

Survey Results (13 of 19)

Summary:

Services

It is clear that clients appreciated value of having the non-profit status offered by the Action Council affiliation (e.g. “The Action Council allows us to focus on clients not paperwork”). People mentioned that, because of the solid reputation that the Action Council maintains in the community, their own status (for grant writing and fundraising) was increased.

Staffing

Clients also appreciated the knowledgeable and helpful staff of the Action Council in all areas. Many offered glowing remarks about Larry, Libby and Carl while some still wanted more of their time.

When asked if they were interested in more face to face meetings, 10 of 13 respondents answered YES. This was the highest affirmative response of all of the questions asked. The need seemed to correlate to the level of experience of the client, but since the Action Council focuses on incubating new groups, this seems to be an area that could be explored further. Opportunities for more one on one interaction could include:

- Initial training/kick-off meeting with each Sponsored group
- Monthly brown bag lunches with specific discussion topics and Q&A afterward
- In-person meeting to discuss upcoming grant opportunities (e.g. collaborate on Community Foundation grant application)

Resources

The majority of comments received related to the desire for more resources. Review of these requests can be grouped into 1) Opportunities for collaboration; 2) On-line Information; and 3) Training.

- a. **Collaboration among groups** – people wanted to learn more about other organizations who are doing similar types of work for collaboration and to ensure non-duplication of services. Two simple options to address this need would include:
 - i. link to each other’s web pages on the Action Council site; and
 - ii. create a matrix of services provided (eliminate duplication, assist with collaboration)

- b. **Online Information** – The need for increased resources available via the Action Council website was an obvious request from respondents and included:
 1. Forms
 2. Procedures and timelines (e.g. how to ensure checks are processed as fast as possible?)
 3. Guidelines (rules) for a 5013c
 4. Grant opportunity links and notifications

5. Examples of grant applications

c. Technical Assistance:

- i. Tech assistance for creating individual websites (provide a template for each).
- ii. Help in prepare successful grant applications

Of the services not currently offered, the top ranked resources desired were:

6. Fundraising (1st)
7. Grant writing (2nd)
8. Budget and financial analysis (3rd)
9. Resource development and (3rd)
10. Evaluation, learning and impact (3rd)

Survey Summary:

1. What are we doing well?

- Payroll, bookkeeping, online donations, financial report
- Knowledgeable and helpful staff, helpful with technical assistance, questions; helpful with development advice
- 990 taken care of
- Action Council (AC) allows focus on clients not paperwork, teaching and learning
- Being affiliated with AC allows non-profits to apply for grants
- AC offers a grant template that Nonprofits can customize
- AC is a solid and reputable organization
- AC sets up vendors and providers

2. What can we do better?

- Have a resource page and FAQs available to AC clients on website
- New banking procedures (?)—want to know procedures and timeline for requesting checks
- Would like Larry to do Board Development with each group; more access to Larry, more face to face time
- Hyper-link Fiscal Sponsored groups to one another
- Would like help with: website development, marketing, letterhead development, finance procedures, graphic design, list of preferred vendors, help with promotion/advertising of events
- Have monthly or quarterly accounting of finances for each group
- Wants to better understand investment strategy of funds—are the funds aggressively invested?
- Either in book or on website—have written rules and guidelines about being a 501(c)3
- Have a monthly brown bag lunch with speaker
- Can financial report categories be tailored to each fiscal sponsored group (their reporting form and AC's don't match)
- Link to other fiscal sponsored groups who serve the same populations (seniors, children, housing, medical, etc)
- Notification of grant opportunities; get information on how to collaborate on grants; meet quarterly to review/help with upcoming grant opportunities

3. Are there some things we can do to help you better understand the rules, policies and procedures of fiscal sponsorship better?

- Help them understand the guidelines of local foundation to fiscal sponsored groups
- Have written policies and procedures
- Help with fundraising and recommend grant opportunities
- Help with promoting and advertising of events, membership development

- Personal attention to answer questions
- Have a periodic review with all fiscal sponsored groups
- Have a speedier check request process

4. What can we do to improve your project's opportunities for success and growth?

- Have quarterly meetings to present grant opportunities and how to fill out grant applications
- Have a reference or resource book to show examples of letters applying for? grants
- Assistance with grant writing
- More opportunity for networking with youth-based programs

5. Which of the following services not offered would you be interested in? (1 = not so much, 5 = very much)

Description	yes	no	1	2	3	4	5	Average	Rank
Budget & financial	7	6	1	0	1	2	5	1.80	3
HR administration	3	10	2	0	2	1	0	1.00	
Purchasing	3	10	2	1	1	1	0	1.00	
Finance T/A	5	8	1	0	1	1	1	0.80	
Budget T/A	4	9	3	1	1	0	1	1.20	5
Resource Dev T/A	8	5	2	0	0	3	3	1.60	3
Org Dev T/A	4	9	2	0	1	3	1	1.40	4
Governance & Policy	4	8	1	1	0	2	2	1.20	5
Shared office space	5	6	2	0	1	2	2	1.40	4
Shared technology	7	4	1	2	0	3	1	1.40	4
Fundraising	8	3	1	1	2	1	7	2.40	1
Grant writing/rpt	7	4	2	0	2	2	5	2.20	2
Data & Mgt systems	4	7	2	1	2	1	1	1.40	4
Eval., Learn & Impact	6	4	2	0	2	1	3	1.60	3

6. Interested in the following services:

Face to Face Meetings Yes (10), no (3)

Social Media Yes (5), no (7)

Blogs Yes (6), no (7)

Other:

- Website
- Network with similar goals
- List server

- Prevent duplication

11. Other feedback or comments:

- Is there a way to avoid having one fiscal sponsored group jeopardize the standing of others in a nonprofit alliance?
- Tech Soup—is group purchasing or favorable pricing as a group possible?
- Can AC give assistance with website development or hosting? (is a template possible?)
- Can AC groups collaborate so AC doesn't act just as a funding pass-through?
- Blending of resource streams need continued focus—MCBHF
- Very happy with Larry, Richard and Libby—appreciate all the support!!

