The White House invites government, business, philanthropic, and nonprofit leaders to discuss the **emerging field of feedback loops**.

Fund for Shared Insight

Rita Allen, Ford, Hewlett, Kellogg, Packard, and the JPB Foundations, along with Liquidnet, pool money and resources to **form Fund for Shared Insight**.

BY THE NUMBERS

$5.3M
IN GRANTS AWARDED

14 GRANTEES

9 FUNDERS

Cumulative through 2014

BY THE NUMBERS

$10.7M
IN GRANTS AWARDED

62 GRANTEES

35 FUNDERS

Cumulative through 2015

With the support of 12 co-funders, 19 direct-service nonprofits receive the **first L4G grants**.

"We are excited that ... grantees, through Listen4Good, will now be able to more systematically collect feedback from the young people they serve and augment the outcomes data they already measure."
Lissette Rodríguez, Ecru McConnell Clark Foundation

A **third round of L4G grants** adds 14 nonprofits. Other grants: $2.6-million to 10 organizations to support foundation openness, and nearly $1-million to REDF and Innovations for Poverty Action for research on the link between client feedback and client-outcomes.

Shared Insight joins with the Hewlett Foundation and two special White House offices to host a **workshop at the White House** to share best practices around client-focused feedback loops in the social sector.

BY THE NUMBERS

$17.5M
IN GRANTS AWARDED

138 GRANTEES

64 FUNDERS

Cumulative through 2016

The **biggest L4G grantee cohort** comes aboard: 66 nonprofits supported by 36 co-funders, including three pairs of foundations that collaborate to together nominate grantees. Episcopal Health Foundation nominates seven grantees, bringing its total to 16.

BY THE NUMBERS

$21.1M
IN GRANTS AWARDED

184 GRANTEES

78 FUNDERS

Cumulative through 2017

sunlight giving

L4G adds 47 grantees supported by 15 co-funders, including one new funder, Sunlight Giving, which nominates 20 nonprofits.

"The insights we gain from this work will strengthen our grantmaking."
Cheryl Chang, Sunlight Giving

The **2018 Shared Insight Gathering**, in Houston, brings together more than 350 field-building partners and representatives from nonprofits and funding organizations committed to using feedback loops to better serve their clients.

L4G continues to grow with 59 newly selected grantees nominated by 28 co-funders.

"We were excited to see a validated measurement tool, a full feedback-loop system available to us, so that we didn't have to reinvent the wheel. This is a best practice that doesn't take a lot of resources, just commitment to transparency, trust, and change."
Greg Vandenberg, U.S. Venture/ Fox Valley Foundation

BY THE NUMBERS

$22.7M
IN GRANTS AWARDED

242 GRANTEES

94 FUNDERS

Cumulative through 2019

L4G unveils its **groundbreaking interactive website** and invites organizations to participate in a testing program, L4G Online Beta, in preparation for the site's full launch.

"Our goal is to make Listen4Good's proven tools and resources available to any nonprofit or government agency that wants to systematically listen to and respond to the people they serve. L4G Online will be a game-changer in the field of client-focused feedback."
Valerie Threlfall, Listen4Good

An Aspen Institute report, *"Meaningfully Connecting with Communities in Advocacy and Policy Work,"* informs the discussion around **broadening feedback efforts** in the social sector beyond direct-service organizations.

THE ASPEN INSTITUTE

Research grants totaling nearly $1 million go to five organizations studying the relationship between **feedback results and client outcomes**.

2013

Interest grows around **creating a collaborative** supporting openness between and among foundations and grantees and connecting more closely with the people and communities philanthropy intends to serve. The Hewlett Foundation takes the lead in convening small groups of funders around the country to explore options.

JULY 2014

"It's time to make gathering … feedback routine so that all of us, at both foundations and other nonprofits, reliably consider the perspectives and experiences of those we seek to help."
Fay Twersky, Hewlett Foundation, and **Hilary Pennington**, Ford Foundation, writing for The Chronicle of Philanthropy

NOV 2014

First grants totaling $5.26-million go to 14 organizations for efforts around foundations sharing information; feedback-practice initiatives; and research on feedback loops.

DEC 2014

MAY 2015

A FOUNDATION-SHARED PROJECT
Listen4Good

Listen4Good (L4G) launches. The new national initiative provides nonprofits tools, resources, and support to create high-quality, client-focused feedback loops that can help improve the way they work, make decisions, deliver services, and relate to the people and communities they serve.

DEC 2015

JAN 2016

FOUNDATION CENTER
by Candid.

Shared Insight is recognized as a **Top 10 "Thought Leader"** by one of Candid's predecessor organizations, the Foundation Center.

Shared Insight "is not just another industry group out to improve philanthropy; it is actually made up of philanthropy professionals representing … leading foundations, so the opportunity for peer learning, influence, and momentum building is high."
Janet Camarena, Foundation Center

FEB 2016

MAR 2016

Second round of L4G adds: **13 nonprofits** nominated by nine co-funders.

"Listen4Good builds a capacity that is essential for transformational impact. We are thrilled that four of our grantees will be participating in this national learning community and using a tool that gives them actionable data from the clients they serve."
Elena Marks, Episcopal Health Foundation

JUL 2016

OCT 2016

The **first Shared Insight Gathering**, held in Washington, D.C., brings together 140 funders, grantees, and other participants interested in learning and field-building around feedback.

"Three years after the first White House meeting, we have seen that gathering feedback is not only the right thing to do and the smart thing to do — it is also a feasible thing to do."
Dennis Whittle, Feedback Labs

DEC 2016

FEB 2017

A new publication, *"Perceptual Feedback: What's It All About?"* aims to **standardize definitions** in the growing field of social-sector client feedback.

OCT 2017

NOV 2017

A report from Harder+Company analyzes more than 29,000 responses to L4G feedback surveys finding evidence that the **Net Promoter System works in the nonprofit context** and that further analysis is needed.

DEC 2017

JAN 2018

APR 2018

A report from Shared Insight's learning and evaluation partner ORS Impact examines **the collaborative's first three years**.

"Shared Insight has a strong base to build from as it refines its theory of change and continues to support a more effective social sector."
"Evaluating the Accomplishments & Lessons Learned from the First Three Years," ORS Impact

MAY 2018

JUL 2018

An ORS Impact report analyzing outcomes for participating nonprofits in 2016 and 2017 finds that L4G's feedback process advances organizations' **equity, diversity, and inclusion** work.

"L4G has been a central part of the Boston Foundation's efforts to listen and learn from the communities we serve. Our current work to involve members of our community who have been historically excluded from holding seats of institutional and structural power in resource allocation has roots in the L4G initiative."
Jennifer Aronson, The Boston Foundation

AUG 2018

Stanford Social Innovation Review publishes a **case study of Shared Insight, "Funding Feedback."**

SEP 2018

OCT 2018

#FeedbackEmpowers

Stanford Social Innovation Review kicks off a six-month **multimedia series, *"The Power of Feedback,"*** supported by the Hewlett Foundation and featuring the hashtag #FeedbackEmpowers. Among the highlights are nonprofit client Shannon Revels talking on a podcast about the importance of feedback and case studies of Listen4Good-participating organizations, including ECHOS, Nurse-Family Partnership, Our House, and Union Capital Boston.

"This series represents the most comprehensive public discussion around the idea of constituent feedback for the nonprofit sector published to date."
Michael Gordon Voss, Stanford Social Innovation Review

The number of nonprofit clients who have given their feedback through **L4G surveys surpasses 100,000.**

DEC 2018

Shannon Revels

FEB 2019

ORS IMPACT

ORS Impact publishes **two reports**: ***"Feedback Field Assessment Findings"*** and ***"The 2017 L4G Co-Funder Experience."***

Co-funders are changing feedback practices," and they are "thinking differently about how their grantees and their foundations can benefit from feedback."
"The 2017 L4G Co-Funder Experience," ORS Impact

MAR 2019

avpn

L4G goes international: Shared Insight partners with AVPN, a funding network in Asia, to pilot L4G in Singapore and Australia.

APR 2019

JUN 2019

192 nonprofits and government agencies are selected to participate in **L4G Online Beta**.

AUG 2019

SEP 2019

Applications are due for another round of **co-funded L4G grants**.