



Vermont Nonprofit Helpdesk

Your front door to nonprofit support

The Need

Nonprofits, funders, and statewide stakeholders have **consistently named the same problem: Vermont nonprofits struggle to find the resources and support to meet their complex needs.** In these uncertain times, finding this support is urgent in light of mounting legal, financial, and operational risks.

This year, across consultations, surveys, listening sessions, and field research, nonprofit leaders have been clear: they are overwhelmed. There is much being done already yet, there is still a gap to connect nonprofits to the resources they need. What they need is a trusted, human-centered support system that quickly connects them to the right person or information to help them navigate their questions and challenges.

The Solution

The opportunity and the necessity is clear: **build a system that is simple, accessible, coordinated,** and designed around real nonprofit needs. This is exactly what the Vermont Nonprofit Helpdesk will deliver.

Common Good VT and Vermont Community Foundation, with the support of the Nonprofit Legal Hub and Co-Lab, envision a high-functioning Helpdesk, seamlessly ensuring that every Vermont nonprofit, regardless of size, location, or resources, has access to timely, expert support.

The Vermont Nonprofit Help Desk, currently in its pilot stage, is supported by a trained staff member who monitors an accessible contact form where users can describe their concern, and the Help Desk Manager will guide them to the right resources, whether that's vetted online tools or a trusted expert who can provide direct support. Through this streamlined function, the Vermont Nonprofit Help Desk will:

- **Triage nonprofit questions in real time**, referring nonprofits to technical expertise, template, tools, trainings, or other resources.
- **Distinguish legal vs. operational vs. partnership/collaboration needs.** Many nonprofit leaders can't see the starting point to find a solution.
- **Maintain a statewide data set on nonprofit needs**, providing technical assistance providers and funders with real-time sector trends.
- **Provide light-touch guidance and open office hours.**
- **Track inquiries and follow cases through resolution.**

We envision the Vermont Nonprofit Helpdesk to be a collaborative initiative of multiple organizations, joining the growing Common Good Vermont portfolio of programming.