



# Testimonials

“The Listening Post project has been valuable in education for Board members. I have used excerpts from each one to give my board a picture of what is going on in the whole environment of not-for-profits. For example, the access to capital information has been useful to us as we consider our own access to capital for campus expansion and renovations. Additionally, the question sets often force me to consider pieces of my organization that I have considered in a finite set before—we need to spend so much time on the big picture and keeping our organizations moving forward.”

*Robin Mixdorf, CEO/President  
The Meth-Wick Community  
Cedar Rapids, IA  
(Elderly Housing & Services)*

“We certainly have been happy to participate in the Listening Post, and wouldn’t mind doing more questionnaires. I think the reports should be interesting information for people outside the non-profit sector. And, I think the reports have greater impact because they demonstrate that the information doesn’t just come from one segment of the non-profit sector—it crosses many fields, including education, health care, social services, whatever else—so it’s more powerful to be able to document that these issues affect a broad cross-section.”

*Carol Katz, CEO  
Loomis Communities  
South Hadley, MA  
(Elderly Housing & Services)*

“We know there is strength in numbers. Many nonprofits face similar obstacles day-in and day-out. For us the Listening Post performs an extremely valuable function as an advocate for specific types of funding and capacity-building by being a third party observer that supports and documents the needs of non-profits to the philanthropic community. When one can present strong evidence from the many, that kind of data and information should not be ignored.”

*George Rothman, President  
Manna, Inc.  
Washington, DC  
(Affordable Housing Development)*

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“...A sense of connectedness to something larger than the world of health care in which I am so immersed on a daily basis—along with that, a sense that some of the issues and problems we face in health care translate to a larger, non-profit context—that is very comforting and reassuring, on some level, when you roil around every-day, trying to “figure it out” for your organization, and feel somehow that it is a lack in you that you can’t or that the problems are doomed to persist because they are endemic to health care and therefore not solvable. [The Listening Post Project is] an opportunity to feel that sense of connectedness and a larger context, without leaving my desk...[it is] the ability to be associated with other organizations and the “thinkers” in those organizations who are respected in their respective realms...[it is] meaningful reports/results that can be used with staff and board members as training tools. As for future topics, I am myself interested in learning/knowing more about the changing face of philanthropy (or more appropriately, of philanthropists) as wealth is transferred to the boomers....”

*Bonnie Gauthier, CEO  
Hebrew Health Care  
West Hartford, CT  
(Elderly Housing & Services)*

“Customized report and comparisons are extremely helpful. The categories were very relevant to our organization. Thank you.”

*Selena Ching, Executive Director  
Hawaii Youth Symphony  
Honolulu, Hawaii  
(Orchestras)*

“You just never know what the Listening Post will focus on next! But in almost all cases when I have received a request for our data, I knew I’d learn more about my own organization as a starting point. For that reason I haven’t necessarily delegated it away but worked hard at refreshing my own knowledge along the way. I’m not sure I have always received the summary results but whenever I have, they get passed along to everyone that is interested in my organization or where they would provide value. Keep us talking and sharing.”

*Barbara W. Thomas, Chief Executive Officer  
Kendal Northern Ohio Kendal at Oberlin  
Oberlin, OH  
(Elderly Housing & Services)*

“The Listening Post Project gives a much needed voice to non-profit organizations. From the perspective of a senior living provider, it is helpful to join with other non-profits in addressing common concerns.”

*Larry Zook, President/CEO  
Landis Homes  
Lutitz, PA  
(Elderly Housing & Services)*

“Having participated in the well conceived surveys over the years of the project, participation has been almost painless and the information gleaned invaluable. As nonprofits we tend by the nature and volume of the work to become isolated. The Listening Post Project has provided a nationally based window for us to see trends, evaluate our choices and have a broader vision. Thanks so much for asking us to participate.”

*Susan D. Atkinson, Founding Producing Director  
Bristol Riverside Theatre  
Bristol, PA  
(Theaters)*

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"I think this [customized] report is very useful, and I like the presentation. More in this line would be greatly appreciated. Many thanks."

*Craig Escamilla, Executive Director  
Symphony of Southeast Texas  
Beaumont, TX  
(Orchestras)*

"Thank you for the comprehensive scans you provide for the nonprofit sector on key issues we face as business managers. It is very helpful to have a broader perspective and the data you provide helps us benchmark our performance with other organizations. As nonprofit leaders we are often absorbed in the day-to-day challenges of our own organizations and you provide access to data we would not be able to gather on our own. I have used the Communiqués to educate my management team and the board and they have stimulated valuable discussion and alerted us to trends we might have otherwise missed. Thanks for including OMSI."

*Nancy Stueber, President  
Oregon Museum of Science & Industry  
Portland, OR  
(Museums)*

"The Listening Post Project has provided a unique opportunity to identify key issues in my organization and then see those concerns reflected in the context of the wider world of not-for-profits. I have shared the data with my Board and leadership staff as we move forward in our strategic planning process."

*Nancy Woodruff Ment, LCSW, President and CEO  
Andrus Children's Center  
Yonkers, NY  
(Children & Family Services)*

"I found the information [in the customized reports] helpful to me as an Executive Director. It identifies that we need to move up the pace on our IT to be in line with other organizations. It will be helpful to have the material to present to staff and board to show them results that are not 'created' by me but by an outside source."

*Mary Lynn Falbe, Executive Director  
Domestic and Sexual Abuse Services  
Three Rivers, MI  
(Children & Family Services)*

"I found the report of the IT survey very helpful to see how our agency compares to others of similar size and nature. I appreciate the feedback and input. We often have no idea what is 'standard' in the industry and this helps validate what we practice. Thanks!"

*Marsha Goldsmith Kamin, Executive Director  
Jewish Senior Life of Metropolitan Detroit  
Detroit, MI  
(Elderly Housing & Services)*

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“Maryhill Museum of Art has been delighted to participate in the Listening Post Project. We have found the program extremely valuable – providing us insight to other organizations and institutions that have the same sorts of challenges that we find ourselves facing on a daily basis. Perhaps one of the most valuable tools that has resulted from the project are the Communiqués. I have frequently shared these summaries with the museum’s board of trustees and staff as they offer a great deal of information that is very useful.”

*Colleen Schafroth , Executive Director*

*Maryhill Museum of Art*

*Goldendale, WA*

*(Museums)*

“I very much appreciate the individualized reports. I have found great value in participating in Listening Post. The individualized reports add more critical value to participation. Benchmarking the individual participants position with peers is always a very valuable management tool.”

*Daun McKee, CEO*

*Diakon Lutheran Social Ministries*

*Allentown, PA*

*(Elderly Housing & Services)*

“I found the Listening Post interesting. I thought the NFP topic was very good, and it was good to see LTC in relation to other NFP, (e.g. Museums). The final document was of interest, and I shared it with some of my board members. They are used to only seeing “stuff” from the LTC field, and forget that we belong to a larger, NFP community.”

*William T. Smith, Ph.D., President/CEO*

*Aging in America*

*Bronx, NY*

*(Elderly Housing & Services)*

“The Listening Post Project has significantly added to our organization’s capacity to adapt to the current environment and to think strategically about the future. Further, it has increased the collective intellectual capital of Family & Children’s Service. We have used the information and reports generated in our strategic planning and as thought pieces for boards and executives. Information is power and the Listening Post offers a cost-effective solution for not-for-profits to stay ahead of the curve.”

*Molly Greenman, President and CEO*

*Family & Children’s Service*

*Minneapolis, MN*

*(Children & Family Services)*

“I like the reports very much. Useful information. I have no suggestions for improvement. Thank you!”

*Susan Randazzo, Executive Director*

*The Orchestra of Indian Hill*

*Littleton, MA*

*(Orchestras)*

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