



Reflections on our 2019 Grantee and Applicant Survey Results

Dear 2017 and 2018 applicants and grantees,

Earlier this year, Longwood asked you to participate in a Grantee and Applicant Perception survey administered by the Center for Effective Philanthropy (CEP). As you may appreciate, one of the continual challenges of philanthropic work is that it's difficult to get complete feedback. To address this, we work with the CEP to do a confidential survey every few years. Their work with hundreds of foundations and thousands of their grantees and applicants makes them uniquely capable of interpreting both quantitative and qualitative responses from you. Through your partnership, we heard from 138 grantee and 20 applicant organizations (those whose request was declined), representing 78 percent and 48 percent response rates, respectively. Thank you to those who responded. We genuinely appreciate you taking time to provide us with feedback so that we can improve how we collectively further the quality of life and future of our region.

We are truly humbled by the results. At the highest level, our grantees rated us in the top decile of foundations nationally for impact on their field, their community, and their organization. In addition, you rated us in the top decile for the quality of our relationship with you and the value of our grant selection process. Similarly, applicants, rated us in the 99th percentile for impact on the community and the quality of our grant selection process. In all cases, the results were an improvement from the survey three years ago.

Please go to this link to see the results of the survey and those we've completed over the past decade: <http://www.longwoodfoundation.org/contact/feedback/>

There were a few suggested improvements in your feedback, which are outlined below along with our plans to respond to them.

ASSIST NON PROFITS IN NON-MONETARY WAYS

It was suggested that Longwood assist non profits in non monetary ways and play a role in convening leaders to address some of our region's larger challenges. We agree with this suggestion and are beginning to work on it within the confines of our limited staffing. We've already initiated a convening of all of our grantees about a month after they receive their decision. We intend to gather this group together again eight to nine months later to share their learnings and challenges. In both cases, we're hopeful that these convenings will help everyone involved execute against their plans to improve our region more effectively.

We have the privilege of seeing proposals within and across the many sectors of non profits. We will use this perspective to opportunistically gather multiple non profits in search of goals that they could not otherwise achieve on their own. For example, we recently succeeded in helping some local organizations serving veterans identify those that were homeless and provide more frequent and convenient contact points with the organizations that serve them. We will continue to look for ways to do this more frequently and impactfully.

MORE FREQUENT FUNDING OPPORTUNITIES

We would like to acknowledge and share our rationale for a pain point expressed in the qualitative feedback. There was a request to allow grantees and applicants to return sooner than two years after a grant or application. While we appreciate the need for more frequent funding opportunities, we continue to believe that the two year wait is appropriate and therefore will not be changing this policy. First, it encourages all applicants to make sure their request is the best it can be. Second, it allows Longwood to maintain fewer staff and therefore put more grant dollars into the community every year. A foundation of our scale would typically have a staff of fifteen to twenty employees. We operate with just five. That means more than \$1 million of grants made annually to local non profits that otherwise would have been paying salaries in the Foundation.

ADDRESS LONGWOOD'S EVALUATION PROCESSES

Let me address Longwood's grant evaluation process. You will see that it received low ratings in this survey. We accept this feedback and know that we have much to learn. Over the next year, we will be in touch with you to get more depth and find ways to better evaluate our mutual progress towards your goals.

CONTINUOUS IMPROVEMENT

In the spirit of further improvement, we will be seeking additional feedback from you. We encourage applicants and grantees to communicate with us to provide feedback on all parts of our processes. We are committed to an environment of open and honest communication. To encourage it, we have added a page to our website related to applicant and grantee experience feedback. We welcome feedback directly, either through emails to individual staff members (you can find them on our [Meet the Team page](#)) or by emailing feedback@longwood.org. We are also working to add a confidential method for those who prefer to offer feedback anonymously.

The Longwood Foundation has also engaged CEP to conduct confidential 30-minute follow up interviews with 15 organizations CEP will select from among a group of grantees that responded to the survey. We understand that in order to get the most practical and candid insights about our work together, partners need to know that their responses will be confidential – and they will be. CEP will not be attributing findings to individuals nor telling us who is being interviewed. You may receive an email directly from Sonia Montoya at CEP (msoniam@cep.org) tomorrow, informing you of potential interview dates. If you have any questions about this process, please contact Sonia Montoya at CEP at 617-830-7179 or by email.

In closing, we are grateful for the time you have taken to share perspective with us. We are more grateful for the hard work and passion you apply on behalf of those you serve and our community every day. Our region is a better place for it.

Thank you for taking the time to help us improve our performance.

Sincerely,



Thère du Pont
President