

Grantee Perception Report[®]

PREPARED FOR
New Hampshire Charitable Foundation

September and October 2014



THE CENTER FOR
EFFECTIVE PHILANTHROPY

675 Massachusetts Avenue
7th Floor
Cambridge, MA 02139
Tel: (617) 492-0800
Fax: (617) 492-0888

100 Montgomery Street
Suite 1700
San Francisco, CA 94104
Tel: (415) 391-3070
Fax: (415) 956-9916

www.effectivephilanthropy.org

The online version of this report can be accessed at cep.surveymresults.org.

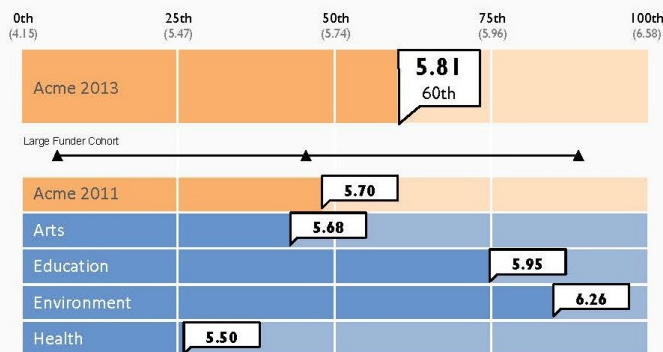
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INTERPRETING YOUR CHARTS

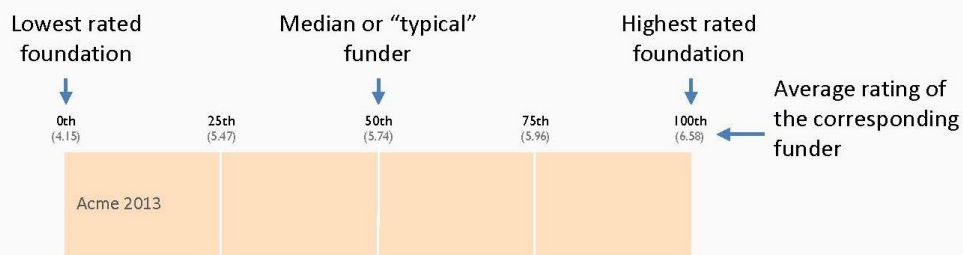
HOW TO READ CHARTS

Many of the charts in this report are shown in this format. See below for an explanation of the chart elements, or view the Video Tour.



PERCENTILE SCALE

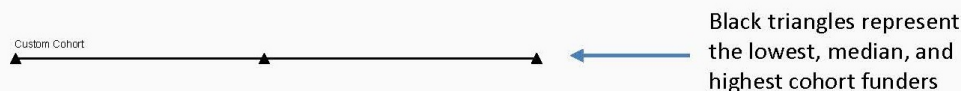
Every participating funder's average rating is ranked along a percentile scale.



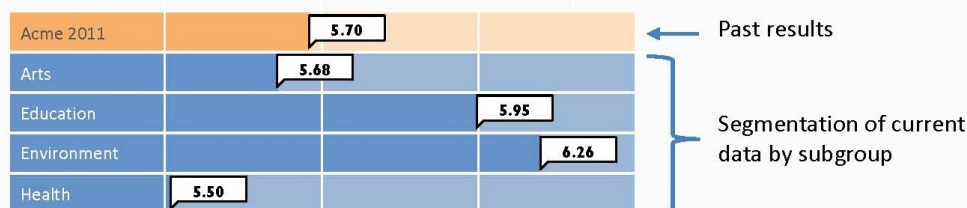
YOUR RESULTS



COMPARATIVE COHORT



PAST RESULTS/SEGMENTATION DATA



MISSING DATA

Selected grantee ratings are not displayed in this report due to changes in the survey instrument, or when a question received fewer than five responses.

EXECUTIVE SUMMARY

Executive Summary

The following summary highlights key findings about grantees' perceptions of New Hampshire Charitable Foundation compared to other foundations whose grantees CEP has surveyed.

Throughout this report, results are described as 'more positive' when an average rating is higher than that of 65 percent of funders in CEP's dataset, and 'less positive' when a rating is lower than that of 65 percent of funders. Improvements or declines over time are reported when ratings are higher or lower by at least 15 percentile points.

Compared to grantees of the typical funder, NHCF grantees in 2014 have:

similarly positive perceptions regarding the Foundation's:

- » Impact on their local communities
- » Impact on their organizations
- » Relationships with grantees

less positive perceptions regarding the Foundation's:

- » Impact on their fields
- » Selection process
- » Reporting/evaluation process

Summary of Differences by Subgroups

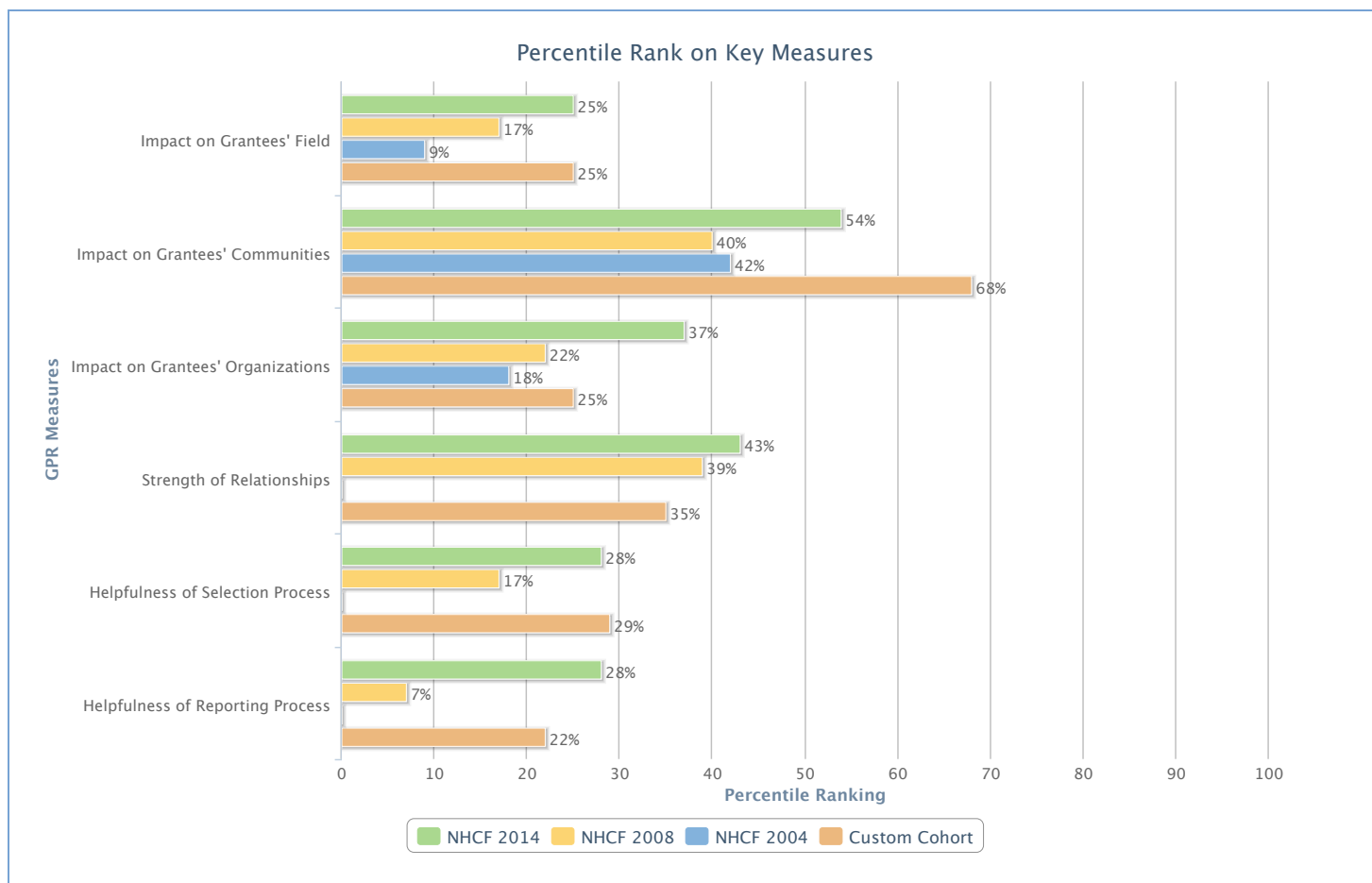
Grant Programs: Substance Use Disorders grantees tend to rate higher on most measures and Community Grant - Express grantees tend to rate lower on most measures than other NHCF grantees.

Primary Fields: No group consistently rates higher or lower than others when grantees are segmented by primary field.

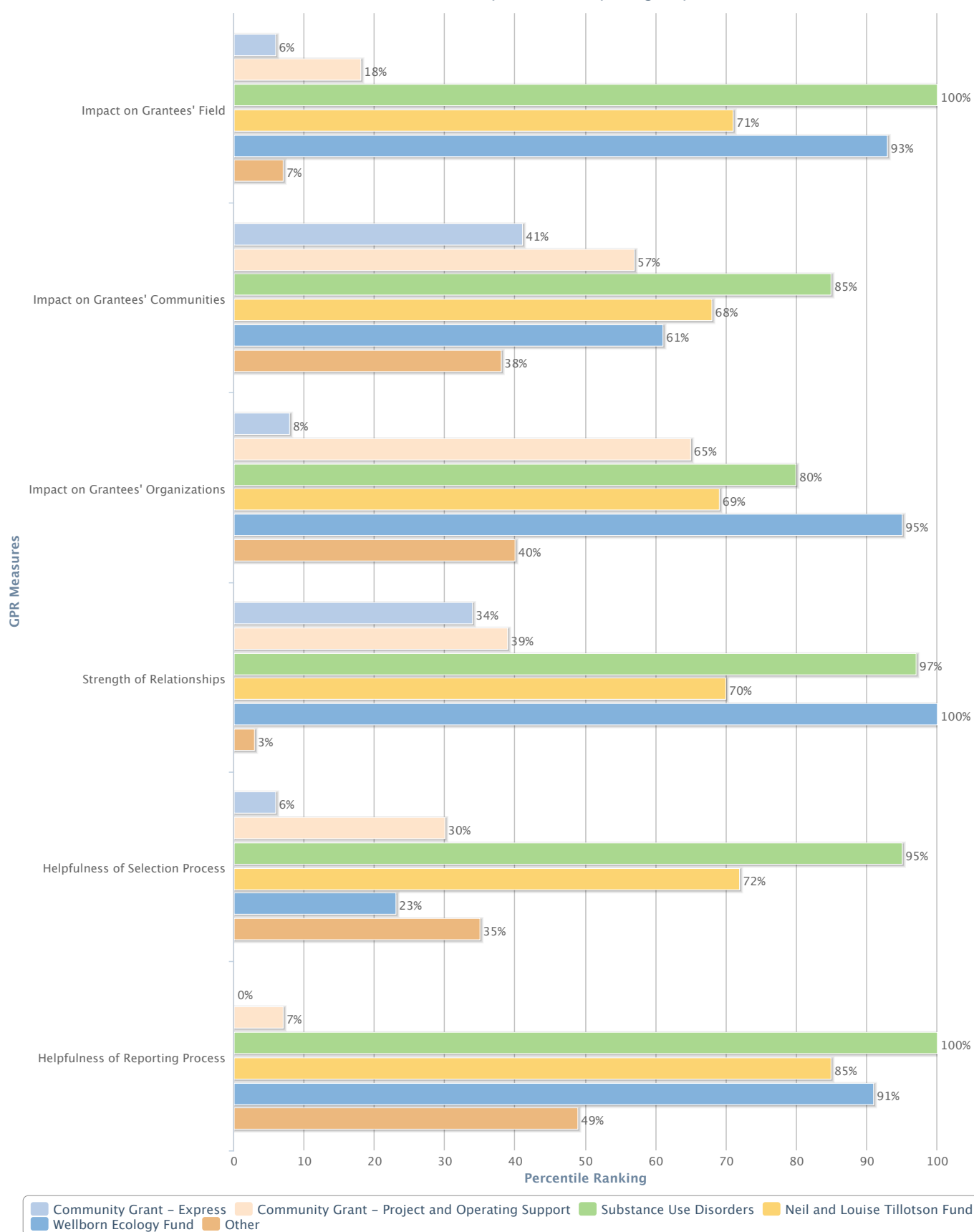
Regions: No group consistently rates higher or lower than others when grantees are segmented by region.

GPR Ratings Summary

The chart below shows New Hampshire Charitable Foundation's percentile ranking on key areas of the GPR relative to CEP's overall comparative dataset, where 0% indicates the lowest rated funder, and 100% indicates the highest rated funder. Rankings are also shown for NHCF's previous GPR data and the median funder in the selected peer cohort.



Percentile Rank on Key Measures by Subgroup



A word cloud of 100 adjectives describing philanthropic organizations. The words are arranged in a circular shape, with the most prominent words in the center and smaller words towards the edges. The words are in various shades of gray and black.

Adjectives included in the word cloud:

- flexible, evolving, thriving, granite, generous, developing, expansive, insular, pretentious, conservative, amorphous, intimidating, unapproachable, considerate, benefactor, committed, difficult, invaluable, amazing, game-changing, understanding, leader, donor-centric, efficiency, good, know, impactful, innovative, growing, thoughtful, ubiquitous, dedicated, accessible, self-satisfied, attuned, manna, humanitarian, organized, large, partner, professional, efficient, helpfulness, focused, intentional, social, matter, essential, highbrow, significant, engaged, generous, comprehensive, local, facilitator, civic-engagement, aware, ever-changing, visionary, bold, dynamic, giving, important, resource, vital, great, exacting, wise, connections, necessary, accommodating, leadership, critical, in, statewide, philanthropic, community, thorough, money, respected, reliable, awesome, establishment, enlightened, collaborative, don't, super, transformational, widespread, adequate, crucial, powerful, strategic, effective, forward-looking, complicated, resourceful, strong, influential, progressive, forward-thinking, fabulous, deliberate, sustainability, investor, meaningful, valuable, transition, excellence, healthy, unfocused.

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SURVEY POPULATION

CEP surveyed NHCF's grantees in September and October of 2014. CEP has also previously surveyed NHCF's grantees.

Survey	Survey Fielded	Year of Active Grants	Number of Responses Received	Survey Response Rate
NHCF 2014	September and October 2014	2014	232	64%
NHCF 2008	February and March 2008	2008	248	65%
NHCF 2004	February and March 2004	2004	226	63%

Throughout this report, New Hampshire Charitable Foundation's survey results are compared to CEP's broader dataset of more than 40,000 grantees built up over more than decade of grantee surveys of more than 300 funders. The full list of participating funders can be found at <http://www.effectivephilanthropy.org/assessment-tools/gpr-apr>.

Subgroups

In addition to showing NHCF's overall ratings, this report shows ratings segmented by Grant Program. The online version of this report also shows ratings segmented by Grant Program and Region.

Grant Program	Number of Responses
Community Grant - Express	67
Community Grant - Project and Operating Support	77
Substance Use Disorders	17
Neil and Louise Tillotson Fund	22
Wellborn Ecology Fund	10
Upper Connecticut River Fund	3
Other	23

Region	Number of Responses
Lakes Region	17
Manchester Region	15
Monadnock Region	28
Nashua Region	6
North Country Region	24
Piscataqua Region	21
Upper Valley Region	37
Statewide or Other Region	60
Other	17

Express vs. Non-Express	Number of Responses
Non-Express Grantees	152
Express Grantees	67

Primary Field	Number of Responses
Health and Well-being	77
Civic Engagement	18
Education	53
Economy	14
Environment	29

COMPARATIVE COHORTS

Customized Cohort

NHCF selected a set of 14 funders to create a smaller comparison group that more closely resembles NHCF in grantmaking focus.

Custom Cohort
Central Indiana Community Foundation
East Bay Community Foundation
Grand Rapids Community Foundation
Hartford Foundation for Public Giving
Kalamazoo Community Foundation
Maine Community Foundation
New Hampshire Charitable Foundation
Rochester Area Community Foundation
Santa Barbara Foundation
The Boston Foundation
The Columbus Foundation and Affiliated Organizations
The Minneapolis Foundation
The Philadelphia Foundation
The Rhode Island Foundation

Standard Cohorts

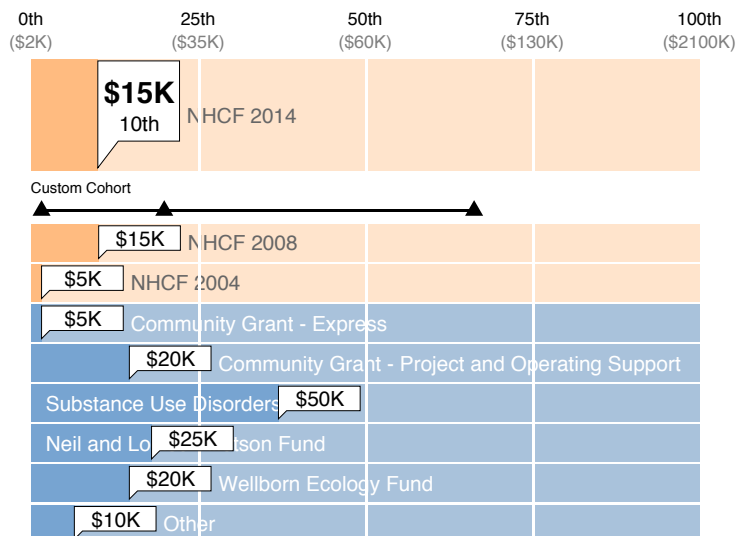
CEP also included nine standard cohorts to allow for comparisons to a variety of different types of funders. A full list of funders in each cohort is provided in the "Funders in Comparative Cohorts" section of the online report.

Cohort Name	Count	Description
Community Foundations	33	All community foundations in the GPR dataset
Health Conversion Foundations	28	All health conversion funders in the GPR dataset
Small Private Funders	60	Private funders with annual giving of less than \$10 million
Medium Private Funders	94	Private funders with annual giving of \$10 million - \$49 million
Large Private Funders	33	Private funders with annual giving of \$50 million or more
Regional Funders	194	Funders that make grants in a specific community or region of the US
National Funders	57	Funders that make grants across the US
International Funders	36	Funders that make grants outside the US

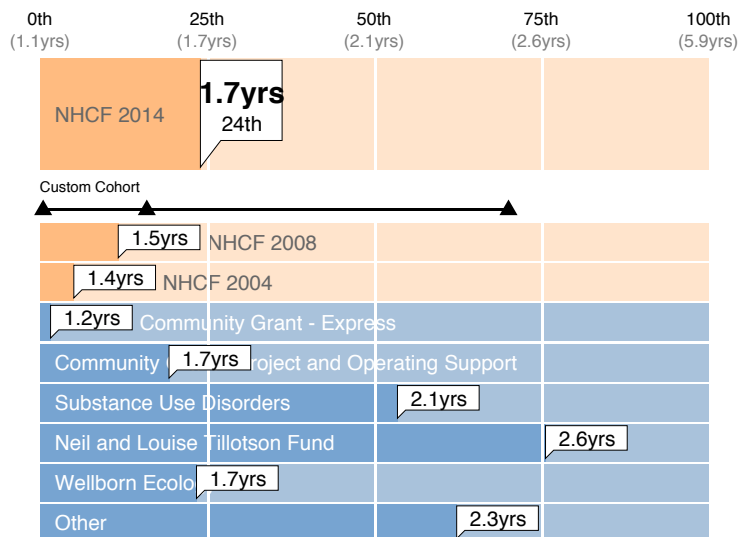
GRANTMAKING CHARACTERISTICS

Foundations make different choices about the ways they organize themselves, structure their grants, and the types of grantees they support. The following charts and tables show some of these important characteristics. The information is based on self-reported data from funders and grantees, and further detail is available in the Contextual Data section of this report.

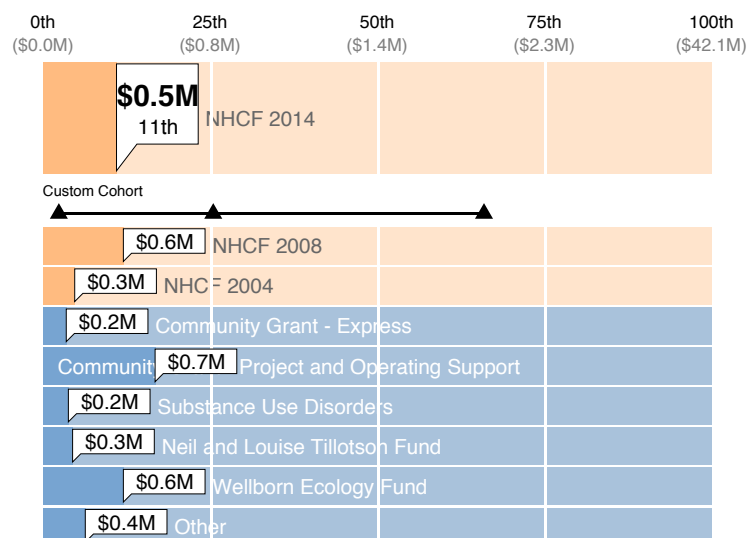
MEDIAN GRANT SIZE



AVERAGE GRANT LENGTH



TYPICAL ORGANIZATIONAL BUDGET

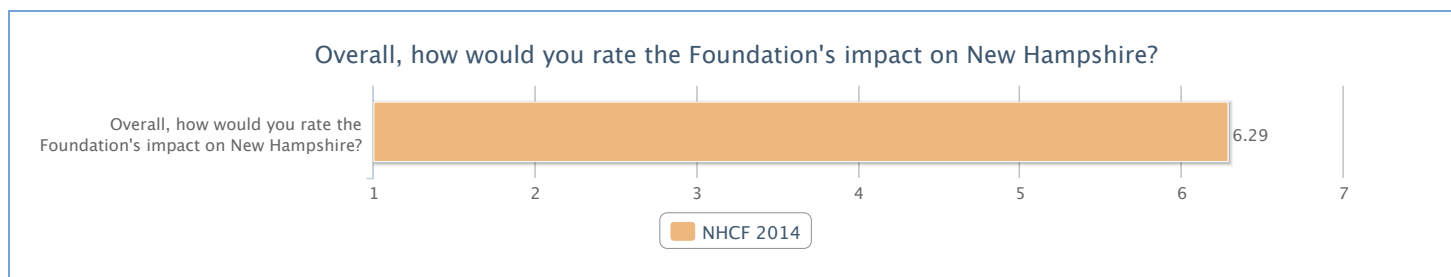
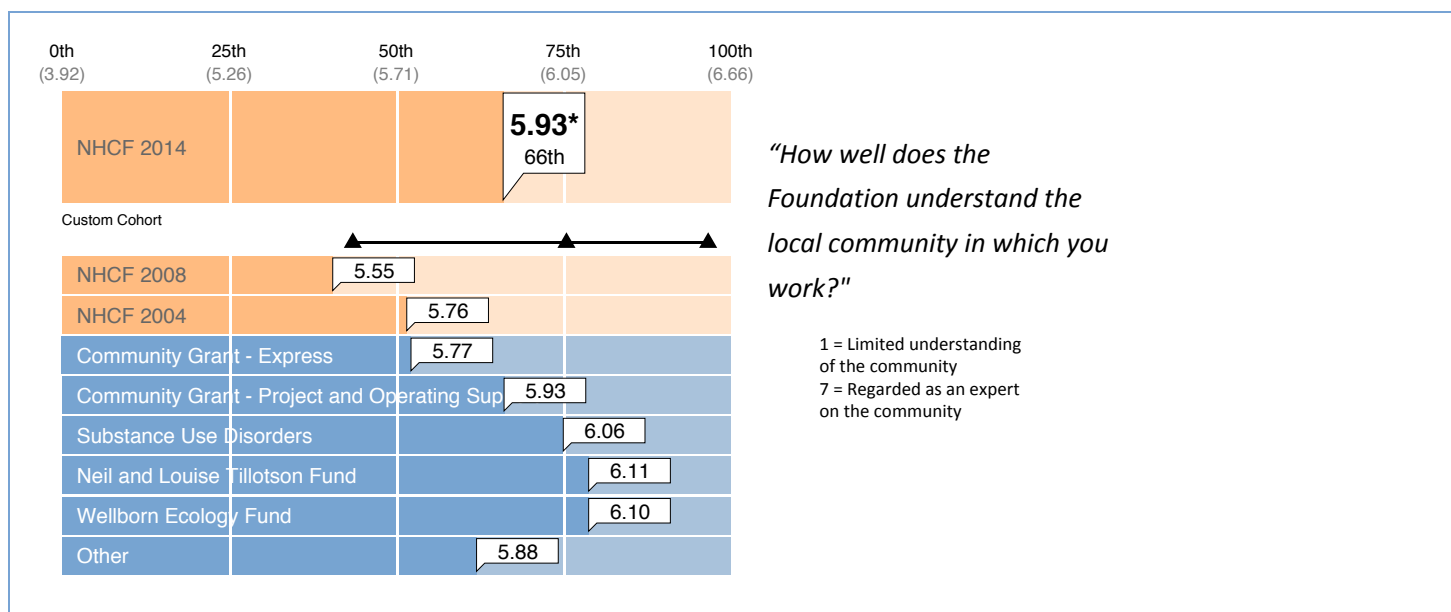
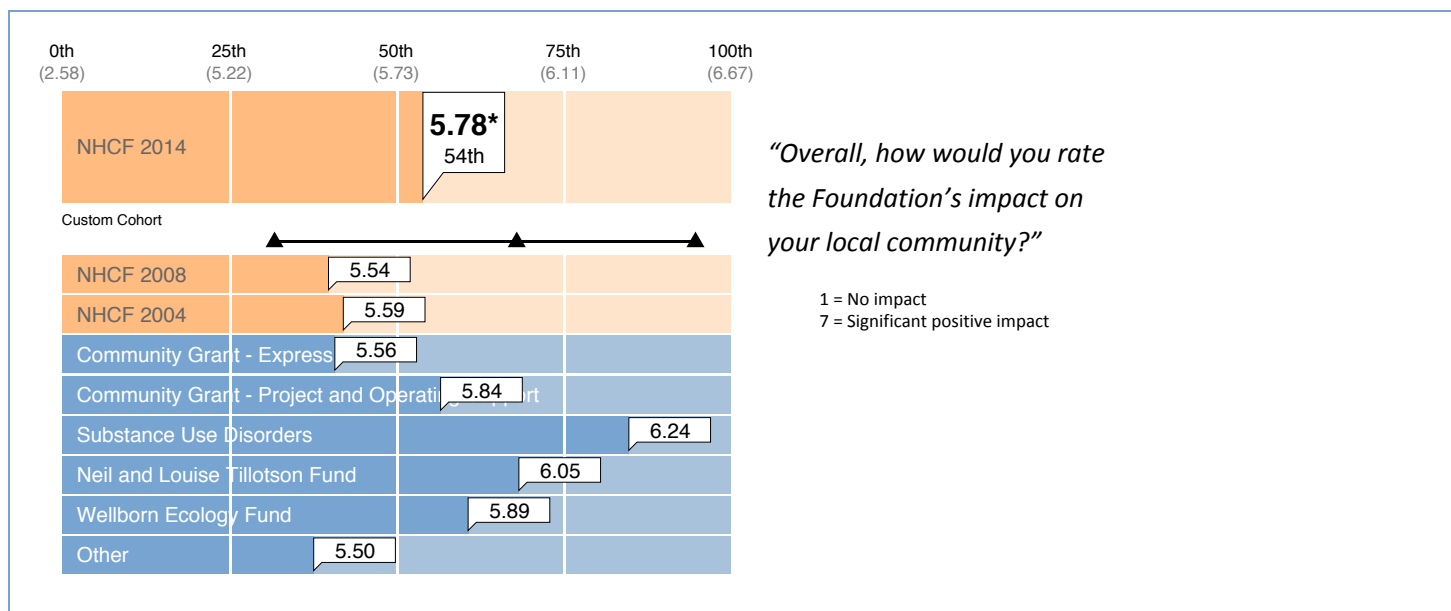


Type of Support (Overall)	NHCF 2014	NHCF 2008	Average Funder	Custom Cohort
Percent of grantees receiving operating support	28%	20%	20%	23%
Percent of grantees receiving program/project support	58%	63%	64%	62%
Percent of grantees receiving other types of support	15%	17%	16%	15%

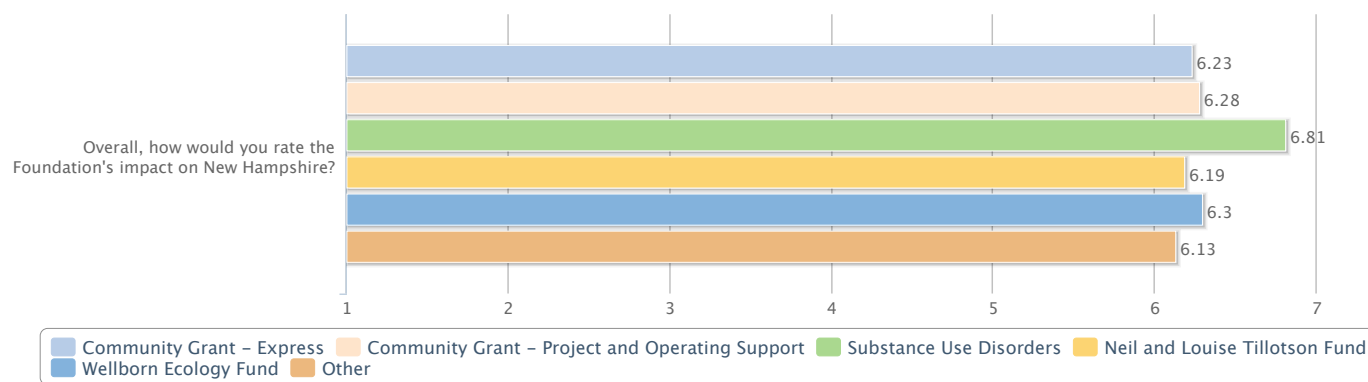
Grant History (Overall)	NHCF 2014	Average Funder	Custom Cohort
Percentage of first-time grants	16%	29%	13%

Program Staff Load (Overall)	NHCF 2014	NHCF 2008	Median Funder	Custom Cohort
Dollars awarded per program staff full-time employee	\$3.2M	\$2.9M	\$2.6M	\$4.2M
Applications per program full-time employee	29	N/A	29	44
Active grants per program full-time employee	29	N/A	33	44

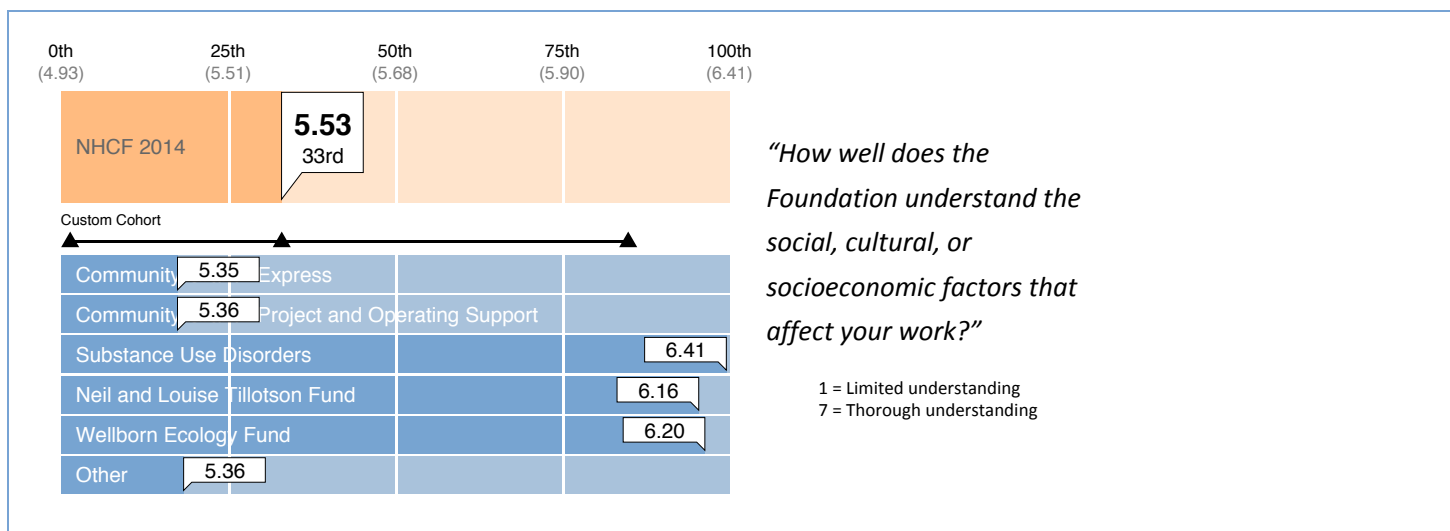
IMPACT ON AND UNDERSTANDING OF GRANTEES' LOCAL COMMUNITIES



Overall, how would you rate the Foundation's impact on New Hampshire?



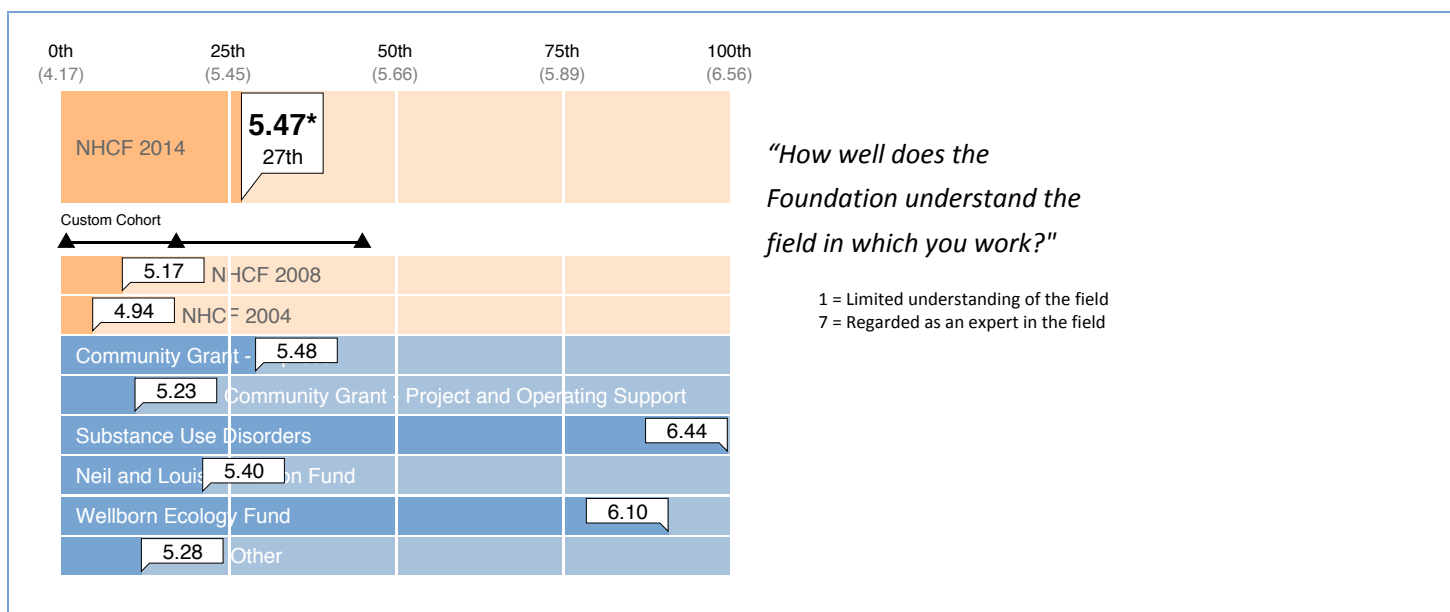
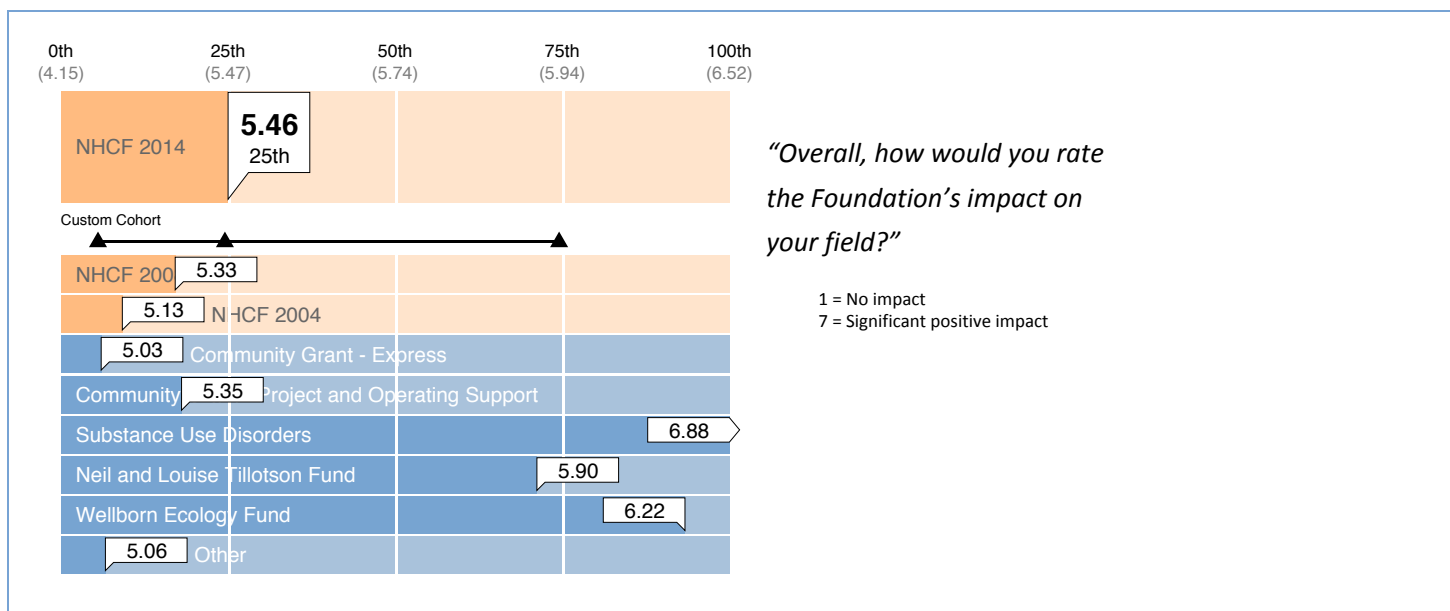
Understanding of Contextual Factors



Selected Grantee Comments:

- » "I think it is a good indication that the Foundation is educated in what programs exist in the community and which ones inherently align with their goals. It seems that they truly know who they are supporting and trust that the projects they support will be delivered by qualified, capable, and honorable organizations."
- » "The foundation has been actively involved in supporting our community's cultural plan, and the city's cultural board, advocating for strong city support of arts and culture activities."
- » "Meet with all the organizations they fund. Go out on a field trip with our conservation scientists. Understand the big issues facing their state."
- » "The greatest strength of the Foundation is its full engagement in state and community issues first and foremost, rather than grant-seekers. In my experience, they seek to understand an issue first, then circle out to understand the possible resources and organizations that could positively influence the issue, then begin to envision how funding may be used to underwrite capacities that already exist in order to strengthen, target, expand or enhance those capacities to create a measurable impact."

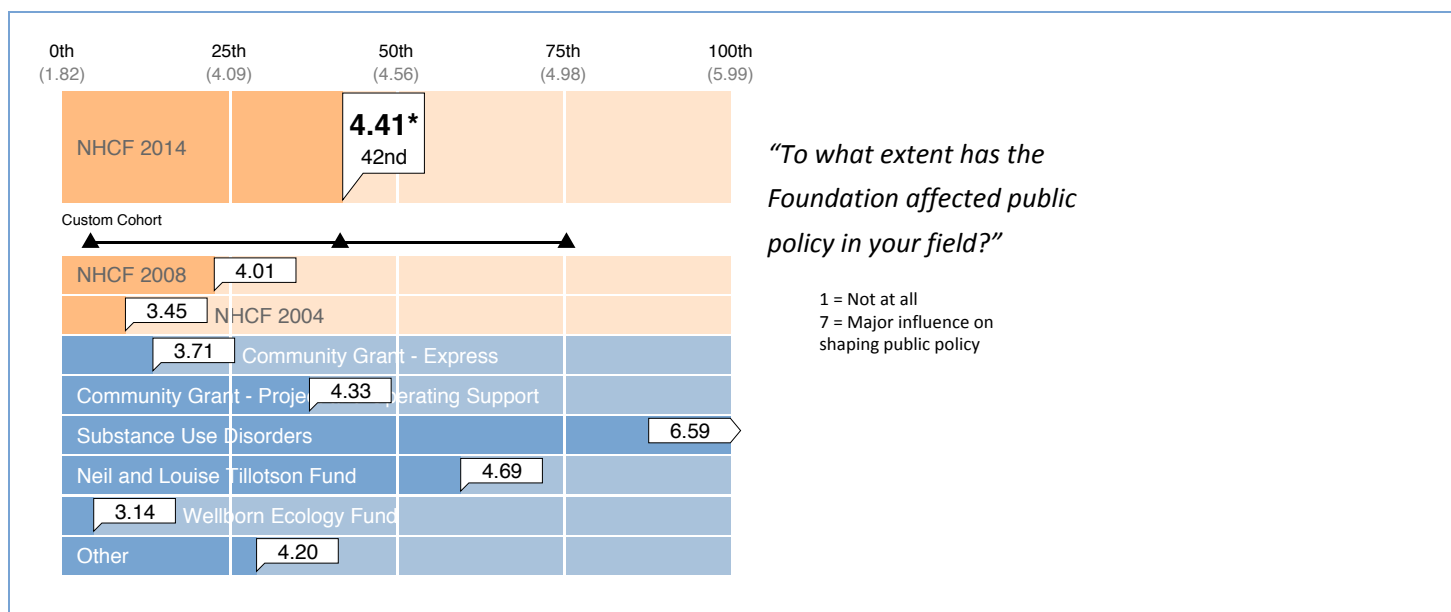
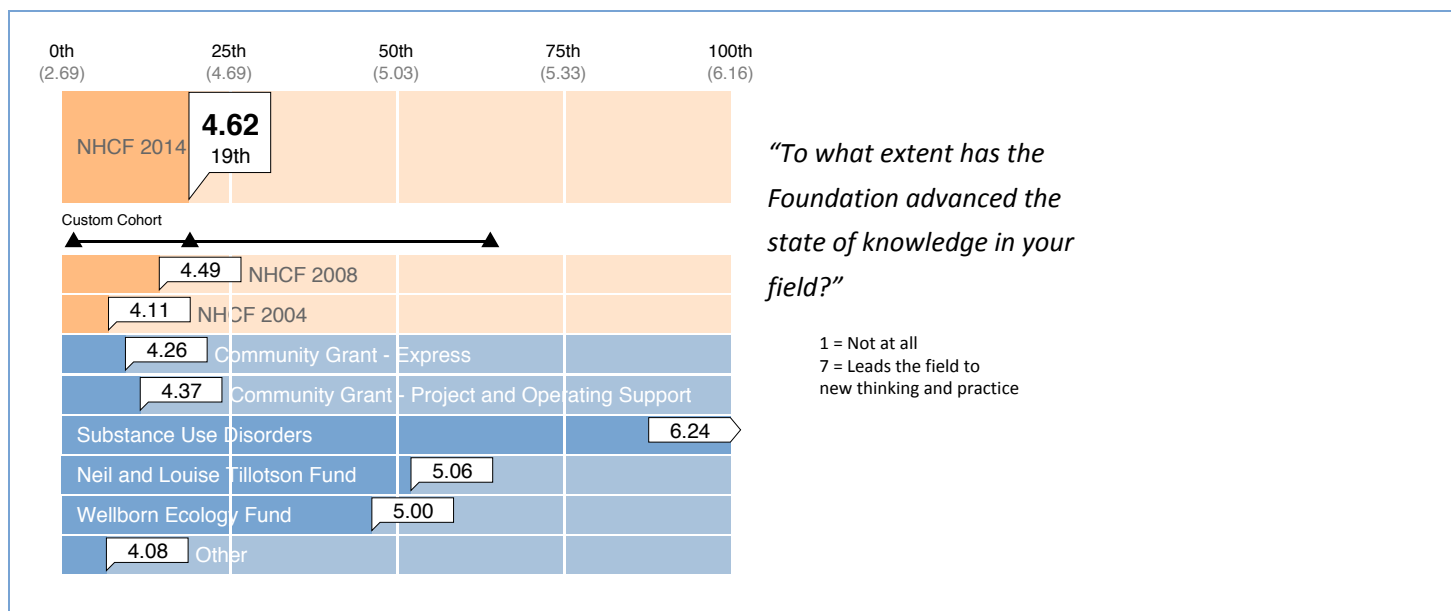
IMPACT ON AND UNDERSTANDING OF GRANTEEES' FIELDS



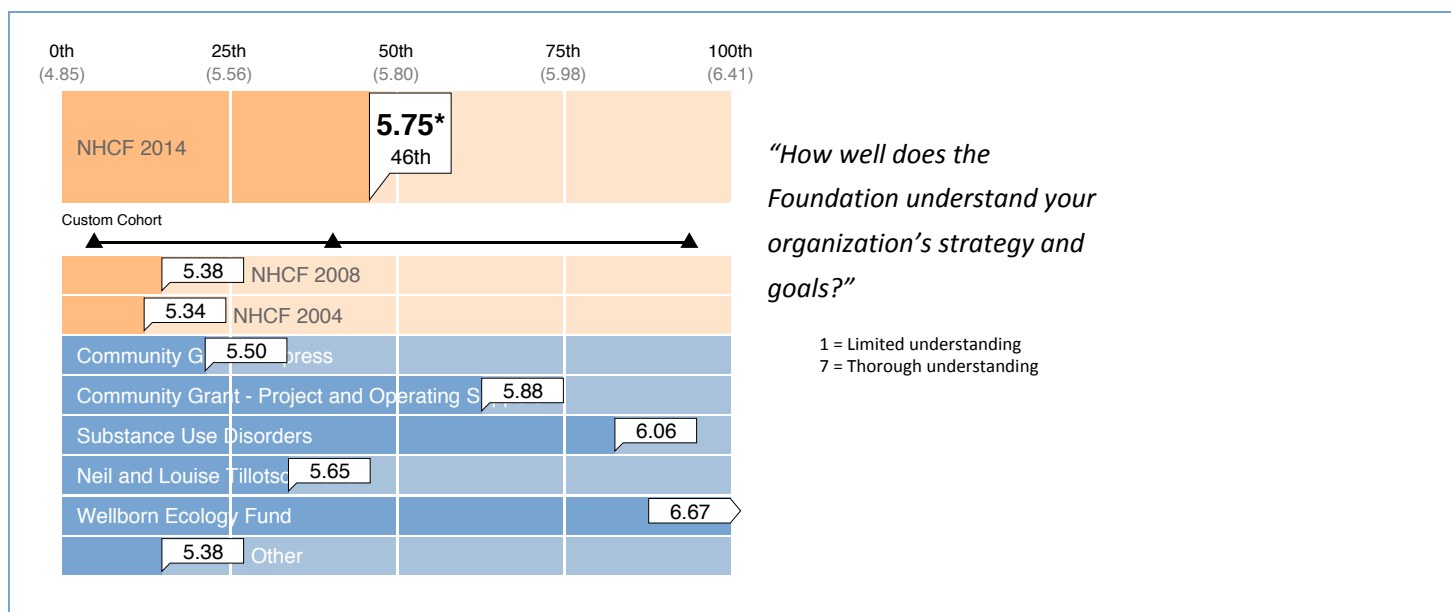
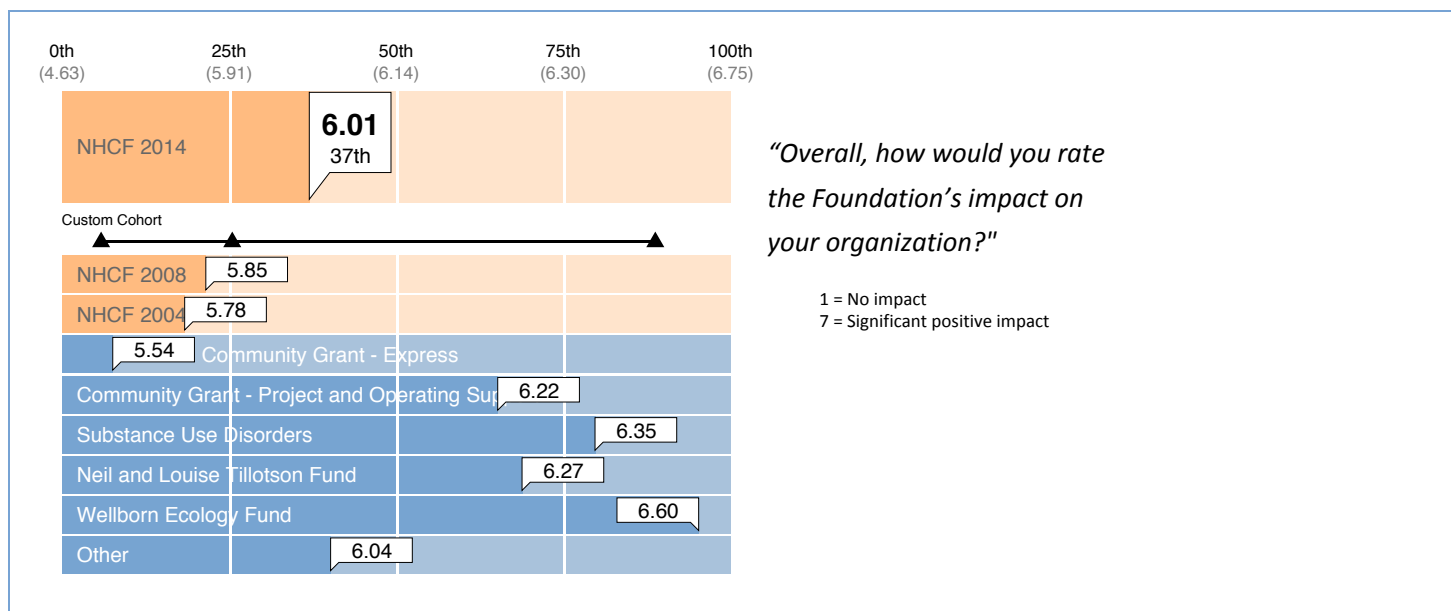
Selected Grantee Comments:

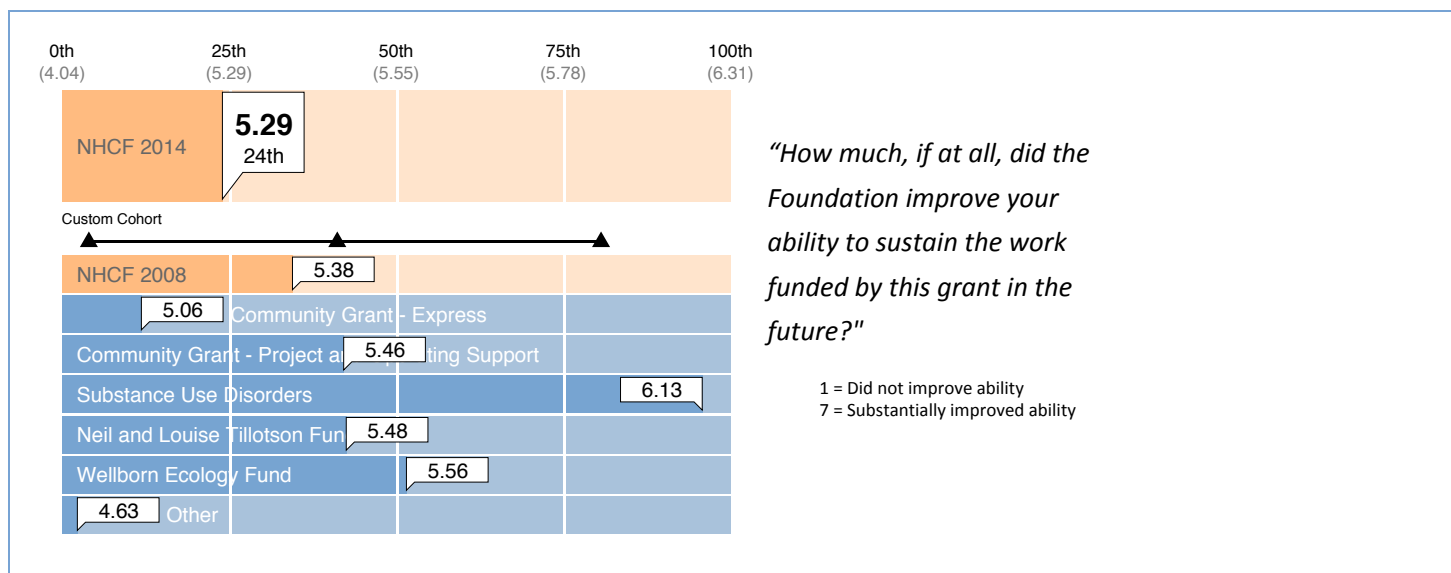
- » "The Foundation is taking thoughtful, serious, and strategic steps to facilitate public policy collaboration and resource sharing among advocacy organizations."
- » "I think that our field has become so complicated, and our relationship with state and federal government so strained, few private funders are aware of the stresses on the field. I do think the Foundation has a good understanding of the local community overall--not so much our specific field."
- » "The impact of the Foundation on the issue of substance abuse is unparalleled and priceless. They are so fully engaged in the topic and through that engagement have led to the reduction of stigma on the local, regional and state level."
- » "NHCF is a regional leader in the field of environmental education."

Advancing Knowledge and Public Policy



IMPACT ON AND UNDERSTANDING OF GRANTEES' ORGANIZATIONS





Selected Grantee Comments:

- » "The Foundation made a point of inviting us to present a 'mission moment' to all its employees -- not just to our Program Officer. They have taken the time to know the inner workings of our organization, and have been generous to our cause."
- » "My feeling is the Foundation is more interested in funding high profile organizations rather than those which are in the trenches dealing with those less fortunate in our community."
- » "The Foundation has a strong impact on our organization, in that it serves as a catalyst for connecting like-minded donors with our program and organizational needs, resulting in significant financial support annually."
- » "The one most important impact the Foundation is having is that they are supporting operating costs. NHCF is one of the most respected charitable organizations in this area and the fact they have recognized that non-profits cannot exist (and often times, grow and develop) without operating and administrative resources is huge. Many smaller foundations still avoid supporting operating costs, but I truly feel that the Foundation is helping to lead the way in a change in mindset regarding operating support."
- » "NHCF's focus had changed. With a new Pres. and staff it was more interested in programming (its own initiatives) than in supporting those of small non-profits scattered around the state."

Effect of Grant on Organization

"Which of the following statements best describes the primary effect the receipt of this grant had on your organization's programs or operations?"

Primary Effect of Grant on Grantee's Organization (Overall)	NHCF 2014	Average Funder	Custom Cohort
Enhanced Capacity	39%	29%	37%
Expanded Existing Program Work	17%	26%	21%
Maintained Existing Program	23%	19%	25%
Added New Program Work	21%	25%	17%

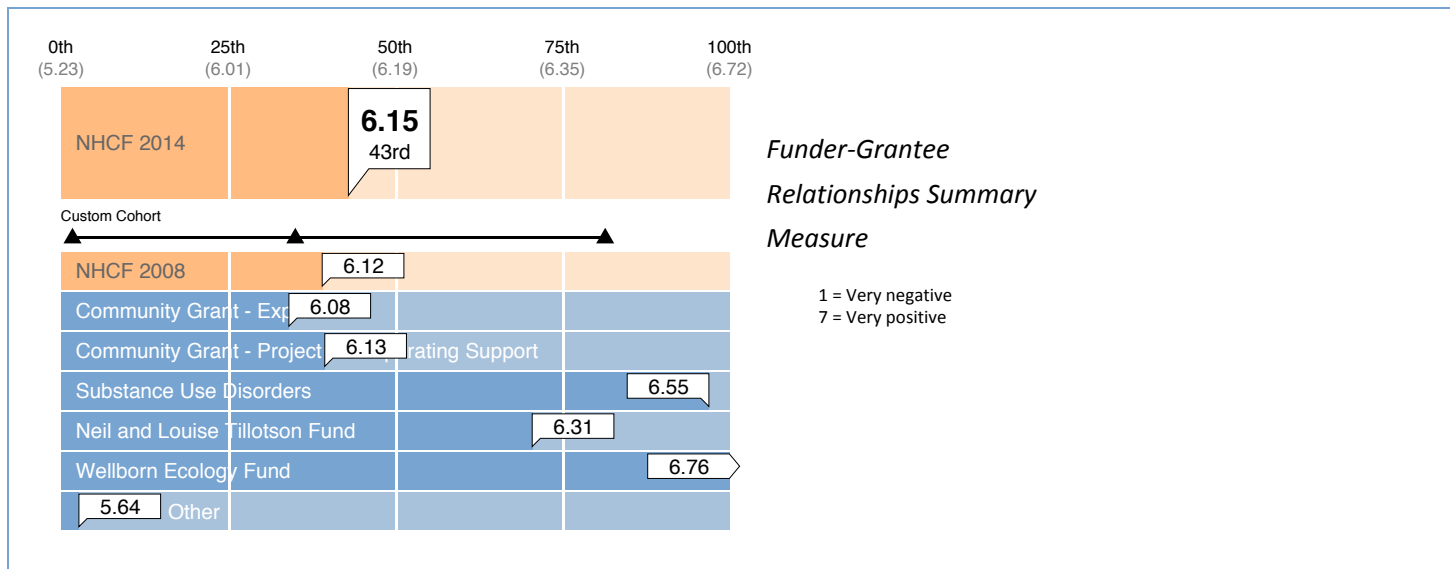
Primary Effect of Grant on Grantee's Organization (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
Enhanced Capacity	37%	49%	35%	23%	10%	43%
Expanded Existing Program Work	20%	16%	12%	14%	40%	9%
Maintained Existing Program	18%	23%	24%	32%	20%	30%
Added New Program Work	25%	12%	29%	32%	30%	17%

FUNDER-GRANTEE RELATIONSHIPS

Funder-Grantee Relationships Summary Measure

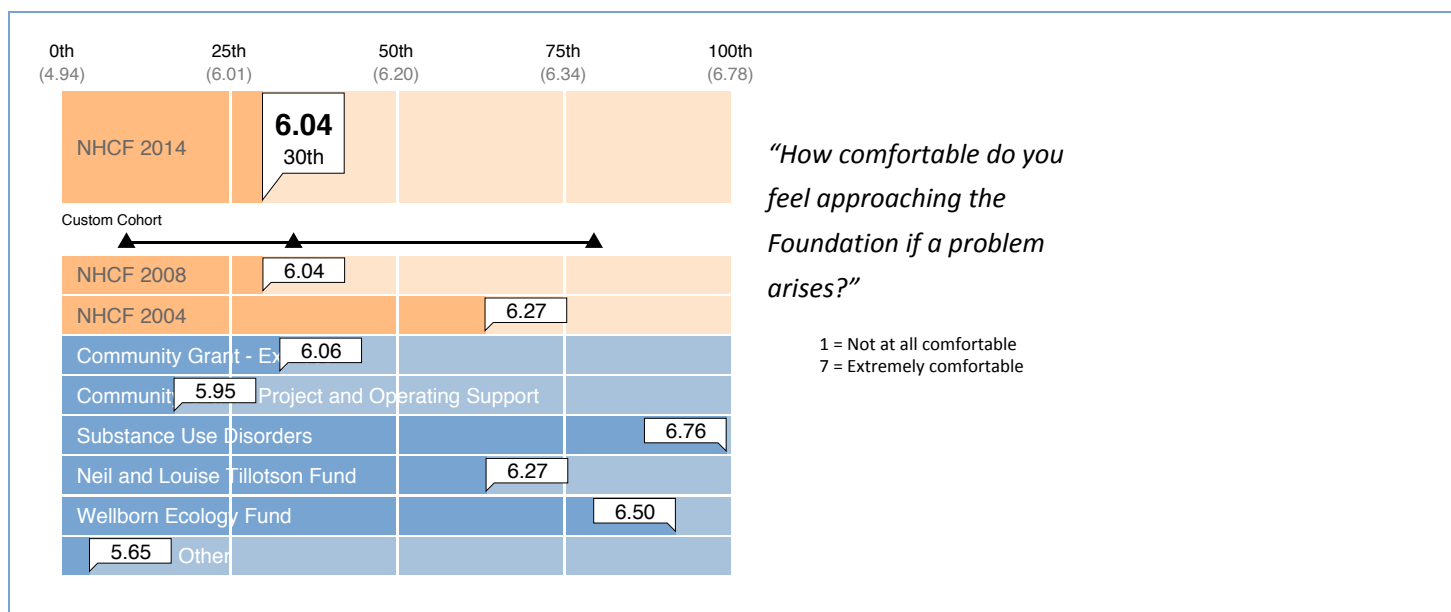
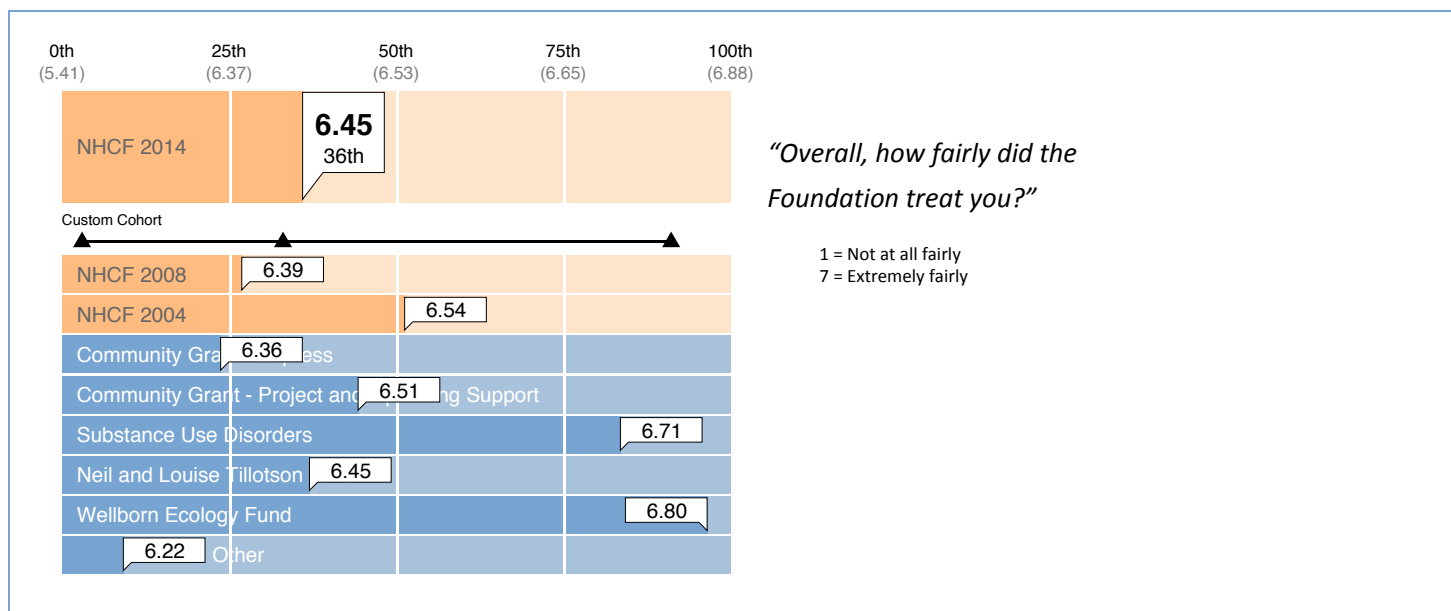
The quality of interactions and the clarity and consistency of communications together create the larger construct that CEP refers to as "relationships." The relationships measure below is an average of grantee ratings on the following measures:

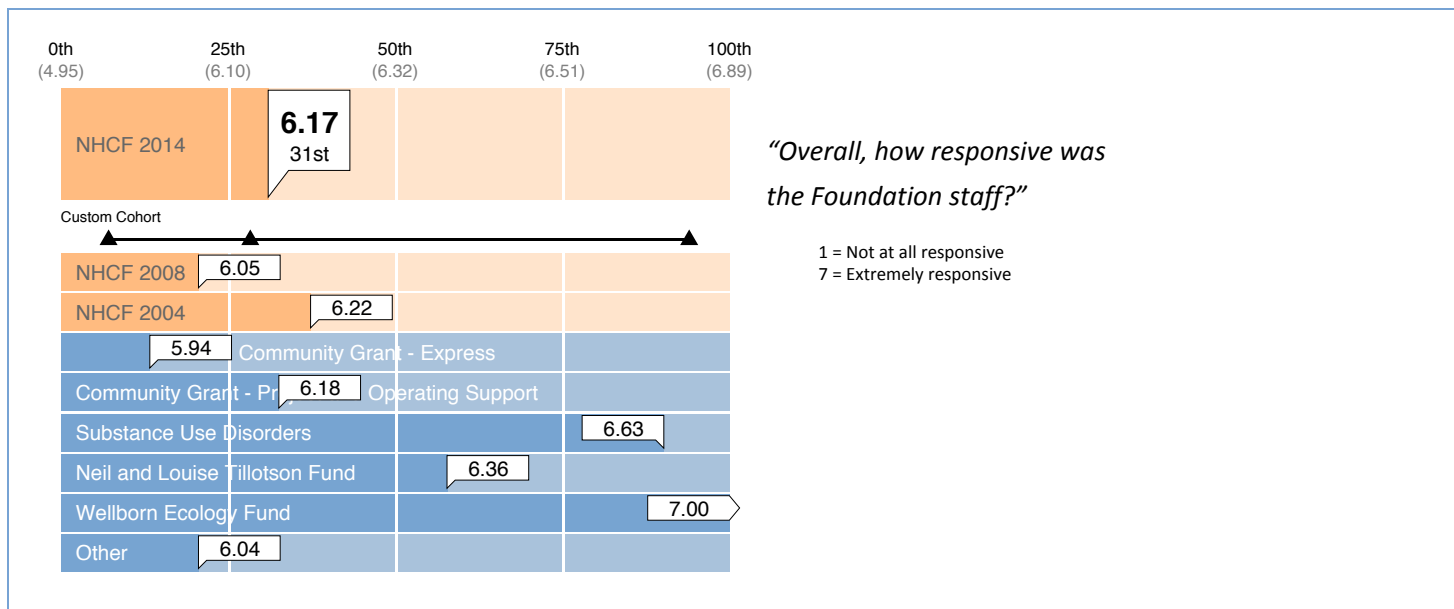
1. Fairness of treatment by the foundation
2. Comfort approaching the foundation if a problem arises
3. Responsiveness of foundation staff
4. Clarity of communication of the foundation's goals and strategy
5. Consistency of information provided by different communications

**Selected Grantee Comments:**

- » "Foundation staff have been incredibly responsive and supportive and have gone out of the way to involve us in projects initiated by the Foundation and to help create new opportunities for the organization."
- » "I was new to the organization and to grant writing, and had a lot of questions at the outset. My [contact] was too busy to support me in that process, as ours was a very small grant, so I was put off, and now hesitate to contact the organization for support."
- » "I use the NHCF website on a regular basis to learn about grant programs, deadlines, reporting forms, etc. If/when I have a question, I email the program officer, who always follows-up quickly."
- » "Staff are willing to talk if called and are approachable in public but do not reach out to us."
- » "We never feel uncomfortable approaching Foundation staff with questions or issues. We are in near constant communication with our program officer to give updates on our progress and identify Foundation priorities for future funding years."
- » "I tried to reach out to our program officer via phone and email and could not get a response before application (tried periodically for two months). When I received a follow up call, it was from someone else."

Quality of Interactions





Interaction Patterns

"How often do/did you have contact with your program officer during this grant?"

Frequency of Contact with Program Officer (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Average Funder	Custom Cohort
Weekly or more often	4%	1%	1%	3%	3%
A few times a month	4%	5%	6%	10%	7%
Monthly	10%	6%	7%	13%	10%
Once every few months	40%	45%	45%	51%	46%
Yearly or less often	42%	43%	41%	24%	34%

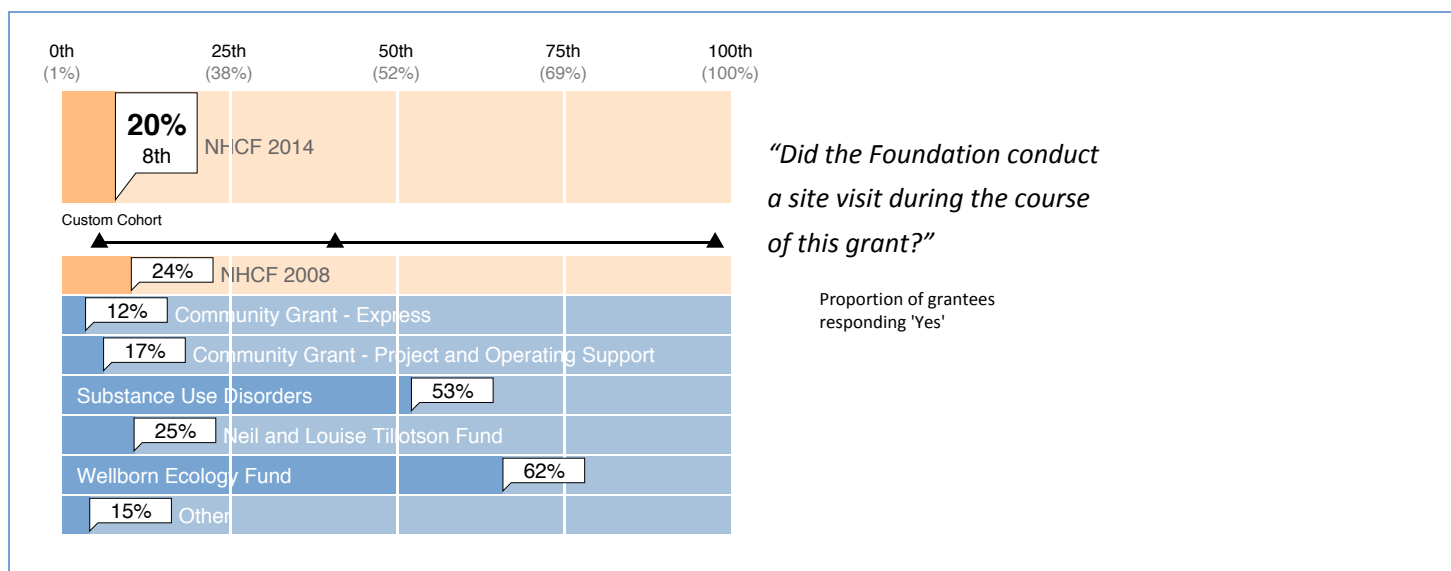
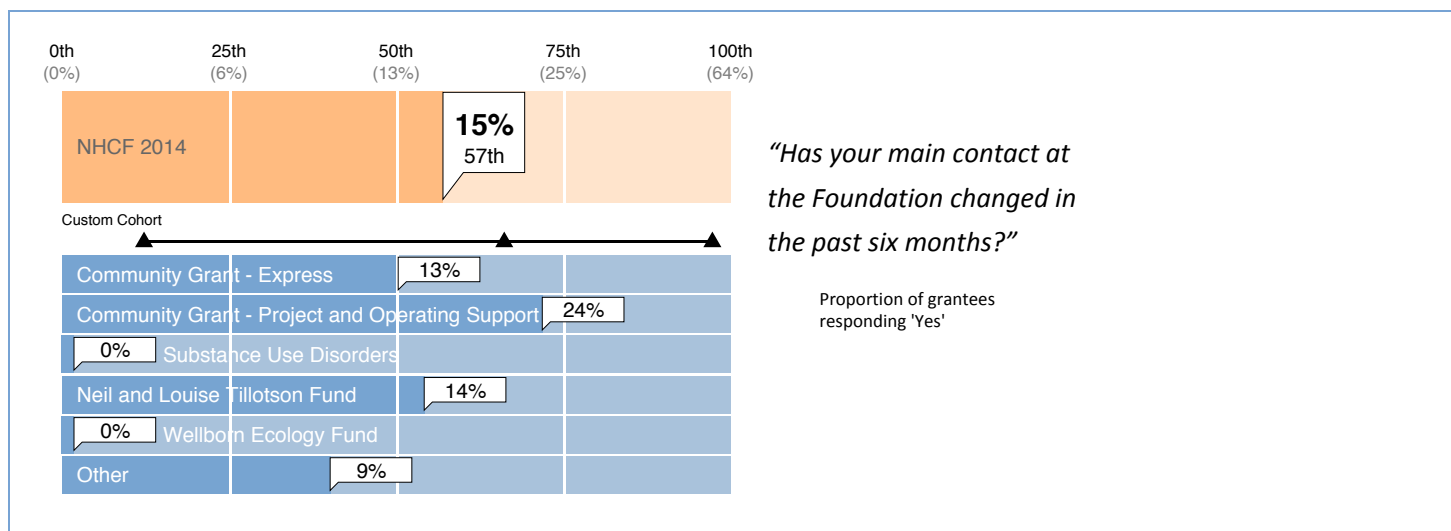
Frequency of Contact with Program Officer (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
Weekly or more often	8%	0%	12%	0%	10%	4%
A few times a month	3%	0%	35%	5%	0%	0%
Monthly	3%	8%	35%	9%	30%	13%
Once every few months	30%	45%	18%	45%	50%	57%
Yearly or less often	56%	47%	0%	41%	10%	26%

"Who most frequently initiated the contact you had with your program officer?"

Initiation of Contact with Program Officer (Overall)	NHCF 2014	NHCF 2008	Average Funder	Custom Cohort
Program Officer	4%	11%	15%	12%
Both of equal frequency	40%	33%	49%	42%
Grantee	56%	56%	36%	47%

Initiation of Contact with Program Officer (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
Program Officer	6%	4%	6%	5%	0%	5%
Both of equal frequency	26%	35%	71%	48%	78%	48%
Grantee	69%	61%	24%	48%	22%	48%

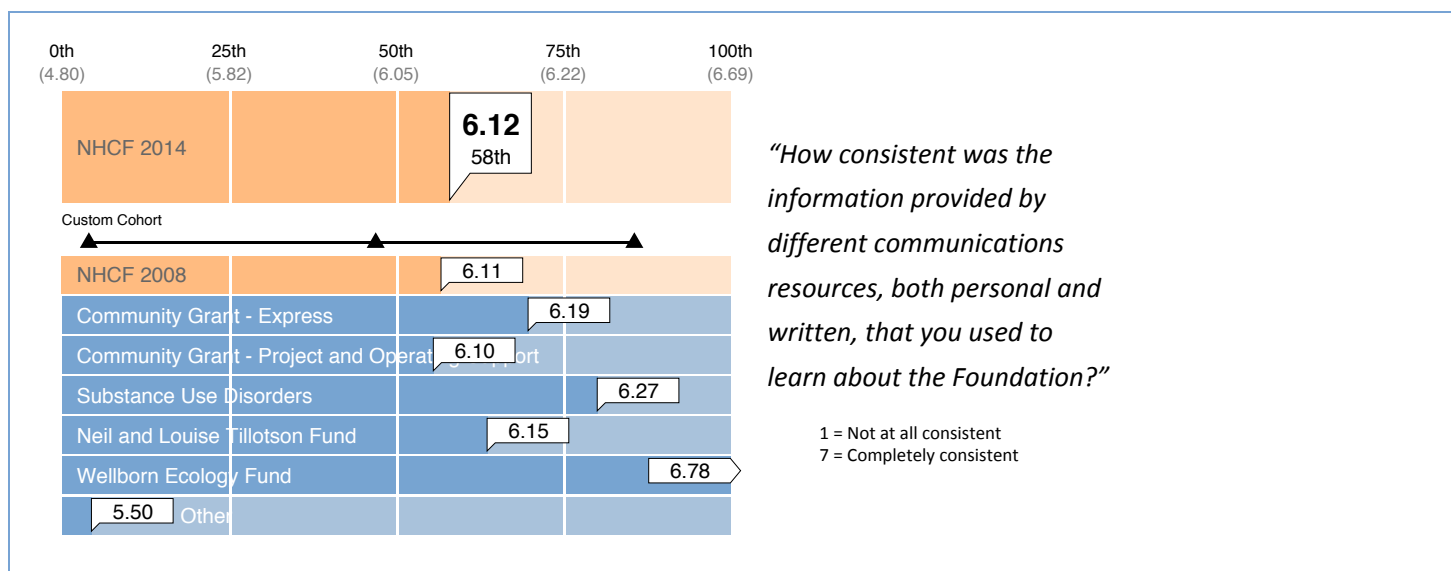
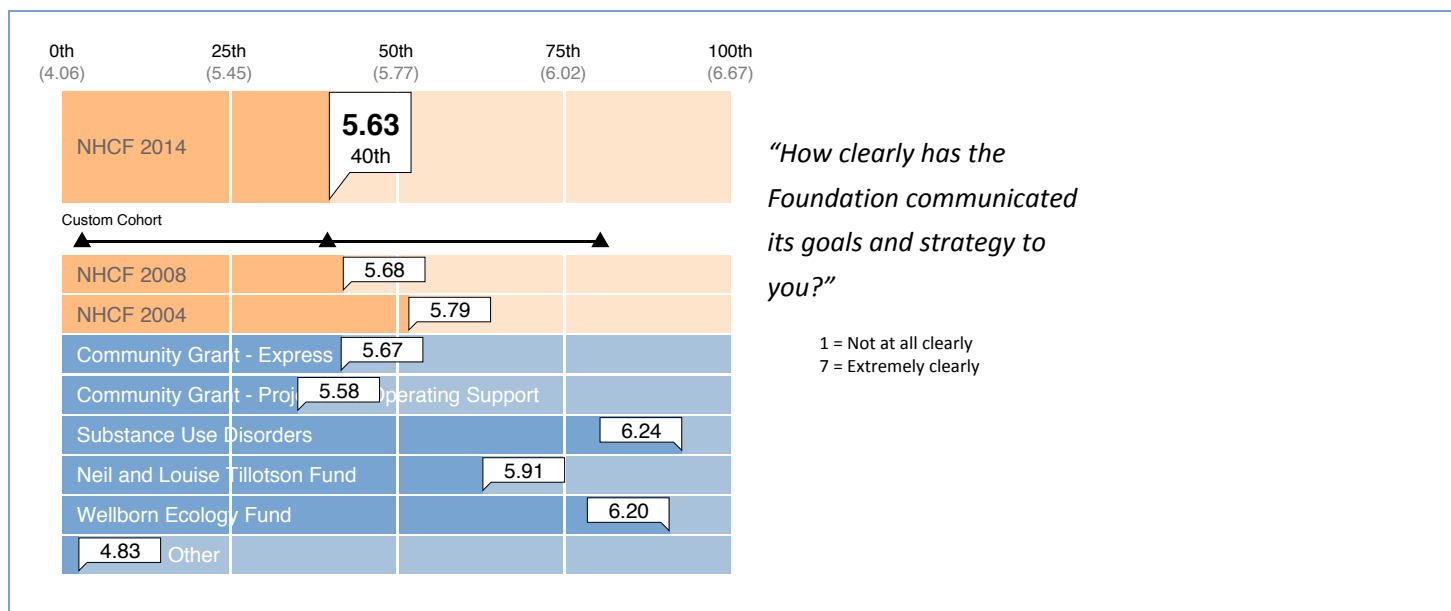
Contact Change and Site Visits



Behind the Numbers

NHCF grantees that report receiving a site visit rate the Foundation higher for its impact on their fields and the quality of its relationships with grantees.

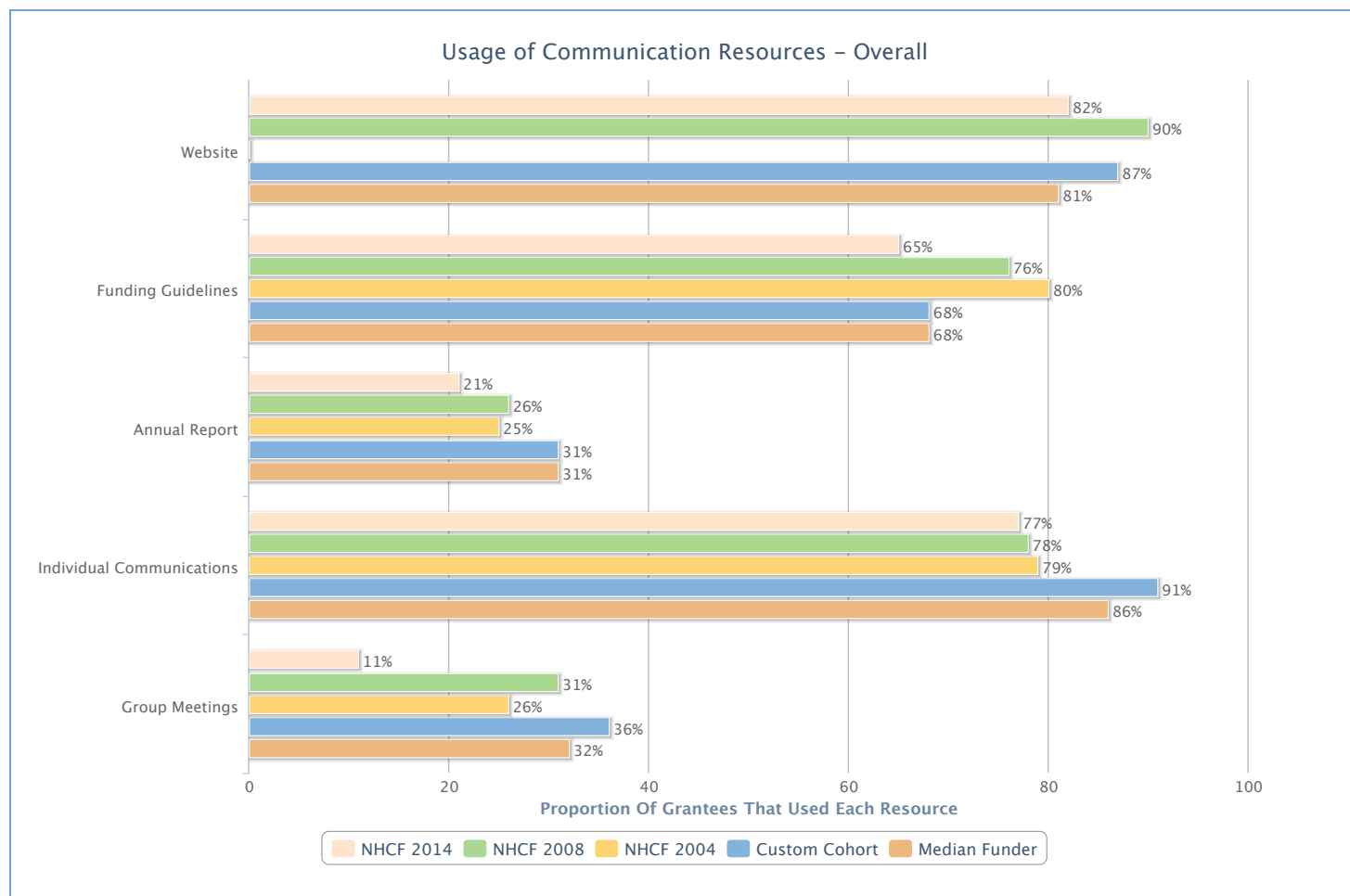
Foundation Communication



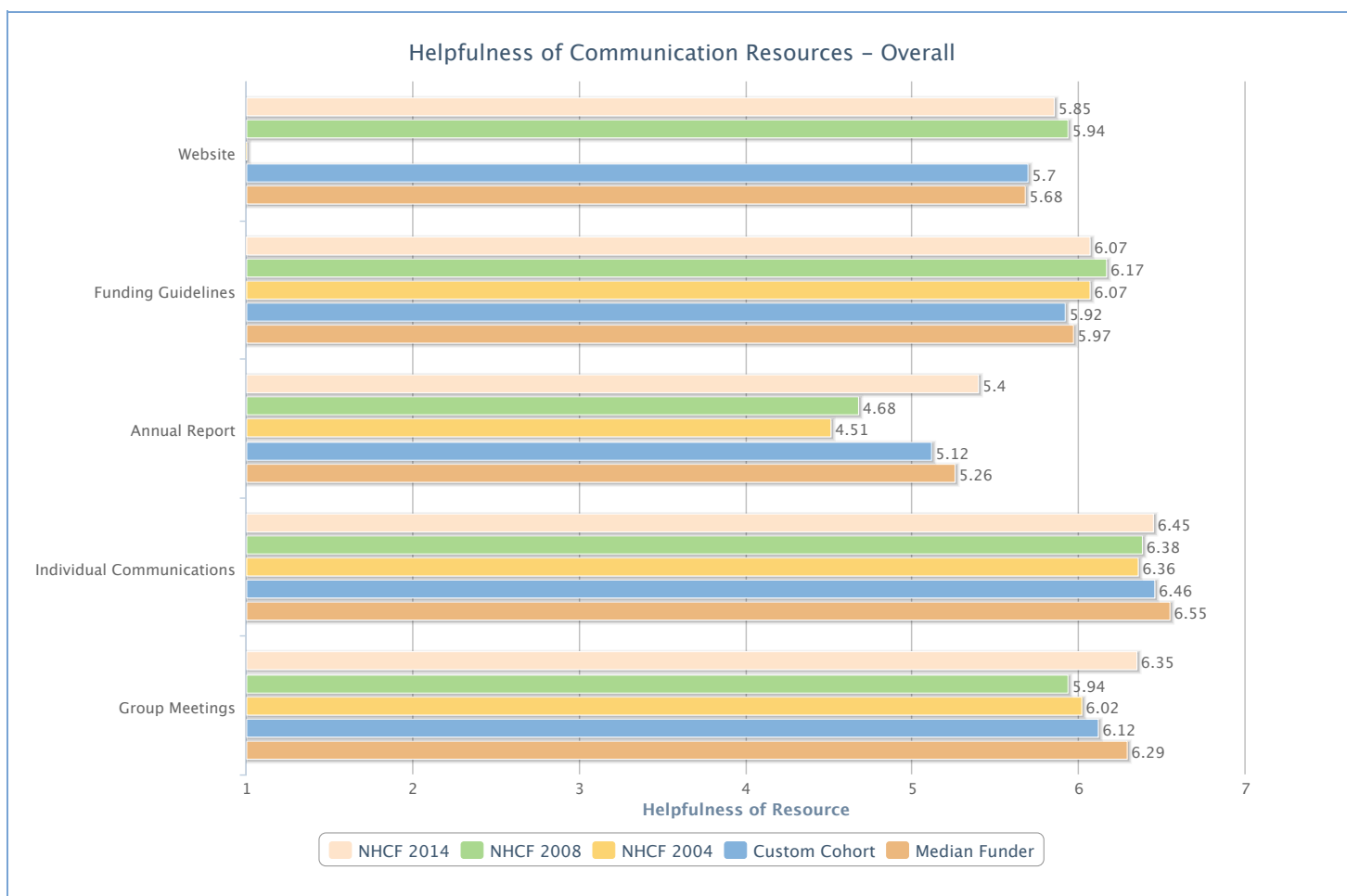
Communication Resources

Grantees were asked whether they used each of the following communications resources from NHCF and how helpful they found each resource. This chart shows the proportion of grantees who have used each resource.

"Please indicate whether you used any of the following resources, and if so how helpful you found each."

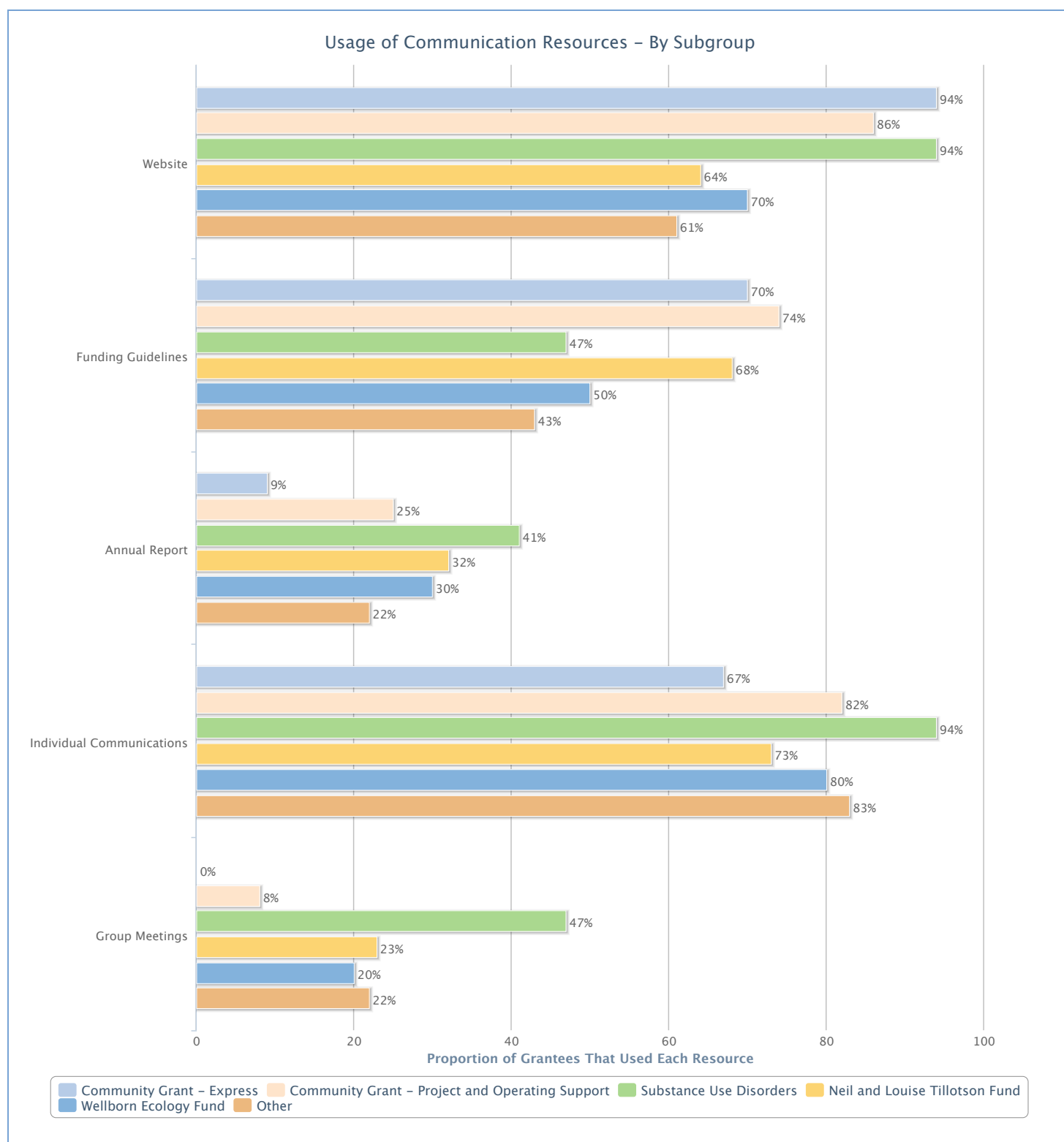


The chart below shows the perceived helpfulness of each resource, where 1 = "Not at all helpful" and 7 = "Extremely helpful."

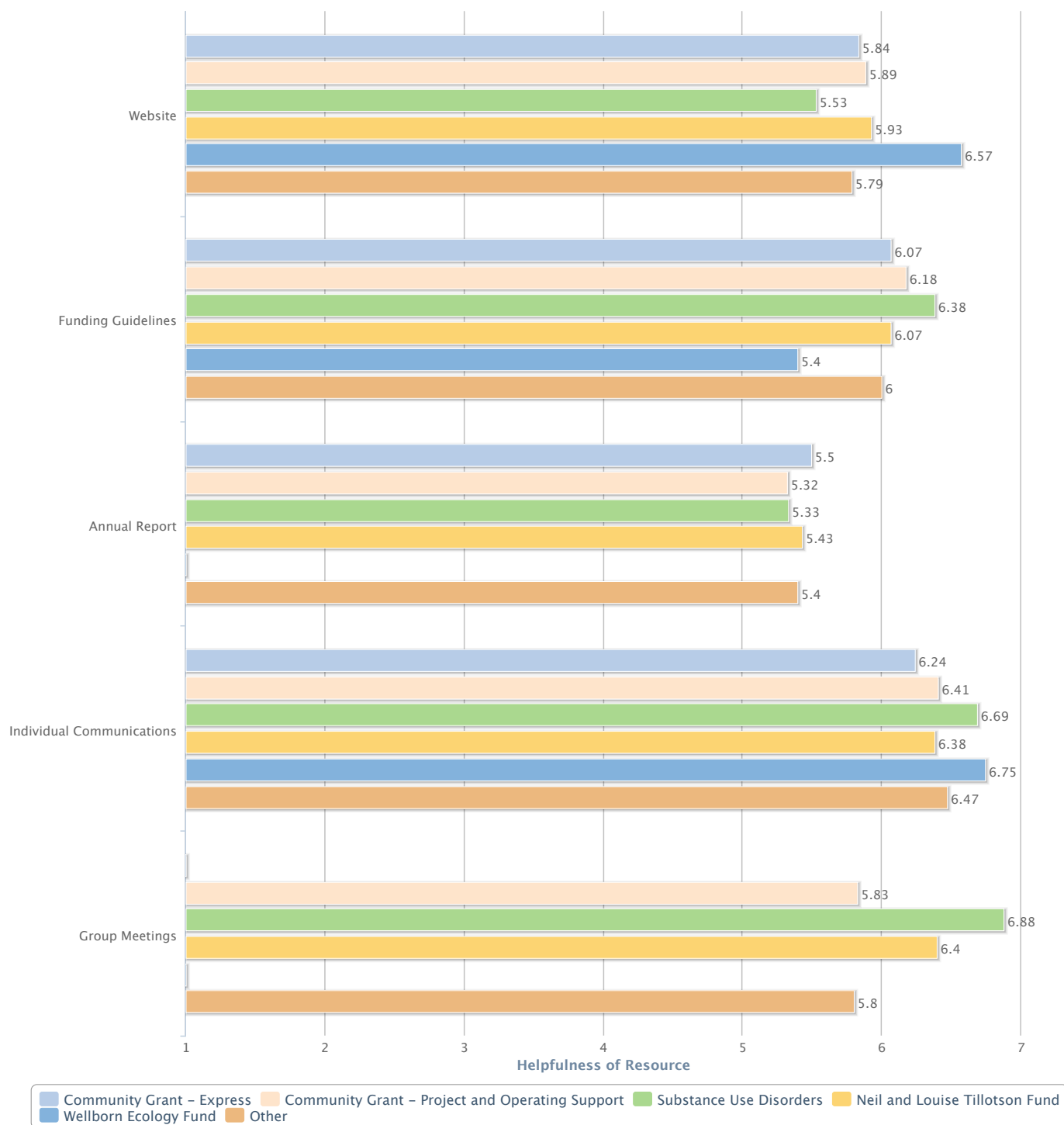


The following charts show the usage and helpfulness of communications resources segmented by subgroup.

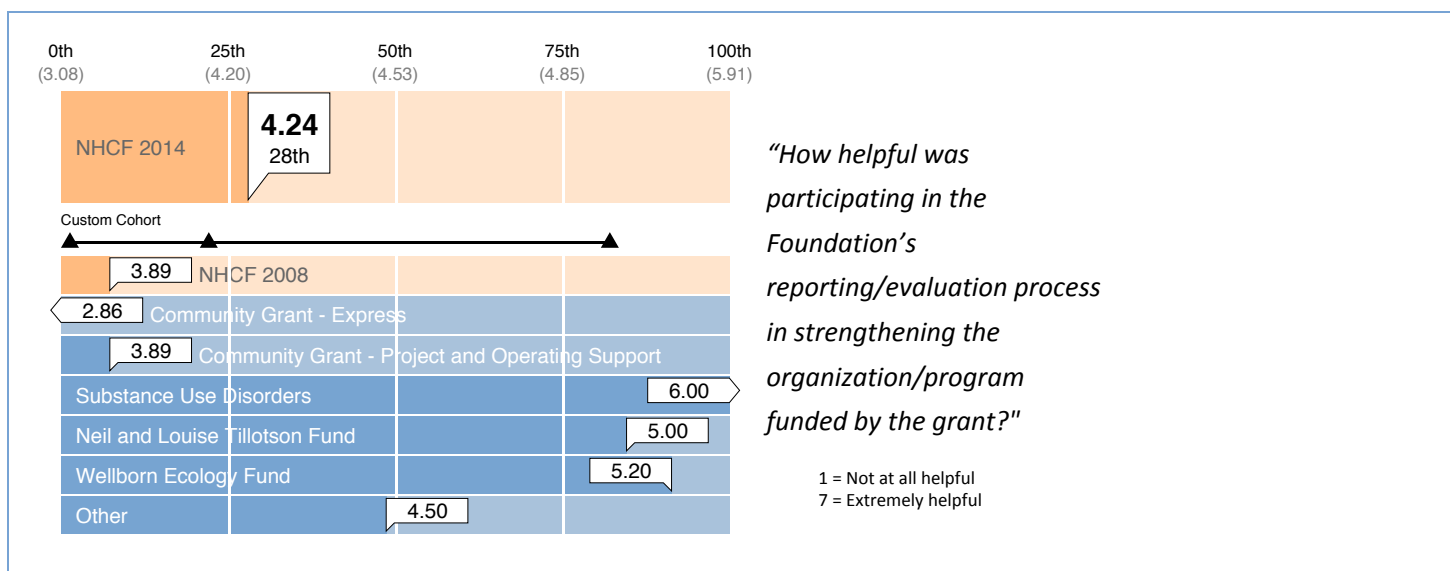
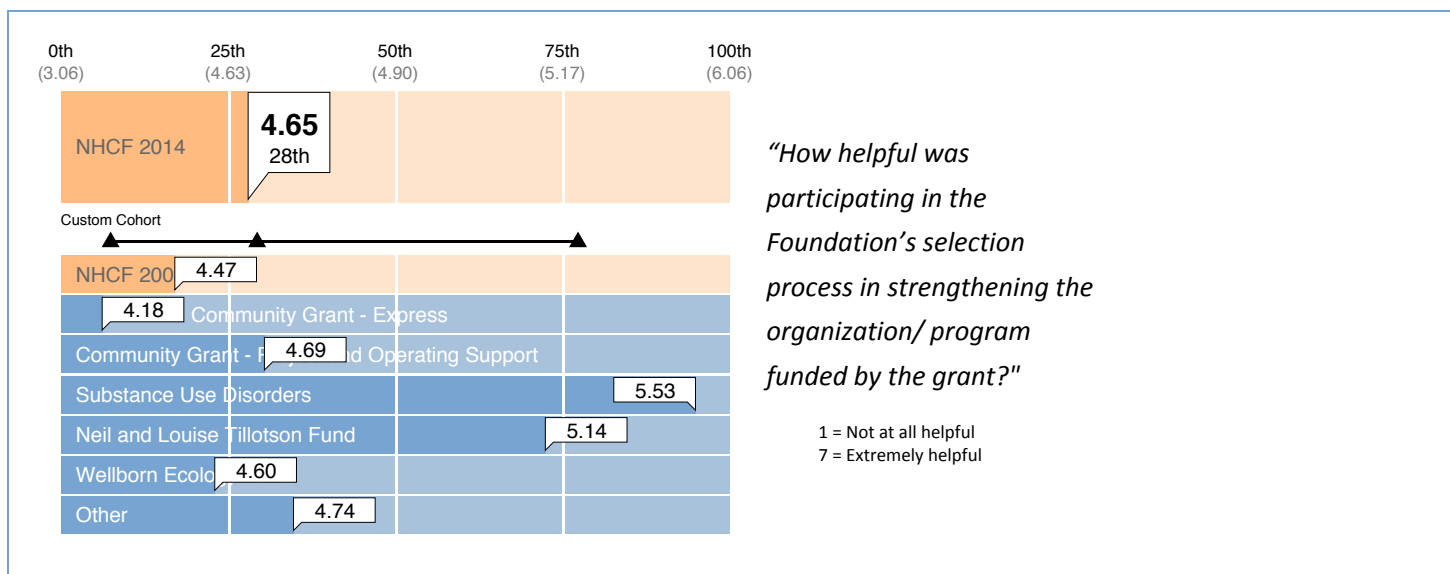
"Please indicate whether you used any of the following resources, and if so how helpful you found each."



Helpfulness of Communication Resources – By Subgroup



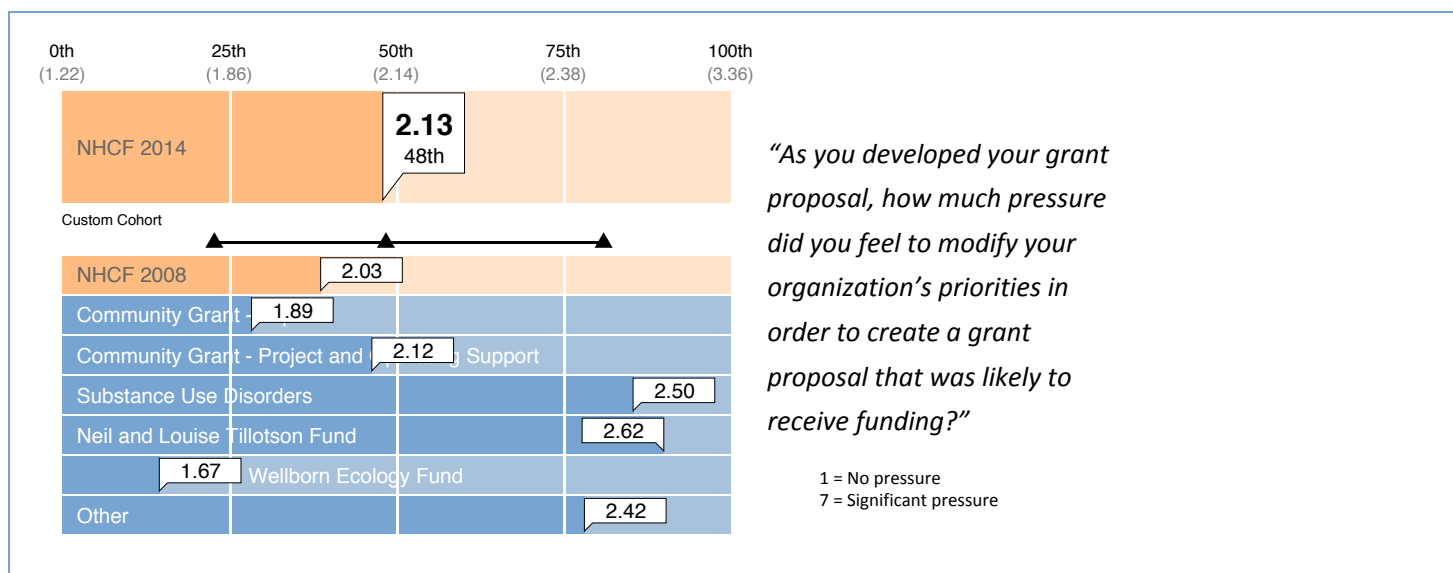
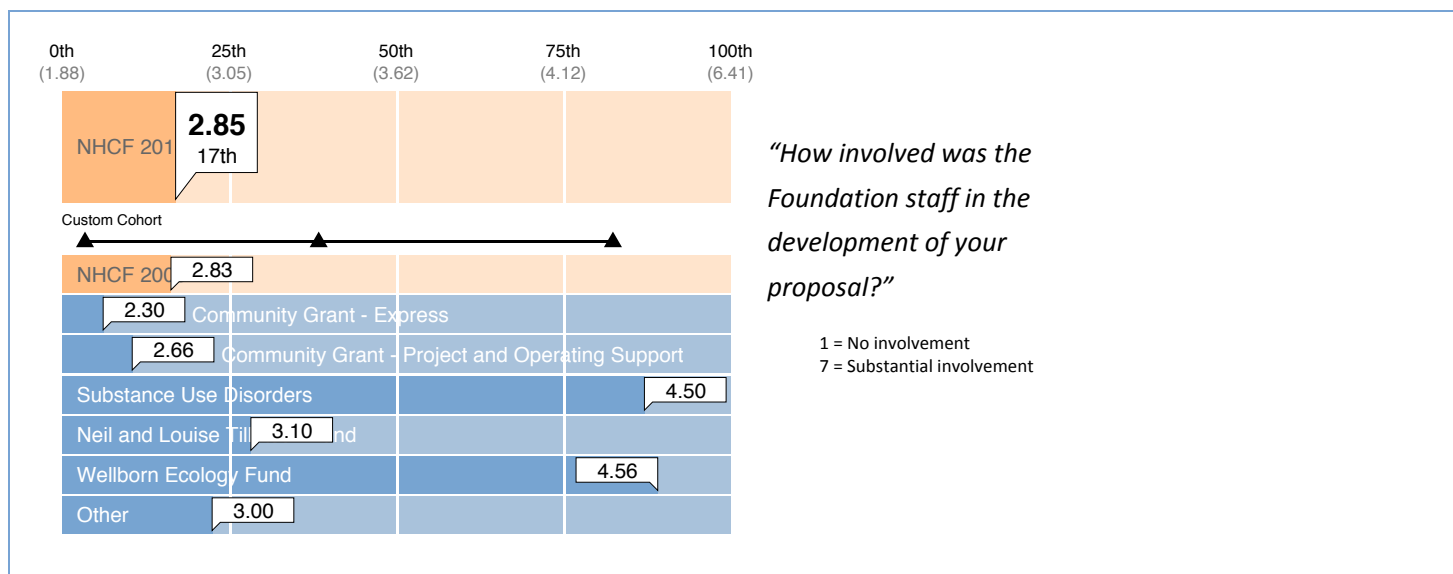
GRANT PROCESSES



Selected Grantee Comments:

- » "The online grant proposal process is easy to understand and well thought out."
- » "The online grants portal can sometimes be confusing. It is mostly user-friendly, but some of the terms are not unanimously used by all organizations and could use further explanation within the portal to ensure complete understanding."
- » "NHCF grant proposal development is straight forward and direct, and does not ask for duplication of information in the process (as do the other grants I have worked on) nor a prohibitive and repetitious amount of information."
- » "The grant application process is too long given the small size of the grants being awarded."
- » "The guidelines were very clear and helped us see that the project was a great fit, i.e., a win-win."

Selection Process



Time Between Submission and Clear Commitment

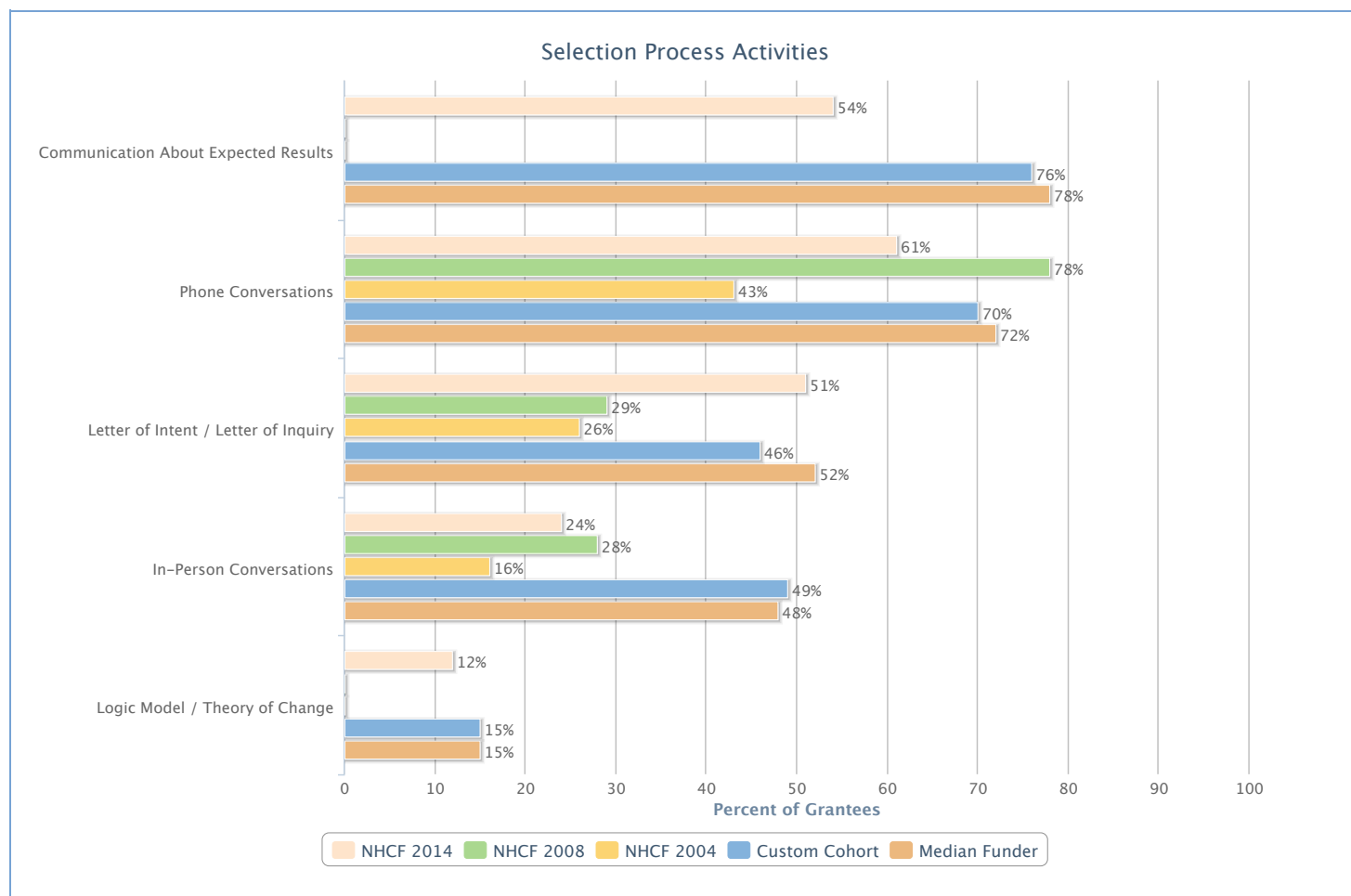
“How much time elapsed from the submission of the grant proposal to clear commitment of funding?”

Time Elapsed from Submission of Proposal to Clear Commitment of Funding (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Average Funder	Custom Cohort
Less than 1 month	6%	3%	10%	6%	5%
1 - 3 months	75%	64%	74%	54%	62%
4 - 6 months	16%	28%	13%	31%	28%
7 - 9 months	2%	5%	3%	5%	4%
10 - 12 months	1%	0%	1%	2%	1%
More than 12 months	0%	0%	0%	2%	0%

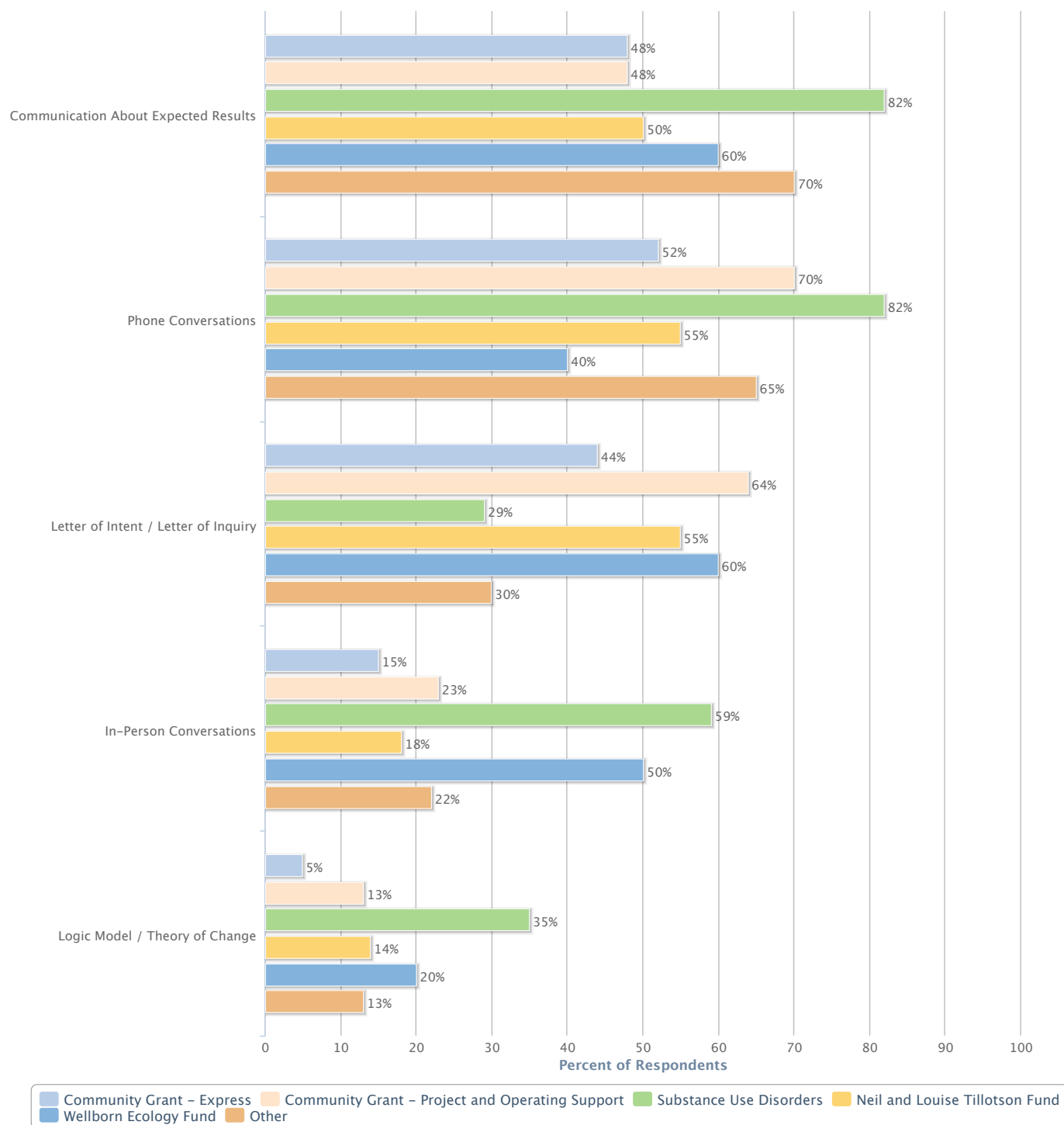
Time Elapsed from Submission of Proposal to Clear Commitment of Funding (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
Less than 1 month	3%	0%	27%	0%	22%	11%
1 - 3 months	83%	75%	67%	62%	78%	68%
4 - 6 months	12%	22%	7%	29%	0%	21%
7 - 9 months	2%	3%	0%	5%	0%	0%
10 - 12 months	0%	0%	0%	5%	0%	0%
More than 12 months	0%	0%	0%	0%	0%	0%

Selection Process Activities

"Which selection/proposal process activities were a part of your process?"



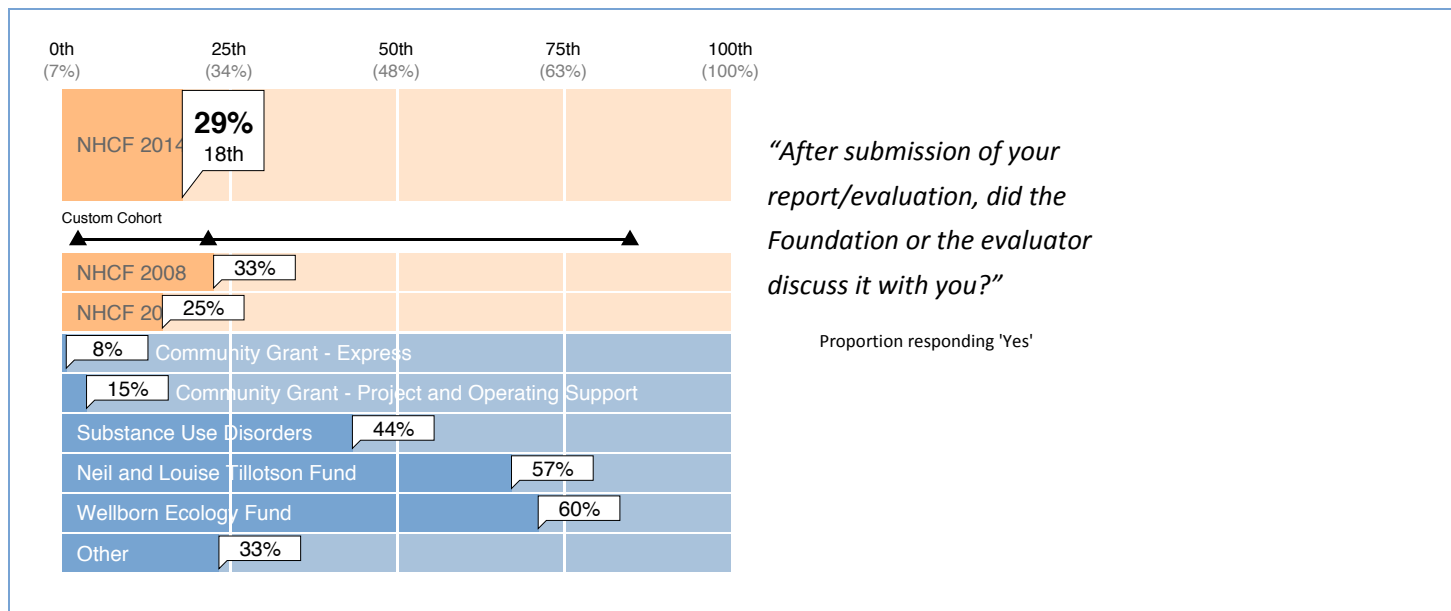
Selection Process Activities – By Subgroup



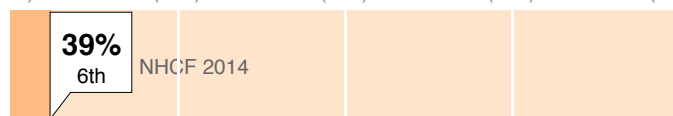
Reporting and Evaluation Process

Participation in Reporting and/or Evaluation Processes (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Average Funder	Custom Cohort
Participated in a reporting and/or evaluation process	39%	52%	41%	57%	48%
There will be a report/evaluation but it has not occurred yet	49%	36%	54%	33%	45%
There was/will be no report/evaluation	6%	5%	2%	6%	4%

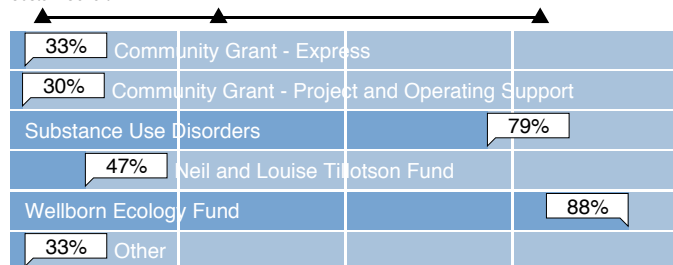
Participation in Reporting and/or Evaluation Processes (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
Participated in a reporting and/or evaluation process	21%	49%	59%	36%	50%	43%
There will be a report/evaluation but it has not occurred yet	64%	44%	29%	45%	40%	43%
There was/will be no report/evaluation	7%	5%	6%	5%	0%	4%



0th (24%) 25th (62%) 50th (72%) 75th (80%) 100th (100%)



Custom Cohort

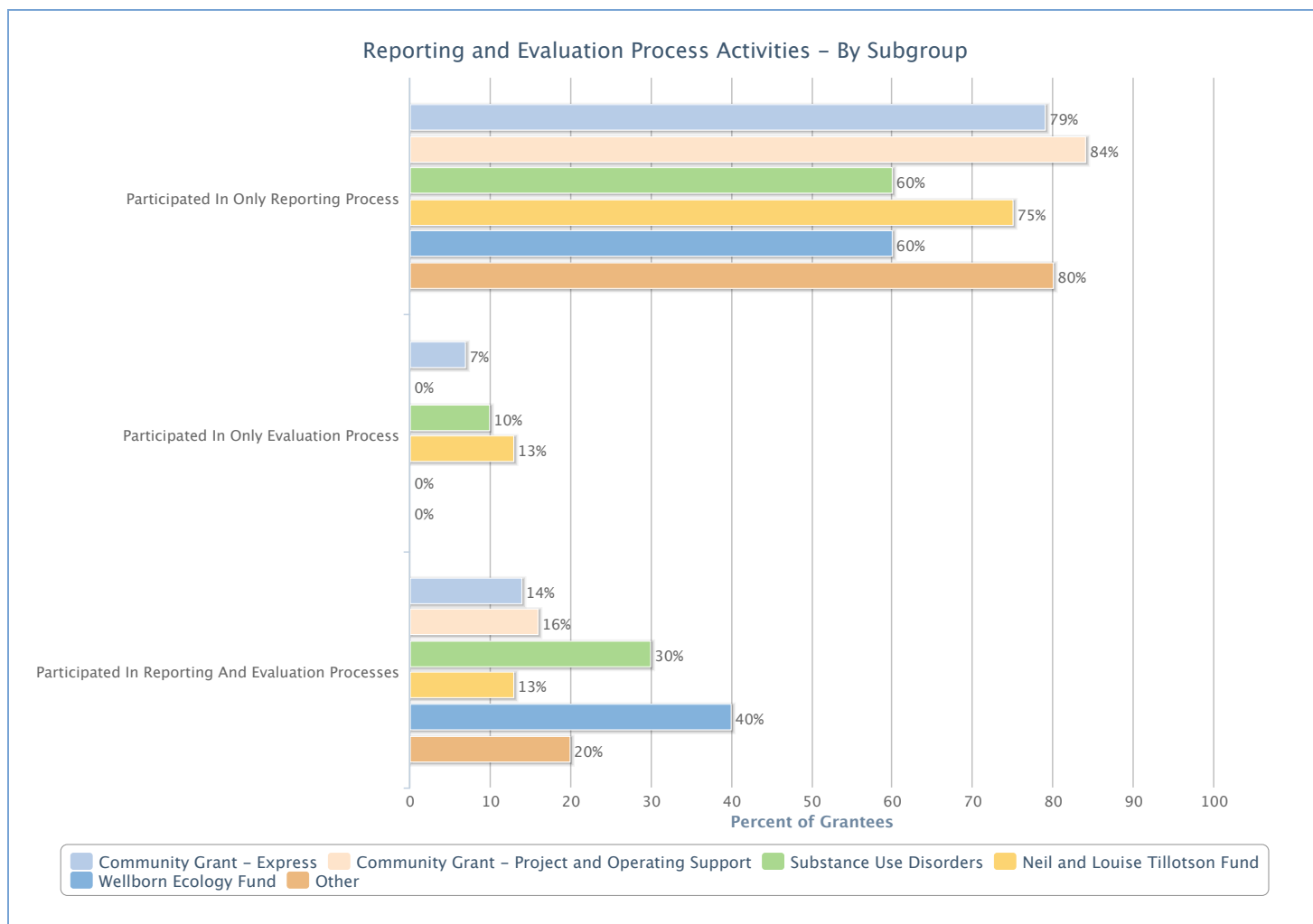
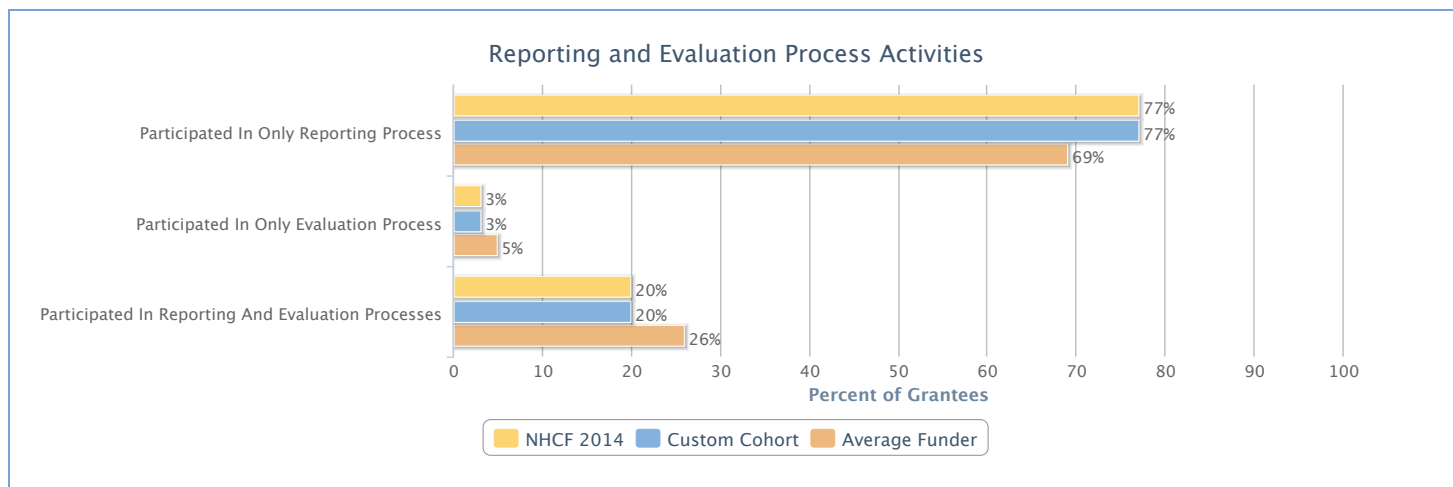


“At any point during the application or the grant period, did the Foundation and your organization exchange ideas regarding how your organization would assess the results of the work funded by this grant?”

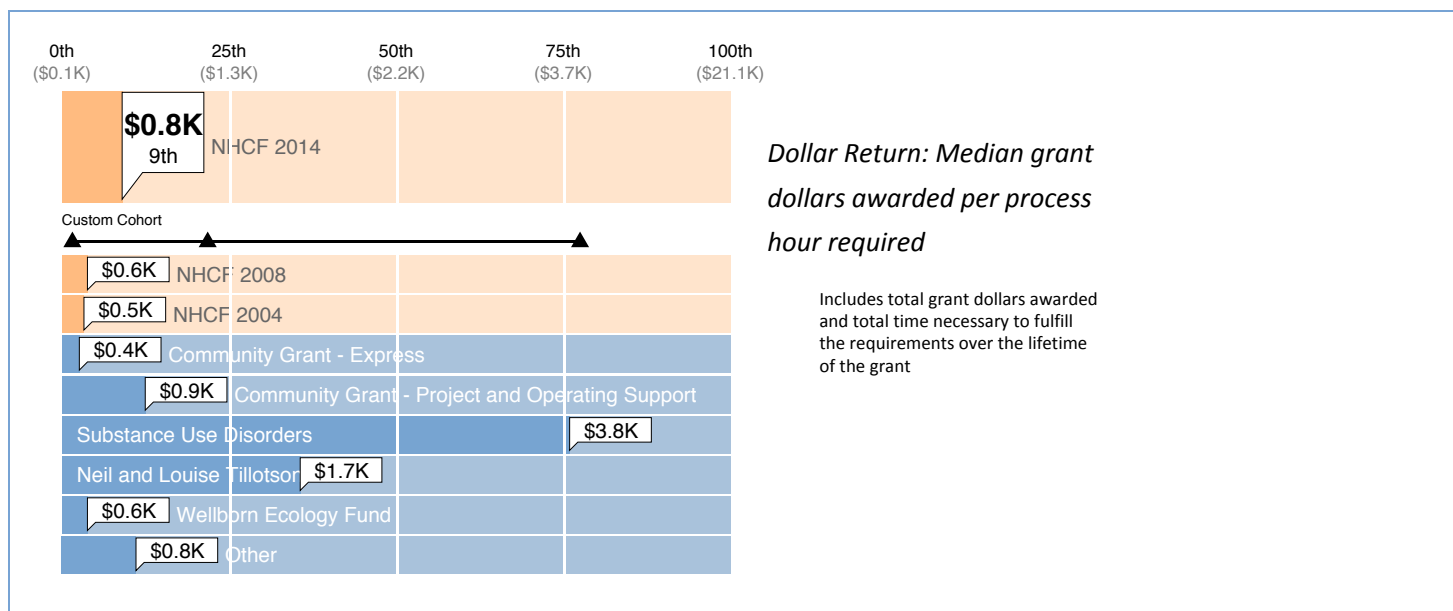
Proportion responding 'Yes'

Reporting and Evaluation Process Activities

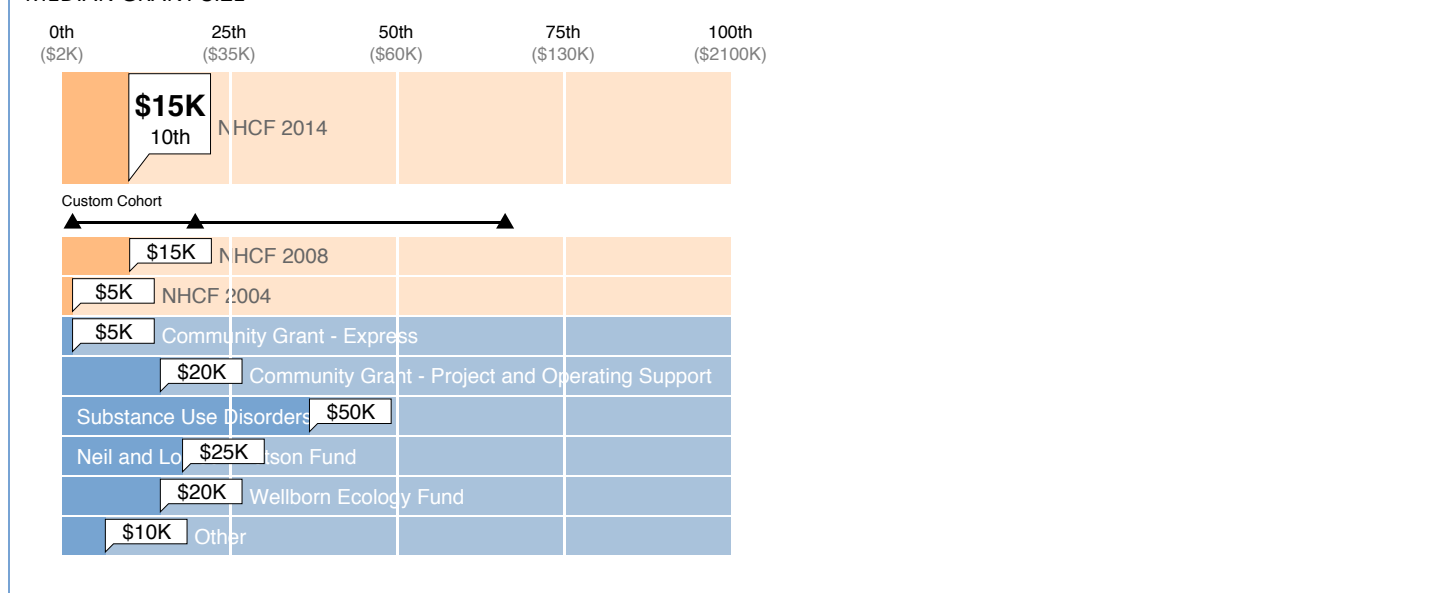
"Which reporting/evaluation process activities were a part of your process?"

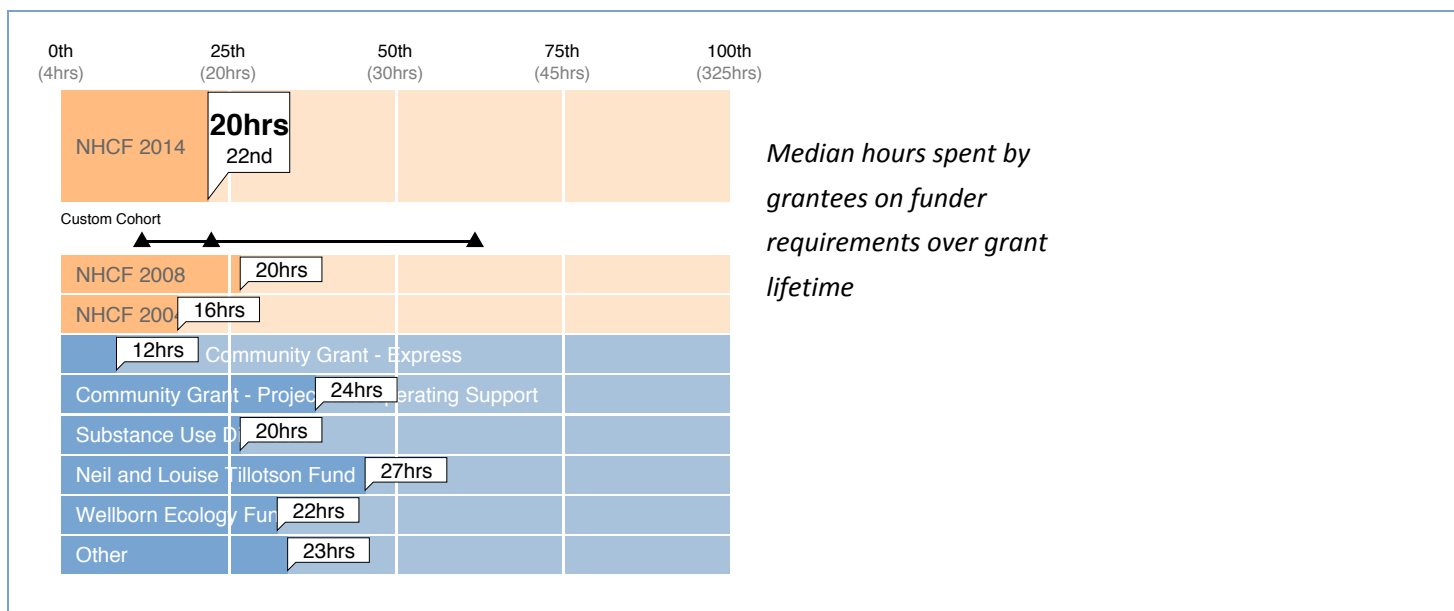


DOLLAR RETURN AND TIME SPENT ON PROCESSES



MEDIAN GRANT SIZE





Time Spent on Selection Process

Time Spent On Proposal And Selection Process (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Average Funder	Custom Cohort
1 to 9 hours	31%	26%	29%	24%	28%
10 to 19 hours	31%	27%	32%	23%	30%
20 to 29 hours	17%	20%	22%	17%	19%
30 to 39 hours	9%	7%	5%	7%	7%
40 to 49 hours	8%	15%	7%	11%	9%
50 to 99 hours	3%	4%	3%	10%	5%
100 to 199 hours	1%	0%	2%	5%	1%
200+ hours	0%	0%	0%	3%	0%

Time Spent On Proposal And Selection Process (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Median Funder	Custom Cohort
Median Hours	15 hrs	15 hrs	15 hrs	20 hrs	15 hrs

Time Spent On Proposal And Selection Process (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
1 to 9 hours	47%	18%	41%	19%	40%	24%
10 to 19 hours	35%	35%	12%	24%	30%	33%
20 to 29 hours	8%	21%	18%	24%	20%	29%
30 to 39 hours	5%	9%	18%	14%	10%	10%
40 to 49 hours	5%	12%	12%	10%	0%	5%
50 to 99 hours	2%	3%	0%	10%	0%	0%
100 to 199 hours	0%	3%	0%	0%	0%	0%
200+ hours	0%	0%	0%	0%	0%	0%

Time Spent On Proposal And Selection Process (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
Median Hours	10 hrs	16 hrs	16 hrs	20 hrs	11 hrs	15 hrs

Time Spent on Reporting and Evaluation Process

Time Spent On Monitoring, Reporting, And Evaluation Process (Annualized) (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Average Funder	Custom Cohort
1 to 9 hours	64%	72%	72%	56%	66%
10 to 19 hours	19%	14%	16%	19%	18%
20 to 29 hours	9%	7%	8%	10%	8%
30 to 39 hours	3%	2%	1%	4%	3%
40 to 49 hours	3%	2%	2%	3%	2%
50 to 99 hours	2%	1%	1%	4%	2%
100+ hours	0%	1%	0%	4%	1%

Time Spent On Monitoring, Reporting, And Evaluation Process (Annualized) (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Median Funder	Custom Cohort
Median Hours Per Year	5 hrs	5 hrs	4 hrs	7 hrs	5 hrs

Time Spent On Monitoring, Reporting, And Evaluation Process (Annualized) (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
1 to 9 hours	77%	61%	58%	57%	44%	56%
10 to 19 hours	13%	21%	33%	29%	33%	6%
20 to 29 hours	3%	13%	8%	0%	22%	13%
30 to 39 hours	3%	2%	0%	7%	0%	13%
40 to 49 hours	5%	2%	0%	0%	0%	6%
50 to 99 hours	0%	2%	0%	7%	0%	6%
100+ hours	0%	0%	0%	0%	0%	0%

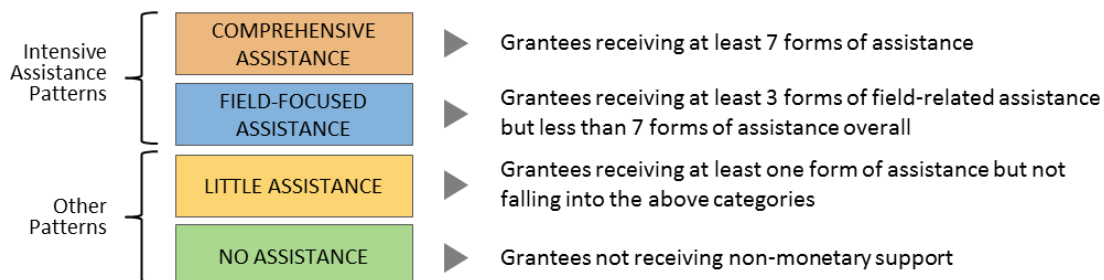
Time Spent On Monitoring, Reporting, And Evaluation Process (Annualized) (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
Median Hours Per Year	4 hrs	5 hrs	3 hrs	7 hrs	10 hrs	6 hrs

NON-MONETARY ASSISTANCE

Non-Monetary Assistance Patterns

Grantees were asked to indicate whether they had received any of 14 types of assistance provided directly or paid for by the Foundation. The specific types of assistance asked about are listed at the end of this section.

Based on their responses, CEP categorized grantees by the pattern of assistance they received. CEP's analysis shows that providing three or fewer assistance activities is often ineffective; it is only when grantees receive one of the two intensive patterns of assistance described below that they have a substantially more positive experience compared to grantees receiving no assistance.



Non-Monetary Assistance Patterns (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Average Funder	Custom Cohort
Comprehensive	4%	3%	4%	6%	4%
Field-focused	7%	7%	2%	9%	6%
Little	30%	28%	25%	36%	36%
None	59%	62%	69%	50%	54%

Non-Monetary Assistance Patterns (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
Comprehensive	3%	0%	29%	5%	10%	4%
Field-focused	1%	3%	35%	5%	40%	9%
Little	25%	38%	29%	36%	10%	22%
None	70%	60%	6%	55%	40%	65%

Grantees were asked to select whether they had received any of the following types of assistance provided directly or paid for by the Foundation:

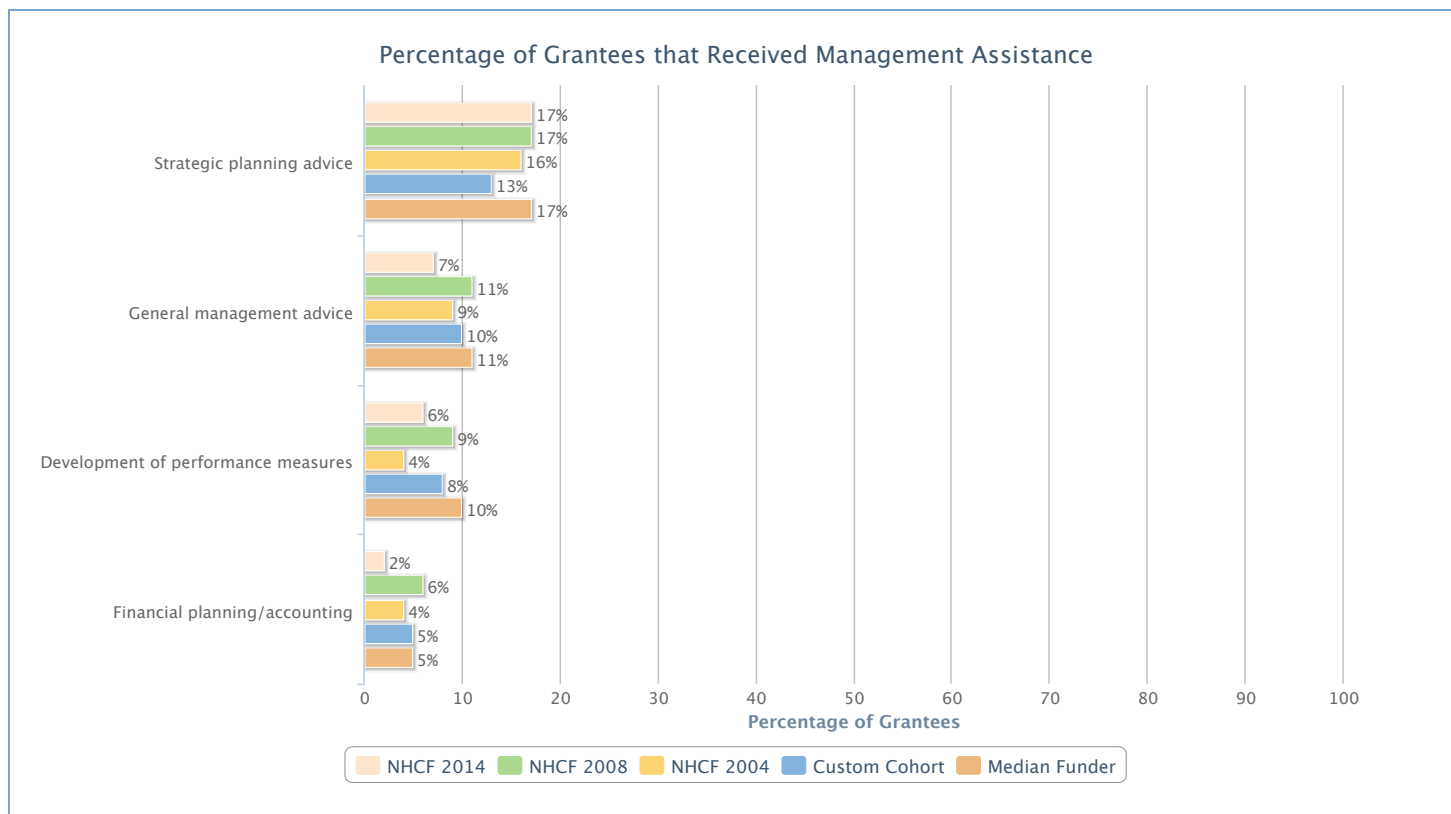
Management Assistance	Field-Related Assistance	Other Assistance
General management advice	Encouraged/facilitated collaboration	Board development/governance assistance
Strategic planning advice	Insight and advice on your field	Information technology assistance
Financial planning/accounting	Introductions to leaders in field	Communications/marketing/publicity assistance
Development of performance measures	Provided research or best practices	Use of Foundation facilities
	Provided seminars/forums/convenings	Staff/management training

Selected Comments

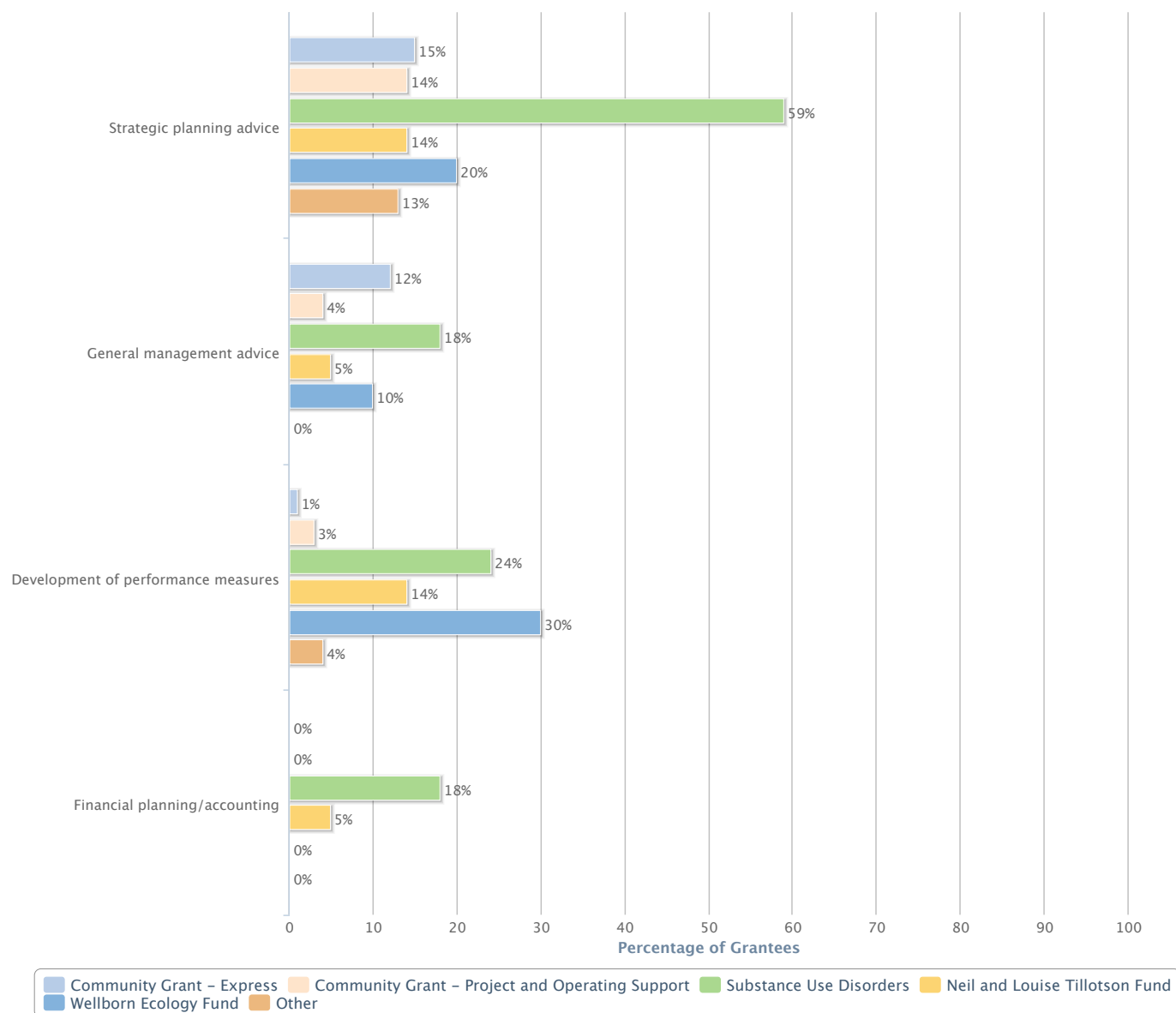
- » "Staff also do a masterful job of pairing grantee ideas with donor advised fund interests."
- » "I feel the foundation should be more activist in the area of promotion of shared resources for nonprofits, helping organizations find partners, make alliances and collaborate. It is clear that many organizations, even with highly relevant missions and excellent business plans, cannot survive in such a competitive and changing environment."
- » "The Foundation has consistently had processes and systems in place that minimize paperwork and non-value added activity, while at the same time providing needed resources essential to our program initiatives."
- » "NHCF has also played a key role in leadership development and strengthening non profits through their support of the NH Association of nonprofits and other key initiatives in our state."

Management Assistance Activities

"Please indicate all types of non-monetary assistance, if any, you received (from staff or a third party paid for by the Foundation) associated with this funding."

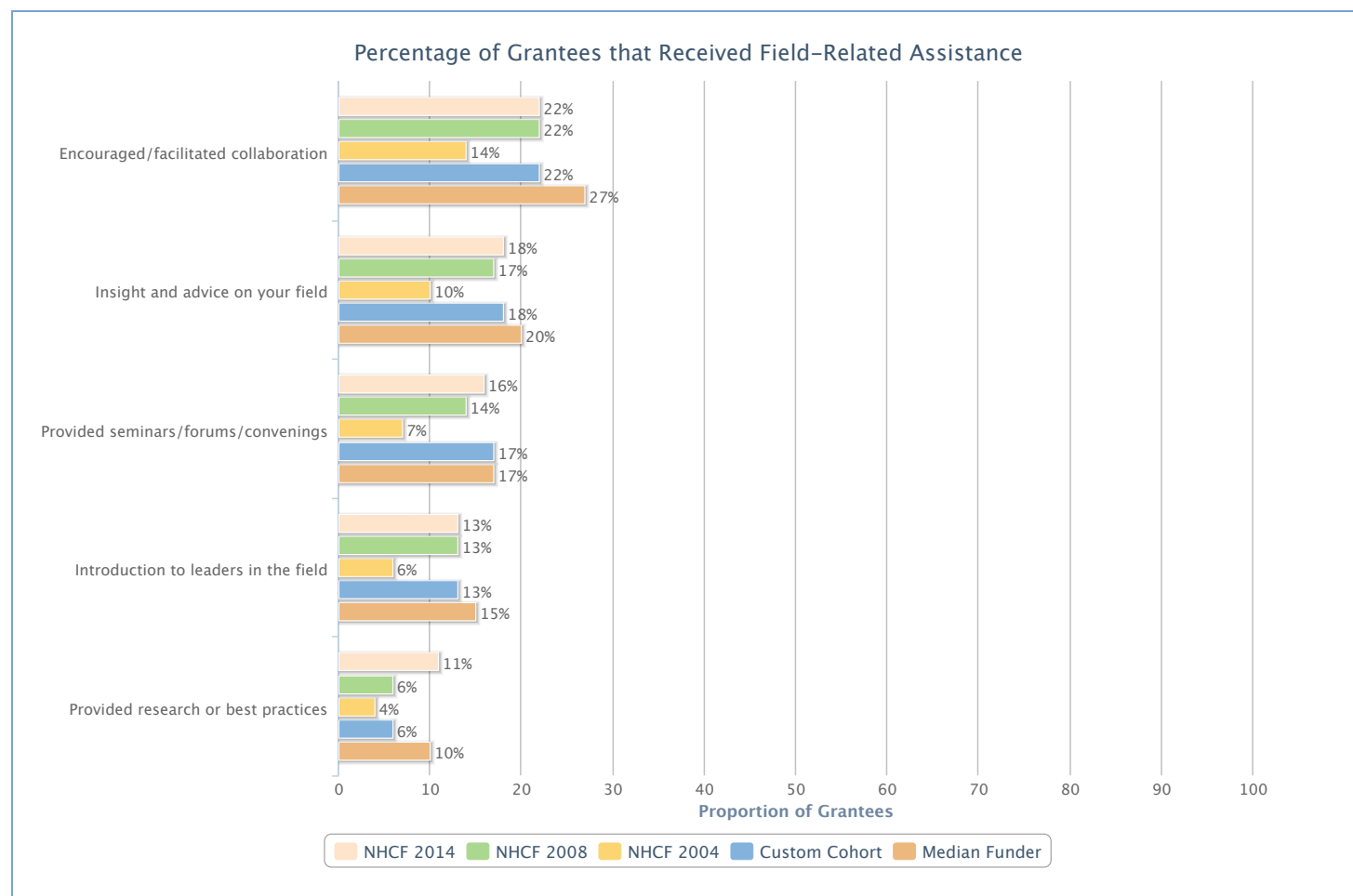


Percentage of Grantees that Received Management Assistance – By Subgroup

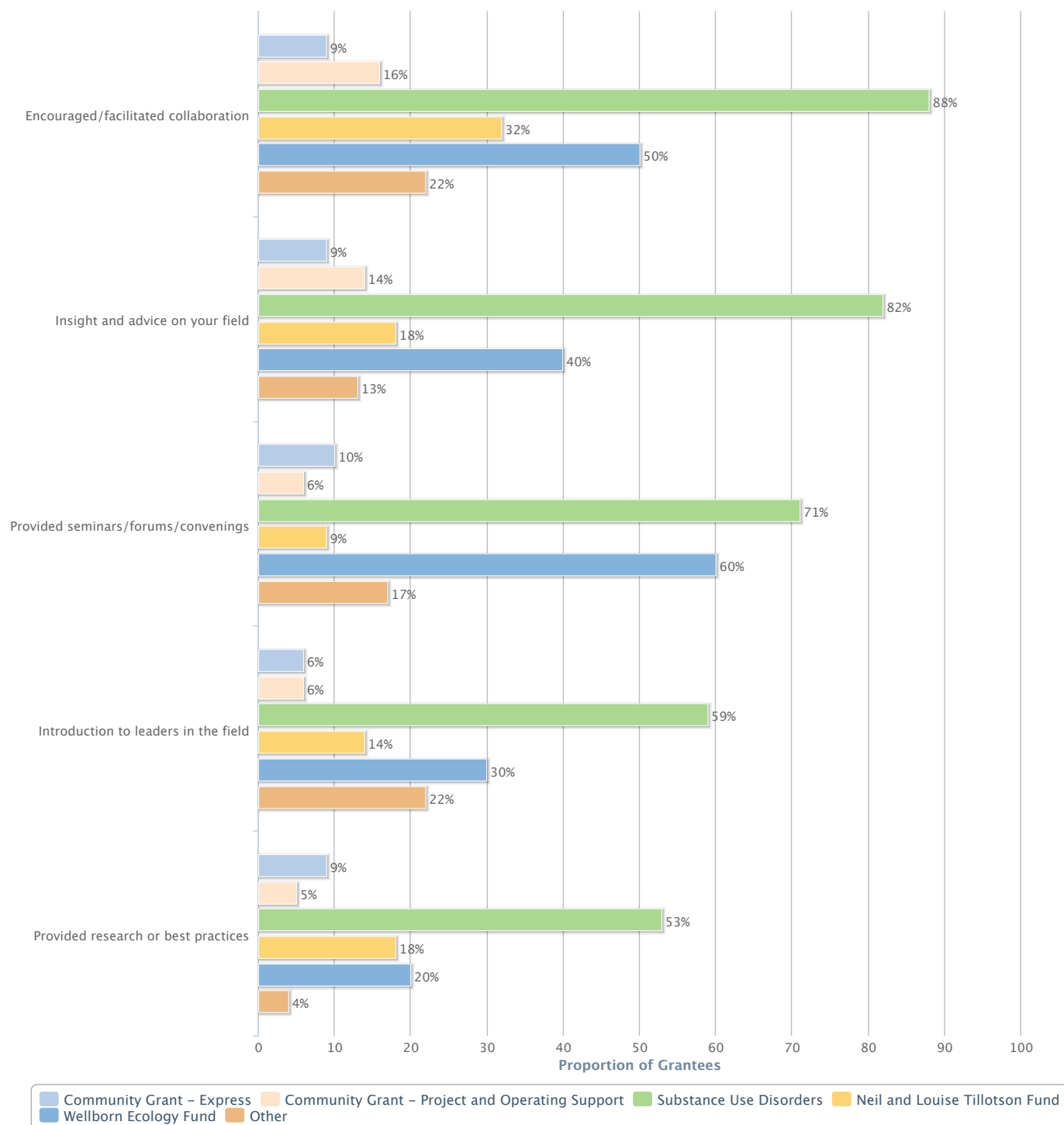


Field-Related Assistance Activities

"Please indicate all types of non-monetary assistance, if any, you received (from staff or a third party paid for by the Foundation) associated with this funding."

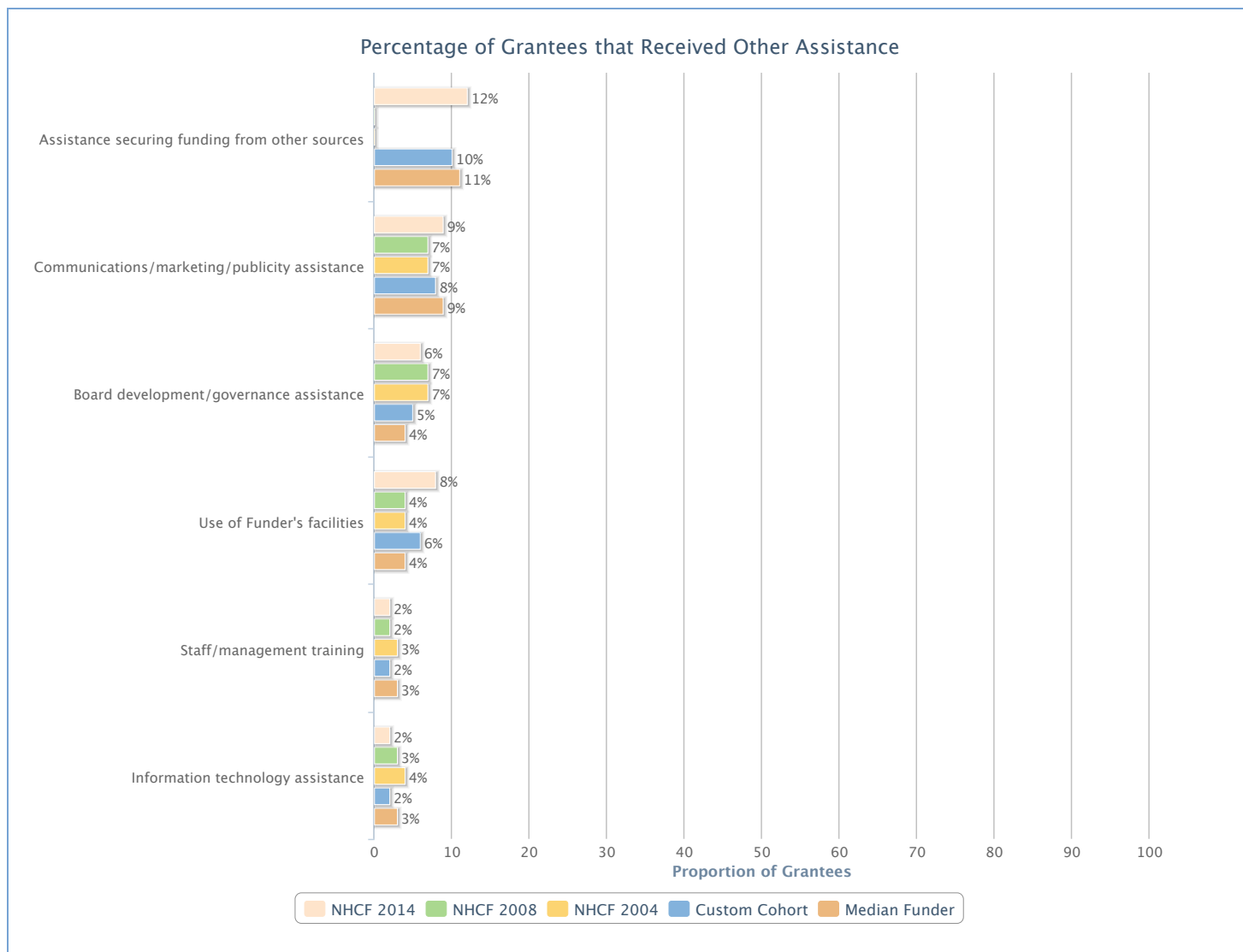


Percentage of Grantees that Received Field-Related Assistance – By Subgroup

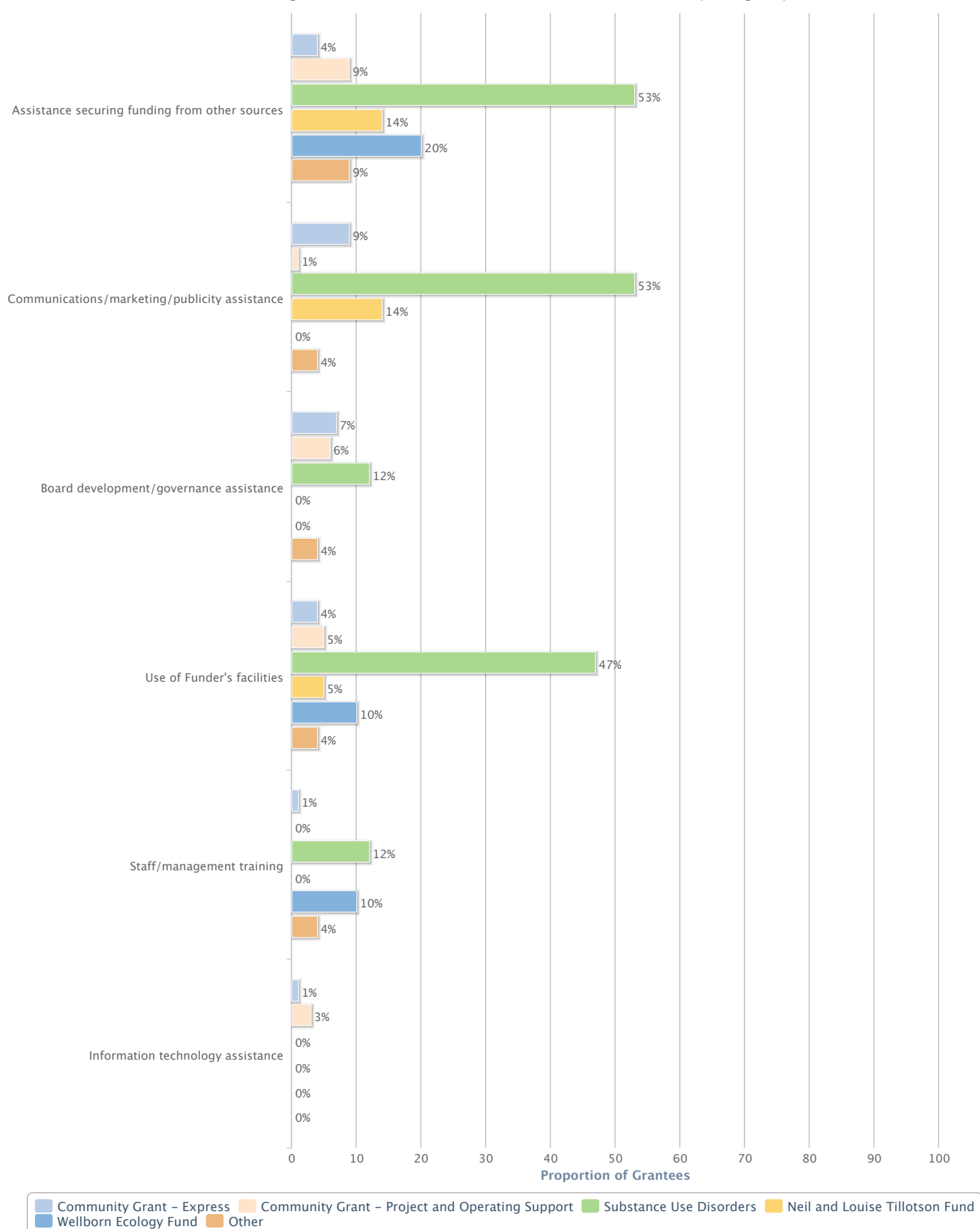


Other Assistance Activities

"Please indicate all types of non-monetary assistance, if any, you received (from staff or a third party paid for by the Foundation) associated with this funding."

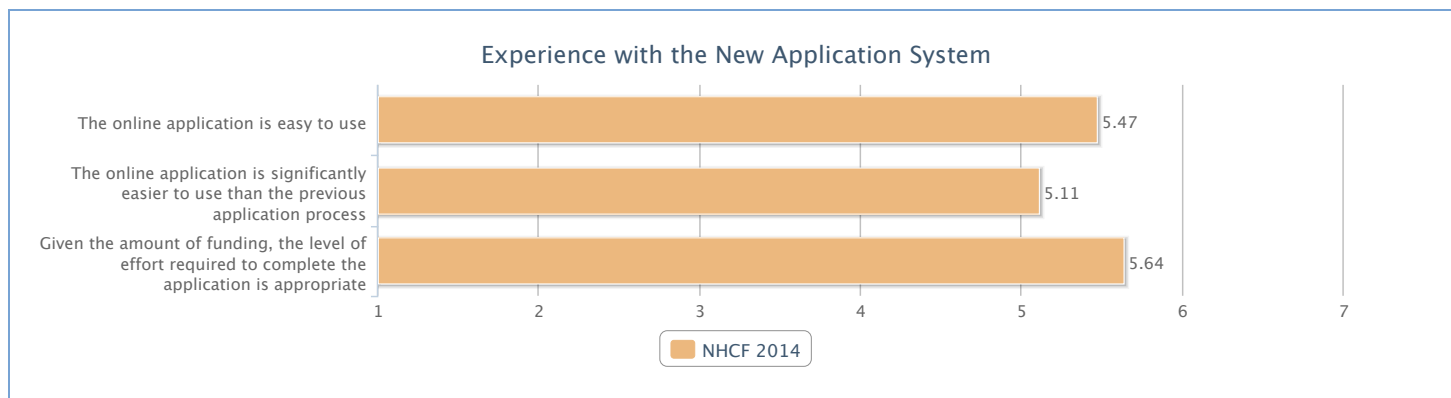
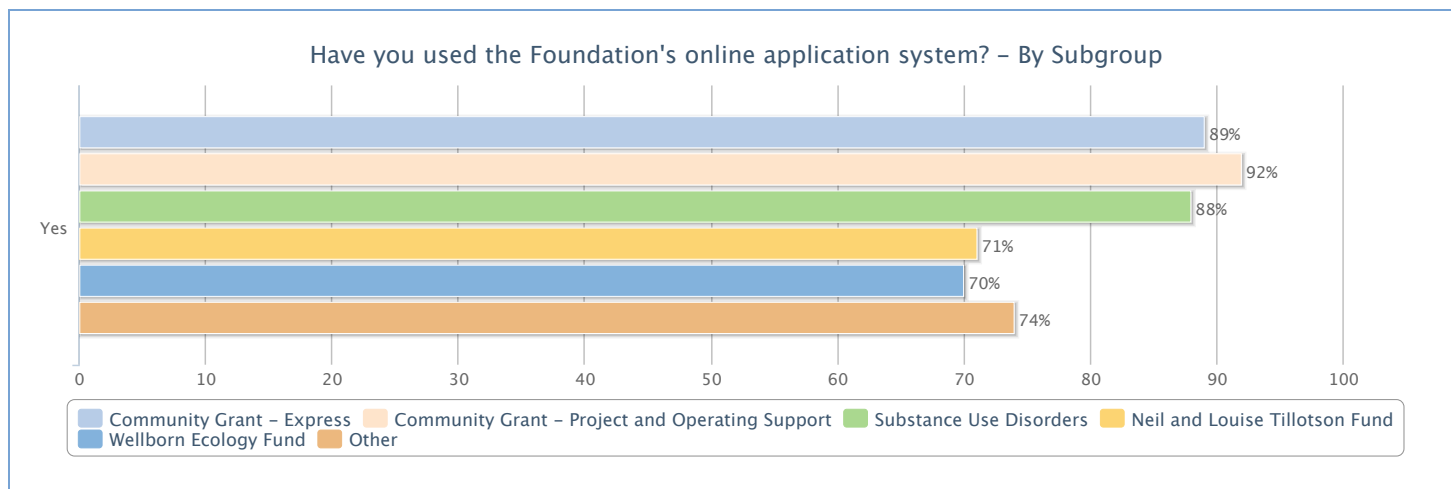
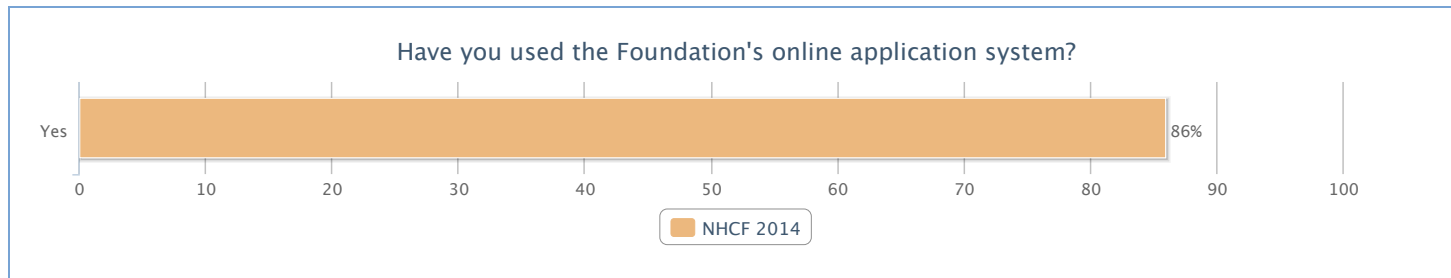


Percentage of Grantees that Received Other Assistance – By Subgroup

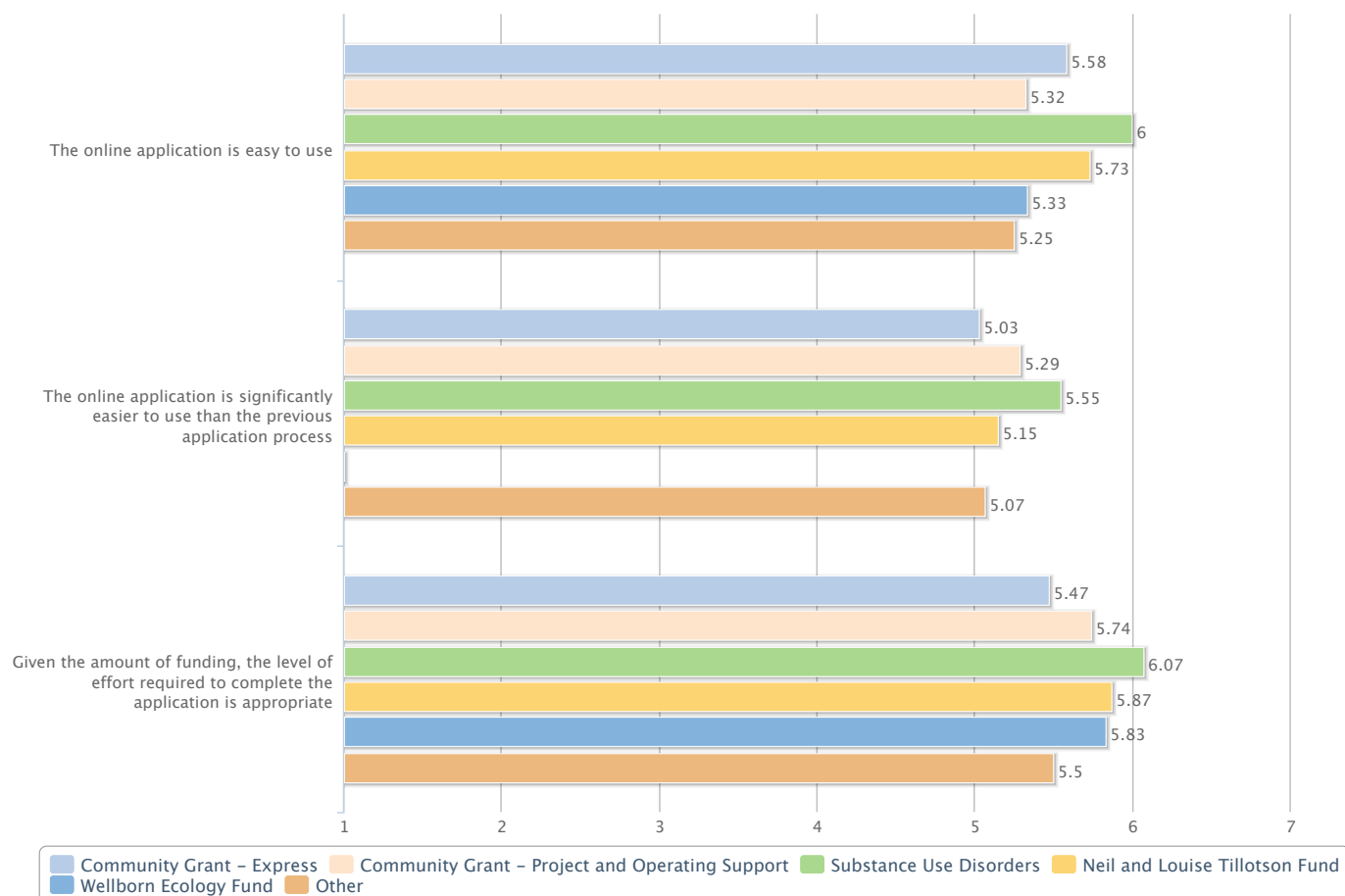


NHCF-SPECIFIC QUESTIONS

New Application System (GrantSource)



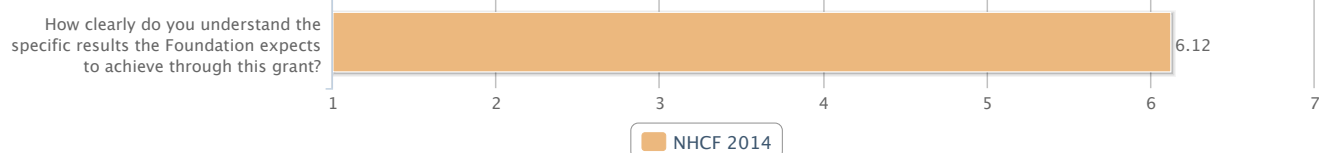
Experience with the New Application System – By Subgroup



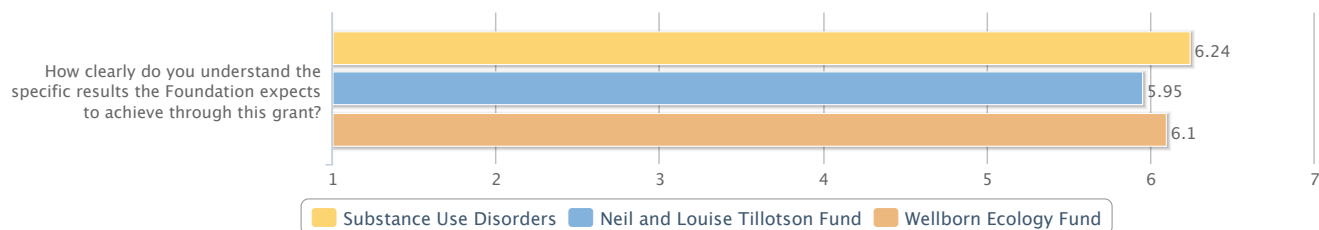
Impact Through Foundation's Grant

The following question was only asked of grantees in the Foundation's Neil and Louise Tillotson Fund, Wellborn Ecology Fund, Upper Connecticut River (not shown due to low number of respondents), and Substance Use programs.

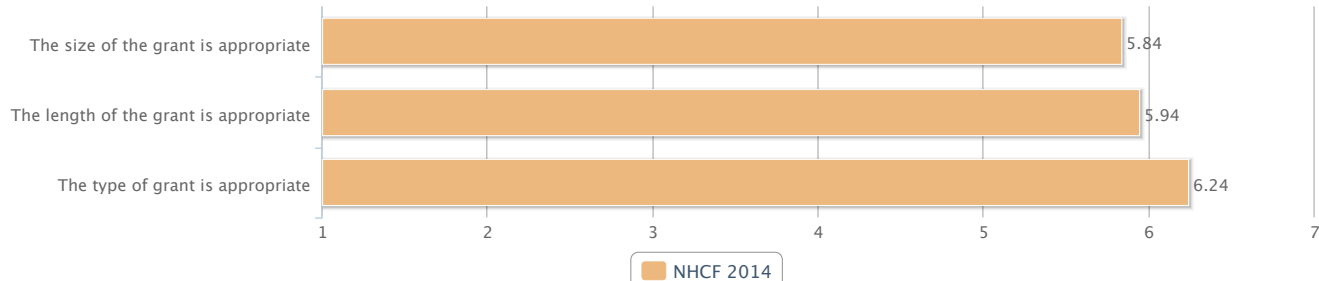
Understanding of Expected Results Through Grant



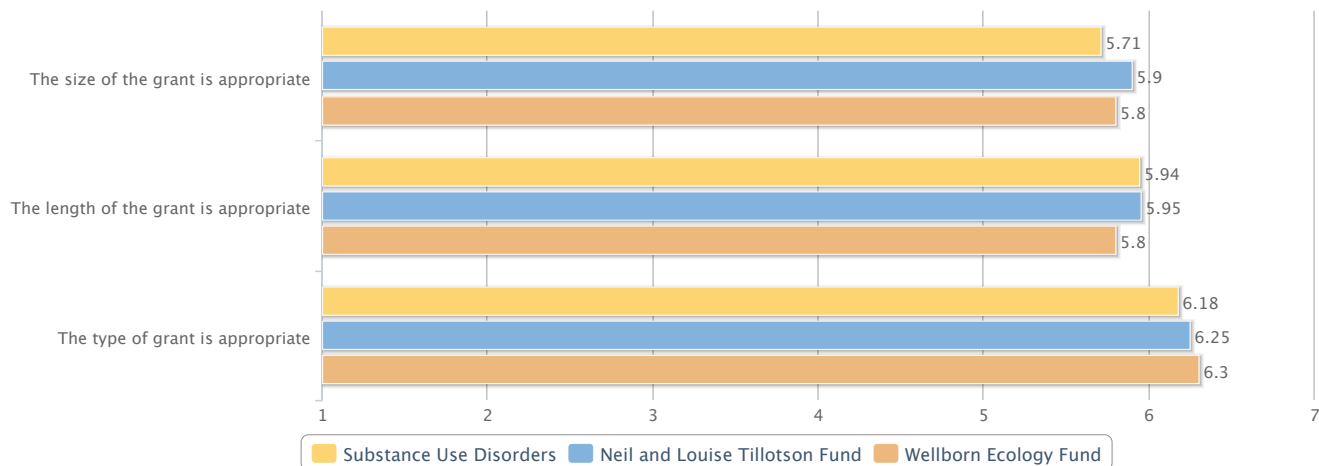
Understanding of Expected Results Through Grant – By Subgroup



In order to achieve the expected results through this grant...



In order to achieve the expected results through this grant... – By Subgroup



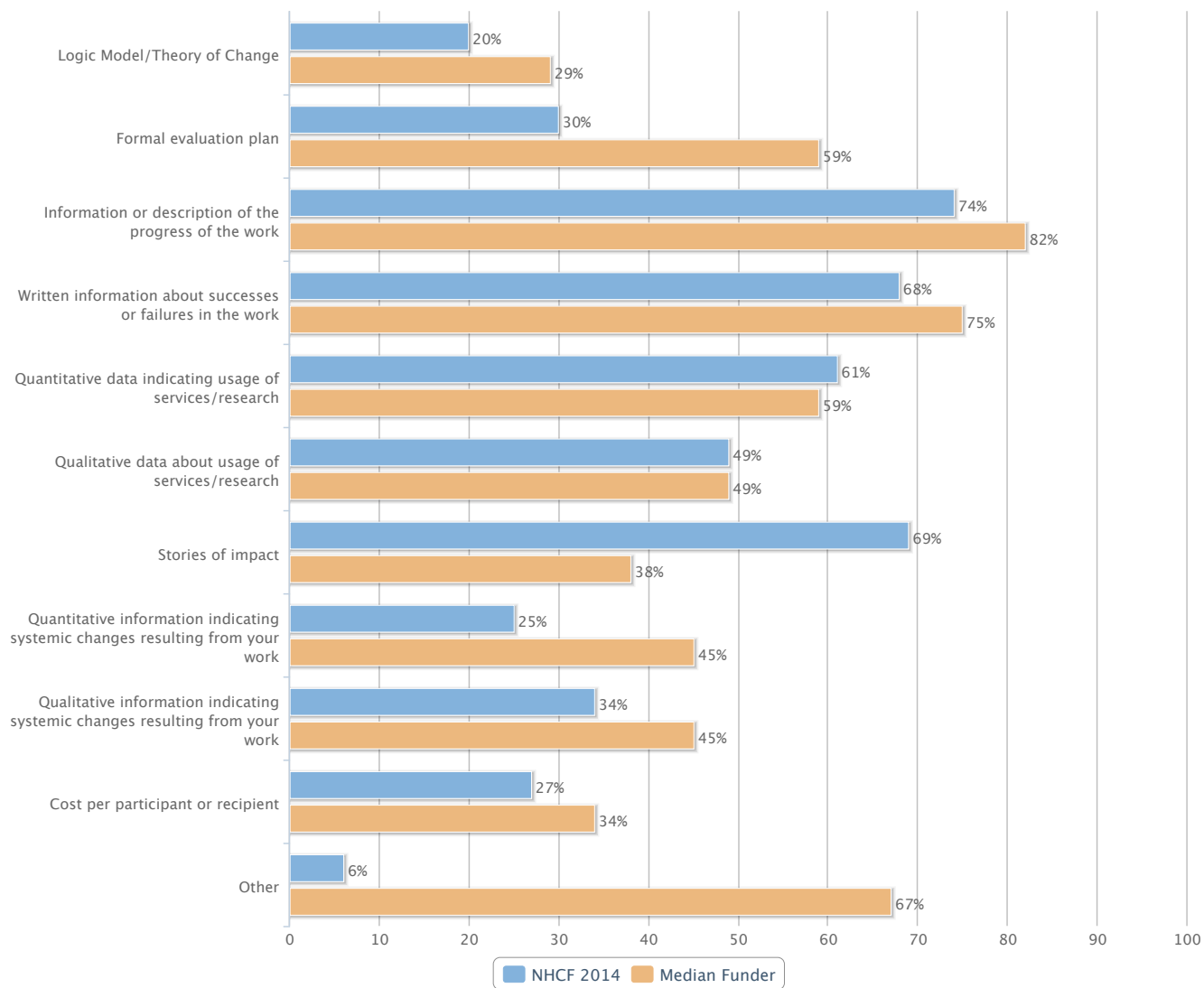
Information Collected to Measure Impact

Question: Do you collect information to measure the specific results of the work funded by this grant?

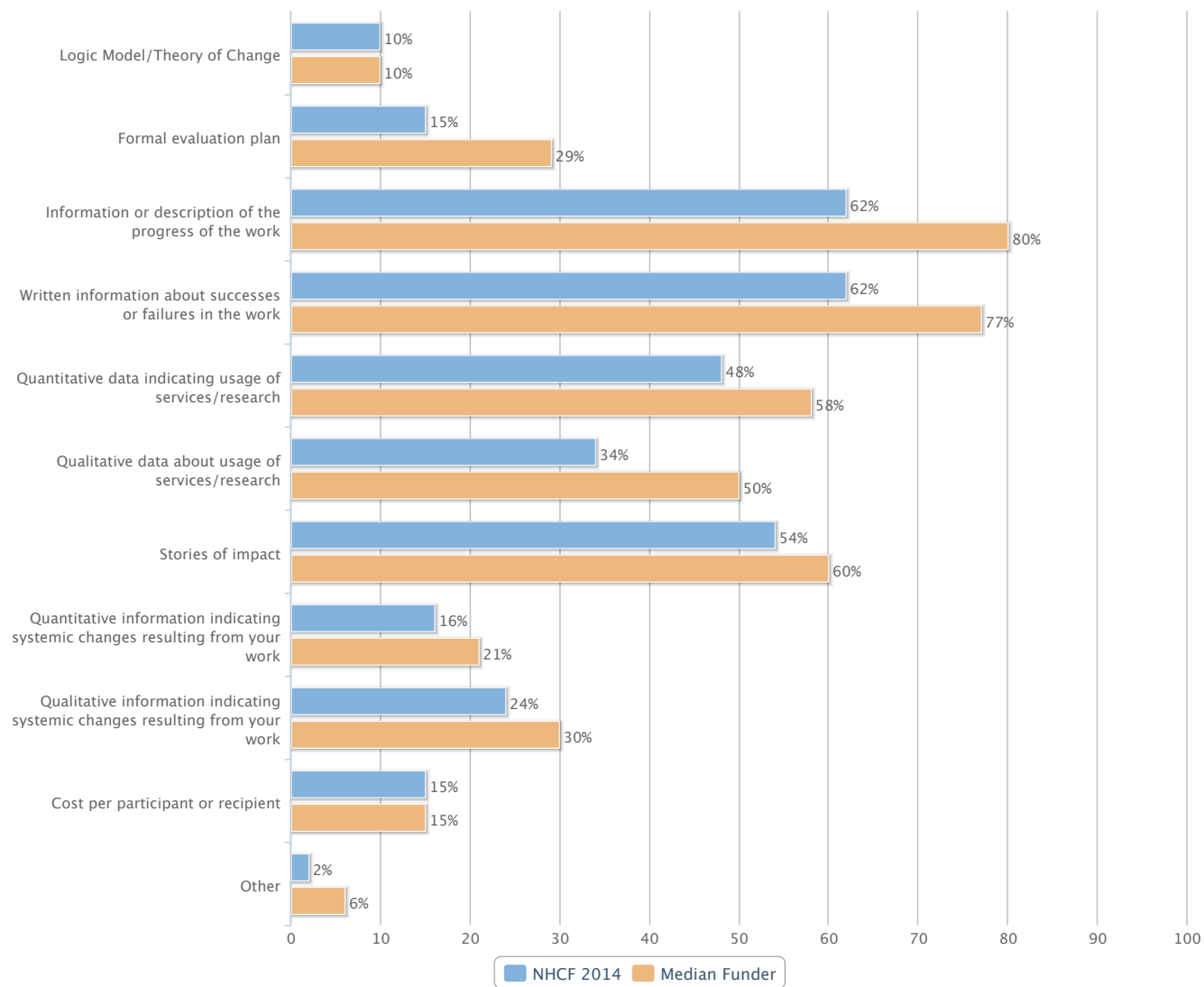
Proportion of grantees collecting information to measure specific results (Overall)	NHCF 2014	Average Funder
Yes	82%	87%
No	18%	13%
Don't know	0%	N/A

Proportion of grantees collecting information to measure specific results (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
Yes	80%	84%	88%	81%	90%	83%
No	20%	16%	12%	19%	10%	17%
Don't know	0%	0%	0%	0%	0%	0%

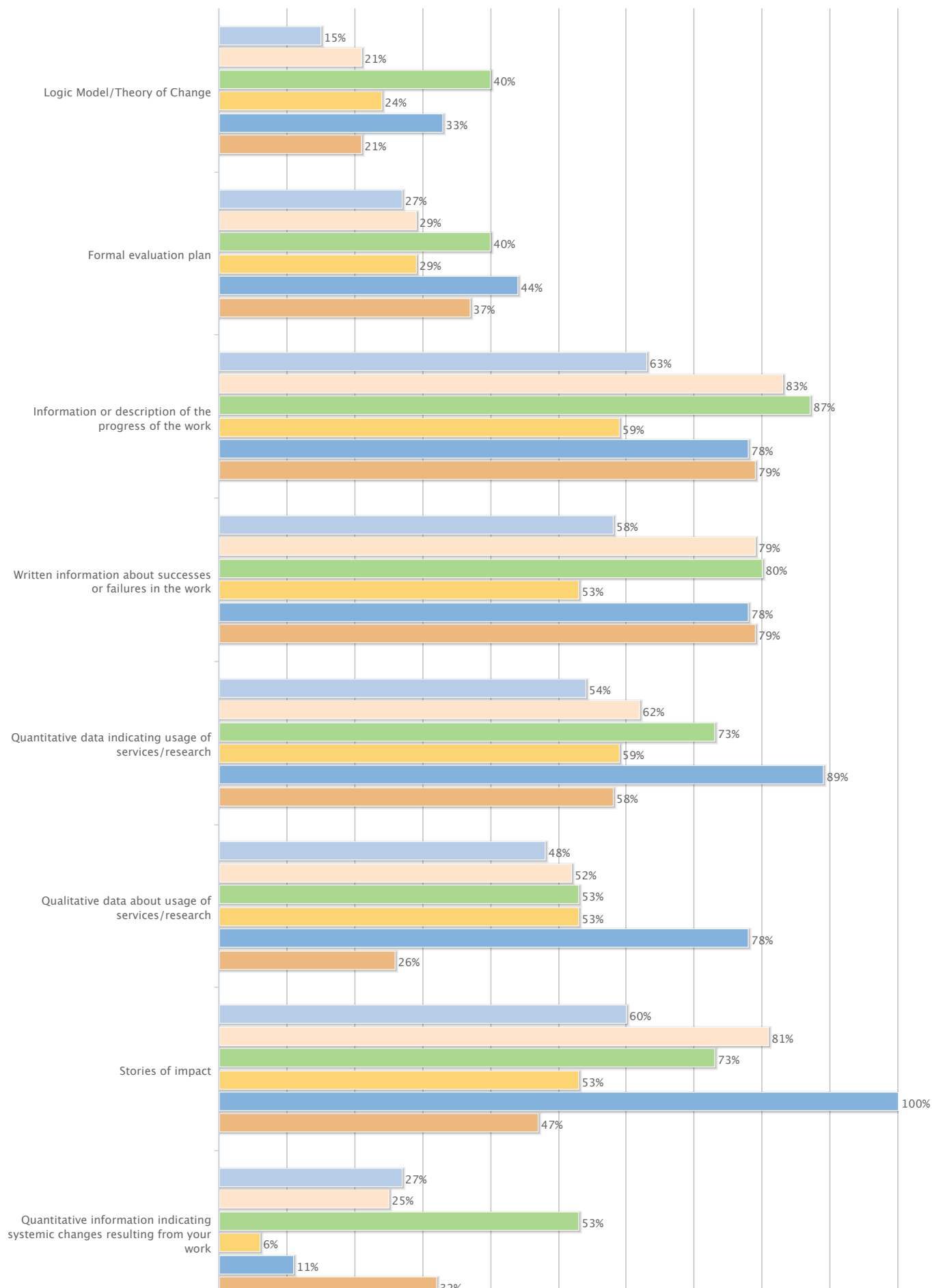
Please indicate the types of information you create/collect

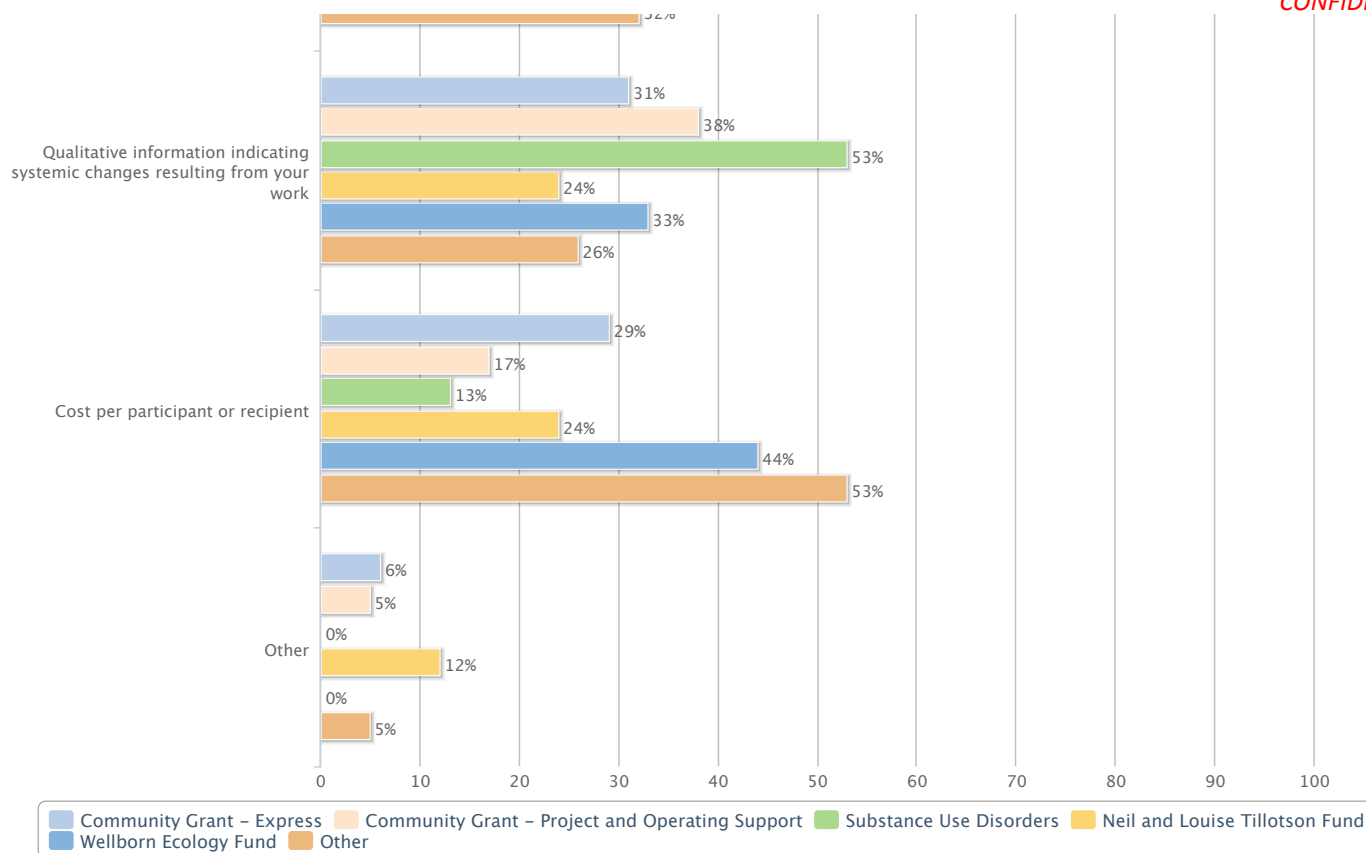


Please indicate the types of information you submit to the Foundation

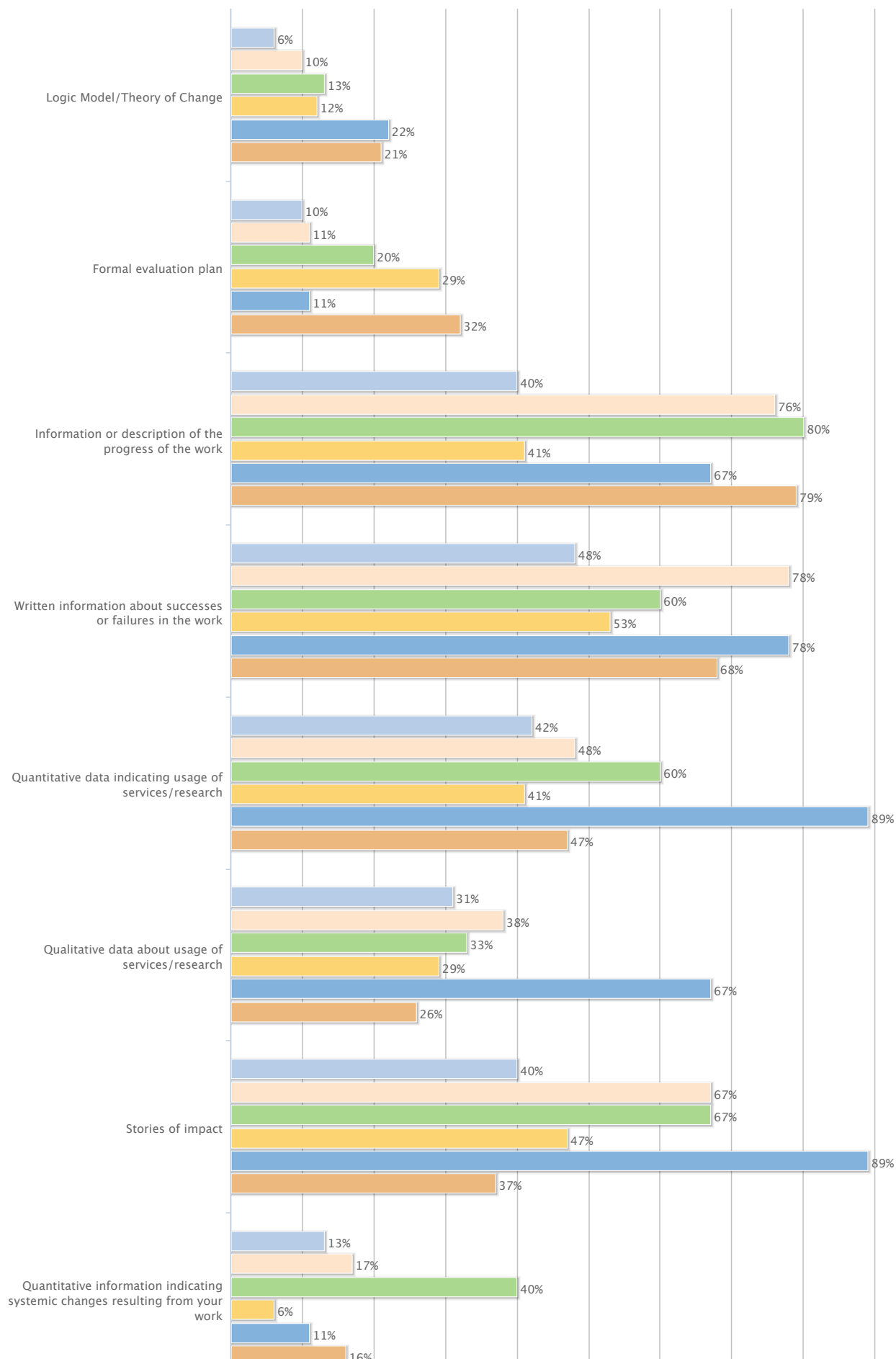


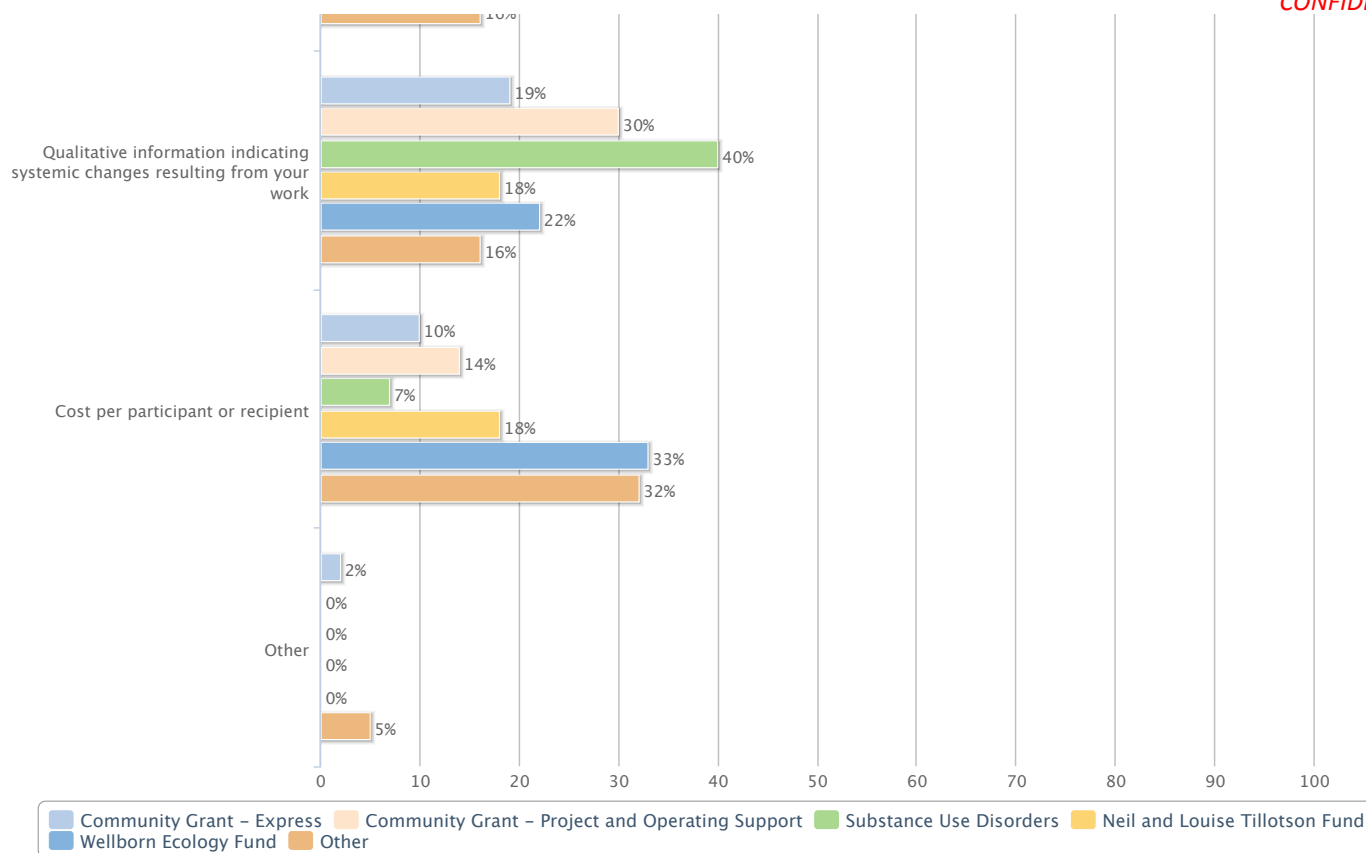
Please indicate the types of information you create/collect – By Subgroup





Please indicate the types of information you submit to the Foundation – By Subgroup





GRANTEE SUGGESTIONS FOR THE FOUNDATION

Grantees were asked to provide any suggestions for how the Foundation could improve. These suggestions were then categorized by CEP and grouped into the topics below.

To download the full set of grantee comments and suggestions, click [here](#). Please note that comments have been edited or deleted to protect the confidentiality of respondents.

Proportion of Grantee Suggestions by Topic

Topic of Grantee Suggestion	%
Selection Processes	13%
Grantmaking Characteristics	11%
Quality and Quantity of Interactions	11%
Non-Monetary Assistance	8%
Impact on and Understanding of Grantee Communities	4%
Quality of Communications	4%
Impact on and Understanding of Grantee Fields	3%
Evaluation Processes	2%
Impact on and Understanding of Grantee Organizations	2%
Other	7%
No Improvements Suggested	35%

Selected Comments

Grantees were asked to provide any suggestions for how the Foundation could improve. These suggestions were then categorized by CEP and grouped into the topics below.

SELECTION PROCESSES (13%)

» Consistency in Communications About Application Process (N=4)

- » "Consistency in application deadlines and formats would be appreciated. It seems that the foundation is frequently shifting deadlines and grant proposal expectations."
- » "Generally, grants take a long time to prepare. It would be helpful if the staff was more forthright in sharing the dollars available and the likely competition."
- » "Foundation staff have generously connected us with donor advised funds at NHCF; however, it is still an area that seems to lack transparency (perhaps for good reasons)."

» Timing of Application Periods (N=3)

- » "The ability to submit grants twice a year."
- » "Better timing of awards to coordinate with development of annual budget/priorities."
- » "Applications should be accepted and considered at least 4 times per year for the larger grants."

» Other (N=10)

- » "Neophytes would appreciate help in the language of grant writing. I would also appreciate more information on what is available."
- » "It would be helpful if an applicant organization could see a print-out of the grant application before it is submitted online."
- » "Differentiate the applicants/nonprofit agencies by services and ensure that each sector received support commensurate with the need. Health care providers, land trusts, the arts, transportation providers, etc, etc, all seem to compete for the same dollars."

GRANTMAKING CHARACTERISTICS (11%)

- » "Larger grants for larger period of time to allow for organizations to transform themselves. Consider matching challenge grants."
- » "It would be wonderful to qualify for multi-year funding. We applied for this last year and were not approved."
- » "It would be beneficial to our program if multi-year grants were more accessible."

QUALITY AND QUANTITY OF INTERACTIONS (11%)

- » "It would be nice to hear from the grant officers throughout the year instead of just at funding times or reporting times."
- » "Spend more time in the community and make site visits."
- » "They seem to rely on reports instead of making site visits or meeting with staff to assess progress. They should meet with key staff at least once a year to find out what is going on with the organization and to evaluate impact of grant funds."

NON-MONETARY ASSISTANCE (8%)

- » "The foundation can do more to make introductions of organizations to donors and to charitable resources within and out of the state."
- » "Although I am sure it is hard with so many grantees, whenever possible perhaps meeting in person once a year and hearing about the work on the ground would be helpful and mutually beneficial."
- » "Letting organizations in the state know what foundations in their area they can apply to receive a grant."

IMPACT ON AND UNDERSTANDING OF GRANTEE COMMUNITIES (4%)

- » "More specific focus on the North Country."
- » "Foundation would do well to bring in a more diverse set of personnel, with different perspectives on how New Hampshire could move forward to meet the foundations overarching policy goals."

QUALITY OF COMMUNICATIONS (4%)

- » "Greater transparency regarding funding processes, decisions, and strategies would improve understanding of how my organization fits within the greater picture of the Foundation's work."
- » "I think a process for airing concerns by donors, grantees and community citizens would be helpful. Probably there should be an anonymous version and an open version."

IMPACT ON AND UNDERSTANDING OF GRANTEE FIELDS (3%)

- » "Think more introspectively about ALL the stakeholders who make the economy click, and make sure all economic players are represented at the table when you fund initiatives in the economic policy arena."

EVALUATION PROCESSES (2%)

- » "I know there's no way around this, but for a small organization, it is difficult to fund the repeated financial reviews/audits we would need for operating fund."

IMPACT ON AND UNDERSTANDING OF GRANTEE ORGANIZATIONS (2%)

» “Deeper knowledge of the financial realities and limiting constructs nonprofits operate under.”

OTHER (7%)

» “This was our first experience asking the foundation for funds. Not sure I truly understand if we can continue to ask for funding.”

CONTEXTUAL DATA

Grantmaking Characteristics

Length of Grant Awarded (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Median Funder	Custom Cohort
Average grant length	1.7 years	1.5 years	1.4 years	2.1 years	1.6 years

Length of Grant Awarded (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Average Funder	Custom Cohort
1 year	77%	72%	82%	50%	73%
2 years	12%	17%	8%	21%	13%
3 years	5%	8%	6%	17%	7%
4 years	0%	0%	1%	3%	2%
5 or more years	6%	3%	3%	8%	5%

Type of Grant Awarded (Overall)	NHCF 2014	NHCF 2008	Average Funder	Custom Cohort
Program / Project Support	58%	63%	64%	62%
General Operating / Core Support	28%	20%	20%	23%
Capital Support: Building / Renovation / Endowment Support / Other	5%	4%	8%	5%
Technical Assistance / Capacity Building	6%	12%	5%	8%
Scholarship / Fellowship	1%	1%	2%	1%
Event / Sponsorship Funding	3%	0%	2%	1%

Grantmaking Characteristics - By Subgroup

Length of Grant Awarded (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
Average grant length	1.2 years	1.7 years	2.1 years	2.6 years	1.7 years	2.3 years

Length of Grant Awarded (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
1 year	97%	67%	53%	67%	80%	83%
2 years	1%	22%	29%	10%	0%	0%
3 years	0%	7%	6%	10%	10%	0%
4 years	0%	0%	6%	0%	0%	0%
5 or more years	1%	4%	6%	14%	10%	17%

Type of Grant Awarded (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
Program / Project Support	73%	43%	24%	68%	100%	43%
General Operating / Core Support	10%	51%	53%	9%	0%	30%
Capital Support: Building / Renovation / Endowment Support / Other	3%	3%	6%	18%	0%	4%
Technical Assistance / Capacity Building	7%	3%	18%	5%	0%	13%
Scholarship / Fellowship	1%	1%	0%	0%	0%	0%
Event / Sponsorship Funding	4%	0%	0%	0%	0%	9%

Grant Size

Grant Amount Awarded (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Median Funder	Custom Cohort
Median grant size	\$15K	\$15K	\$5K	\$60K	\$25K

Grant Amount Awarded (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Average Funder	Custom Cohort
Less than \$10K	38%	35%	63%	11%	27%
\$10K - \$24K	30%	35%	22%	15%	20%
\$25K - \$49K	12%	13%	9%	15%	20%
\$50K - \$99K	11%	11%	4%	17%	15%
\$100K - \$149K	3%	1%	1%	10%	8%
\$150K - \$299K	2%	2%	0%	14%	6%
\$300K - \$499K	2%	0%	0%	7%	2%
\$500K - \$999K	1%	0%	0%	5%	1%
\$1MM and above	1%	2%	0%	7%	1%

Median Percent of Budget Funded by Grant (Annualized) (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Median Funder	Custom Cohort
Size of grant relative to size of grantee budget	3%	2%	3%	3%	3%

Grant Size - By Subgroup

Grant Amount Awarded (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
Median grant size	\$5K	\$20K	\$50K	\$25K	\$20K	\$10K

Grant Amount Awarded (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
Less than \$10K	94%	5%	0%	5%	40%	48%
\$10K - \$24K	3%	55%	24%	45%	20%	22%
\$25K - \$49K	3%	20%	29%	9%	10%	4%
\$50K - \$99K	0%	16%	12%	18%	20%	13%
\$100K - \$149K	0%	1%	6%	14%	0%	4%
\$150K - \$299K	0%	0%	12%	5%	10%	0%
\$300K - \$499K	0%	1%	6%	0%	0%	9%
\$500K - \$999K	0%	1%	6%	0%	0%	0%
\$1MM and above	0%	0%	6%	5%	0%	0%

Median Percent of Budget Funded by Grant (Annualized) (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
Size of grant relative to size of grantee budget	2%	2%	16%	7%	5%	3%

Grantee Characteristics

Operating Budget of Grantee Organization (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Median Funder	Custom Cohort
Median Budget	\$0.5M	\$0.6M	\$0.3M	\$1.4M	\$0.8M

Operating Budget of Grantee Organization (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Average Funder	Custom Cohort
<\$100K	19%	19%	24%	9%	13%
\$100K - \$499K	31%	28%	35%	20%	25%
\$500K - \$999K	16%	15%	11%	14%	17%
\$1MM - \$4.9MM	23%	23%	16%	30%	28%
\$5MM - \$24MM	8%	11%	11%	17%	12%
>=\$25MM	4%	4%	3%	11%	5%

Grantee Characteristics - By Subgroup

Operating Budget of Grantee Organization (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
Median Budget	\$0.2M	\$0.7M	\$0.3M	\$0.3M	\$0.6M	\$0.4M

Operating Budget of Grantee Organization (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
<\$100K	28%	7%	13%	32%	22%	19%
\$100K - \$499K	34%	28%	44%	23%	22%	43%
\$500K - \$999K	13%	26%	0%	5%	22%	10%
\$1MM - \$4.9MM	20%	23%	25%	23%	22%	19%
\$5MM - \$24MM	2%	12%	6%	14%	11%	5%
>=\$25MM	3%	4%	13%	5%	0%	5%

Funding Relationship

Pattern of Grantees' Funding Relationship with the Foundation (Overall)	NHCF 2014	Average Funder	Custom Cohort
First grant received from the Foundation	16%	29%	13%
Consistent funding in the past	49%	52%	61%
Inconsistent funding in the past	35%	19%	26%

Funding Status and Grantees Previously Declined Funding (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Median Funder	Custom Cohort
Percent of grantees currently receiving funding from the Foundation	60%	58%	62%	75%	73%
Percent of grantees previously declined funding by the Foundation	49%	51%	47%	26%	43%

Funding Relationship - By Subgroup

Pattern of Grantees' Funding Relationship with the Foundation (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
First grant received from the Foundation	21%	9%	24%	10%	22%	17%
Consistent funding in the past	29%	58%	59%	52%	78%	52%
Inconsistent funding in the past	50%	33%	18%	38%	0%	30%

Funding Status and Grantees Previously Declined Funding (By Subgroup)	Community Grant - Express	Community Grant - Project and Operating Support	Substance Use Disorders	Neil and Louise Tillotson Fund	Wellborn Ecology Fund	Other
Percent of grantees currently receiving funding from the Foundation	39%	74%	88%	68%	70%	52%
Percent of grantees previously declined funding by the Foundation	53%	54%	24%	62%	11%	43%

Grantee Demographics

Job Title of Respondents (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Average Funder	Custom Cohort
Executive Director	54%	57%	56%	47%	54%
Other Senior Management	7%	9%	6%	13%	9%
Project Director	6%	6%	7%	11%	7%
Development Director	12%	11%	10%	12%	11%
Other Development Staff	5%	5%	4%	8%	6%
Volunteer	5%	0%	0%	1%	2%
Other	10%	12%	17%	9%	10%

Gender of Respondents (Overall)	NHCF 2014	NHCF 2008	Average Funder	Custom Cohort
Female	72%	66%	63%	68%
Male	28%	34%	37%	32%

Race/Ethnicity of Respondents (Overall)	NHCF 2014	NHCF 2008	Average Funder	Custom Cohort
Multi-racial	0%	0%	2%	1%
African-American/Black	1%	1%	7%	7%
Asian (incl. Indian subcontinent)	0%	0%	3%	2%
Hispanic/Latino	0%	0%	5%	1%
American Indian/Alaskan Native	0%	0%	1%	0%
Pacific Islander	0%	0%	0%	0%
Caucasian/White	99%	96%	80%	89%
Other	0%	1%	1%	1%

Funder Characteristics

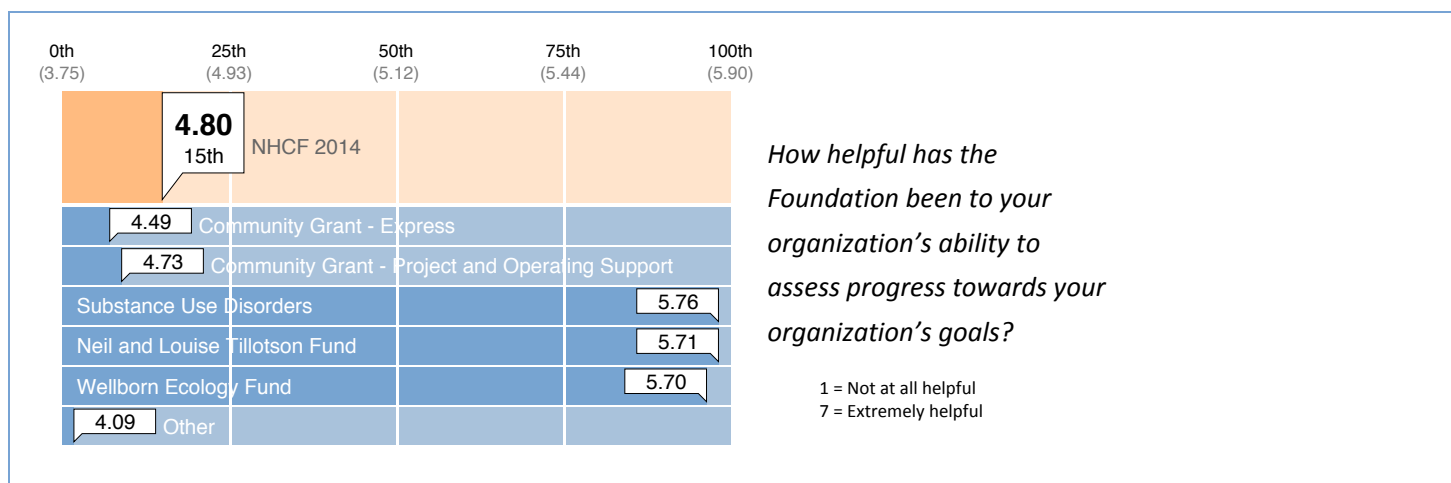
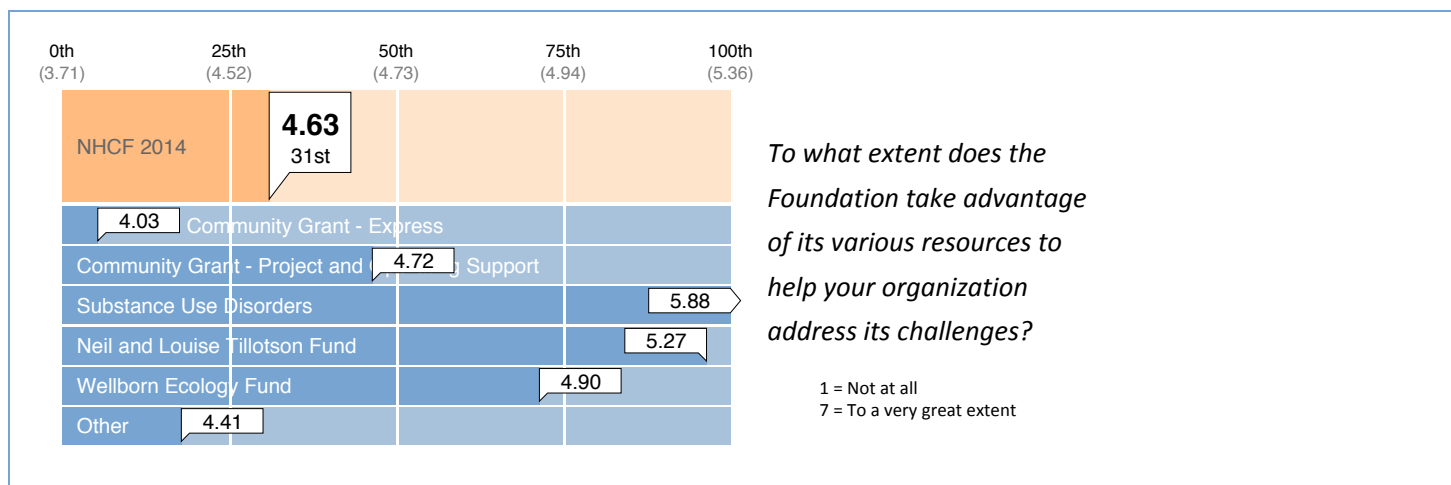
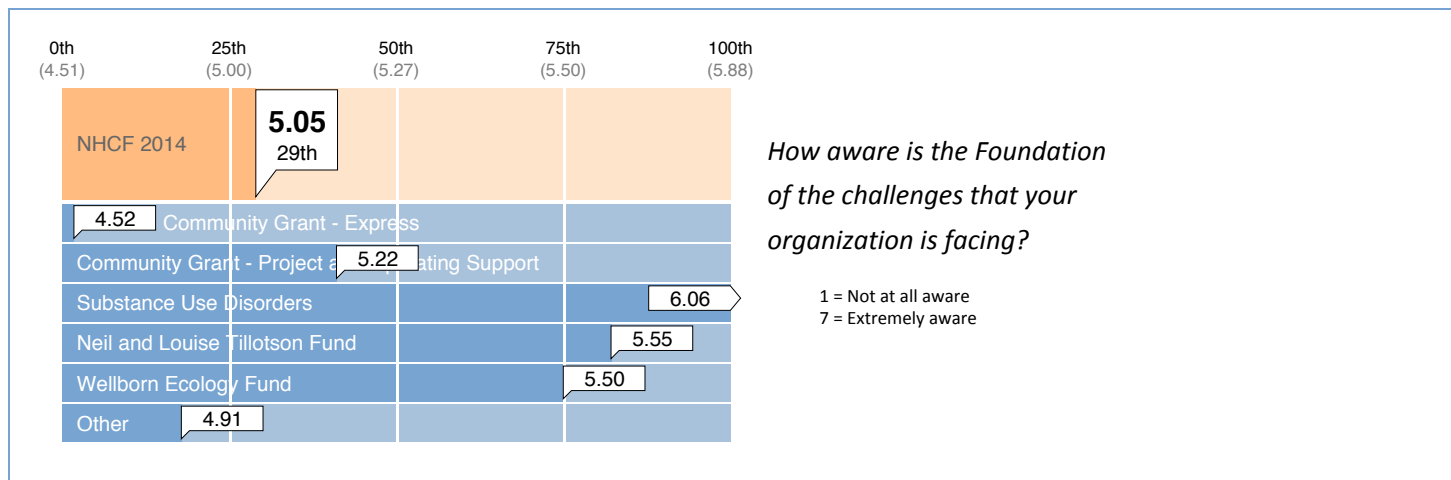
Financial Information (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Median Funder	Custom Cohort
Total assets	\$602.0M	\$446.0M	\$263.2M	\$232.1M	\$331.4M
Total giving	\$32.3M	\$32.0M	N/A	\$14.0M	\$28.0M

Funder Staffing (Overall)	NHCF 2014	NHCF 2008	NHCF 2004	Median Funder	Custom Cohort
Total staff (FTEs)	42	38	13	13	27
Percent of staff (FTEs) actively managing grantee relationships	24%	N/A	N/A	40%	19%
Percent of staff who are program staff	40%	37%	100%	45%	26%

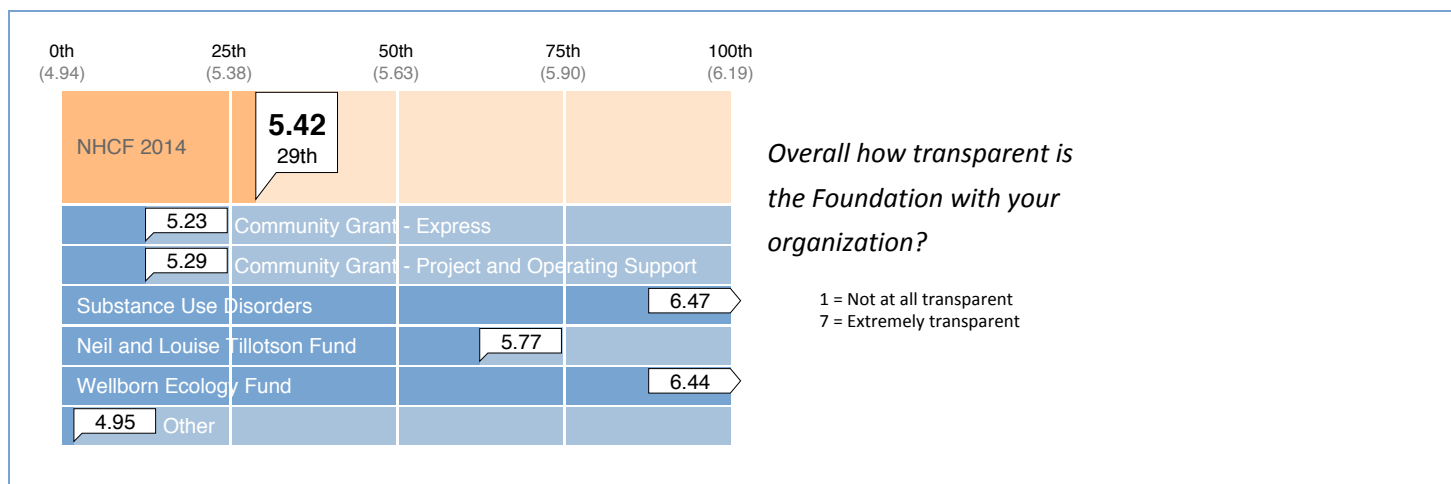
Grantmaking Processes (Overall)	NHCF 2014	NHCF 2008	Median Funder	Custom Cohort
Proportion of grants that are proactive	N/A	N/A	40%	14%
Proportion of grantmaking dollars that are proactive	0%	10%	44%	4%

ADDITIONAL MEASURES

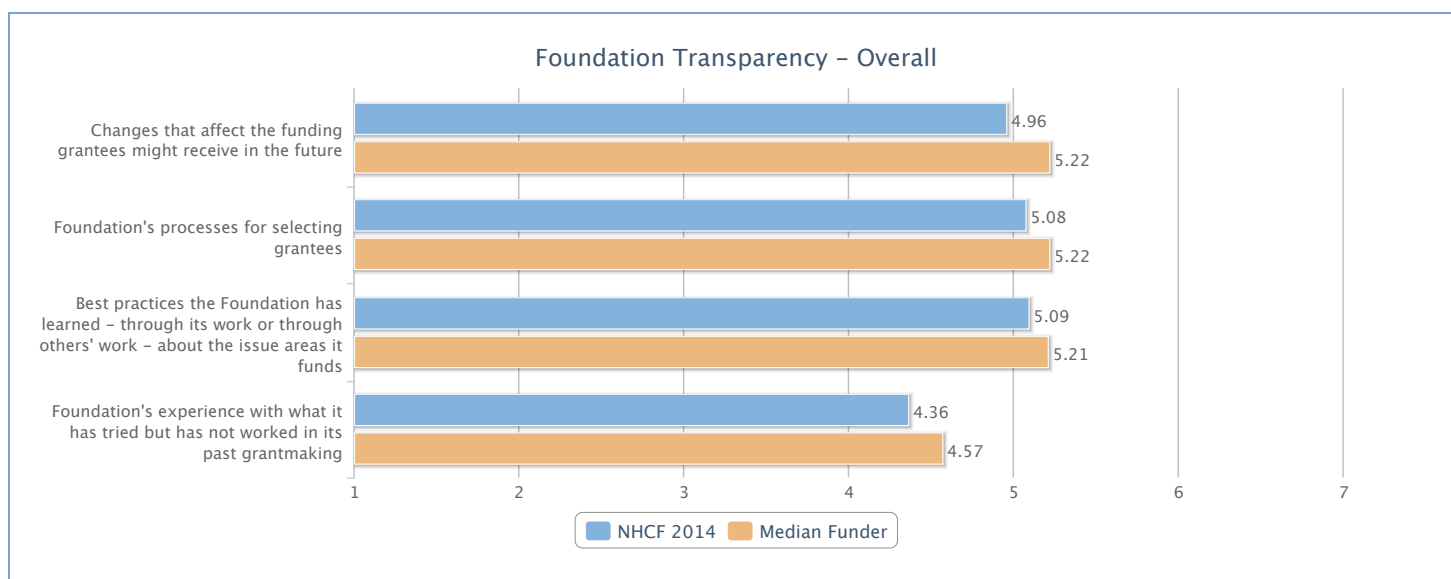
The following questions were recently added to the grantee survey and depict comparative data from only 41 funders.



Funder Transparency

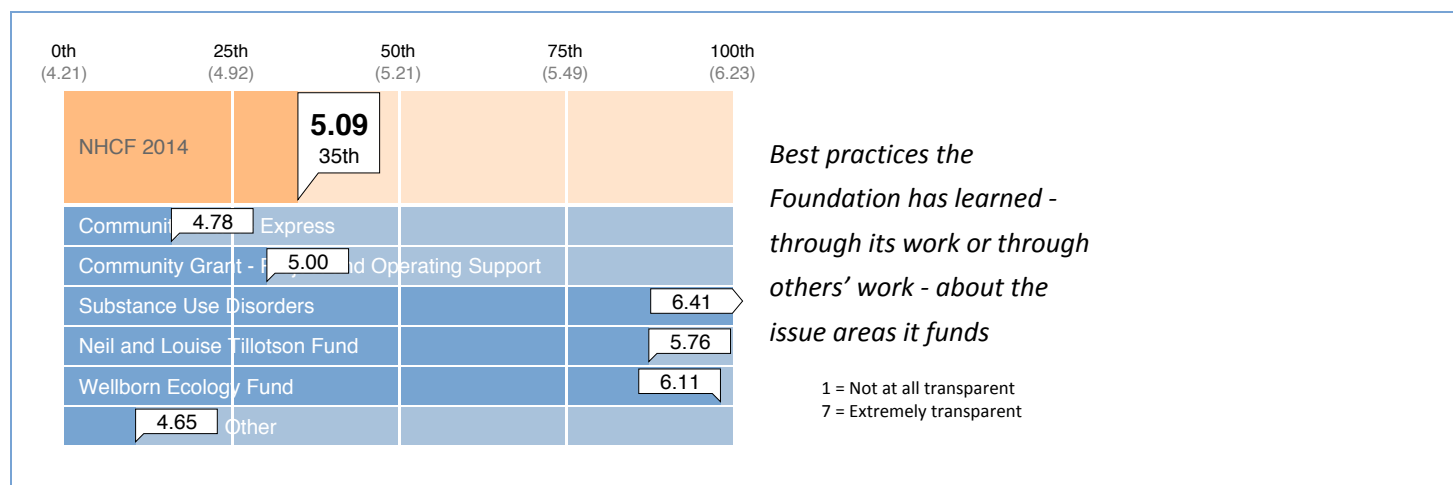
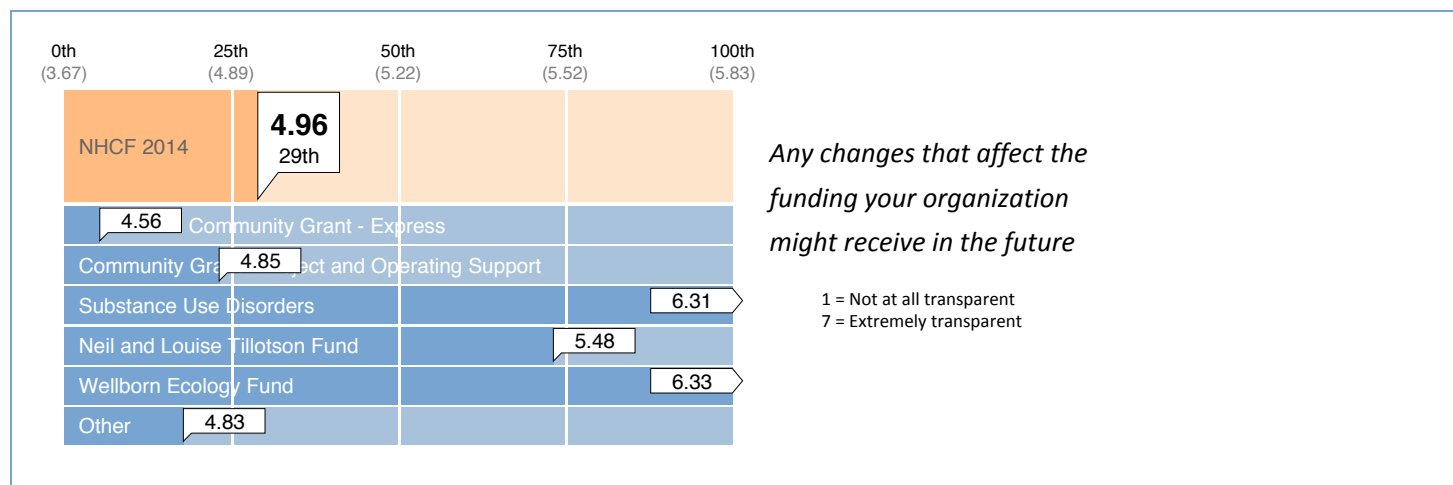
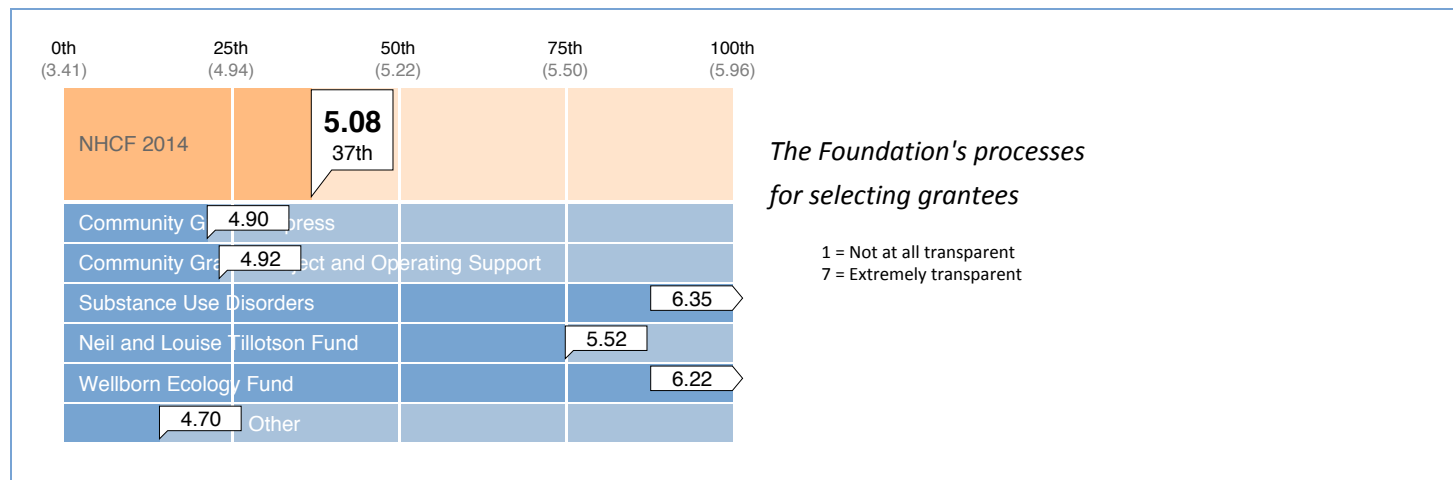


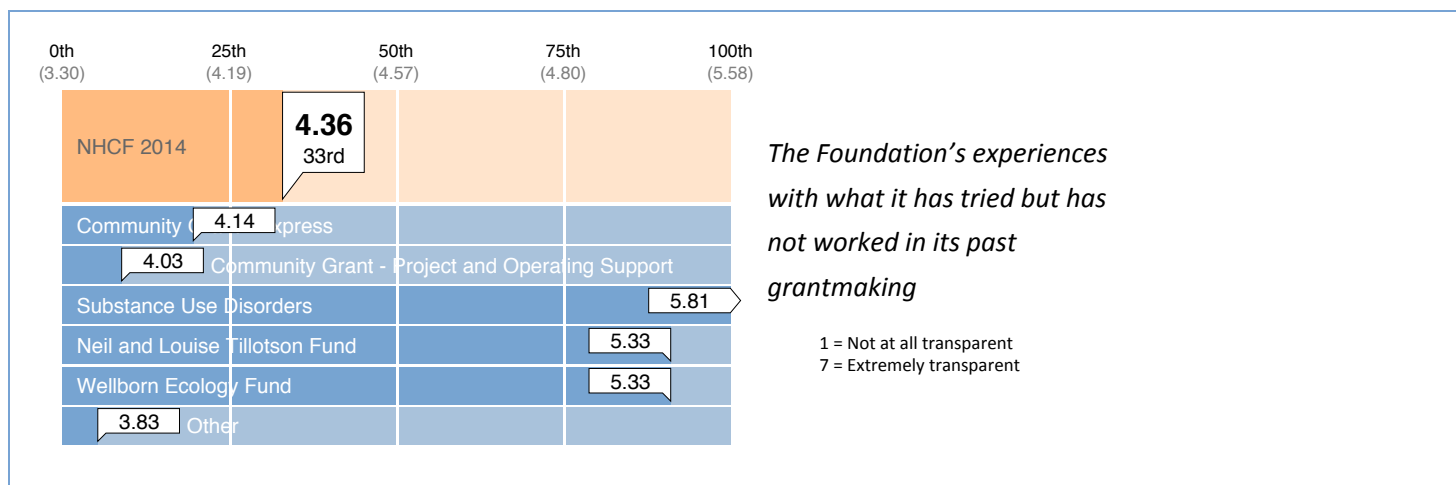
Grantees were asked to rate how transparent NHCF is in the following areas, where 1 = "Not at all transparent" and 7 = "Extremely transparent."



Aspects of Funder Transparency

The charts below show grantee ratings of NHCF's transparency in specific areas of its work.





ABOUT CEP & CONTACT INFORMATION

Mission:

To provide data and create insight so philanthropic funders can better define, assess, and improve their effectiveness – and, as a result, their intended impact.

Vision:

We seek a world in which pressing social needs are more effectively addressed.

We believe improved performance of philanthropic funders can have a profoundly positive impact on nonprofit organizations and the people and communities they serve.

Although our work is about measuring results, providing useful data, and improving performance, our ultimate goal is improving lives. We believe this can only be achieved through a powerful combination of dispassionate analysis and passionate commitment to creating a better society.

About the GPR

Since 2003, the Grantee Perception Report® (GPR) has provided funders with comparative, candid feedback based on grantee perceptions. The GPR is the only grantee survey process that provides comparative data, and is based on extensive research and analysis. Hundreds of funders of all types and sizes have commissioned the GPR, and tens of thousands of grantees have provided their perspectives to help funders improve their work. CEP has surveyed grantees in more than 150 countries and in 8 different languages.

The GPR's quantitative and qualitative data helps foundation leaders evaluate and understand their grantees' perceptions of their effectiveness, and how that compares to their philanthropic peers.

Contact Information

Kevin Bolduc, Vice-President, Assessment Tools
(617) 492-0800 ext. 202
kevinb@effectivephilanthropy.org

Naomi Orensten, Manager, Assessment Tools
(617) 492-0800 ext. 253
naomio@effectivephilanthropy.org

Mike Nguyen, Associate Manager, Data Systems
(617) 492-0800 ext. 220
miken@effectivephilanthropy.org



THE CENTER FOR
EFFECTIVE PHILANTHROPY

675 Massachusetts Avenue
7th Floor
Cambridge, MA 02139
Tel: (617) 492-0800
Fax: (617) 492-0888

100 Montgomery Street
Suite 1700
San Francisco, CA 94104
Tel: (415) 391-3070
Fax: (415) 956-9916

www.effectivephilanthropy.org