# Grantee Perception Report®

PREPARED FOR DEMOCRACY FUND

AUGUST 2014



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

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# 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.



# 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**

# The following summary highlights key findings about grantees' perceptions of Democracy Fund 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.

#### Compared to grantees of the typical funder, Democracy Fund grantees in 2014 have:

more positive perceptions regarding the Foundation's:

- » Selection process
- » Reporting/evaluation process

similarly positive perceptions regarding the Foundation's:

- » Impact on their fields
- » Impact on their organizations
- » Relationships with grantees

less positive perceptions regarding the Foundation's:

» Impact on their local communities

### **GPR Ratings Summary**

The chart below shows Democracy Fund'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 the median funder in the selected peer cohort.



Grantees were asked, "At this point in time, what is one word that best describes the Foundation?" In the "word cloud" below, the size of each word indicates the frequency with which it was written by grantees. The color of each word is stylistic and not indicative of its frequency. Four grantees described Democracy Fund as "Innovative," the most commonly used word.



This image was produced using a free tool available at www.tagxedo.com. Copyright (c) 2006, ComponentAce. http://www.componentace.com.

### SURVEY POPULATION

CEP surveyed Democracy Fund's grantees in May and June of 2014.

Survey	Survey Fielded	Year of Active Grants	Number of Responses Received	Survey Response Rate
Democracy Fund 2014	May and June 2014	2013	25	83%

Throughout this report, Democracy Fund'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.

#### **Customized Cohort**

Democracy Fund selected a set of 16 funders to create a smaller comparison group of peer foundations similar to the Fund.

Custom Cohort
Carnegie Corporation of New York
Democracy Fund
Humanity United
John D. and Catherine T. MacArthur Foundation
John S. and James L. Knight Foundation
New Profit, Inc.
Omidyar Network
Robert R. McCormick Tribune Foundation
Rockefeller Brothers Fund
Skoll Foundation
The Case Foundation
The Ford Foundation
The Gill Foundation
The James Irvine Foundation
The Pew Charitable Trusts
The William and Flora Hewlett 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.





Type of Support (Overall)	Democracy Fund 2014	Average Funder	Custom Cohort
Percent of grantees receiving operating support	32%	20%	30%
Percent of grantees receiving program/project support	68%	64%	59%
Percent of grantees receiving other types of support	0%	16%	11%

Grant History (Overall)	Democracy Fund 2014	Average Funder	Custom Cohort
Percentage of first-time grants	79%	29%	38%

Program Staff Load (Overall)	Democracy Fund 2014	Median Funder	Custom Cohort
Dollars awarded per program staff full-time employee	\$2.9M	\$2.6M	\$2.3M
Applications per program full-time employee	6	28	14
Active grants per program full-time employee	10	33	25

#### IMPACT ON AND UNDERSTANDING OF GRANTEES' FIELDS



#### **Selected Grantee Comments:**

» "DF's support has enabled us to expand the scope of our project, and do so with the support of a well-respected partner in the field. In a relatively short period of time, DF has become a leader in this field, driving reforms, bringing together stakeholders, and formulating and contributing to strategy."

» "The potential for impact is very high. [It is] too soon to evaluate."

» "New is usually unknown and hard to invest in, unless you run across some very forward-thinking people. We have found, in the Democracy Fund, a willingness to examine the future and to invest in it - which includes investing in a well-considered program that will take us forward to the future."

## Advancing Knowledge and Public Policy



#### IMPACT ON AND UNDERSTANDING OF GRANTEES' ORGANIZATIONS





#### **Selected Grantee Comments**

» "I have appreciated how well they understand our organization, and the time they have dedicated to being a part of our offerings and events, not only those funded directly through a program grant that has now expired, but other offerings that our new capacity building grant will help. Our organization is fortunate to be viewed so positively by the Democracy Fund and appreciates the ways in which the Fund will help us achieve our mission and our impact."

» "Having raised money from other organizations, I am extremely impressed by the attention given to our project by Democracy Fund staff...My Democracy Fund contact 'gets it' and has asked hard questions, which are welcome and helpful."

# 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)	Democracy Fund 2014	Average Funder	Custom Cohort
Enhanced Capacity	28%	29%	37%
Expanded Existing Program Work	20%	26%	23%
Maintained Existing Program	8%	19%	14%
Added New Program Work	44%	25%	26%

#### IMPACT ON AND UNDERSTANDING OF GRANTEES' LOCAL COMMUNITIES



### **Understanding of Contextual Factors**



#### **Selected Grantee Comments:**

- » "The Fund has helped us expand our reach beyond Washington, DC to others in the country who can contribute to our work."
- » "The Fund has established a very welcome presence in Washington and among a group of similarly focused groups and funders."

#### 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:**

» "The Democracy Fund is unique in our funders in the personal commitment and engagement of the Democracy Fund staff. It is clear that they are committed to the success of our organization as part of a strategy to achieve the goal of improving democracy. Our Program Officer and the Director of the Fund appreciate the unique role that our organization can contribute to that overall goal, and have sought to find a way that we can be part of a broader network of organizations involved in promoting democracy while maintaining our uniqueness."

» "The Fund is very focused on seeing program design tailored to fit its objectives, which is not always the most pleasant experience, but does fairly reflect the nature of the grantor-grantee relationship."

» "I find DF's concept of approaching grantees as if they are investors who monitor closely somewhat unrealistic and at odds with how other foundations operate. In general there is a more flexible reality that most foundations recognize that grantees are working on developing the next grant even as they are finishing the previous one."

# **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)	Democracy Fund 2014	Average Funder	Custom Cohort
Weekly or more often	0%	2%	4%
A few times a month	52%	10%	17%
Monthly	36%	13%	19%
Once every few months	12%	51%	48%
Yearly or less often	0%	24%	12%

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

Initiation of Contact with Program Officer (Overall)	Democracy Fund 2014	Average Funder	Custom Cohort
Program Officer	17%	15%	13%
Both of equal frequency	79%	49%	54%
Grantee	4%	36%	33%

### **Contact Change and Site Visits**



#### **Behind the Numbers**

Democracy Fund grantees that report receiving a site visit rate the Fund higher for its impact on their local communities than grantees that report not receiving a site visit.

### **Foundation Communication**



#### **Communication Resources**

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









#### Social Media

Grantees were asked whether they used each of the following communications resources from Democracy Fund. This chart shows the proportion of grantees who have used each resource.



#### **GRANT PROCESSES**



#### **Selected Grantee Comments:**

» "The Democracy Fund process was thorough. Most helpful was the feedback from the staff on the proposal."

» "The Democracy Fund is very metric oriented, which is new for our organization. It makes us work and think in different ways -- which isn't a bad thing. It's just different."

» "DF demands quite a lot of up front investment--more than most and obviously with no support--and then works hard to make grantees very accountable for every dollar of the grant, and provides minimal overhead...I am not sure that all of the due diligence on the front end was really necessary...I am not sure it really achieves all that much for the Foundation while imposing significant costs on the grantee, costs that have to be covered from some unspecified source."

» "They invested substantial time in formulating our proposal and working with us to define goals and metrics. It's an unusual process in that we did not submit a formal written proposal but instead worked with them to develop the rational and deliverables, but I found it to be very effective."

### **Selection Process**





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"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)	Democracy Fund 2014	Average Funder	Custom Cohort
Less than 1 month	10%	6%	7%
1 - 3 months	35%	54%	49%
4 - 6 months	50%	31%	31%
7 - 9 months	5%	5%	8%
10 - 12 months	0%	2%	3%
More than 12 months	0%	2%	3%

### **Selection Process Activities**



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

# **Reporting and Evaluation Process**

Participation in Reporting and/or Evaluation Processes (Overall)	Democracy Fund 2014	Average Funder	Custom Cohort
Participated in a reporting and/or evaluation process	28%	57%	55%
There will be a report/evaluation but it has not occurred yet	68%	33%	37%
There was/will be no report/evaluation	4%	6%	4%





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



### DOLLAR RETURN AND TIME SPENT ON PROCESSES



#### **Time Spent on Selection Process**

Time Spent On Proposal And Selection Process (Overall)	Democracy Fund 2014	Average Funder	Custom Cohort
1 to 9 hours	4%	24%	14%
10 to 19 hours	4%	23%	16%
20 to 29 hours	22%	17%	16%
30 to 39 hours	13%	7%	9%
40 to 49 hours	9%	11%	12%
50 to 99 hours	26%	10%	17%
100 to 199 hours	17%	5%	11%
200+ hours	4%	3%	6%

Time Spent On Proposal And Selection Process (Overall)	Democracy Fund 2014	Median Funder	Custom Cohort
Median Hours	40 hrs	20 hrs	40 hrs

# Time Spent on Reporting and Evaluation Process

Time Spent On Monitoring, Reporting, And Evaluation Process (Annualized) (Overall)	Democracy Fund 2014	Average Funder	Custom Cohort
1 to 9 hours	35%	56%	46%
10 to 19 hours	29%	19%	23%
20 to 29 hours	6%	10%	12%
30 to 39 hours	18%	4%	5%
40 to 49 hours	0%	3%	4%
50 to 99 hours	12%	4%	6%
100+ hours	0%	4%	4%

Time Spent On Monitoring, Reporting, And Evaluation Process (Annualized) (Overall)	Democracy Fund 2014	Median Funder	Custom Cohort
Median Hours Per Year	13 hrs	7 hrs	10 hrs

#### **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)	Democracy Fund 2014	Average Funder	Custom Cohort
Comprehensive	12%	6%	9%
Field-focused	28%	8%	13%
Little	48%	36%	41%
None	12%	50%	37%

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

#### **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."


# **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."



# **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."



# **Additional Questions**

### "Did the Democracy Fund actively attempt to assist you in obtaining additional funding from other sources?"



## "How did the Democracy Fund assist you in obtaining additional funding from other sources?"



## "Which of the following statements reflects your point of view of the Democracy Fund's quarterly grantee meetings/calls?"

	Democracy Fund 2014	
I have not found the quarterly grantee meetings to be useful and would prefer that they be discontinued	8%	
I have found the quarterly grantee meetings to be useful, but I would like them to occur less frequently	25%	
I have found the quarterly grantee meetings to be useful and I would like them to continue on a quarterly basis	67%	

## "Would you be interested in exploring other alternatives to communicate and collaborate with grantees beyond the quarterly meeting?"

	Democracy Fund 2014	
Yes	75%	
No	25%	

## "Which of the following resources would be most useful to your organization if the Democracy Fund were to offer them?"



# **GRANTEE SUGGESTIONS FOR THE FOUNDATION**

Grantees were asked to provide any suggestions for how the Foundation could improve. We received nine suggestions. 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.

# **Grantee Suggestions by Topic**

Topic of Grantee Suggestion	%
Proposal and Selection Process	56%
Communications	11%
Grantmaking Characteristics	11%
Non-Monetary Assistance	11%
Impact on and Understanding of Grantees' Organizations	11%

## **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.

### **PROPOSAL AND SELECTION PROCESS (n=5)**

#### » Guidelines (n=2)

» "DF is very focused on metrics and makes future payments contingent on meeting certain deliverables. While this is in line with other grantmakers, some of the metrics they asked that we include were well beyond our project goals. We had to push back on a number of items to make sure that we were evaluated on things that were both measurable and achievable within the grant period."
» "I think its super diligence may not always be cost effective."

#### » Other (n=3)

» "Though in some ways the fact that the Democracy Fund does not seem to have deadlines for submissions of grant proposals or published grant cycles is a plus, it hasn't always been clear to us what the time table is for making an ask and receiving a grant. I would not change the fluidity of the grant process, but I might seek greater clarification about the process and the timing of receiving funds."

» "I like what it seems to be doing -- building up its capacity to give and review grants -- although [I am] a bit worried this may make it more bureaucratic in its functioning and start to behave more like traditional funders, who can be more opaque and frustrating unless one has a good inside connection."

» "DF has a much longer proposal process than any other foundation we've worked with. While we never had to submit a single proposal, we provided batches of detailed information about our project and our institution for nearly a year before signing a grant agreement. This process seemed positive at the start, but in retrospect a traditional proposal would have been much simpler for the organization."

### COMMUNICATIONS (n=1)

» "I would encourage the Democracy Fund to take further steps to advance the understanding that the goal of ensuring full participation in the electoral process is not a partisan goal, but instead is fundamental to a mainstream vision of a functioning democracy. The fact that some reforms may be opposed by one party, or advanced by another party, should not be an obstacle to funding reform efforts that expand participation of eligible persons. The Democracy Fund is playing an important role in this effort and should continue expanding its efforts along these lines."

#### **GRANTMAKING CHARACTERISTICS (n=1)**

» "Longer commitment rather than a one year grant."

#### NON-MONETARY ASSISTANCE (n=1)

» "If it is possible to hold an annual convening along the lines of the ONEF for the Democracy Fund's grantees, it would significantly benefit relationship building and networking among grantees and DF staff, and would likely lead to many great ideas and opportunities."

### IMPACT ON AND UNDERSTANDING OF GRANTEE ORGANIZATIONS (n=1)

» "One thing that could benefit them would be more initial investment with the idea of making projects self-sustaining (i.e. investing more initially so that projects can grow)."

# CONTEXTUAL DATA

# **Grantmaking Characteristics**

Length of Grant Awarded (Overall)	Democracy Fund 2014	Median Funder	Custom Cohort
Average grant length	1.7 years	2.1 years	2.3 years

Length of Grant Awarded (Overall)	Democracy Fund 2014	Average Funder	Custom Cohort
1 year	32%	50%	36%
2 years	56%	21%	31%
3 years	12%	17%	20%
4 years	0%	3%	5%
5 or more years	0%	8%	7%

Type of Grant Awarded (Overall)	Democracy Fund 2014	Average Funder	Custom Cohort
Program / Project Support	68%	64%	59%
General Operating / Core Support	32%	20%	30%
Capital Support: Building / Renovation / Endowment Support / Other	0%	8%	3%
Technical Assistance / Capacity Building	0%	5%	4%
Scholarship / Fellowship	0%	2%	1%
Event / Sponsorship Funding	0%	2%	3%

# Grant Size

Grant Amount Awarded (Overall)	Democracy Fund 2014	Median Funder	Custom Cohort
Median grant size	\$300K	\$60K	\$205K

Grant Amount Awarded (Overall)	Democracy Fund 2014	Average Funder	Custom Cohort
Less than \$10K	0%	11%	5%
\$10K - \$24K	0%	15%	5%
\$25K - \$49K	4%	15%	7%
\$50K - \$99K	4%	17%	13%
\$100К - \$149К	8%	10%	10%
\$150K - \$299K	20%	14%	18%
\$300К - \$499К	44%	7%	13%
\$500K - \$999K	12%	5%	10%
\$1MM and above	8%	7%	17%

Median Percent of Budget Funded by Grant (Annualized) (Overall)	Democracy Fund 2014	Median Funder	Custom Cohort
Size of grant relative to size of grantee budget	15%	3%	4%

# **Grantee Characteristics**

Operating Budget of Grantee Organization (Overall)	Democracy Fund 2014	Median Funder	Custom Cohort
Median Budget	\$2.0M	\$1.4M	\$2.0M

Operating Budget of Grantee Organization (Overall)	Democracy Fund 2014	Average Funder	Custom Cohort
<\$100K	0%	9%	3%
\$100K - \$499K	22%	20%	16%
\$500К - \$999К	9%	14%	12%
\$1MM - \$4.9MM	39%	30%	34%
\$5MM - \$24MM	17%	17%	22%
>=\$25MM	13%	10%	12%

# Funding Relationship

Pattern of Grantees' Funding Relationship with the Foundation (Overall)	Democracy Fund 2014	Average Funder	Custom Cohort
First grant received from the Foundation	79%	29%	38%
Consistent funding in the past	21%	52%	46%
Inconsistent funding in the past	0%	19%	17%

Funding Status and Grantees Previously Declined Funding (Overall)	Democracy Fund 2014	Median Funder	Custom Cohort
Percent of grantees currently receiving funding from the Foundation	100%	75%	82%
Percent of grantees previously declined funding by the Foundation	4%	26%	24%

# **Grantee Demographics**

Job Title of Respondents (Overall)	Democracy Fund 2014	Average Funder	Custom Cohort
Executive Director	44%	47%	49%
Other Senior Management	20%	13%	15%
Project Director	36%	11%	13%
Development Director	0%	12%	9%
Other Development Staff	0%	8%	7%
Volunteer	0%	1%	0%
Other	0%	9%	6%

Gender of Respondents (Overall)	Democracy Fund 2014	Average Funder	Custom Cohort
Female	35%	63%	51%
Male	65%	37%	49%

Race/Ethnicity of Respondents (Overall)	Democracy Fund 2014	Average Funder	Custom Cohort
Multi-racial	0%	2%	3%
African-American/Black	0%	7%	5%
Asian (incl. Indian subcontinent)	0%	3%	4%
Hispanic/Latino	0%	5%	5%
American Indian/Alaskan Native	0%	1%	0%
Pacific Islander	0%	0%	0%
Caucasian/White	100%	80%	80%
Other	0%	1%	3%

# **Funder Characteristics**

Financial Information (Overall)	Democracy Fund 2014	Median Funder	Custom Cohort
Total assets	N/A	\$230.8M	\$726.1M
Total giving	\$8.7M	\$14.0M	\$45.3M

Funder Staffing (Overall)	Democracy Fund 2014	Median Funder	Custom Cohort
Total staff (FTEs)	3	13	46
Percent of staff (FTEs) actively managing grantee relationships	100%	40%	35%
Percent of staff who are program staff	100%	45%	49%

Grantmaking Processes (Overall)	Democracy Fund 2014	Median Funder	Custom Cohort
Proportion of grants that are proactive	70%	43%	90%
Proportion of grantmaking dollars that are proactive	70%	42%	95%

# **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 Democracy Fund 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 Democracy Fund'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<sup>®</sup> (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.

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