

August 14, 2017

Dear Grantees:

In late 2016, we engaged the Center for Effective Philanthropy (CEP) to anonymously survey our grantees and were humbled to learn that over 125 of you responded. Thank you for your candid feedback on our impact, processes, and relationships. We greatly value your input as we strive to be a strong and trusted partner to you in your work.

The resulting report allows us to benchmark our results against the 300+ foundations in CEP's data set as well as to assess our progress since we last commissioned this report in 2013. In the spirit of transparency and gratitude, we are pleased to share the full report on our [website](#), as well as a high-level overview of findings below:

- We received **higher than typical ratings** compared to other funders in:
 - Impact on and understanding of communities
 - Impact on grantee organizations and understanding grantee strategies and goals
 - Low pressure in the application process
 - Reports that are valuable and not overly burdensome
 - Quality of our funder-grantee relationships and staff responsiveness, follow-up, and consistency.
- Since 2013, we **improved** at a rate that was statistically significant in the following areas (which correlate very closely to the areas we told grantees three years ago that we would work to improve):
 - % of grants that are multi-year and/or general operating
 - % of grantees who received capacity building grants, participated in our capacity building seminars, received a site visit, spoke with our staff about their application and reports, and/or communicated more frequently with our staff
 - Clarity and transparency of our communications
 - Value of our application and reporting processes (with no corresponding increase in the reported burden of those processes).
- We received **lower than typical ratings** in understanding nonprofits' fields and clientele needs. This was the one area we committed to addressing three years ago in which we did not make progress.

Finally, the report identified opportunities for continued attention and improvement. In particular, we are committed to the following:

- Continue to focus on clear and transparent communication. In addition to our current communication vehicles, we will host a call for applicants in September and an event for grantees later in the fall to discuss and answer questions about our goals, strategy, and processes.
- Continue to refine our application and reporting processes to add more value without increasing burden.
- Further increase the use of site visits, feedback discussions, multi-year operating grants, and collaboration with grantees on developing applications and grant terms.
- Improve our knowledge of specific fields, communities, and clientele needs through a more intentional focus on learning from our partners and the people they serve and visits to communities across our areas of geographic interest.

Thank you again. Your feedback is a gift we value highly and will honor as we work to continually improve our capabilities, processes, relationships, and impact.

Sincerely,



JEFF KUTASH

Executive Director



JOHN HANCOCK

Board Chair