

Dannible & McKee's Annual

# NONPROFIT CONFERENCE













Inc. 5000

### board involvement









of Central New York







# Targeted. Measurable.



Responsive Web Design



Search Engine Optimization



Search Engine Marketing



Social Media Advertising



Targeted Online Advertising



Retargeting



Video Pre-roll



Content Marketing



Online Public Relations



Email Marketing



Inbound Marketing



Reputation Management

### who we are

A few of the organizations we are proud to call partners.



Syracuse University
University College





















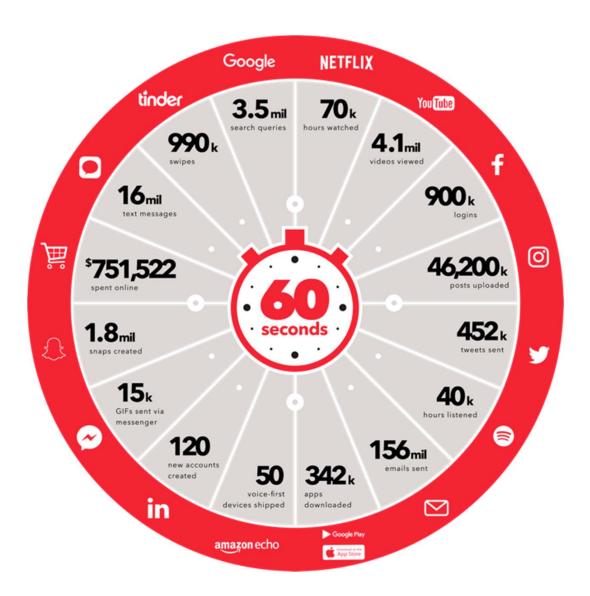








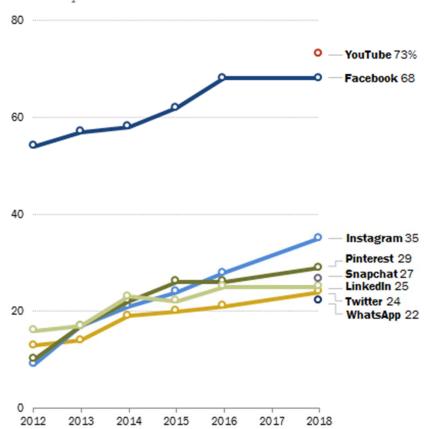
Context....



# WHAT HAPPENS IN A DIGITAL MINUTE

#### Majority of Americans now use Facebook, YouTube

% of U.S. adults who say they use the following social media sites online or on their cellphone



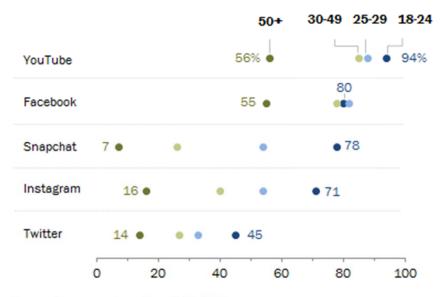
Note: Pre-2018 telephone poll data is not available for YouTube, Snapchat or WhatsApp. Source: Survey conducted Jan. 3-10, 2018. Trend data from previous Pew Research Center surveys.

"Social Media Use in 2018"

#### PEW RESEARCH CENTER

# Social platforms like Snapchat and Instagram are especially popular among those ages 18 to 24

% of U.S. adults in each age group who say they use ...



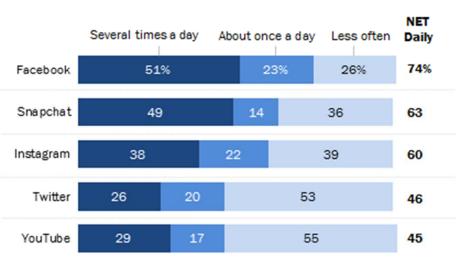
Source: Survey conducted Jan. 3-10, 2018.

"Social Media Use in 2018"

#### PEW RESEARCH CENTER

# A majority of Facebook, Snapchat and Instagram users visit these platforms on a daily basis

Among U.S. adults who say they use \_\_\_, the % who use each site ...



Note: Respondents who did not give answer are not shown. "Less often" category includes users who visit these sites a few times a week, every few weeks or less often. Source: Survey conducted Jan. 3-10, 2018.

#### PEW RESEARCH CENTER

#### Substantial 'reciprocity' across major social media platforms

% of \_\_ users who also ...

	Use Twitter	Use Instagram	Use Facebook	Use Snapchat	Use YouTube	Use WhatsApp	Use Pinterest	Use LinkedIn
Twitter	-	73%	90%	54%	95%	35%	49%	50%
Instagram	50	-	91	60	95	35	47	41
Facebook	32	47	-	35	87	27	37	33
Snapchat	48	77	89	-	95	33	44	37
YouTube	31	45	81	35	-	28	36	32
WhatsApp	38	55	85	40	92	-	33	40
Pinterest	41	56	89	41	92	25	-	42
LinkedIn	47	57	90	40	94	35	49	-

90% of LinkedIn users

also use Facebook

Source: Survey conducted Jan. 3-10, 2018. "Social Media Use in 2018"

PEW RESEARCH CENTER

<sup>&</sup>quot;Social Media Use in 2018"

In the beginning....





One of our big focus areas for 2018 is making sure the time we all spend on Facebook is time well spent.

We built Facebook to help people stay connected and bring us closer together with the people that matter to us.

Research shows that strengthening our relationships improves our well-being and happiness. But recently we've gotten feedback from our community that public content -- posts from businesses, brands and media -- is crowding out the personal moments that lead us to connect more with each other.

Based on this, we're making a major change to how we build Facebook.

As we roll this out, you'll see less public content like posts from businesses, brands, and media.

### social media posting

Facebook's Updated News Feed Will Make Organic Post Reach Nearly Impossible
By: Larry Kim

**5**%

Organic Social Reach

1,000

Followers

**50** 

Followers Reached



The explore feed is in the sidebar of the desktop version.



#### Chicago Tribune 📀 @chicagotribune

Posts

Chicago Tribune

abundance of caution."

The company that inadvertently put nearly 2 million voters' personal

About Posts

Videos Photos

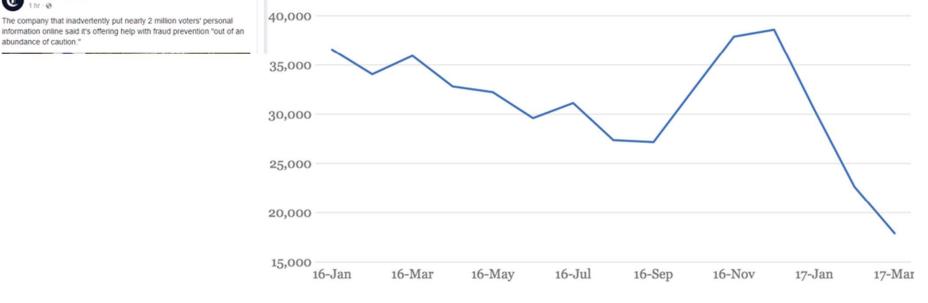
Pinterest

Community Create a Page



### Median Facebook organic post reach

Expressed by month, January 2016 to March 2017.



Chicago Tribune

SOURCE: FACEBOOK INSIGHTS

# PAYTOPLAY

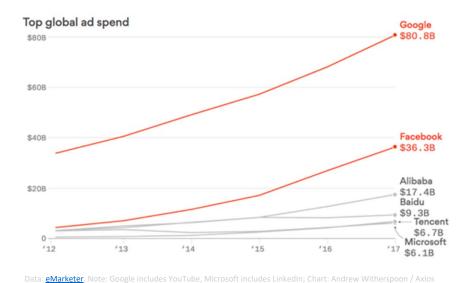
Navigating the New \$ocial



### social media advertising

#### **DID YOU KNOW?**

Google and Facebook Now Make More From Ads Than Every Newspaper, Magazine, and Radio Network In the World Combined



Google x f

Roughly **50%** percent of ad dollars flow to to Google and Facebook,

America's "Duopoly." Together they are expected to take **83%** of every new ad dollar, according to calculations from Digital Content Next, the premium publishers association.

\* Fischer, Sara. "Tech giants eating the advertising world." www.axios.com, axios, 27 Jan. 2017. Accessed 13 July 2017.





Maguire Ford

Written by Jake Panzer [7] - June 13 at 4:16pm - @

u Like Page

Lease a 2017 Ford Escape SE 4x4 for ONLY \$189/month! No security deposit required.

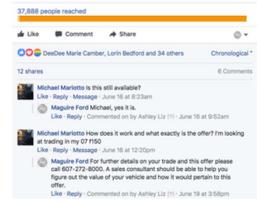


#### NO Money Down. Only \$189/month!

Stock #17F257. MSRP: \$27,896. Price: \$21,499. 0 down,189/mo, 36 mos. 10,500 milyr. Lease w/ approved Ford Credit. Taxes, fees, acquisition, 1st payment due at signing. Includes \$1,000 RCL Renewal Customer Cash. Exp: 06/30/17.

MAGUIRECARS.COM

Learn More





You're here to keep us safe. We're here to keep you comfortable.

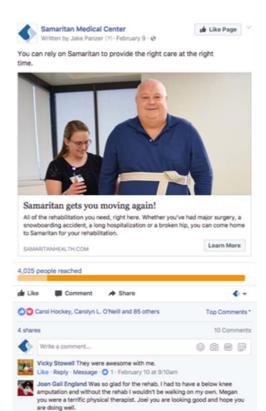
CoolShield™ shirts provide airflow channels under your vest to control heat and perspiration so you stay cool when things get hot.



COOLSHIELD US

Shop Now





Like - Reply - Message - February 24 at 9:21am

in my life for my kid they are always there for me

Like - Reply - Message - February 19 at 11:27am

Gracie Paulk Goodwin . Yes are you all right I love them they are the upmost

**Targeting Your Specific Audiences** 



**Targeting Breakdown Ex.** 

#### LOCATION

Baldwinsville (13027), Camillus (13031), Elbridge (13060), Jordan (13080), Marcellus (13108), Marietta (13110), Skaneateles (13152), Warners (13164), Waterloo (+15 mi) New York, 396 Grant Ave, Auburn (+15 mi)

AGE

18+

(INCLUDE people who match at least ONE of the following)

VEHICLE SHOPPERS (IN MARKET):

Honda, Hyundai, Nissan, Toyota, Mazda or Subaru

(MUST ALSO match at least ONE of the following)

#### PURCHASE TYPE:

Buy new or used (In market), Buy new (In market), Buy used (In market) or Lease (In market)

#### **POTENTIAL REACH**

+29,000

qualified potential consumers (Facebook)

+15,000

Targeting Your Specific Audiences: Mattress Campaign (Health and Fitness)

LOCATION

Syracuse DMA

AGE

25-50

(INCLUDE people who match at least ONE of the following)

INCOME

\$50,000+

(MUST ALSO match at least ONE of the following)

**BEHAVIOR** 

Health & Wellness Buyers, Healthy and Fit, Fitness

**DEMOGRAPHICS** 

Fit Moms

INTERESTS

Living Healthy, Healthy Lifestyles, Physical Fitness, Health & Wellness, Healthy Life, Physical Exercise

(MUST ALSO match at least ONE of the following)

**PURCHASE BEHAVIOR** 

**Mattress Store Shoppers** 

**INTERESTS** 

Sealy Mattress, Sleep Better, Sleepless Nights, Sleep Number, Mattress, Mattress Warehouse, Memory Foam, Mattress Factory

**POTENTIAL REACH** 

+25,000

qualified potential consumers (Facebook)



**Targeting Breakdown Ex.** 

**Targeting Your Specific Audiences** 



**Targeting Breakdown Ex.** 

LOCATION

**Monroe County** 

AGE

18+

(INCLUDE people who match at least ONE of the following)

#### **DEMOGRAPHICS**

US politics (very liberal), Likely to engage with political content (liberal), Likely to engage with political content (moderate), Donate to liberal political causes

#### **POTENTIAL REACH**

+120,000

qualified potential consumers (Facebook)

+70,000

**Targeting Your Specific Audiences** 



**Targeting Breakdown Ex.** 

LOCATION

**Onondaga County** 

AGE

18+

(INCLUDE people who match at least ONE of the following)

#### **INTERESTS**

Nonprofit organization, Charitable organization, Fundraising, Foundation (nonprofit), Click-to-donate site, Charity and causes or Donation

#### **POTENTIAL REACH**

+74,000

qualified potential consumers (Facebook)

+45,000

**Targeting Your Specific Audiences** 



**Targeting Breakdown Ex.** 

#### LOCATION

**Onondaga County** 

#### AGE

18+

(INCLUDE people who match at least ONE of the following)

#### **INTERESTS**

Nonprofit organization, Charitable organization, Fundraising, Foundation (nonprofit), Click-to-donate site, Charity and causes or Donation

#### (MUST ALSO match at least ONE of the following)

#### **INTERESTS**

Mercy for Animals, Animal welfare, Animal rights, Best Friends Animal Society, Society for the Prevention of Cruelty to Animals, Shelter Dogs, Cruelty to animals awareness, Animal Rescue, Royal Society for the Prevention of Cruelty to Animals, Animal shelter or Animal rescue group, Employers: PETA (People for the Ethical Treatment of Animals)

#### **POTENTIAL REACH**

+31,000

qualified potential consumers (Facebook)

+26,000



- Instagram has recently rolled out it's advertising platform to the public.
- Facebook owns Instagram, so we will be able to use the same qualified traffic as FB.
- Digital Hyve can create beautiful images with custom filters.



- Twitter has an engaged audience; however, there's not as much targeting as Facebook, so the traffic is less qualified. Advertising has a lasting impact, as Twitter user interaction is extremely high.
- Excellent for visibility and branding.



- Pinterest has a female-dominated audience, so you'd want to deliver gender-specific content and advertising messaging.
- Pinterest is working on refining targeting.

### You Tube

- YouTube is highly engaging and the second-most used search engine in the world.
- Many types of ads, from pre-roll to invideo ads
- Hundreds of millions of videos are watched each day
- Due to the large nature of YouTube, placement is based on content rather than the person viewing the video.



- Snapchat is the best way to reach millennials.
- Videos are viewed over 4 billion times per day.
- It's premier demographic is people between the ages of 18 – 24.



- LinkedIn is great for engaging and connecting with professionals. With targeting similar to Facebook, LinkedIn allows us to identify a specific audience amongst over 465 million users.
- Excellent for B2B marketing and targeted recruitment.

### search engine marketing



#### SEARCH ENGINE MARKETING (SEM)

is when you buy keywords to target people that are conducting searches that are relevant to your business.

#### **ONLY PAY FOR RESULTS!**

'Google Ads' is set up as Cost Per Click (CPC), meaning you only pay when someone clicks on your ad.

Many people assume you have to pay more than your competitors to show up first. That is **NOT** true.

#### WE FOCUS ON

#### **RAISING QUALITY SCORES**

Quality score determines rankings. This ensures lower CPCs and higher Click Through Rates (CTRs), giving you more clicks for the same budget.

## https://www.google.com/grants/

Google Ad Grants

Overview

Benefits

How it Works

Eligibility

Success Stories

Resources

Get Started

Certified Professionals



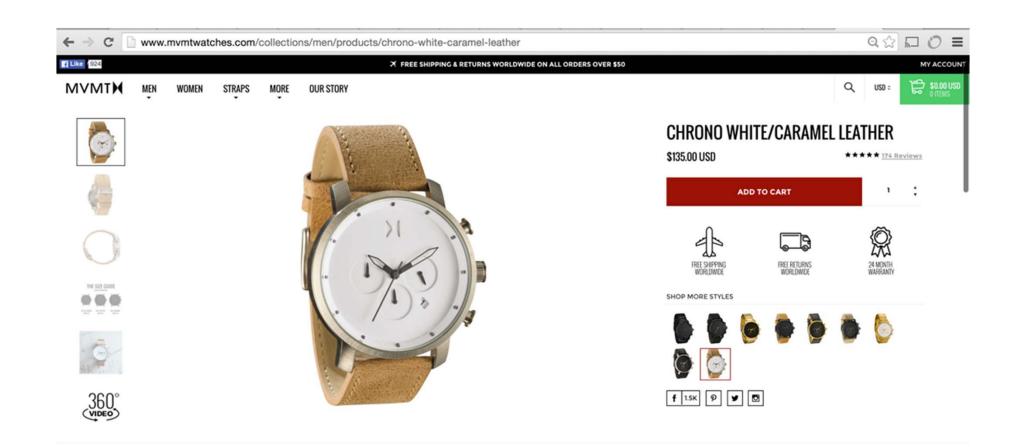
# Share your cause with the world.

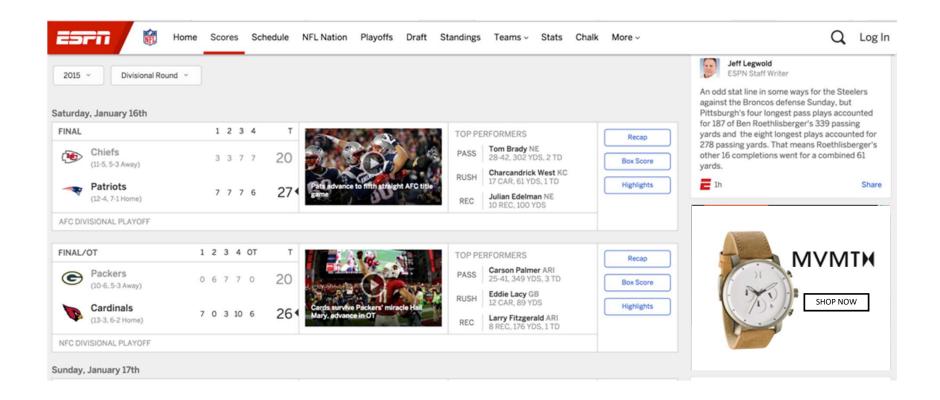
Imagine what you could do with \$10,000 USD of in-kind advertising every month from Google Ads, an online advertising solution from Google. You could recruit more volunteers. Attract more donations. And share your story with audiences all over the globe. It's all possible with Google Ad Grants.

SEE IF YOU'RE ELIGIBLE 0

SIGN UP

# Are My Ads Following ME?!

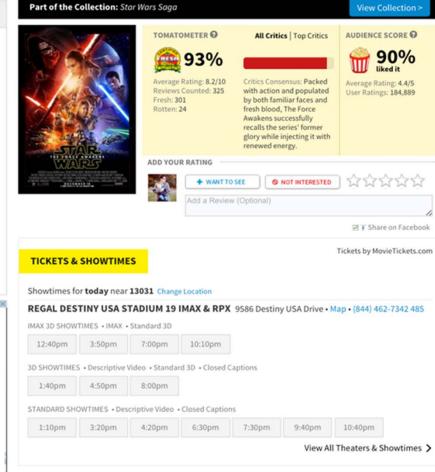


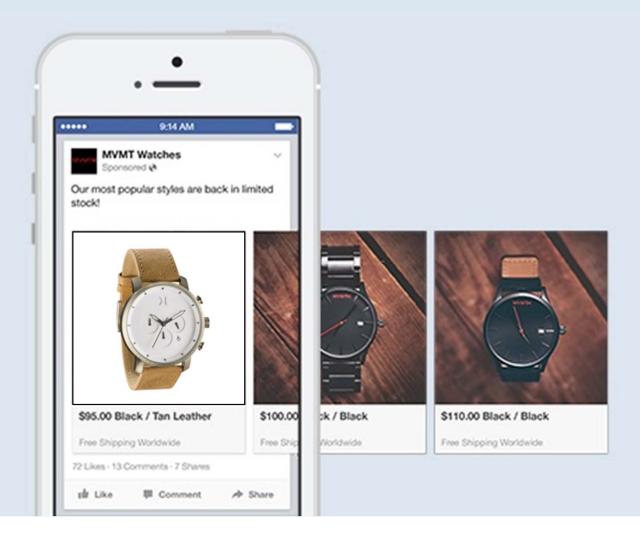












### Case Study



#### BACKGROUND

Ben Walsh was the only Independent candidate in the 2017 Syracuse Mayoral election. Prior to the election he had over 16 years of public service in the city of Syracuse.

#### **CHALLENGES**

- · Family history of Republican political figures
- 54% of registered voters are democratic in Syracuse
- · Independent candidate with no Party support

#### STRATEGY

Using a combination of Facebook, Instagram, Retargeting, Display, and YouTube, we drove traffic to Ben's website and brought awareness of his platform. We targeted people 18-65+ who lived in the city of Syracuse, and also specifically targeted Spanish-speaking Facebook and YouTube users to help gain Hispanic voters.

We consistently changed creative and ad types on Facebook every 2-3 weeks to keep content fresh and inform the public about new campaign information and community support.

#### RESULTS

Along with high reach, impressions and views, our social ads garnered over 7,000 reactions on Facebook alone, proving we targeted the right audience of engaged voters. Ben won the election by 14% over the Democratic candidate and became the Mayor of Syracuse in January 2018.

#### Reach

354,150

Impressions

2,777,944

Clicks

16,656

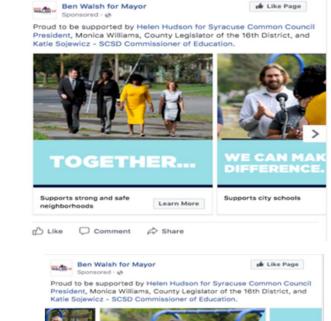
Video Views

143,494



• 627 Comments • 436 Page Likes





TOGETHER WE CAN..

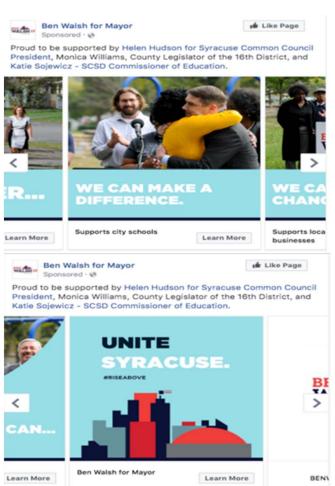
Learn More

Ben Walsh for

Supports economic

opportunity for all

Learn More





Learn More

opportunity fo

Learn More

businesses



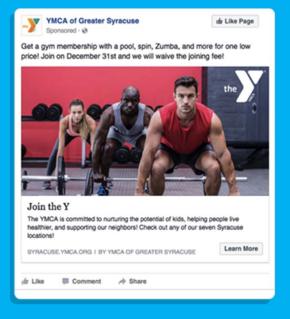
CASE STUDY

38

### **TACTICS USED**

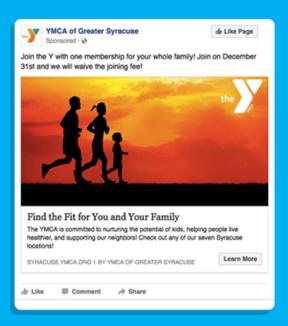
#### AD SETS







18T034





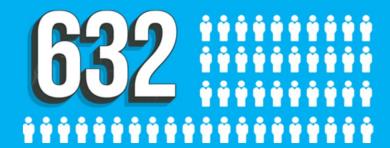


#### SCOPE OF CAMPAIGN

The YMCA's goal was to increase membership for the start of 2017 and wanted to use social media to create that shift. From December 14th to the 31st, Digital Hyve ran a campaign driving excitement for a one-day sign-up promotion, offering a waived membership fee for any new members.

#### **RESULT**

Our work brought hundreds of families through the YMCA doors.



On December 31, 2016, 632 people joined in Central New York, taking advantage of this one day a year opportunity.



Overall, the campaign generated a whopping 7,700% ROI, potentially bringing in over \$300K over the next year for the non-profit.





Mobile Food Pantry

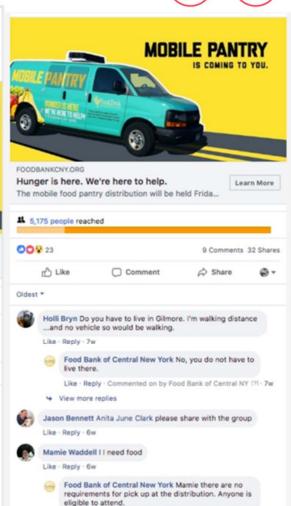
### **Social Engagement**











Like - Reply - Commented on by Food Bank of Central NY [7] -

### **Objectives & Actions**



386,821

**Impressions** 

**2,116**Clicks

### Objective

Increase awareness of the Food Bank's Mobile Food Pantry across CNY.

#### **Actions**

Channels: We utilized Facebook ads for our Mobile Food Pantry campaign from March through July.

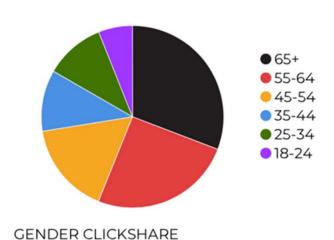
**Targeting**: Our ads targeted people within 6 to 10 miles of the address for the MFP in the following locations: Syracuse, Solvay, Utica, Fulton, Frazer, Cortland, Parish, St. Andrew's Church, and Moravia.

## **Social Demographics**

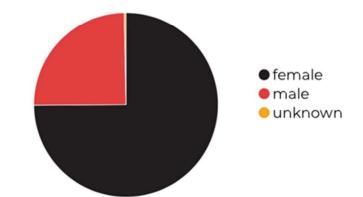




AGE GROUP CLICKSHARE



Age	Clicks
65+	1,112
55-64	912
45-54	589
35-44	393
25-34	384
18-24	217



Gender	Clicks
female	2,702
male	894
unknown	11

### measurable

Fish where the fish are.

#### HERE ARE SOME BENEFITS OF USING



Google Analytics

- 1. It is completely free of charge
- 2. Learn how many people are visiting your site
  - Set date parameters
  - Avg session duration, bounce rate, page views, unique visitors
- 3. Able to find out how your visitors locate your website.
  - Source/Medium
  - Mobile?
- 4. Identify where visitors go (or not go) after getting to your site
  - Bounce Rate
  - Behavior Flow
- 5. How are people converting?
  - Conversion goals
- 6. Ability to Fine Tune Your Website and Marketing Campaigns

### me









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