

Executive Service Corps of Washington

2007-2008 Evaluation Report

Note on Methodology and Representation

ESC evaluates its work by administering a survey upon completion of each coaching and consulting project. This survey asks clients to rate the overall success of the project, their satisfaction with ESC in general, and the performance of each coach or consultant who worked on the project.

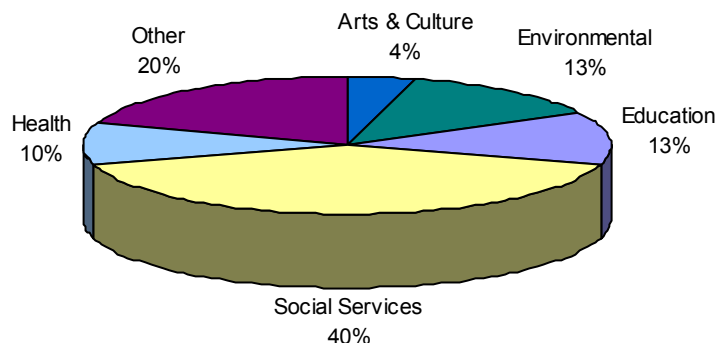
Every effort is made to collect responses from all of our clients. In 2007 the response rate for completed evaluation survey was 57 percent; in 2008 the response rate was 62 percent. The response rate is expected to improve in 2009 with the establishment of a volunteer “evaluation team” to assist staff in collecting responses.

Clients Served

ESC worked with the following organizations in 2007 and 2008:

Atlantic Street Center
 Benaroya Research Institute
 Boys & Girls Clubs of King County
 Boys & Girls Clubs of South Puget Sound
 Bridge Ministries
 Central Area Motivation Project (CAMP)
 Campfire Boys & Girls
 Children's Institute for Learning Differences
 College Access Now
 Companis
 Community for Youth
 Community Youth Services
 Consejo Counseling and Referral Service
 Discover Your Northwest (formerly NWIA)
 El Centro de la Raza
 Elderhealth Northwest
 Elijah Family Homes
 Executive Alliance
 Environmental Education Association of Washington
 Faith Trust Institute
 Friends of the Cedar River Watershed
 Friends of Pierce County
 Girl Scouts of Western Washington
 Global Poverty Action
 Goodwill Seattle
 Helping Link
 Interfaith Association of Northwest Washington
 International Leadership Academy of Ethiopia
 Jolkona Foundation
 Kirkland Arts Center
 Knowledge as Power
 Minority Executive Director's Coalition
 Mt. Si Senior Center
 NEVAC
 Next Steps
 North Helpline Food Bank
 Northern Lights Spiritual Center
 Northshore School District
 Northshore Senior Center
 Northwest Association for Biomedical Research
 Northwest Biosolids Management Association
 The Northwest School

Northwest Environmental Education Coalition
 Page Ahead Children's Literacy Program
 Partnership for Water Conservation
 Port of Seattle
 Puget Creek Restoration Society
 Puget Sound Sage
 Rebuilding Together Seattle
 Science and Management of Addictions Foundation
 Seattle Architecture Foundation
 Seattle International Film Festival
 Shoreline—Lake Forest Park Senior Center
 Sno-Valley Senior Activity Center
 Somali Orphans Project
 Students Go the Distance
 Southern Sudanese Community of Washington
 Trinity Lutheran College
 Vashon Youth and Family Services
 Viet Nam Scholarship Foundation
 VISTA Expertise Network
 Wallingford Senior Center
 WA Attorneys Assisting Community Organizations (WAACO)
 Washington State University
 Washington State University Extension 4-H
 Washington Vietnamese American Chamber of Commerce
 Westside Baby
 White Center Food Bank
 Wild Steelhead Coalition
 WithinReach
 YouthCare
 Youth Suicide Prevention Program



97

Percent of clients surveyed who agree that working with ESC made a positive difference in the ability of their organization to **accomplish its mission.**

94

Percent of clients surveyed who agree that working with ESC helped their organization to **operate more effectively.**

Percent of clients surveyed who would **work again** with ESC if their organization has a need in the future.

100

Percent of clients surveyed who would **recommend** ESC to other nonprofit groups.

Evaluation Data

In addition to evaluating the impact of their ESC project, clients evaluate each consultant on several characteristics that contribute to an effective consultation. In 2007—2008, clients agreed that our consultants:

98%

Showed respect for the unique culture, accomplishments, and strengths of the client organization.

98%

Shared their knowledge, helping clients to broaden their knowledge and abilities.

96%

Communicated in a clear and understandable way.

Client Testimonials

“ESC is a critical resource for nonprofits in our area; the services and expertise they provide is invaluable.”

- Harry Hoffman, ED

Program for Early Parent Support

“The board prepared a complete yearly strategic plan in a very short time, with the assistance of consultant Craig Lewis. It was amazing how patient he was with us, and yet was able to accomplish so much. We ended up with concrete commitments and timelines—often the hardest part. Thanks so much for providing us with an experienced and competent consultant.

We could not have been happier.”

- Barb Puigh, President and Acting ED

Elijah Family Homes

“Our consultant gave me the solution that I thought was needed – so her results were not a surprise. However, she was able to be very specific about the action steps I needed to take and where in the organization I could change the budget in order to make the change without killing us. Her **level of service was incredible** and I am very thankful to have had such a high level of consulting work **at such a reasonable cost!**”

- Sam Collins, ED

Vashon Youth and Family Services

“The ESC consultants clearly identified and recommended areas for improvement. Their report served as a catalyst for several important board changes that have allowed our organization to move forward. Their report was well-received because of the **commitment, professionalism, and expertise** of the consultants.”

- Julia Schechter, ED

College Access Now

Executive Service Corps of Washington is a 501(c)(3) nonprofit organization that exists to build the capacity of nonprofit and educational organizations and strengthen communities in Washington State. Each year ESC consultants, coaches, trainers, and facilitators provide more than \$750,000 worth of services to over 60 nonprofits and schools.

We are able to provide these services due to the generosity of over 200 service corps members of all ages and varied backgrounds. ESC members are selected for their proven, reality-based, problem-solving skills. They are dedicated to helping nonprofits address their most critical management issues.

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