



case study

ABOUT:

The **Community Foundation of North Central Washington** (CFNCW) is one of the only resources for grantseeking nonprofits in our region. Through the Community Grants Program, nonprofit organizations can apply for financial support to continue the important work that improves and enhances our communities. Our staffing level is 4.25 full time employees. CFNCW was established in 1986 and serves Chelan, Douglas, and Okanogan counties in Washington State.

Mission and Vision: CFNCW protects and connects charitable gifts in support of strong communities. Our foundation connects generous donors of all levels to the causes they care about most, managing the region's charitable endowment.

Giving: CFNCW awarded over \$3.5 million in grants and scholarships in fiscal year 2015 to support the NCW region. We manage over 400 individualized funds that support many causes across NCW.

CFNCW's Top 10 Advantages of CommunitySuite:

1. Easy, quick data entry tasks
2. Frees up board and staff time
3. Paperless
4. Easy to use
5. Efficient, friendly customer support
6. Fully integrated financial accounting
7. Online access for board / reviewers
8. Streamlined processes
9. Keep track of financials in real-time
10. Built specifically for the unique needs of community foundations



Previous Financial System:

We first had FIMS and then we tried Blackbaud. Neither worked for our operations, nor were they integrated. FIMS was an archaic database that was not user friendly and did not have any tracking functions or donor access.

We switched to CommunitySuite because it's awesome! It fully integrates our grantmaking and financial accounting - as well as reporting, online donor access, and the grant catalog, which has been very successful for engaging the public in supporting local nonprofits. We learned about CommunitySuite from the Orcas Island Community Foundation and Kitsap Community Foundation.

Favorite CommunitySuite Feature:

Our favorite features are easy online donor access, the grant catalog, simple reporting, and being able to set recurring grants/gifts!!!

Using the grant catalog we were able to quickly set up an online donation page in response to wildfire destruction. The community-based funds were able to accept donations of over \$2.3 million to support recovery for the individuals and communities affected.



case study

Jennifer Dolge
Director of Donor Services
& Communications



“Our fund holders love having online access to their account 24/7, allowing them to view history, recommend grants, or download statements at their convenience. Retrieving information is easy and fast.”

“Our CommunitySuite software is now the backbone of our Community Foundation, and it’s changed the way we serve our donors, track our granting, and receive donations. It’s made our lives so much better!”

Benefits of CommunitySuite:

Better management of donor advised funds, more granting with the addition of the online donor access, increased community awareness through the grant catalog. And using CommunitySuite since 2014 has helped increase our administrative efficiency within the team, specifically the approval process.

Life as a Foundant Client:

It's like Christmas day, when Santa brings you all the things you wanted! We loved attending the software training in Bellingham! We love the CommunitySuite staff - friendly, personable, FUN!, smart, savvy, and willing to work toward solutions that increase efficiency. There's a reason we refer to the software developer as "Santa." The CommunitySuite team listens to their clients and responds to their needs. It's great to have a fun, personable relationship with the team. Our CommunitySuite software is now the backbone of our Community Foundation, and it's changed the way we serve our donors, track our granting, and receive donations. It's made our lives so much better!

Features and Support Tools:

The feature that we use regularly is the Grant Catalog and the Fund Manager for our Fund Advisors to access fund balances and statements. The support tools we utilize are the Online Documentation, the Phone Support, and the Email Support. I love using all of the CommunitySuite tools.

Feedback for Others:

This database makes our administrative and data entry tasks easy and quick so we can focus on serving the needs of our community and stewarding our donors better. CommunitySuite is easy, efficient, and it is the best integrated database out there for community foundations. The software responds specifically to the unique needs of community foundations and continues to increase efficiency for our staff.