Get Unstuck! Reach Your Supporters and Track ROI on Social Media

Presented by: Erica Linguanti, Achieve

Thursday, August 17 | 2:00-3:00 p.m. EDT





A little housekeeping...

We're recording this webinar!



All registrants will receive an email containing a link to the recorded webinar AND a ton of other resources!

Feel free to ask questions!



Use the Questions chat box to ask your questions. We will have a Q&A session at the end of the presentation.

Donation Forms | Event Registration Text Fundraising | Peer-to-Peer | Auctions



FUNDRAISING TECH Made for you



Designed with you in mind

Designed for fundraisers by fundraisers through customer-led development input



Time saving data tools

Save time, attract and retain donors, and raise more money with all of your fundraising data in one place



Powerful integrations

Easily integrate with your third-party CRM, email provider, and accounting software

Powerful Fundraising Technology + Nonprofit Service Provider

We know the value of relationships and are proud to connect you with Achieve, a member of our partner network.



Donation Forms | Event Registration Text Fundraising | Peer-to-Peer Auctions | Integrations & Data



Web Design | Web Support | Digital Marketing | Social Media

Donation Forms | Event Registration Text Fundraising | Peer-to-Peer | Auctions

Today's Speaker



Erica Linguanti Director of Marketing – Achieve

Erica passionately believes that the emergence of social media has created an opportunity for organizations to innovate and engage with donors in entirely new ways. Erica leads the strategy and execution of all marketing initiatives at Achieve, with an emphasis on helping nonprofits tell their stories digitally. By combining the unique needs of nonprofits with experience from working closely with major "for profit" brands - including Hilton, Marriott, Hyatt, Preferred, and IHG - she has developed unique tactics to drive interest for causes (and convert that interest into action). Erica holds a BSBA in Marketing from the University of Central Florida and is Meta Certified.







- Digital Marketing
- Social Media
- Web Design
- Web Support

erica@achievecauses.com

Erica Linguanti Director of Marketing



Do you spend hours creating social media content – <u>only to hear crickets</u>?

Does it feel like no matter what you do, your social followers don't respond to your urgent fundraising appeals and calls-to-action?

It might be time to try new strategies!

Today We Will...

 \checkmark Talk about why it's worth investing in social media.

 \checkmark Take inventory of your current efforts.

✓ **Troubleshoot** why you might be "stuck":

- Low engagement
- Struggling to gain followers
- Minimal response to calls-to-action
- \checkmark Discuss how to leverage your existing data.
- \checkmark How to prove results (ROI).
- \checkmark Ask questions (and get some answers).



Don't give up on social media!



Your people are there...

72% of Americans use social media.

On average, Americans spend over 2 hours PER DAY on social media.

In a month, the average social user will visit **7 or more social platforms**.





...AND they spend money!

Last year, **1** in **3** Facebook users made a purchase on the platform.

It is estimated that ecommerce from social media will exceed \$790 billion by 2025!

Over \$5 billion has been raised from Facebook & Instagram fundraising tools.



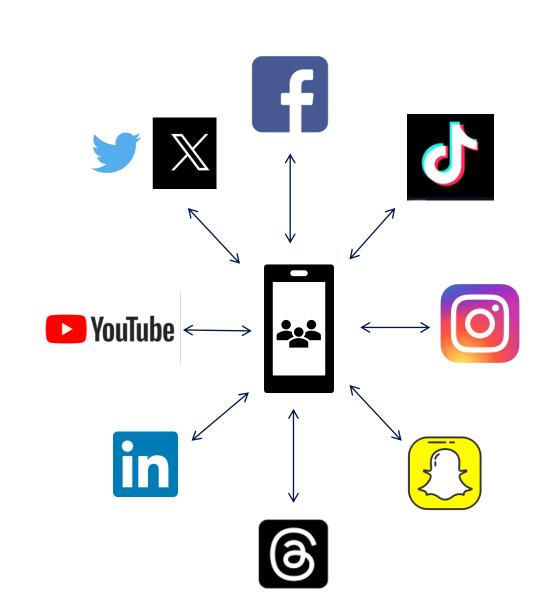
Don't miss out on these opportunities!

Let's take a step back and examine your current efforts.



Take a step back...

- What social channels are you on?
- How many **followers** do you have on each platform?
- How often are you posting on each channel?
- Does your strategy incorporate paid advertising?





What are your goals?

Examples:

- Educate general public about our mission.
- Raise awareness for our services.
- Increase engagement from our volunteers.
- Provide impact updates to our donors.
- Garner donations for urgent needs.
- Influence policy/changemakers.
- Showcase corporate partnerships.



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Who do you need to reach?

- What audience(s) do you need to talk to?
 - Donors
 - Volunteers
 - Clients
 - Corporate Sponsors
- What **platforms** are they on?
- How can you tailor your content to be **ABOUT THEM**?



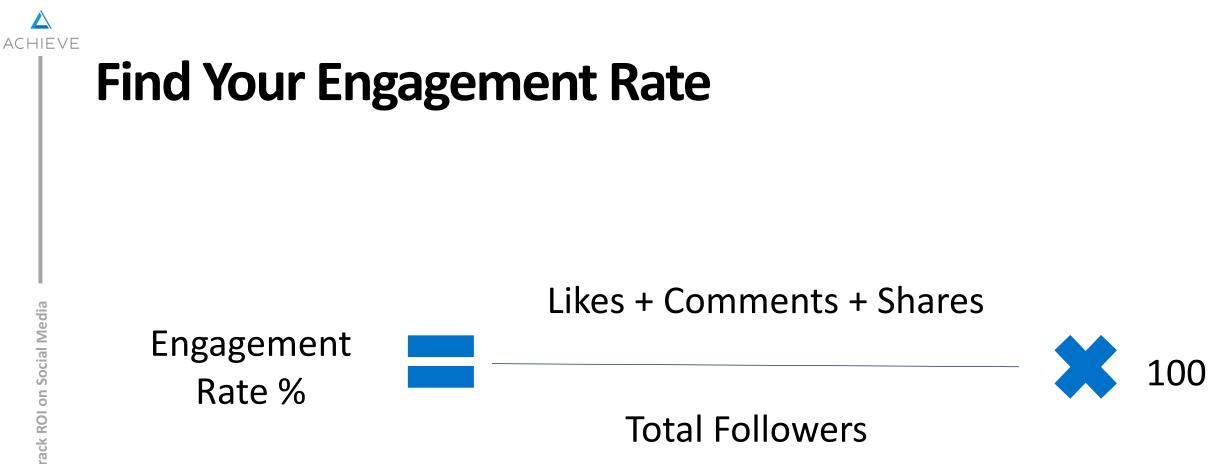
Do your current channels align?

	Facebook	Instagram	TikTok	LinkedIn	Twitter (X)
•	2.9 billion users	• 1.5 billion users	• 1 billion users	• 810 million users	• 211 million users
•	Average user spends 19.6 hours/month	 Average user spends 11.2 hours/month 	 Average user spends 19.6 hours/month 	 Average user spends 17 minutes/month 	 Average user spends 5.1 hours/month
•	Over 23% of users are over 45	 Over 60% of users are between 18-34 	 Almost 50% of users are under 30 	 Over 80% of US users are 25-54 	 42% of users are between 18-29
•	Despite some negative press, Facebook remains the most used social network in the world	 Compared to other social networks, Instagram is perceived as a more "positive" platform 	 While the largest user base is 10-19 years old, 40% of Gen Z report being influenced by brands they see on TikTok 	• This platform is great for B2B with many decision makers reporting they validate organizations through LinkedIn	 More than 70% of users identify as male Only 22% of Americans use Twitter

TIP: Look at your existing audience insights on each of your channels!

Let's troubleshoot why you might be "stuck".

Do your posts receive low engagement?



HINT: Shoot for an engagement rate (ER) of at least 4-7%!

Sea Turtle Organizations (Top Post Comparison)

2,039 Facebook Followers

Are you celebrating a special occasion soon? If balloons are on your party list, we suggest other fun ways to decorate that don't contribute to ocean pollution, like solar-powered lights and paper lanterns.

Often time, balloons end up in the ocean where they could be ingested by sea turtles or other marine wildlife. Let's make sure our celebrations are eco-friendly and memorable!



> 1,941 reactions 10 comments 59 shares

98.5% Engagement Rate

112K Facebook Followers

It is our first Nesting Season Update in 2023 🐃

Over the last month, LMC's research team has documented a total of 41 leatherback nests within the 9.5-mile stretch of beach they monitor so far this season!

As these nesting numbers continue to climb and we are soon joined by loggerhead and green sea turtles, it is crucial to remember the vital role these creatures play within our environment!



975 reactions 21 comments 156 shares

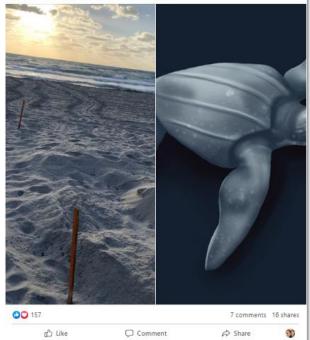
1% Engagement Rate

30,927 Facebook Followers

3 more leatherback nests over the last few days in Boca Raton brings our total nest number to FIVE!

Did you know that leatherbacks are the largest of all sea turtle species and have amazing adaptations which allow them to dive up to a mile deep and migrate thousands of miles across oceans?

digital drawing - Marine Turtle Specialist Allison Ragle



157 reactions 7 comments 16 shares

0.6% Engagement Rate

Are you posting consistently?

- Pre-scheduling content can help your messaging to be proactive vs. reactive.
- Take advantage of social media schedulers:



Does your content align with your audience/platform?







\heartsuit \bigcirc \bigtriangledown

3 likes

goodwillsfl Why wait for Christmas day when you can treat yourself now with something amazing at your local Goodwill.

 \square

Visit any of our 34 #soutflorida locations and start celebrating the holiday season!



$\bigcirc \bigcirc \bigcirc \land$

 \square

474 likes

goodwillsfl No matter your style, shopping sustainably is possible thanks to our 34 stores in Miami-Dade and Broward counties!

The best part of shopping secondhand is the unique pieces you can find among the racks.

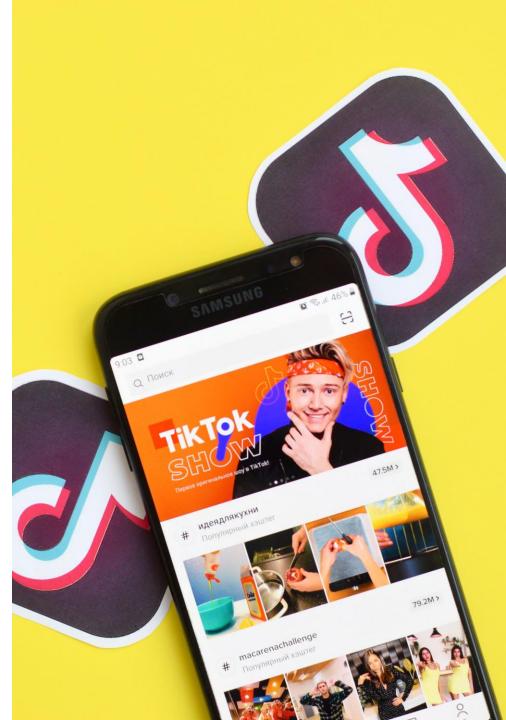
Find Your Store: #LinkInBio



TikTok Creative Center

• Get inspired by trending songs, hashtags, videos, and more!

ads.tiktok.com/business/creativecenter



Do you need to "pay-to-play"?

- A few years ago, most of your followers saw your posts in their feeds.
- With the introduction of Meta advertising and algorithm updates, this has dramatically changed.
- By paying for Meta advertising, you can ensure content reaches your audience(s).

Only 1-4% of your Facebook fans will see your content without paid spend!



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Support Your Organic Content

- Placing ad spend behind your organic content will ensure it is seen by key audiences.
- Meta recommends a
 \$5/day minimum per campaign.



Get advice from industry experts like Shawn Olds, boodleAI CEO, at your own pace. In Shawn's on-demand webinar session, you'll learn strategies that will keep your donors moving up your donor pyramid, the potential lying within your current donor pyramid, and more! bit.ly/3Vc7G3r



The Like

 \square

Comment



achievecauses Just like butterflies undergo a transformation and emerge as beautiful creatur... more

Leverage Your Existing Data

"Warm Audiences" include:

- Existing social followers
- Donor/email lists
- People who have visited your website
- People who have engaged with your social channel(s)

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	App activity		T	Offline activity		
	Catalog					
Meta sou	irces					
	Video		Ő	Instagram account		
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ط ()	Shopping		6	On-Facebook listing	IS	
>	AR Experience					
?					Cancel	Next

Create a Facebook page custom audience	×
A new way to reach people who currently like or follow your Page Now you can reach people who currently like or follow your Page by selecting that option in the Events dropdown.	
Include Accounts Center accounts who meet Any Of the following criteria:	
Page	
- Achieve -	
Events	
Everyone who engaged with your Page	
Retention ()	
365 days	
Include more people Exclude people	
Audience Name	
(achievecauses FB Page 23/	50
Description · Optional	
Engaged in the past year 25/1	00
Image: Second se	ence

ACHIEVE

Optimize Meta Campaigns For Post Engagement

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Continue

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Choose a	campaign objective	
	Awareness	
	Traffic	
• 🗣	Engagement	
Y	Leads	Engagement Get more messages, video views, pos engagement, Page likes or event
	App promotion	responses. Good for:
	Sales	Messenger, Instagram and WhatsApp 🚺
		Video views 🚯
		Post engagement ()
		Conversions ()
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Learn more	e	Cancel

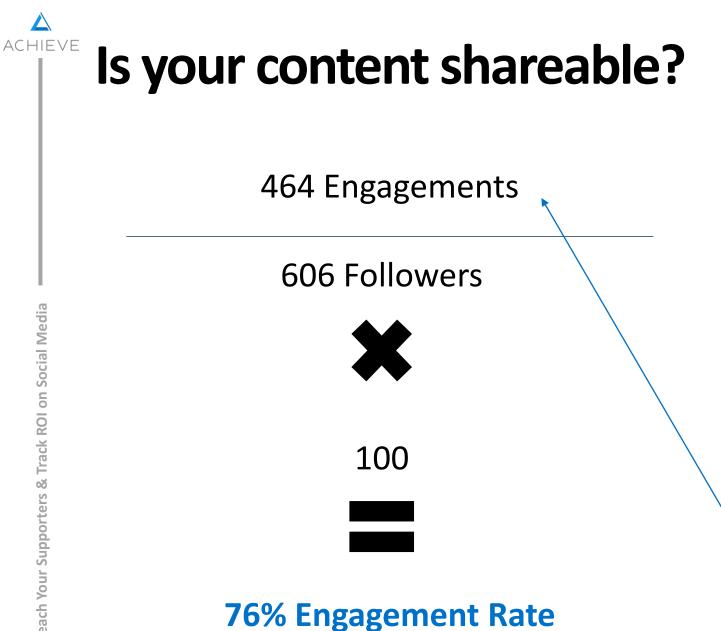
New ad set or ad

Create new campaign

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Meta Blueprint offers FREE courses!

Are you struggling to gain new followers?



Did you know that on average only 1 out of every 1,000 sea turtle hatchlings will survive to adulthood?

Do your part to help ensure survival for these hatchlings by:

- C Becoming a concious and responsible food consumer.
- Supporting local sea turtle conservation.
- Participating in beach cleanups.
- REFUSING single use plastic.
- C Filling holes/knocking down sand castles before leaving the beach.

*All sea turtle work performed under appropriate national marine fisheries & fish & wildlife permits.



Try leveraging "Cold Audiences" to expand post engagement!

Create a Loo	okalike Audi	ence							×
Select your lo	okalike sourc	е							
Achieve									×
Create new	source 🔻								
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2% of US - Ac	hieve				5,540,0	000 people	9		
?						Canc	el C	eate audi	ence

Create **"lookalike" Meta audiences** to find new people who share similarities with your custom "warm" audiences.

ustom audiences	Create new 💌
nclude people who are in at least one of the following	
Q Search existing audiences	
xclude people who are in at least one of the following	
Engagement - Event	
RSVP Hold Em' for The Homeless	
Q Search existing audiences	
Locations • United States: Fort Lauderdale (+25 mi), Miami (+25 mi) Florida Palm Beach-Ft. Pierce (DMA)	; West
ge 1 - 65+	
ender II genders	
etailed targeting	
eople who match: Interests: Poker Texas Hold'em, Online casino, Online poker, Tex Poker Deluxe - Your Poker Portal, Betting in poker, Online gambl Poker Tour, Casino games, Texas HoldEm Poker, Poker tournam Hold'em Tournament, World Series of Poker or Poker dvantage detailed targeting: ✦ On	ing, World

And/or use interest-based targeting to reach new audiences in your community.

Benchmark Alert: Social Followers



For every 1,000 email subscribers a nonprofit has, they average:

- 736 Facebook followers
- 229 Twitter followers
- 141 Instagram followers

Are you supporters slow to respond to your calls-to-action?

ACHIEVE Make it easy to donate!

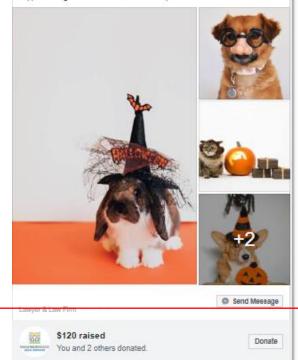
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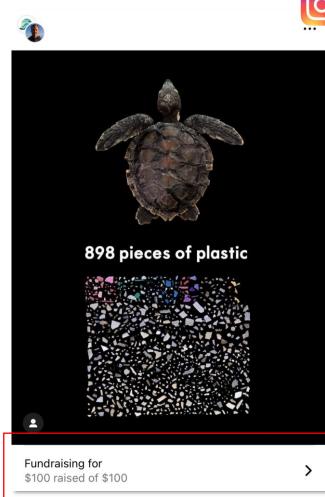
is is celebrating Halloween.

"Hoppy" Halloween! Do you want to hear something spooky? 👜

Americans spent an estimated \$480 million on pet costumes this year - a staggering \$70 million more than the federal appropriation for civil legal aid! http://bit.ly/2CFPWHm

We're working hard to provide civil legal help to protect our neighbors personal safety, livelihoods, health, and families. Will you show us your support? No gift is too small to make an impact!







is 🥗 asking for donations. Published by Achieve 🛛 - February 17 at 10:13 AM - 🌚

It has been one year since our esteemed friend and colleague. John Foley, lost his fight with glioblastoma. Working at Legal Aid, John established the Nonprofit Legal Assistance Project, providing legal support to more than 60 nonprofits for more than 20 years.

To honor his memory, Nonprofit Chamber Palm Beach County has established the John A. Foley. Esq. Legal Scholarship Fund to provide scholarship funding to a Florida law student striving to practice Public Interest Law as John did.

Today, we invite you to consider celebrating John's legacy by donating to the scholarship fund. bit.ly/3LnxXW2



Create Facebook Donation Account

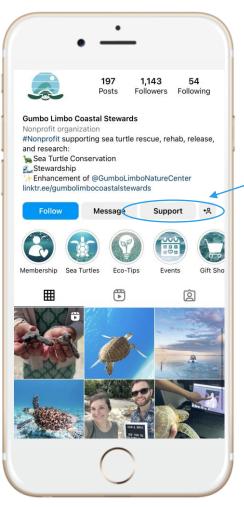
Back

facebook.com/donate/signup

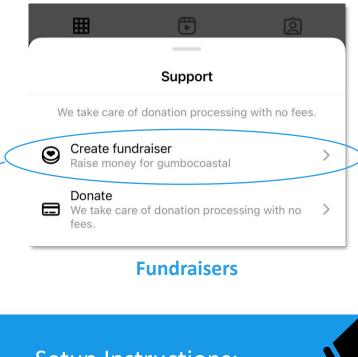
Instagram Giving Tools



Instagram Stories



Donate Button



Setup Instructions: bit.ly/IGDonateButtonSetup

Instagram Live Stream: bit.ly/InstagramDonations

TikTok Donations



TikTok Donate Button

To be eligible for TikTok's donate feature, your nonprofit will need to:

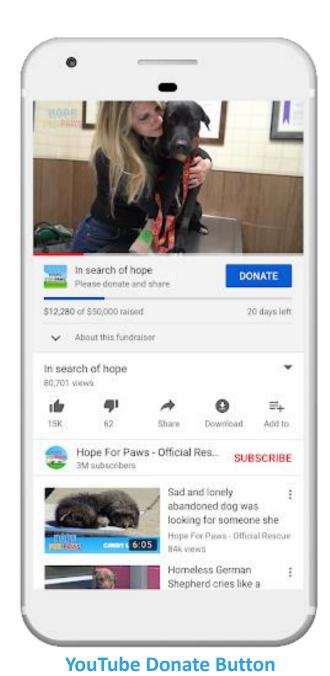
- 1. Build a nonprofit presence on TikTok.
- 2. Sign up for Tiltify AND be approved.
- 3. Register your organization with Benevity Causes.
- 4. Set up Stripe on Tiltify.



YouTube Giving

To be eligible for YouTube Giving, your channel must:

- 1. Have a minimum of 10K subscribers.
- 2. Be in the YouTube Partner Program.
- 3. NOT be designated as "made for kids".



Benchmark Alert: Facebook Fundraisers



On average, Facebook Fundraisers generate 5 gifts with an average gift size of \$35.

TWLOHA Birthday Fundraiser

...

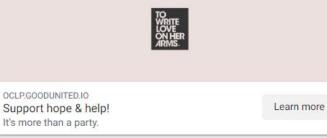


To Write Love On Her Arms. Sponsored

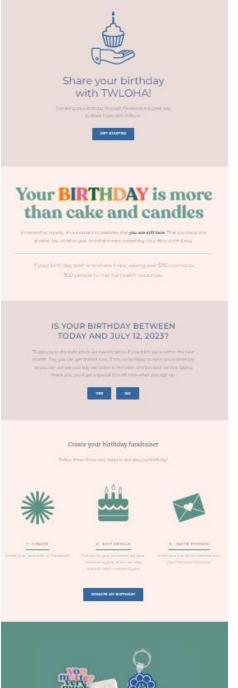
Turn your birthday into a celebration of hope, and help someone's story keep going. Set up your fundraiser today.



Your birthday is more than cake and candles. It's more than a party. It's a moment to celebrate that you are still here. That you made it to another day. Another year. And that means something. Your life is worth living.



Donate Your Birthday! If your birthday wish is to share hope, raising just \$150 connects 500 people to mental health resources. (F) Create fundraiser! compaign landing page https://twloha.com/birthday/





Focus On Impact

Reach Your Supporters & Track ROI on Social Media

Our goal is to raise \$30,000.

VS.

Help 30 more kids succeed in school this year!



Over the last few weeks, people like you have come out in droves to show their support for our goal - to get 30 more kids ready to succeed in school this year. Our goal culminates tomorrow (Wednesday, April 24) in honor of the Great Give, a 24-hour online giving event.

That means tomorrow we need you.

Children who fail behind grade level are 25% more likely to drop out of high school, 40% more likely to become a teen parent AND 70% more likely to be arrested for a violent crime. Holging us reach our Great Give goal means we can help 30 more underserved kids succeed in school, giving them a chance at a life they deserve.

Even better? If we reach our Great Give goal, we will unlock a \$5,000 donor match - which means 30 kids helped becomes 35!

You heard us right: 35 lives changed! What better way to kick off your support of early-education and children in our community?

Just \$84 can make a difference in a child's life by providing one month of critical after-school care. We can't do this without you, Will you join us?

Don't want to wait? Donate now



Sometimes it takes a villagel Help us spread the word tomorrow (by forwarding this email, interacting with us on Facebook or Instagram and more).

CONTRACTOR OF





Thanks to help from supporters like you, we have reached the xyz point to our Great Give goal. That means so far, we've raised the fueds together to get xyz kids ready to succeed in school this year.

Your support always means so much to us, and with your help, we can change the lives of 30 kids now through April 24th.

Don't forget: Just \$84 can make an impact to a child in need by funding ane month of after-school care complete with homework help, independent reading and age-appropriate activities.

Double the lave = double the lives! Help us meet our Graat Give goal and unlock a \$5,000 dollar-for-dollar match and turn 30 changed Sves into 35!

Show your support for early-education and change a child's life today.



Help us spread the word to your friends and family!

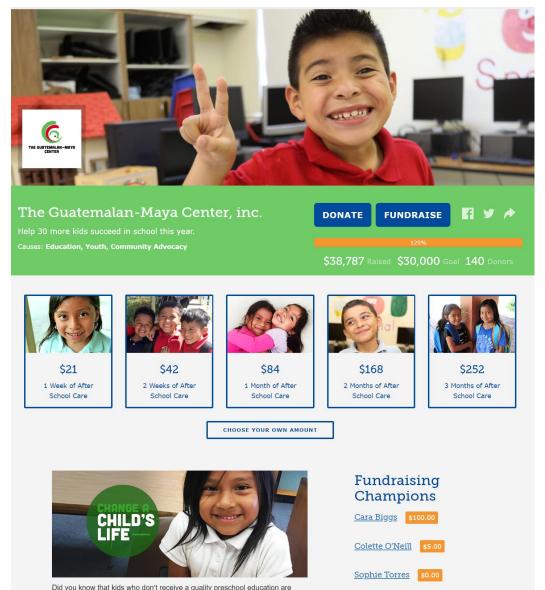


Make It Tangible

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Reach Your Supporters & Track ROI on Social Media

- Equate giving tiers to tangible impact:
 - \$21 = 1 Week of After School Care
 - \$42 = 2 Weeks of After School Care
 - \$84 = 1 Month of After School Care
 - \$168 = 2 Months of After School Care
 - \$252 = 3 Months of After School Care
- Your giving tiers should reflect your average gift size. If your average gift is \$200, your tiers should not be (\$25, \$50, \$100, other).

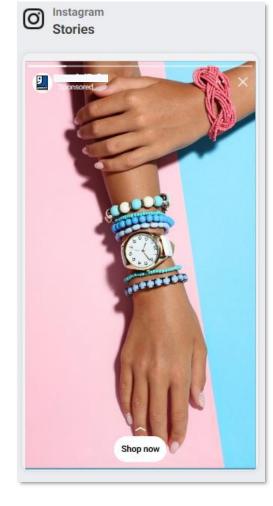


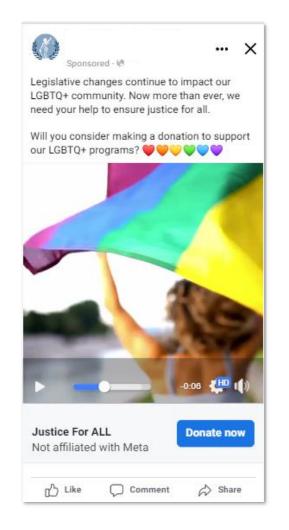
Recent Donors

Anonymous \$100.00

Did you know that kids who don't receive a quality preschool education are 40% more likely to become a teen parent AND 70% more likely to be arrested for a violent crime? That's why we prioritize early-learning programs - to combat these problems at the source.

CONSIDER Running Conversion Ad Campaigns



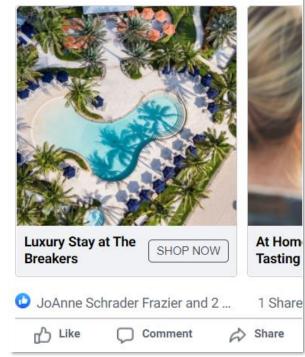




HomeSafe Sponsored · @

Treat yourself while supporting South Florida's most vulnerable residents! Shop our NO SHOW CLASSIC Online Auction now through January 31.

...





If Your Website Could Use Some Love...

• You can drive ads to custom mobileonly Meta Instant Experiences!



How will you know if your strategy is working?



*You should be tracking where your web traffic and conversions are coming from!

- Meta Pixel
- LinkedIn Insight Tags
- Google Analytics
- Google Tag Manager
- Tracking Links (bit.ly, Google URL Campaign Builder, etc.)

What if your website has tracking limitations?

1111111



If your donation form drives to a **URL** outside of your website, Google **Analytics** attribution will be inaccurate.

A person clicks a link with UTM parameters

Current location: externalpage.com

A person is redirected to: loremappsum.com?utm_medium=referral&utm_source= promo&utm_campaign=blackfriday2017

A visitor clicks a Call-to-Action button

Current location: loremappsum.com

A visitor is redirected to: appstore.com/loremappsum

Referrer: loremappsum.com

A visitor installs the app

Current location: appstore.com/loremappsum

Google Analytics event is fired

In GA Reports, this conversion is attributed to loremappsum.com

Problem

Keep Transactions On Your Site

HOU'RE INVITED! Our 6th Annual Mallets & Martinis event is back at the National Croquet Center on March 25th.

Wear your favorite white outfit and join us for an evening of cocktails, croquet, and charity - plus live music and auction.

*All proceeds benefit our Housing Program and Independent Living Services for homeless youth here in Palm Beach County.



vitanovainc.org RSVP Today		Sign up	
March 25, 20	023		
ری Like	C Comment	Share	

1,254% Return On Ad Spend!

Our 6th Annual Mallets & Martinis event is back at the National Croquet Center on March 25th!

Join us for an evening of cocktails, croquet, and charity - plus live music and a live auction.

All proceeds benefit our Housing Program and Independent Living Services for homeless youth in Palm Beach County.

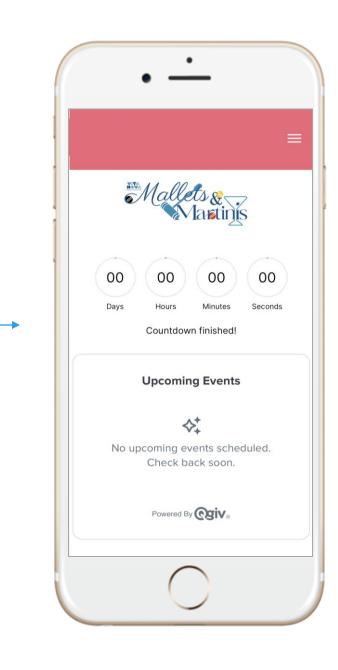


Croquet for a cause! Join us on March 25th at the National Croquet Center for our 6th Annual Mallets & Martinis event.

Featuring croquet, martinis and live music. A plated dinner will be followed by the opportunity to bid on live auction items and dance the night away.

Proceeds from this event will go towards Vita Nova's Housing Program and Independent Living Services.





Landing Pages (Lead Example)

...

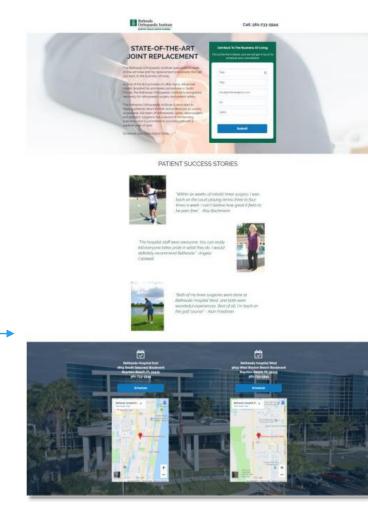


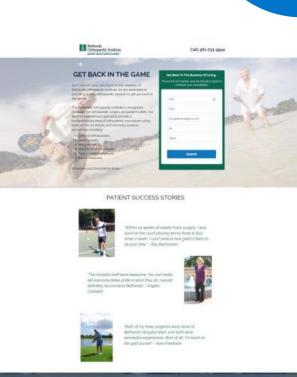
Bethesda Hospital East (Boynton Beach, FL) Sponsored (@

"Within six weeks of robotic knee surgery, I was back on the court playing tennis three to four times a week. I can't believe how great it feels to be pain-free." -Roy Bachmann



Like □ Comment ↔ Share





90%

of Leads

Came from

Social Ads!

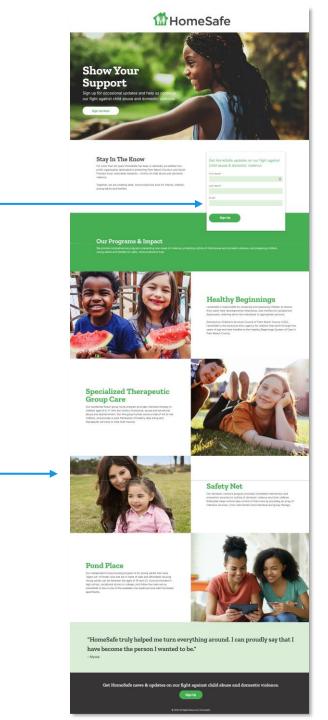




Landing Page (Email Example)

 Developed a landing page to – encourage newsletter sign-ups.

• The landing page featured a prominent email sign-up form combined with information and imagery highlighting mission and programs.





Unique Promo Codes





DOUBLE YOUR CHANCES! Use the promo code FINAL2 by April 13th to buy 1 Easter House ticket and get 1 FREE. [URL]

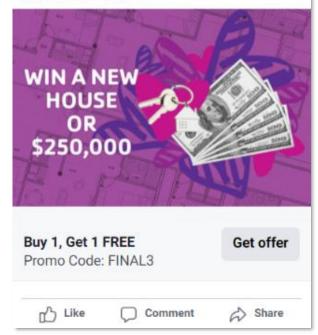


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Double your chances of winning when you buy 1 Easter House ticket, and get 1 FREE!

Simply use the promo code FINAL3 online between 4/7-4/13.

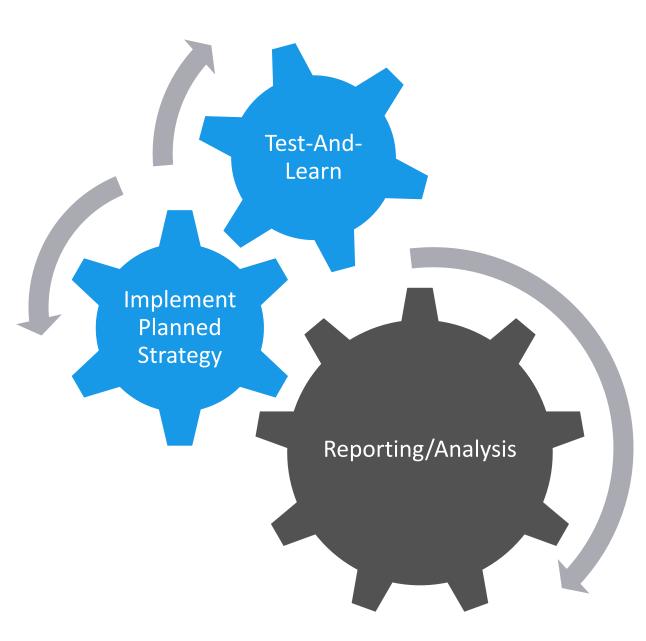


Nearly \$500,000 raised through social ads alone!



Reporting

- At least once a month, take time to analyze your results!
- What is working? What isn't?
- Use this data to make informed decisions about future content/strategies.

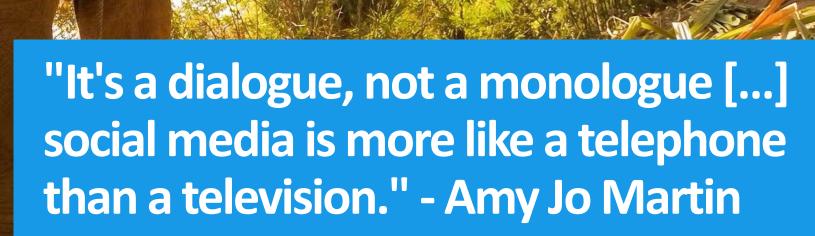




Don't be afraid to test-and-learn!

- Social media changes quickly! Experiment and pivot as needed.
- Some KPI's to pay attention to include:
 - Engagement rates
 - Impressions
 - Reach
 - Follower growth
 - Web traffic from social (clicks)
 - Donations
 - Increases in comments or messages





Questions?

erica@achievecauses.com

Thank you for joining!

For more information on Qgiv's fundraising platform, contact:

- + contactus@qgiv.com
- + 888-855-9595

For more information on Achieve, please contact:

+ erica@achievecauses.com

+ 561-412-3000



This webinar program qualifies for 1 point of continuing education toward maintaining the Certified Fundraising Executive Management (CFRE) credential.

Donation Forms | Event Registration Text Fundraising | Peer-to-Peer | Auctions