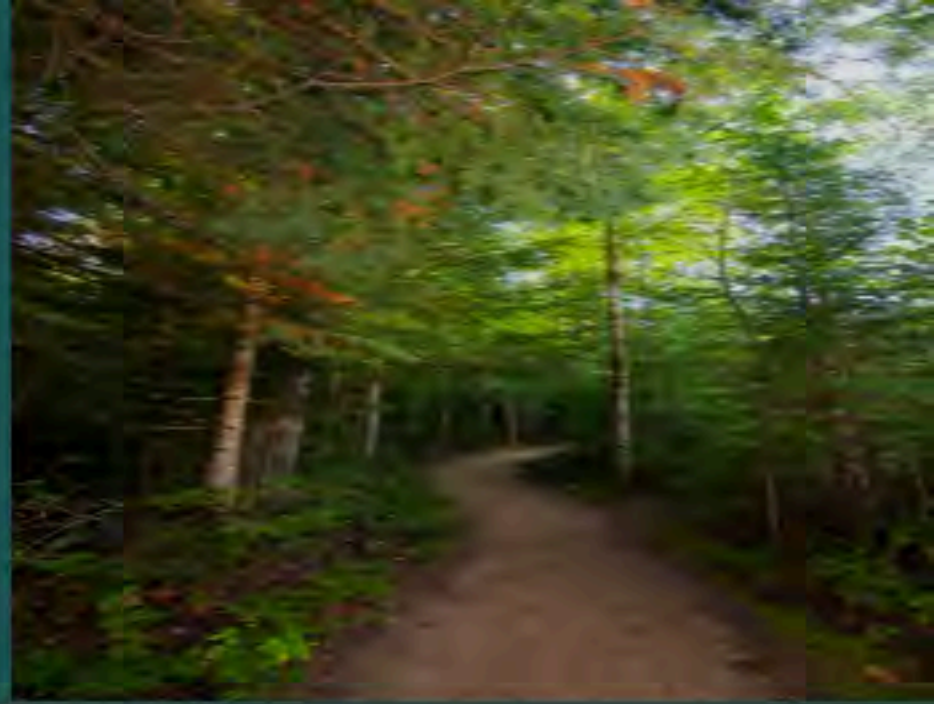


# Grantee & Partner Survey Report

*Listening to the grantee and partner experience,  
and incorporating their feedback into operations.*

# GRANTEE & PARTNER SURVEY REPORT



On June 26, 2019, the Lloyd K. Johnson Foundation sent its first Grantee & Partner Survey. The survey was sent to 264 of the organization's contacts, which included grantees and partners dating back to 2007, when a more formalized grant application first began. A link to the survey was also available on the homepage of the Foundation's website. A reminder e-mail was sent July 9th to the same list noted above, and the survey closed on July 11th.

Of the 264 contacts, one true bounce-back occurred for an individual who had left their position. Of the 263 e-mails received, out-of-office messages indicated that at least 23 recipients likely would not have the ability to respond during the survey time frame, leaving 240 eligible recipients.

In the two weeks the survey was open, the Foundation received 90 survey responses for a 38% rate of return (34% of all active e-mails).

Verbatim responses will be shared with the Board of Directors and Foundation Staff. A Summary Report will be shared with all 263 active e-mail contacts and published on the organization's website. Data and responses will also be incorporated into the Foundation's 2019 Strategic Planning Process.

The Foundation is extremely grateful to all those who took the time to respond, share their insights, their ideas, and their critiques. Thank you.



**RESPONSE  
RATE**  
90 of 240



**SATISFACTION  
RATING**  
90 of 240

218.726.9000  
[www.lloydkjohnsonfoundation.org](http://www.lloydkjohnsonfoundation.org)

# SURVEY RESPONDENTS

90 RESPONSES



## Grantees

78 of 90 respondents are grantees or current applicants



## 5+ Year Relationship

65 of 90 have had a relationship with us for 5+ years



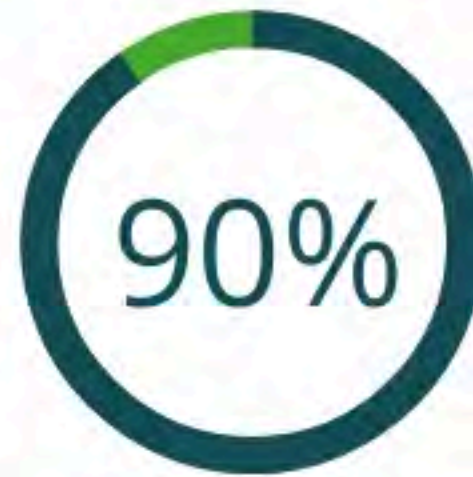
## 10+ Years Experience

76 of 90 have 10+ years of experience in the nonprofit field



## Nonprofit Network

60 of 90 heard of us from a colleague or nonprofit partner



## Accessed Website

81 of 90 respondents have accessed and used our website



## Used Online System

75 have used our online system for applications and reporting

# WHAT RESPONDENTS LIKE ABOUT US

ACCESSIBLE

COMPASSIONATE

SINCERE

HONEST

RESPONSIVE

SUPPORTIVE

COMMITTED

RESPECTFUL

THOUGHTFUL

STRAIGHT-FORWARD

INCLUSIVE

FAIR

*"While smaller, you pack a punch by building community collaborations and knowing what's happening on the ground. Keep building on that."*

*- Survey  
Respondent*

100% OF RESPONDENTS HAD POSITIVE THINGS TO SAY ABOUT US.

Respondents like that we were **small, local, personal, and accessible**. And the majority **feel comfortable coming to us** when problems or concerns arise.

Respondents noted the Foundation's support as their organizations were just getting off their feet; **thankful for the risk taken on start-ups**, and impressed with the **leverage the Foundation's name can lend**.

Respondents spoke about the Foundation's **commitment to stick with them "through thick and thin"**; dealing with trying times, difficult transitions, or loss of funding with **compassion, flexibility**, and a **willingness to think outside the box**.

Respondents **appreciate the sincerity** of the Foundation's **commitment to community**, how well **we know our service areas**, and how deeply **we understand nonprofit challenges and needs**.

Respondents **welcome the straight-forward, honest feedback** provided by Foundation leadership, which has helped them grow, learn, and develop **trusting partnerships**.

Respondents **appreciate that we listen** and provide opportunities for **meaningful site visits**. And finally, that we're **open to supporting all kinds of projects** and **willing to try new things**.

# WHAT RESPONDENTS SUGGESTED

MULTI-YEAR GRANTS

INCREASED DIVERSITY

A BIGGER VOICE IN  
COMMUNITY

EASIER PORTAL ACCESS

FACE-TO-FACE TIME

FIRM L.O.I. DEADLINES

SIMPLIFIED WEBSITE

CLEAR VISION & VALUES

OPEN BOARD PROCESS

MORE HELP FOR FIRST  
TIME APPLICANTS

MORE COMMUNICATION

*"We need philanthropic partners leading efforts to build interconnected & thriving communities that address root causes of oppression and violence; ...the Foundation is well situated (to do so)."*

*- Survey  
Respondent*

107 IDEAS FOR IMPROVEMENT  
WERE OFFERED.

Grantees would like an **updated website** with **easy access to the L.O.I. & Online Portal**; a **reduction in redundancy of application questions**, as well as **earlier access to reporting requirements**.

Grantees would like an increase in the **size of grants**, a **commitment to general operating support**, and for the Foundation to consider **matching grants**.

Respondents spoke of the desire for the Foundation to **take a more active role in public discourse** and in **shaping narratives** - leading with **a more public voice** to move the needle on large-scale issues, community needs, and shared values.

Respondents would like to see an **increased connectivity with indigenous communities & communities of color**; an **open board recruitment process**, and **increased diversity on staff & board**.

Grantees would like **increased clarity in vision, values, and priorities**; noting at times, the Foundation's broad mission and priority statements can make it difficult to assess fit.

**Pictures, stories of grantees, and updated news** would be helpful for grantees in understanding who we are.

**Increased communication, face-to-face time, step-by-step processes, and grant writing workshops** are welcomed.

# 90 RESPONDENTS' RATINGS

## Our satisfaction & staff ratings are 98%.

Respondents were asked to rate their overall experience with the Foundation as well as rate their interactions with staff members in regards to: Approachability, Responsiveness, Knowledge, Support, Transparency, Respectfulness, & Fair Mindedness. All respondents provided a rating for both.



98%

of respondents feel comfortable approaching the Foundation if a problem or concern arises

12%

of respondents felt at least some pressure to modify their priorities to increase their chances of receiving funding

## OUR TECH RATINGS

WEBSITE



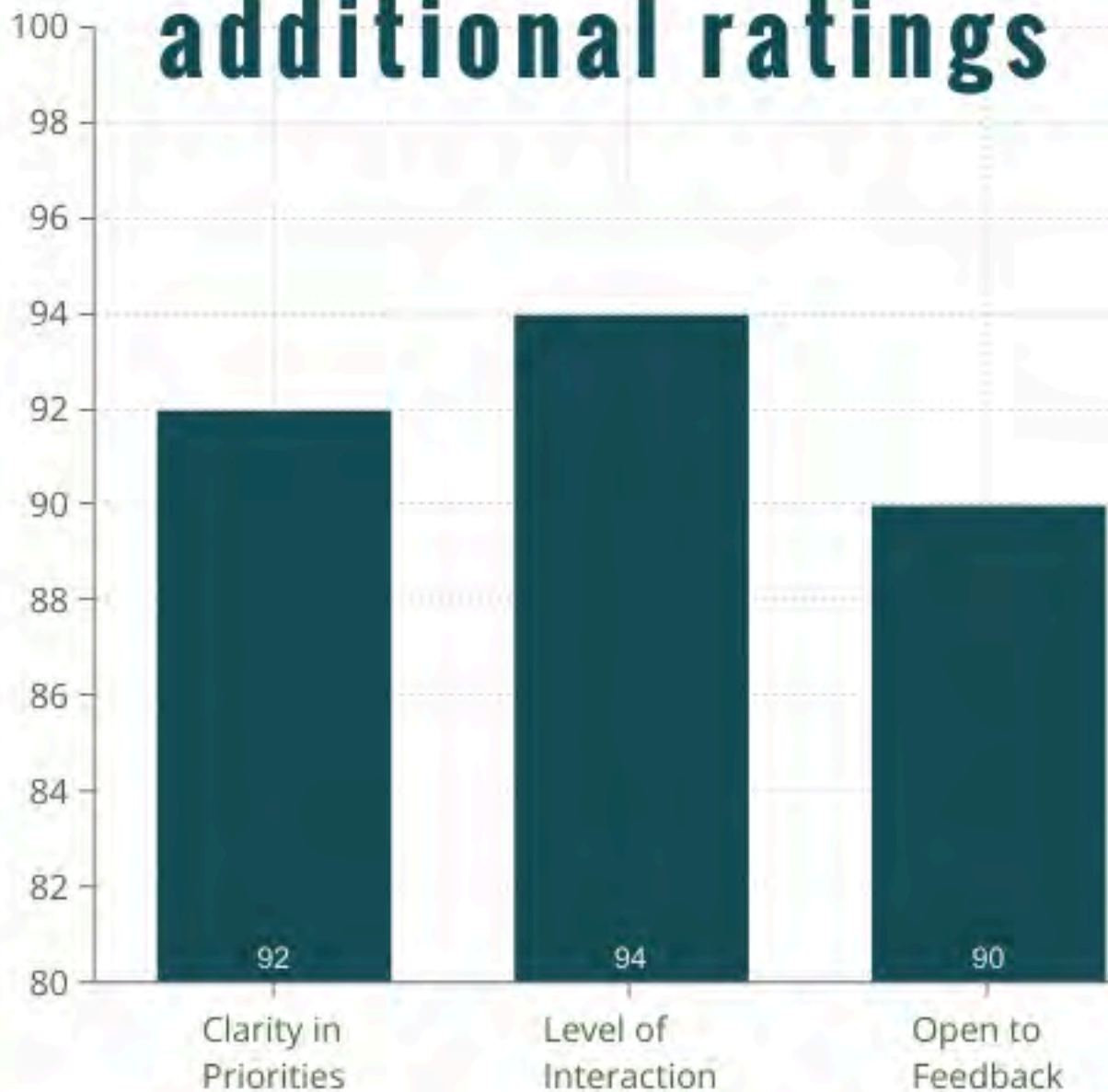
89%

&

APPLICATION SYSTEM

91%

## additional ratings



# OUR PRIORITIES

## THE GRANTEES' PERSPECTIVE

what we're most recognized for



17%

Arts & Culture

25%

C. & E. Dev.

25%

Education

4%

Environment

27%

Social Welfare

### Mission, Priorities & Values

34 of 90 respondents think we could do a better job clearly articulating our mission, priorities, and values to the public.

### INCREASED ACCESS & COMMUNICATIONS

All 90 respondents weighed in at some point regarding our communications, public relations, outreach, access to face-to-face time, workshops, training, and website. **Of those who provided a written response, 100% would like us to be more active in this area of our work; and 24 of 90 respondents would like to have increased contact** with the Foundation.

*"Lead with your values."*

**in their words**

*"Help shape community narratives."*

*"Be more vocal on ways you wish to support us."*

*"Your energy must be a balance against public negativity."*

# INSIGHTS BY SERVICE AREA

## INSIGHTS PARALLEL HISTORY & TRENDS

Respondents were asked to provide insights into the most pressing needs of their communities, as well as indicate what we're most known for. Responses closely parallel the Foundation's 2018 Trend Analysis Report, both in areas of historical giving and in research, trends and data.

### 9 FROM THE NORTH SHORE:

we're most known for investments in **Community & Economic Development** and **Social Welfare** initiatives. Greatest areas of need are in: **Climate Change**, **Youth Development**, and **Affordable Housing**.

### 8 FROM LAKE COUNTY:

we're most known for investments in **Arts & Culture** and **Community & Economic Development** initiatives. Greatest areas of need are in: **Youth Development**, **Affordable Housing**, and **Sustainable Development**.

### 18 FROM COOK COUNTY

In Cook County, the Foundation is most known for investments in **Education and Community & Economic Development** initiatives.

According to respondents, Cook County's greatest areas of need are in: **Living Wage Employment**, **Affordable Housing**, and **Childcare**.

### 55 FROM SOUTHERN SAINT LOUIS COUNTY

In Southern St. Louis County, the Foundation is most known for investments in **Education and Social Welfare** initiatives.

According to respondents, Southern St. Louis County's greatest areas of need are rooted in racial & economic disparities: **Poverty**, **Access to Living Wage Employment**, **Systemic Racism & Racial Tensions**. Additional areas of great need are for those experiencing **Homelessness** and in need of **Affordable Housing**.



# IMPACT & SUSTAINABILITY

## THE GRANTEES' PERSPECTIVE

### impact themes from grantees

SUPPORT THROUGH  
"THICK & THIN"

ALLOWED US TO  
LEVERAGED FUNDS

ALLOWED FOR EXPANSION  
& GROWTH

LEGITIMIZED  
& VALIDATED WORK

DEEPEMED IMPACT  
& FOOTPRINT

PROVIDED TARGETED  
& TIMELY SUPPORT

BECAME A  
TRUSTED ADVISOR



### Sustainability

82 of 90 respondents believe the Foundation's funding has improved, or greatly improved their organization's ability to sustain their work.

### THE IMPACT ON COMMUNITY

64 of 90 respondents provided a narrative response to the question of community impact. Respondents spoke of **lives being positively impacted** through healthier agencies, stronger programs, supportive networks, and increased access; **all of which leads to more vibrant and stable communities to call home.**

### in their words

*"A healthier, safer community, with more access for all."*

*"...touching the lives of individuals as they strengthen the broader community."*

## THANK YOU

WE WOULD LIKE TO THANK ALL SURVEY PARTICIPANTS, OUR GRANTEES & PARTNERS FOR THEIR INSIGHTS, SUGGESTIONS, AND FOR SHARING THEIR DREAMS WITH US. WE PROMISE TO HOLD YOUR RESPONSES WITH CARE.

## BOARD OF DIRECTORS

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PRESIDENT & CEO

STEPHEN SURBAUGH  
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## STAFF

JOAN E. GARDNER-GOODNO  
EXECUTIVE DIRECTOR

RACHEL FORSYTH  
ADMINISTRATIVE SUPPORT &  
SCHOLARSHIP PROGRAM OFFICER

# GRATITUDE, QUOTES & CONTACTS

"I think Mr. Johnson would be proud of what the Foundation has accomplished. I appreciate how the Foundation has honored him and the people and places that were important to him."

- Survey  
Respondent

497 NARRATIVE RESPONSES  
WERE PROVIDED IN TOTAL.

"The support of the Foundation in the early years made it possible for our organization to survive. The Foundation also gave us a nudge when we needed it, and now we are on a path to sustainability."

"When I think of the Foundation, I think of an innovative, kind, compassionate organization dedicated to their work, and really committed to understanding grantees' needs."

"The Foundation's impact on the region's culture and community is growing, thanks to their excellent service, growing resources, and deepening insight about our emerging needs as a region."

"When I think of the Foundation, I think of a critical funder in the community that is willing to think outside the box and provide support where it is needed."

"We were able to launch a new program ... that has now become a cornerstone, allowing us to be financially sustainable, and to meet the needs of some of the most at-risk children in our community."

"The funding has been crucial in helping us maintain and build on the level of service we provide ... it has also served as an important endorsement of the importance of our program to the community."

"The Foundation has thoughtfully and purposefully invested in key projects that have moved us forward."