2024 STATE OF PHILANTHROPY TECH

A Survey of Grantmaking Organizations

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EXECUTIVE SUMMARY

CURRENT TECHNOLOGY PRACTICES IN PHILANTHROPY

In the summer of 2024, the Technology Association of Grantmakers (TAG) conducted a comprehensive survey to understand the technology landscape, practices, and perspectives of grantmaking organizations across North America and beyond. This year's survey expanded on previous efforts by examining technology practices, tool selection, and management, as well as workplace models and the role of Diversity, Equity, and Inclusion (DEI). Additionally, new questions were introduced to explore the adoption and perceptions of artificial intelligence (AI).

A total of 355 foundations participated, providing valuable insights into the state of technology in philanthropy, including:

1. The adoption, perception, and governance of AI tools.
2. Shifts in workplace models, such as hybrid, remote, and in-person arrangements.
3. Trends in technology budgeting, staffing, and promotion.
4. The responsiveness and commitment to nonprofits started during the pandemic.
5. Continued support for Diversity, Equity, and Inclusion (DEI) efforts.
6. Current technology tools, practices, and management approaches in philanthropy.
7. Strategies foundations are using to strengthen their cybersecurity posture.

Key findings are introduced below and then explored more fully beginning on page 9.

TAG Members: Download the raw survey results (with identifiers removed) at https://www.tagtech.org/report/2024-state-of-philanthropy-tech-survey/.

ARTIFICIAL INTELLIGENCE (AI)

Since the launch of ChatGPT in November 2022, grantmakers are increasingly exploring the adoption of artificial intelligence (AI) tools. In this year's survey, we asked several questions regarding AI practices and perceptions to establish a baseline for the philanthropic sector as we collectively grapple with the balance between innovation and responsibility with emerging technology.

81%

of foundations report some degree of AI usage within their organization.

- While 81% of foundations report some degree of AI usage within their organization, just 30% report having an AI policy in place. Most respondents (63%) have neither an AI policy nor advisory committee in place.
- Enterprise-wide adoption remains emergent; however, with just 4% of respondents indicating AI usage across the entire organization.
- For those grantmakers leveraging AI, most report a rudimentary usage of generative AI for tasks such as meeting notes/video transcription (71%) or drafting report, emails and memos (67%).
- Barriers to AI adoption including privacy and security concerns (55%), lack of skills (43%), and a lack of certainty about relevant use cases within philanthropy (40%).

For detailed results (with charts) pertaining to AI, see page 9.

EVOLUTION OF THE WORKPLACE

The COVID-19 pandemic forced grantmakers to find alternatives to the traditional in-person workplace model. Nearly five years later, evidence shows they continue to embrace those alternatives; however, support for hybrid/remote options has dropped. Regardless, the strong majority of respondents in this year's survey indicated that they plan to remain or move to some form of a **hybrid/remote** workplace model for 2024 and beyond.

- Overall, 69% of respondents indicated that they plan to remain or move to some form of a **hybrid/remote** workplace model for 2024 and beyond, down from 77% in 2022.
- 9% have moved to a **fully remote** model, up slightly from 8% in 2022 and outweighing support for a fully in-person model (7%).
- Independent private foundations (83%) and community foundations (82%) are most likely to adopt a **hybrid/remote** model. In contrast, 63% of family foundations report adopting a **hybrid/remote** model.
- Foundations across the board are more likely to adopt a 3-4 day hybrid model followed by a 1-2 day hybrid model.

69%

of respondents plan to use a hybrid/remote workplace, down from 77% in 2022.

For detailed results (with charts) pertaining to workplace models, see page 12.

RESPONSIVENESS TO NONPROFIT NEEDS

A notable trend during the COVID-19 pandemic was a significant shift in funders' willingness to streamline grant processes, remove funding restrictions, and provide technology-related support. We first asked questions related to these topics in 2020, again in 2022, and recently in this 2024 survey to explore the sustainability of such shifts.

In 2024, funders continue to support nonprofits' needs in new ways initially prompted by the COVID-19 pandemic as shown below:

- 67% of respondents continue to streamline applications.
- 56% continue to streamline reporting.
- 72% continue to use paperless payments.

67%
continue to streamline grant applications

However, two types of nonprofit support seem to have waned:

- Providing tech and tools for nonprofits declined to 20% in 2024, from 23% in 2022.
- Removing funding restrictions decreased to 30% of grantmakers, down from a high of 34% in 2022.

For detailed results (with charts) pertaining to nonprofit responsiveness, see page 14.

TECH BUDGET & STAFFING

Pandemic-era investment in technology infrastructure appears to have waned. This year's survey sees a decreased investment in technology as illustrated by decreased funding for technology and a higher staffing ratio for IT to support:

14:1
is the average ratio of staff to IT staff.

- 52% of foundations allocate just 1%-5% of operating budget to technology (up from 50% reported in 2022).
- 28% of foundations invest 6-10% in technology (down from 36% reported in 2022).
- 11% allocate over 10% to technology (down from 15% reported in 2022).
- This year, the average IT staffing ratio has worsened from 12:1 in 2022 to 14:1 in 2024.
- In 2024, 45% of organizations said the person leading technology reports to the CEO or President, a slight increase from the 43% reported in 2022.
- Foundations are most likely to keep database administration roles in-house (61%), relying upon staff. Conversely, foundations are most likely to fully outsource systems/network support (47%), server administration (44%), and help desk (38%).

45%
of tech leaders report directly to the CEO or President.

For detailed results (with charts) pertaining to tech budget and staffing, see page 15.

DEI PRACTICES AMONGST TECHNOLOGY TEAMS

When asked to reflect on the **focus** of their Diversity, Equity, and Inclusion (DEI) practices in 2024 relative to 2022, respondents report:

- 31% are increasing the scale of their efforts, meaning they have more resources, funds, and initiatives dedicated to DEI in 2024 than they did in 2022.
- Likewise (31%) of respondents report no change at all.
- Notably, only 5% of respondents have decreased their DEI efforts.
- 19% of respondents report adapting their efforts to further advocate for the inclusion of un/under-represented groups in technology-related roles.
- Respondents report that the chief leading practices amongst their IT teams are developing an equitable recruiting and hiring process (33%) and focusing on user accessibility in hardware and software solutions (29%).

28%

of respondents are increasing their DEI efforts.

For detailed results (with charts) pertaining to DEI practices amongst technology teams, see page 19.

SECURITY TRENDS

Overall, respondents from organizations of all sizes and types reported fewer cybersecurity breaches in the past two years—the second survey in a row reporting a steady improvement.

- Overall, just 11% of foundations reported a security breach in the past two years, a slight decrease from 12% in 2022.
- Community foundations reported the fewest breaches at (5%), a decrease from 2022 (9%).
- Family foundations reported the highest breach rate (13%), followed by private foundations (10%).
- Most of the respondent report having an Acceptable Use Policy in place (51%) while only 2% of respondents report having no security policy whatsoever. Significantly, it's worth noting that although 69% of respondents report a hybrid/remote work environment, only 42% of respondents having a remote work/access policy.
- Just 6% said they are not using any intrusion detection at all, a slight decrease from the 9% in 2022.
- Independent Private Foundations are most likely to carry cybersecurity insurance (76%). Family foundations remain less likely to carry cybersecurity insurance with just 50% reporting coverage.

11%

of foundations reported a security breach in the past two years.

For detailed results (with charts) pertaining to security trends, see page 21.

TRENDS IN TOOL SELECTION

Results show an increase in the trend of using the same system for both Grants Management and CRM (24%), which might suggest that the prevalence of a standalone CRM system might be fading as grants management, donor management, and broadcast email/marketing systems adopt more CRM features, further blurring the lines.

- Fluxx (20%), Salesforce (15%), Foundant (13%) and GivingData (9%) are the four Grants Management Systems (GMS) with the highest usage among respondents; the use of a custom GMS has continued to decrease to 3% in 2024.
  - Fluxx is the leading choice for private foundations (34%).
  - Foundant is the leading choice for community foundations (38%).
  - GivingData and Fluxx are tied as the leading choice for family foundations (26% each).
- The use of a standalone customer relationship management system (CRM) appears largely to have stabilized in 2024.
  - 27% use Salesforce in 2024 (down slightly from 28% in 2022).
  - 21% use their GMS as a CRM in 2024 (down slightly from 24% in 2022).
  - The "all in one" use of Salesforce as a CRM, GMS, and Donor Portal has increased from 10% to 17% in a 4-year span.
- For community foundations who cultivate donors, Foundant (31%) and Salesforce (12%) are the most commonly-used software for donor portals.
- As expected, Zoom (92%) and Teams (47%) lead the way in platforms used for webinars and Audio/Video conferencing. Many organizations are using multiple solutions, including 51% of those who use Zoom also using Microsoft Teams.
- Regarding accounting software, adoption trends suggest a distinct difference between smaller and larger organizations:
  - Large organizations (>$1B in assets) tend to use Sage Intacct or NetSuite.
  - Smaller organizations (<$250M in assets) tend to use QuickBooks, Foundant Community Suite, or Sage Intacct.

Only **3%** report using a custom GMS.

For detailed results (with charts) pertaining to trends in tool selection, see page 24.

TAG Members: Download the raw survey results (with identifiers removed) at https://www.tagtech.org/report/2024-state-of-philanthropy-tech-survey/.

ABOUT THIS SURVEY

The results presented here are based upon answers to the "2024 State of Philanthropy Tech" survey conducted by the Technology Association of Grantmakers (TAG). For over a decade, TAG has conducted surveys of its members and the broader philanthropic sector.

This year's survey builds on the themes of previous years and also asked new questions related to artificial intelligence (AI).

The 2024 survey contained 35 questions via SurveyMonkey. The online survey was publicly available for four weeks and promoted via email, website, and social media. 355 foundations in North America and beyond responded to one or more questions in the survey.

For information about the **methodology**, see page 31.
For information about **responding organizations**, see Appendix A on page 33.

KEY FINDINGS

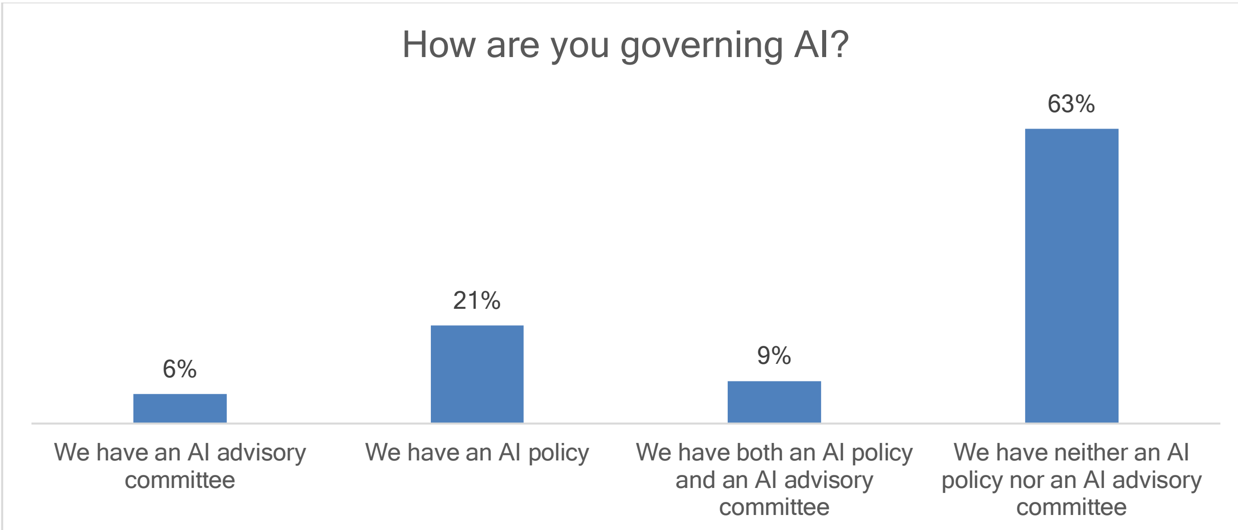
The following sections will explore each of the areas presented above in greater depth with supporting data and charts. TAG Members can download the raw survey results (with identifiers removed) at https://www.tagtech.org/philanthropytech2024.

TRENDS IN ARTIFICIAL INTELLIGENCE (AI)

Since the launch of ChatGPT in November 2022, grantmakers are increasingly exploring the adoption of artificial intelligence (AI) tools. In this year's survey, we asked several questions regarding AI practices and perceptions to establish a baseline for the philanthropic sector as we collectively grapple with the balance between innovation and responsibility with emerging technology.

In our inquiry, we first sought to understand the extent to which AI adoption is already underway in philanthropy. On average, just 19% of foundations report no AI usage. In contrast, 64% of foundations report that at least a few people within the organization are leveraging AI and 10% report that multiple departments are leveraging AI. Enterprise-wide adoption remains emergent; however, with just 4% of respondents indicating AI usage across the entire organization.

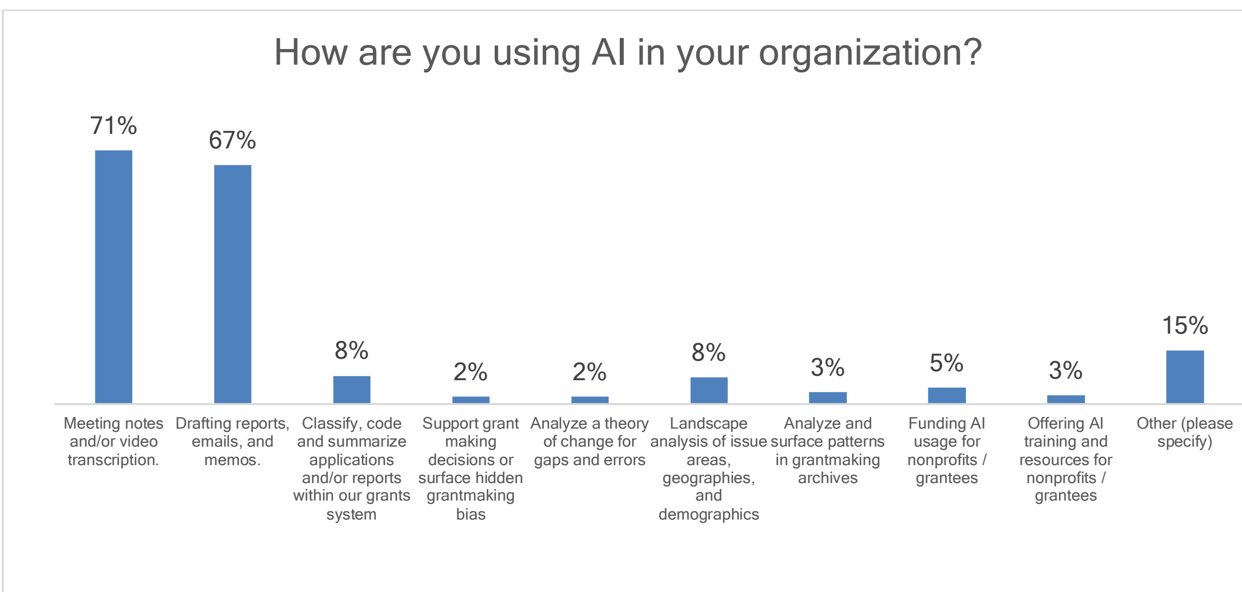
While 81% of foundations report some AI usage within their organization, just 30% report having an AI policy in place. As shown below, most respondents (63%) have neither an AI policy nor advisory committee in place.



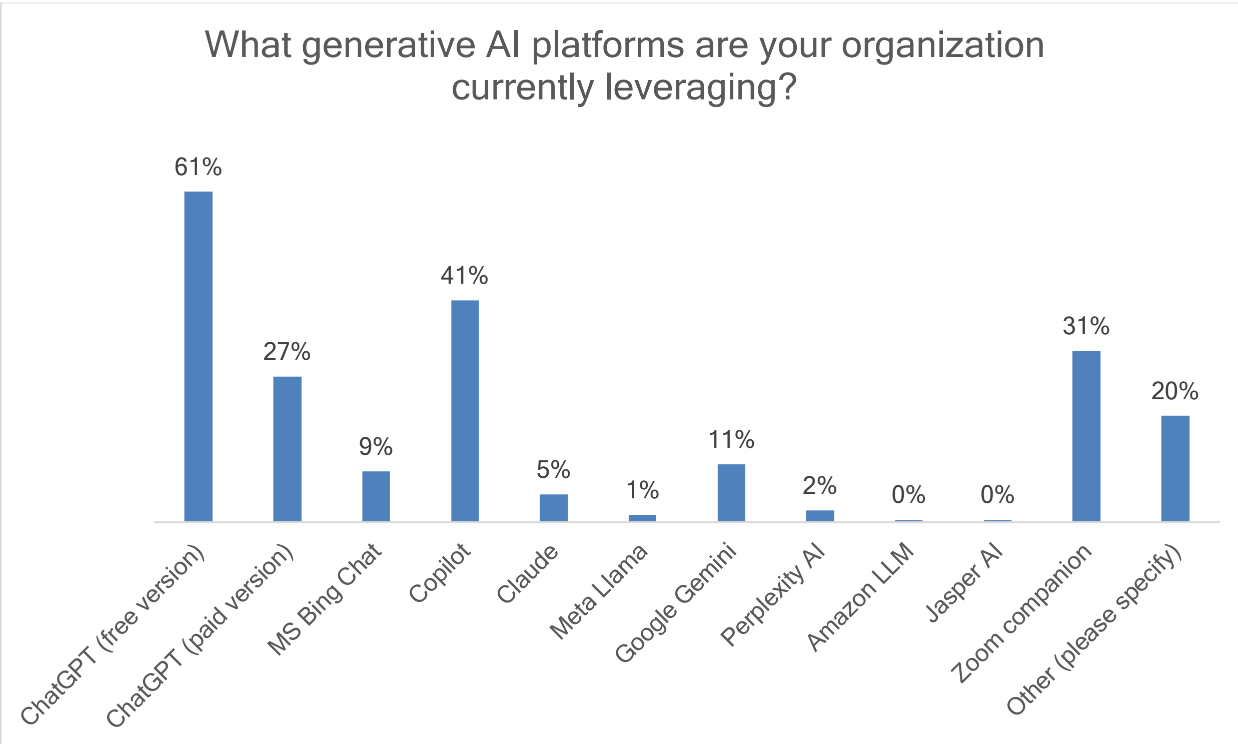
For those grantmakers leveraging AI, most report a rudimentary usage of generative AI for tasks such as:

1. Meeting notes/video transcription (71%)
2. Drafting report, emails and memos (67%)

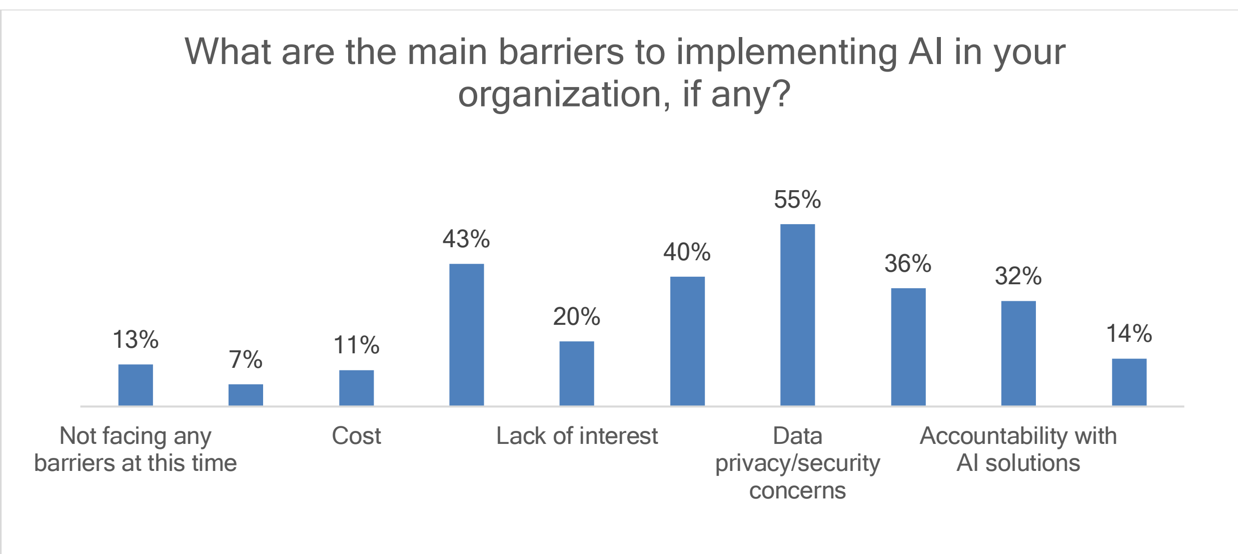
More strategic and substantive applications are emergent, with just 8% reporting the use of AI to classify, code, or summarize grant applications or conduct landscape analysis on issue areas.



The most common generative AI platforms in use are the free version of ChatGPT (61%), CoPilot (41%), and Zoom Companion (31%). A significant portion of answers in the "Other" category report using no AI tools at this time.



While AI experimentation is high, enterprise adoption remains limited, as noted above. There are numerous barriers to adoption including privacy and security concerns (55%), lack of skills (43%), and a lack of certainty about relevant use cases within philanthropy (40%).

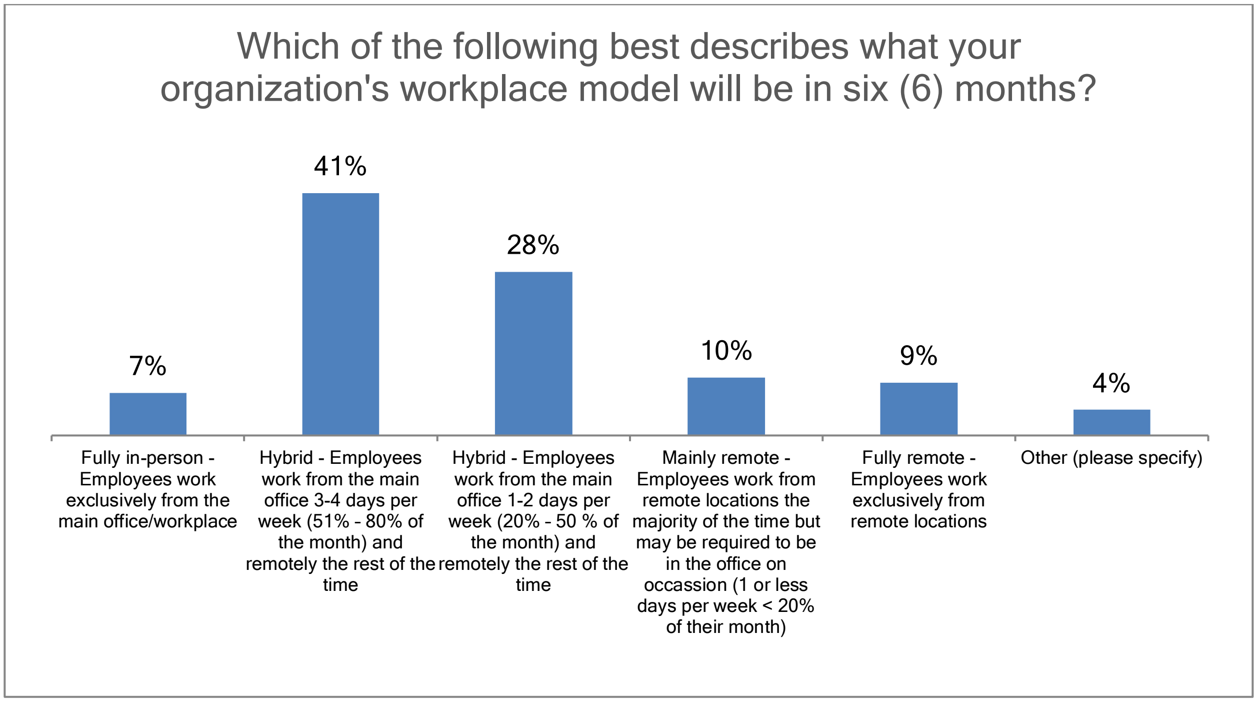


The combination of a reported lack of skills and limited awareness of AI's applicability seem to indicate the need for robust educational programs specific to grantmakers. In developing such programs, organizations should pay special attention to ethical AI considerations such as bias, fairness, and accountability as these remain top concerns to our survey respondents.

EVOLUTION OF THE WORKPLACE

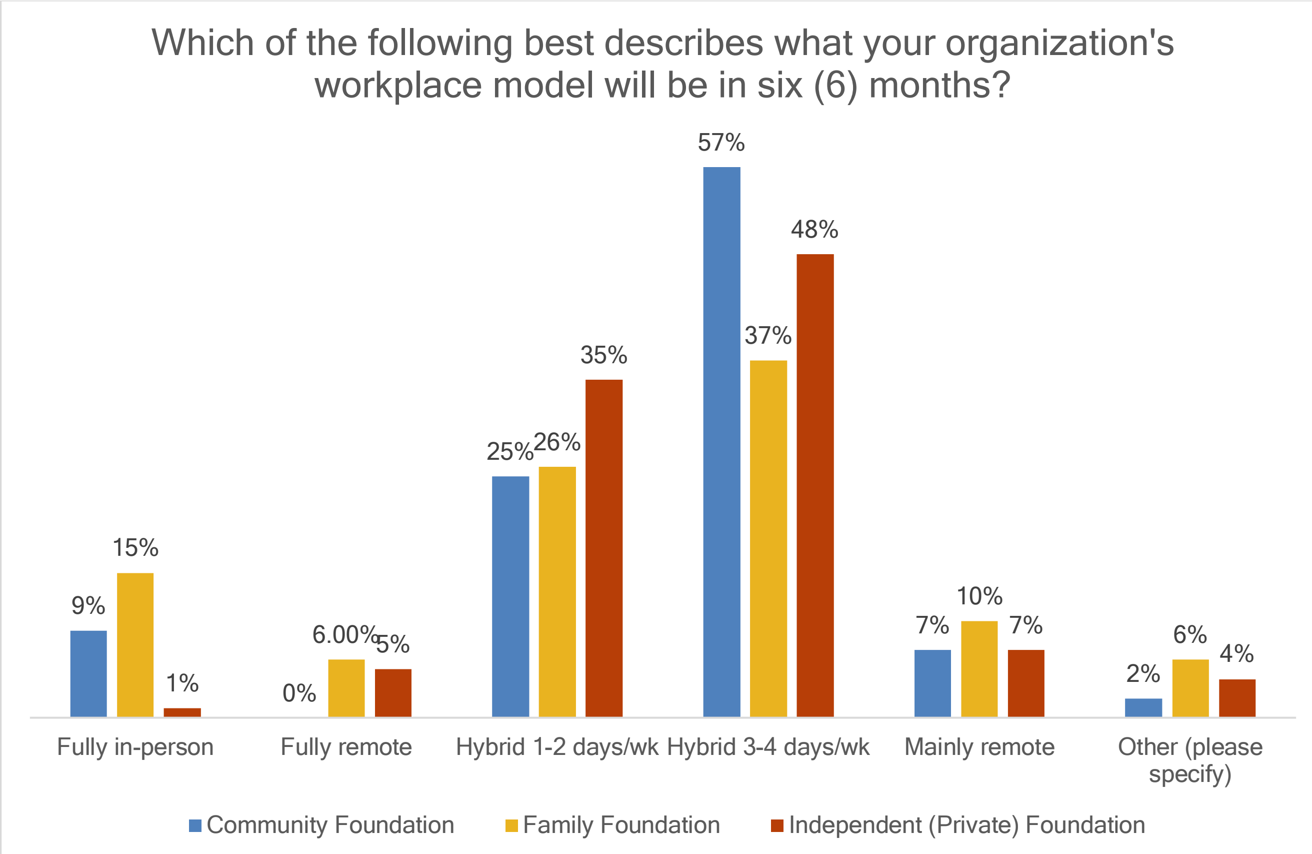
In our 2022 survey, we explored workplace changes resulting from COVID-19. In this year's survey, we followed up on these topics to understand how the workplace has continued to evolve. The results indicate that many foundations have made their short-term adaptations to the pandemic more permanent and are embracing hybrid working environments for the foreseeable future; however, we see a notable decrease (8%) in usage of a hybrid/remote model from 2022.

Regardless, the strong majority of respondents in this year's survey (69%) indicated that they plan to remain or move to some form of a **hybrid/remote** workplace model for 2024 and beyond. Similarly, 9% have moved to a fully remote model, up slightly from 8% in 2022 and outweighing support for a fully in-person model (7%).

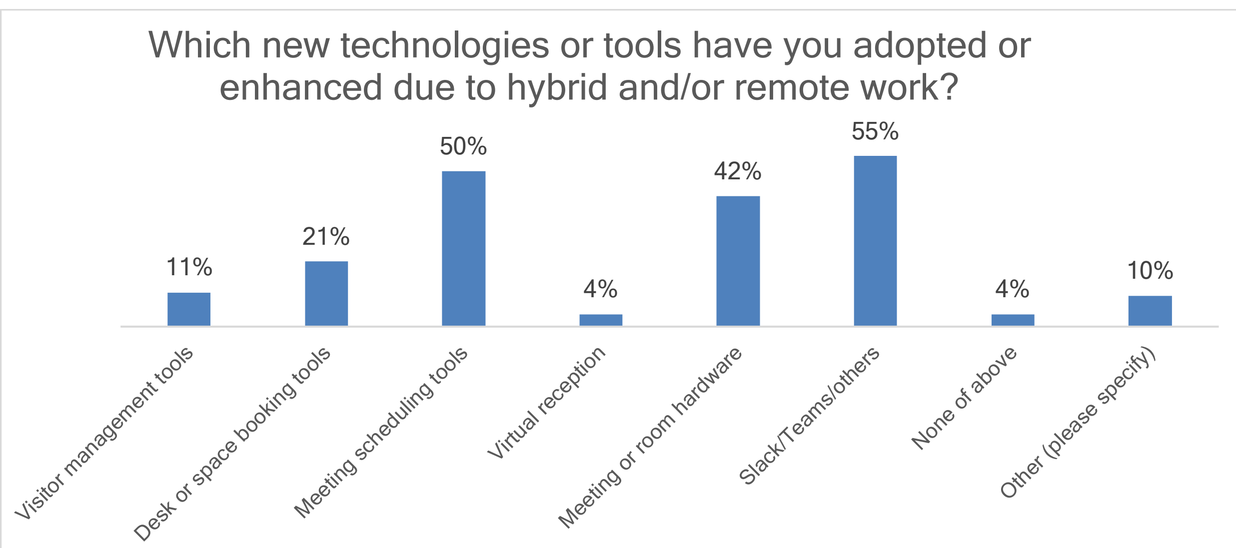


Delving more deeply into trends for family, community, and private independent foundations, we distinct trends emerging:

- Independent private foundations (83%) and community foundations (82%) are most likely to adopt a **hybrid/remote** model. In contrast, 63% of family foundations report adopting a **hybrid/remote** model.
- Foundations across the board are more likely to adopt a 3-4 day hybrid workplace model followed by a 1-2 day hybrid workplace model.
- Family foundations are most likely to adopt a Fully In-Person (15%), Mainly Remote (10%) or Fully Remote workplace (6%).



To support hybrid/remote workplaces 55% of respondents said they have adopted collaboration tools such as Slack or Teams to facilitate communication and collaboration.



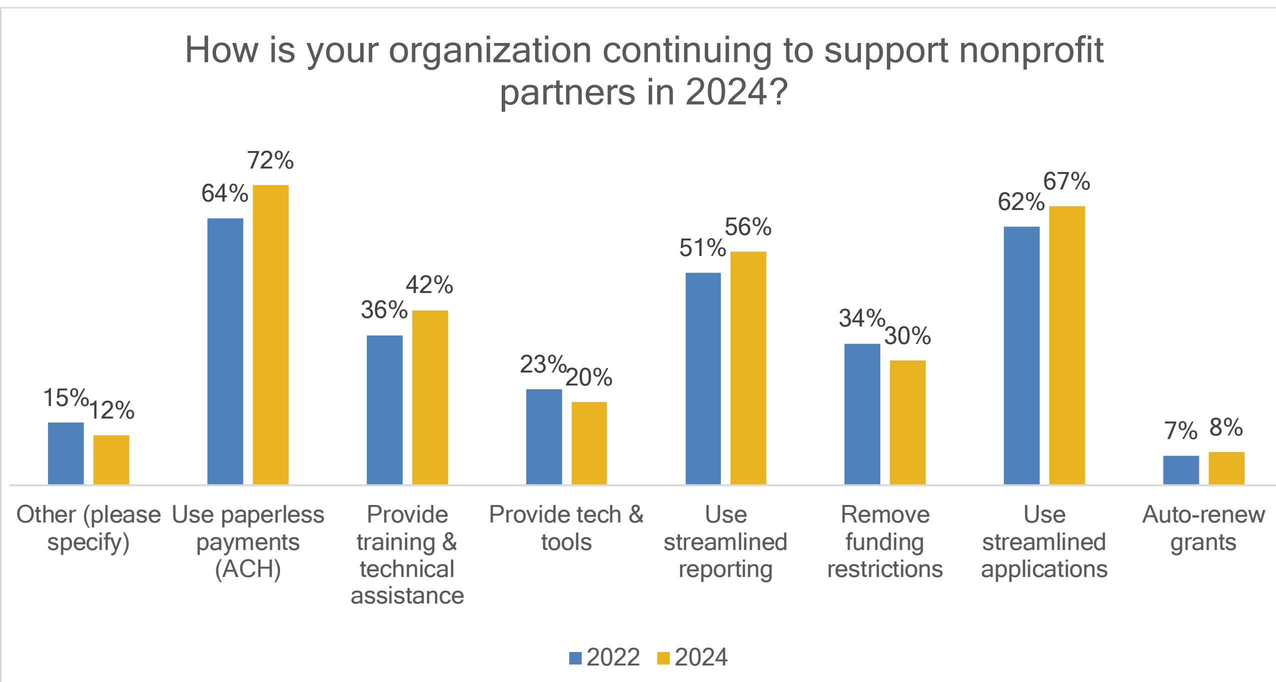
RESPONSIVENESS TO NONPROFIT NEEDS

A notable trend during the COVID-19 pandemic was a significant shift in funders' willingness to streamline grant processes, remove funding restrictions, and provide technology-related support. We first asked questions related to these topics in 2020, again in 2022, and recently in this 2024 survey to explore the sustainability of such shifts.

In 2024, funders continue to support nonprofits' needs in new ways initially prompted by the COVID-19 pandemic. For example, a commitment to streamlining applications (67%), reporting (56%) and the adoption of paperless payments continues (72%) continues in 2024.

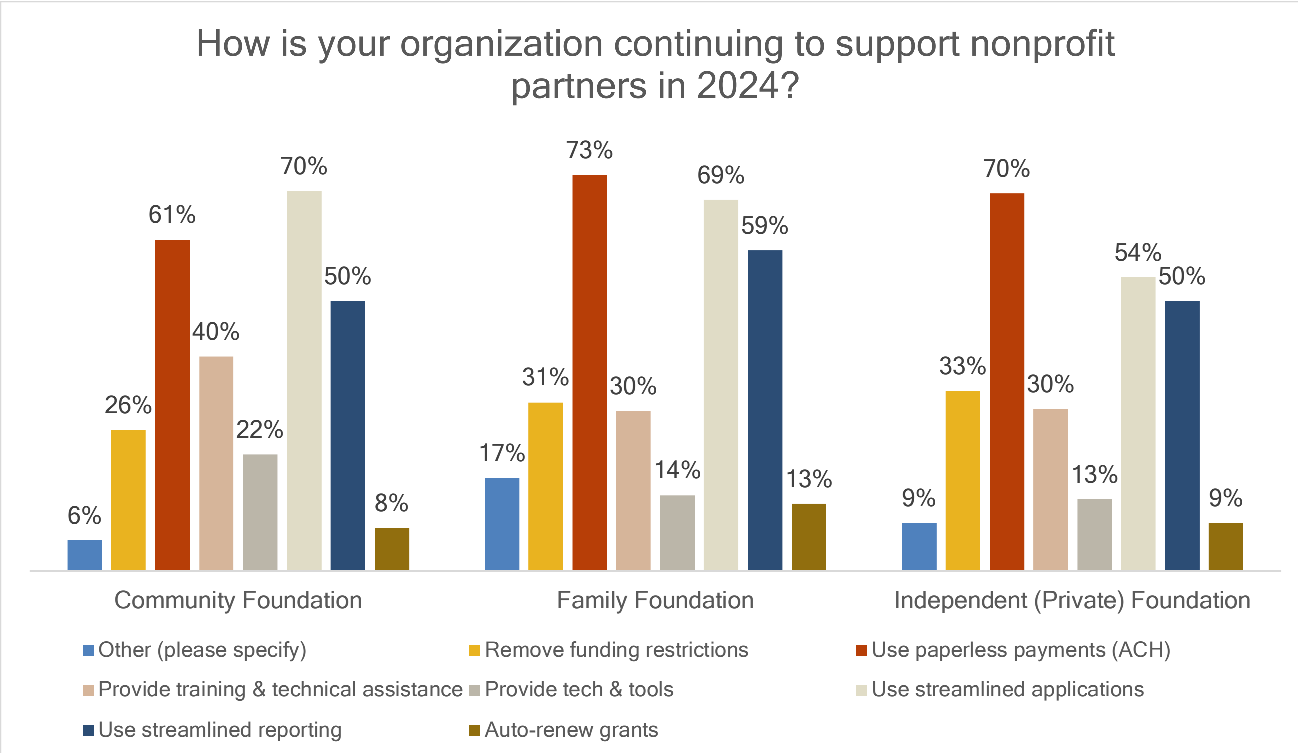
However, two types of nonprofit support seem to have waned:

- Providing tech and tools for nonprofits declined to 20% in 2024, from 23% in 2022.
- Removing funding restrictions decreased to 30% of grantmakers, down from a high of 34% in 2022.



Importantly, the method of support for nonprofits varies by type of grantmaker:

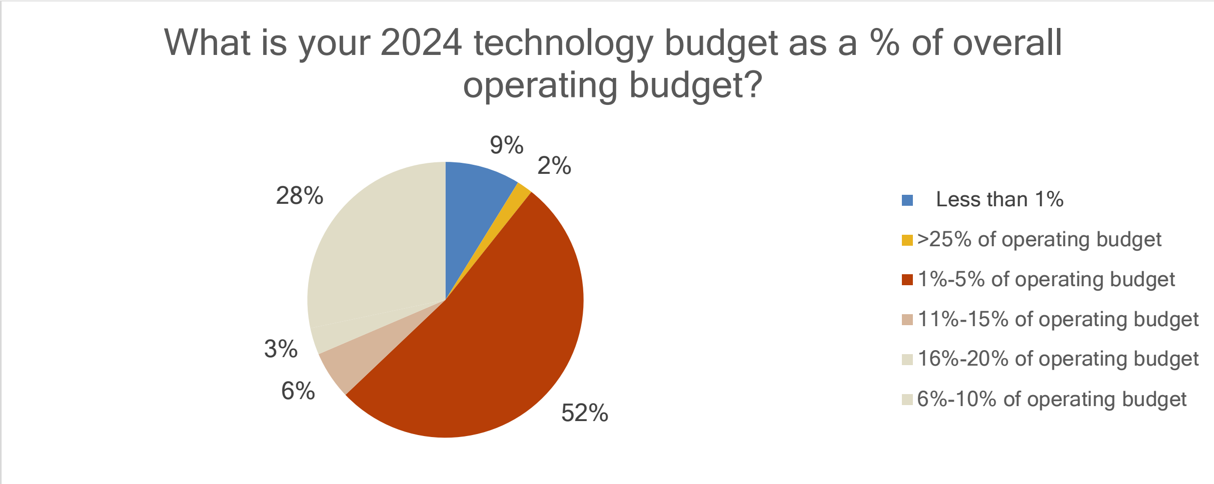
- Independent private foundations are most likely to remove funding restrictions (33%).
- Community foundations are most likely to streamline grant applications (70%) and to provide technology training and technical assistance to grantees (40%).
- Family foundations are most likely to use paperless payments (73%) and streamlined reporting (59%).



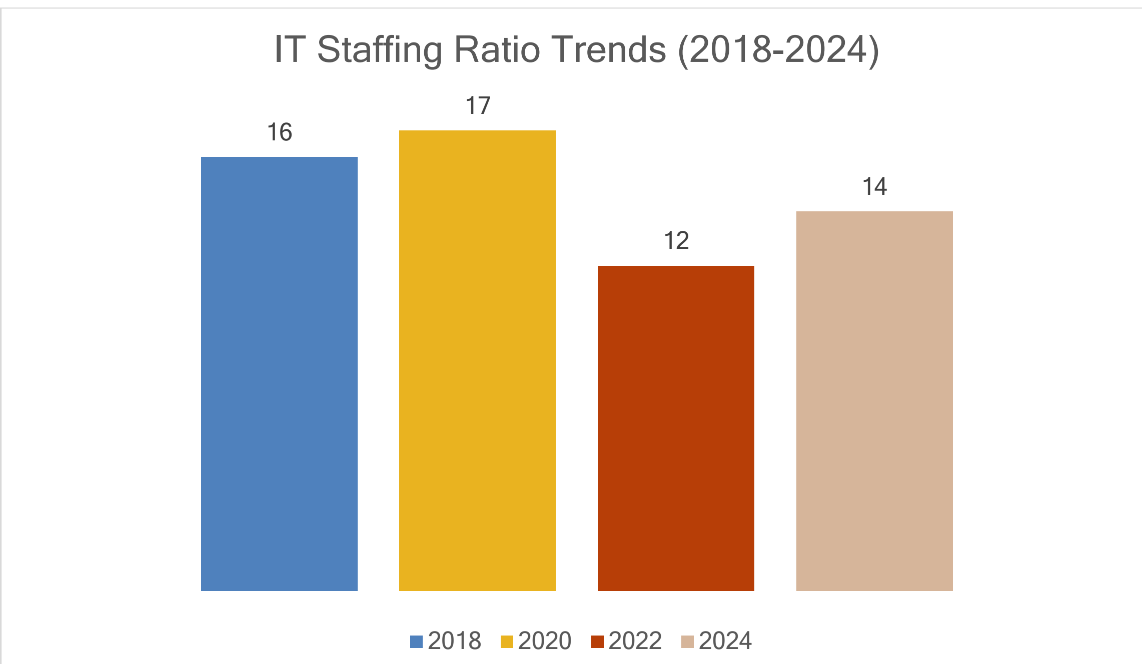
TECH BUDGET, STAFFING, OUTSOURCING

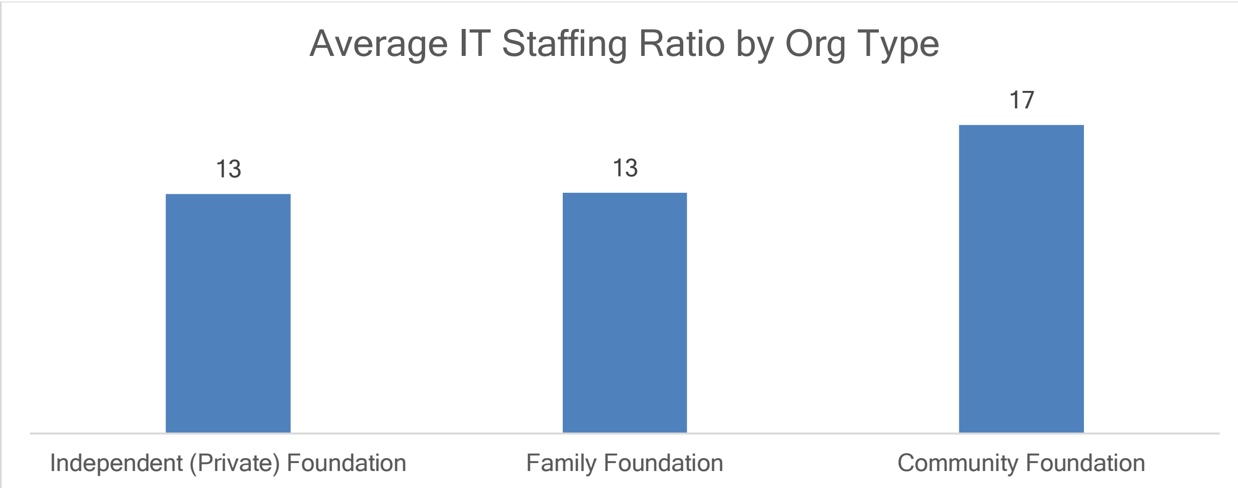
This year's survey sees a decreased investment in technical infrastructure for philanthropy:

- 52% of foundations allocate just 1%-5% of operating budget to technology (up from 50% reported in 2022).
- 28% of foundations invest 6-10% in technology (down from 36% reported in 2022).
- 11% allocate over 10% to technology (down from 15% reported in 2022).

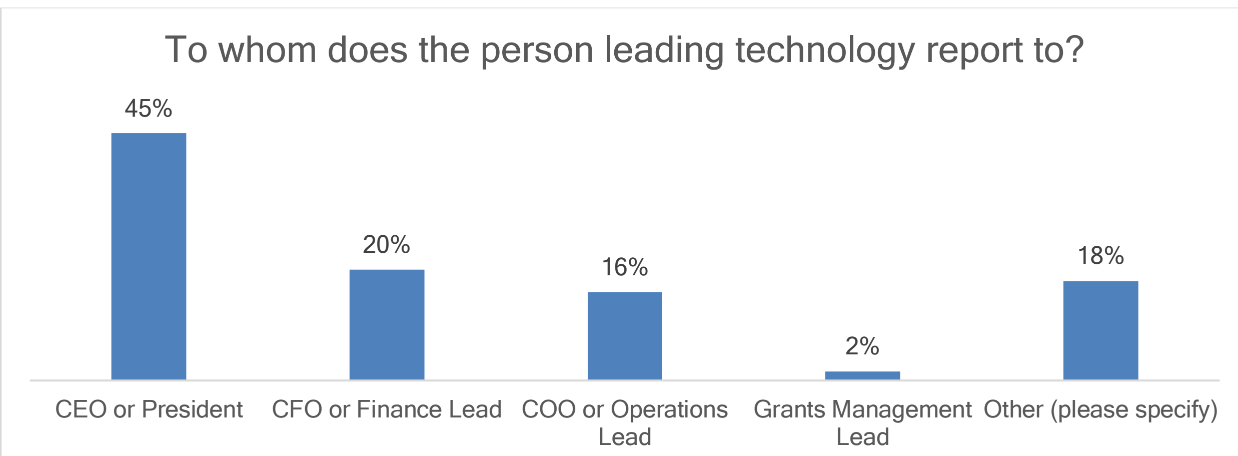


Regarding technology staffing, the ratio of technical to non-technical staff has slightly worsened in 2024. This year, the average IT staffing ratio has worsened from 12:1 in 2022 to 14:1 in 2024. In general, the smaller the organization's asset size, the greater its IT staffing ratio. Additionally, as noted in 2022, community foundations see the highest number staff supported per IT team member with a ratio of 17:1 in 2024.

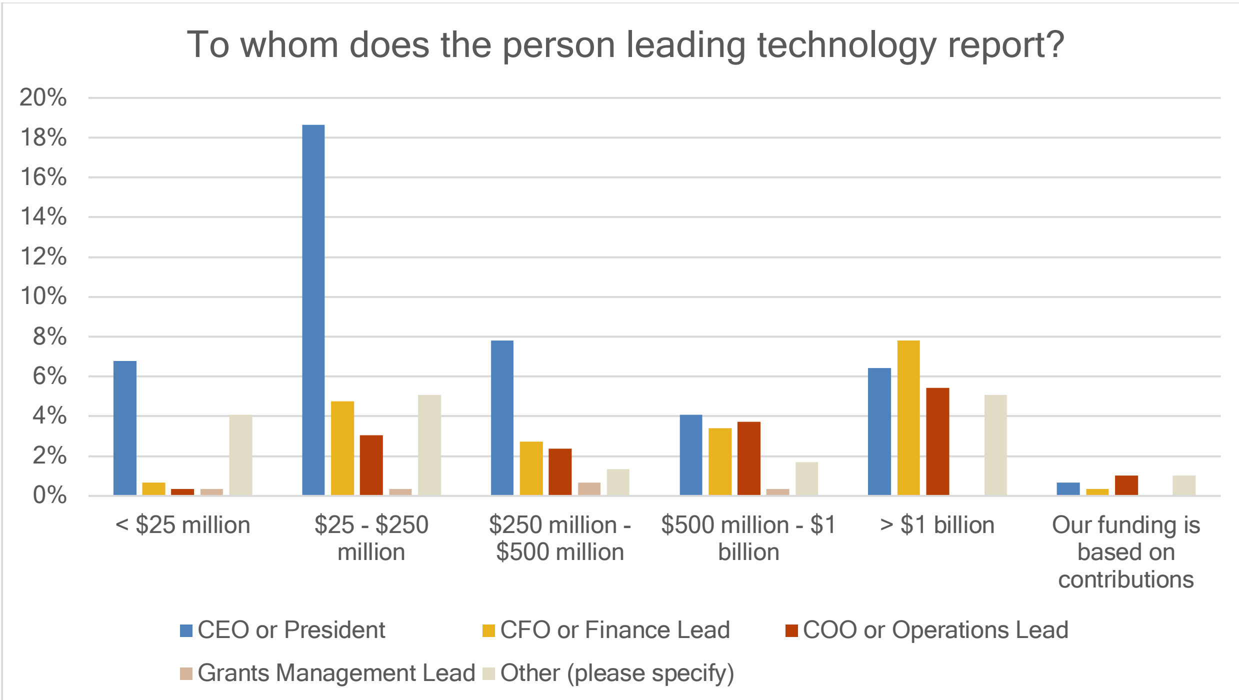




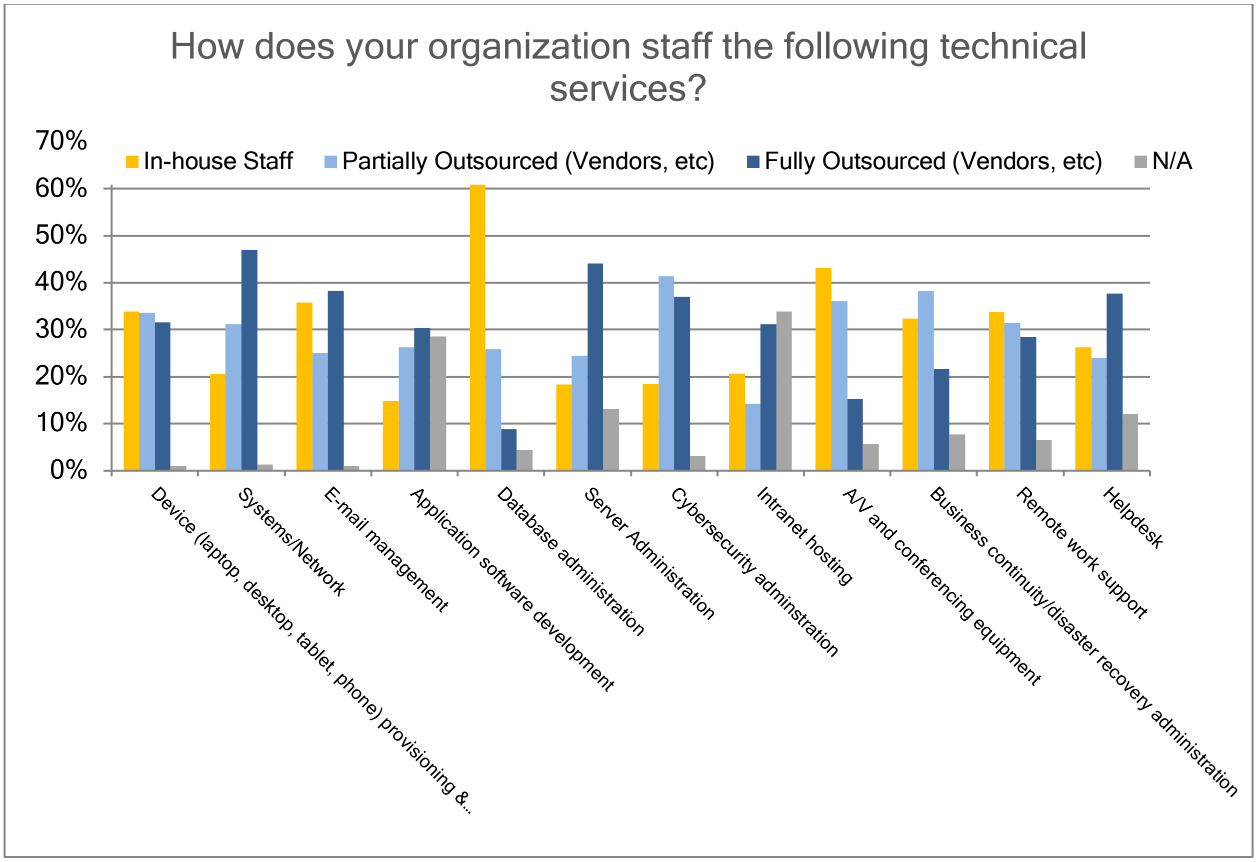
In terms of reporting structure for IT leaders, the trend remains largely unchanged this year. In 2024, 45% of organizations said the person leading technology reports to the CEO or President, a slight increase from the 43% reported in 2022.



A fifth of respondents (20% compared to 21% in 2022) said their leading technology role reports to the CFO or Finance Lead. The prevalence of IT leaders reporting to the COO, CFO, or Finance Lead instead of the CEO or President increases largely in parallel with the size of the organization's assets. In other words, smaller organizations are somewhat more likely to have a technology lead reporting to the CEO.



As grantmaking organizations continue to evolve their IT staffing model in an era of increasing digitization, outsourced services continue to play a significant role. Systems, network, and server administration as well as HelpDesk support are most often fully outsourced, while database administration and AV support are most often supported by in-house staff.

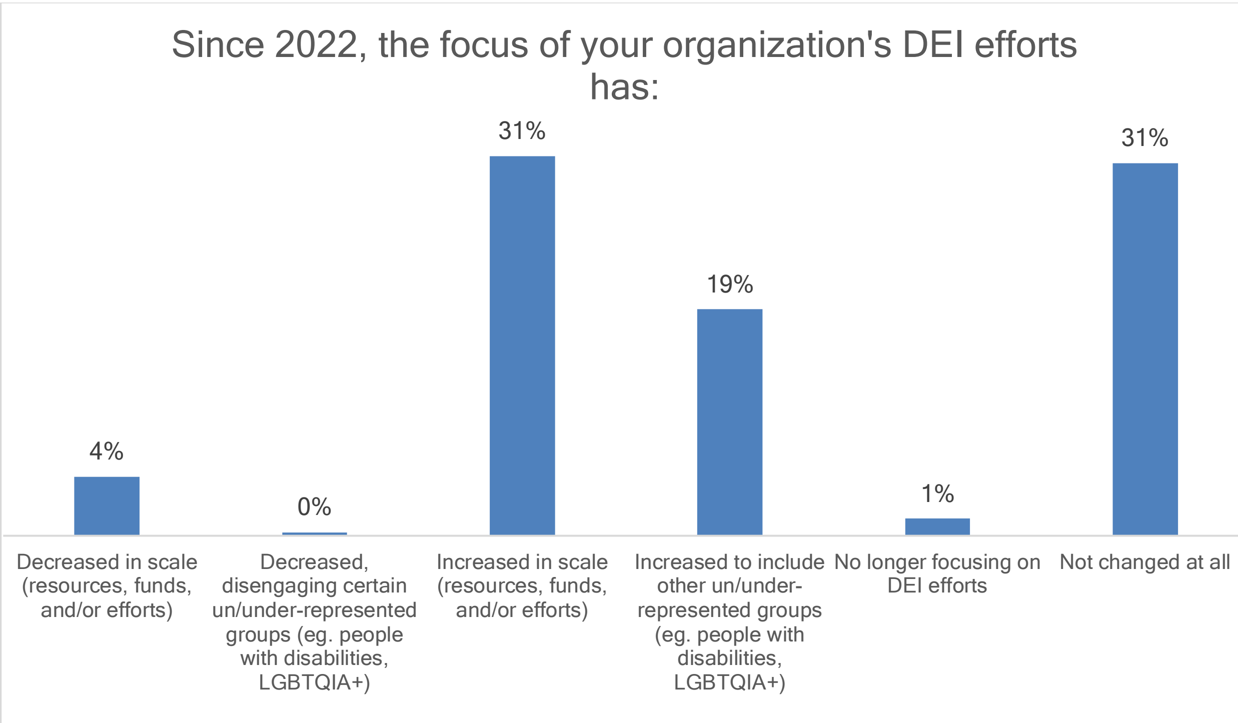


DIVERSITY, EQUITY, AND INCLUSION IN IT DEPARTMENTS

In 2024, the TAG survey again asked questions related to Diversity, Equity, and Inclusion (DEI) to see how training rates, programs, and policies have changed, and to better understand the implications. As these efforts increase in most sectors, we'd hope to see the nonprofit and philanthropic sectors keeping pace—or better yet, leading. In previous years, we had asked specific questions about training offerings. For this year we transitioned to asking questions about the sector's focus on breadth and depth as it relates to DEI initiatives.

When asked to reflect on the **focus** of their DEI in 2024 relative to 2022:

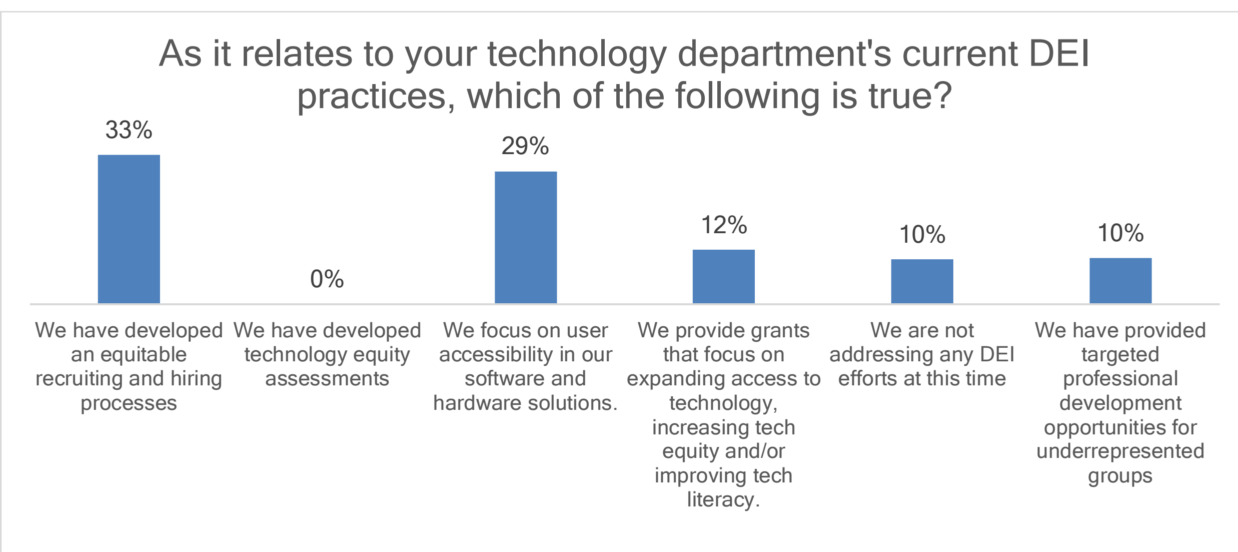
- 31% of respondents report increases in the scale of their efforts, meaning they have more resources, funds, and initiatives dedicated to DEI in 2024 than they did in 2022.
- 31% of respondents report no change at all.
- Notably, only 5% of respondents have decreased their DEI efforts.
- 19% of respondents report adapting their efforts to further advocate for the inclusion of un/under-represented groups in technology-related roles.



When asked to reflect on their technology departments' current DEI practices, respondents report that the chief leading practices are:

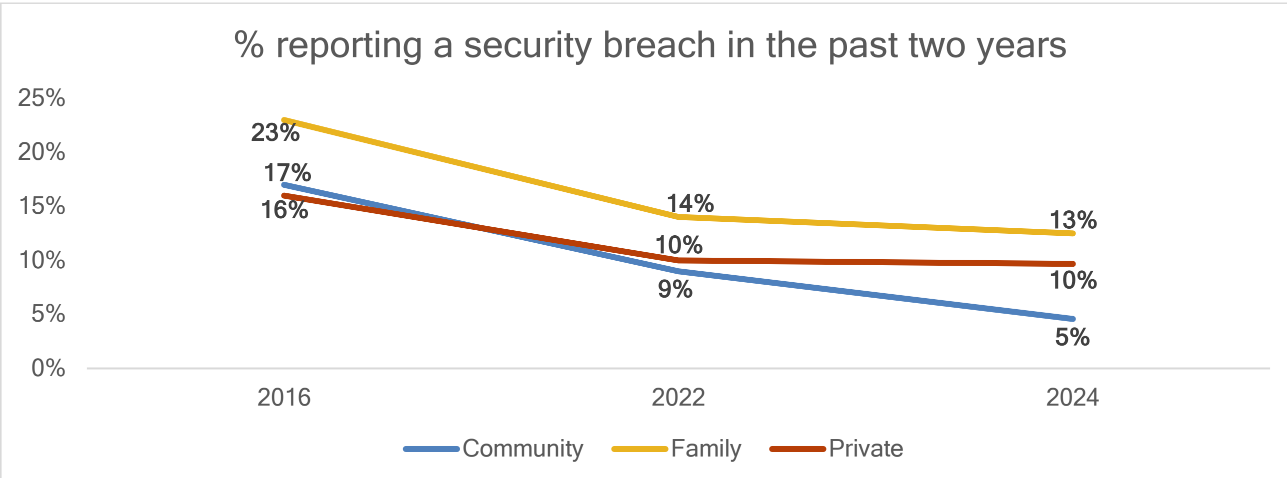
1. To develop an equitable recruiting and hiring process (33%)
2. To focus on user accessibility in hardware and software solutions (29%)

In contrast to the previous 5% of respondents that report a decrease in DEI efforts **organizationally**, within the technology department itself 10% of respondents report no DEI efforts at this time.



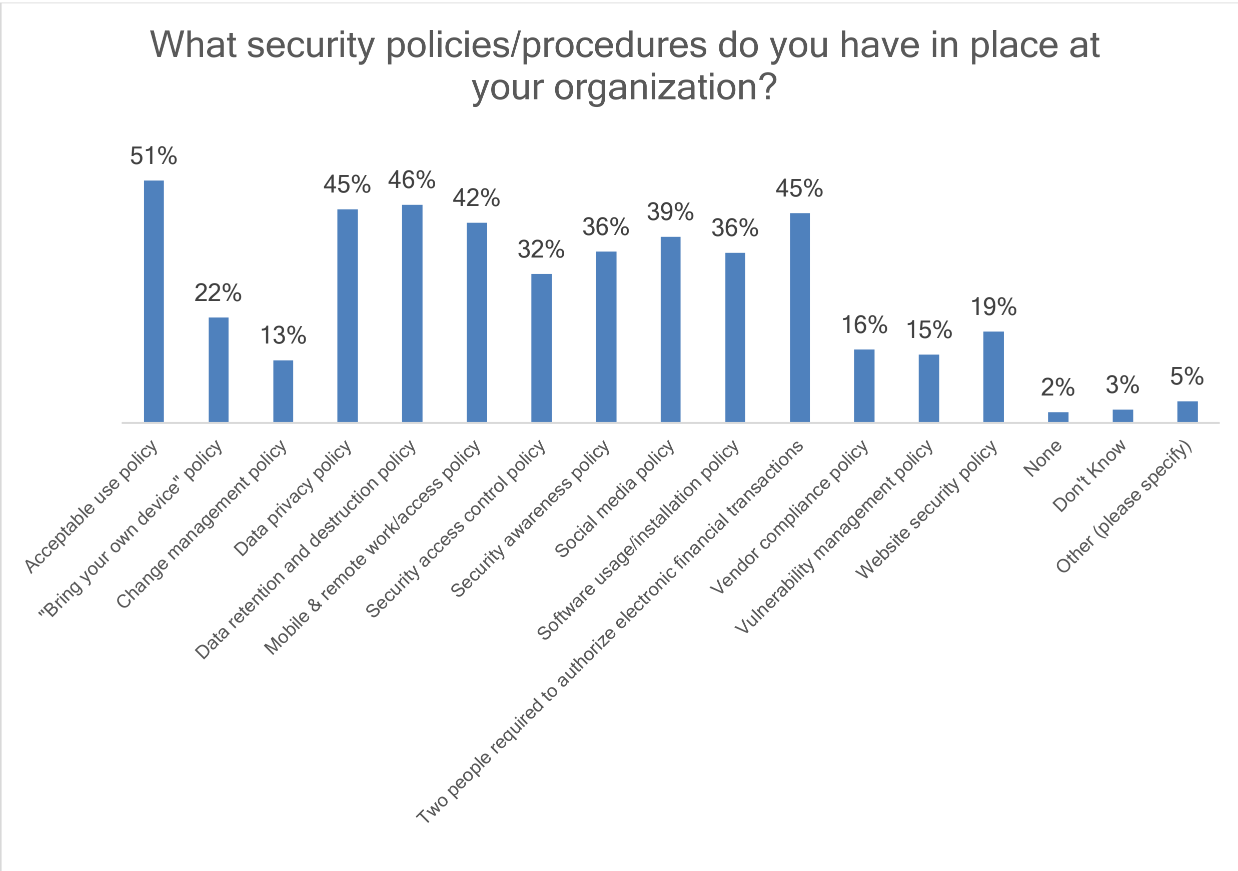
SECURITY TRENDS

Overall, respondents from organizations of all sizes and types reported significantly fewer cybersecurity breaches in the past two years—the second year in a row reporting an instance of a steady improvement since 2016.



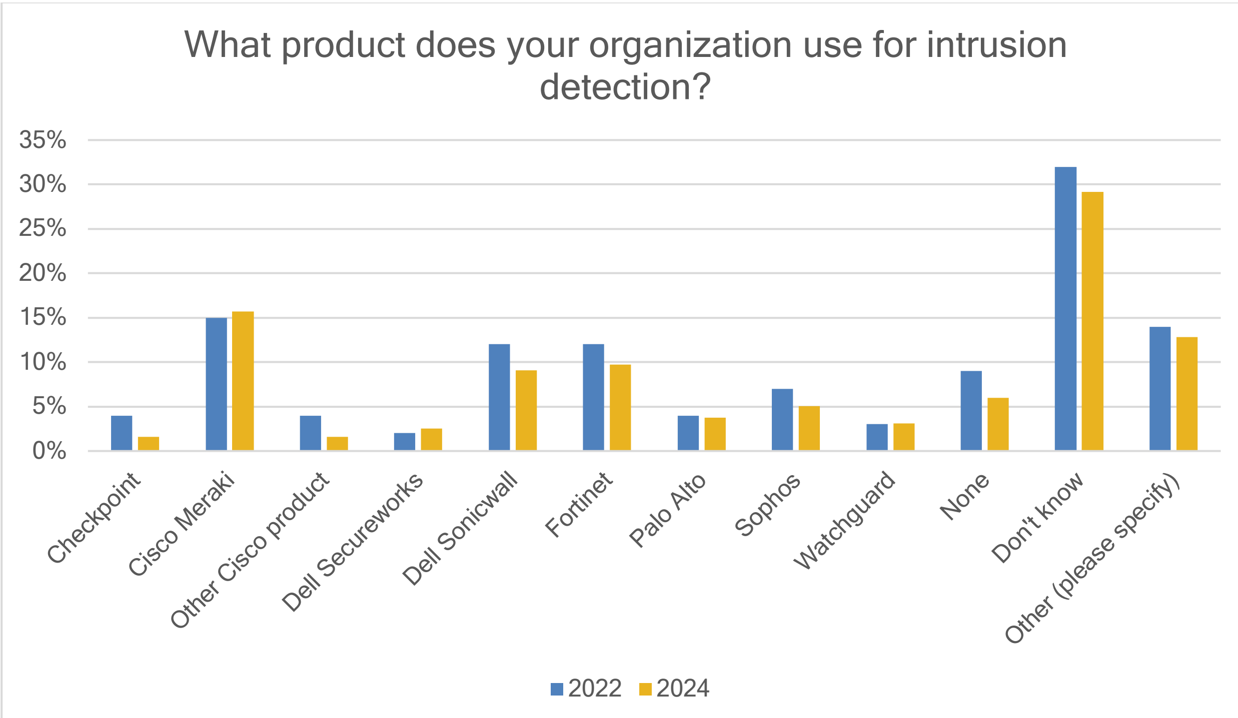
- Overall, just 11% of foundations reported a security breach in the past two years, an almost steady measure from 12% in 2022.
- Community foundations reported the fewest breaches at (5%), a decrease from 2022 (9%).
- Family foundations reported the highest breach rate (13%), followed by private foundations (10%).

An important component of security is governance. In 2024, we again asked respondents to share the policies and procedures in place related to security.

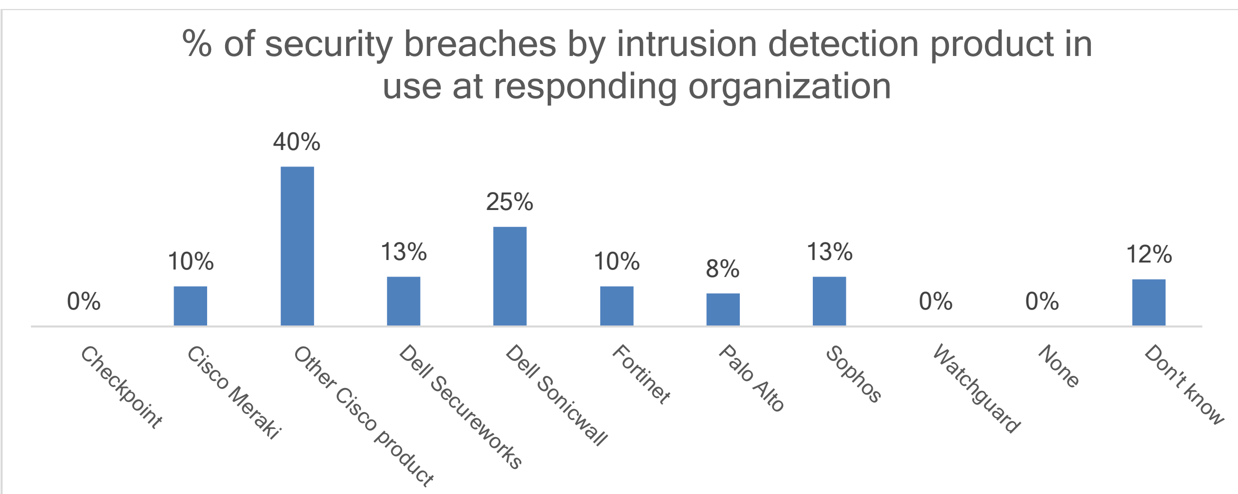


Generally, most of the respondent report having an Acceptable Use Policy in place (51%) while only 2% of respondents report having no security policy whatsoever. Significantly, it's worth noting that although 69% of respondents report a hybrid/remote work environment, only 42% of respondents having a remote work/access policy.

Regarding tools in use, organizations reported a wide range of products being used for intrusion detection. Cisco Meraki (16%), Dell Sonicwall (9%) and Fortinet (10%). Just 6% said they are not using any intrusion detection at all, a slight decrease from the 9% in 2022.

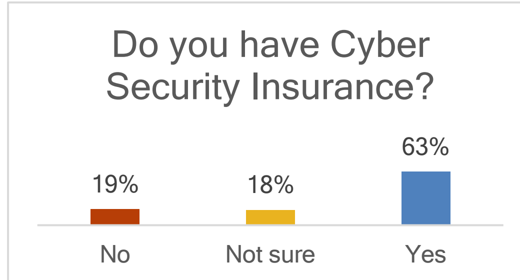


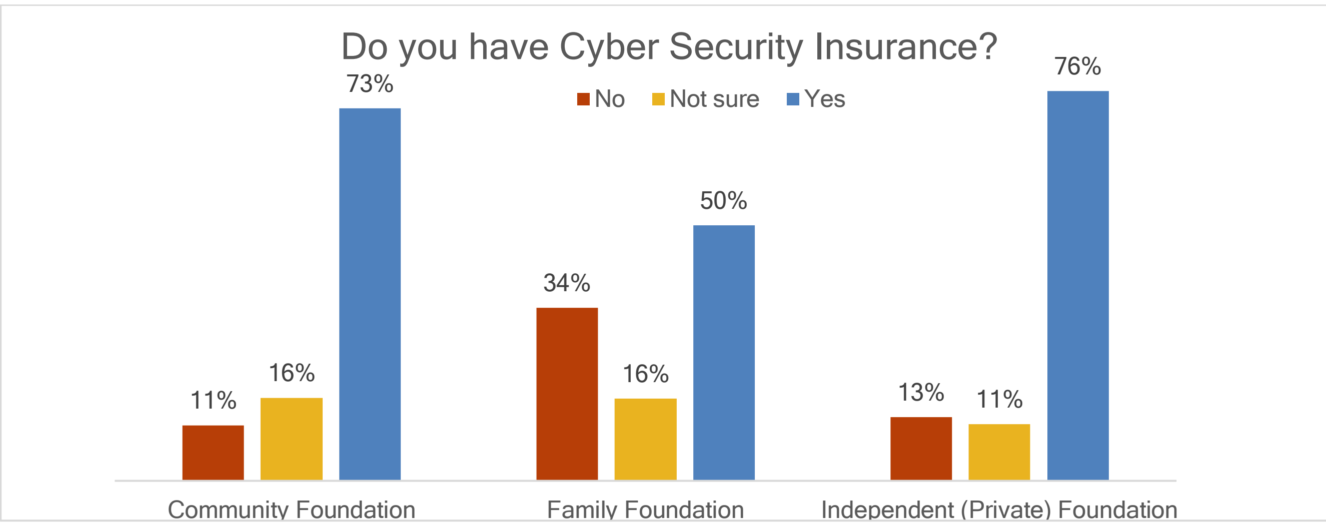
Correlating responses to several security-related questions, we are able to share breach rates by intrusion-detection tool reportedly in use. **Note that this data does not imply causation.**



While breaches are down, foundations remain aware of the possibility of one occurring—and of the cost of such an event.

As such, the majority of responding foundations now carry cybersecurity insurance. 63% of respondents said their organization has cybersecurity insurance, up slightly from 2022 (60%) but still notably higher than 2018 (40%).



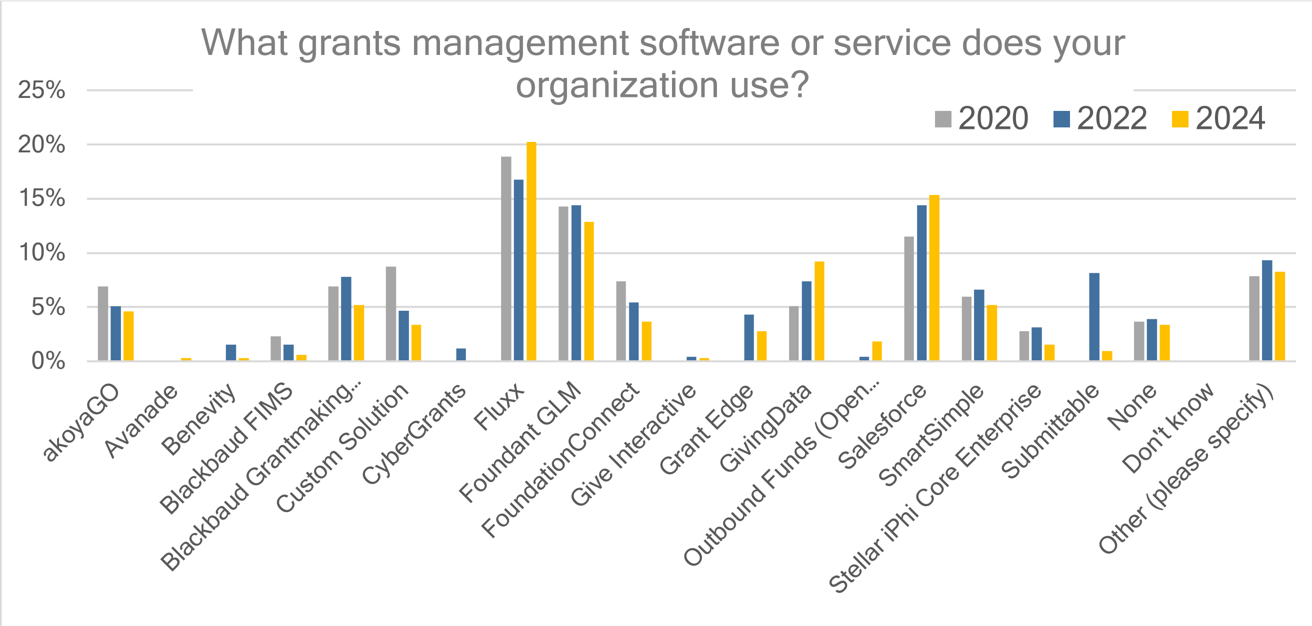


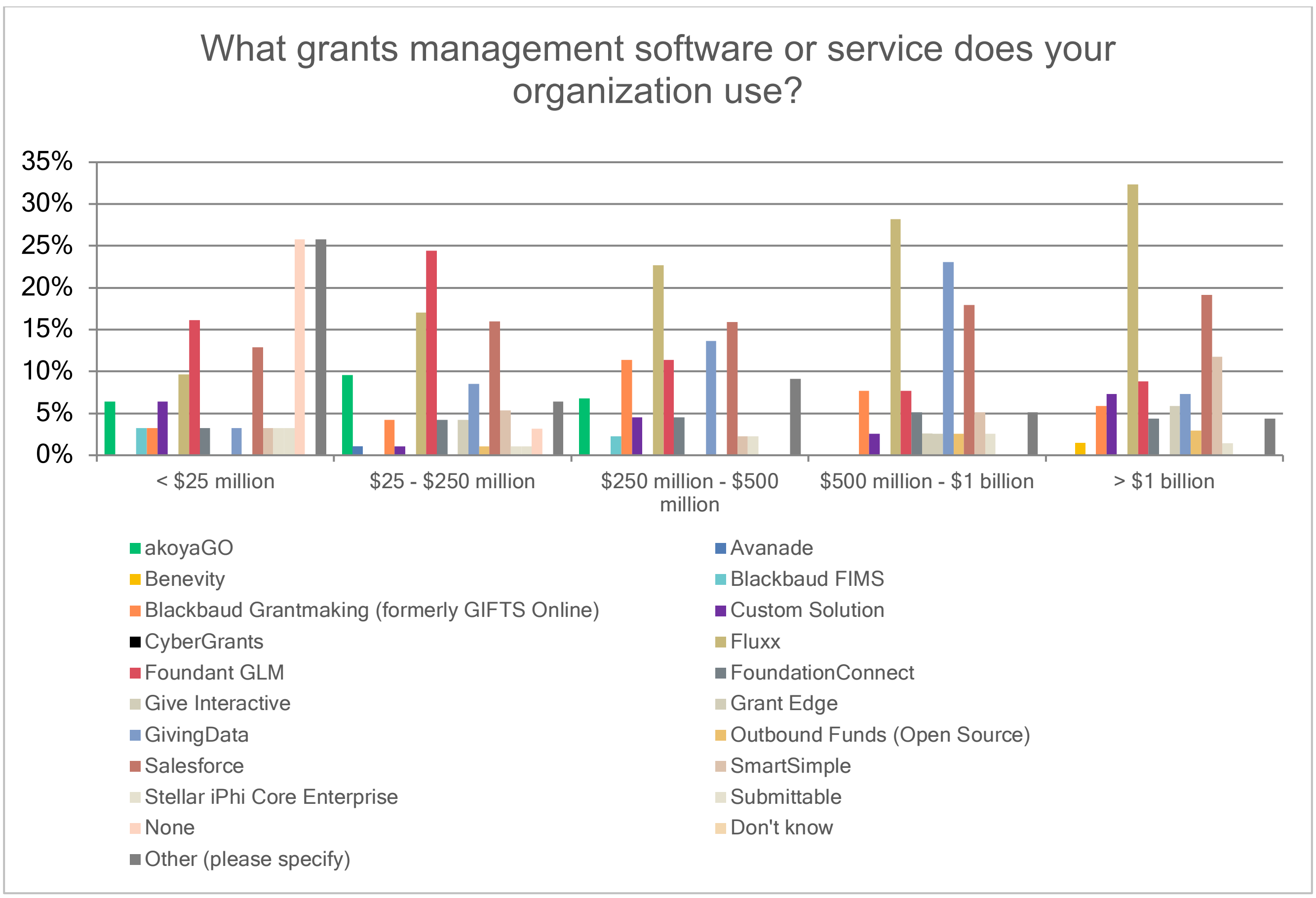
Independent Private Foundations are most likely to carry cybersecurity insurance (76%). Community foundations carry cybersecurity insurance at 73%, slightly down from 76% in 2022 but up from 65% in 2020. Family foundations remain less likely to carry cybersecurity insurance with just 50% reporting coverage.

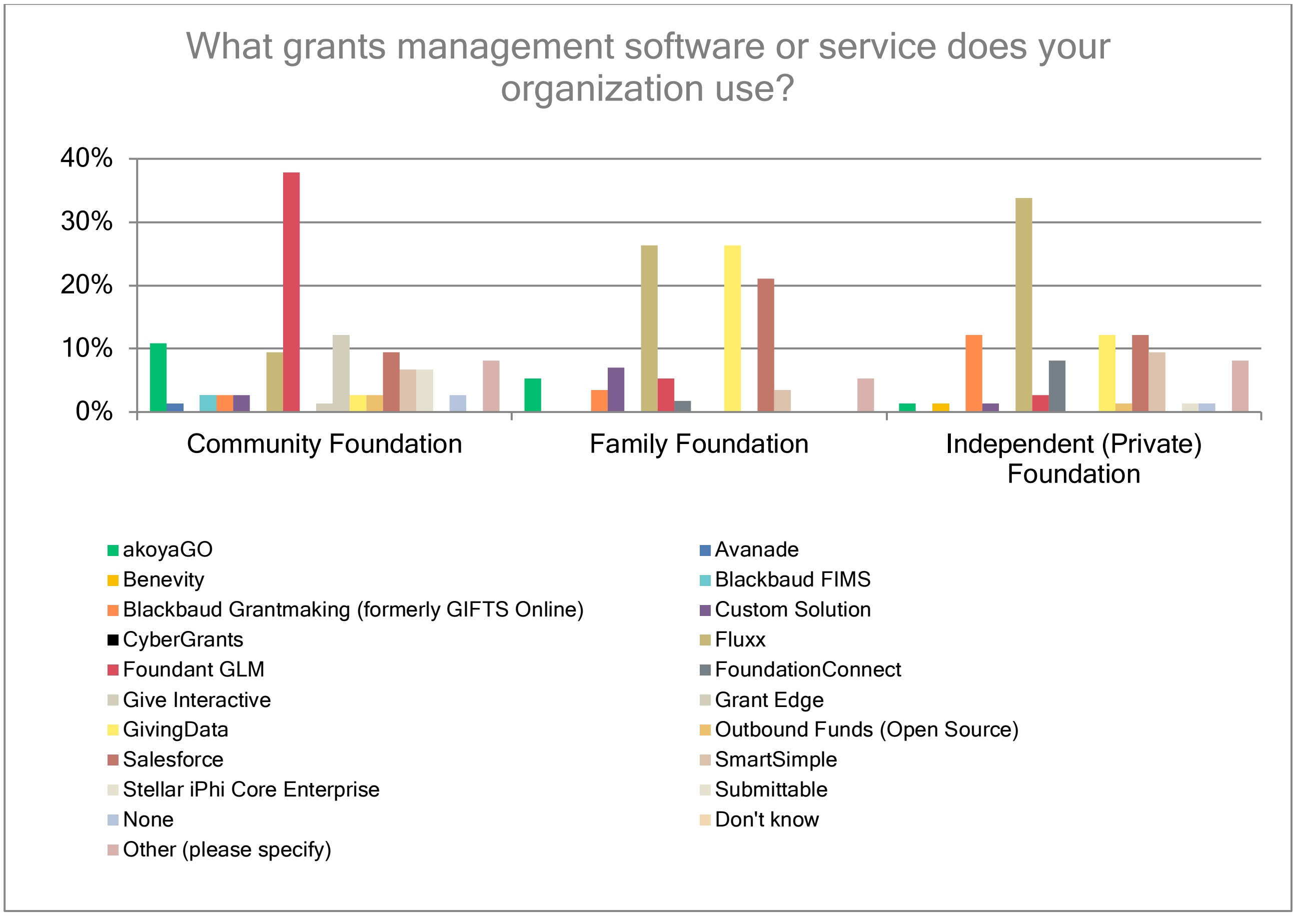
TRENDS IN TOOL SELECTION

Fluxx (20%), Salesforce (15%), Foundant (13%) and GivingData (9%) are the four Grants Management Systems (GMS) with the highest usage among respondents; the use of a custom GMS has continued to decrease to 3% in 2024.

- Fluxx is the leading choice for private foundations (34%).
- Foundant GLM is the leading choice for community foundations (38%) and foundations under $250M in assets.
- GivingData and Fluxx are tied as the leading choice for family foundations (26% each).

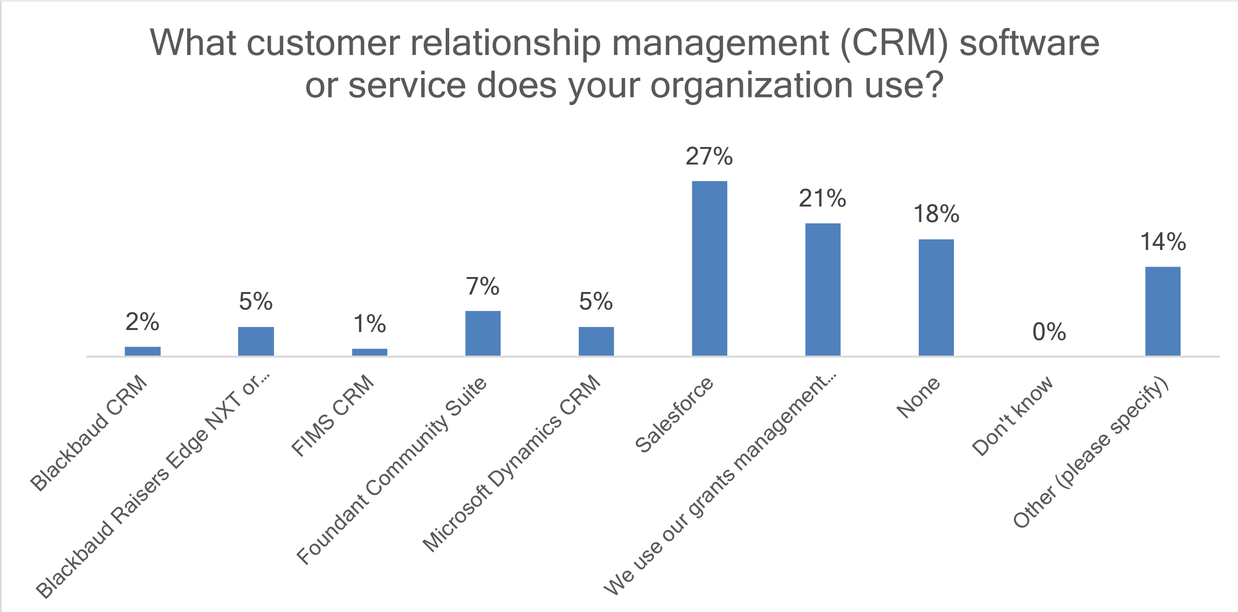

What grants management software or service does your organization use?
2020
2022
2024
25%
20%
15%
10%
5%
0%
akoyaGO
Avanade
Benevity
Blackbaud FIMS
Blackbaud Grantmaking...
Custom Solution
CyberGrants
Fluxx
Foundant GLM
FoundationConnect
Give Interactive
Grant Edge
GivingData
Outbound Funds (Open...
Salesforce
SmartSimple
Stellar iPhi Core Enterprise
Submittable
None
Don't know
Other (please specify)


What grants management software or service does your organization use?
35%
30%
25%
20%
15%
10%
5%
0%
< $25 million
$25 - $250 million
$250 million - $500 million
$500 million - $1 billion
> $1 billion
akoyaGO
Avanade
Benevity
Blackbaud FIMS
Blackbaud Grantmaking (formerly GIFTS Online)
Custom Solution
CyberGrants
Fluxx
Foundant GLM
FoundationConnect
Give Interactive
Grant Edge
GivingData
Outbound Funds (Open Source)
Salesforce
SmartSimple
Stellar iPhi Core Enterprise
Submittable
None
Don't know
Other (please specify)

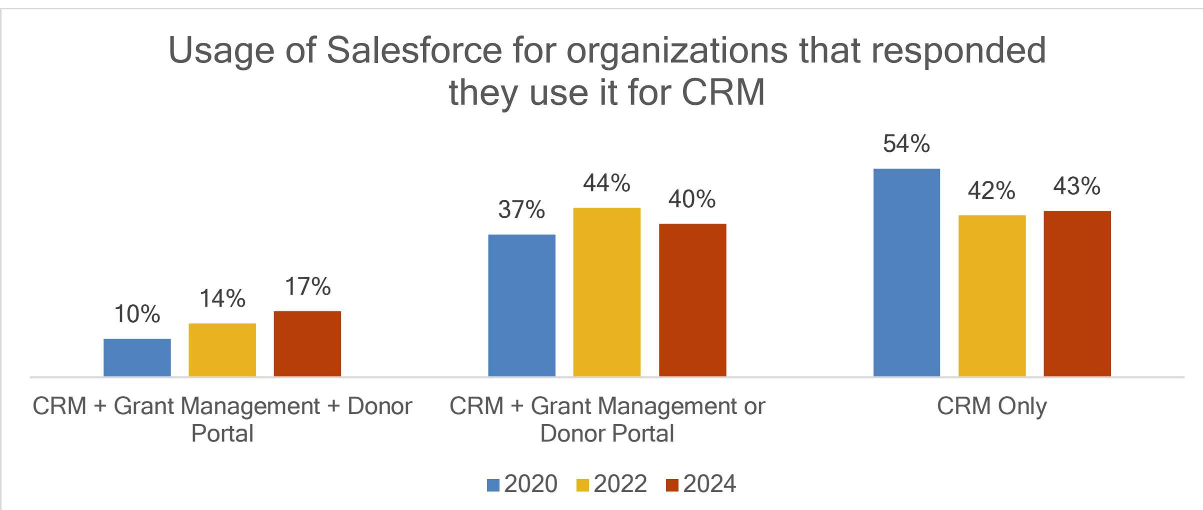


The use of a standalone customer relationship management system (CRM) appears largely to have stabilized in 2024.

- 27% use Salesforce in 2024 (down slightly from 28% in 2022).
- 21% use their GMS as a CRM in 2024 (down slightly from 24% in 2022).

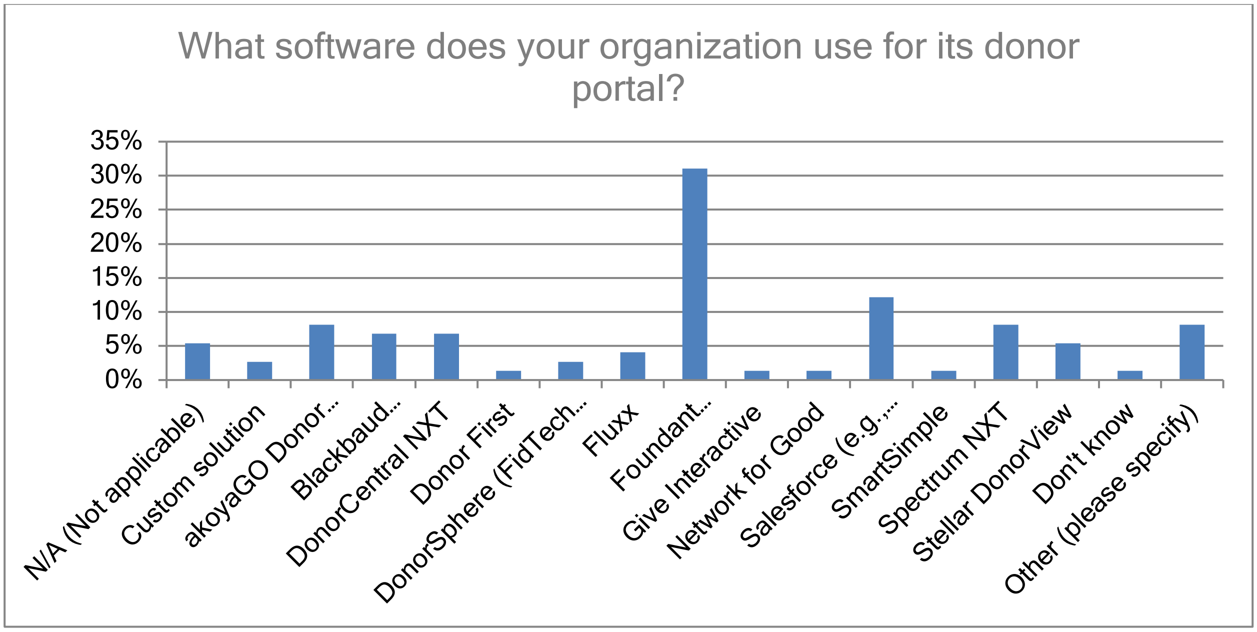


Most organizations use Salesforce as a CRM only solution. However, there is a notable and consistent increase in respondents who use Salesforce for CRM, Grant Management and as a Donor portal. The "all in one" use of Salesforce has increased from 10% to 17% in a 4-year span.

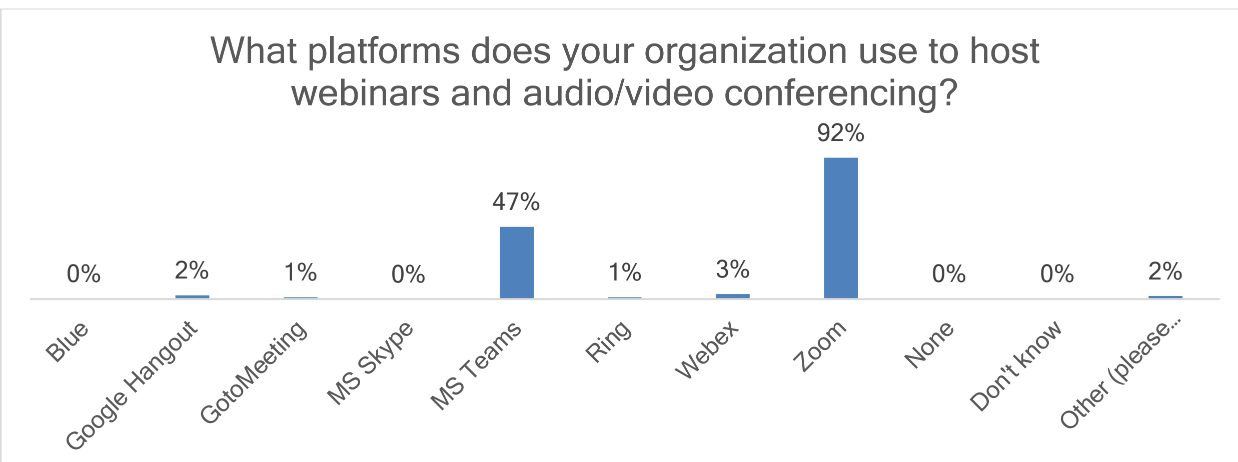


For community foundations who cultivate donors, below are key software selection trends related to donor portals:

- Foundant (31%) and Salesforce (12%) are the most commonly-used software for donor portals.
- Among organizations responding "Other," the results do not indicate any significant trend.

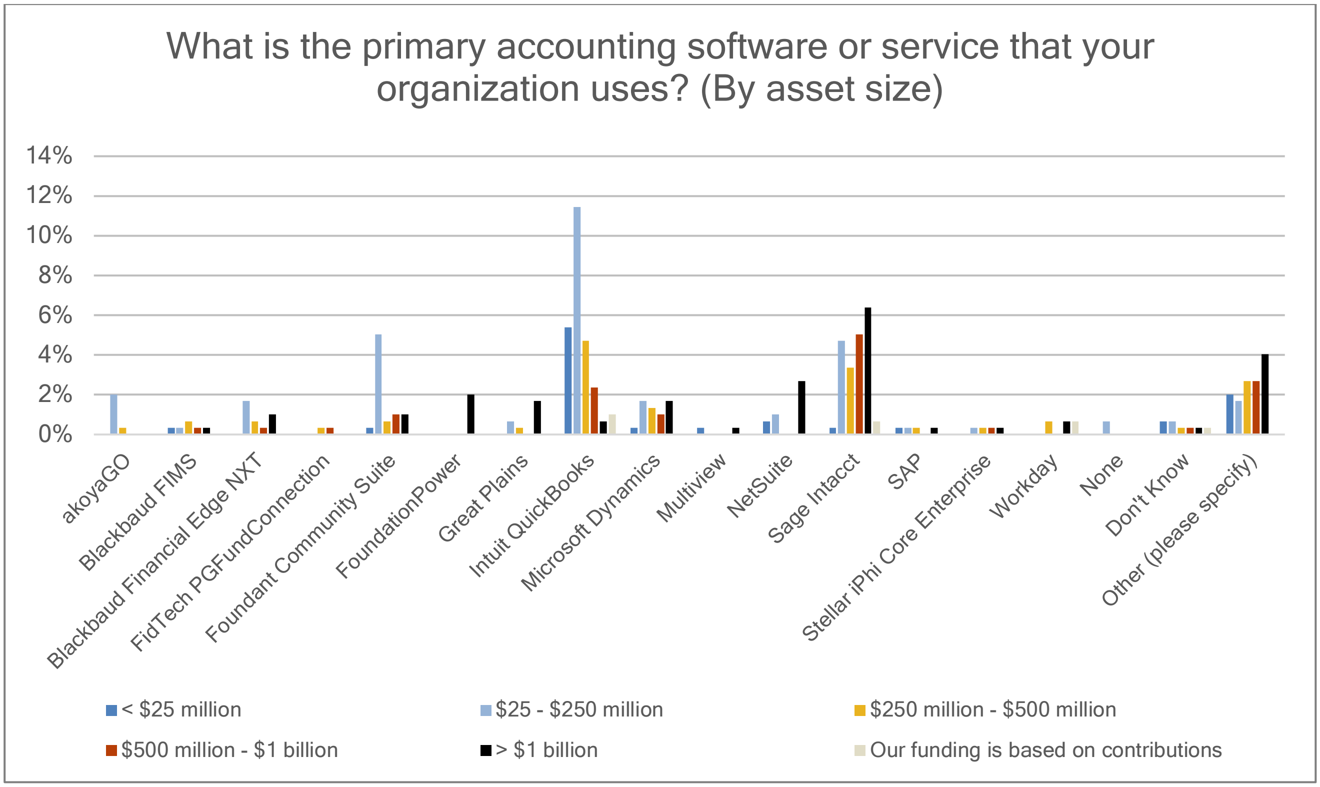


As expected, Zoom (92%) and Teams (47%) lead the way in platforms used for webinars and Audio/Video conferencing. Many organizations are using multiple solutions, including 51% of those who use Zoom also using Microsoft Teams.



Regarding accounting software, adoption trends suggest a distinct difference between smaller and larger organizations:

- Large organizations (>$1B in assets) tend to use Sage Intacct or NetSuite.
- Smaller organizations (<$250M in assets) tend to use QuickBooks, Foundant Community Suite, or Sage Intacct.



SPECIAL CONSIDERATIONS FOR COMMUNITY FOUNDATIONS

In addition to the findings we've highlighted throughout this resource, a number of notable figures or trends emerged around community foundations in particular.

- 33% of community foundations have an AI policy, higher than any other type of grantmaker.
- 78% of community foundations are using AI, primarily by staff members experimenting with AI tools. 46% of community foundations report that a lack of AI skills is a significant barrier to adoption.
- Community foundations see the highest number staff supported per IT team member with a ratio of 17:1 in 2024. In contrast, the average staffing ratio for respondents as 14:1.
- Reflecting a significant shift toward hybrid workplaces, 82% of community foundations are using a hybrid workplace, up from 73% in 2022. Most community foundations (57%) ask staff to spend 3-4 days in the office per week.
- Regarding tool selection, 37% of community foundations use Foundant GLM for their GMS while 31% use Foundant Community Suite for their donor portal. For a CRM system, 30% use Foundant Community Suite and 28% use Salesforce.
- 77% of community foundations continue to use streamlined grant applications, higher than any other type of foundation.
- 24% of community foundations continue to provide tech and tools for nonprofit grantees and 44% provide training and technical assistance, higher than any other type of foundation.
- 41% of IT leads report directly to the CEO; 32% report to the CFO.
- Regarding DEI efforts, community foundations are more likely than any other type of foundation to have increased the scale of their DEI programs through resources, funds, or efforts with 39% reporting an increase.
- Just 5% reported a security breach in the past two years, down from 9% in 2020 and 20% in 2018. In contrast, 10% of private foundations and 13% of family foundations reported a breach over the same period since 2022.
- 73% said they are carrying cybersecurity insurance, down from 76% in 2022.

METHODOLOGY

The results presented here are based upon answers to the “2024 State of Philanthropy Tech” survey conducted by the Technology Association of Grantmakers (TAG). For more than a decade, TAG has conducted surveys of its members focused on technology, management, and security.

In 2024, the TAG Survey Committee, led by Tess Hanrahan, Senior Information Technology Analyst at the William and Flora Hewlett Foundation, continued to build on previous surveys by including questions related to security, management, tool selection, staffing and budgeting. In addition, we added several questions this year related to artificial intelligence (AI) as well as the durability of DEI practices.

The final survey contained 35 questions via SurveyMonkey. The online survey was publicly available for four weeks and promoted via email, website, and social media. 355 foundations located throughout North America, the EU, and UK responded to one or more questions in the survey. For information about responding organizations, see the appendix on page 33.

STRENGTHS

- The 2024 approach, leveraging selected questions from previous surveys, has enabled TAG to conduct trends analysis on topics such as security breaches, staffing ratio, tool selection, and use of outsourcing.
- The continued inclusion of questions related to support for nonprofits, started during the pandemic, enable an assessment of whether commitments to streamlining, paperless payments, and removal of funding restrictions continue.
- The continued inclusion of questions related to remote work, staff turnover, and reporting structure for technology teams in philanthropy enable the sector to reflect on the health of the workplace and its future.
- The new approach for questions related to Diversity, Equity, and Inclusion (DEI) in 2024 enabled us to understand how DEI efforts are shifting in response to societal changes and the extent to which progress is underway.

LIMITATIONS

- Statistical significance was not calculated for findings contained in this report.
- Less than 2% of respondents were government grantmakers, corporate foundations, public foundations, or fiscal sponsors, limiting the ability to make meaningful inferences based on the data.
- Continued segmentation reveals a more nuanced analysis than is possible to explore in depth here.

CREDITS

The *2024 State of Philanthropy Tech* survey, as well as the results presented here, were developed by the Technology Association of Grantmakers' Survey Committee led by Tess Hanrahan, Senior Information Technology Analyst at the William and Flora Hewlett Foundation and Jean Westrick, Executive Director of the Technology Association of Grantmakers.

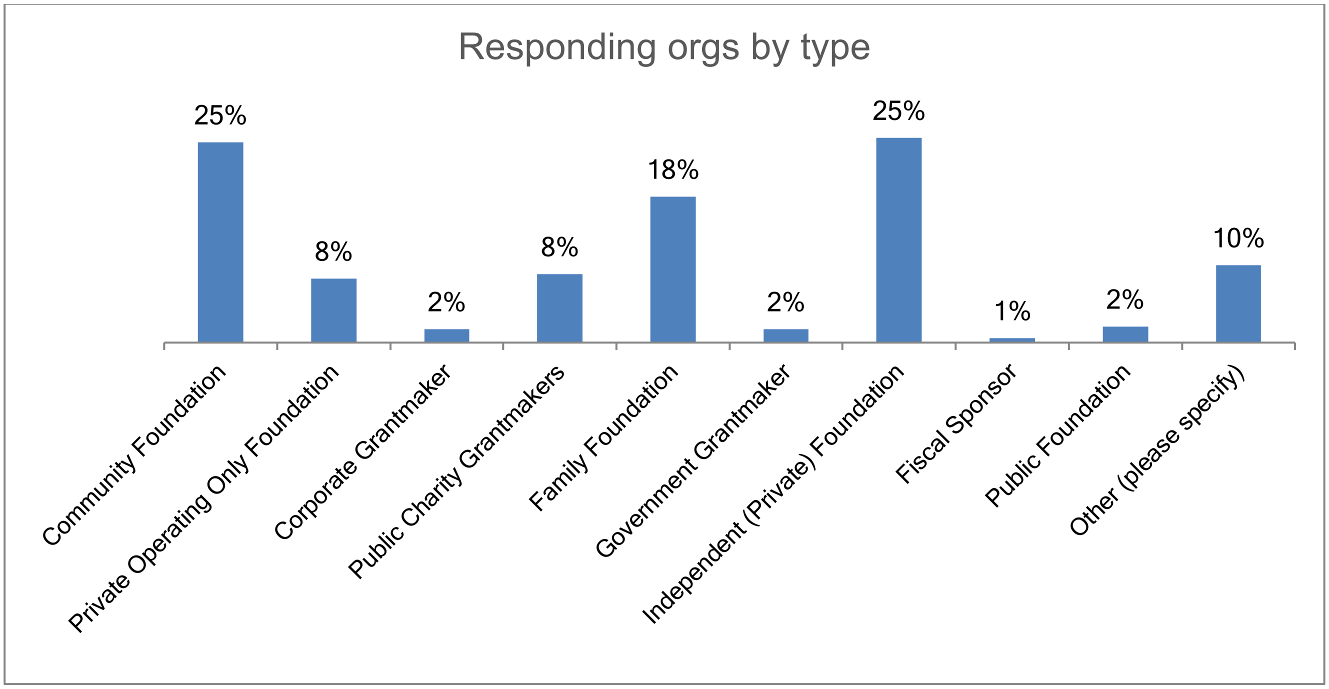
Committee members include:

Antonio Campello, Senior Data Scientist at Digital Science
Allison Altemus, Information & Program Manager at Eden Hall Foundation
Allison Kaufmann, Product Manager, Operations at MacArthur Foundation
Amber López, Director of Grants Management at The California Wellness Foundation
Erin Samuel, Director, Grantmaking Operations & Information Technology at The Klarman Family Foundation
Shelly Espich, Director of Information Technology at Gulf Coast Community Foundation
Suni Sidhu, Senior Manager, Grants Systems at Bainum Family Foundation
Tess Hanrahan, Senior Information Technology Analyst at the William and Flora Hewlett Foundation

Additional analysis and editing were conducted by Tech Impact and Warren West Advisory.

APPENDIX A: ABOUT THE SAMPLE

355 foundations throughout North America, the EU, and UK responded to one or more question in the "2024 State of Philanthropy Tech" survey conducted by the Technology Association of Grantmakers (TAG). Below is an overview of the sample.



The 2024 survey was completed by organizations of varying asset size.