

Nonprofit Feedback on Our Grants Process

Feedback is essential to our work at the Hartford Foundation for Public Giving because it ensures that our systems are grounded in the experiences of our partners. By actively listening to nonprofit partners, we try to make more informed decisions about our processes and practices to ensure that our grantmaking approach advances equity and improves outcomes for all.

This summary highlights **recommendations and questions we heard from our grantees and other nonprofit partners over the last 18 months and what changes we've made based on that input.**

Our sincerest thanks to our partners for your insights!

► Post Application Survey

- Collected survey data from May 2023 to April 2024
- Received 71 responses with a 73% completion rate.

► Center for Effective Philanthropy (CEP) Grantee Perception Study

- Surveyed 298 grantees with an open grant in the last 12-18 months
- Received 173 responses (58% response rate)

► Three-Year Grants Portfolio Lookback

- Reviewed all Foundation-directed (non-donor-advised fund) grants from 2021-2023
- Included 1,223 grants across 488 unique organizations



How we're incorporating feedback

FEEDBACK SHARED

CHANGES WE MADE

<p>REDUCE REQUIRED UPLOADS IN THE APPLICATION</p>	<p>We removed the requirements for work plans, resumes, and a board chair's signature.</p>
<p>PROVIDE GREATER CLARITY ABOUT CHARACTER LIMIT ALLOWANCES IN APPLICATION QUESTIONS</p>	<p>The Foundation character limits are created to allow for detailed responses to application questions; however, lengthy responses or responses that meet the character limit are not expected. We encourage applicants to answer the question clearly and directly. Think quality over quantity!</p>
<p>OFFER SAMPLE RESPONSES TO OUTCOMES AND MEASUREMENTS QUESTIONS.</p>	<p>Guidance about how to develop outcomes and measurements for a grant, including examples of strong responses, is now available at this link. The Foundation updates this document periodically based on ongoing input from grantees and staff.</p>
<p>REDUCE THE TIME IT TAKES ORGANIZATIONS TO COMPLETE THE APPLICATION.</p>	<p>We have revised application questions and requested materials, making the process more efficient. The application now takes approximately 10 to 15 hours to complete, aligning with national averages.</p>
<p>BE CLEARER - AND FASTER! - ABOUT GRANT APPLICATION PROCESSING TIME.</p>	<p>On average, it takes about six weeks from application submission to approval. Most applications are reviewed in under six months, which is our maximum review period. We continue to try to decrease those timeframes.</p>
<p>BE MORE TRANSPARENT ABOUT GRANT REVIEW PROCESS.</p>	<p>We provide application review rubrics on our website, tailored with equitable and culturally responsive criteria. While primarily used for RFPs (not invitation-only grants), these rubrics serve as a basis for internal discussions to make funding decisions. Organizations that are approved or denied funding through an RFP may request an explanation for the decision by reaching out to the Foundation staff using the contact information provided in the relevant RFP.</p>
<p>MAKE IT EASY TO ACCESS A COPY OF THE SUBMITTED GRANT APPLICATION.</p>	<p>You can download a PDF copy of your finished application by clicking "Application Packet" at the top of your application.</p>
<p>IMPROVE TRANSFER OPTIONS FOR GRANT PORTAL ACCOUNT OWNERSHIP</p>	<p>Organizations can add new staff to their grant portal account by navigating to "Organization History" > "User" > "Invite User." If you need to transfer an application to a new user in your organization, please contact our Grants Administration team at GrantsAdministration@hfpg.org.</p>

Looking Ahead...

As part of our commitment to learning from our partners, we will be **relaunching a refreshed post-application survey in July 2025**. This survey was redesigned with the input of 15 grantees. **Please watch your inbox** for options to take the new survey. If at any point you have additional feedback or questions, please contact your Community Impact Officer. Thank you again for sharing your perspectives with us to make our grantmaking process better for everyone!