

# Nonprofit Workforce Shortage Survey

## In Wyoming

August 2023

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In April 2023, more than 1,600 charitable nonprofit organizations throughout the United States completed the nonprofit workforce shortages survey designed to gauge whether job vacancies continue to be a problem for the missions of those organizations, how the vacancies impact communities, and what actions have been taken and are proposed for alleviating the challenges. Nearly three-dozen Wyoming nonprofits provided insights that provide the substance of this report.

### Key Findings

- 67.6% of Wyoming nonprofits report job vacancies.
- Nearly half (51.4%) of nonprofits in the state responded that they have more vacancies compared to before the COVID-19 pandemic, and 16.2% have longer waiting lists for services.
- 55.2% of respondents with vacancies identified program and service delivery as a category with vacancies.
- 67.6% of responding organizations said salary competition affects their ability to recruit and retain employees, followed by stress/burnout (44.4 %)
- Three out of four (75.7%) respondents anticipate the amount of donations will decline or remain flat for 2023. A similar percentage (73.6%) expects the number of donors to decline or remain the same this year.

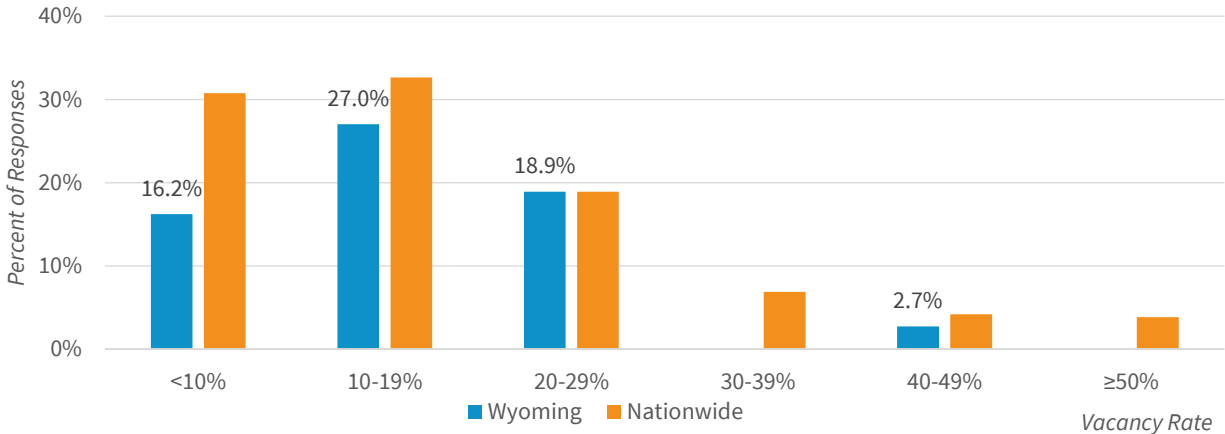
## The Scope of The Problem

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One of the key questions in the survey was, “What is your nonprofit’s current job vacancy rate?” A fifth of nonprofits (20.7%) with vacancies shared rates fewer than 9%, while another 34.5% responded that their vacancy rates ranged between 10% and 19%. More than one out of four (27.6%) nonprofits reported a job vacancy rate greater than 20%.

**Figure 1: Nonprofits' Job Vacancy Rate in April 2023**

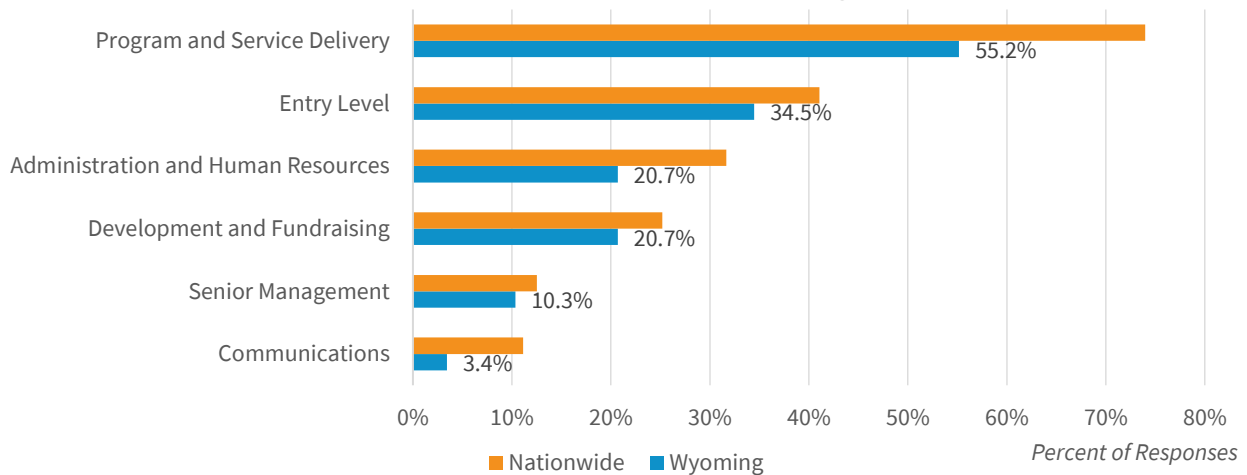
Number of Nonprofits that Provided a Vacancy Rate: 29



The job category with the most vacancies is program and service delivery, which affects 55.2% of nonprofits that reported vacancies. More than one out of three (34.5%) nonprofits also reported vacancies in entry level positions. Vacancies in development and fundraising and administration and human resources impact one out of five (20.7%) organizations. An estimated one out of ten (10.3%) nonprofits in Wyoming that reported vacancies cannot fill senior management positions, and 3.4% have vacancies in communications positions. Other categories reported are in nursing and clinical services.

**Figure 2: Nonprofit Job Categories with Vacancies in April 2023**

Number of Nonprofits that Identified Job Categories: 29

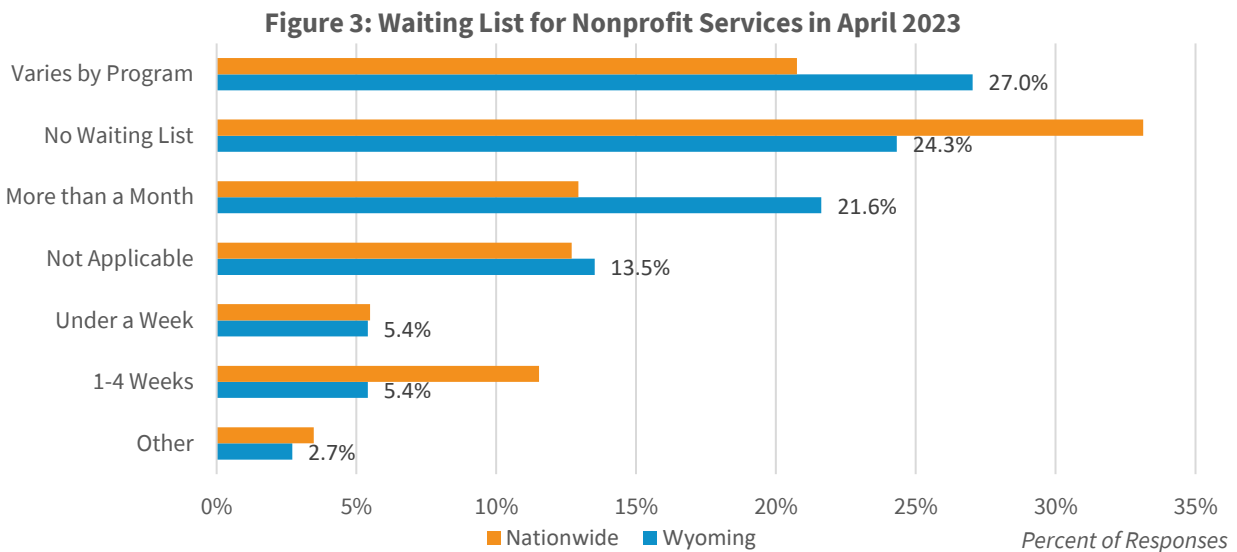


The impact of increased job vacancies is visible in Wyoming’s communities, as demonstrated in comments provided by survey participants. One provider said that individuals with disabilities are not able to find providers able to meet service needs. Another nonprofit said that they have shortened hours due to staff shortages and had an increase in burnout and anxiety. A mental health provider finds that their remaining staff have a greater work burden. Another nonprofit’s experience represents a challenge other nonprofits face: “With our human resources spread thin, our ability to

authentically engage with our community has suffered. Despite best efforts, communication and relationship building has verged more on the transactional, rather than transformational.”

## Why It Matters: The Consequences to People, Communities, and Missions

The survey asked participants to share the extent they had been forced to resort to waiting lists or otherwise alter service delivery because of workforce shortages. Nearly a quarter of nonprofit respondents to the survey indicated that they had no waiting lists for their services (24.3%). Another 27.0% explained that they could not give a time frame for waiting lists because the duration for wait times varied by program. Of those who reported a time frame, more than a fifth (21.6%) said that their waiting lists are more than a month long while 10.8% reported waiting times of a few days or weeks. Another 13.5% said that the question is not applicable to their operations.



The survey also asked nonprofits to compare their current challenges to prior experiences. More than half (51.4%) of nonprofits in the state responded that they have more vacancies compared to before the COVID-19 pandemic, and 16.2% have longer waiting lists for services.

**Table 1: Vacancies and Waiting Lists in April 2023 Compared to March 2020**

	Changes Observed April 2023 vs. March 2020	Percent of Responses in 2023
<b>Vacancies</b>	More vacancies	51.4%
	Fewer vacancies	5.4%
	No change to vacancies	10.8%
<b>Waiting List</b>	Longer waiting list for services	16.2%
	Shorter waiting list for services	5.4%
	No change to waiting list	8.1%
<b>Other</b>	Other	2.7%
	Did not select an option	32.4%

# Barriers to Nonprofits Retaining and Recruiting Employees

The three leading factors affecting recruitment and retention in Wyoming are salary competition, stress/burnout budget, and budget constraints/insufficient funds. Respondents also stated that the inability to provide affordable health insurance, the availability of qualified applicants, a lack of workforce housing, and relocation challenges affected their recruitment and retention efforts.

**Table 2: Factors Affecting Nonprofit Recruitment and Retention**

Factor Affecting Recruitment and Retention	Number of Responses	Percent of Responses
Salary competition	25	67.6%
Stress/burnout	25	67.6%
Budget constraints/insufficient funds	24	64.9%
Challenges caused by government grants/contracts	7	18.9%
Not Sure	3	8.1%
Lack of child care	2	5.4%
Other	0	0
COVID-19 and vaccinations	0	0

## External Factors Impacting Nonprofits

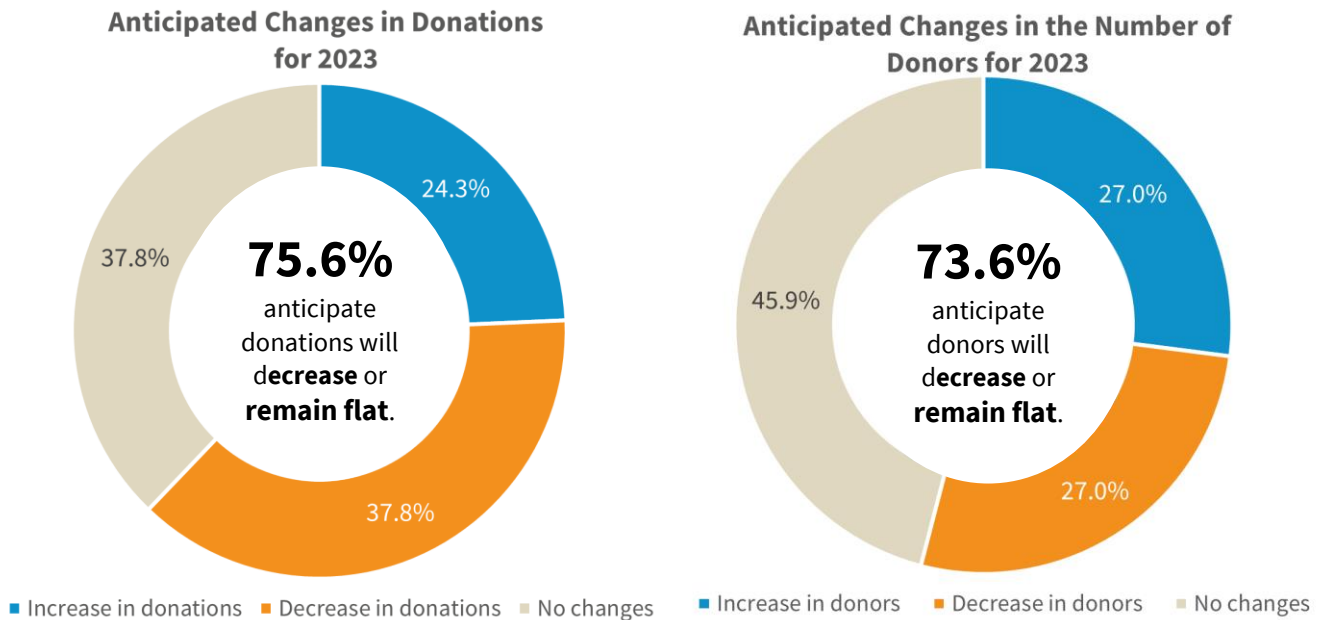
Going beyond the scope of the earlier survey, the 2023 nonprofit survey sought to quantify how much three external factors have impacted nonprofit employment challenges: 1) charitable giving; 2) natural disasters; and 3) the end of enhanced benefits provided during the declared public health emergency. The results vary widely depending on, among other things, the respondent’s subsector, geographic location, and demographics of people served.

### Charitable Giving

Three out of four (75.7%) respondents anticipate the amount of donations will decline or remain flat for 2023. A similar percentage (73.6%) expects the number of donors to decline or remain the same this year.

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**Figure 4: Nonprofits' Anticipated Changes in Donations and Donors for 2023**



The anticipation by most Wyoming nonprofits that total giving and the number of donors will be either flat or declining in 2023 is troubling. Charitable giving declined by 10.5 percent in 2022 compared to 2021, according to [Giving USA's Annual Report](#). This comes at a time when [inflation](#) has caused higher costs for services and demand for those services continues to rise. According to the [Nonprofit Finance Fund](#), between FY2019 and FY2021, demand for services significantly increased for 52% of nonprofits. As a result, nonprofits expect giving to effectively decline while the needs of residents remain high and are going up.

## Impact of Natural Disasters on Nonprofits

As communities suffering from natural disasters turn to charitable nonprofits, they are discovering that the nonprofits where they seek relief are themselves struggling to recover from the significantly added workloads they endured throughout the pandemic. Natural disasters impact nonprofits in many ways, and in Wyoming they mainly lead to increased costs of providing services, increased demand for services, and building/office damage.

**Table 3: Impact of Natural Disasters on Nonprofits**

Impact of Natural Disasters	Number of Responses	Percent of Responses
Not applicable	27	73.0%
Increased costs of providing services/unbudgeted costs	7	18.9%
Increased demand for services	6	16.2%
Building/office damage	4	10.8%

Impact of Natural Disasters	Number of Responses	Percent of Responses
Unable to provide services	2	5.4%
Staff impacted by natural disasters	1	2.7%
Other	0	0

## The End of the Public Health Emergency

With the expiration of many federal and state relief programs created under the COVID-19 public health emergency, some nonprofits expect this to impact their operations. For instance, a nonprofit anticipates that with the end of extra SNAP benefits fewer federal grant opportunities, which will result in an increase in the cost of their services. A human services provider in the state shared that they anticipate “difficulty” when renters who received Emergency Rental Assistance (ERAP) must start paying their own rent again as they have increased their expenses during this time. Another provider expects that changes in SNAP and ERAP will impact the households they serve, “resulting in potentially more people soliciting services from our organization.”

## Solutions and Recommendations

Recognizing that the people leading, working in, and volunteering for charitable nonprofits are, by nature, problem solvers, the 2023 survey invited participants to share the solutions they had already implemented or identified for addressing the nonprofit workforce shortages crisis. They provided practical solutions and proposed public policy solutions.

### Practices Implemented by Nonprofits

Wyoming’s nonprofits responded to the workforce shortages crisis by increasing salaries, providing one-time bonuses, and implementing remote work options. Even with these policies, they are struggling to hire and retain staff, which makes it essential to continue to advocate for solutions at the federal, state, and local levels.

**Table 4: Practical Solutions Implemented by Nonprofits**

Implemented Practices	Number of Responses	Percent of Responses
Salary increases	23	62.2%
One-time bonuses	15	40.5%
Remote work options (hybrid, full-time, etc.)	12	32.4%
Career advancement opportunities (training, mentorship, etc.)	12	32.4%

Implemented Practices	Number of Responses	Percent of Responses
Benefits increased (health insurance, transportation, etc.)	11	29.7%
Diversity, Equity, and Inclusion trainings and strategies	11	29.7%
Wellness programs (4-day workweek, additional time off, retreats, sabbaticals, etc.)	7	18.9%
Mental health (expanded benefits, counseling, etc.)	7	18.9%
Notified employees about their eligibility for Public Service Loan Forgiveness	5	13.5%
Signing bonus	5	13.5%
Not applicable	2	5.4%
Other	2	5.4%

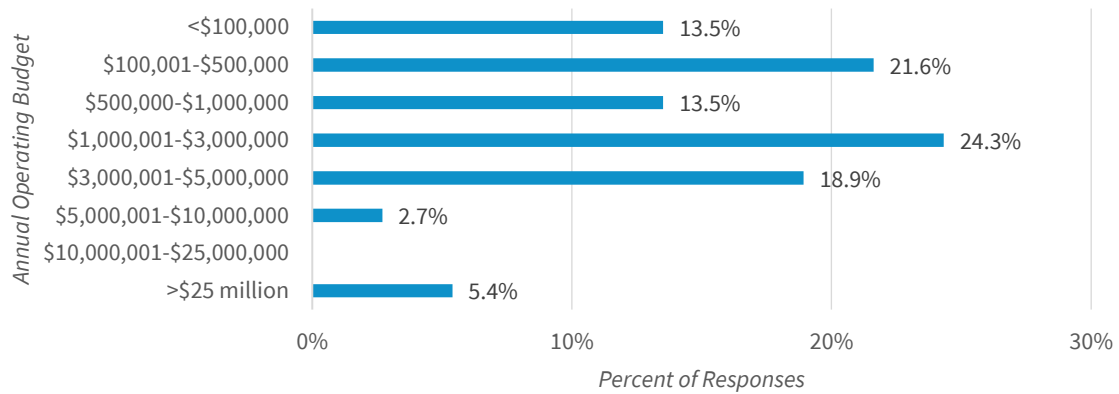
## Solutions Proposed by Nonprofits

Nonprofits on the frontlines shared solutions they think lawmakers, philanthropy, and others should consider. One respondent suggested that more grant funding be available for services now that they struggle to find financial support for case management. A human services provider shared that grants ought to help nonprofits increase salaries and benefit packages, as well as promote more connections with local trade schools and colleges to connect new graduates with prospective employers and internships.

## Profiles of Nonprofits Completing the Survey

Although workforce shortages impact nonprofits from all sectors and budgets, smaller nonprofits feel the impact more. Nonprofits with annual operating budgets below \$500,000 make up 35.1% of respondents to the workforce shortages survey. Those with budgets of between \$500,000 and \$1 million make up 13.5% of respondents, and 24.3% of nonprofits have annual operating budgets that range from \$1 million to \$3 million. Another 27.0% of nonprofits have budgets greater than \$3 million.

**Figure 5: Nonprofits' Annual Operating Budget**



**Table 5: Communities Served by Nonprofits**

Communities Served	Number of Responses	Percent of Responses
People living in rural communities	25	67.6%
None of the above	7	18.9%
People with disabilities	6	16.2%

**Table 6: Responses to the Nonprofit Workforce Shortages Survey by Subsector**

Subsector	Number of Responses	Percent of Responses
Human Services	14	37.8%
Other	4	10.8%
Arts, Culture, and Humanities	4	10.8%
Community/Civic Engagement	4	10.8%
Mental Health	3	8.1%
Public/Societal Benefit	2	5.4%
Environment and Animal Welfare	2	5.4%
Education	1	2.7%
Child Care	1	2.7%
Housing	1	2.7%
Healthcare	1	2.7%