





Financial Resilience Training

Building a Communications Plan





Send your homework assignments to: nonprofitresilience@networkforgood.com

•

- Get personal feedback on your assignments
- By submitting your assignments, get entered into a drawing to win one of three <u>FREE</u> one-on-one coaching sessions!

VIRTUAL OFFICE HOURS

Friday, April 17 at 2:30 PM ET







Show and share your support for small nonprofits everywhere #CovidCantStopGOOD



Nonprofits Unleashed	Non	POWERED BY METWORK FOR GOOD Deductions For Automatications Methods and an anti- section of the section of t		
	About This Group Description Powered by Network for Good, this is professionals and supporters to share positive environment. Learn from your expand y See More Only members can see whor's in the gro Only members can see whor's in the gro Visible Anyone can find this group. So Social Learning	e an open, honest discussion in a nonprofit peers to grow, develop, and	English (US) - Español - Português (Brasil) - Français (France) - Deutsch Privacy - Terms - Advertising - Ad Choices I> - Cookies - More - Facebook © 2020	
	Members - 16,516 Activity 40 💬	16,516 🛓		
	New posts today	Members		

ANSWERING YOUR QUESTIONS TODAY



Kimberly O'Donnell, MS, CFRE Managing Director of Professional Services and Lead Fundraising Coach



Janet Cobb, MA, CFRE, CNP Personal Fundraising Coach



ROADMAP



ULTIMATE GOAL: FINANCIAL RESILIENCE

STEP 1: REVISED BUDGET FOR FUNDING GAPS

STEP 2: RIGHTSIZED FUNDRAISING

STEP 3: COMMUNICATION PLAN IN SERVICE

OF EFFECTIVE FUNDRAISING

STEP 4: DONOR SEGMENTING

<u>STEP 5:</u> PIPELINING (MOVING YOUR DONORS)

STEP 6: MANAGING AND SYNCHRONIZING PHASES



AGENDA

- POLL QUESTIONS
- REMINDERS FROM THE LAST SESSION
- HOW DO YOU ENGAGE DONORS DURING A CRISIS?
- WHICH CHANNELS SHOULD BE USED FOR WHICH MESSAGES?
- HOW WILL YOU MEASURE SUCCESS?
- HOMEWORK ASSIGNMENT
- QUESTIONS



REMINDERS

FOCUS ON WHAT YOU CAN CONTROL:

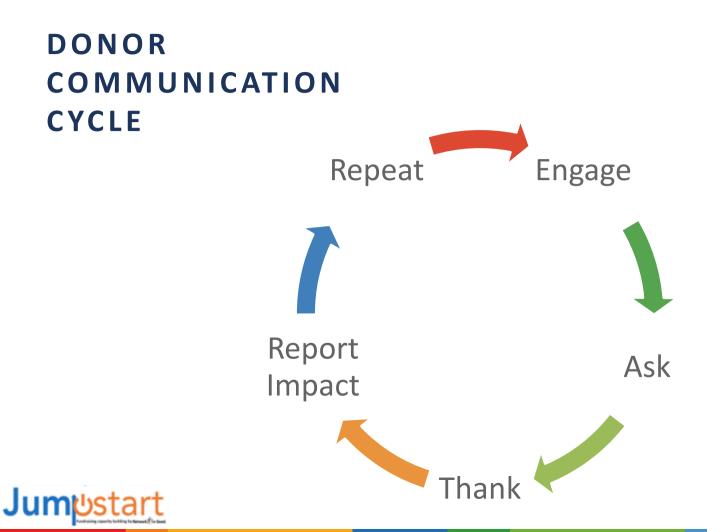
- EXPRESS GRATITUDE
- ILLUSTRATE IMPACT
- GET TO KNOW DONORS BETTER
- CREATE MULTI CHANNEL COMMUNICATIONS
- BREATHE! EVERYONE IS IN UNCHARTERED WATER



HOW DO YOU KNOW WHEN A CRISIS BEGINS/ENDS?

HOW DO YOU ENGAGE CONSTITUENTS DURING A

CRISIS?



NOMEN'S COUNCE.

OFFER OPPORTUNITY





Only one organization unites women's voices in strategic action for safety, equity and justice for Shelby County women and girls

ILLUSTRATE IMPACT

SPRING



People will get clean water each month. Thanks to The Spring community.

The Spring is a passionate and determined group of monthly givers on a mission to end the water crisis in our lifetime. People like you, from more than 100 countries around the world, giving anything they can to prove how unstoppable we are when we work together.

EXPRESS GRATITUDE UNEXPECTEDLY





myturniturebank The Mississauga Furniture Bank would like to thank Nina Douglas on her generous financial donation to the organization. We appreciate all your support in helping us reach our mission. #DonrAppreciation #Donr #Donst Thankyou #CommunityDevelopment #InvestingInTheCommunity

...

50w

8 likes



♥ Q ♥

 \Box

...

jesusprojectnola Thankful. Most of these kids still in our lives. #tbt #thankfulthursday #prejstep @jstepnola @debhoffnola @racheldIr9... more 21 HOURS 400

Add a comment...

Pos

DURING A CRISIS

- Deficit vs. Crisis
- Frontline vs Not-frontline Organizations
- Natural Disaster = Immediate Need
- Recession = Ongoing Need



WHY YOU MUST COMMUNICATE RIGHT NOW

Appeal for direct service for impacted populations:

- People want to help giving is a way to help during social distancing and shelter-in-place
- Donations are UP!
- Urgency is key don't talk about months from now
- If your organization is in need people who care want to help

Non-appeal communications:

- Let them know you are still providing services
- Offer value-add to the community how can you help them during this time?



Remember: Asking for contributions is no more than an invitation



COMMUNICATION PLAN OUTLINE

Create a simple table that highlights:

- Theme
- Platform (Email, Facebook, Twitter, Instagram, Postal Mail)
- Target Audience
- Content
- Frequency





COMMUNICATION PLAN OUTLINE

Who: Segment/Audience Why: Theme (backdrop) What: Content/Message When: Calendared/Cadence/Frequency Where: Channel/Social media platform/tools **How**: Assigned/Who's responsible

COMMUNICATION PLAN OUTLINE

Who: Consistent mid-level donors (more than 3 gifts over 5 years)

Why: It is important to community wellbeing

What: Your monthly donation will sustain the mission during this critical time

When: Concentrated communications

Where: Email, direct mail. Facebook, Instagram

How: ED, Board Chair, Social media coordinator



Theme: Strength		
Email		
Subj. Line You never know how strong you are until		
Strength is the only choice y have		
Messages	Refugee story about strength	
	Quote from refugee	
СТА	Stand Up For Refugees	
Notes	CTA button links to donation page	

Social Posts/Tweets		
	You never know how strong you a until being strong is the only choi you have	
Content	Refugee story about strength	
	Quote from refugee	
СТА	Stand up for refugees today	
Notes	Link to donation page.	

Direct Mail

Autority specify helding by Basard (Tor East

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trong you are	Subj. Line	What Nelson Mandela taught us about courage
choice you		Courage is not the absence of fear but the triumph over it
rength	Messages	Refugee story about courage
		Quote from refugee
fugees	СТА	Encourage a Refugee Today
onation page	Notes CTA button links to volunteer p	
	Social Posts/Tweets	
trong you are e only choice		Courage is not the absence of fear but the triumph over it
rength	Content	Refugee story about courage
rength	Content	· ·

Notes

e	about courage		
	Courage is not the absence of fear but the triumph over it		
:5	s Refugee story about courage		
	Quote from refugee		
	Encourage a Refugee Today		
	CTA button links to volunteer page		
_			
	Social Posts/Tweets		
	Social Posts/Tweets Courage is not the absence of fear but the triumph over it		
:	Courage is not the absence of fear		
	Courage is not the absence of fear but the triumph over it		
	Courage is not the absence of fear but the triumph over it Refugee story about courage		

Theme: Courage Email

Theme: World Refugee Day				
Email				
Subj. Line Why Celebrate World Refugee Day?				
Messages	What is World Refugee Day?			
	Current statistics on the refugee crisis			
	What you can do to help refugees			
СТА	Speak up for Refugees			
Notes	CTA links to advocacy alert			

Social Posts/Tweets				
Content	What is World Refugee Day?			
	Current statistics on the refugee crisis			
	What you can do to help refugees			
СТА	Speak up for refugees			
Notes	Links to advocacy alert			

Theme: Perseverence			
Email			
Subj. Line	The rewards of perseverance		
Messages	Can you recall a time when you had to persevere through difficulties? How did you stay motivated? Who helped you along the way?		
СТА	Help a refugee persevere		
Notes	CTA links to Get Involved page		

Social Posts/Tweets				
Content	Can you recall a time when you had to persevere through difficulties? How did you stay motivated?			
	Who helped you along the way?			
СТА	Help a refugee persevere.			
Notes	Links to Get Involved Page			

Direct Mail

Links to volunteer page

Direct Mail

SAMPLE COMMUNICATION PLAN



Communications Plan		
May-20		
Week 1	Week 3	
Theme	Theme	
Platform/Channel	Platform/Channel	
Target Audience	Target Audience	
Content/Copy	Content/Copy	
Image/Visual	Image	
Week 2	Week 4	
Theme	Theme	
Platform/Channel	Platform/Channel	
Target Audience	Target Audience	
Content/Copy	Content/Copy	
Image	Image	

ENGAGING DONORS

- Share how you're serving clients now and/or when recovery begins
- Explain how budget is impacted
- Engage them as advocates for your cause
 - Social
 - Virtual Volunteers
- Suggest ways they can help
 - Peer to Peer
 - Pass along donation page
 - Networking

Need ideas? Check out our Look Book

YOUR COMMUNITY



- Board members
- Major gift donors
- Recurring monthly/subscription donors
- Onetime/annual donors
- Corporate/community partners
- Giving days
- Prospects/non-donors
- Social media followers
- Partnering nonprofits



Segmentation

Giving Frequency: Recurring, One-

time, Consistent, Lapsed, Non-donors

Giving Levels: Major, Mid-level, Minor

Available Channels in Database:

Email, Postal Mail, Cell, Social

Affinity and Areas of Interest: Groups

REMEMBER, ALL GENERATIONS LIVE IN A DIGITAL WORLD





MOVES MANAGEMENT





MULTI-CHANNEL CAMPAIGNS RAISE MORE

A three-year NFG study revealed some bright spots for organizations that used multi-channel campaigns to solicit their donors and engage them – with content.

Nonprofits that used two or more digital channels to engage donors before yearend appeals doubled their yield in 2018 over 2016.

The donors who were engaged by the multichannel touches had an average gift size of \$301, compared to those who were not, at just \$272. 3

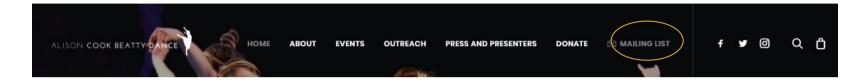
Among these same donors, nonprofits saw a nearly a 12% lift in donor retention, compared to those who did not, a 31% drop.

Now is the time to try/learn something new

COMMUNICATION CHANNELS

- Email
- Direct mail
- Social media
- Text
- Phone calls
- Video messaging
- Digital advertising
- Website banner
- Other?

COLLECT EMAIL & MOBILE NUMBERS EVERYWHERE YOU GO



- Continuously add to/update your database
- Collect via form on website
- Make it easy to collect/share info. (first day of school for parents' example)
- Send out a request to update info email, postcard or direct mail insert

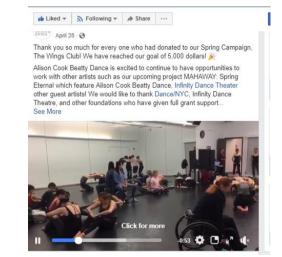
* First Name	
* First Name	ŧ
* Last Name	
* Last Name	
* Email Address	
* Email Address	
Mobile Phone	
123-456-7890	
Street Address	
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City / Town	
City	
State	
U.S. State 👻	
Zip Code	

Sign-up Form Alison Cook Beatty Dance Mailing List



INCREASE YOUR SOCIAL PRESENCE

- Post at least 2x/week
- Fold in fundraising requests
- Highlight donors and key volunteers
- Tell a story over a period of time—keep followers engaged
- Try Facebook and Instagram advertising
- Begin to note who responds to your posts—and what they are responding to (program area, etc.)
- Woo social influencers; encourage them to share your content and/or cause



https://www.facebook.com/acb123/videos/10 156536288768831/?t=0



VIDEO & TEXT YOUR DONORS AND VOLUNTEERS

- Post-gift appreciation
- On their birthday or donation anniversary
- The day before or last day of a fundraising campaign (don't ONLY send texts about fundraising)
- When you have hit a major organization or program milestone
- To check in
- To share community news

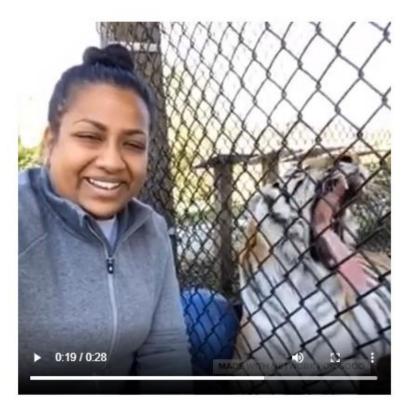




CENTRAL FLORIDA ANIMAL RESERVE

Central Florida Animal Reserve cares for tigers, lions and other big cats that were rescued as pets or other situations and provides them with a home full of enrichment and safety.

This video thanks their donors and shows the animals in their habitat at the reserve (yawning and all)!





WHAT IS A/B TESTING?

Segmenting your list to test different approaches:

- 1. Messaging/personas
- 2. Subject lines/ envelope design
- 3. Ask amounts/strings
- 4. Timing & follow-up

Group	Quantity	Approach
А	2,000	One page letter
В	2,000	Double sided letter
С	2,000	Double sided letter + 4C flyer
Total	6,000	



Little Ebo has been to too many doctors for such a little one. He was scared when he first came to Kindness but Doctor Phillips gave him great care and the best smile!

Dear "|FIRST_NAME|",

Because of your generous support, we provide care to little ones like Ebo. He had heart surgery before he was 4 months old. The time and money spent by his family for his care is oripping. Ebo is doing well and his doctors (that are a long commute away) agreed to transfer his ongoing routine care to Kindness where he is close to home and the cost of care is subsidized.

Thank you for your support and for making stories like Ebo's possible.

We have a generous match in effect specifically for our pediatric services. Donations made this month will be matched up to \$30,000!

With our thanks for all you have done for us,

Jane Smith Executive Director

"NPO_NAME!" "NPO_ADDRESS:" Emel not displaying correctly? <u>View 6 in your browser</u> Unsubscribe





Talbot Interfaith Shelter

Talbot Interfaith Shelter sent this email notifying supporters that their annual fundraising event was going virtual due to the special circumstances.

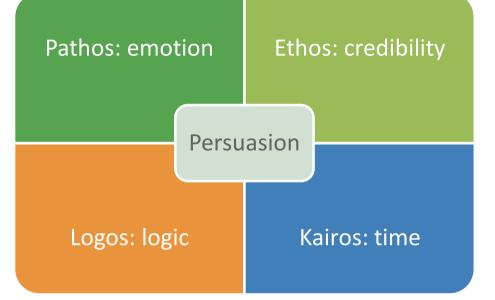
□ What Makes It Great?

- They keep it positive by focusing on the good.
- Asks attendees to donate the ticket cost instead of requesting a refund to the canceled event.
- Provides much-needed entertainment during a troubled time.





ART OF PERSUASION



Kairos is timeliness, appropriateness, decorum, symmetry, balance awareness of the rhetorical situation or "the circumstances that open moments of opportunity" (Kinneavy; Sipiora; Vatz; Bitzer; Hill 217).

Excerpt from Promised Land, Janet Cobb © 2020

HOW TO COMMUNICATE

- Be aware/empathetic of the crisis
- Be vulnerable and authentic
- Be urgent
- Be donor-centric
- Demonstrate impact of crisis on your beneficiaries
- Count your 'we' vs 'you'
- 5th or 6th grade reading level
- Don't explain too much
- Avoid jargon



EMOTIONS TO TRIGGER

- Empathy: not sympathy, universal & personal
- Hope: your action provides a solution
- Joy: opportunity to do good & feel good
- Gratitude: appreciation

Communication is dialogue & conversation —

not a monologue

MEASURING SUCCESS

Engagement

- Open rates
- Click rates
- General awareness

Contributions

- Money raised
- Number of new donors
- Number of recurring donors
- Average gift size

DIGITAL MARKETING

Email Response Rate= # of Email	Recipients Responding of Emails Sent	Online Giving Percentage=	S Raised Online Total S Raised x 100
ISE Measures the effectiveness of your communication in eliciting the desired response.	BENCHMARK M+R 2018 Benchmarks reports that 0.06% is the average response rate for nonprofit email communications.	USE This will give you an idea of the size and effectiveness of your online presence and campaigns. Online giving grew by 23% last year, and has trended upward for years, so make sure your program is also growing year-over-year.	BENCHMARK Blackbaud Institute's Charitable Giving Report for 2018 reports an average of 7.6% of revenue is raised online across all honprofits in the pool.
Unsubscribe Rate=	ts Asking to be Unsubscribed al Emails Sent	Email Open Rate=	Emails Opened of Emails Sent
USE This will let you know if you are over mailing to your lst, as the number and percentage normally grows as more frequent mailings are sent.	BENCHMARK A 0.20% unsubscribe rate is considered average.	USE This metric will let you know if your content, particularly the subject line, is reaching a receptive audience.	BENCHMARK M+R 2018 Benchmarks reports that 15% is the average open rate for nonprofit email communications.
			ich a Trackable Link Was Clicked # of Emails Sent
Return on Digital Advertising Sp	Dend = Net Revenue Cost of Advertising BENCHMARK	USE This will tell you if the offer or ask in your email is competiing people to delve deeper.	BENCHMARK 0.42% is the average rate for nonprofits across size and sector according to the M+R 2018 Benchmarks report. Merkle reports a click-through rate of over 5%, but their survey focused solely on
se metrics allow you to track the effectiveness your digital advertising/acquisition strategies. On rage, organizations spend \$0.05 per dollar of ir expense budget on digital advertising.	One study in the UK showed a significant return on that investment for each of three advertising strategies (totals converted from GBP). Search \$3.81	Donation Page Completion Rates	Forms Completed # of Click Through's

NOW IS THE TIME TO ENGAGE WITH YOUR COMMUNITY

<u>March 9 – April 13</u> \$102,400 259 donors 101 new donors 5 recurring



Stewpot Update

During this time of uncertainty, one thing is for sure; now more than ever, Stewpot's doors must be open to our friends who are in need. We provide the supportive services needed by many during this current crisis. The staff is working around the clock to provide necessities to families impacted by COVID-19 and everyday life right now. For the past two weeks, we have distributed 2,900 grab-nego meals, and meals on wheels to seniors, also, we have assisted 225 families through our Food Pantry. These numbers are steadily increasing day by day. Not to mention the countless men, women, and children we've provided shelter.

Now, more than ever, we need your assistance. Will you help us help others through this crisis? To contribute, click the link below.

If you have any questions or need more information, please don't hesitate to reach out to us at 601.353.2759 or jbuckley@stewpot.org. Sending virtual hugs and prayer to you all.

Together we will get through this!

MARCH 9 – APRIL 13

\$121,500 195 DONORS ONLINE ONLY: \$30,000



With the cancellation of our Marquee Spring Fundraising Gala due to COVID-19, we are asking YOU to PLEASE GIVE in any amount to help send T.C. Williams students with financial need to college.

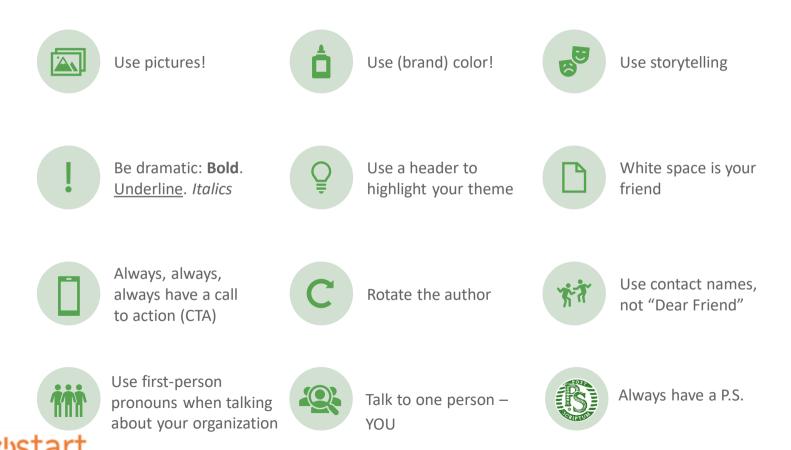


than ever. Please GIVE if you Can.

Our Spring Gala that was cancelled due to COVID-19 typically raises \$450,000 to support college scholarships. This year, we received a RECORD number of applications for scholarships - 488 students applied for scholarships from the T.C. Williams Class of 2020. Our fundraising supports college scholarships for Alexandria students with financial need, and in many cases extreme financial need. The very families who live near or below the poverty level will be the hardest hit by the economic impacts of COVID-19. The Class of 2020 has worked SO hard; please help make college possible for bright, talented kids in Alexandria with financial need.

PLEASE GIVE NOW TO SUPPORT SCHOLARSHIPS DURING THE COVID-19 CRISIS

PROVEN TACTICS



Jun

HELPFUL HINTS (FOR THE FUTURE)

- Collect and upload photos/images year round
- Have program managers write the photo captions at the time of the photo upload
- Circulate a stats request from each program manager regularly
- Have staff solicit and/or write testimonials from volunteers, participants, family members
- Let staff/board proofread but not edit
 - NO appeal by committee

HOMEWORK ASSIGNMENT #2



Crisis Communications Plan

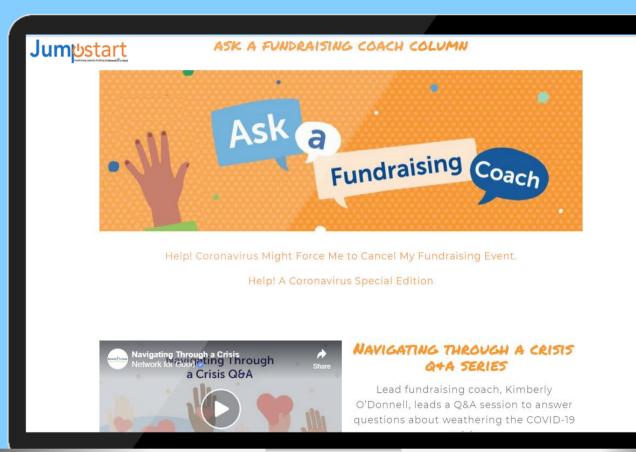
		Week 1			Week 2			Week 3			Week 4
Topic		Sudden Changes			t We Are Doing (Serving Now or aring to Serve w/ Adaptations)		Quick U	Ipdate on How We're Continuing to Serving			Ask
		Email	-		Email			Email			Email
	Subj. Line	We are thinking of you	_	Subj. Line	A quick update for you		Subj. Line		5	ubj. Line	
	Message	Our family hopes you and your loved ones remain safe and healthy. Until we get through the crisis created by COVID-19, our focus is on (Helping people now OR preservations. Be assured, through all of this uncertainty, the work of cOrg Names will go on because our community is made up of people like you. In good times and bad, we know you are always with us and our mission.		Message	Story of someone you're serving now OR story of what you have planned when you ca resume services. Needs far exceed resources available to people that have lost all sources of income.		Vlessage		ч	essage:	
		If I, or our team, can be of help in any way, please let us know - we are in this together.			They're counting on you to help. It's going to take a monumental effort by all of us to help our community get back on their feet.						
	СТА	Let us know how you're doing!		СТА	Monthly Glft Ask	_	СТА			СТА	
	Notes	CTA links to email address of Development Director/ED	:	Notes	CTA button links to monthly giving page		Notes	CTA links to advocacy alert		Notes	CTA links to Get Involved page
		Social Posts/Tweets	F	-	Social Posts/Tweets	ŀ		Social Posts/Tweets		So	ocial Posts/Tweets
		We are in this together!		-	Courage is not the absence of fear but the triumph over it			-			
	Content	We're thinking about our special friends and their families, hoping you're staying safe and healthy.		Content	Story about someone you've helped in the past		Content	-	•	Content	
		How are you adjusting to the new "normal"? Do you wish you had someone to talk to?			When we begin recovery, there will be more people turning to us for help.						
	СТА	Let us know how you're doing!		СТА	Monthly Gift Ask		СТА	-		СТА	

	Week 1		Week 2			Week 3		Week 4
	Direct Mail		Direct Mail			Direct Mail		Direct Mail
Content		Content		-	Content		Content	
ста		СТА			ста		СТА	
Notes	Once per month send something to major gift donors - top 20% (repurpose the content from email blast).	Notes			Notes		Notes	
Pho	one/Webinar Meetings	Pho	one/Webinar Meetings		Pho	one/Webinar Meetings	Pho	one/Webinar Meetings
Content	Hi, (First Name), this is <your from<br="" name)="">(Your Org), reaching out to let you know we're thinking of you dijusting to the new "normal"? How are you adjusting to the new "normal"? Share a personal story about how you're <u>apeting through</u>. Thank donor for support and let them know you and your staff are working hard so you're ready to help as many people as possible once</your>	Content	Share recovery plans with prospect and give them an idea of anticpated costs to deliver. Seek advice on how best to fund work in a time of negative stock market returns and <u>uncertainty.</u> Invite donor to be part of the team that spearheads the fundrising process (making a gift you can use as a match)	•	Content		Content	
ста	Invitation to join special group of advisors that you consult about plans.	СТА	Do you know anyone else we should talk to?		СТА		СТА	
Notes	Major Gift Prospects	Notes	Major Gift Prospects		Notes		Notes	
	Text		Text			Text		Text
Content	Hi, dFirst Name>, this is <your name=""> from <your org="">, reaching out to let you know we're thinking of you. We hope that you are staying safe and healthy during COVID-13, Please let me know if I can be of any help to you right now.</your></your>	Content	Hi! We just learned that GivingTuesdayNow is scheduled for May 5, 2020. It will be a global day of giving to help us through these		Content		Content	
СТА	No CTA - just checking in	СТА	I hope that you will put it on your calendar!		СТА		СТА	

Jumpustart

	Week 1		Week 2			Week 3		Week 4
	Video		Video			Video		Video
Content	Creste a quick video thanking your donor for their community actional/support How are you adjusting to the new "normal"? Share a personal story about how you're <u>acting through</u> . Thank donor for support and let them know you	Content	Share recovery plans with prospect and give them an idea of antipated costs to deliver. Seek advice on how best to fund work in a time of negative stock market returns and <u>uncertainty.</u> Invite donor to be part of the team that		Content		Content	
СТА	and your staff are working hard so you're ready to help as many people as possible once No CTA - just checking in	СТА	spearheads the fundraising process (making a gift you can use as a match for Do you know anyone else we should talk to?		СТА		СТА	
Notes	General Supporters	Notes	Major Donors		Notes		Notes	
V	Vebinars/Livestreams	V	Vebinars/Livestreams		V	/ebinars/Livestreams	w	ebinars/Livestreams
Content	Share how your organization is coping through COVID-19, offer recovery plane/next steps and give them an idea of anticpated costs to deliver. Q/A after presentation	Content	Host GivingTuesdayNow webinar or livestream to share stories of how your organisation (or community is supporting others during COVID- Highlight generous donors (only if they are comfortable with public recognition) and ack others to give		Content		Content	
			Note a matched gift if available					
СТА	Nonemeant to inform and engage your constituents	СТА	Ask attendees to share/fundraise via their networ		СТА		СТА	
Notes	All contacts	Notes			Notes		Notes	
Adve	rtising/Media (Paid or Earned)	Adve	rtising/Media (Paid or Earned)		Adver	rtising/Media (Paid or Earned)	Advert	ising/Media (Paid or Earned
Content	Paid Facebook Advertising served to prospects that share characteristics similar to your donors and/or accial media followers Encourage prospect to download resource guide or a piece of informational content	Content	Paid Facebook Advertising served to prospects that chare characteristics similar to your donors and/or social modif followers It's #GiningTuecdayNow! X Statistic. Support (your service area) by contributing to (organization name).		Content		Content	
ста	Take action by downloading document; you can now add that individual as a new prospect into your database	СТА	Make a gift on #GivingTuesdayNow	#	СТА		СТА	
	Social Media Lookalikes	Notes	Donors and Social Media Lookalikes		Notes		Notes	

Jumustart



https://www.jumpstartfundraising.com/covid-19-resources

Nonprofits Unleashed	+ Jein Group About This Group Description Professionalis and supports to share	powered by returned for an open, honest discussion in a ronoprofit peers to grow, develop, and	
	Private Only members can see who's in the gre Aryone can find this group. Social Learning Members - 16,516 Activity	oup and what they post	
	40 p New posts today	16,516 * Members	

QUESTIONS

THANK YOU FOR JOINING!