



case study

ABOUT:

Cancer Support Community (CSC)

Montana (located in Bozeman, MT) is a standalone, 501(c)(3) nonprofit organization and one of 41 chapters of CSC across the country. After an 11 year history as a successful standalone nonprofit, we joined the national Cancer Support Community in 2007. Shortly after that we purchased a building with no mortgage in 2009, combined the For One Another Family Camp into our structure in 2013, built the Garden of Hope in 2015, and starting to branch out statewide, adding Kalispell as a sub-license of CSCMT.



CANCER SUPPORT COMMUNITY™

MONTANA

Can you discuss your role and what your organization's staff looks like?

I started out as the only employee, but today our organization is run by five full-time, professional level employees in addition to many volunteers that work in our office on a regular basis. We also work with interns from Montana State University here in Bozeman, MT.

I am the executive director and I'm in charge of grant management and tracking, as well as running the entire organization. Our grants team also includes my development director, a program person, and the college interns. We write about 29 grants each year in addition to several sponsorships. All of our programs are free of charge, so we need grant money to support these initiatives.

What challenges were you looking to address with GrantHub?

Our biggest challenges are finding grants that fit our organization, keeping track of each grant opportunity, and remembering when a grant proposal or report is due. We also need to keep everyone informed and make sure they have access to both historical and current information. And since our intern team changes every semester, we need a way to organize the information they find, and smoothly transition their responsibilities. Our team is small and everyone has multiple responsibilities. I needed to set up our grant process so that other individuals aside from myself could write some of our smaller grants.

CSC's Top Advantages of GrantHub:

1. The Answer Library provides a central location for our templates and answers to common grant questions
2. Notifications help us stay on schedule
3. Easier oversight of organization staffs' grant work
4. Organization history, progress, relevant statistics, and evaluations are readily available
5. Time saved allows for focus on other activities, such as building relationships with grantors
6. Learning the software is quick and easy



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Becky Franks
Executive Director



Will you elaborate on one of your favorite features in GrantHub?

The Answer Library is one of my favorite features in GrantHub. I have all our statistics that we use in our funding request at my fingertips now: evaluations, program goals, and description. I can track multiple programs—For One Another Family has its own set of common answers, while the Mending program has another set. I have all of our organization's documents, like our 501(c)(3) letter, our 990's, our board list, etc. I cannot tell you how many times in the past I've had to answer an email or had someone running into my office saying "where's our IRS designation letter?", "Where is the condensed budget we're supposed to be sending with this grant?" Now it's all right there in GrantHub's Answer Library and everyone knows where to look. The best, most concise version of our organization's history is the same on every grant now. I started out with the standard descriptions of our organization and continue to update the answers with the most powerful, effective language that funders like. And now everyone else can leverage the approved versions when they work on a grant too!

How did you manage your grants prior to GrantHub?

Because our programs are pretty consistent, we write basically the same thing every year. So there is a lot of information we can reuse. Prior to GrantHub, I'd tell my staff to "search through our directory of grant files, try to find a comparable grant, and then copy that information as a starting point." Before GrantHub, we would often be a couple months late when applying for grants. And we would end up saying "whoops" to ourselves when we lost. Now, with GrantHub, we're not behind the eight ball anymore on our sponsorships or grant applications. We're on schedule. Before GrantHub, I had to monitor all of our opportunities myself. It was difficult to keep track of each employee and a list of the deadlines they were responsible for. Also, when I have to write a grant report at the end of the year, the chances of me forgetting and missing this deadline were huge. Another element that needs to be addressed is reporting grant and budget status to the board. Our goal is to raise almost a half million dollars a year, and so I need to provide them status and budget updates. Because it was so time consuming to organize and track, I could only tell them that "we are writing lots of grants and it's going pretty good." That didn't give my board much information at all. Now, I can quickly tell them how many grants were submitted each month, how many are still pending, and that we are planning to write 'x' grants for 'y' dollars over the next few months. GrantHub makes me look great!

How has GrantHub changed the way you and your organization work?

It was very easy to plan our year by setting up all the upcoming grant opportunities at the beginning of the year. And now that I've got all my past funders in GrantHub, it will take even less time to just copy another grant or sponsor funding



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Becky Franks
Executive Director



“I am not somebody who ever pays for anything, especially anything online like this... so you’re talking about somebody who is hard to sell, and I’m loving it.” ”

What are your thoughts on GrantHub’s training?

Learning GrantHub was so easy. I don't read instructions and I don't do trainings because they bore me, but with GrantHub I didn't even need it - I just figured it out. I actually forgot to train my staff on GrantHub before they needed to use it. When I finally sat down to train them, 5 minutes later it was over because it is so intuitive. The GrantHub support team was always available online, and could help explain everything during our training session, but I was continuously asking to move on to the next thing. It was just so simple.

request into the future. I can easily identify and keep a visual reminder of what is coming due over the next few months, and I don't even have to have GrantHub open all the time. I can now check on a regular basis and see what's due at the blink of an eye: both the tasks and opportunities. I can see who is following up on their funding responsibilities on time, and who is falling behind. Now I can go to my employee, and say "Hey, this was due or this is going to be due, where are you with that? How's that coming along?" With GrantHub I now have the confidence to delegate more tasks to my team - without losing visibility to the progress. This is a really significant benefit to our organization because my time is stretched so thin already and anything I can delegate with confidence has a huge impact.

How has the extra time saved from using GrantHub helped you?

We are no longer missing grant deadlines and reporting due dates. Plus - the time GrantHub has saved me has made a huge difference to our organization and grant funding success. Now I can keep track of everything better, with much less effort and more confidence. And this leaves me with more energy to spend on grantor relationships. With this extra time, I'm getting to know the human in charge of the grant. I've built that relationship. In the past - I've applied for a \$3000 grant, and got denied. With this extra time, I visited with the funder showed them how much we have in common. And explained how much sense it would make for them to fund us." And now we've got a grant for \$5000 instead of a denied grant as a direct result of having more time to have discussions like this with funders. I've got more time and energy to build these important relationships because GrantHub helps us keep track of everything else so much better than before.

