



Listen4Good Overview

**Presentation to:
Maricopa Family Support Alliance**



February 2019

Agenda

- Why Listen4Good
- The Listen4Good Nonprofit Community
- Our 2019 Offering
- Organizational Spotlights
- Q&A's



The Fund for Shared Insight: Vision

Funders and nonprofits are meaningfully connected to each other and the communities and people we seek to help, and more responsive to their input and feedback.

Build nonprofit feedback practices

Strengthen foundation feedback and listening practices

Advance feedback field infrastructure

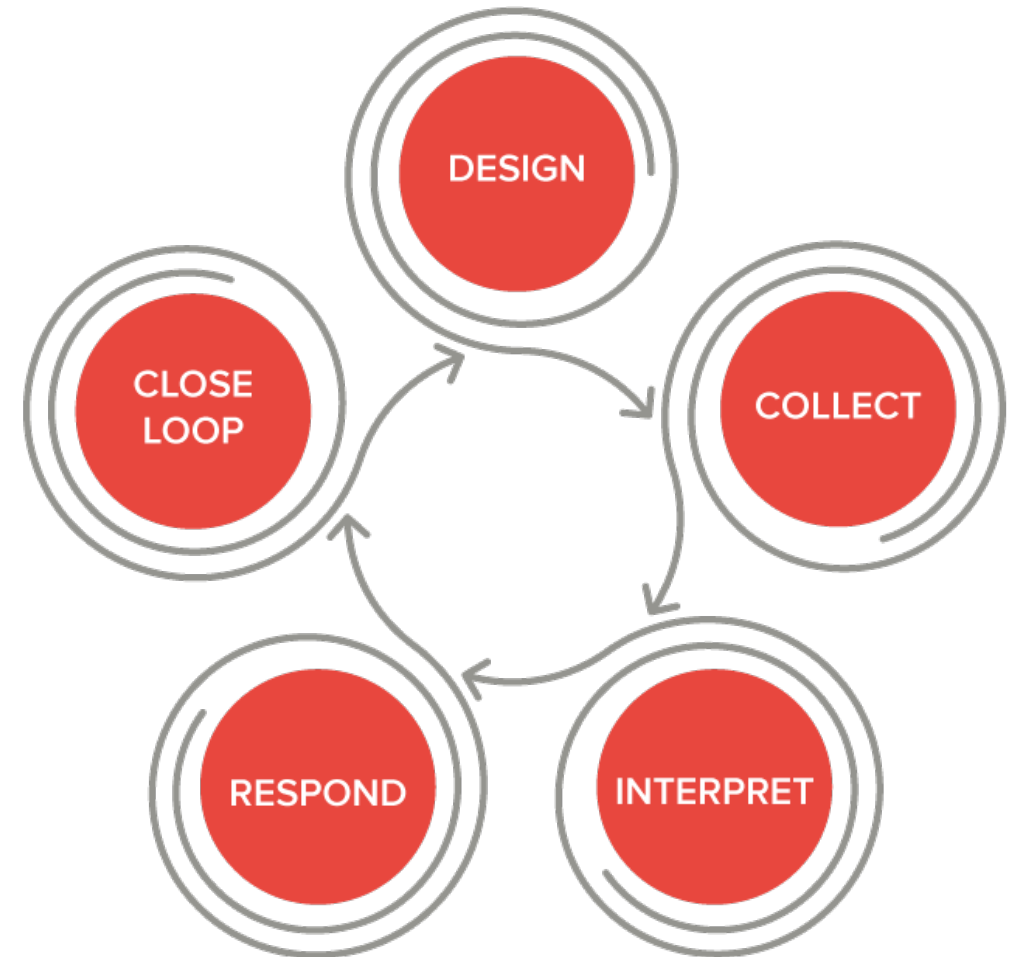
Listen4Good: Signature Initiative of Shared Insight

A capacity-building program that enables nonprofits to build sustainable, high quality client-focused feedback loops.

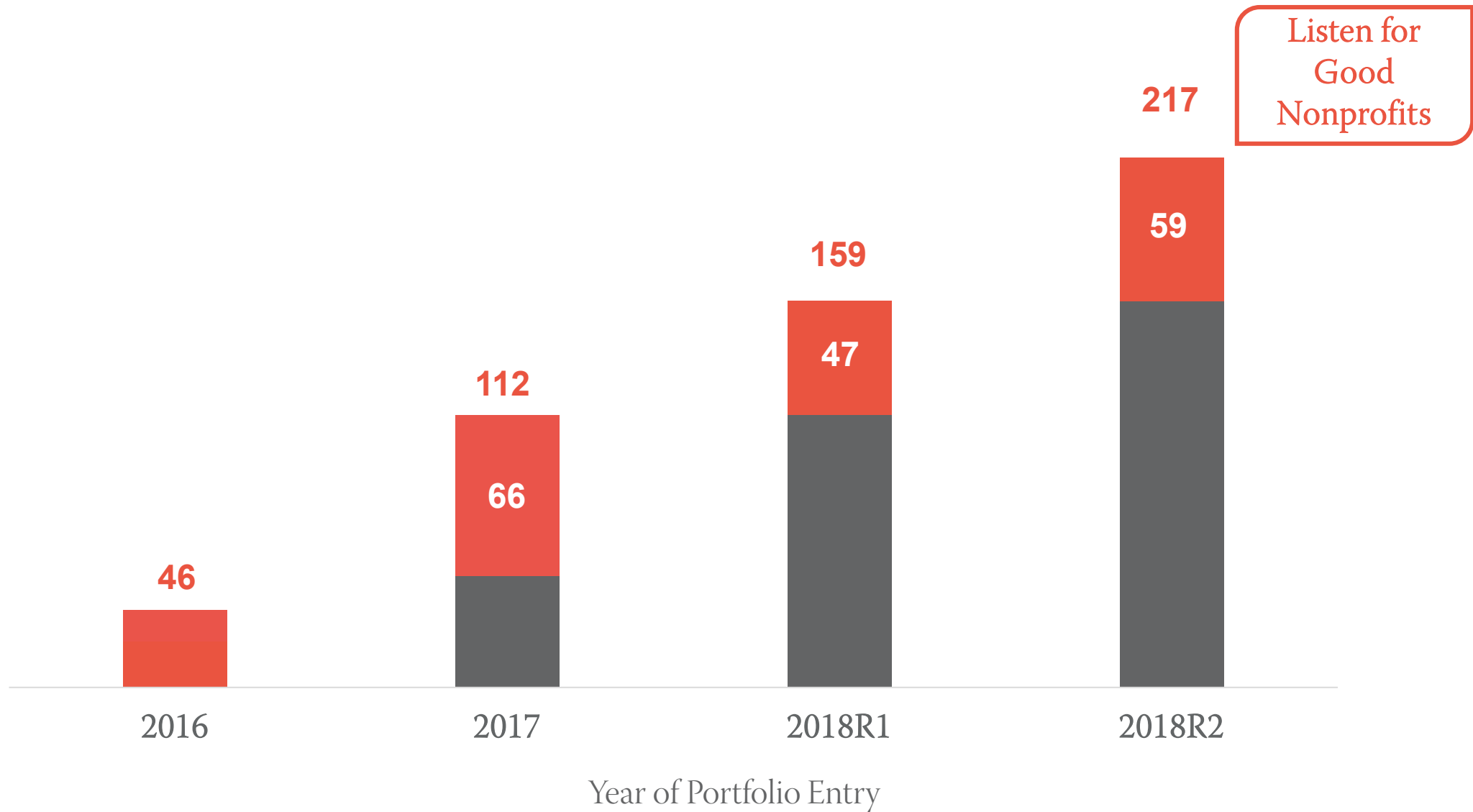
3 YEARS IN OPERATION

217 PARTICIPATING ORGANIZATIONS

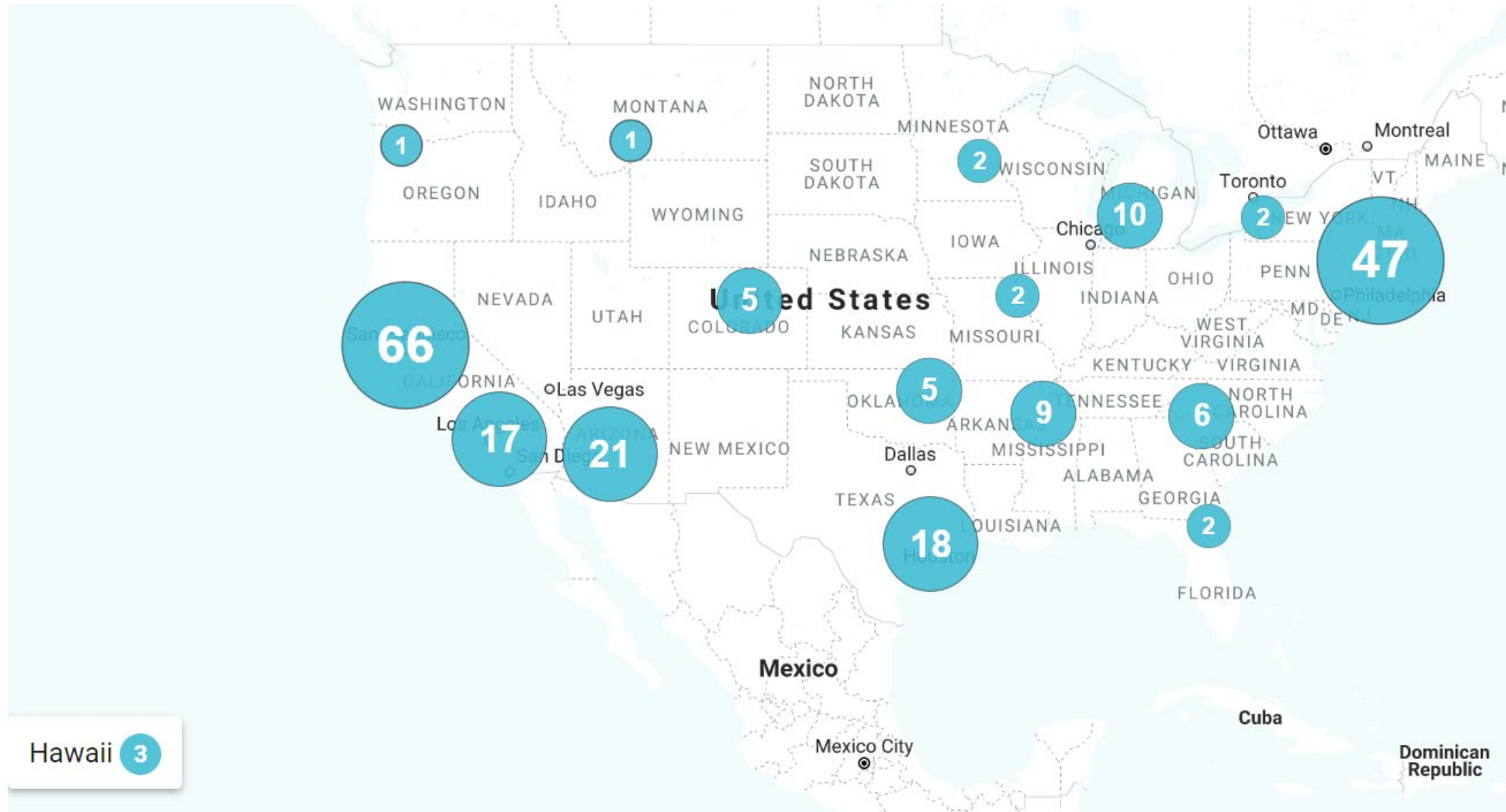
90K VOICES HEARD



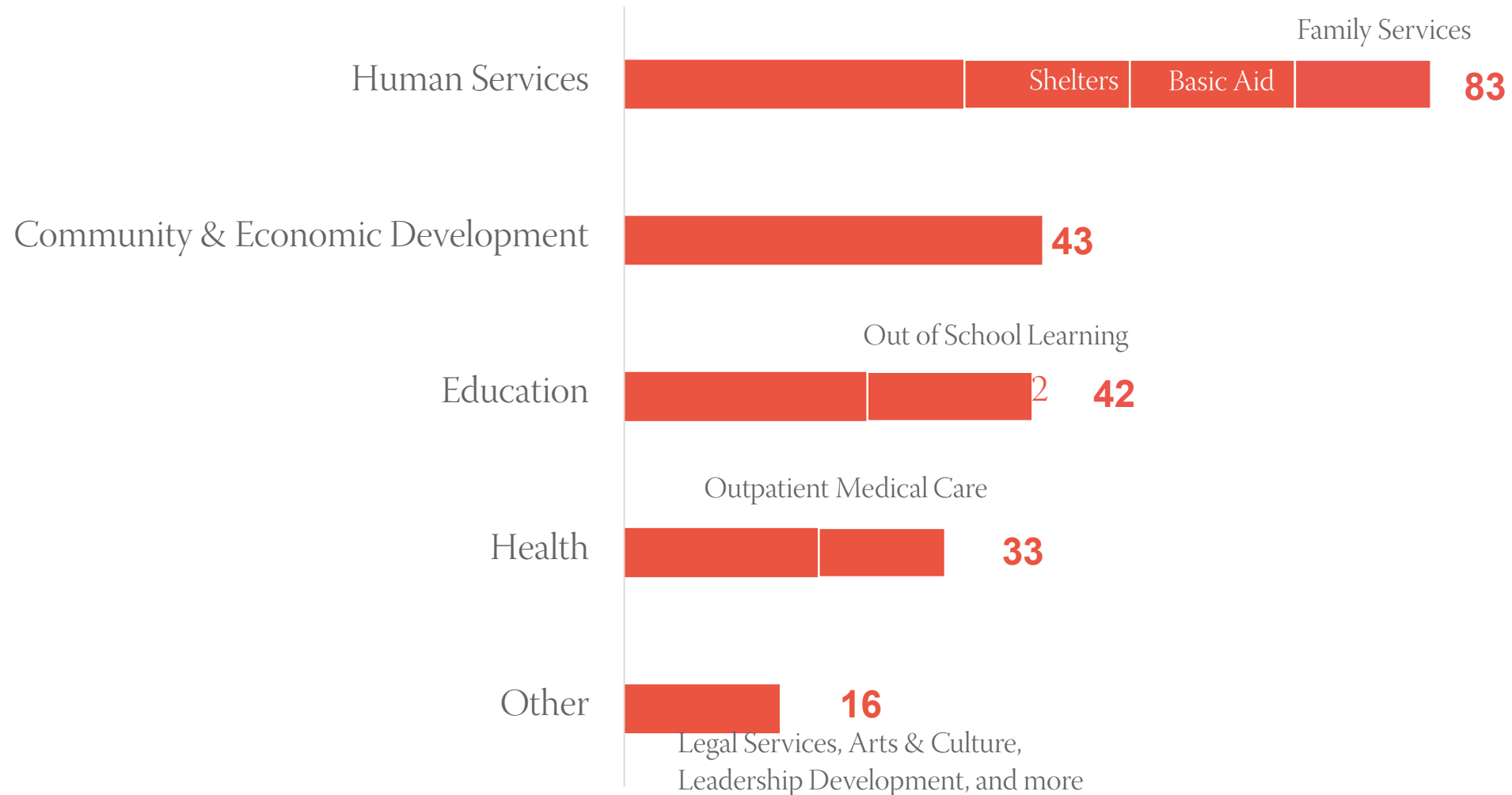
Listen4Good Nonprofit Community



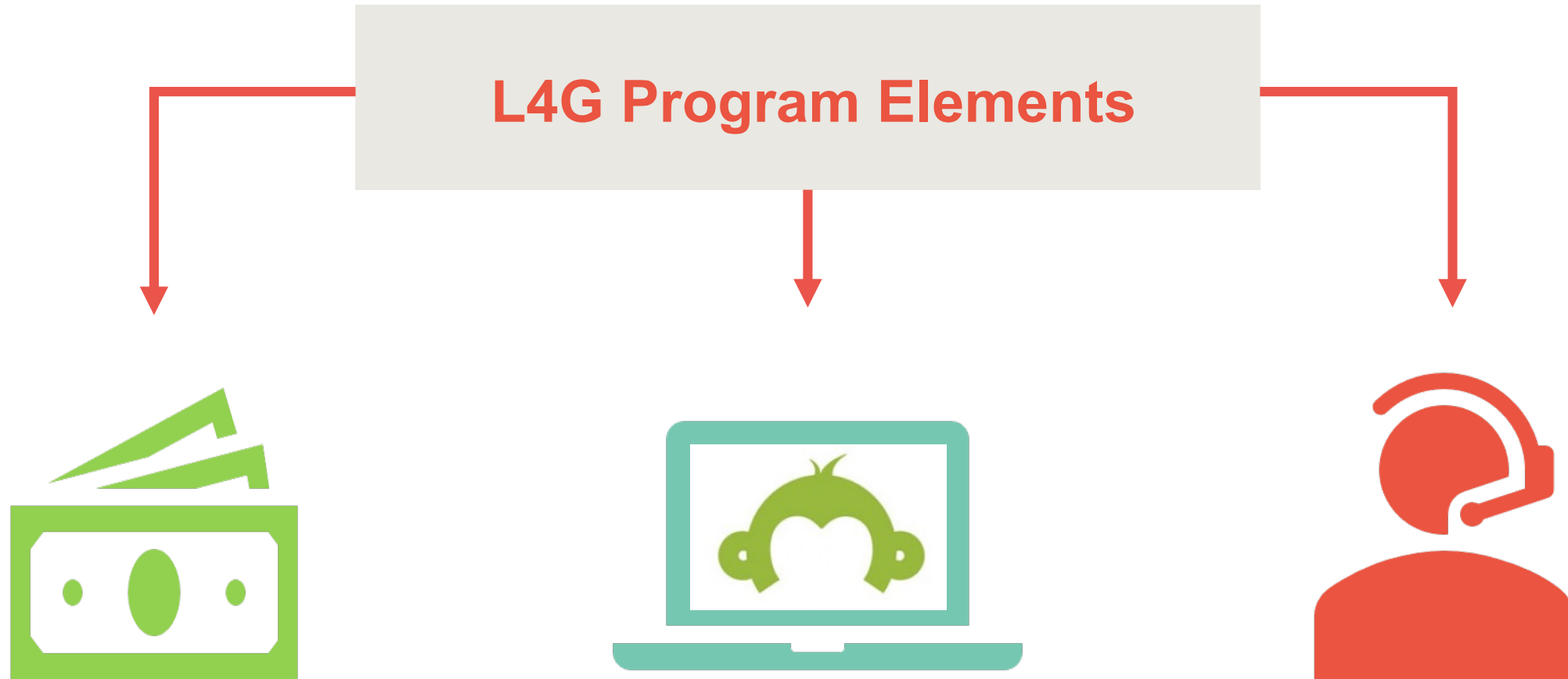
Listen4Good Nonprofits by Location



Listen4Good Nonprofits by Issue Area

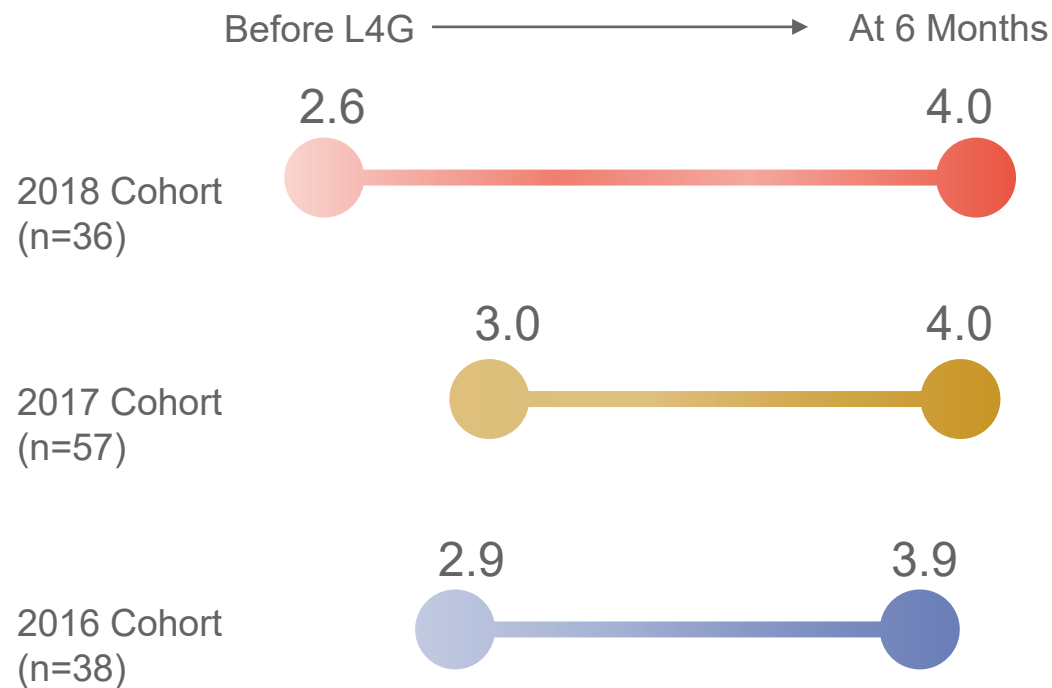


How L4G Supports Organizations



Our Impact To Date

Self-Reported, Feedback Capability (on Average)



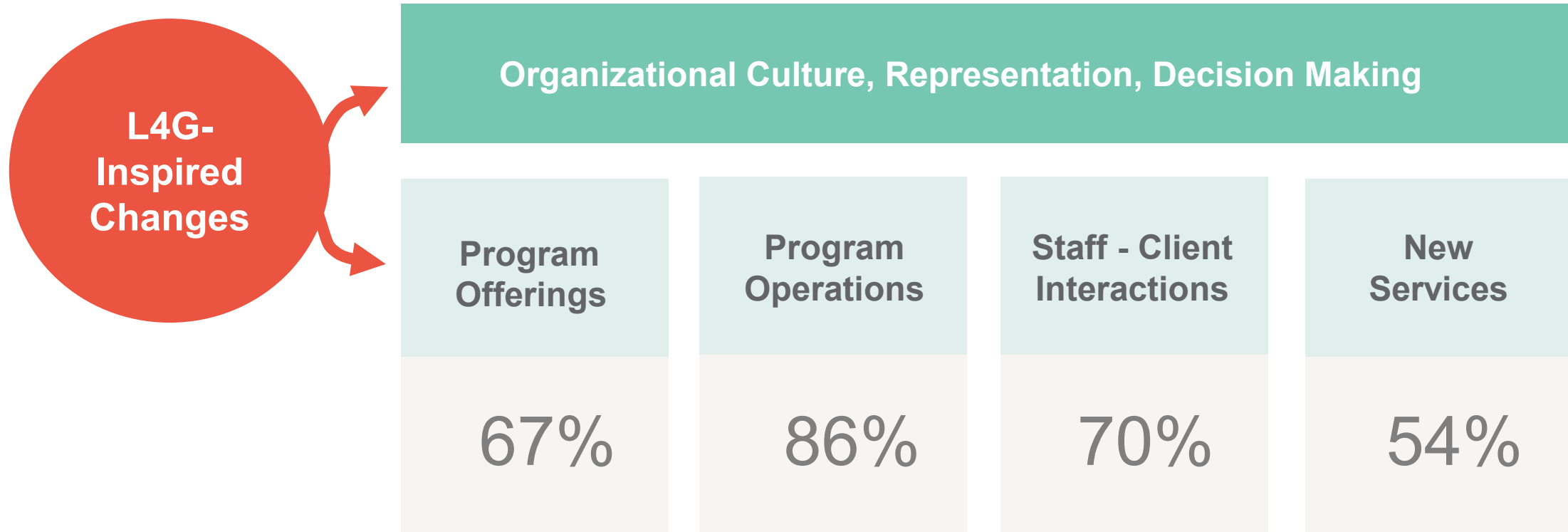
DEFINING FEEDBACK CAPABILITY

Capability was measured across multiple constructs, including nonprofits' ability to:

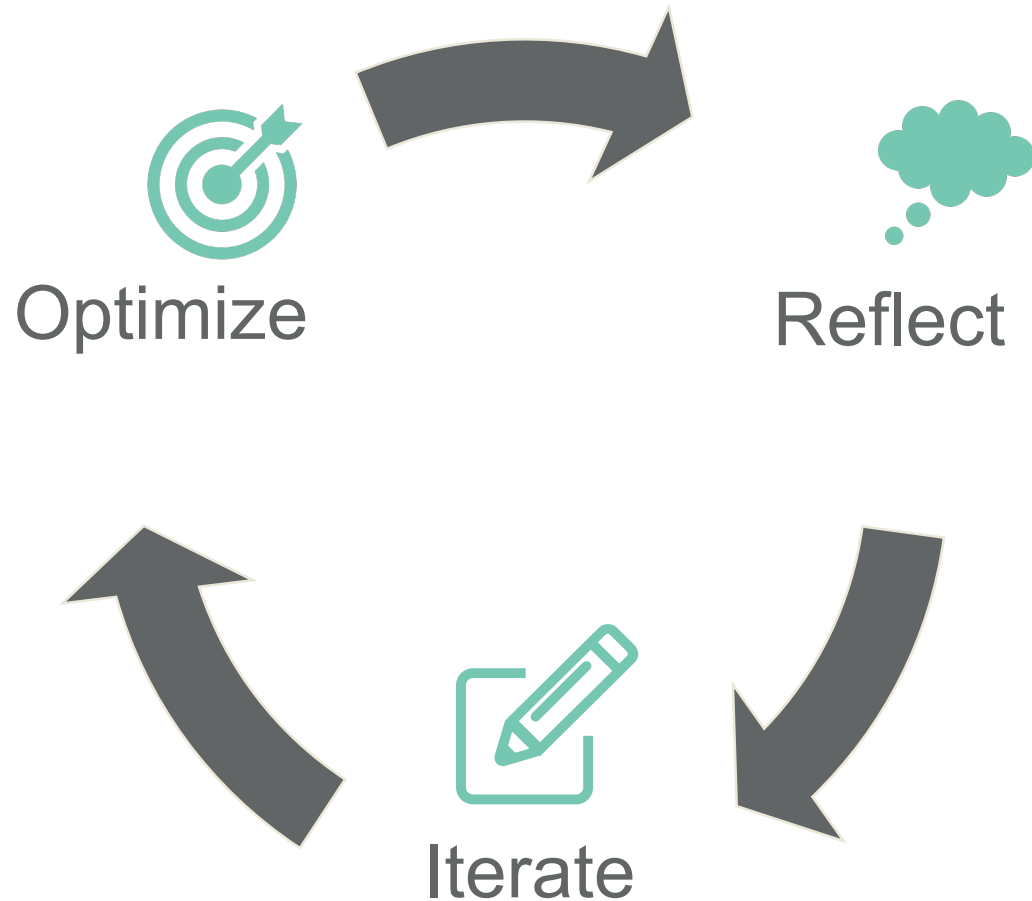
- Collect and analyze data from clients
- Use results to improve programs
- Close the loop with clients
- Achieve high response rates
- Implement surveys with clients at least twice/year

Source: ORS Impact 6 Month Evaluation of 2016, 2017, and 2018 Cohorts.

Our Impact To Date



A Period of Experimentation: 2019 - 2020



Goal:

To optimize the L4G tools and resources so they can be most sustainable and high-impact for broad release in 2020.

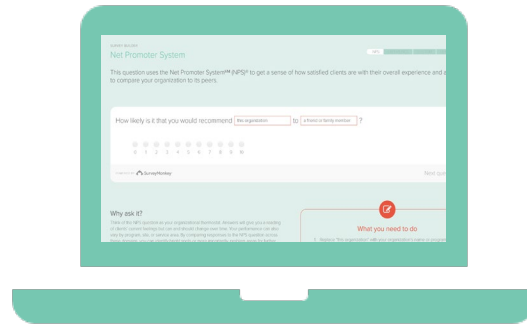
MFSA Opportunity

L4G Program Elements

June 2019 Online Beta



\$5,000 + Paid SM
Premium Account



Access to interactive
website + tools



Electronic help
resources

Organizational Expectations

- Complete application
- Sign up for L4G website within 1 mos.
- Gather client feedback using L4G methods and go through five steps
- Answer periodic emailed surveys about L4G experience (3 mos, 6 mos, 18 mos)

Who Is L4G Online Beta Right For?

- Service organizations that interact directly with clients
 - ✓ Possess a desire to build feedback loops in 2019
 - ✓ Interest in exploring questions of equity, diversity and inclusion
 - ✓ Interest in adding new measurement lens

When to wait? Major operations initiative, fundraising campaigns

Next Steps: Getting Started

1. Preliminary commitment today
2. Attend an informational webinar
 - Feb 28 - 11 am MT
 - Mar 20 - 11 am MT
 - Apr 4 - 11 am MT
1. Submit an application by Friday, May 10

Questions?

Contact(s):

Valerie@fundforsharedinsight.org

June@fundforsharedinsight.org