction moratoriums have brought limited relief, but many families are facing housing insecurity as the housing crisis has grown dramatically during COVID.

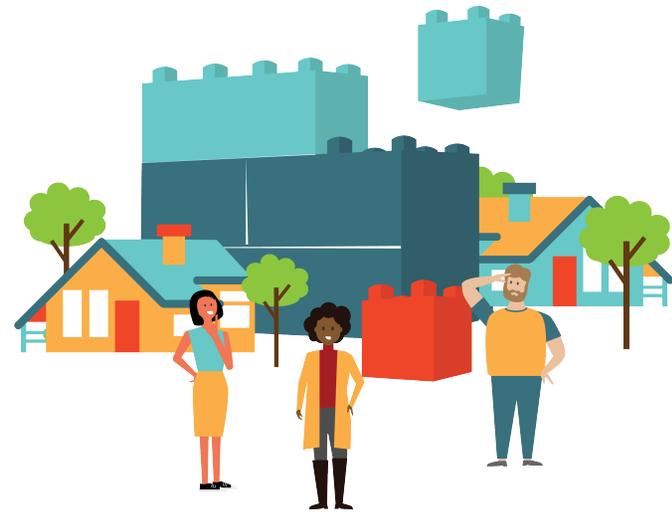


Our communities have been rocked by multiple crises as systemic racism and police violence were brought front and center with the murder of George Floyd by the MPD.

# What we heard:

Our communities have come together to meet COVID's challenges with resilience and resolve.

**Our communities have been able to pull on...**



Our communities have demonstrated incredible resilience adapting to one challenge after another. Their resilience will be the key to weathering this pandemic.



Strong community partnerships and connections have meant that neighbors can lean on each other, and the community can pull together and meet COVID's challenges.



The crisis has created a sense of urgency about how we meet community needs. Funders, partners, policy makers are responding.