



MEMO

To: ACF Board of Trustees
From: Randy Royster, President & CEO
Date: June 24, 2025
Re: Donor Relations Update

The Foundation is committed to engaging with donors of all backgrounds, interests and ideologies, creating an inclusive environment for people to participate in philanthropy. The Foundation is also committed to its values of Trust, Equity, Integrity and Accountability, and principles of diversity, equity and inclusion. Our fundamental goal in terms of donor relations is to support bridge-building conversations with donors who are displeased with the mission, vision, values and/or activities of the Foundation, to better understand their perspectives, address any potential misunderstandings, and create a sense of dialogue and relationship.

It is important to stress that Staff value all donors and deeply consider the financial and public relations implications of strained relationships. It is our goal to take steps necessary to rebuild fractured or strained relationships with donors in every case possible.

Dialogue has continued with a small contingency of donors who are displeased with the direction of the Foundation. Actions taken to address concerns from this donor contingency are outlined below.

Area of Concern: Not Highlighting Foundation Donors

- We have updated the “About Us” page on our website, <https://abqcf.org/about-us/>. We moved around some sections, moving our statements on Values Aligned Philanthropy and Anti-Hate Policy Statement to the bottom.
- We also added this language to the “What We Do” section and made sure the hyperlinks jump to the correct spaces.
 - o *“At the Foundation, our community is at the heart of everything we do. Because of the generosity of our donors, the Foundation can support the grantmaking and initiatives that strengthen our community every day. We are deeply grateful for the trust our donors place in us to make meaningful, lasting impact across Albuquerque and beyond. Together with our stakeholders, we are building a more vibrant future. If you’re interested in joining our network, we invite you to learn more about becoming a donor today.”*
- In our Annual Report, we will feature each of our giving circles and will have four profiles in philanthropy, highlighting donors. One of these will focus on the Dietmeier Fund, which came to us through the recommendation of one of the members of the small group of displeased donors referred to above.



Area of Concern: Responsiveness

- We moved away from our robotic answering system and now have a person always answering the phone.
- We now require our executive assistant to work in the office every day to have more of a presence at the front desk.
- We instituted best practices for email responsiveness across the organization at no more than 48 hours to respond to email.

Area of Concern: Donor Engagement

The Leadership team has established proactive engagement protocols and schedules with a list of approximately 20 donors who are interested in deeper engagement.

- We have hired a major gifts officer, a first at ACF, to add to our Development Team's ability to meet with current and prospective donors, specifically focused on building the endowment.
- We are in the process of hiring an additional new position, the Community Engagement & Development Officer. The primary focus of this position will be proactive engagement with all donors. Additionally, we have just hired a Donor Services Associate, who will primarily focus on donor administration and stewardship.

Area of Concern: Not Funding or Highlighting Mainstream Nonprofits

- We are highlighting a nonprofit from all seven fields of interest, along with sections on our scholarships program and one of our corporate philanthropy programs in our 2024 annual report.
- We will be highlighting longstanding nonprofits in our August newsletter and our "Trustee Times" newsletter for this summer. The "Trustee Times" is a new publication for past Trustees to provide them updates on the Foundation which are applicable to them.
- To address concerns that the Foundation is not funding more mainstream, traditional organizations, data below is provided about our largest funds and grants made. Additionally, data is included to demonstrate the percentage of funds this contingency of donors represents, including management fees from those funds to better understand financial implications.

Grantmaking Trends:

- 66% of ACF's grant dollars over the past 10 years went to the top 100 recipient organizations.
 - o 57 of those top 100 received funding every year; 88 received grants in at least 6 of the 10 years, demonstrating that ACF has not dramatically shifted the organizations receiving grant funding over the past 10 years.

Donor Contributions & Financial Implications:

- We analyzed a group of five families of disconcerted donors. This group contributed 0.94% of the total contributions over the past 10 years.
- Total contributions from each family in this group were under \$500k for this time period, excluding one temporary pass through gift of \$2.5M which is not included above as it was a pass-through contribution, and no management fees were earned on this transaction.



ALBUQUERQUE
COMMUNITY
FOUNDATION
trust • equity • integrity • accountability

- The total balance of the funds advised by this group totals \$3.08M, 1.82% of the current total assets of the Foundation. Fees generated from these funds equate to \$46,187. Additionally, there are funds that have come through professional references from this group that are not included in the total above.
- The grantmaking of our 20 largest donor advised funds is quite diverse, supporting a wide range of causes and organizations.
- The Foundation recently received a \$1.9M estate gift, from relationship established through the creation of the PRIDE Circle and the LGBTQ+ community.