

# 2010 Grants Program Survey

The California Wellness Foundation (TCWF or the Foundation) is interested in receiving comments from grant applicants and recipients about their experiences working with the Foundation's Grants Program. We hope to receive feedback that will help us enhance our responsiveness to organizations that seek funding. Your comments will be kept confidential, which is why we have not asked for your name or that of your organization. The survey is designed to be completed in approximately 20 minutes. Please have the person who has had the most direct contact with TCWF complete this survey. If you have more comments, please feel free to attach additional sheets. Return your completed questionnaire in the enclosed addressed, stamped envelope postmarked by January 26, 2010. Your participation in this effort will be most appreciated.

Consultant Julia Pennbridge, Ph.D., is conducting this survey with The National Health Foundation. If any of the questions or sections of this survey are unclear, please contact Julia Pennbridge at (310) 821-7921.

## A. YOUR PERCEPTIONS OF TCWF

1. In your opinion, what three words or phrases best describe TCWF?

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_

## B. SOURCES OF INFORMATION ABOUT THE FOUNDATION AND ITS GRANTMAKING PROGRAM

2. How did you hear about TCWF? (Check all that apply.)

- |   |  |
|---|--|
| <input type="checkbox"/> Referral by another nonprofit organization                                 | <input type="checkbox"/> Previous experience with the Foundation or staff member         |
| <input type="checkbox"/> Referral by another grantmaker or corporate-giving program                 | <input type="checkbox"/> The Foundation Center, GuideStar or a nonprofit resource center |
| <input type="checkbox"/> Suggestion from a member of your organization                              | <input type="checkbox"/> A TCWF conference or other TCWF-sponsored event                 |
| <input type="checkbox"/> Articles about TCWF or TCWF-sponsored advertisements                       | <input type="checkbox"/> I can't remember  |
| <input type="checkbox"/> Visiting TCWF's website  | <input type="checkbox"/> Other (Please explain.)   |
| <input type="checkbox"/> TCWF materials such as funding guidelines and annual reports               | _____  |
| <input type="checkbox"/> Public presentation from a TCWF staff member (e.g., "Meet the Grantmaker") | _____  |
| <input type="checkbox"/> Personal contact with a TCWF staff person                                  | _____  |
|   | _____  |

3. In 2009, what TCWF communications materials or information did you receive or access? (Check all that apply.)

- |   |  |
|---|--|
| <input type="checkbox"/> TCWF Annual Report           | <input type="checkbox"/> Public Education Campaign website:<br>HealthJobsStartHere.com |
| <input type="checkbox"/> TCWF website                 | <input type="checkbox"/> None of the above   |
| <input type="checkbox"/> Foundation e-mail            | <input type="checkbox"/> Other (Please explain.)                                       |
| <input type="checkbox"/> TCWF newsletter/magazine     | _____  |
| <input type="checkbox"/> <i>Reflections</i> series    | _____  |
| <input type="checkbox"/> <i>How To Apply</i> brochure | _____  |
| <input type="checkbox"/> TCWF postcard                | _____  |
| <input type="checkbox"/> News release                 | _____  |

4. In 2009, did you read our *How To Apply* brochure?  Yes  No (If no, please skip to question #5.)

If yes, were the application procedures easy to understand?  Yes  No

What are your suggestions for improving them? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. In 2009, did you read our Annual Report?  Yes  No (If no, please skip to question #6.)

If yes, did you read the online or print version?  Online  Print

Was the information useful?  Yes  No If yes, how was it useful? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. In 2009, did you read our *Grantee* magazine?  Yes  No (If no, please skip to question #7.)

If yes, did you read the online or print version?  Online  Print

Was the information useful?  Yes  No If yes, how was it useful? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. In 2009, did you read any of our *Reflections* publications series on lessons learned in philanthropy?

Yes  No (If no, please skip to question #8.)

If yes, did you read the online or print version?  Online  Print

Was the information useful?  Yes  No If yes, how was it useful? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. Of all the TCWF materials you received or accessed, which ones most helped you understand TCWF's grantmaking program and why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The next two questions focus on TCWF's website, which was redesigned in May 2009.

9. Do you have Internet access at your workplace?  Yes  No (If no, please skip to question #10.)  Don't Know  
If yes, do you have high-speed Internet access?  Yes  No  Don't Know

What percentage of your organization's staff has high-speed Internet access? \_\_\_\_\_

10. In 2009, did you visit our website?  Yes  No (If no, please skip to question #11.)  
If yes, when did you last visit? (Check one only.)

- Within the last week  Within the last 3 to 6 months  
 Within the last month  More than 6 months ago

How often do you visit? (Check one only.)

- At least once a week  At least once a month  At least once every 3 to 6 months  
 Other (Please explain.): \_\_\_\_\_

If yes, what is your overall assessment of our website? \_\_\_\_\_

\_\_\_\_\_

If yes, what are your suggestions for improving it? \_\_\_\_\_

\_\_\_\_\_

### C. TCWF GRANTMAKING PROGRAM

Since 2001, TCWF has been implementing its Responsive Grantmaking Program. The following three questions focus on this topic.

11. TCWF's grantmaking program is centered around eight health issues and special projects. How well do you feel you understand TCWF's funding priorities? (Check one.)

- Very well  Moderately well  A little  Not at all

12. How useful were the following in helping you understand them? (Check one for each communications channel.)

	Very useful	Moderately useful	A little useful	Not useful	Not applicable
www.CalWellness.org website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How To Apply brochure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grantee magazine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reflections series	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TCWF Annual Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Education Campaign Website: HealthJobsStartHere.com	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interaction with Foundation staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any additional comments? \_\_\_\_\_

\_\_\_\_\_

13. How useful were the following in helping you understand core operating support? (Check one for each communications channel.)

	Very useful	Moderately useful	A little useful	Not useful	Not applicable
www.CalWellness.org website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How To Apply brochure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grantee magazine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reflections series	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TCWF Annual Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Education Campaign Website: HealthJobsStartHere.com	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interaction with Foundation staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any additional comments? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

*We would like to know how satisfied you were with your interactions with TCWF staff. The next series of questions addresses this goal.*

14. In 2009, approximately how many contacts did you have with TCWF staff, including through the mail or by telephone, e-mail or face-to-face contact?

- 0-2
- 3-5
- 6-10
- More than 10

15. Which staff did you interact with MOST? (Check one only.)

- Communications
- Executive
- Finance
- Grants Management
- Grants Program
- Reception/Administration

16. The persons you interacted with most were: (Check one for each of the following.)

	Strongly agree	Agree	Disagree	Strongly disagree
Courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any additional comments? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Information from the next four questions will help to assess TCWF's grantmaking processes in 2009. First we ask about your experience with the pre-funding approval process and then about the post-approval process.

17. Based on your involvement with TCWF, how would you rate the following aspects of our pre-funding approval process?

	Very difficult	Difficult	Easy	Very easy	Don't know
Preparing a letter of interest (LOI) <input type="checkbox"/> Did not submit in 2009	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preparing a grant proposal <input type="checkbox"/> Not asked to submit in 2009	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participating in a site visit <input type="checkbox"/> Does not apply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please specify.) _____					

18. Based on your involvement with TCWF, how would you rate the following aspects of our post-approval process?

	Very difficult	Difficult	Easy	Very easy	Don't know	Does not apply
Completing progress narrative reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completing final narrative report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completing financial reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please specify.) _____						

19. If you received funding, would you prefer to retrieve the required report forms via our website?

Yes  No  No preference

20. How can we improve these grantmaking processes? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## D. WORKING WITH THE FOUNDATION

Please complete the following series of questions ONLY if you were NOT asked to submit a proposal in 2009. If you did submit a proposal, please skip to question #28.

21. Did you receive a denial letter in a timely fashion?  Yes  No  Don't know or can't remember

22. Did you ask for feedback on your denial?  Yes  No  Don't know or can't remember

23. Were you able to get feedback?  Yes  No  Don't know or can't remember

24. Was the feedback useful?  Yes  No  Don't know or can't remember

25. Are there ways in which TCWF or its staff have added value to your work above and beyond the grant dollars you received?

Yes  No If yes, how? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

26. Are there ways in which TCWF has been difficult to work with or made things difficult for you?

Yes  No If yes, how? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

27. Overall, how would you characterize your working relationship with TCWF?

Excellent  Good  Okay  Somewhat difficult  Very difficult

## E. ADDITIONAL QUESTIONS

28. How does your experience working with TCWF compare to working with other foundations?

Better  Worse  About the same

Please give examples: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

29. Do you have comments about areas of potential improvement that were not covered by this survey?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## F. ABOUT YOUR ORGANIZATION

30. What is the job/role of the person completing this survey? \_\_\_\_\_

31. Is your organization: (Check all that apply.)

A current grantee of the Foundation?  A current applicant awaiting a Foundation decision?  
 A former grantee?  Other \_\_\_\_\_  
 An unfunded applicant that submitted an LOI?

32. Please indicate which range best characterizes the total operating budget of your organization for its most recent fiscal year.

Up to \$199,999  \$2 million to \$4,999,999  
 \$200,000 to \$349,000  \$5 million to \$9,999,999  
 \$350,000 to \$499,999  \$10 million to \$24,999,999  
 \$500,000 to \$999,999  \$25 million and over  
 \$1 million to \$1,999,999

33. Please name the California county in which your organization is headquartered. \_\_\_\_\_

**Thank you for taking the time to complete this survey. Please return by January 26, 2010 to:**

TCWF Grants Program Survey, c/o Julia Pennbridge, Ph.D.  
1137 Grant Avenue • Venice, CA 90291