The F.B. Heron Foundation Program Review
Questions for Customers

The Heron Foundation's Board has adopted a set of core values that guide Heron's work. The hallmarks of these values are: providing **core support** to organizations that can **demonstrate impact; making investments** to advance the Foundation's mission; and emphasizing **customer service** by being responsive through courteous, timely, respectful, and clear communications.

1. Looking ahead, what **key trends and "big picture" changes** do you think the Heron Foundation should be concerned about?

2. What **new opportunities to advance wealth creation** for low-income people and communities are you most excited about? What do you think are the **biggest challenges or impediments** to wealth creation?

3. What comments or suggestions do you have about Heron's approach to grantmaking, specifically its preference for:
    - making **general support** grants?
    - **targeting select geographic areas** and providing support to other **organizations working nationally or regionally**?
    - requiring **strong evidence of impac**t?

4. How can the Heron Foundation improve the **service it provides to its customers** – that's you, our grantees and investees? Are there **supplemental resources** (such as technical assistance or training) that you would like to be able to access in the future through Heron? Please specify.

5. Please complete the sentence: If there is one thing the Heron Foundation definitely should not change, it is…….

6. Please complete the sentence: If there was one thing the Heron Foundation should do differently in the future, it would be…….

If you have any other comments or suggestions, please feel free to include them.