



# case study

## ABOUT:

The **Community Foundation of Snohomish County** (CFSC) - located in Everett, WA - seeks to be a catalyst for change in our county. We promote charitable giving and strive to create community impact through our grantmaking. We also offer training and workshops to local nonprofits to help improve their effectiveness and the impact of grantmaking for our donors. Families, individuals, businesses, and nonprofit organizations have started more than 100 charitable funds at the Community Foundation in the past 15 years.

**Giving:** We give away around \$1 million dollars per year in grants. We manage several types of funds, including Donor Advised Funds, Designated Funds, Community Funds, Scholarship Funds, and Nonprofit Agency Endowments. Today, we have 109 funds focused on all aspects of the community. Our assets total more than \$14 million and we are projecting to be at \$500 million in assets in less than 10 years. Since our inception, we have awarded more than \$9.3 million in grants to charitable organizations. In 2015, we distributed 232 grants totaling more than \$837,000.



**Maddy Metzger-Utt**  
President and CEO

## CFSC's Top 5 Advantages of CommunitySuite:

1. Incredible customer service
2. Online donor management
3. Save money
4. Simple financial program
5. Streamlined processes

## COMMUNITY FOUNDATION of Snohomish County

### Previous Financial System:

We were previously using FIMS and were very unhappy with the customer service we received. Other community foundations in our state were using CommunitySuite and they were raving about how wonderful both the product and customer service was, so after doing our research we decided to switch.

### Favorite CommunitySuite Feature:

The customer service is incredible!!! We have had a lot of staff turnover in the last year and needed a lot of training and hand holding to get our new staff up to speed. The CommunitySuite team has been wonderful to work with and have been so patient.

### Benefits of CommunitySuite:

We love the online feature where our donors can access their accounts and make grant requests. The financial part of the program is very easy to understand. CommunitySuite has saved us a great deal of time and money because it is easy to use.

### Features and Support Tools:

Features we use are Event Management and the Fund Manager. Support tools that we employ are the Online Documentation, the Live Phone Support, the Training Videos, and the Email Support. As I mentioned earlier, the customer service can't be beat. The CommunitySuite team is always there to help you when needed.

### Feedback for Others:

Go for it! You will save time, money, and a lot of frustration. We have been able to streamline our process and save money both in database costs and staffing.