

September 2016
ESC-US AFFILIATE
SURVEY REPORT

Survey Report



- **Part I**
 - Overview and Participation
- **Part II**
 - Historical Perspectives
- **Part III**
 - 2015 Survey Analysis

Overview – Survey Objectives



- To obtain consistent statistical data for measuring key activities of the affiliates and of ESC - US as a whole.
- To analyze the information and return it to the membership in a format that allows individual affiliate bench-marking.
- To show trends and comparisons both historically and between affiliates as a tool for affiliates in their operations.
- To share ideas and experiences that can serve affiliate members as we evaluate our activities.

Overview – Reporting Factors



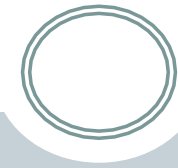
- Annual Surveys have been conducted for the past 11 out of 12 years – there was no survey for our 2008 data.
- The history of the survey questions, while generally consistent for the various years, does have some variations in the data collected.
- The level of participation in each survey varied from a high of 22 affiliates for 2009 to a low of 12 for 2014 and 2015.
- Sadly, some affiliates who previously participated are no longer in existence or not currently active members of ESC-US.

Overview – Impact to this Report



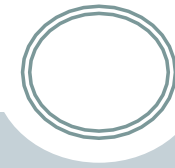
- Historical summary graphs and tables **do** include prior ESC-US affiliates.
- Graphs and tables of individual affiliate's results are presented **only** for those who participated in the current survey.

Participation



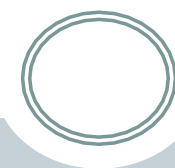
- This report reflects a **67%** participation in the survey for 2015 data.
- The statistics are based on 12 affiliates reporting 2015 activity. While we have history back to 2004, the following graphs and tables only reflect the last **5 years**.
- Next year can we get 100% participation?

Historical Perspective – For ESC-US



- **Summaries – 2011-2015**
 - Financial History
 - Operational History
 - Return on Investment History

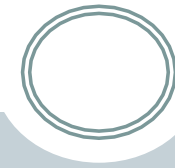
Historical Summary - Financial



Network Cumulative Information for the Years of:

	2011	2012	2013	2014	2015
No. of Participants	18	18	18	12	12
Revenue:					
Contributions	2,840,976	3,510,637	3,523,277	4,109,686	3,610,390
Fees	1,978,810	2,040,338	2,893,211	3,462,510	3,581,614
Other	588,991	730,229	460,782	202,735	258,647
Total Revenue	5,408,777	6,281,204	6,877,270	7,774,931	7,450,651
Total Expenses	(5,278,077)	(5,933,788)	(6,593,660)	(6,649,132)	(7,284,182)
Net	\$ 130,700	\$ 347,416	\$ 283,610	\$ 1,125,799	\$ 166,469

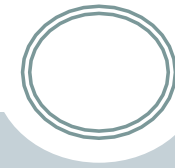
Historical Summary – Operational 1



Network Cumulative Information for the Years of:

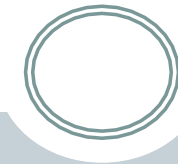
	2011	2012	2013	2014	2015
No. of Participants	19	18	18	12	12
Paid Staff FTE	63.6	84.2	76.0	72.0	80.8
Total Volunteers	1,603	1,646	1,630	1,567	1,523
Active Volunteers	956	896	1,034	991	933
No. of Projects	1,275	1,321	1,376	1,251	1,411
No. of Clients	924	1,119	1,911	1,238	995

Historical Summary – Operational 2



Network Cumulative Information for the Years of:					
	2011	2012	2013	2014	2015
No. of Participants	19	18	18	12	12
Annual Hours:					
Clients	89,240	87,395	83,307	87,374	69,804
Administration	9,964	14,500	15,611	8,869	15,028
Total Hours	99,204	101,895	98,918	96,243	84,832
Value of Services	\$14,952,210	\$17,727,035	\$13,848,495	\$14,944,913	\$13,740,100
Value / Hour					
Average	\$168	\$201	\$166	\$171	\$197

Historical Summary – Returns



	Network Returns for the Years of:				
	2011	2012	2013	2014	2015
Value of Services	\$ 14,952,210	\$ 17,727,035	\$ 13,848,495	\$ 14,944,913	\$ 13,740,100
Cost of Delivering Services	5,278,077	5,933,788	6,593,660	6,649,132	7,284,182
Community's Return in Services ^(a)	283%	299%	210%	225%	189%

Every dollar "spent" by an ESC provides almost **TWO TIMES** the benefits to the community!

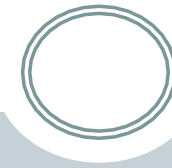
Value of Services	\$ 14,952,210	\$ 17,727,035	\$ 13,848,495	\$ 14,944,913	\$ 13,740,100
Contributions	2,840,976	3,510,637	3,523,277	4,109,686	3,610,390
Funders' Return on Contributions ^(b)	526%	505%	393%	364%	381%

Every dollar "invested" in an ESC delivers almost **FOUR TIMES** the benefits to your community!

Calculations: ^(a) Value of Services divided by Total Expenses.

^(b) Value of Services divided by Total Contributions.

Survey Analysis – Affiliate Groups



Large

- Seattle
- Chicago
- New York
- Los Angeles
- Boston

Medium

- Cincinnati
- Houston
- Durham
- Oklahoma City

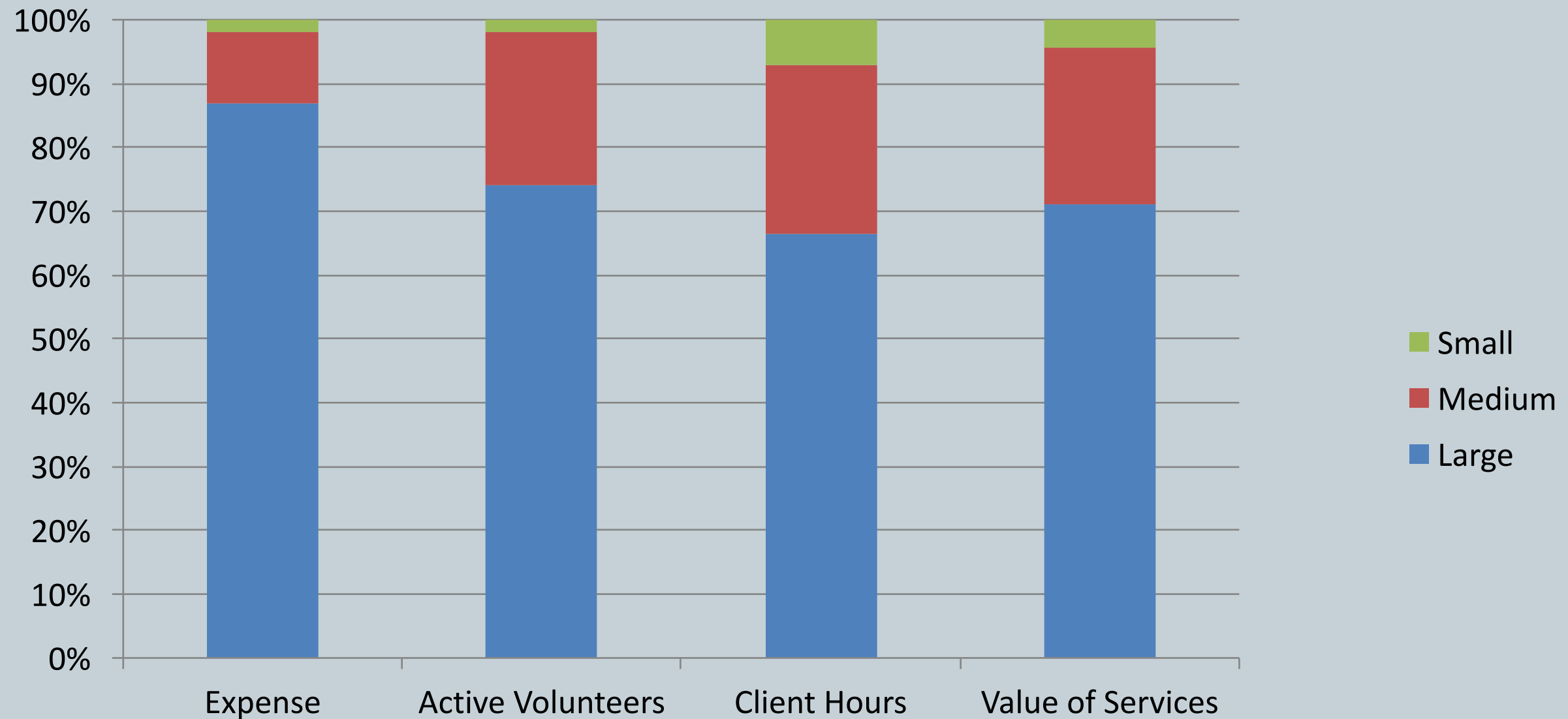
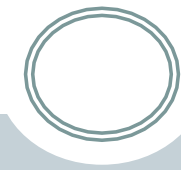
Small

- Hampton, NH
- Colorado Springs
- Treasure Coast

No Data

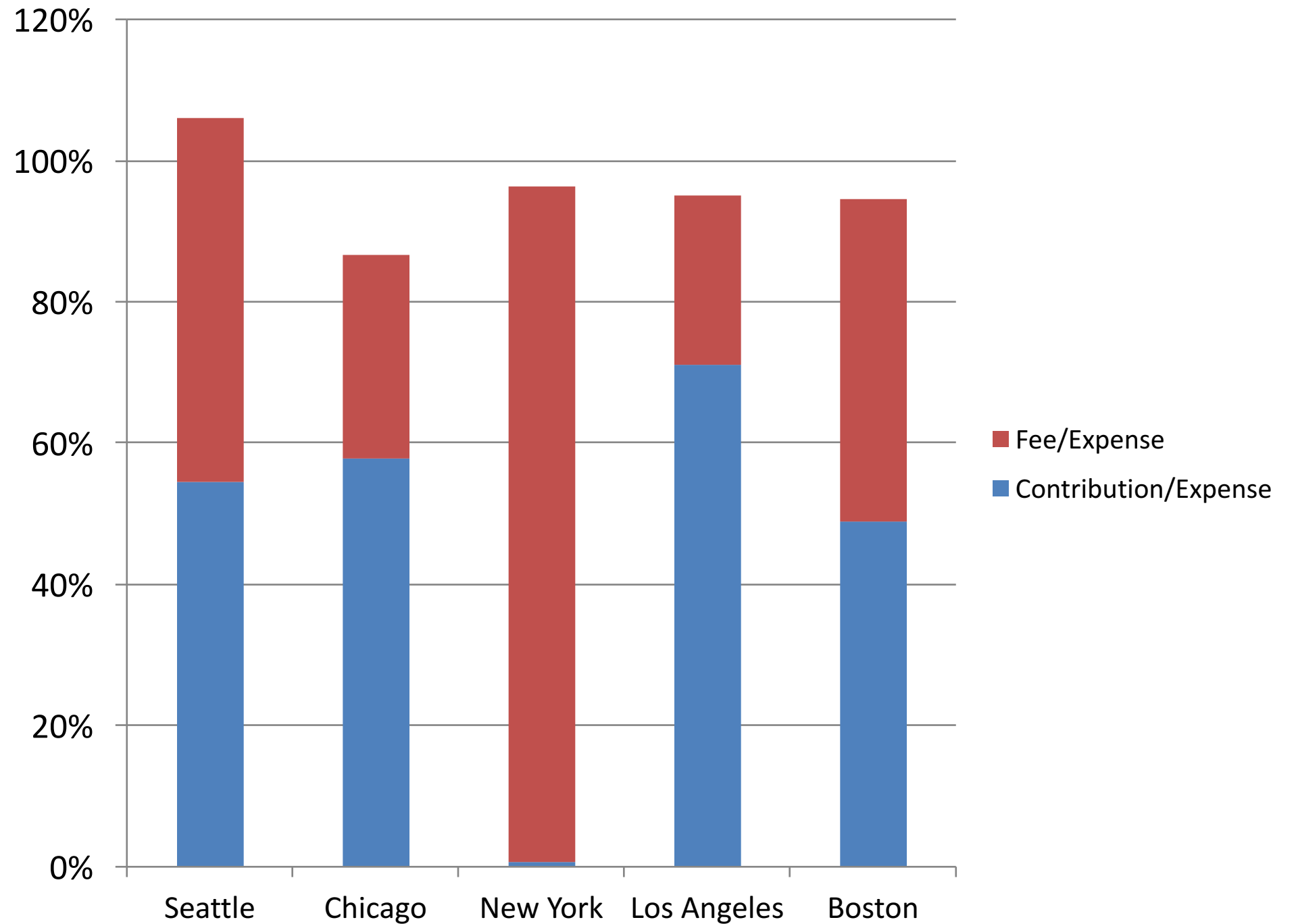
- Pittsburgh
- Albany
- Sarasota, FL
- South Florida
- Otsego, DE
- Ft. Lauderdale, FL

Survey Analysis – Group contributions to total ESC-US



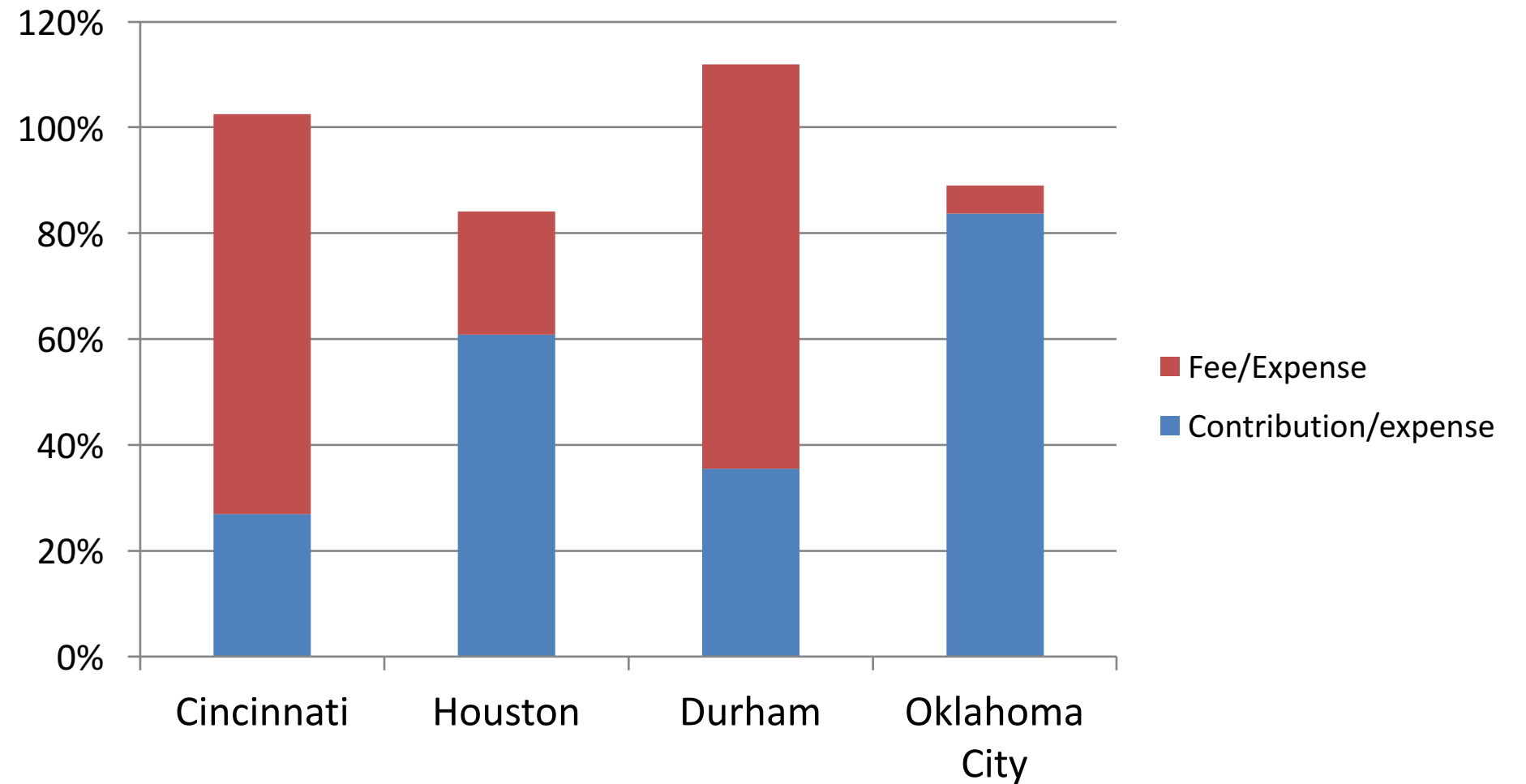
Large Group: Meeting Expenses

“100%” is where fees and contributions cover total expense.



Medium Group: Meeting Expenses

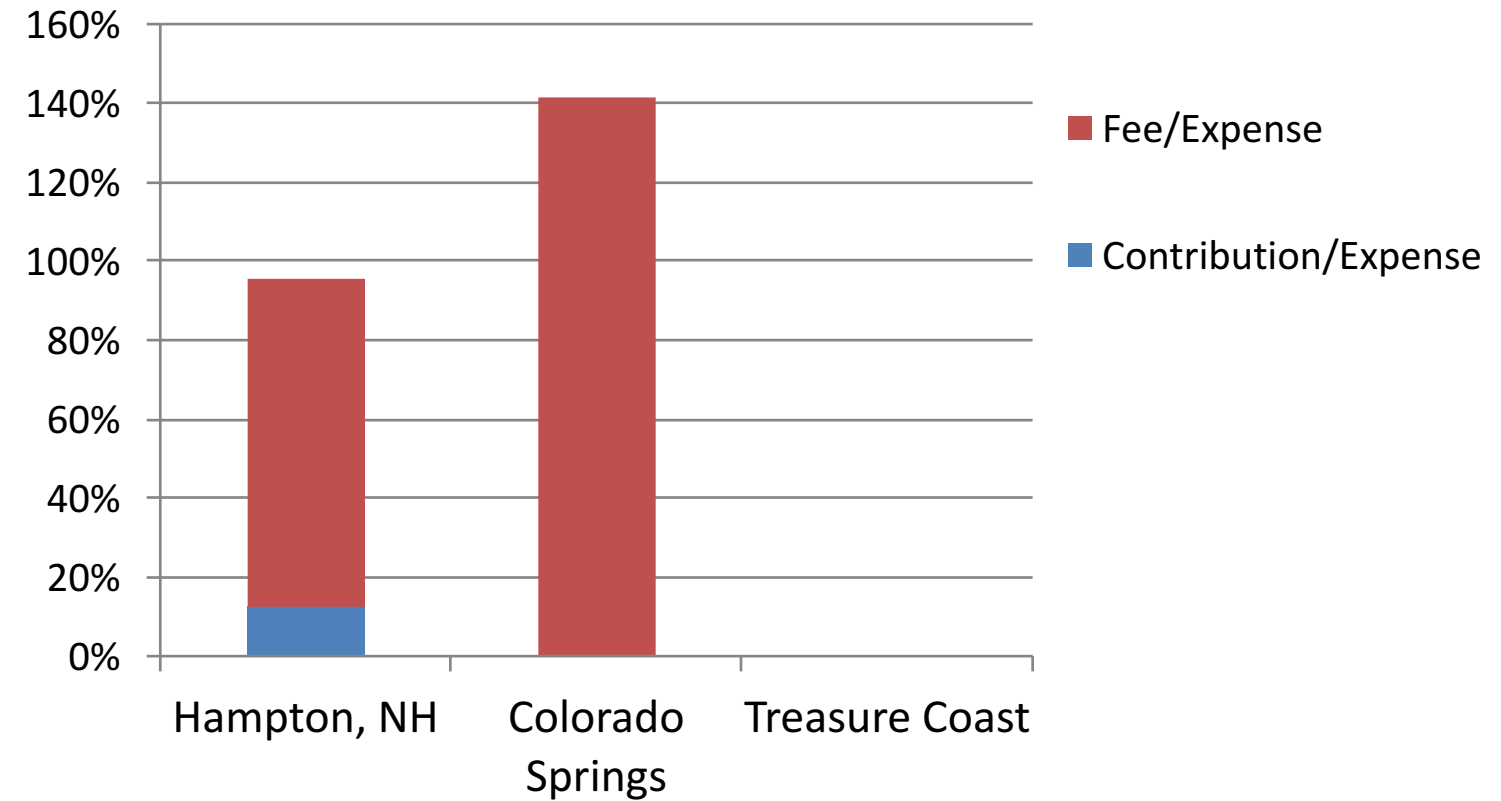
“100%” is where fees
and contributions
cover total expense.



Small Group: Meeting Expenses

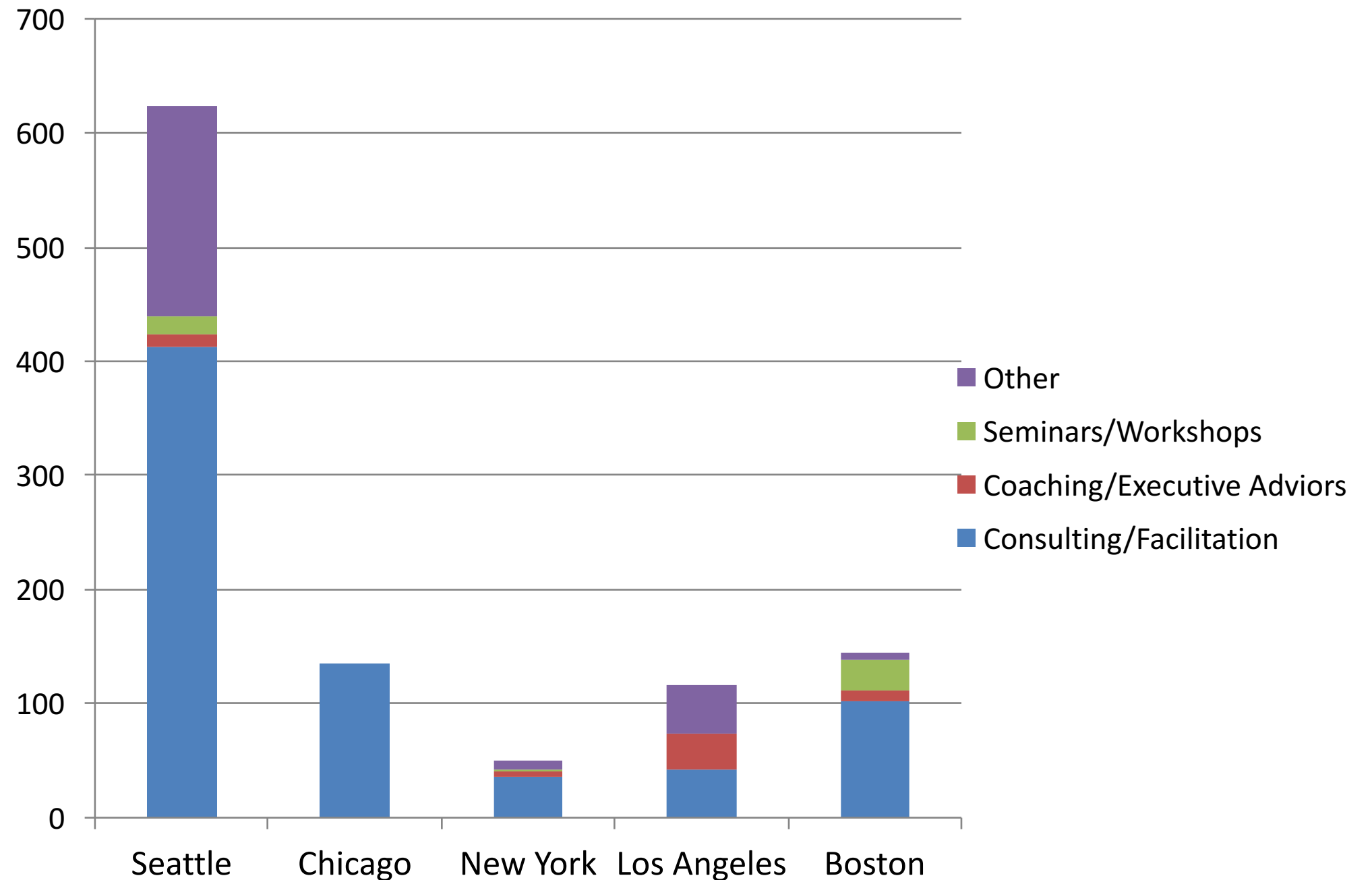
“100%” is where fees
and contributions cover
total expense.

Treasure Coast
reported no expenses.



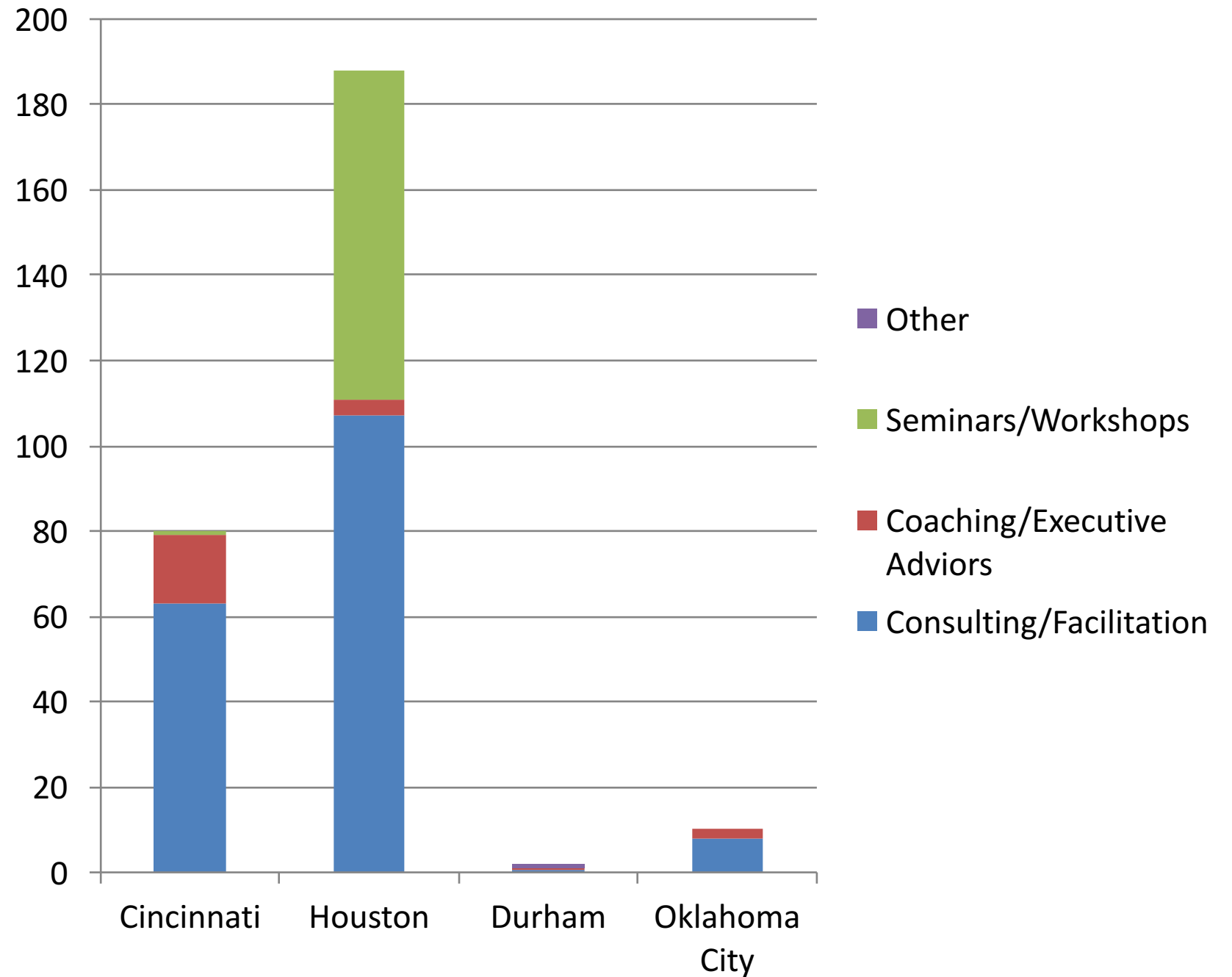
Large Group: Number of Projects by Type

Consulting/Facilitation is the dominate project type for the Large Group



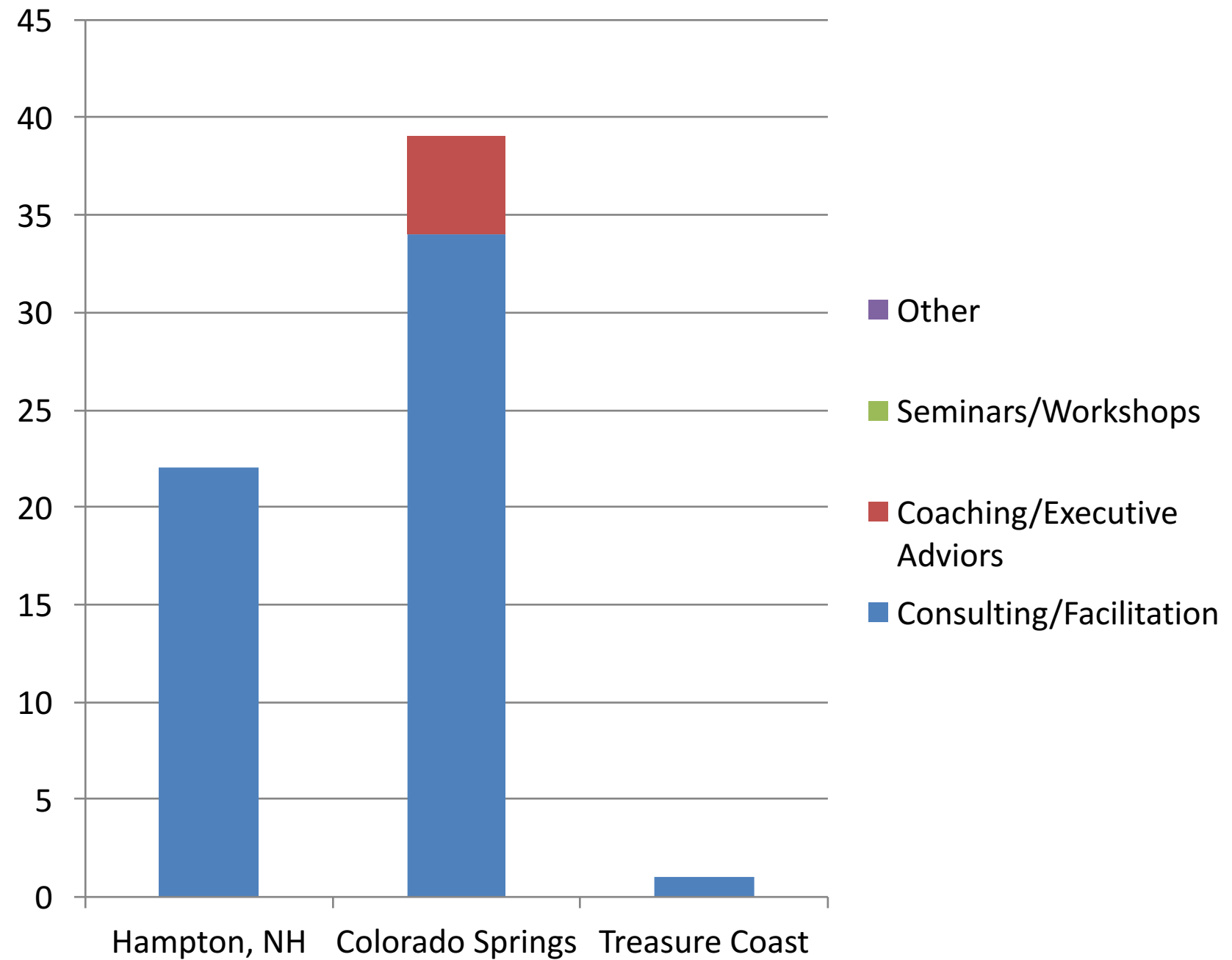
Medium Group: Number of Projects by Type

Consulting/Facilitation
is the dominate project
type for the Medium
Group



Small Group: Number of Projects by Type

Consulting/Facilitation
is the dominate project
type for the Small Group





Project hours per volunteer

Affiliate	Total hours on projects/Number of Volunteers who worked on projects
Seattle	37.1
Chicago	66.7
New York	107.3
Los Angeles	83.0
Boston	91.5
Cincinnati	89.1
Houston	90.0
Durham	75.5
Oklahoma City	59.5
Hampton, NH	NA
Colorado Springs	76.7
Treasure Coast	40.0



Executive Director Compensation

Affiliate	Executive Director/President Compensation
Seattle	\$100k+
Chicago	
New York	<\$50k
Los Angeles	\$100k+
Boston	
Cincinnati	\$70k-\$90k
Houston	\$70k-\$90k
Durham	\$50k-\$69999
Oklahoma City	<\$50k
Hampton, NH	\$50k-\$69999
Colorado	
Springs	\$50k-\$69999
Treasure Coast	



Volunteer Demographics

Affiliate	Percent Retired	Percent People of Color	Percent Female
Seattle	16	18	57
Chicago	61	11	38
New York	84	5	43
Los Angeles	95	10	43
Boston	56	10	51
Cincinnati	43	10	28
Houston	45	18	18
Durham	94	8	38
Oklahoma City	90	15	18
Hampton, NH	75	0	35
Colorado Springs	50	0	35
Treasure Coast	90	0	90



Common Survey Questions

- A. “I received **high quality services** from ESC.”
- B. “Working with ESC helped our organization operate **more effectively.**”
- C. “I would work with **ESC again** if our organization had a need in the future.”

Percent that Agree>	A	B	C
Seattle	95	97	98
Chicago	95	95	100
New York	100	100	100
Los Angeles	100	87	100
Boston	100	75	100
Cincinnati	100	94	100
Houston		100	100
Durham	96.2	97.5	100
Oklahoma City	100	100	100
Hampton, NH	95	90	95
Colorado Springs	90	90	85
Treasure Coast	100	100	100

Open-ended questions



The separate Word file “**Benefit responses.docx**” contains a compilation of answers to the questions about the benefits of teleconference calls, website, and social media presence; recommended changes for these; and suggestions for adding value to your membership.



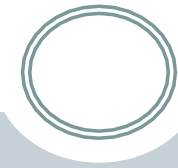
What else?

More data is available from the surveys. What else would you like to include in this report?

Should future surveys continue to request this information?

- Details of contributions (government, foundations, corporate, etc.)
- Details of fees (project services, workshops/training, etc.)
- Number of clients (total and % repeat)
- % pro bono projects
- Special areas of expertise
- Operational details (Board members, insurance, etc.)

Survey Report



- The Power Point and Word files will be available on the ESC-US website.
- Suggestions for future surveys are always encouraged.
- Next year goal – 100% participation.

THANK YOU!