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## MEMORANDUM

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**TO:** JWF BOARD OF TRUSTEES  
**FROM:** KATHARINE KOVAN, JWF JOIN INTERN, SUMMER 2013  
**SUBJECT:** REPORT ON JWF SATISFACTION SURVEY RESULTS  
**DATE:** AUGUST 8, 2013

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### Introduction

One of my tasks for this summer was to create a survey with the objective of learning more about our grant partners' experiences with the JWF. The survey asked a number of questions of current and past grantees, whose candid responses would inform us on the reception and perceptions of our grants processes and our effectiveness. With this knowledge, the JWF will be able to evaluate its work with an eye toward future improvement. The survey was intended and designed to offer feedback to you, as Trustees, as well as provide a conduit for grant partners to voice their opinions.

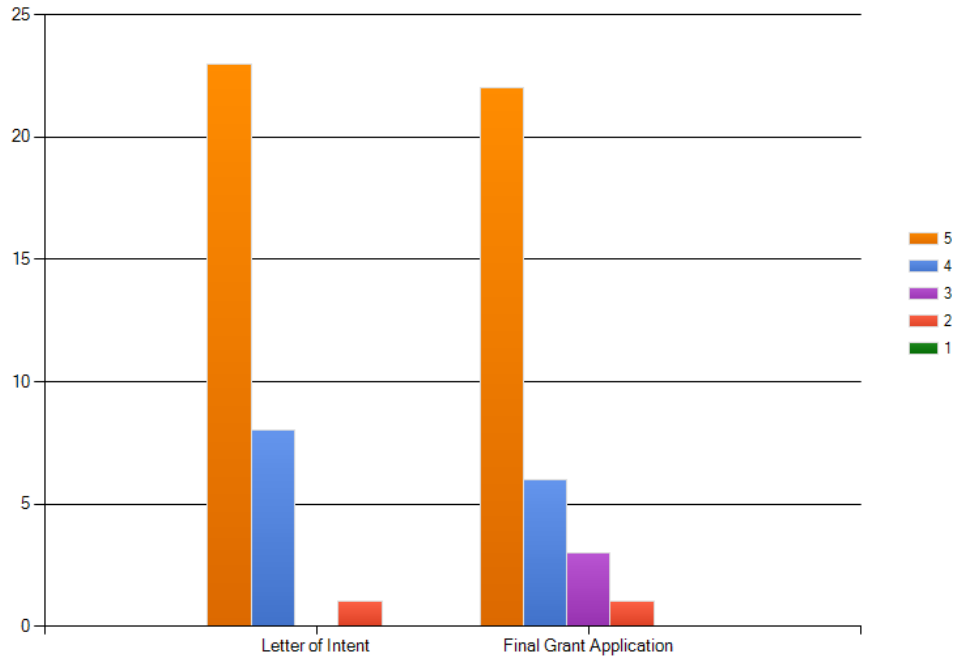
I truly appreciate the opportunity to interface with JWF current and past grantees – I learned so much about the JWF, its mission, and how it interacts with the broader community.

### Survey Questions and Responses

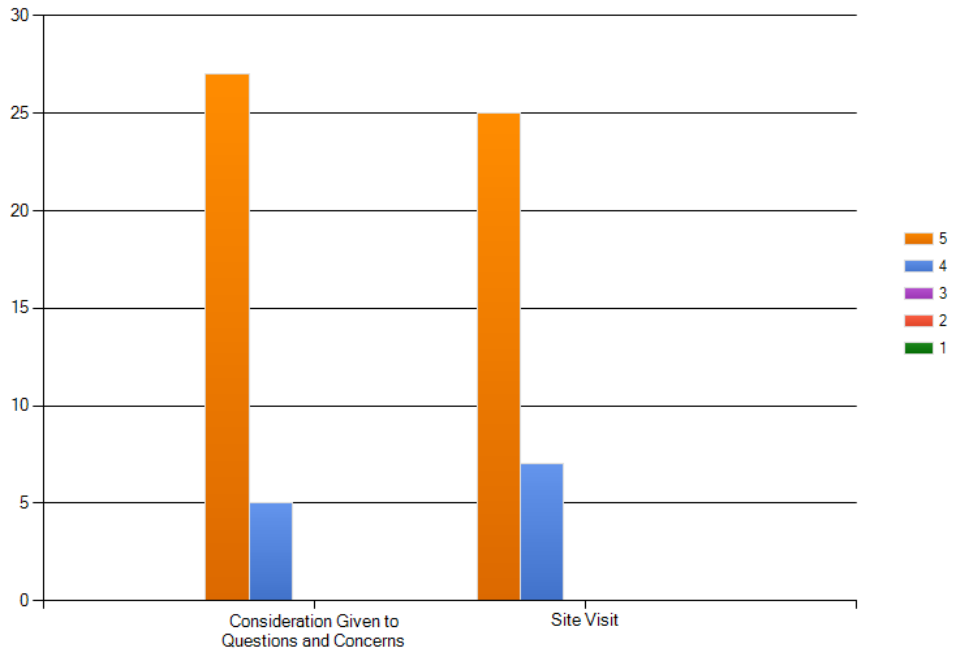
The JWF received 32 responses to its survey request. Of the 32 responses, 27 current and past grant partners were represented. A list of responding organizations appears at the end of the memorandum.

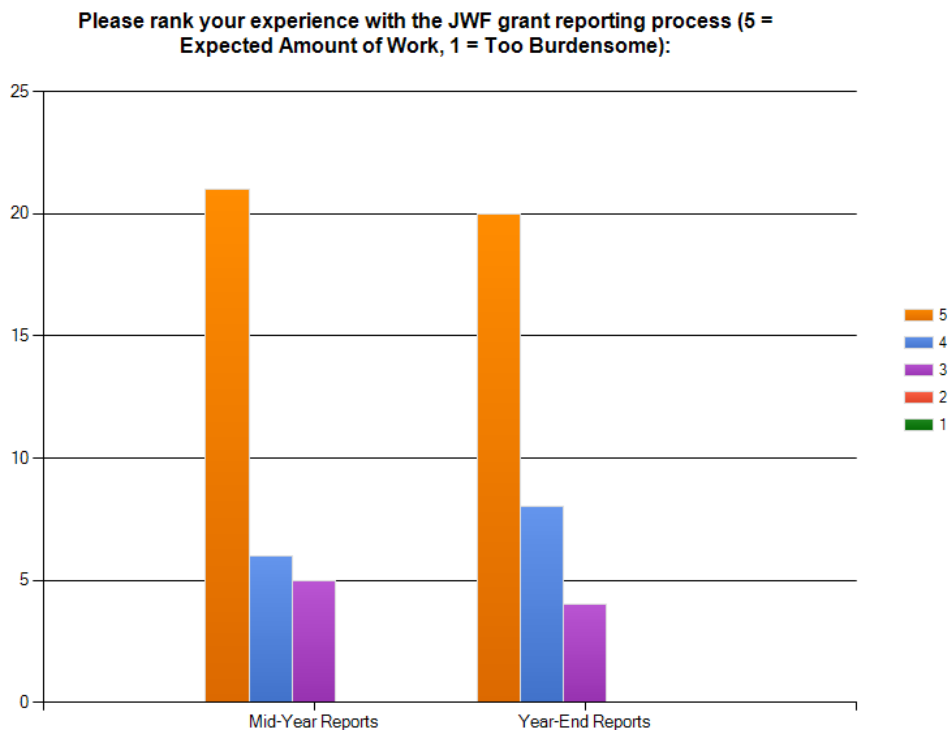
Questions that appeared on the survey are repeated below, with a graph illustrating the responses; comments and conclusions follow. Please note that comments included in this discussion are direct quotations from respondents.

**Please rank your satisfaction with the JWF grant application process  
(5=Straightforward and Easy, 1 = Overly Complex):**



**Please rank your experiences in the following situations (5 = Friendly and Helpful, 1 = Intimidating and Unfriendly):**





Overall, current and past grant partners reported significant satisfaction with the JWF grants process, as indicated by the survey results. A trend among our grant partners was the idea that the JWF Grants process was “very clear” and “user friendly”, characterized by “honest” and “consistent communication”.

Other noteworthy responses made by grant partners related to the questions listed above include:

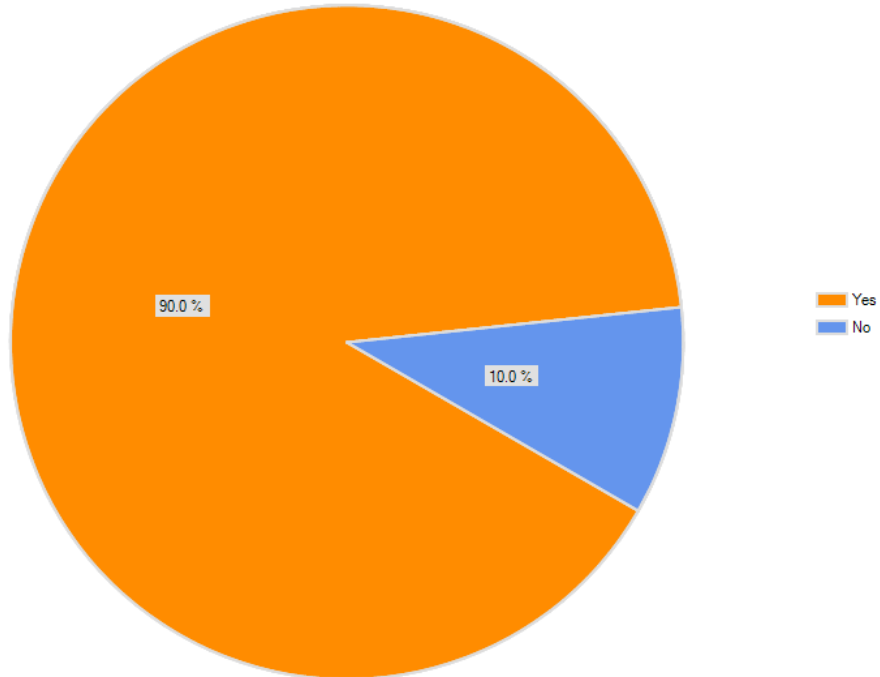
- Site visit “helps to better explain our project”.
- “Trustees were knowledgeable and asked informed questions”.
- Mid-year and year-end reporting “fits well with our organization's reporting and evaluation process [and] provides us an opportunity to communicate our success and challenges and how we're dealing with them”.

While the feedback was overwhelmingly positive, the JWF takes constructive criticism into careful consideration. Specifically, several respondents noted that they would appreciate the convenience of an entirely electronic application process that is more “streamlined”.

### **Reporting on Specific Projects**

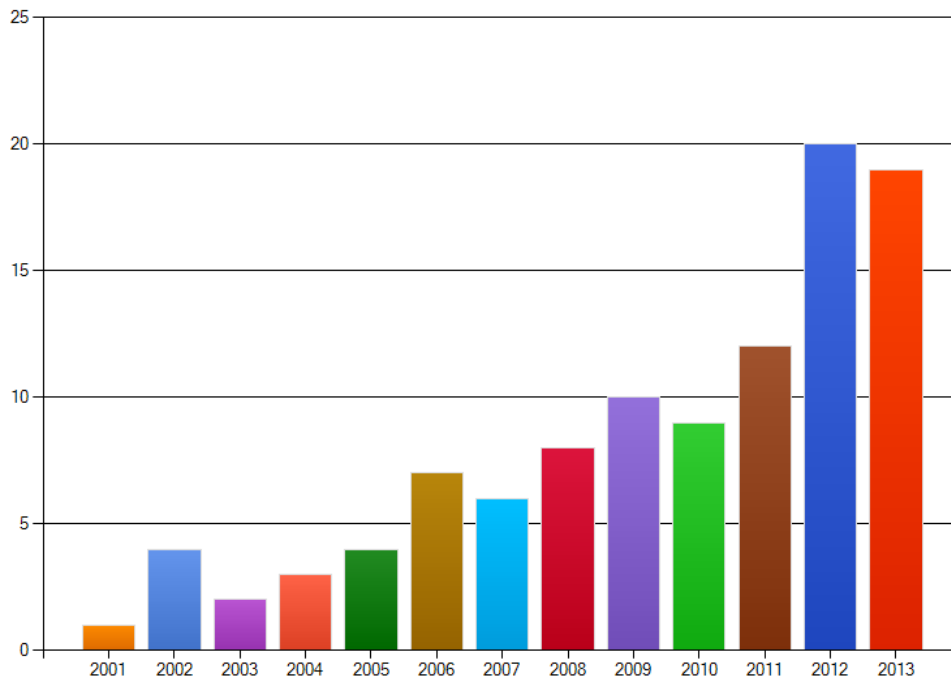
On a very positive note, of the grant projects represented by this survey, 90% of projects still exist today.

**Does your project still exist today?**



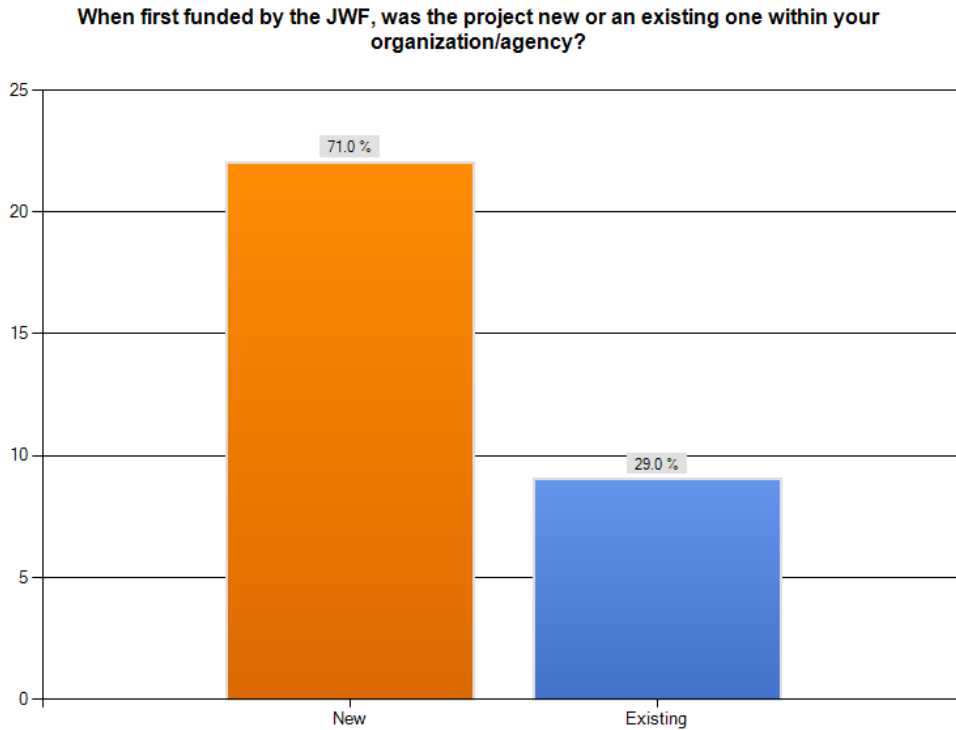
It is important to note, however, that the majority of respondents indicated that they have received grants in more recent years, with the highest proportion of respondents claiming grant projects during the years of 2011-2013.

**In what years did your organization/agency receive grants from the JWF?**



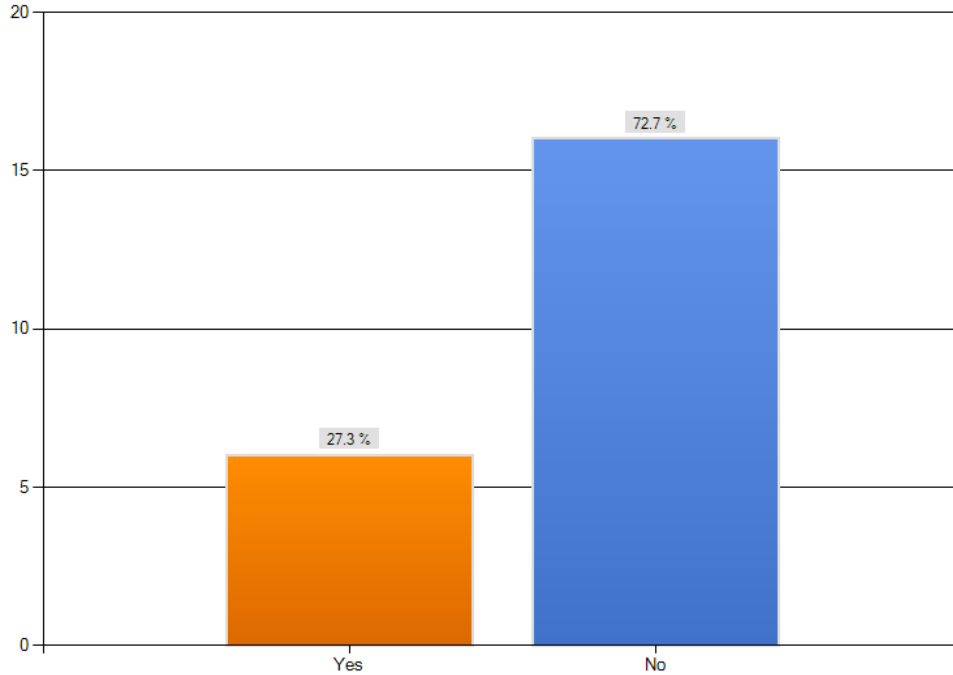
## Funding

The JWF funds grant projects that are both new and already existing within an organization/agency; however, according to the survey responses, 71% of grant projects represented by the survey were new when first funded by the JWF. Of note: This is in keeping with the JWF's goal of encouraging new programming to address the needs, concerns and interests of Jewish women and girls.



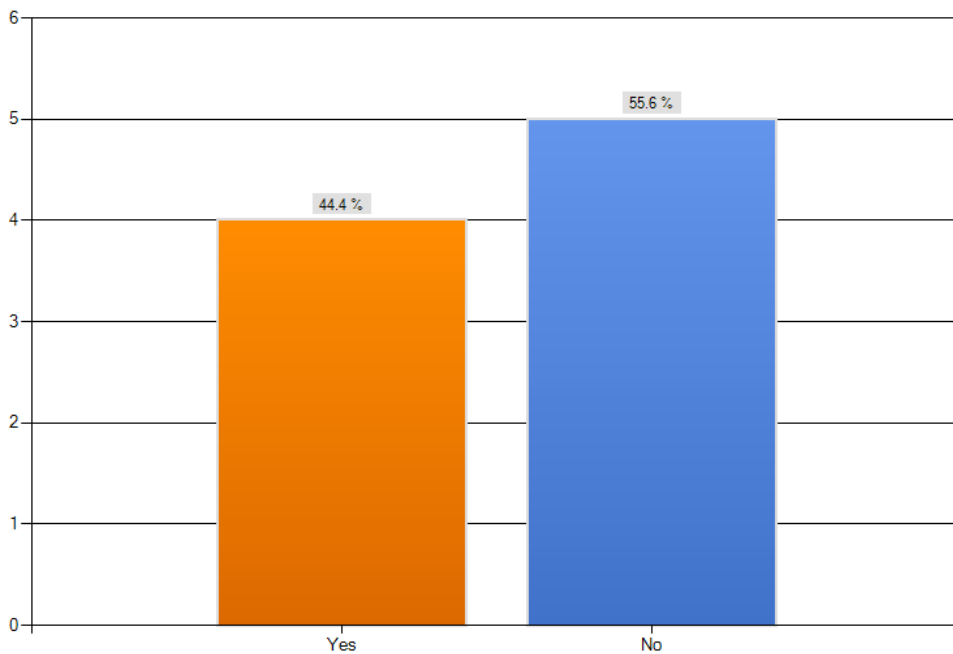
Further, of these new projects, 72.7% of respondents indicated that their new grant projects would not have begun without funding from the JWF.

**If NEW, would your project have begun if not for the funding available from the JWF?**



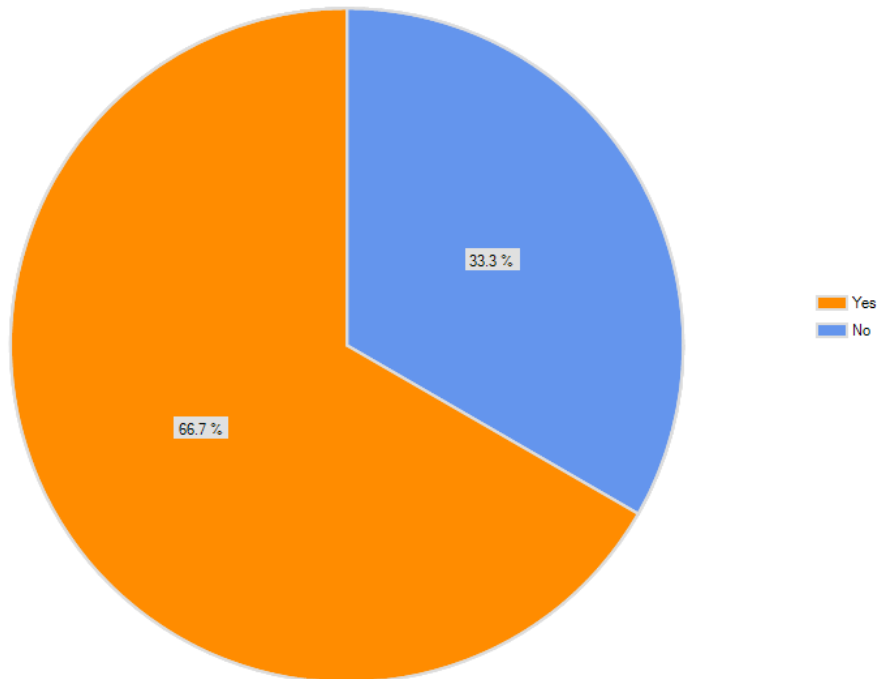
For those grant projects that did exist prior to JWF funding, the majority of respondents (55.6%) indicated that their project would not have continued if not for the funding from the JWF, or would have continued at a “reduced level”. JWF funding allowed for those projects to continue at the same level, or even paved the way for a program’s “expansion”.

**If EXISTING, would your project have continued if not for the funding available from the JWF?**



For many organizations/agencies, the funding provided by the JWF dramatically changed the scope of their grant project. Specifically, several grant partners noted that JWF funding “strengthened focus and support” for their grant project and “allowed the program to have immense potential for current and future success” by ensuring that it becomes “sustainable”.

Did the JWF funds change the scope or nature of your project?



Unfortunately, the JWF cannot fully fund every grant project. Although receiving partial funding does not preclude a grant project’s potential success, as clearly noted by our survey results, several grant partners noted that receiving only partial funding for their grant project forced them to “cut back” or “re-adjust” their project.

### JWF Impact

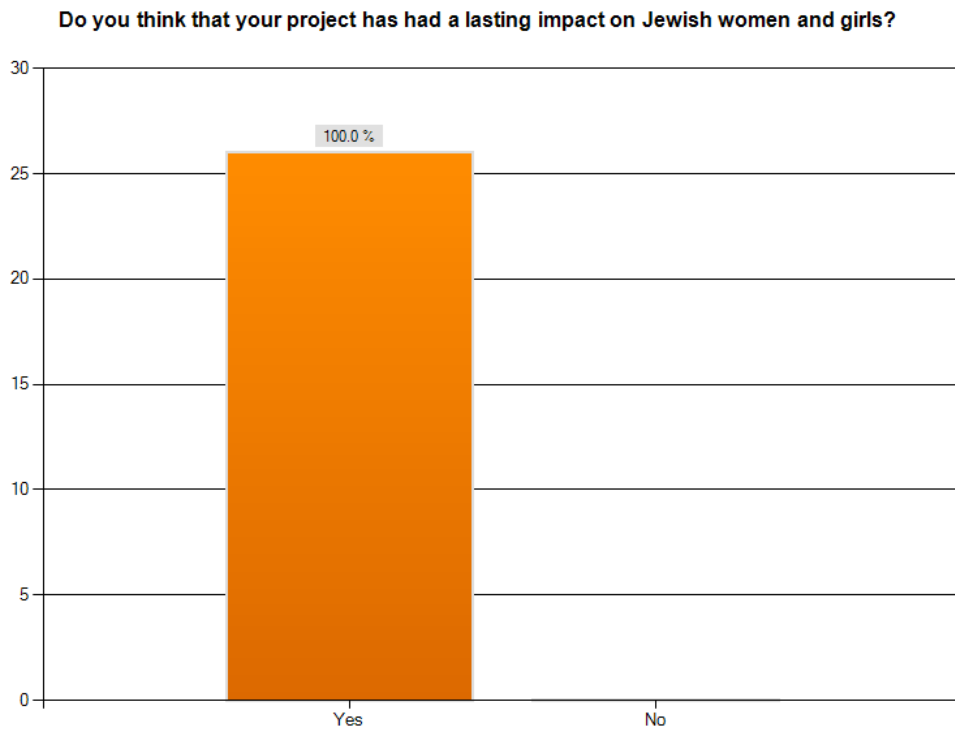
A trend among respondents was the idea that funding from the JWF allowed their organization/agency to create and sustain programs that would “help women and girls to feel more empowered with leadership skills and knowledge to try new experiences”; improve “socialization and self-esteem”; sustain “a wonderful program with far reaching impact on Jewish women and girls”.

Another trend among respondents was the idea that funding from the JWF encouraged their organization/agency to “think outside the box” and “make [Jewish Women and Girls] one of [their] foci”.

Additional comments from respondents include:

- JWF funding enabled us to “address specific issues that we might not otherwise be able to address due to lack of funding”.

- JWF funding “strengthens our financial stability and allows us to implement more programming to reach more people”.
- JWF funding grants us the “opportunity to be a sustainable organization”.
- Because of JWF funding, we are “better able to serve women/girls in the Jewish community and we are more thoughtful about it”.
- An idea was “discussed for many years and finally is coming to fruition because of JWF funding”.
- We are able to “impact more women and girls than our budget would otherwise allow”.
- JWF funding “empowers our constituency to grow and develop”.
- JWF funding “forces us to think outside the box”.
- “Funds from the JWF will help us reach more people faster.”
- JWF funding “widened our eyes to focus on gender specific programming”.
- There is a “specific power in working with mostly women”.
- JWF funding helps us with “making connections, making an impact”.



## Conclusions

One factor that could have potentially skewed the results of this survey was the bias introduced through lack of confidentiality. Because the respondent’s responses were attached to their organization/agency name, it is possible that they withheld some criticism for fear that the Trustees would read their comments. In the future, I would remind the respondents throughout the process that their responses would remain confidential, and that I would be the only person to be able to associate a name with any given response.

Overall, however, as I noted throughout this memorandum, responses indicate that the JWF has succeeded in attaining its goals. The availability of gender-specific funding allowed grant seekers to work more closely with Jewish women and girls by addressing their needs and funding projects to improve their status.



The JWF extends its gratitude to all of the organizations and agencies that provided us with such honest and critical feedback.

Federation's Alliance for Jewish Education • BBYO • Detroit Baby Drive • Eden Gardens Block Club & Isaac Agree Downtown Synagogue • Friendship Circle • Hebrew Free Loan • Hillel Day School • Hillel of Metropolitan Detroit • Holocaust Memorial Center • JARC • JCADA • JCC: Arts, Culture & Education Department • Jewish Hospice and Chaplaincy Network • Jewish Community Services • Jewish Family Service • Jewish Gay Network of Michigan • Jewish Historical Society of Michigan • Jewish Senior Life • JVS • JWI • Kadima • L'Dor v'Dor Northern Michigan Jewish Women's Rural Leadership Consortium • National Council of Jewish Women, Greater Detroit Section • Tamarack Camps • Temple B'nai Israel, Petoskey • Temple Jacob • Yad Ezra • Yeshivas Darchei Torah Girls High School

In addition to those organizations that provided feedback by way of survey, I also had the opportunity to speak personally with representatives from Hebrew Free Loan, JCADA, and Kadima.