



Building Digital Resilience in the Nonprofit Sector

With Victor Beausoleil, Chantal Edwards, Amy Sample Ward, Narinder Dhami, and Liz Weaver

1

Gratitude & Acknowledgement

We begin this workshop by acknowledging that we are meeting on Indigenous land. For those of us who are settlers, we are grateful for the opportunity to meet, and we thank all the generations of Indigenous peoples who have taken care of this land.

This recognition of the contributions and historic importance of Indigenous peoples must be clearly and overtly connected to our collective commitment to make the promise and the challenge of Truth and Reconciliation real in our communities.



2

TECHNICAL CONSIDERATIONS

- **We've got you covered** - You will receive a full recording of the call, the slides as well as a collection of links & resources.
- **Join the conversation** - Use the Q&A panel on your Zoom client to submit and vote for questions you'd like us to discuss.
- **Technical Support** - You can use the chat panel to ask for technical support throughout the webinar.



3



The Webinar Speakers

4

Poll Question #1

What is the most important digital challenge that your organization is currently facing?

1. Readiness – Is the organization motivated to undergo digital transformation?
2. People – Does the organization prioritize good digital skills for all of its personnel?
3. Investment – Is it nimble, forward looking and triggered by impact?
4. Data – is data valued as a critical, protected asset to improve impact and operations?
5. Process – is the organization reimagining how to achieve its mission with scale and speed?
6. Technology – Is technology seen as an enabler of change or a driver of automation?
7. Connectivity – Is connectivity an opportunity for the organization?



5

Canadian Centre for Nonprofit Digital Resilience

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6

We Need to Futureproof the Nonprofit Workforce

Digital adoption across all sectors is driving substantial transformation of global labour markets. Workers of the future will need vastly different skillsets.

The nonprofit sector is not immune to these disruptions. Now is the time to future-proof our nonprofit labour force.

By 2030....



90% of jobs will require digital skills



50% of jobs will be changed by automation



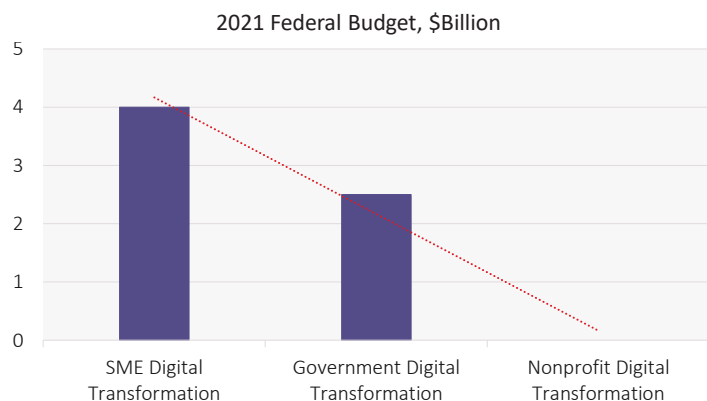
5% of jobs will be eliminated

7

7

Investment in Nonprofit Digital Resilience is Minimal

Governments rely on nonprofits to deliver critical social services, yet have not invested in this sector's digital infrastructure



Digital development in Canada is underfunded, piecemeal, ad hoc and unorganized despite stakeholders sharing many of the same goals

CIRA, *Unconnected Report*

8

8

The Hard Truth

Standing still means nonprofits are falling further behind

- **Right now, technology is actually a barrier to mission in most nonprofits**
- Digital transformation lies well beyond the core competencies of most nonprofits, but they lack the resources to engage technology consultants
- Funding is a significant obstacle, and small organizations lag even further behind
- **There is a clear need for sector-wide solutions that address this gap, but there is only limited, uncoordinated support for nonprofit digital transformation in Canada**
- These efforts are inadequate to the task at hand
- Without coordination, they will result in duplication and waste

9

9

Canadian
Centre for
Nonprofit
Digital
Resilience



10

10

Canadian Centre for Nonprofit Digital Resilience: Activities

In each node, we:



Convene diverse individuals from across sectors



Prioritize existing or new initiatives that will move the needle



Mobilize people and funding to accelerate priority initiatives

We leverage:

- ✓ Bench strength of founders and advisors
- ✓ Proven methodologies for collective action
- ✓ Tech, public policy, and program design expertise
- ✓ Networks of non-profit, for-profit, and government leaders
- ✓ Global perspective

CONFIDENTIAL DRAFT

11

11

Canadian Centre for Nonprofit Digital Resilience: A Cross-Sector Collaboration

Co-Founders	CIO Strategy Council, Imagine Canada, NTEN, SETSI, Tamarack Institute, others (TBC)
Advisors	Individuals representing the full diversity of the sector and its supporters
Supporters	Organizations aligned with the mandate, including nonprofits, vendors, and funders

Current supporters include local, national, and global organizations, such as:

- CanadaHelps
- Centraide du Grand Montreal
- Common Approach to Impact Measurement
- Community Sector Council of Nova Scotia
- First Nations Technology Council
- Ontario 211
- Second Harvest
- Sonor Foundation
- Technology Helps
- TechSoup Canada
- Technology Association of Grantmakers
- United Way Centraide Canada

12

12

Canadian Centre for Nonprofit Digital Resilience: A Holistic Approach With 9 Focus Areas

1. Research & knowledge mobilization

2. Public policy
3. Grantmaker practices

4. Data standards & infrastructure



5. Board digital literacy & skills
6. Staff and volunteer digital literacy & skills

7. Relationships with vendors
8. Shared platforms, tools & standards

9. Internet access and connectivity

13

13



Questions for the panel

14



SETSI and Nonprofit Digital Resilience

Tell us a little about SETSI and your work.

Why did SETSI become a founding partner of the Canadian Centre for Nonprofit Digital Resilience?

15

15



Nonprofit Digital Resilience and the Policy Agenda

What does Imagine Canada see as both the barriers and opportunities for nonprofit organizations in Canada in the digital space?

16

16



THE SONOR FOUNDATION

Investing in Nonprofit Digital Resilience

What motivated the Sonor Foundation to be an early investor in the Canadian Centre for Nonprofit Digital Resilience?

What trends and patterns are you seeing around digital capacity and nonprofits in Canada?

17

17



NTEN

Tell us about NTENs focus and priorities.

What are the biggest digital challenges facing nonprofit organizations in Canada and the US?
What solutions are there to meet these challenges?

18

18

Leveraging NTEN's Proven Model

The Centre seeks to adapt, scale, and increase equitable access to existing supports, not reinvent the wheel. This approach is cost-effective and scalable.

NTEN is creating a world where missions and movements are successful through the skillful and equitable use of technology. NTEN relentlessly advocates for the redesign of the systems and structures that maintain inequity. NTEN's international programs engage thousands of nonprofit professionals every year.



- [Tech Accelerate](#) is a free, self-administered, technology assessment tool for nonprofits in English, French, and Spanish.
- Includes over 70 questions in four categories: leadership, organization, infrastructure, fundraising/communications.
- Organizations receive a scored and prioritized report indicating where they need to focus investment as well as resources to start learning immediately.
- Nonprofits have used Tech Accelerate to build their first IT roadmap, apply for funding, and direct board and staff planning.
- The only technology effectiveness assessment made from nonprofit sector research without focus on the specific products in use.

19

19

Leveraging NTEN's Proven Model cont'd

Nonprofit Tech Readiness

- [Nonprofit Tech Readiness](#) is a six-month cohort-based training program that catalyses digital transformation in organizations.
- Combines training, 1:1 coaching, and project-specific support.
- Provides every participant, regardless of their current job, a full view of best practices, strategic decision-making processes, and knowledge for managing technologies in all areas of an organization.

Nonprofit Technology Conference

- [Nonprofit Technology Conference](#) is NTEN's signature annual event for 21 years.
- Brings together thousands of nonprofit professionals from 20+ countries putting technology to work for their mission.

Courses and Professional Certificates

- In-depth [online courses](#) are focused on topics relevant to nonprofits' work and led by nonprofit experts.
- Can count towards required curriculum for the [Nonprofit Technology Professional Certificate](#) or the [Digital Equity Professional Certificate](#).
- Professional Certificates have been created in consultation with multiple accredited universities and run for more than 5 years with recipients in 6+ countries including Canada, the US, and the UK.

Digital Inclusion Fellowship

- The [Digital Inclusion Fellowship](#) supports professionals working in nonprofit organizations who have deep connections to communities most impacted by digital divides and want to launch or expand digital literacy programs.
- Support for fellows and their organizations includes training, evaluation tools, thought leadership opportunities, coaching, resources and guides, visibility, and project funding.

20

20



Most Impactful Strategy

What would be the most impactful strategy to build digital resilience in Canada? What should leaders and organizations consider?

21

21

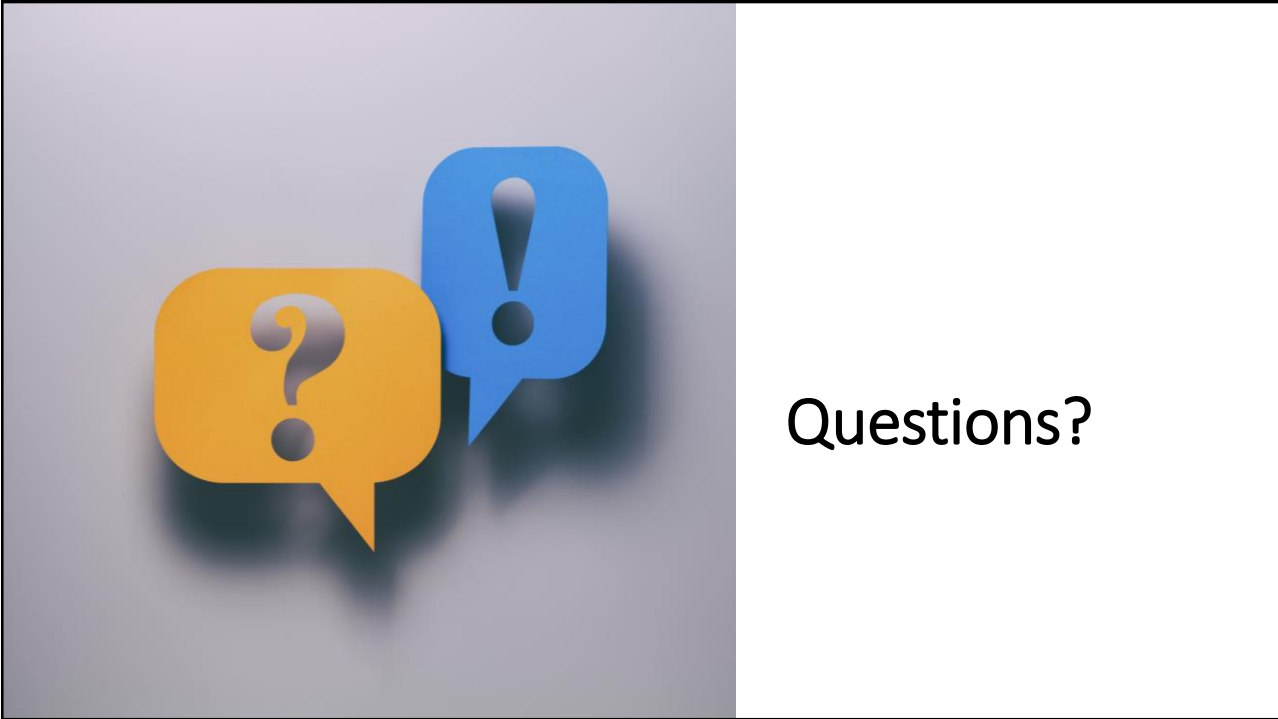


Advice for Nonprofit Leaders

What advice or reflections do you want to share?

22

22



23



24

Build your skillset through Tamarack’s Foundation Online Learning Courses



Foundations of Community Engagement



Foundations of Collective Impact



Foundations of Participative Evaluation

Courses are available in French and English
To learn more visit: <https://www.tamarackcommunity.ca/online-courses>



Thank You

