

# SUPPORT

## 2016 TABLE HOTSPOT RESOURCE: TECHNIQUES FOR PROVIDING HIGH QUALITY SUPPORT AND ADVICE



### For grantmakers, high quality support spans:

- Program guidelines
- Communication
- Feedback
- Contact with applicants
- Organisational policies
- Acquittal processes

**“Analyse trends in unsuccessful grants. If you notice certain trends – (for example) a high number of homelessness organisations applying for funds – suggest that organisations combine resources, or even think about changing your program to be more responsive to community needs.”**

**“If an application doesn’t align with program guidelines, grantmakers should suggest other more fitting opportunities.”**

**“Be honest with applicants about their chances so they don’t waste their time. Provide honest feedback so groups can refine their pitch or apply for something different.”**

## TOP TAKEAWAYS

### To support applicants

- Put relevant, up-to-date information on your website.
- Reduce the size of your guidelines.
- Offer a grants hotline featuring familiarity (same staff) and accessibility (know your applicants).
- Ensure clear internal communications so you are all on the same page.

### What do you do when an application doesn’t quite align with guidelines

- Suggest to grantseekers more fitting funding opportunities.
- Be honest with applicants about their chances. They can then make informed decisions about how to proceed.
- Provide honest feedback to applicants so they can refine their pitch or apply for something different. Make clear what you don’t fund, be broad about what you do fund.

### Grantees’ projects going over time – what can you do?

- Have a clear organisational policy so individual staff are not “on their own” dealing with errant grant recipients.

- Have clear guidelines covering what happens when certain issues arise.
- Link the grantee with the project manager – have them communicate directly.
- Try to help applicants succeed. Have funder and grantee work as partners.

### Strategies for unsuccessful applicants

- Make eligibility guidelines clear.
- Provide meaningful, honest feedback.
- For a good initiative not funded, suggest partnerships with other programs or other possible funders.
- Invite unsuccessful applicants to view applications so they can see what worked.

### Acquittals

- Consider face-to-face acquittals.
- Talk about what has happened – what has worked and what hasn’t.
- Share learnings with each organisation, and within the organisation, to strengthen organisational policies.