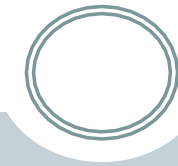


September 2015
ESC-US AFFILIATE
SURVEY REPORT

Survey Report



- **Part I**
 - Overview and Participation
- **Part II**
 - Historical Perspectives
- **Part III**
 - 2014 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



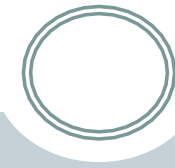
- Annual Surveys have been conducted for the past 10 out of 11 years – there was no survey for our 2008 data.
- The history of the survey questions, while generally consistent for the various years, does have some variations in the data collected.
- The level of participation in each survey varied from a high of 22 affiliates for 2009 to a low of 12 for 2014.
- Sadly, some affiliates who previously participated are no longer in existence or not currently active members of ESC-US.

Overview – Impact to this Report



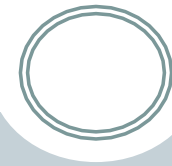
- Historical summary graphs and tables **do** include prior ESC-US affiliates.
- Graphs and tables of individual affiliate's results are presented **only** for those who participated in the current 2014 survey.

Participation



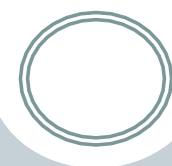
- This report reflects a **80%** participation in the survey for 2014 data.
- The statistics are based on 12 affiliates reporting 2014 activity. While we have history back to 2004, the following graphs and tables only reflect the last **5 years**.
- Next year can we get 100% participation?

Historical Perspective – For ESC-US



- **Summaries – 2010-2014**
 - Financial History
 - Operational History
 - Return on Investment History

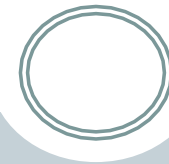
Historical Summary - Financial



Network Cumulative Information for the Years of:

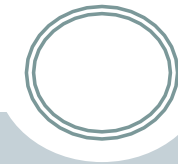
	2010	2011	2012	2013	2014
No. of Participants	16	18	18	18	12
Revenue:					
Contributions	3,050,313	2,840,976	3,510,637	3,523,277	4,109,686
Fees	2,060,867	1,978,810	2,040,338	2,893,211	3,462,510
Other	267,105	588,991	730,229	460,782	202,735
Total Revenue	5,378,285	5,408,777	6,281,204	6,877,270	7,774,931
Total Expenses	(5,162,430)	(5,278,077)	(5,933,788)	(6,593,660)	(6,649,132)
Net	\$ 215,855	\$ 130,700	\$ 347,416	\$ 283,610	\$ 1,125,799

Historical Summary - Operational



	Network Cumulative Information for the Years of:				
	2010	2011	2012	2013	2014
No. of Participants	17	19	18	18	12
Paid Staff FTE	61.7	63.6	84.2	76.0	72.0
Total Volunteers	1,522	1,603	1,646	1,630	1,567
Active Volunteers	898	956	896	1,034	991
No. of Projects	1,395	1,275	1,321	1,376	1,251
No. of Clients	1,017	924	1,119	1,911	1,238
Annual Hours:					
Clients	80,915	89,240	87,395	83,307	87,374
Administration	6,114	9,964	14,500	15,611	8,869
Total Hours	87,029	99,204	101,895	98,918	96,243
Value of Services	\$11,945,670	\$14,952,210	\$17,727,035	\$13,848,495	\$14,944,913
Value / Hour					
Average	\$148	\$168	\$201	\$166	\$171

Historical Summary – Returns



	Network Returns for the Years of:				
	2010	2011	2012	2013	2014
Value of Services	\$ 11,945,670	\$ 14,952,210	\$ 17,727,035	\$ 13,848,495	\$ 14,944,913
Cost of Delivering Services	5,162,430	5,278,077	5,933,788	6,593,660	6,649,132
Community's Return in Services (a)	231%	283%	299%	210%	225%

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

Value of Services	\$ 11,945,670	\$ 14,952,210	\$ 17,727,035	\$ 13,848,495	\$ 14,944,913
Contributions	3,050,313	2,840,976	3,510,637	3,523,277	4,109,686
Funders' Return on Contributions (b)	392%	526%	505%	393%	364%

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

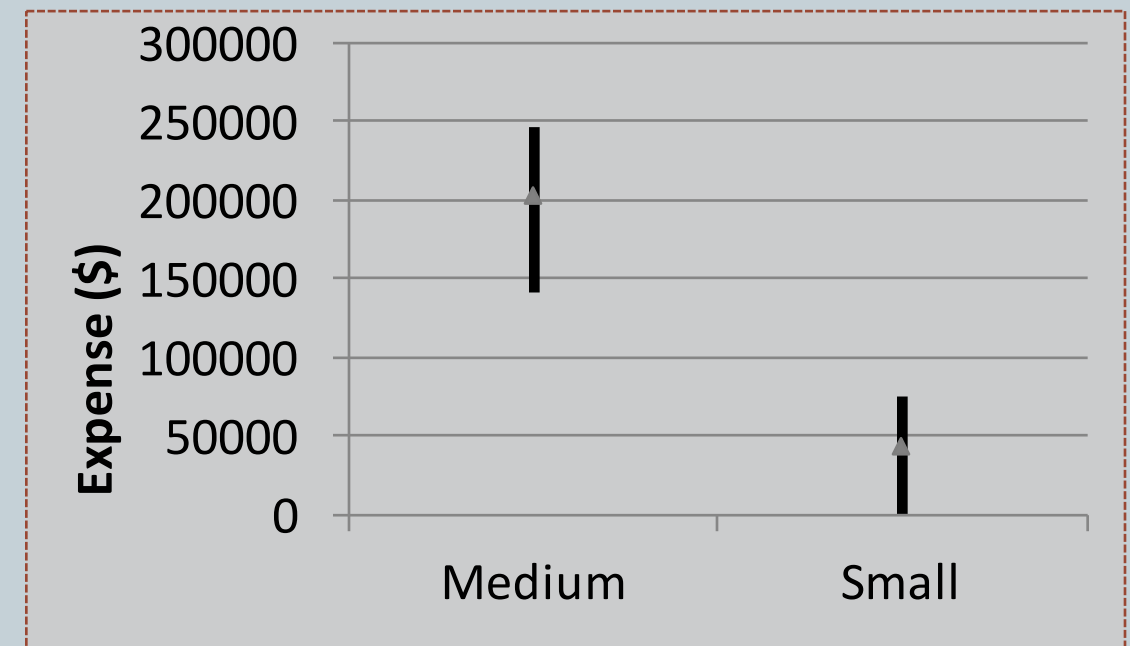
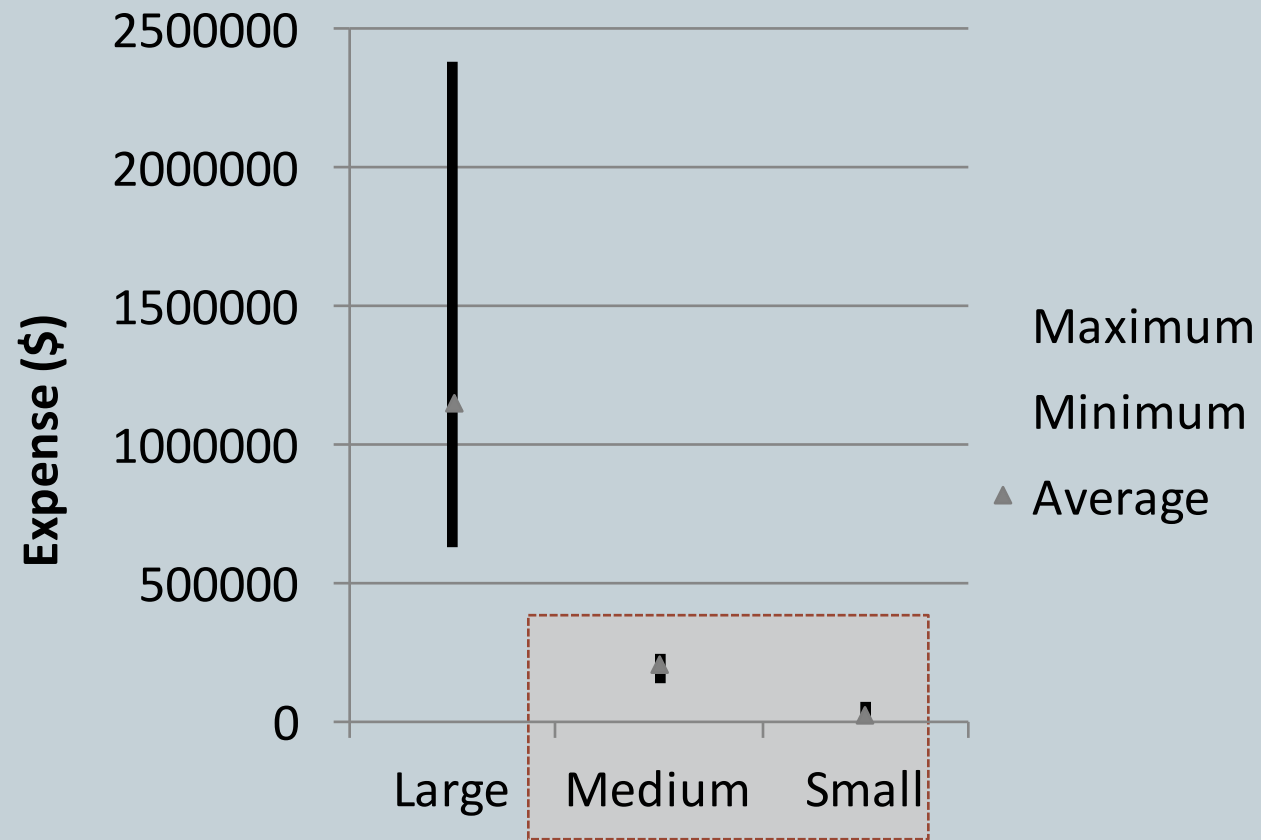
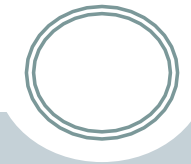
- **Medium**

- Cincinnati
- Houston
- Durham
- Oklahoma City

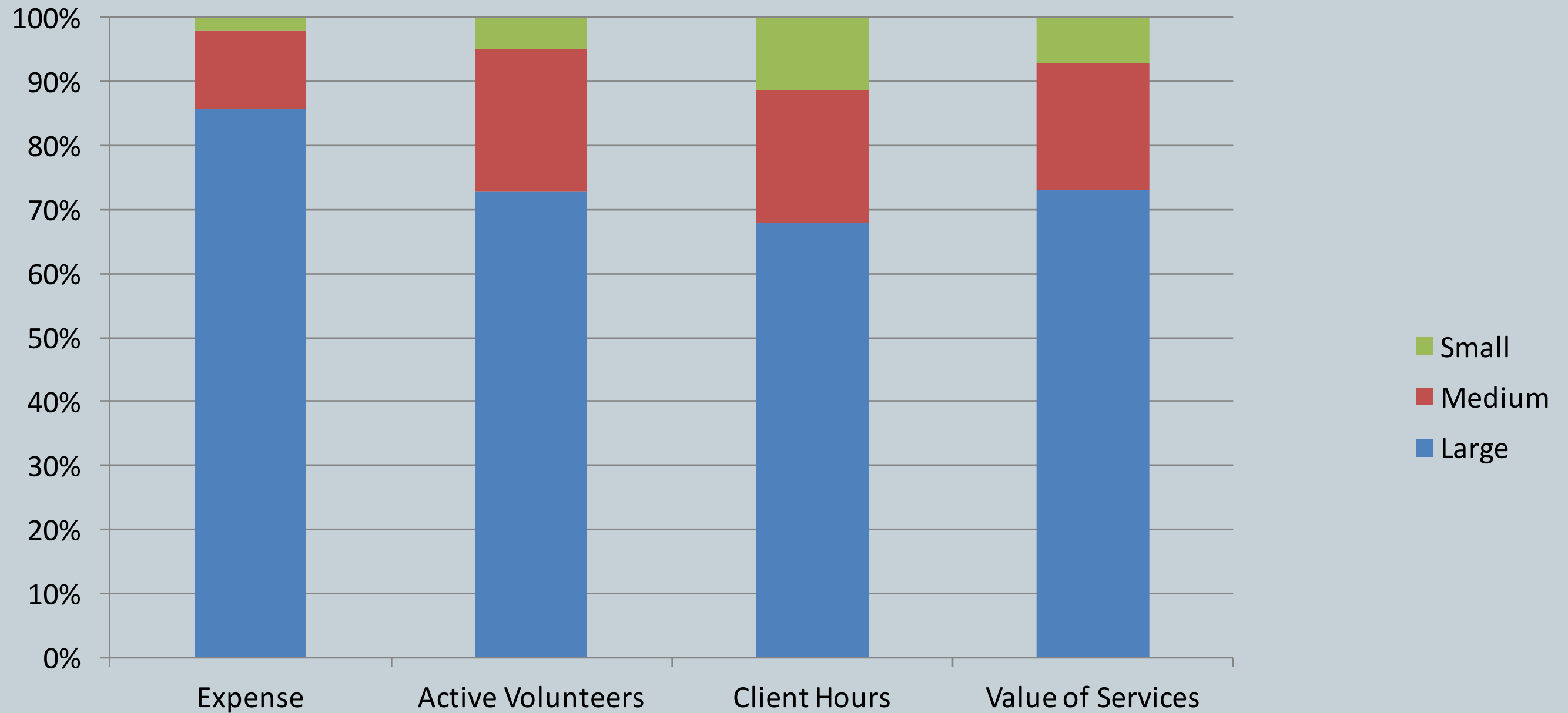
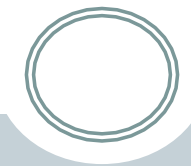
- **Small**

- Hampton, NH
- Colorado Springs
- Treasure Coast

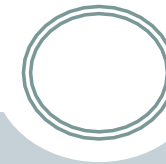
Survey Analysis - Expenses by Group



Survey Analysis – Group contributions to total ESC-US



Selected Data 2013 and 2014

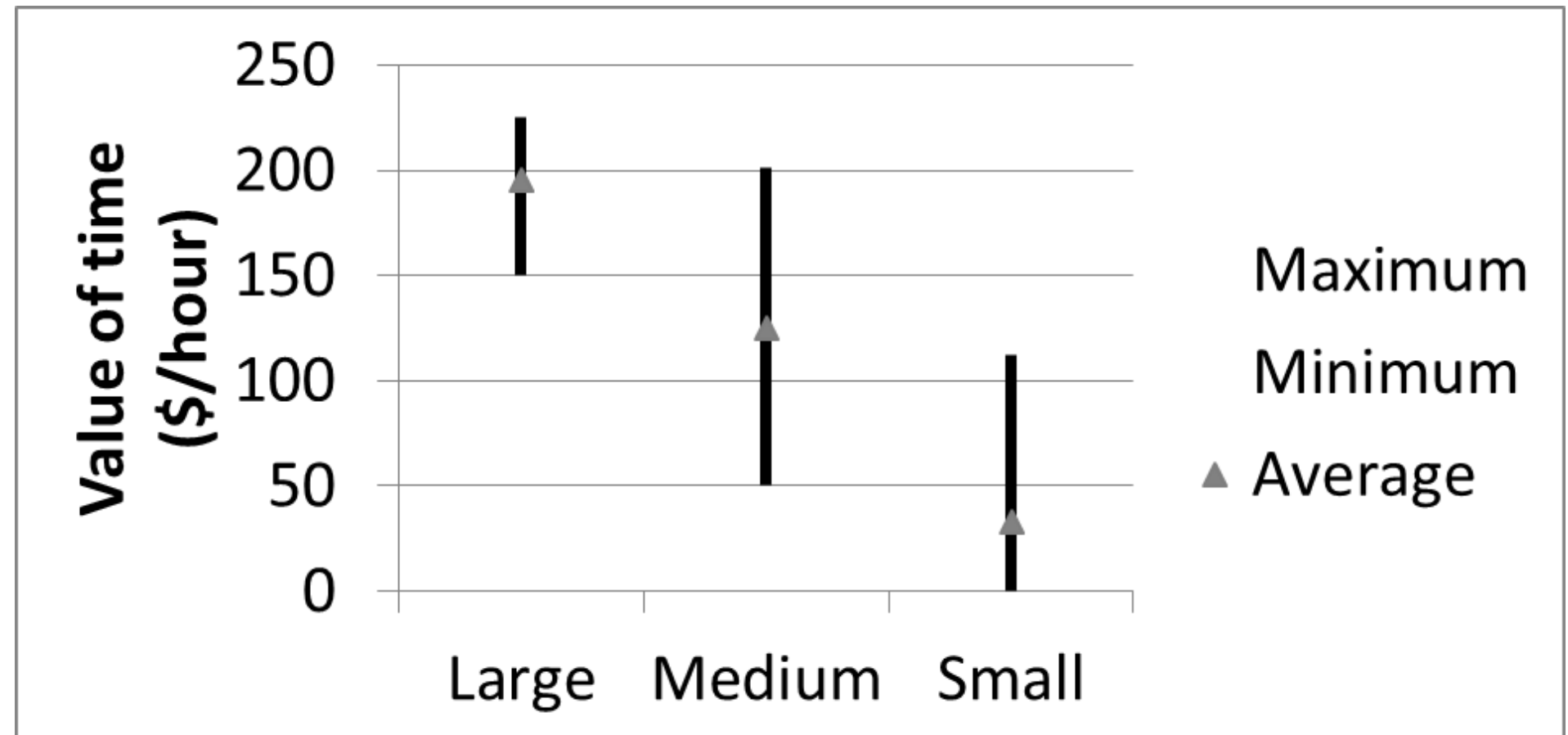


Location	2013			2014		
	Expense	\$/Hour	Total Hours	Expense	\$/Hour	Total Hours
Seattle	2068169	175	12060	2379688	200	10569
Chicago	1167077	150	7470	1219644	150	20000
New York City	820700	225	5732	801000	225	5678
Los Angeles	780052	225	10500	683419	225	9400
Boston	560039	175	17075	625862	175	13660
Cincinnati	326414	201	10000	244666	201	10000
Houston	241097	45	4574	245836	100	2948
Durham	143764	150	2500	179000	150	4000
Oklahoma City	137097	50	920	140674	50	1148
Aspen	88335	125	1000			
Pittsburgh	60000	100	5000			
New Hampshire	58564	100	2800	75443	100	2200
Detroit						
Colorado Springs	46920	160	1002	53900	112.5	7637
Lehigh Valley	33675	40	310			
Broward County	25000	125	938			
Kansas City	23457	60	250			
Philadelphia	12000	135	842			
Treasure Coast	1300	50	334	0	50	134
Albany						

Suggested Action Item:

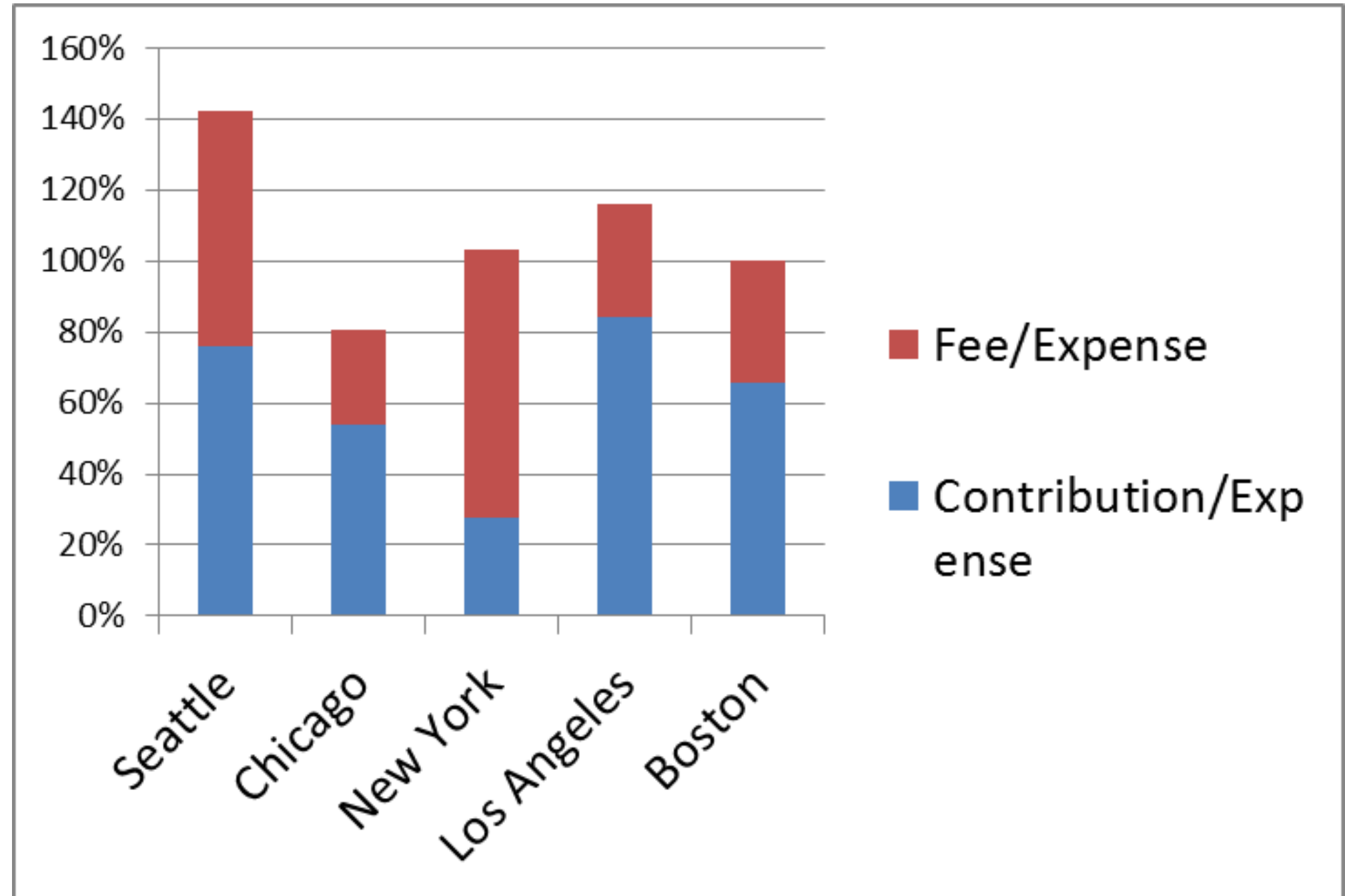
Should Affiliates develop and document an agreed way to set the value of volunteer time expressed as hourly rate?

The value of time is a key factor in calculating how ESC-US expresses its benefit to the community.



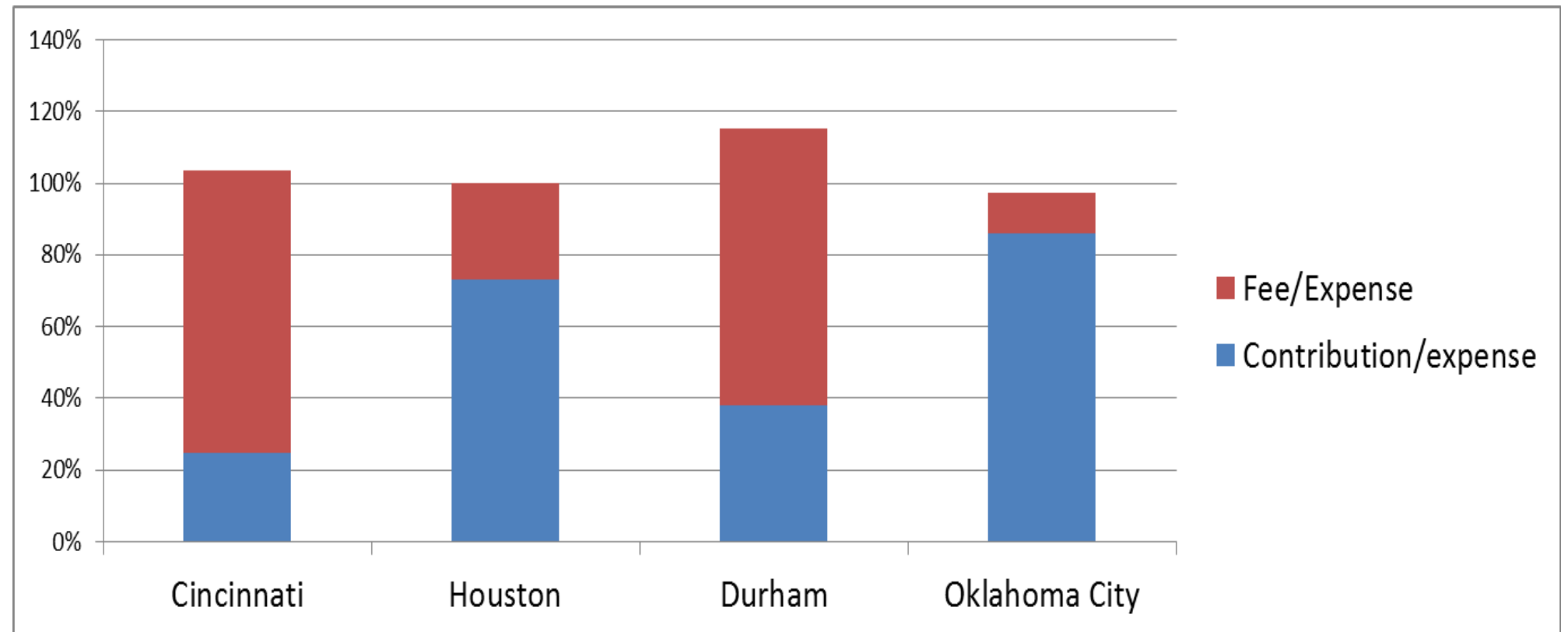
Large Group: Meeting Expenses

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



Medium Group: Meeting Expenses

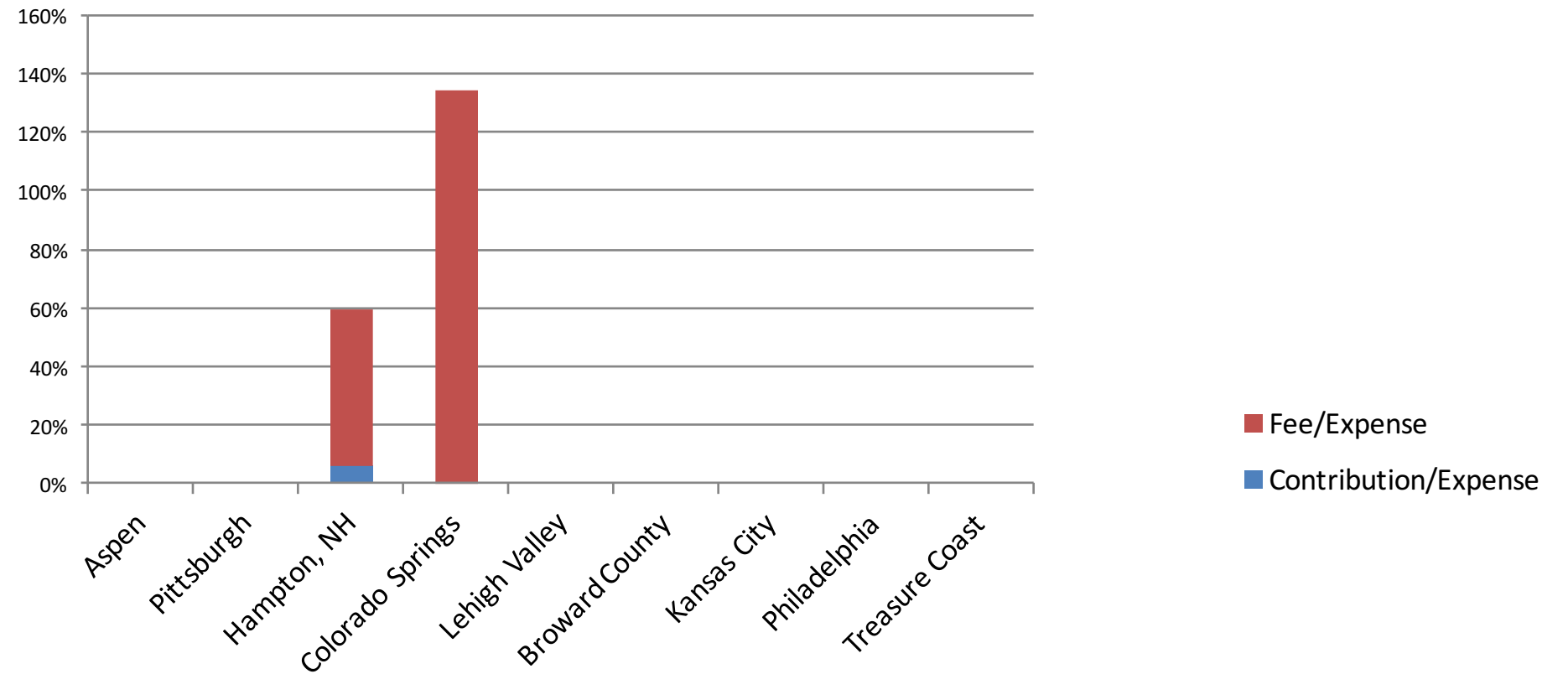
“100%” is where fees and contributions cover total expense.



Small Group: Meeting Expenses

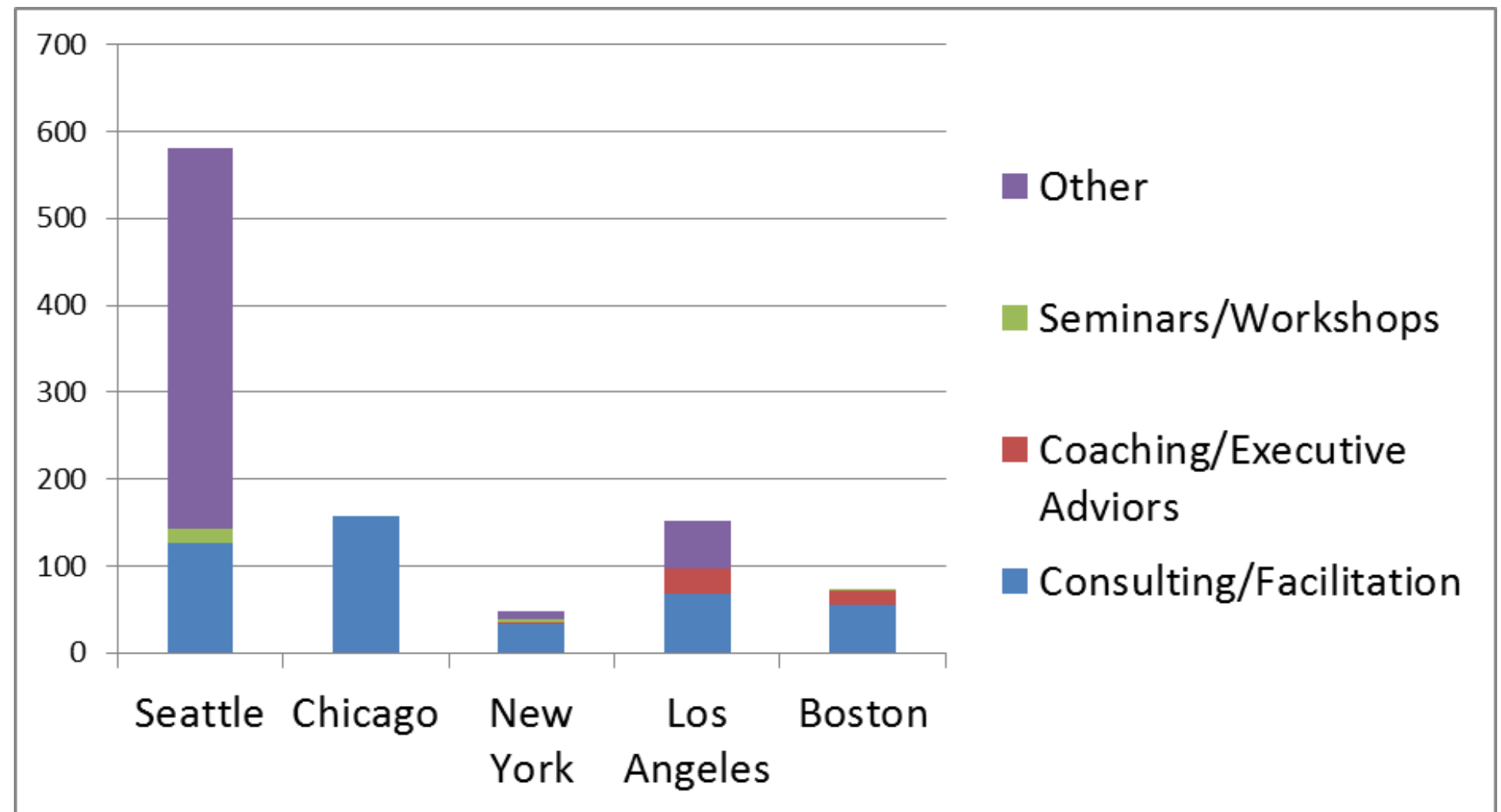
“100%” is where fees
and contributions cover
total expense.

Treasure Coast
reported no expenses.



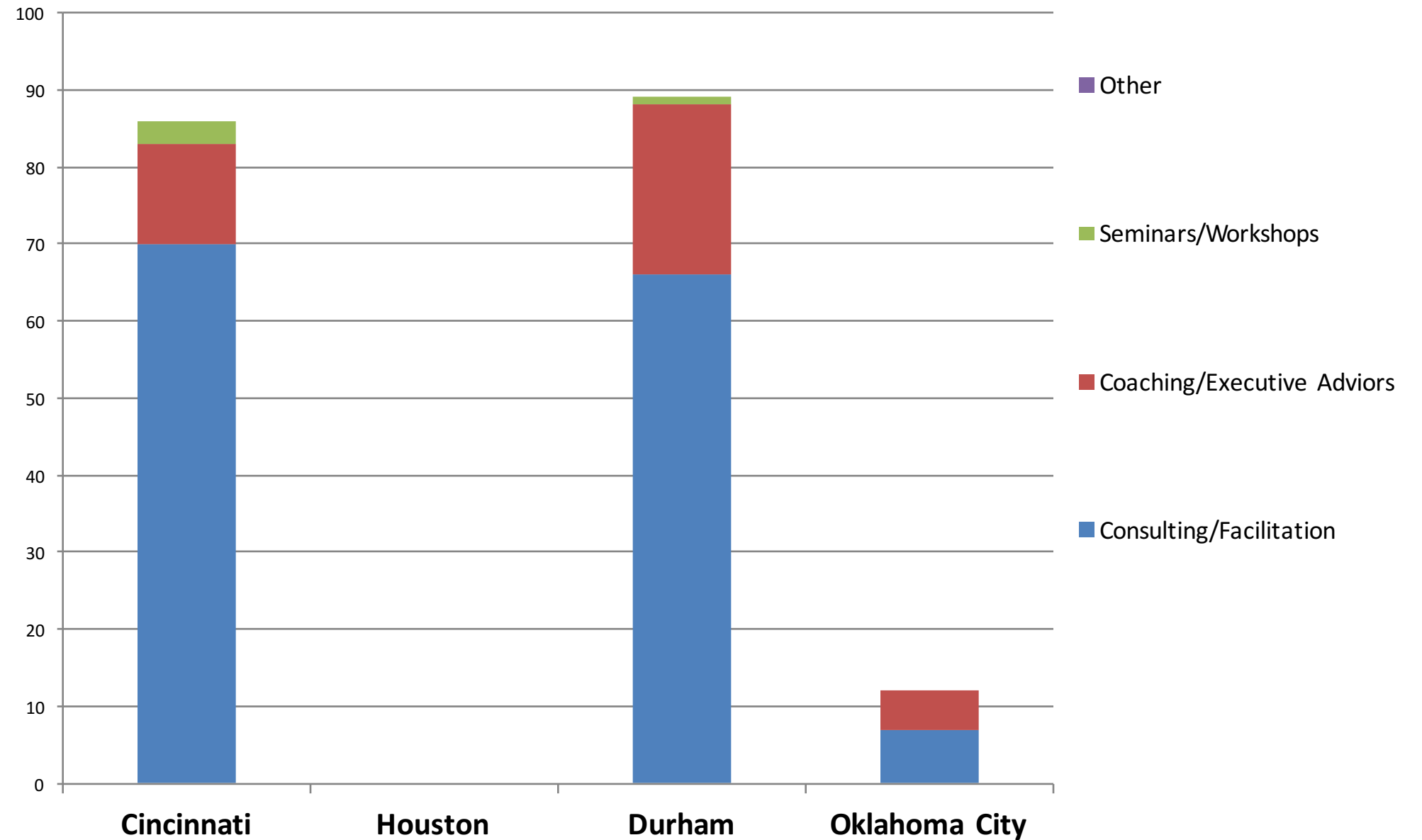
Large Group: Number of Projects by Type

Seattle reported 439
“Other” Projects
described as “contracted
HR, Fin”



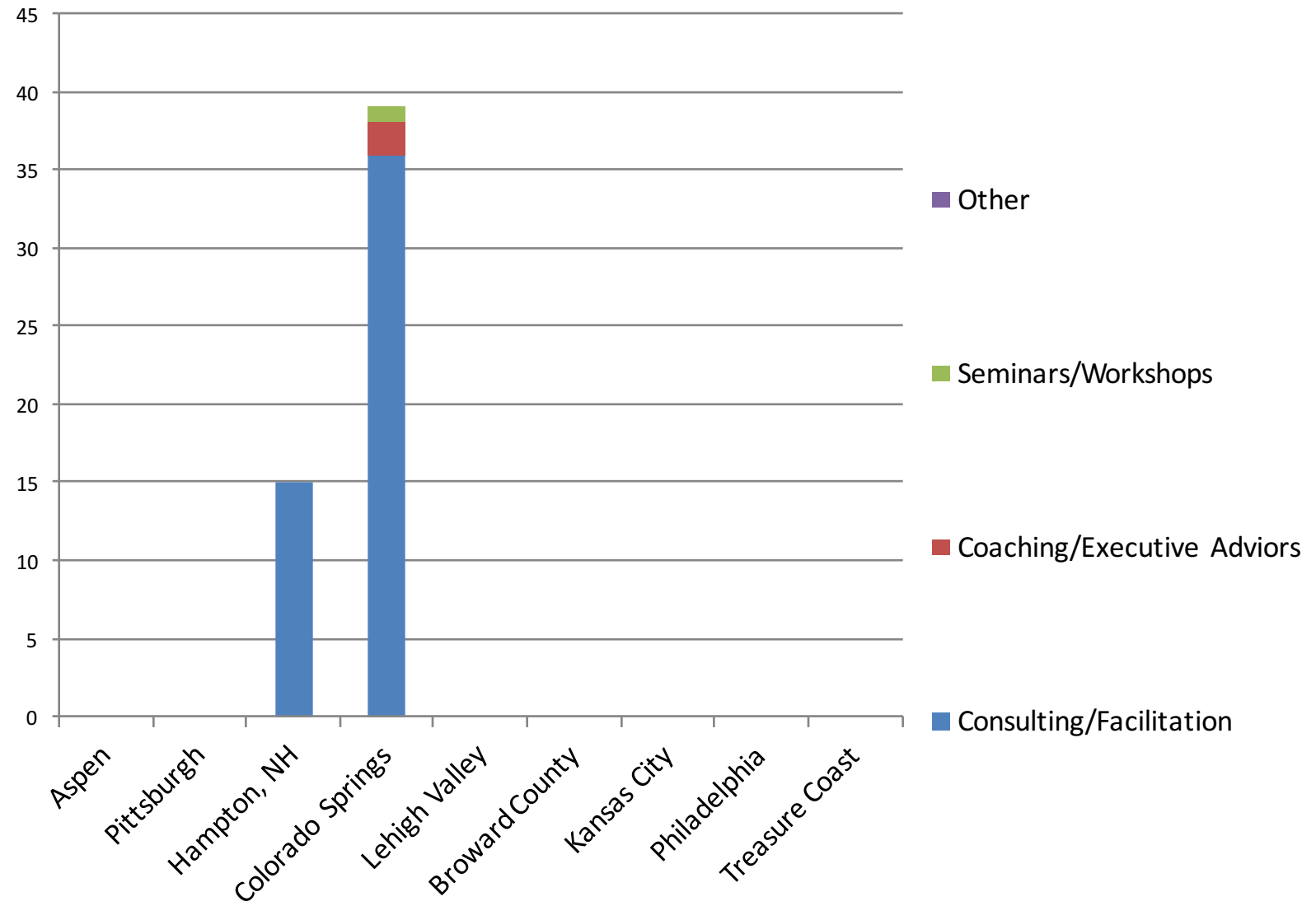
Medium Group: Number of Projects by Type

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

Highlighted rows show Affiliates who reported more consultants than projects.

Affiliate	Total hours on projects/Number of Volunteers who worked on projects
Seattle	45.8
Chicago	107.5
New York	78.9
Los Angeles	97.9
Boston	99.7
Cincinnati	100.0
Houston	73.7
Durham	80.0
Oklahoma City	39.6
Hampton, NH	115.8
Colorado Springs	272.8
Treasure Coast	44.7



Executive Director Compensation

Affiliate	Executive Director/President Compensation
Seattle	over \$90k
Chicago	
New York	less than \$30k
Los Angeles	over \$90k
Boston	
Cincinnati	
Houston	\$50k-\$90k
Durham	\$50k-\$90k
Oklahoma City	\$30k-\$50k
Hampton, NH	\$30k-\$50k
Colorado Springs	
Treasure Coast	

Volunteer Demographics

Information is also available for

%retired (13-100)

%of color (0-20)

% female (25-69)

Affiliate	% Who work full time	% Who are young professionals (under age 40)
Seattle	87	10
Chicago		
New York		
Los Angeles	4	1
Boston	7	3
Cincinnati	21	3
Houston		
Durham	5	0
Oklahoma City	7	4
Hampton, NH		
Colorado Springs	28	1
Treasure Coast		



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	100	100	99
Chicago	93	91	91
New York	100	100	100
Los Angeles	95	91	97
Boston	95	95	95
Cincinnati			
Houston	100	100	100
Durham	98.8	95.3	96.5
Oklahoma City	84	84	84
Hampton, NH	90	90	90
Colorado Springs			
Treasure Coast	100	100	100



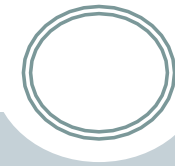
More Details

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.)
- Full volunteer demographic data

Survey Report



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

THANK YOU!