



BLUE RIDGE FOSTER LOVE

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SMAD 315**

Table of Contents

About the Authors	2	Content Marketing	33
The Client	4	Content Goals	33
Assignment	7	Brand Guide	35
Process, Results, & Recommendations	8	Profile Optimization & Mockups	36
Social Media Audit	9	Content Creation & Planning	37
Instagram	10	Content Posted 11/13/2022-	
Facebook	11	12/9/2022 & Metrics	41
LinkedIn	12	Advertising (Paid)	
Youtube	13	Strategy	48
Social Media Monitoring	14	Influencer Strategy	49
Keywords	15	Employee Advocacy Plan	51
Social Media Listening	17	Crisis & Response Strategy	53
Competitive Analysis	19	Content 12/18/2022-	
Share of Voice	25	2/9/2023	54
SWOT Analysis & Matrix	26	References &	
Audience Analysis	27	Media Citations	65
Platforms & Rationale	30		
Goals, Objectives & Metrics	32		

Angil Lonzon

I am a senior at James Madison University studying Media Arts and Design with a Concentration in Creative Advertising. I have experience doing digital marketing and social media work with BluShark Digital Marketing, as well as content creation with JMU University Communications. I have a certification in the Hootsuite Platform, and I also know how to use Falcon.

Skills: Adobe Suite, Falcon, Hootsuite, Microsoft Office



Miranda Morrone

I am a current senior at JMU studying Media Arts and Design with a Concentration in Creative Advertising. My experience is in social media through my internship here at JMU in the Communications department. In addition, I had an internship with Ogilvy as a UX intern this past summer. In my free time, I love to go to the beach!

Skills: Adobe Suite, Falcon, Hootsuite, Microsoft Office, Google Workspace



Rebecca Cutsinger

I am a senior at JMU studying Media Arts and Design with a concentration in Journalism. My experience in social media is through an internship I did with a political congressional campaign this past summer, as well as running the social media for an on-campus student organization. I also have a Hootsuite Social Media Certification.

Skills: Microsoft Office, Adobe Programs



Carson Polk

I am a senior Creative Advertising major in the School of Media Arts and Design at JMU. My current internship with JMU Athletics has provided me with a unique blend of social media content planning, live interaction, graphic design, and sports information. My digital experience includes Google Documents, Microsoft Office, Adobe Creative Suite, and Hootsuite.



Emma Sweterlitsch

I am a junior at JMU studying Media Arts and Design with a concentration in creative advertising. I have experience with social media because of a marketing internship I did last summer at The Steel Club. Some of my skills include Microsoft Office, Hootsuite, and Adobe programs.



Kameron Franks

I am a senior Media Arts and Design major with a concentration in Creative Advertising at James Madison University. I have a double minor in General Business and Studio Art. I interned abroad in London as a Creative Design intern at WonderGlass where I made Instagram Reels and designed specification sheets for their website. I am very comfortable with Adobe Creative Suite and Final Cut Pro. My certifications come from Microsoft Office and Hootsuite.



Meredith Orne

I am currently a senior at James Madison University majoring in Media Arts and Design with a concentration in Creative Advertising. I also have a minor in General Business. I have experience with social media marketing through running my own social media page for my photography business. I also have Hootsuite Platform and Social Marketing certifications. My skills include Hootsuite, Microsoft Office, Adobe Creative Suite, iMovie, and creative platforms like Canva.



Alicia Flemke

I am a senior Media Arts and Design Major with a concentration in Creative Advertising and a Minor in Sociology. I have experience in social media marketing, graphic design, and photography through running the social media accounts of the restaurant I worked at this past summer as well as through the many projects I've conducted within my major. My skills include Adobe Creative Suite, Hootsuite, Canva, Microsoft Office, and iMovie.



THE CLIENT



BLUE RIDGE FOSTER LOVE

Address:
255-B College St, Dayton, VA 22821

Website:
www.blueridgefosterlove.com



Mission

To be a resource for foster and kinship families and to provide children who've been separated from their biological parents with clothing, books, and other essential care items during their time in foster care.

Programs

Make a Donation

Making a monetary contribution to buy gifts that will make an impact.

Fill The Closet

Donating gently used children's clothes.

Sponsor A Request

Enable a child to enjoy experiences like dance classes or giving them a bike.



Sponsor A Backpack

Provide a foster child with the necessities to succeed in school.



Sponsor A Duffel Bag

Purchase a duffel bag to provide foster children with a way to transport their belongings.



Amanda Snell
Board Member



John Costello
Secretary

Amanda graduated from the Georgia Institute of Technology in Atlanta, GA, with a degree in Business Administration and Finance, and a minor in Pre-Law. Presently, she works full-time as a Finance Professional in the technology industry. In addition to her passion for Blue Ridge Foster Love, Amanda also volunteers for nonprofits supporting active military, veterans, and their families.

In her free time, Amanda enjoys baking, traveling, and making memories with her family, friends, and furry pal, Kona.



Kristina Ferrara
VP of Marketing

John grew up in Massachusetts. He and his wife adopted their children from the foster care system in 2018. He has a Bachelor's of Mechanical Engineering from Georgia Institute of Technology and a MBA from the University of Florida. Presently, he works full-time as a client executive in the energy industry.

In his spare time, he enjoys home projects, movies, reading, watching the Patriots/ Red Sox and spending time with his family.



Charity Trissel
VP of Community Outreach

Charity has deep family roots in Rockingham County dating to the early 1700's. She has a bachelor's degree in nursing and is currently pursuing a master's degree at James Madison University. She is employed at a local hospital. Charity has been married to her biggest supporter, Cory for 20 years and together they have 3 biological children, run a farm, and are active foster parents. Knowing first hand the struggles, commitment, and compassion surrounding foster care she spends her extra time volunteering with her church, local families, and organizations near to her heart. She has an adopted niece and nephew and sees firsthand the needs in the community.

Enjoying the outdoors, volunteering, traveling, and spending time with family are her biggest joys in life.

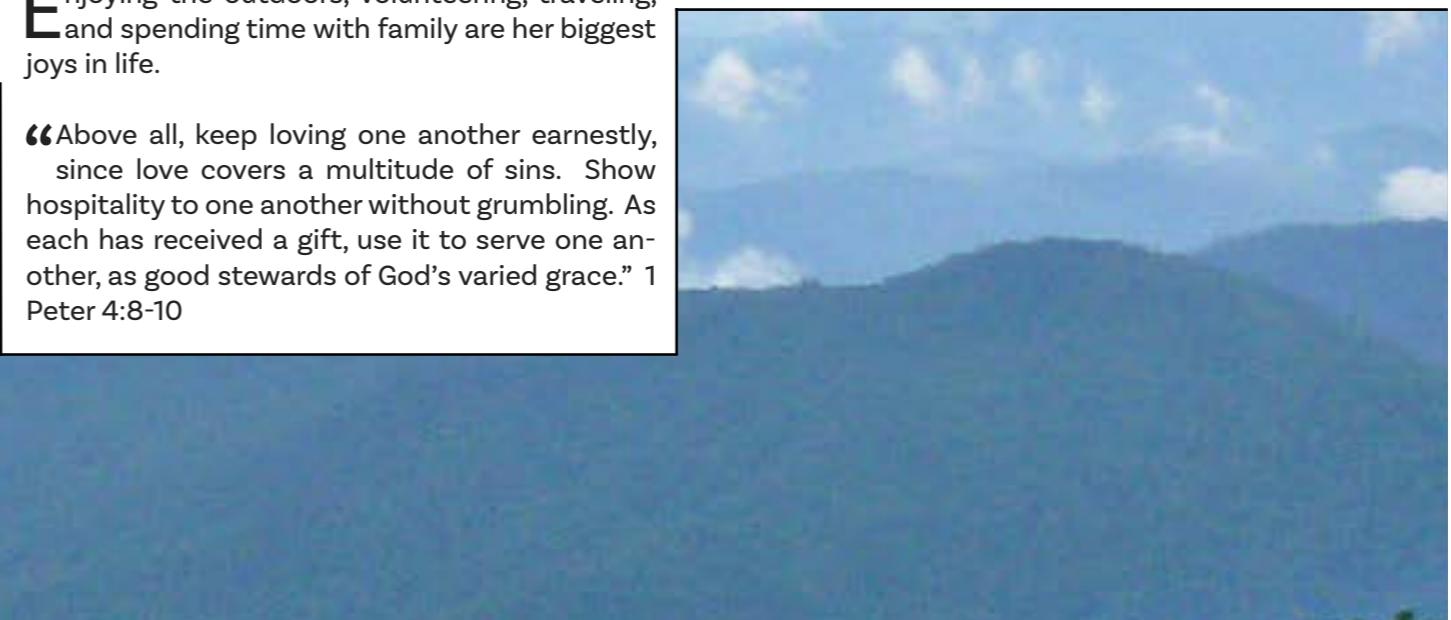
“Above all, keep loving one another earnestly, since love covers a multitude of sins. Show hospitality to one another without grumbling. As each has received a gift, use it to serve one another, as good stewards of God's varied grace.” 1 Peter 4:8-10



Christine Costello
President/CEO

Christine grew up in Rockingham County, VA. She is a wife and mother to two boys. She was adopted as an infant. She and her husband adopted their children from the foster care system in 2018. She attended Virginia Tech and has her Bachelor's of Science degree in Business Management. She previously managed numerous operations teams for manufacturing companies before becoming a stay at home mom. She and her husband are current foster parents and know first-hand the situation for children entering foster care and foster families.

In her spare time, she enjoys working out, reading, and spending time with her husband and children.



ASSIGNMENT

Over the course of the semester, our group researched and analyzed the social media of Blue Ridge Foster Love and their competitors. Our goal was to create a social media strategy that would be beneficial to Blue Ridge Foster Love's brand and their mission, so that they can have a bigger voice on social media platforms.



OUR PROCESS, RESULTS, & RECOMMENDATIONS

We began by auditing Blue Ridge Foster Love's current social media platforms. We found that they used Instagram, Facebook, LinkedIn, and YouTube. We tracked the engagement rates, average likes, comments, and shares for each platform. From there, we created keywords and phrases that associate with the brand. These keywords are used to become part of conversations with the target audience. After that, we took note of who on social media and within news outlets are talking about Blue Ridge Foster Love. We then did a competitor analysis to see what brands that are like Blue Ridge Foster Love are performing better on social media, and what they are doing different. This allowed us to find Blue Ridge Foster Love's "share of voice," which is their presence in online conversations about a common topic.



Afterward, we performed a SWOT Analysis and Matrix, which shows Strengths, Weaknesses, Opportunities, and Threats for Blue Ridge Foster Love's social media.

After that, we did an audience analysis and created personas that give more of a perspective on the people that Blue Ridge Foster Love is trying to reach. From there, we decided what platforms would suit the brand best: Instagram, Facebook, and Pinterest.

We began to brainstorm content goals and generate content ideas, created a posting schedule, and started posting to the respective platforms. We followed our posting schedule and then tracked metrics to see how the social profiles were performing.

SOCIAL MEDIA AUDIT

We audited all of Blue Ridge Foster Love's social media platforms. We recorded data like followers, average likes, comments, and shares. From there, we made recommendations on how

to improve Blue Ridge Foster Love's current social media platforms, as well as giving recommendations on what platforms should and should not be used.

INSTAGRAM

Audit completed between September 5, 2022 and September 12, 2022.

Analysis

With an engagement rate of 0.23, 144 followers, and less than 15 likes per post we see that overall presence on Instagram is low. Post frequency is 5-10 times a month which is low compared to a successful social media presence. We enjoy the ideas of granted wish posts - it makes the audience feel more connected to the cause and see what others are doing for the foster children. We would like to develop this idea more and see how we can adapt this to be more interactive. Posts rely heavily on cartoon graphics, lack a human presence, and share little about the organization's mission, vision, or values.

Recommendations

We need to work on shares, comments, likes, etc. Also, utilizing things other than graphics could make the account feel more personal. Although we cannot use children specifically, showing the actual items donated or purchased for the foster children would be rewarding. Sharing relevant information regarding foster care or the foster system is also a way to increase the company logo/ profile picture displays very little of what the company is about or stands for, the posts need to give the audience more information.

Summary

Instagram has great potential, but it would be helpful to utilize the account more. There is not a clear strategy and posting seems to stick to "in-the moment" issues or needs of the company. Due to this the account lacks engagement from the community and isn't serving a helpful purpose to the organization.

Profile Picture



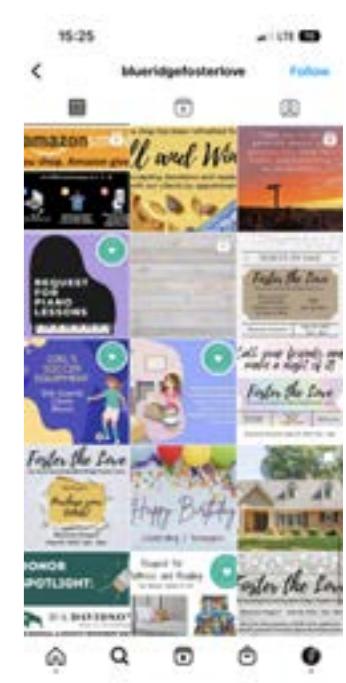
Handle: @blueridgefosterlove
URL: www.instagram.com/blueridgefosterlove/

Biography

"Supporting foster and kinship families during their time in the foster care system."

Followers	Following	Post Frequency	Shares
144	199	Everyday	10 on average
Pinned	Comments	Likes	Top Post
N/A	Mostly None	3-60 per post	69 Likes

Profile Feed



FACEBOOK

Audit completed between September 5, 2022 and September 12, 2022.

Summary

Overall, Facebook is doing well for a company that is just getting off the ground. There is significant room for improvement with consistent messaging. This page highlights the events and productivity of the organization, but lacks the necessary audience interaction to gain the engagement needed for further exposure.

Recommendations

It would be a good idea to create posts that warrant audience engagement with games, giveaways, and more spotlights either of donors or the foster families themselves. The audience needs to understand the mission of the company within the first few seconds they spend on the page. Creating posts that are mission and vision centered as well as updating the profile can lift brand awareness.

Followers	Comments	Shares	Engagement
4,000	0	2-8 per post	0.13%
Top Post	Types	Post Freq.	
67 Likes	Graphics	2-3 per week	

Biography

"Serving the Shenandoah Valley's foster/kinship care families."

Nonprofit Organization

Address: 255-B College Street, Dayton, VA, United States, Virginia

Phone Number: (540) 324-9765

Email: blueridgefosterlove@gmail.com

Profile Picture



Handle:

Blue Ridge Foster Love

URL:

URL: <https://www.facebook.com/profile.php?id=100073302467994>

Cover Photo



Analysis

With 631 followers, most posts receiving less than 5 likes, top posts receiving 15-17 likes, posts averaging 3-10 shares, between 0-4 comments, and a 0.34 engagement rate, Facebook is the top social platform for Blue Ridge Foster Love. Although engagement is still considerably low for a community based company, the Facebook page has better engagement and consistency. The posts are mainly informational and consist of brand event reminders and showcasing donations. There isn't much engagement other than likes and shares, and donation posts that show items being given to the foster kids receive the most attention.

LINKEDIN

Audit completed between September 5, 2022 and September 12, 2022.

Analysis

This page has 46 followers, less than 15 likes, and a very low posting rate. The mission and vision are not clearly communicated and graphics are not eye catching. The profile is underdeveloped and engagement rate is difficult to calculate due to very few posts.

Summarize

Overall, LinkedIn is a weak platform for Blue Ridge Foster Love. The platform is geared for business to business interaction but the page doesn't elicit any needs that other businesses could provide for or assist with. The company is also not posting hiring or employment opportunities so the audience on LinkedIn is not likely to interact with the page. The page is being treated similarly to Instagram and Facebook and since LinkedIn is such a different platform they are not seeing any real return on investments.

Recommendations

If Blue Ridge Foster Love is looking to grow, hire more employees, or partner with specific business for beneficial opportunities, then they will need to change the strategy of current postings. Creating posts that explain the business, hiring opportunities, mission, vision, and values of the company, as well as posts geared toward the mutual benefits of partnering with Blue Ridge Foster Love will help use the platform for its intended purposes. If Blue Ridge Foster Love doesn't aim for these business or employee goals we recommend removing or deleting this page.



YOUTUBE

Audit completed between September 5, 2022 and September 12, 2022.

Summary

Overall this page is not being utilized by Blue Ridge Foster Love. It is the brand's weakest social media page and is severely underdeveloped. Youtube is a visual social platform that helps viewers get a holistic view of a company through informational videos, visuals of the companies products, advertisements, and employees. Blue Ridge Foster Love's current content does not align with the intentions of the platform.

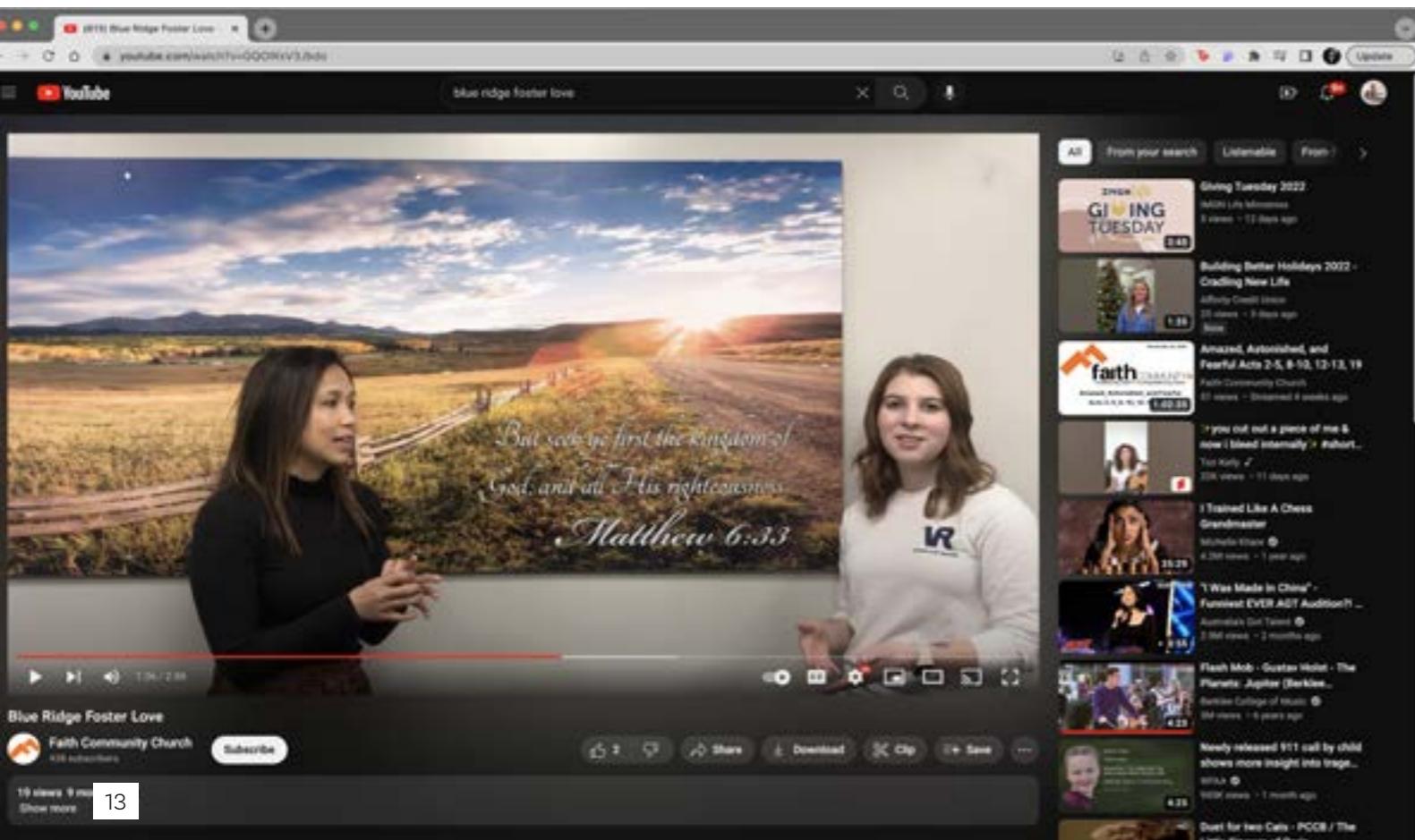
Analysis

This account has one subscriber, no biography, one post that has 22 likes, comments are disabled on said video, and the video does not have a description. The video is a content entry video trying to win a Beddy's Bed Give away. That was not clear in the "music video" style video which has 1248 views. This page delivers very low brand awareness, engagement, and lacks overall online presence.

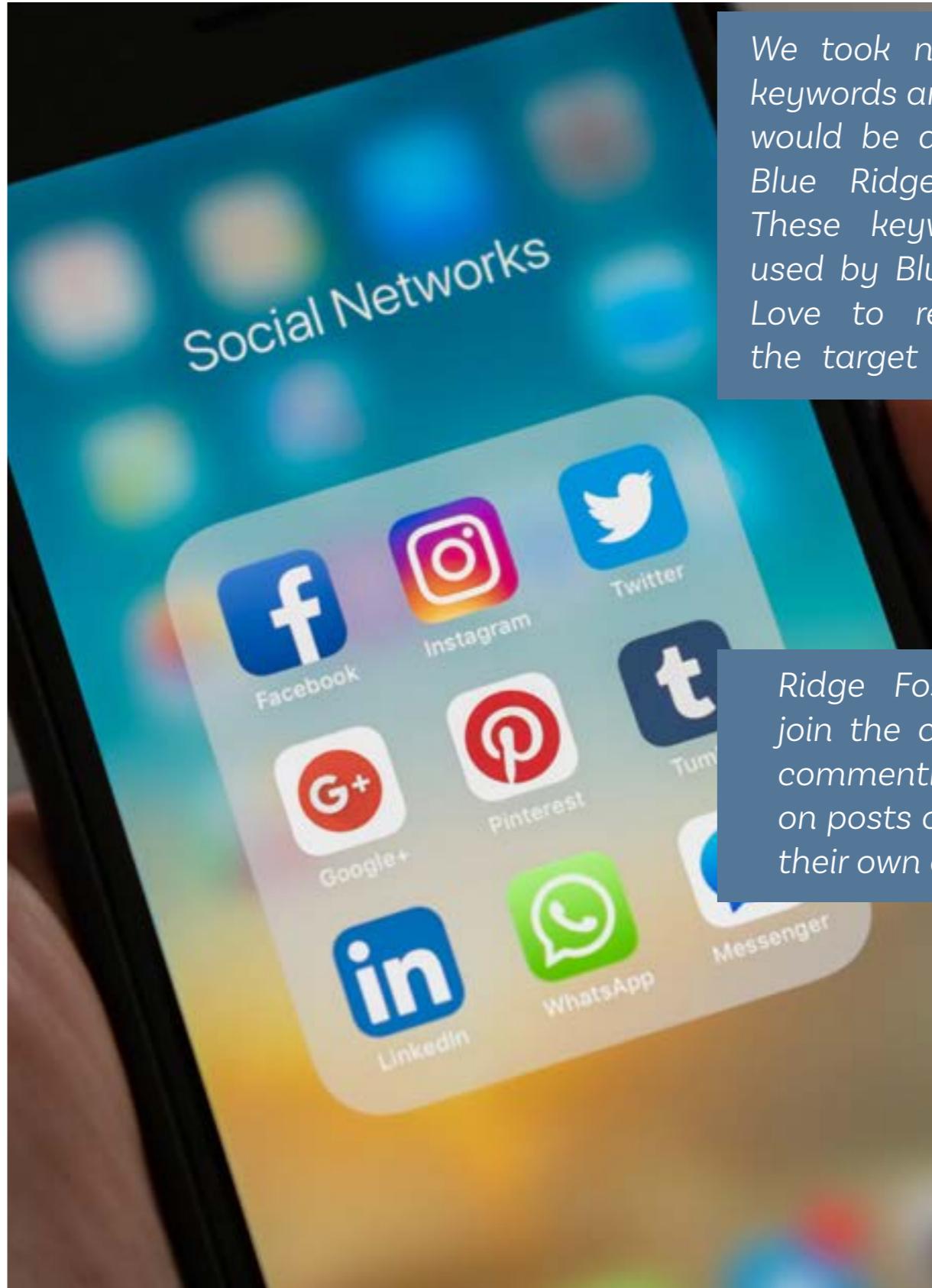


Recommendations

We recommend that BRFL delete this page. The type of content that succeeds on Youtube will be very difficult to maintain since BRFL has limitations on what they can share visually due to the protection of minors. Youtube is also much more time consuming than other platforms with video production, editing, and needed media expertise. For a relatively new local non-profit, better audience engagement and brand awareness can be gained much easier on other platforms like Facebook and Instagram.



SOCIAL MEDIA MONITORING



We took note about the keywords and phrases that would be associated with Blue Ridge Foster Love. These keywords can be used by Blue Ridge Foster Love to reach more of the target audience. Blue

Ridge Foster Love can join the conversation by commenting keywords on posts or using them in their own content.



KEYWORDS

Foster Love Family
Blue Ridge
Harrisonburg Foster Family
Foster Children
Donation
Sponsor
Kinship
Kinship Families
Children
Care
Support
Essential Care
Closet
Help
Time
Effort
Appointment
Harrisonburg Donations
Toy Donations
Book Donations

Clothing Donations
Lessons
Programs
Clothing
Charity
Harrisonburg Clothing
School Supplies
Activity Sponsor
Activity Request
Wishlist
Accomodations
Donation Closet
Blessings
Supplies
Bedding
Experience
Monetary Donation
Backpack
Make a Difference
Inspiration
Together
Provide
Advocate

Commitment
Mentor
Enable
Involved

*The top ten keywords are bolded. Use keywords or phrases in posts, captions, hashtags, or searches. These can help your posts fit into the online conversations you want your organization to be a part of.



Foster AND Family Instagram

Most conversations are centered around foster animals, and loving fostering animals. Other conversations include foster children and giving them experiences they love. Widely known companies donating to foster programs is a recurring theme. All results are positive. Joining this conversation helps the audience understand Blue Ridge Foster Love's positive impact on a foster child's journey.

Foster AND System Instagram

This conversation is mainly dominated by the issues facing the foster care system. This conversation has political themes, and threads can get tense due to varying opinions. Roe v Wade is a recurring theme. Positive conversations center around government policies aiming to fix issues in the system. Joining this conversation and publicly supporting policy changes as a non-profit can help authenticity and brand loyalty.

Foster Children Facebook

The conversations mainly surround positive testimonials of foster parents sharing common fears, worries, and successes. Many are success stories, celebrities giving back to the foster community are common themes. Blue Ridge Foster Love would do very well joining this conversation with their own client testimonials. Giving real stories to those in the community add a personal emotional appeal to those most likely to donate.

Kinship AND Support Instagram

These conversations are issues related to the lack of funding kinship care families receive related to foster parents. Positive conversations include testimonials of kinship care parents and grandparents. Adding to this conversation would diversify the conversations currently surrounding Blue Ridge Foster Love. This would also give recognition to kinship care's lesser known status in the community.

Kinship Family Facebook

These conversations mainly pertain to the positive aspect of kinship care or adoption. Children seeing a resemblance between them and their guardians, maintaining childhood family bonds, guardians having previous relationships w/ parents, familiarity when in guardianship transition, etc. These are all very positive conversations with "blood relation" being a recurring theme. Joining this conversation can help find the audience in the community that is already experiencing these things and gaining more clients, those that are in need.

Harrisonburg AND Donations Facebook

These conversations include the other charitable organizations in the area that are receiving notoriety. Homelessness and shelter donations, as well as holiday seasons are recurring themes. All of these conversations are positive, celebrating how the community has donated to fill the needs gap. Joining this conversation can elevate BRFL as a prominent shenandoah valley non-profit, becoming a go-to for donations for more and more people.

Using these keywords in the search bar on platforms can give Blue Ridge Foster Love access to posts in their target audience. Blue Ridge Foster Love can join the conversation by commenting on these posts, creating their own posts using these keywords, or trying to partner with other companies or programs prominent in these conversations.



SOCIAL MEDIA LISTENING

Mentions

Organizations that have given shoutouts to Blue Ridge Foster Love

Formed Families Forward

This organization is dedicated to serving the foster care, kinship, and adoptive families in the northern Virginia area.

JMU Community Service Learning

This is a JMU Community Service Learning post explaining that BRFL is one of JMU's community partners, highlighting the non-profit as a way students and faculty can give back to the Harrisonburg community.

In The News

Outlets that have mentioned Blue Ridge Foster Love

“Blue Ridge Foster Love opening shop, providing clothing, essentials to foster and kinship families” (WHSV)

This article details the opening of BRFL, its mission, purpose, and community engagement. By Cayley Urenko Published: Dec. 9, 2021

“Blue Ridge Foster Love continues to help foster and kinship families in the Valley” (WHSV)

This article By Cayley Urenko, published: Apr. 12, 2022, details how BRFL grew in the first few months being open, as well as items the non-profit needs or is having trouble finding.

Times and Days

Due to a low number of mentions there is no consistent day or time that is most popular for BRFL's audience engagement.

Products

Donation items are the most talked about products online such as clothes, toys, shoes, and baby formula.

Social Media Platforms

There is no clear social media platform that stands out due to a low number of mentions

Brand Sentiments

All mentions of the brand are positive so brand sentiment is very good.

Themes and Keywords

#FosterCare #KinshipFamily #FosterCareCloset

Takeaways

It is surprising that the presence of Blue Ridge Foster Love is so low on social media given that they have so many benefits and causes they are providing for the community. It was great to see that local news stations have covered Blue Ridge Foster Love's story and organization. This is called earned media and can greatly benefit the awareness of an organization. We recommend creating a posting schedule to help push the mission and advertise any events that they have coming up. They should also include hashtags on their posts to link them to community conversations about topics relevant to the organization. We also recommend following community leaders, church leaders, prominent figures known to give back to the community like the mayor, city council, or other organizations that post about donations and charity in the Rockingham County area. Commenting on others' posts about foster care, charities, community donations, etc can greatly increase audience awareness. Even comments like “thank you for giving back to the community” still makes your logo and profile show up on more people's feeds.

Blue Ridge Foster Love opening shop, providing free clothing, essentials to foster and kinship families

By Cayley Urenko
Published: Dec. 9, 2021 at 7:44 PM EST

ROCKINGHAM COUNTY, Va. (WHSV) - A new shop in Dayton is opening its doors in the coming weeks, but it's meant specifically for foster and kinship families with current placements in the Shenandoah Valley.

Blue Ridge Foster Love will be providing things like clothing, shoes, toys, books, and personal hygiene products for children during their time in the foster care system. All of these items are available to foster and kinship families at no cost.

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COMPETITIVE ANALYSIS

We audited Blue Ridge Foster Love's competitors and their activity on social media. With this information, we were able to see what they were doing that could be implemented in Blue Ridge Foster Love's social media strategy.

Once Upon a Child Harrisonburg, VA

Website Analysis

Home page is basic with hours of business and location and has an embedded image of their holiday hours. Mix of small sans serif and serif font throughout the web page. 3 different sections for information with a blog about what families have purchased for their children. This section is heart filling and personable.

Facebook

Handle:
Once Upon A Child - Harrisonburg, VA

Competitor Activity

Facebook: September 13th
Instagram: September 14th

Bio:

"At Once Upon A Child we offer parents a fun and convenient way to buy and sell gently used kids stuff, making saving money on children's clothes, toys, baby furniture and equipment a reality every day. We focus on quality, safety, and value - the same things you feel important for your own families."

Profile Picture



Followers	Following	Post Frequency	Shares
7,000	17	2 per day	N/A
Pinned	Comments	Likes	Top Post
Hiring Post	6-10 on average	1-3 per post	5 Likes

Instagram

Handle: @onceuponachildharrisonburg

Bio:
Buy, Sell, Trade
24 hr holds on social media posts
Mon-Sat 9:30am-8pm| Sun 12-5pm
We Ship
Text OUACH to 578-277 for rewards
We're HIRING

Profile Picture



Followers	Following	Post Frequency	Comments
1,807	1,911	2 per day	Typically None
Likes	Post Count		
2-15 per post	6,224		

Overall Analysis

These accounts have a lot of likes and followers, which is greater than all competitors we are looking at. The strange thing about them is their complete lack of engagement. There are hardly any likes, comments, shares, etc. The follower count does not match the analytics received due to only getting around 1-3 likes per post but they have 7k followers. They don't seem to engage with their audience. People respond to the posts asking for the store to give prices or hold an item for them, and they do not respond to them. Their lack of customer service is shown through their socials. This brand also has a high rate of negative reviews about their pricing and rude customer service and the company shows no initiative to correct or rectify these issues.

F.R.O.G/Froggy's Closet

Website Analysis

Green theme with logo consistent throughout the page. Uses the same font on the website and social media platforms. Easy to follow layout. Has a chat option available. Social media is linked and important info easily accessible. Includes multiple sections (home, about us, fundraising/events, get involved, and donate)

Facebook

Handle:
F.R.O.G./Froggy's Closet

Bio:
Hours: Tuesday and Wednesday 10 - 5
DONATIONS - Accepted Tuesday and Wednesday 10-5
540/773-4192

Followers	Following	Post Frequency	Shares
4,000	199	Everyday	10 on average
Pinned	Comments	Likes	Top Post
N/A	Mostly None	3-60 per post	69 Likes

Instagram

Handle:
@familiesreachingoutgroup

Bio:
"F.R.O.G.- A local nonprofit with a goal of providing the basics and beyond for all children."

Followers	Following	Post Frequency	Likes
196	132	Everyday	5-10 per post
Post Count	Comments		
125	Mostly None		

Competitor Activity

Facebook Last Post: September 11th
Instagram Last Post: September 8th

Overall Analysis

Both the Facebook and Instagram accounts do not have high engagement rates and can be improved in many areas. The Facebook account has significantly more followers than their Instagram account. The posts on both platforms do not get many likes, shares, or comments. The company also does not respond to comments. The website and mission of the company make up for social media presence, but there is room for improvement.

Big Brothers, Big Sisters of Harrisonburg-Rockingham County

Website Analysis

Black and lime green theme. Typewriter font. Sections for Events, Get Involved, Enroll a Child, Programs, Partners, About, and Contact. Big emphasis on the "Donate Today" icon. At bottom, it has icons for Twitter and Facebook. Includes pictures that match the theme under every section. Good embedded video on the home page. Has a mix of serif and sans serif fonts.

Facebook

Handle:
Big Brothers, Big Sisters of Harrisonburg-Rockingham County

Bio:
"Big Brothers Big Sisters creates and supports one-to-one mentoring relationships that ignite the power and promise of youth."

Followers	Following	Post Frequency	Shares
1,870	0	1 per day	0-13 per post
Pinned	Comments	Likes	Top Post
N/A	0-2 per post	3-13 per post	35 Likes

Profile Picture



Twitter

Handle:
@bbbshr

Bio:
"Creating and supporting one-to-one mentoring relationships that ignite the power and promise of local youth."

Followers	Comments	Post Frequency	Retweets
953	Very Few	Inconsistent	0-5 per post
Likes			
0-5 per post			

Profile Picture



LinkedIn

Handle:
Big Brothers Big Sisters of Harrisonburg-Rockingham Co

Bio:
"Big Brothers Big Sisters of Harrisonburg-Rockingham County provides one-to-one mentoring relationships for children to promote self-esteem, expand awareness of life's opportunities and provide education and guidance. The agency serves over 800 children per year."

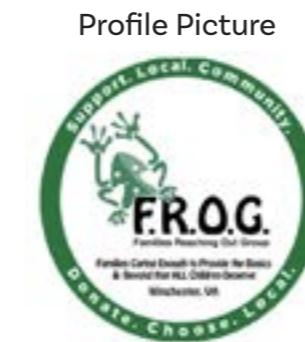
Followers	Post Frequency	Reactions	Post Count
81	0	0	0

Overall Analysis

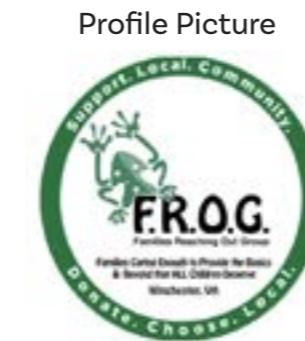
All of their social media platforms need work. None of them are cohesive with a set theme, message, or design layout. They are not consistent with their posting schedule and they don't post engaging content for their audience. Though they have a larger following than Blue Ridge Foster Love, their social media content is on the same level.

Competitor Activity

Facebook Last Post: September 11th
Instagram Last Post: September 8th



Profile Picture



Profile Picture

DePaul Community Website Analysis

Open, approachable, relaxed color palette; Well-organized; provides most of the relevant/descriptive information. Includes 4 different sections to find the information you need. Has good quality images and graphics.

Facebook

Handle:
DePaul Community Resources

Bio:
"Child and Family Services Mission: We work to ensure safety, promote permanency, facilitate healing, and support independence for the children and families we serve. We do this through foster care, adoption, independent living, and community-based services."

Followers	Following	Post Frequency	Shares
3,300	157	Everyday	1-5 on average
Pinned	Comments	Likes	Top Post
Video	Mostly None	1-10 per post	73 Likes

Instagram

Handle:
@depaulcommunityresources

Bio:
"Every day we work to change the world by improving the lives of children, families, and individuals with developmental disabilities."

Followers	Following	Post Frequency	Shares
3,300	157	Everyday	1-5 on average
Pinned	Comments	Likes	Top Post
Video	Mostly None	1-10 per post	73 Likes

LinkedIn

Handle:
DePaul Community Resources

Bio:
"Opening doors to hope and belonging"

Followers	Following	Post Frequency	Shares
3,300	157	Everyday	1-5 on average

Profile Picture



Profile Picture



Profile Picture



YouTube

Handle:
depaulcr

Bio:

"At the heart of DePaul Community Resources is the belief that new things are possible when you belong. Since 1977, we have opened doors to hope and belonging for countless children and families in the foster care system and individuals with disabilities across Central and Southwest Virginia. The work of hope and belonging is bigger than social work—it is work that builds communities, strengthens economies, supports health, and renews promise. Our staff, providers, volunteers, and the 700 individuals and families they support work every day to help make our vision a reality."

Followers	Following	Post Frequency	Shares
3,300	157	Everyday	1-5 on average
Pinned	Comments	Likes	Top Post
Video	Mostly None	1-10 per post	73 Likes

Profile Picture

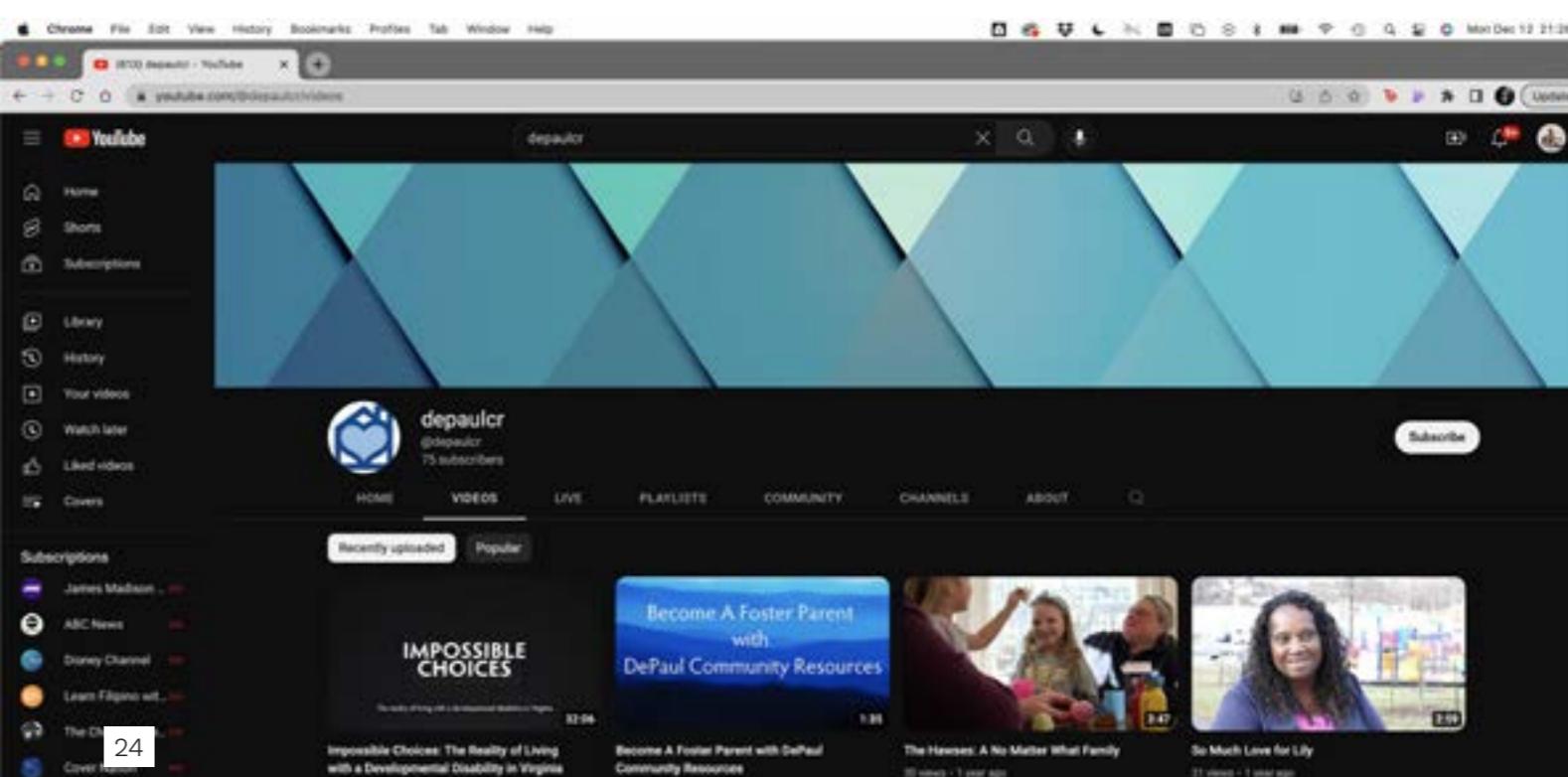


Competitor Activity

Latest Posts: Facebook: 9/14/22, 7:47 AM
Instagram: 9/14/22, 7:47 AM
YouTube: July 2022
LinkedIn: July 2022

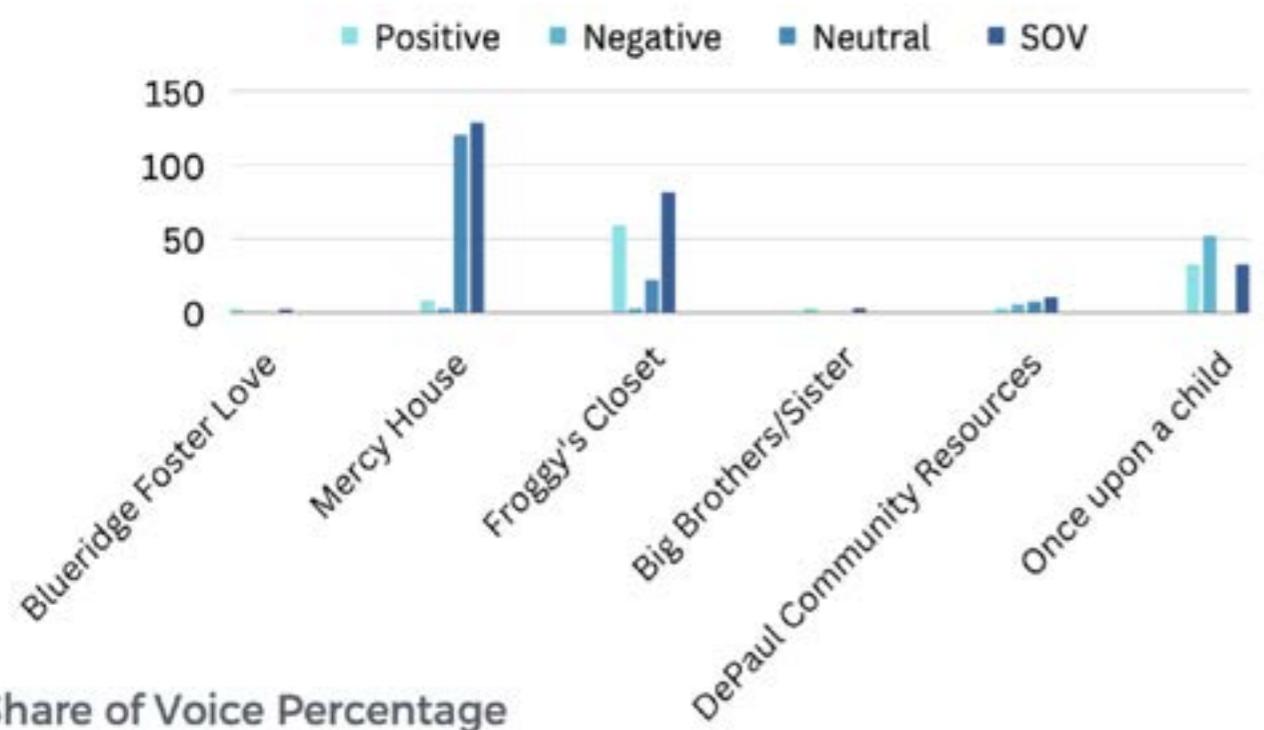
Overall Analysis

DePaul Community Resources has a strong and uniform media presence. Their branding is fairly consistent across all four platforms, while still retaining individual autonomy depending on the media content. It seems that their Facebook has the most reach, with over three thousand followers. Although their videos have a net watch of nearly 35k, these are collective lifetime views that have accumulated over 12 years. Some videos peaked over 1.5k views, but most of them average less than 500. Across available media, DePaul utilizes platform features such as pinned posts, public events, and a larger database with in-depth information. Posting in general is fairly inconsistent when observing their media presence as a whole. Furthermore, providing relevant metadata with their blog would be beneficial when referencing posts or moments that are important to their brand image. Overall, it appears that they have a relatively solid presence when compared to other similar brands.

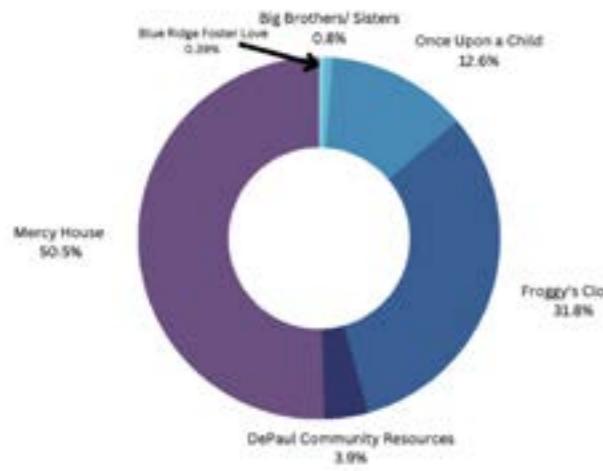


SHARE OF VOICE

A company's share of voice is their presence in online conversations about related topics compared to their competitors. Our data shows the online conversations that involve Blue Ridge Foster Love or their competitors.



Share of Voice Percentage



Share of Voice Percentage

Comparatively Blue Ridge Foster Love has a very low share of voice. Online conversations about donations, secondhand clothing, foster care, and other surrounding topics are mainly dominated by Mercy House, Froggy's Closet, and Once Upon a Child. Improving the company's social media presence can help them increase their share of voice.

SWOT ANALYSIS & MATRIX

SWOT stands for Strengths, Weaknesses, Opportunities, and Threats, and so a SWOT analysis is a technique for assessing these four aspects of your business. SWOT Analysis is a tool that can help you to analyze what your company does best now, and to devise a successful strategy for the future.

Strengths

- Active on many platforms
- Welcoming aesthetic and bright graphics
- Good cause, makes people inclined to engage and donate
- Local company - looks like they capitalize on being here in the Shenandoah Valley

Weaknesses

- Little engagement
- Poor ratio of likes to follower count
- Profile set up could be improved with more information to give the audience a better understanding of what they do. It was confusing in the beginning to know what the main purpose of Blue Ridge Foster Love is

Threats

- Respond to customers and provide customer service through social media
- Use less graphics and more real images like competitors do
- Use the Instagram Fundraising option to keep a constant fundraiser going

- Companies with better images and more interaction
- People who donate to competitors or other charities
- Not having enough notoriety to beat out other companies that are doing similar work

SWOT Matrix

Strengths-Opportunities

- Continue being active on all platforms including being responsive to the audience.
- Showcase positive mission of the brand through images.
- Consider the location of the company and spread awareness to other local brands and individuals.

Weaknesses-Opportunities

- Interact with audience and create more opportunities for them to engage through brand's platforms
- Encourage audience to follow accounts for further brand events and information
- Create a clear and concise biography for each platform to ensure audience understands the brand's goals.

Strengths-Threats

- Post 3-5 times a week. Staying active and engaged throughout the brand's accounts will help make you stand out from competitors.
- Diversity of posts: Having an online presence that captures the audience's attention visually will help keep people invested.
- Connect with the community: The brand has a good mission. This can peak the interest of other local brands and incline people to get involved

Strengths-Threats

- Work on encouraging people to follow the accounts so that they will stay involved rather than forgetting about the organization.
- Make profile information clear to reflect the brand's mission.
- Create posts that encourage engagement with the brand.
- Create posts showcasing the personal aspect of the company.

AUDIENCE ANALYSIS

We analyzed Blue Ridge Foster Love's target audience and create personas to represent them.

Target & Personas

The target markets that are the most beneficial to focus on are Moms (Millennial and Generation X moms), Local Harrisonburg Businesses (Boutiques and Restaurants), and Foster Families.

Katherine Bloom

Demographics

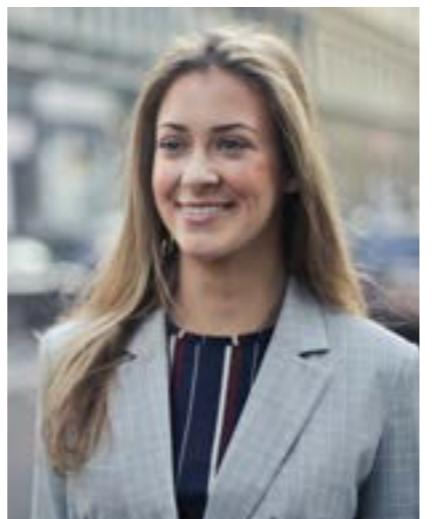
- Age: 28
- Gender: Female
- Income: \$70,000/year
- Job: Financial Advisor
- Education: College Bachelor's Degree
- Location: Harrisonburg, VA
- Marital Status: Married
- Kids: 18 month old son

Online Behavior

- Uses Instagram, Pinterest, TikTok (buying and researching products, find inspiration, and write reviews)
 - Main way she finds information is through social media
 - Posts food, friends, kids, partner, and vacation pictures
 - Spends around 17 hours a week on social media
- Psychographics (AIOs)**
- Activities
- Pilates/Yoga Classes
 - Book Club
 - Volunteer Work
- Interests
- Beauty
 - Fashion
 - Cooking
- Opinions
- Loves TikTok but makes her attention span low.
 - Her kids should eat organic foods.
 - Career is important.
- Behavioral
- Loves coupons
 - Shops online (Amazon)
 - Gets pick-up orders from Target & Kroger

VALS

This persona falls under the **achievers** group of individual who are committed to their family and job, goal-oriented, hard-working, and peer conscious.



Tanya Wood

Demographics

- Age: 52
- Gender: Female
- Income: \$80,000/year
- Job: Accounts Manager @ Digital Marketing Agency
- Education: Master's Degree
- Location: Harrisonburg, VA
- Marital Status: Divorced

Online Behavior

- Uses Facebook
- Posts food, friends, and family
- Likes to post vacation pictures

Behavioral

- Loves to use coupons
- Buys toys for grandkids
- Loyal to brands
- Bi-weekly grocery shopping

Psychographics (AIOs)

Activities

- Homeowner's Association
- Book Club
- Church choir

Interests

- Cooking/baking
- Ladies luncheons
- Wine
- Soap operas
- Ellen Degeneres

Opinions

- Kids shouldn't be out late at night
- Family first
- Focus on school

VALS

This persona falls under the **believers** group of individuals who want friendly communities, believe in basic rights and wrongs, and value consistency/stability.



Local Boutiques

Online Behavior

- Posts on Facebook and Instagram consistently
- Promote outfit inspiration that can be purchased
- Uses reels, main feed posts, and stories

Psychographics (AIOs)

Activities

- Sell Clothing

Interests

- Clothing, shoes, and accessories

Opinions

- Want to provide trendy clothing while still selling the classics

VALS

This persona falls under the **innovators** group of individuals who are always taking in information, make the highest number of financial transactions, and are future oriented.



Local Restaurants

Online Behavior

- Posts on Facebook and Instagram
- Promotes specials, coupons, and events
- Uses reels, stories, regular posts

Psychographics (AIOs)

Activities

- Donation drives, Greek Life proceeds nights

Interests

- Burgers, beer, appetizers

VALS

This persona falls under the **thinkers** group of individuals who plan before they act, enjoy a historical perspective, and are financially established.



Geographic

- Harrisonburg, VA

Other

- Employs students

Connie Montez

Demographics

- Age: 52
- Gender: Female
- Income: \$45,000/year
- Job: Front Desk at Aesthetician Office
- Education: High School GED
- Location: Harrisonburg, VA
- Marital Status: Married

Online Behavior

- Facebook junkie
- Follows Foster-Tok
- Follows lift hack accounts
- Re-shares dog memes on Facebook

VALS

This persona falls under the **achievers** group of individuals who are committed to their family and job, goal-oriented, hard-working, and peer conscious.

Behavioral

- Coupons
- Budgeter
- Convenience shopper
- Typical name brand buyer
- Organized

Theresa Day

Demographics

- Age: 34
- Gender: Female
- Income: \$53,000/year
- Job: Biology Teacher
- Education: Master's Degree Teaching
- Location: Broadway, VA
- Marital Status: Married

Online Behavior

- Mainly Facebook, some Instagram

VALS

This persona falls under the **believers** group of individuals who want friendly communities, believe in basic rights and wrongs, and value consistency/stability.

Behavioral

- Gift-giving centric
- Buys to ensure others have what they need
- Values having necessities of life while enjoying the small pleasures of life.

Psychographics (AIOs)

Activities

- Drinking/Eating with friends
- Book club
- Shopping
- Reading
- Active church goer

Interests

- Learning
- Shopping
- Donating/Volunteering

Opinions

- Kids should all have a safe home
- Everyone should get a fair chance at a happy life
- Live, Laugh, Love



SOCIAL MEDIA PLATFORMS & RATIONALES

Based on our target markets (Foster Parents, mothers, and local businesses) we suggest that Blue Ridge Foster Love utilize Facebook, Instagram, and Pinterest.

These social media platforms include the age and income demographics that are most likely to engage with a company like Blue Ridge Foster Love. All three platforms we recommend have a large percentage of users between the ages of 25-34 which is where most of our target audience falls under. Our target market includes millennial moms, gen z moms, as well as local businesses which are all present on these platforms. From the research we conducted on the demographics of these platforms, between 40-70% of the users have an income of 75,000+ and between 40-90% of users use the platforms daily which shows that we can reach our target market efficiently. We don't recommend using TikTok as one of the brand's platforms because through research, the age demographic on the platform is mainly younger users which isn't the

audience we are trying to reach.

- Almost one-third of all charitable donations go to religion-related organizations.
- About 30% of all American adults volunteer.
- Facebook is the top social platform for inspiring charity giving.

(Charitable Giving Statistics)

“Women give more than their male peers at virtually all income levels, even though women in general earn less and have less money in retirement than men.”

(Wall Street Journal)



Other

2 kids by birth, 1 by fostering (ages 11, 13, and 14)

GOALS, OBJECTIVES, & METRICS

Instagram Demographics					
References	Age	Gender	Income	Education	Usage
Stukent Chapter 5 Section 2	30-49 = 47%	43% Female 31% Male	42% of users make \$75k+	College +	N/A
Pew and Research Data	18-34	54% Female 46% Male	47% of users make \$75k+	49% College+	38% of users use several times a day 21% of users about once a day
Omnicore	25-34	48.4% Female 51.6% Male	N/A	N/A	500 million+ daily active users

Pinterest Demographics					
References	Age	Gender	Income	Education	Usage
Stukent Chapter 8 Section 2	N/A	77% Female 15% Male	N/A	College +	93% use it to plan purchases
JMU Database Resource	38% aged 50-64	70% Female 30% Male	40% make \$75k+	47% College+	71% use daily 15% use several times a week
Omnicore	38% is 50-64 32% is 18-29 Avg Age = 40	77% Female 15% Male	\$50k-\$75k per year	N/A	478 million+ daily active users

Facebook Demographics					
References	Age	Gender	Income	Education	Usage
Stukent Chapter 4 Section 2	25-34	43% Female 57% Male	70% earn \$75k per year	73% college-educated users	70% visit daily 49% several times per day
Statista	35-34	54% Female 46% Male	\$75k+	64% highschool 71% some college education 73% graduated college+	73% visit daily, 93% visit weekly, 98% visit monthly
Omnicore	25-35	56% Male 44% Female	\$75k+	83% college graduates	1.93 billion active users daily

Facebook SMART Goals

- Increase Brand Awareness
 - Objectives:
 - Grow followers by 5% in three months
 - Put up flyers around town ASAP and see progress by May
 - Metrics: Followers, donations, interactions
- Get new donors
 - Objective:
 - Obtain 5 new donors in one month
 - Metrics: Number of donors
- Open a fundraising drive
 - Objective: Raise \$1,000 in three months
 - Metrics: donations, # of donors

Instagram SMART Goals

- Build Brand Awareness
 - Objective:
 - Post under hashtags and follow accounts that relate to fosters and kinship families
 - Gain 50 followers in one month
 - Metrics:
 - Number of followers
 - Story click-through-rates
- Grow audience engagement
 - Objective:
 - Post stories that include polls, Q&A's and post images that provoke the audience to like, comment, and share
 - Engagement increases 25% with one month
 - Metrics:
 - Number of posts per week,
 - Number of comments, shares, and likes
 - Amount of profile visits
- Increase website views
 - Objective: Add clickable links to instagram stories to encourage traffic to website
 - Metrics: Amount of website visits

Pinterest SMART Goals

- Connect with target audience
 - Objective:
 - Create unique content for consumer
 - Follow account/brands interested in foster care
 - Metrics:
 - Followers gained and amount of posts
- Build brand awareness
 - Objective:
 - Showcase info that can be highlighted and featured across Pinterest, like company events
 - Metrics:
 - Gain 100 followers over 3 months
- Reach a new audience
 - Objective:
 - Utilize the advertising features Pinterest provides
 - Metrics:
 - Track performance of pins



CONTENT MARKETING

Brand Voice

Welcoming, Compassionate, Caring, and Friendly

Relevant Content Ideas

1. Facebook and Instagram Fundraisers
2. "Meet the Family" - promo the families who are making an impact in the foster community and what they need
3. "Meet the staff" - Learn more about the organization and the story behind the brand
4. "Former Foster Child Stories" - Share stories of willing adults of what foster care was like for them to inspire people to donate.
5. WHY Blue Ridge Foster Love? - stories of those who donated
6. Donation Fridays - decorate outside with balloons and invite people to stop by and bring by goods
7. Fundraising night at local restaurants - post flyers to bulletins across town and on social media percent of proceeds goes to us
8. Instagram Story Takeovers
9. Post FAQ Highlight to Instagram Story
10. Join local Facebook donation groups to acquire clothes, games, etc.
11. Host a virtual raffle / giveaway with partners
12. Give a Gift, Receive a Gift (for foster families, promoted through socials)
13. Did You Know? graphics - informative facts about foster kids / families
14. Donate a Holiday gift
15. Inspirational Quotes (adversity, giving back, families in need, etc)
16. Share News about recent Foster Care policy or legislation
17. Share Behind the Scenes Blue Ridge Foster Love (packing, organizing, donations, etc)
18. Promote Foster Care (How to get started, how you can help)
19. Highlight new Merch
20. "Favorite Things" Post (Share what Blue Ridge Foster Love likes getting the most)
21. Highlight Foster Success Stories (Oprah Winfrey grew up in Kinship Care and became one of the world's most influential people)

CONTENT GOALS

The content goals are used as motivation to grow Blue Ridge Foster Love's social media presence. There are three goals for each platform, and for each goal there are five essential things to focus on.

Instagram

- Build Brand Awareness
 - Post at least once a day
 - Follow more local Harrisonburg / Dayton businesses
 - Table at the farmer's market and local events to get donors (promoted through Instagram stories)
 - Utilize hashtagging and location adding to gain more traction
 - Do collabs with local businesses / local news for more notoriety
- Grow audience engagement
 - Thank everyone for their engagement on all posts
 - Encourage followers to tag a friend who can donate
 - Donation pyramids
 - Encourage UGC (User-generated content) from people who benefit from your business
 - Utilize polls, question boxes, slide-to-votes, multiple choice questions, etc. on Instagram stories
- Increase website views
 - Link to the website in every story
 - Refer to "Link in Bio" in all captions
 - "How to Donate" a Step by step tutorial on how to use the website in a series of graphics on Instagram
 - In need of XYZ for your foster child? Request an appointment here: *insert link*
 - Promote content

Facebook

- Increase Brand Awareness
 - Post twice a day
 - Use hashtags on posts
 - Take advantage of Facebook Ads
 - Respond to comments
 - Join different Facebook groups
- Get new monetary and closet donors
 - Add variety to posts so they stand out
 - Reach out to a certain amount of donors each month
 - Create a monthly "potential donor list"
 - Do proper research when looking for donors
 - Join Facebook groups with people holding similar goals
- Open a fundraising drive
 - Take advantage of Facebook Fundraisers
 - Promote fundraising drive on Facebook
 - Promote fundraising drive on all platforms
 - Set up fundraising drive
 - Track and pay attention to traction

Pinterest

- Connect with target audience
 - Create unique content for consumer
 - Repost content from followers
 - Respond to comments on pins and engage with followers
 - Use hashtags to promote pins
 - Follow account/brands interested in foster care
- Build brand awareness
 - Create a Pinterest business account
 - Promote company events
 - Use Pinterest advertising features
 - Track performance of pins
 - Link website in pins
- Reach a new audience
 - Post consistently
 - Join groups that are interested in foster care
 - Use boards to organize content
 - Track analytics of account
 - Track performance of pins

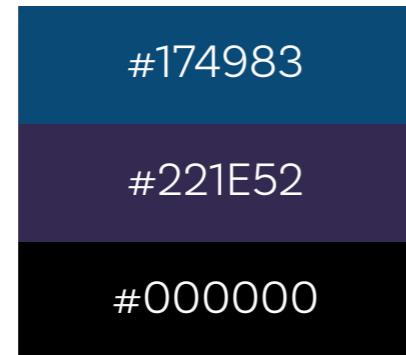
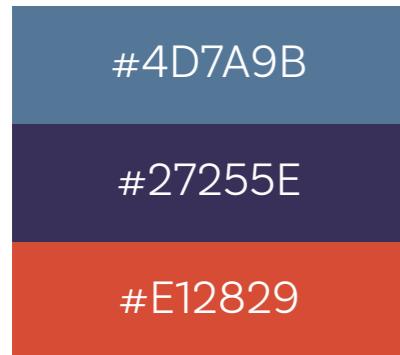
BRANDING GUIDE

Fonts

Arial - Regular

Georgia - Regular

Colors



The colors are cool toned and muted, with a touch of red for a pop in the logo. Blue Ridge Foster Love's colors are consistent across the website. It is beneficial to implement these colors throughout all social media platforms.

Hashtags & Optimization

#fostermom #fosterparents #fosterfamily #fostering #family #donation #blueridgefosterlove
#harrisonburg #fostercare #fostercareharrisonburg #fosteringsaveslives #thisisfostercare
#fostercaresaveslives #fostertheteens #fosterthefamily #kinship #fostercaresystem #fostering
#thesystem

How many hashtags should be used?

Facebook: None

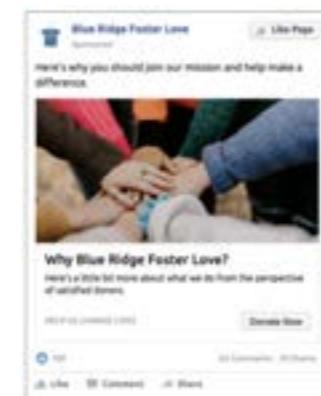
Instagram: 1-3

Pinterest: 20



PROFILE OPTIMIZATION & MOCKUPS

Facebook



Build Brand Awareness



Increase Website Visits/
Strat a Donation Drive



Grow Audience
Engagement

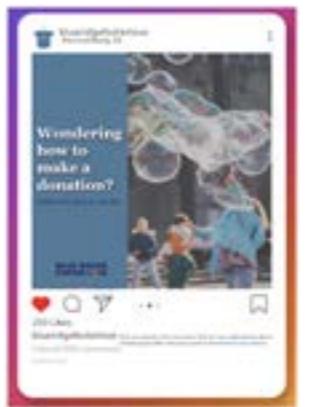
Instagram



Build Brand Awareness

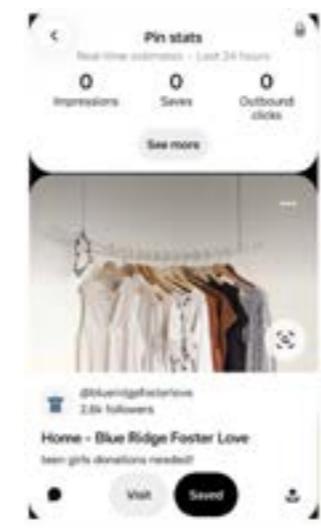


Grow Audience



Increase Traffic to the
Website

Pinterest



Set Up Business
Account for Pinterest



Increase Brand
Awareness



Use Pins to Gain
Attraction

CONTENT CREATION & PLANNING

Posting Strategy and Content Calendars

We researched four different social media monitoring platforms to find when the best times to post on certain social media platforms is.

	Hubspot	CoSchedule	Hootsuite	Sprout Social
Instagram	<ul style="list-style-type: none"> Saturday 	<ul style="list-style-type: none"> 9:01am 7:59pm 9:00am 	<ul style="list-style-type: none"> Wednesday at 11:00am 	<ul style="list-style-type: none"> Monday at 11:00am Tuesday and Wednesday at 10am-1pm Thursday and Friday at 10am-11am
Facebook	<ul style="list-style-type: none"> 6:00pm-9:00pm 3:00pm-6:00pm 9:00pm-12:00pm 	<ul style="list-style-type: none"> 7:00am 7:00pm 3:15pm 	<ul style="list-style-type: none"> Tuesday and Thursday at 10:00am-12:00pm 	<ul style="list-style-type: none"> Mon-Fri at 3:00am Tuesday at 10:00am-12:00pm
Pinterest	<ul style="list-style-type: none"> Sunday at 6:00pm-9:00pm 	<ul style="list-style-type: none"> Tuesday, Thursday, and Friday at 12:00pm, 6:00pm, and 8:00pm 		

NOVEMBER INSTAGRAM 2022						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	
6	7 (1am) What is BPLT Photo Series Pin to Profile Brand Awareness	8 (1am) Testimonial Tuesday Share the owner's story/staff stories, Why BPLT Brand Awareness/Audience engagement	9	10	11 (1am) "Foster Friday" Weekly round-up of donations we received this week -- Audience engagement	12
13	14 (1am) Highlight Christine on local TV -Launch Wish Tree -Launch Amazon with Int. Brand Awareness/ Website Traffic	15 (1am) Testimonial Tuesday Share story from local business case study Brand Awareness	16	17 (1am) Website Traffic Highlight one item on the amazon wish list that needs to be bought. (Why a child would want or need it)	18 (1am) "Foster Friday" Weekly round-up of donations we received this week -- Audience engagement	19
20	21 (1am) Highlight Wish Tree (Why a child would want or need this in the caption) (Website Traffic)	22 (1pm) Testimonial Tuesday Share speech from Fundraiser Brand Awareness	23	24	25 (1am) "Foster Friday" Weekly round-up of donations we received this week -- Audience engagement	26
27	28 (1am) Highlight one item on the amazon wish list that needs to be bought. (Why a child would want or need it) (Website Traffic)	29 (2pm) Giving Tuesday "We take donations via FB, Venmo or our website" ;)	30	What is Kinship Care (Informational) Brand Awareness		

DECEMBER INSTAGRAM 2022						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1 POST 11 AM "Donation December" One month of donations for holiday giving. "With Tree" -- Increase donations -- Website Traffic	2	3
4	5	6	7 POST 11 AM Testimonial Wednesday Audience Engagement	8	9 POST 11 AM "Foster Friday" Weekly round-up of donations we received this week -- Audience engagement / Website Traffic	10
11	12	13 POST 11 AM Testimonial Tuesday Audience Engagement	14 POST 10 AM Facebook Checklist Getting people to like our Facebook Page Brand Awareness	15	16 POST 11 AM "Foster Friday" Weekly round-up of donations we received this week -- Audience engagement / Website Traffic	17
18	19	20 POST 11 AM Testimonial Tuesday Audience Engagement	21	22	23 POST 11 AM "Foster Friday" Weekly round-up of donations we received this week -- Audience engagement / Website Traffic	24 POST 1 AM Christmas Eve graphic Brand Awareness
25 Christmas POST 11 AM Share a list of presents that foster children will be working up to this morning. List of items we have in stock for the month. Item: Donations December	26 POST 11 AM Hanukkah/Eve Thank you for your donations this holiday season! Update on what we Amazon donations	27	28	29	30 POST 11 AM "Foster Friday" Weekly round-up of donations we received this week -- Audience engagement / Website Traffic	31 POST 1 AM New Year's Eve New year -- donations received, gifts sent, events, and more for every month of the year

JANUARY INSTAGRAM 2023						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1 New Years Day POST 10am Audience Engagement New Year's Day Graphic	2	3	4 POST 11 AM Increase Website Views Story Post with local website promoting an article from BPL about the "Wish Tree" page!	5	6 POST 11 AM "Foster Friday" Weekly round-up of donations we received this week -- Audience engagement / Website Traffic	7
8	9 POST 8pm Audience Engagement Why BPL? Story Post with question box for followers to like and then share what their new year goals are	10	11 POST 11 AM Audience Engagement Explain BPL goals for the new year and ask people what their new year goals are	12	13 POST 11 AM "Foster Friday" Weekly round-up of donations we received this week -- Audience engagement / Website Traffic	14
15	16 MLK Day POST 10am Audience Engagement MLK Graphic	17	18 POST 11 AM Increase Website Views "Sponsor a Coffee Bag" Get people to go to website to learn more and donate \$10 for a packed coffee bag	19	20 POST 11 AM "Foster Friday" Weekly round-up of donations we received this week -- Audience engagement / Website Traffic	21
22	23 POST 8pm Brand Awareness Photo of founders and volunteers and how they make an impact in the community	24	25 POST 11 AM Audience Engagement Fun Story Posts relating to giving back to the community	26	27 POST 11 AM "Foster Friday" Weekly round-up of donations we received this week -- Audience engagement / Website Traffic	28
29	30 POST 8pm Website Traffic Where to donate Post getting people to go to the website and donate	31				

FEBRUARY 1-6 INSTAGRAM 2023						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1 POST 11 AM New Month, new donations -- website live or website live Audience engagement/websit	2	3 POST 11 AM "Foster Friday" Weekly round-up of donations we received this week -- Audience engagement / Website Traffic	4
5	6					

NOVEMBER FACEBOOK 2022

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	
6	7	8 Testimonial Tuesday! Insert written speech from award / 1 PM if Increase Brand Awareness	9	10 Share images of recent donations & high account status / 1 PM / Get New Donors & Raise Brand Awareness	11 Poster Friday - Facts, info, statistics / Day / 7 AM / Get New Donors & Raise Brand Awareness	12
13	14 Craze On Today On TV / 7 AM Launch Wish Tree / Open a fundraising drive	15 Testimony to TV Review / 7 AM / Gives a fun, positive review Testimonial Tuesday / 11 AM / Get New Donors	16	17	18 Poster Friday - Facts, info / 7 AM Thanksgiving / 10 AM / Get New Donors & Raise Brand Awareness	19
20	21 Craze On Today On TV / 7 AM Launch Wish Tree / Open a fundraising drive With love resonance post	22	23 Stock Friday - Thank You Day / Today / 1 AM & 1 PM / Get New Donors & Open a fundraising drive	24 Thanksgiving - "Beautiful For" Thanksgiving / 10 AM / Get New Donors & Raise Brand Awareness	25 Poster Friday - Facts, info / 7 AM Poster Friday - Thank You Day / (With Tree Awareness Link) / 11 AM / Get New Donors & Raise Brand Awareness	26 Craze Monday - Thank You Day / (With Tree Awareness Link) / 7 AM / Get New Donors & Open a fundraising drive
27	28 Craze Monday - Thank You Day / (With Tree Awareness Link) / 7 AM / Get New Donors & Open a fundraising drive	29 Testimonial Tuesday / 11 AM / Get New Donors	30 1st post / 1st of November / 1st of donations & appreciation post / 1 PM / Get New Donors 2nd post / 2nd of November / 1 PM / Open a fundraising drive			

DECEMBER FACEBOOK 2022

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2 Last day to use our gifts for Wish Tree!	3 Poster Friday - Facts, info / 7 AM / Get New Donors & Raise Brand Awareness	
4	5	6 Testimonial Tuesday	7 Post a question or topic to audience to increase engagement rate. Share your experience with the audience during the holidays / 1 PM / Increase Brand Awareness	8	9 Poster Friday - Facts, info / 7 AM / Get New Donors & Raise Brand Awareness	10
11	12 Information post optimizes for engagement of older children during holidays / 1 PM / Increase Brand Awareness	13	14	15 Post any items not needed for donations or high engagement donations / 1 PM / Get New Donors	16 Poster Friday - Facts, info / 7 AM / Get New Donors & Raise Brand Awareness	17
18	19 Wednesday Special / 6 PM / Raise Brand Awareness, Get New Donors	20 Testimonial Tuesday / 11 AM / Raise Brand Awareness, Get New Donors	21	22	23 Poster Friday - Facts, info / 7 AM / Get New Donors & Raise Brand Awareness	24 Christmas Eve Special / 6 PM / Raise Brand Awareness
25 Christmas Special / 6 PM / Raise Brand Awareness	26	27 Testimonial Tuesday / 11 AM / Get New Donors	28	29 Annual New Years - Resolutions? Diet/fit / 1 PM / Get New Donors	30 Poster Friday - Facts, info / 7 AM / Get New Donors & Raise Brand Awareness	31 New Year's Eve - Year In Review / 2 PM / Raise Brand Awareness

JANUARY FACEBOOK 2023

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1 Happy New Year! Resolutions - donated / 10 AM / Raise Brand Awareness, Get New Donors	2 What's coming up in 2023 for BMFL? Upcoming events and goals for this year / 7 AM / Increase Brand Awareness	3 Testimonial Tuesday / 7 AM / Get New Donors	4 Mid-week Check-in (What do we need)? / 10 AM / Get New Donors & Raise Brand Awareness	5	6 Poster Friday - Facts, info / 7 AM / Get New Donors & Raise Brand Awareness	7 Reminder of monetary donations needed and what they do towards. With link to Facebook / 8 AM / Open a Fundraising Drive & Get New Donors
8 Start the week off right, New year's day / 7 AM / Raise Brand Awareness	9	10 Testimonial Tuesday / 7 AM / Get New Donors	11 Mid-week Check-in (What do we need)? / 10 AM / Get New Donors & Raise Brand Awareness	12 Why BMFL Brand Ambassador of the week helps raise donations in the week / 11 AM / Get New Donors & Increase Brand Awareness	13 Poster Friday - Facts, info / 7 AM / Get New Donors & Raise Brand Awareness	14
15 Caring, Reaching and Meeting Foster Family Goals - informational story / 6 PM / Raise Brand Awareness	16 Martin Luther King, Jr. Day - Services to the Community & reverencing lesser heroes / 7 AM / Information & raising Brand Awareness	17 Testimonial Tuesday / 7 AM / Get New Donors	18 Mid-week Check-in (What do we need)? / 10 AM / Get New Donors & Raise Brand Awareness	19	20 Poster Friday - Facts, info / 7 AM / Get New Donors & Raise Brand Awareness	21 Enjoy your weekend! Ideas of free activities for families to do / 7 AM / Increase Brand Awareness
22 Start the week off right, New year's day / 7 AM / Raise Brand Awareness	23	24 Testimonial Tuesday / 7 AM / Get New Donors	25 Mid-week Check-in (What do we need)? / 10 AM / Get New Donors & Raise Brand Awareness	26 Post a question or topic to audience to increase engagement rate / 7 AM / Increase Brand Awareness	27 Poster Friday - Facts, info / 7 AM / Get New Donors & Raise Brand Awareness	28
29	30 Testimonial Tuesday / 7 AM / Get New Donors					

FEBRUARY 1-6 FACEBOOK 2023

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1 Mid-week Check-in (What do we need)? / 10 AM / Get New Donors & Raise Brand Awareness	2	3 Poster Friday - Facts, info / 7 AM / Get New Donors & Raise Brand Awareness	4
5 Start the week off right, New year's day / 7 AM / Raise Brand Awareness	6 Engagement post / 9 AM / Raise Brand Awareness					

NOVEMBER PINTEREST 2022

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6	7 8 - Election Day	9	10 New board - Thanksgiving Recipes REALES @ 12:00pm (Reach Brand Awareness)	11 - Veterans Day New board - Fun Fridays (new section for Fall activities) @ 6:00pm (Reach New Target Audience)	12	
13	14 15 New board - Wish Tree @ 8:00pm (Increase Brand Awareness)	16	17 Add to board - Thanksgiving Recipes DESSERTS @ 12:00pm (Connect with Target Audience)	18 Add to board - Fun Fridays (new section for Thanksgiving crafts) @ 6:00pm (Reach New Target Audience)	19	
20	21 22 Add to board - Wish Tree @ 12:00pm (Increase Brand Awareness)	23	24 - Thanksgiving Add to board - Thanksgiving Recipes HAPPY THANKSGIVING @ 12:00pm (Connect with Target Audience)	25 Add to board - Fun Fridays (new section for Winter activities) @ 6:00pm (Reach New Target Audience)	26	
27	28 29 Add to board - Wish Tree @ 12:00pm (Increase Brand Awareness)	30				

DECEMBER PINTEREST 2022

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1 Add to board - Blue Ridge Board (new section for holiday countdowns) @ 6 pm (reach new target audience)	2	3
4	5	6 New Board - Donations @ 6 pm (connect with target market)	7	8	9 Add to Fun Fridays Board (new section for holiday coffees) @ 6 pm (reach new target audience)	10
11	12	13	14	15 Add to Donations Board @ 12 pm (connect with target market)	16 Add to Fun Fridays Board (new section for gift ideas) @ 6 pm (reach new target audience)	17
18	19	20 New Board - Holiday Recipes @ 12 pm (connect with target market)	21	22 Add to Holiday Recipe board (new section for desserts) @ 6 pm (connect with target market)	23 Add to Fun Fridays Board (new section for christmas decorations) @ 6 pm (reach new target audience)	24
25	26	27 Add to board - Blue Ridge Board - Testimonial Promotions @ 12:00pm (Connect with Target)	28	29	30 Add to Fun Fridays Board (new section for new year's resolutions) @ 6 pm (reach new target audience)	31

JANUARY PINTEREST 2023						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3 Add to board - New Year's Resolutions (tips to keep you on track) @ 12:30pm (Connect with Target Audience)	4	5 New board - Activities if you don't have snow @ 12:00pm (Connect with Target Audience)	6 Add to board - Fun Fridays (New Years themed activities) @ 6:00pm (Reach New Target Audience)	7
8	9	10 Add to board - Blue Ridge Board - Testimonial @ 12:30pm (Increase Brand Awareness)	11	12 Add to board - Activities if you don't have snow @ 12:00pm (Connect with Target Audience)	13 Add to board - Fun Fridays (Fun things to do at home) @ 6:00pm (Reach New Target Audience)	14
15	16	17 Add to board - New Year's Resolutions (tips to keep you on track) @ 12:30pm (Connect with Target Audience)	18	19 Add to board - Blue Ridge Board - Testimonial @ 12:00pm (Increase Brand Awareness)	20 Add to board - Fun Fridays (Things to do this weekend) @ 6:00pm (Reach New Target Audience)	21
22	23	24 Add to board - Blue Ridge Board - Testimonial @ 12:00pm (Increase Brand Awareness)	25	26 New Board - Valentine's Day (Things to do with kids) @ 12:00pm (Connect with Target Audience)	27 Add to board - Fun Fridays (Valentine's Day crafts) @ 6:00pm (Reach New Target Audience)	28
29	30	31				

FEBRUARY 1-6 PINTEREST 2023						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3 Add to board - Valentine's Day (Valentine's themed stacks) @ 12:00pm (Connect with Target Audience)	4	5	6 Add to board - Fun Fridays (Indoor weekend activities) @ 6:00pm (Reach New Target Audience)	

Content Posted 11/13/2022-12/9/2022 & Metrics

Instagram

- 11/16 @ 3:12 PM // Hear from Christine Costello • 11/17 @ 12 PM // website traffic: highlight one item on the Amazon wish list that needs to be bought (why a child would want or need it)
 - 42 Likes
 - 3 Comments
 - 3 Shares
 - 219 Impressions
 - 146 Accounts reached
 - 125 followers
 - 21 non-followers
 - 42 Accounts engaged
 - 38 followers
 - 4 non-followers
 - 8 Profile engagements
 - 7 profile visits
 - 1 website tap
- 11/17 @ 12 PM // website traffic: highlight one item on the Amazon wish list that needs to be bought (why a child would want or need it)
 - 9 Likes
 - 0 Comments
 - 7 Shares
 - 116 Impressions
 - 104 Accounts reached
 - 66 followers
 - 38 non-followers
 - 12 Accounts engaged
 - 9 followers
 - 3 non-followers
 - 7 Profile engagements
 - 5 profile visits
 - 2 website taps

- 11/18 @ 10 AM // Foster Friday, weekly round-up of donations we received this week, audience engagement
 - 6 Likes
 - 2 Comments
 - 0 Shares
 - 129 Impressions
 - 116 Accounts reached
 - 67 followers
 - 49 non-followers
 - 7 Accounts engaged
 - 5 followers
 - 2 non-followers
 - 2 Profile engagements
 - 1 profile visit
 - 1 website tap
- 11/21 @ 11 AM // Highlight wish tree (why a child would want or need this in the caption), website traffic
 - 5 Likes
 - 0 Comments
 - 2 Shares
 - 242 Impressions
 - 216 Accounts reached
 - 72 followers
 - 144 non-followers
 - n/a Accounts engaged
 - n/a Profile engagements
- 11/22 @ 1 PM // Testimonial Tuesday, share speech from fundraiser, brand awareness
 - 7 Likes
 - 0 Comments
 - 1 Share
 - 138 Impressions
 - 131 Accounts reached
 - 79 followers
 - 52 non-followers
 - 8 Accounts engaged
 - 8 followers
 - 1 Profile engagement
 - 1 profile visit
- 11/28 @ 11 AM // Highlight one item on the Amazon wish list that needs to be bought (why a child would want or need it), website traffic
 - 1 Like
 - 0 Comments
 - 1 Share
 - 69 Impressions
 - 59 Accounts reached
 - 49 followers
 - 10 non-followers
 - 2 Accounts engaged
 - 6 Profile engagements
 - 4 profile visits
 - 2 website taps
- 12/1 @ 11 AM // Donation December: one month of donations for holiday gifts, promoting the Wish tree - increasing donations and website traffic
 - 7 Likes
 - 0 Comments
 - 2 Shares
 - 78 Impressions
 - 71 Accounts reached
 - 59 followers
 - 12 non-followers
 - 8 Accounts engaged
 - 8 followers
 - 3 Profile engagements
 - 2 profile visits
 - website tap
- 12/2 @ 2 PM // Foster Friday - end of wish tree gift drive
 - 6 Likes
 - 0 Comments
 - 0 Shares
 - 83 Impressions
 - 78 Accounts reached
 - 56 followers
 - 22 non-followers
 - 6 Accounts engaged
 - 6 followers
 - 1 non-follower
 - 0 Profile engagements

- 12/7 @ 11 AM // Testimonial Wednesday, audience engagement
 - 7 Likes
 - 0 Comments
 - 1 Share
 - 87 Impressions
 - 82 Accounts reached
 - 68 followers
 - 14 non-followers
 - 8 Accounts engaged
 - 8 followers
 - 10 Profile engagements
 - 8 profile visits
 - 1 website tap
 - 1 follow
- Facebook
 - 11/15 @ 11 AM // Yesterday's TV recap, open a fundraising drive
 - 1,559 Post impressions
 - 1,470 Post reach
 - 180 Post engagement
 - 11/15 @ 11 AM // Testimonial Tuesday, get new donors
 - 154 Post impressions
 - 141 Post reach
 - 29 Post engagement
 - 11/17 @ 12:59 PM // Wish Tree Launch
 - 445 Post impressions
 - 422 Post reach
 - 28 Post engagement
 - 11/18 @ 1:10 PM // Cold weather clothing needed
 - 486 Post impressions
 - 463 Post reach
 - 24 Post engagement
- 12/9 @ 11 AM // Foster Friday - weekly round-up of donations we received this week, audience engagement/website traffic
 - 6 Likes
 - 0 Comments
 - 1 Share
 - 66 Impressions
 - 58 Accounts reached
 - 55 followers
 - 3 non-followers
 - 7 Accounts engaged
 - 7 followers
 - 2 Profile engagements
 - 1 profile visit
 - 1 website tap
- 11/20 @ 9:15 AM // Catch us on TV today, open a fundraising drive, wish tree reminder post
 - 613 Post impressions
 - 571 Post reach
 - 45 Post engagement
- 11/23 @ 8 AM // Think of us (Black Friday) wish tree, get a new donors and open a fundraising drive
 - 653 Post impressions
 - 616 Post reach
 - 26 Post engagement
- 11/29 @ 9:01 AM // Testimonial Tuesday, get new donors, Giving Tuesday
 - 485 Post impressions
 - 471 Post reach
 - 15 Post engagement
- 12/2 @ 9:01 AM // Follow other socials
 - 177 Post impressions
 - 169 Post reach
 - 9 Post engagement
- 12/7 @ 8 PM // Holiday reflection
 - 122 Post impressions
 - 121 Post reach
 - 8 Post engagement
- 11/22 @ 11:20 AM // Testimonial Tuesday
 - 461 Post impressions
 - 407 Post reach
 - 90 Post engagement
- 11/27 @ 7 PM // Wish tree donation drive still open
 - 3,809 Post impressions
 - 3,319 Post reach
 - 428 Post engagement
- 12/1 @ 7:00 PM // Few items left on wish tree
 - 422 Post impressions
 - 385 Post reach
 - 40 Post engagement
- 12/2 @ 7 PM // Wish Tree event thank you
 - 311 Post impressions
 - 286 Post reach
 - 8 Post engagement
- 12/9 @ 6 PM // Foster Friday BRCS Thank you
 - 326 Post impressions
 - 319 Post reach
 - 25 Post engagement

Pinterest

- Fun Fridays
 - 1,523 Impressions
 - 27 Engagement
 - 21 Pin clicks
 - 3 Outbound clicks
 - 3 Saves
- Blue Ridge Foster Love
 - 20 Impressions
 - 3 Engagement
 - 3 Pin clicks
 - 0 Outbound clicks
 - 0 saves
- Impressions Per Post
 - 11/13: 0
 - 11/14: 960
 - 11/15: 52
 - 11/16: 158
 - 11/17: 16
 - 11/18: 4
 - 11/19: 1
 - 11/20: 0
 - 11/21: 0
 - 11/22: 1
 - 11/23: 0
 - 11/24: 1
 - 11/25: 0
 - 11/26: 44
 - 11/27: 33
 - 11/28: 41
 - 11/29: 44
 - 11/30: 51
 - 12/1: 27
 - 12/2: 49
 - 12/3: 35
 - 12/4: 39
 - 12/5: 49
 - 12/6: 39
 - 12/7: 302
 - 12/8: 81
 - 12/9: 35
- Thanksgiving Recipes
 - 553 Impressions
 - 24 Engagement
 - 15 Pin clicks
 - 7 Outbound clicks
 - 2 saves
- Wish Tree
 - 12 Impressions
 - 2 Engagement
 - 2 Pin clicks
 - 0 Outbound clicks
 - 0 Saves

Post	Engagement	Impressions	Outbound Clicks	Pin Clicks	Saves
Conutdown to Christmas Movies	7	119	6	6	1
Gingerbread Cake	6	85	1	3	2
Christmas Traditions	5	69		4	1
Salt Crystal Snowflake	4	168	1	2	1
Pumpkin Salted Caramel	3	71	1	2	
Kindergarten Activities	2	70		2	
Give A Gift/ Wish Tree	2	10		2	
30+ Fall DIYs	2	21	1	1	
100+ Outdoor Winter Activities	2	95	1	1	
25 Thanksgiving Sides	2	22	1	1	
36 Make Ahead Recipes	2	13	1	1	
100 Best Thanksgiving Casseroles	2	19	1	1	

Post	Engagement	Impressions	Outbound Clicks	Pin Clicks	Saves
Wish Tree Facebook Link	2	12		2	
40 Activities to Cross Off Winter Bucket List	1	37		1	
Chocolate Strawberry Turkeys	1	18		1	
Garlic Parm Carrots	1	9		1	
DIY Waterless Snow Globes	1	103		1	
Fingerprint Fall Tree	1	30		1	
2019 Fall Bucket List	1	27		1	
Fabric Pumpkins	1	77		1	
25 Make Ahead Recipes	1	13		1	
Meet BRFL Team	1	8		1	
15 of 1 Hour Fall Crafts		92			
Fall Activities		91	89		
Snowstorm in a Jar		89			
Fall Activities		63			
Winter Bucket List Ideas		57			
24 Days of Crafty Countdown		47			
Pumpkin Feta Dip		36			
100 Best DIY Fall Crafts		35			

Post	Engagement	Impressions	Outbound Clicks	Pin Clicks	Saves
Maple Syrup Snow Candy		31			
Fall Bucket List Ideas		30			
Fall Craft Night		30			
Cheesy Broccoli Rice Casserole		24			
Bacon Green Beans		20			
Fall Paper Plates		18			
Caramel Apple Cheesecake Bars		17			
Fall Bucket List		16			
40 Advent Calendars		15			
Roasted Carrots/ Pecans		15			
Snowflake Painting with Salt		13			
Garlic Parm Brussel Sprouts		13			
Paper Plate Pumpkin		12			
Homemade Advent Calendar		11			



Content Scheduled 12/10/2022-12/17/2022

Instagram

- 12/13 @ 11 AM // Testimonial Tuesday, Audience Engagement
- 12/14 @ 10 AM // Pinterest Shoutout, Getting people to follow our Pinterest Page, Brand awareness
- 12/16 @ 11 AM // "Foster Friday" Weekly round-up of donations we received this week Audience engagement / Website Traffic

Facebook

- 12/11 @ 7 PM // Informational post on how to be considerate of foster children during the holidays, increase brand awareness
- 12/13 @ 11 AM // Testimonial Tuesday, Related to foster children experience with holidays, Get New Donors
- 12/15 @ 11 AM // Post any items still needed for donations or highlight recent donations, Get New Donors
- 12/16 @ 7 AM // Foster Friday - Facts, info, Get New Donors & Raise Brand Awareness

Pinterest

- 12/15 @ 12 PM // Add to Donations Board (connect with target market)
- 12/16 @ 6 PM // Add to Fun Fridays Board (new section for gift ideas) (reach new target audience)

ADVERTISING (PAID) STRATEGY

Rationale

When it comes to advertising, we do not believe it is completely necessary for Blue Ridge Foster Love to take part. There are many great donations that are being made, and there doesn't seem to be a dire need. If paid advertising was to be used, we recommend asking for donations within the Shenandoah Valley community.

Types of Each Ad (Briefly)

This type of branding and advertising would be very simplified. The language should be clear and concise with what you're looking for. Whether that be monetary donations or certain items, the copy should be simple and effective. Basic photo image ads or story ads would be best for the audience you are hoping to appeal to.

Suggested Budget

\$20/week on paid advertising throughout the Shenandoah Valley

INFLUENCER MARKETING STRATEGY

Rationale

Blue Ridge Foster Love is a well-liked company with goals that many people inside and outside of the community resonate with, it's necessary that this relationship is taken advantage of in the use of influencer marketing. These influencers can just be local clients that have been helped by Blue Ridge Foster Love that post on their pages about their experience, or collaborations with local businesses. Spreading the word through small influencers, such as one of the foster parents, is more effective than a larger influencer promoting the company because people are more likely to listen to their trusted peers online over influencers with more followers.

Goals and Objective

1. Increase Brand Awareness
2. Increase Engagement
3. Get new Donors

Budget

\$0. The focus should be on getting user-generated content such as posts by clients who had a good experience with BRFL rather than paying influencers to make content about the company. See if local businesses want to collaborate for donation drives in which both Blue Ridge Foster Love and the collaborator benefit from the event without having to pay for the promotion.

Strategy For Searching

In finding influencers for your brand it's imperative to make sure those individuals reflect your brand voice by maintaining a welcoming, compassionate, caring and friendly tone.

1. Find people that are already advocates of your brand by looking through who is already engaging with your brand through commenting, liking or sharing your posts.
2. Reach out to past clients that had a good experience with BRFL.
3. Determine what local businesses would be a good fit for collaboration based on their target audience and clientele.
4. Use applications such as 'FollowerWonk' to find people that have keywords in their bio and content that relate to foster or kinship families.

Suggested Pitch

1. For Clients:

"We were happy to have been able to help you with getting everything you need to make your foster children as comfortable as possible in their new home. We want to be able to help as many foster and kinship families in the area as possible. To do this we need to spread the word to other families about our services, would you be willing to post about your experience with us on your social media platforms?"

2. For Local Businesses:

Hello, I'm __ from Blue Ridge Foster Love, I'm familiar with your business and admire the reputation it has created within this community. I am reaching out to see if you would be interested in collaborating with us to drive sales for your business as well as donations to our non-profit through a proceeds night. This event would include a percentage of total sales from the designated dates of the event going to Blue Ridge Foster Love

(dates and percentage can be further discussed). There would also be multiple social media posts on both accounts promoting this event to gain the attention of our online audiences. This would encourage people to purchase from your business as well as raise proceeds for ours. Let us know if this is something your business would be interested in.

Type of Influencer & Rationale

In finding influencers for your brand it's imperative to make sure those individuals or businesses reflect your brand voice by maintaining a welcoming, compassionate, caring and friendly tone. The types of influencers you should be looking for are individuals that reflect an honorable tone online through their posts and reposts and have an inner circle of followers that trust them. In finding local businesses to work with you should find ones that have a fairly large clientele, are well-known in the community, and reflect a similar target audience to your brand.

Suggested Influencers

- Examples of local businesses: 'Billy Jacks', 'Vito's Italian Restaurant', and 'Clementine's'
- Examples of past clients would be any of the individuals that sent testimonials as advocates of Blue Ridge Foster Love.
- Examples of other influencers would be foster moms that have a blog or vlog channel, as well as influencers that openly speak about their foster experience such as Simone Biles.

Metrics & Measurements

- Track the engagement on the influencer posts by counting the number of likes, shares, comments, and new followers gained on the BRFL accounts.
- Track the brand awareness by keeping count of donations and website clicks received after influencer posts.
- From the business collaborations: Require the customers to specifically mention that they are there for the Blue Ridge Foster Love event before paying to track the total sales and number of people reached through this collaboration.



EMPLOYEE ADVOCACY PLAN

Define

Employee advocacy is the promotion of a company or brand by employees who share information about their company's brand, product, or services on their social media networks. It is also part of word-of-mouth marketing that establishes trust between consumers and their family and friends.

Rationale

1. Organic reach and efficacy is rapidly decreasing for brands utilizing social media. Employee advocacy is a low-cost solution to bridge the gap between a brand and its consumers, as well as establishing an authentic connection with their audience through social media.
2. With the uniqueness of Blue Ridge Foster Love's brand, relying on employees to do some heavy lifting becomes necessary. In terms of reaching new audiences and developing some content engagement, developing an employee advocacy plan paves the way to alternative methods of reach besides the traditional social media posting.

Advantages

1. Greater reach, especially considering social circles in the Shenandoah Valley. Research suggests a company's employees have nearly 10x the amount of connections as a company has with followers. Furthermore, people are more likely to read/interact with a friend's post than a brand's post.
2. This leads to greater brand engagement, with more followers regularly being led to and interacting with the brand from the individual employee's pages.
3. Business increases as well, which in Blue Ridge Foster Love's case, allows for more donors and donations to be accepted. This may also lead to higher retention rates, keeping more people on to donate regularly.
4. Though probably not specifically necessary at the moment, this also attracts top employee talent and retains loyal workers, as it puts more trust into employees to demonstrate intelligence and knowledge.

Potential Reach Examples

1. Sharing/reposting main brand posts
2. Providing personal insight
"Check out next week's donation drive event at Blue Ridge Christian School!"
3. Emphasizing needs of the brand
"We are in search of a girls bicycle and a sponsor for a piano lesson. Would any of you be interested in sponsoring or donating towards our goals?"
4. Community Acknowledgement
"I am so thankful that I get to support such an integral part of our community through foster care support!"
5. Company Accomplishments
"We have helped raise over \$15,000 in donations for our Harrisonburg and Rockingham foster families!"
6. Daily work life posts
"Behind the scenes at Blue Ridge Foster Love!"
"Traveling to North Carolina today to retrieve a very generous donation from ECU!"

Potential Value Examples

1. This section denotes what the potential savings are by utilizing employee advocacy instead of the standard cost of advertising.
2. This metric is calculated by tabulating each employee's individual follower account per social platform (not necessarily specific to the three main platforms utilized by the brand) and multiplying that number by the cost of advertising.
3. Essentially, this metric helps a brand understand how much they would have paid, had they desired the same engagement, instead of getting it for free via employees (earned media value).
4. The following examples include hypothetical data, solely for demonstration purposes - no research or investigation was completed to determine private profile follower numbers of Blue Ridge Foster Love staff.
5. For example, if Christine had 258 followers on Facebook, multiplied by the average cost per post (\$0.12), Blue Ridge Foster Love would have a projected earned media value of \$30.96 instead of having to utilize advertisement posts.
6. Charity with 187 followers on Twitter x \$0.40 = \$74.80 earned media value.
7. Kristina with 493 followers on Instagram x \$0.53 = \$261.29 earned media value.
8. John with 59 followers on TikTok x \$0.93 = \$54.87 earned media value.

Suggested Program

1. Develop an advocacy team to address what content is appropriate, how often, and when
Develop a brand presence/brand guide to retain consistency across platforms and posts
2. Set attainable goals
Increase reach, engagement, website traffic, donations
3. Educate employees
Specify and explain rules and goals
Demonstrate what posting looks like
4. Use tools and resources
Hootsuite, posting platform analytics
Content calendar
Media planning
Content library
Employer feedback
Knowledge center/database to access information easily
5. Recognize good work
Regularly address work that has been done, and thoroughly express sincere gratitude for employee posting
6. Track and report
Keep track of all data, cross-referencing by platform and content to see what's working and where to post more
7. Data to monitor:
Employee participation rate
Top contributors
Most engaging posts
Average engagement per post
Traffic
Donations (increasing or decreasing?)
Audience growth
8. Tips for success:
Customize an employee advocacy plan to fit for your business
Communicate clearly, regularly, effectively
Don't require employees to engage but politely encourage
Provide access to the right tools
Keep leadership involved & leading by example
Provide related and engaging content

Incentive

1. Working with a non-profit, it is hard to incentivize employees. Perhaps verbal recognition and sign-offs to indicate on a resume or job log that the work was done could benefit.
2. Alternatively, a low-cost reward like a provided lunch/dinner or other relatively priced gift of sorts could be provided to top performers.
3. Essentially, incentivizing would depend solely on the personality makeup of the team - would you need to incentive? This depends on who your team is comprised of and what it takes to motivate them.

CRISIS & RESPONSE STRATEGY

Define

A social media crisis is any negative activity on a social media platform that impacts a brand's reputation in a negative way.

Rationale

A social media crisis can negatively affect many things for a brand. Whether it be brand image, customer loyalty, etc., the way things are phrased on social media is very important. It is very important to never use negative words in responses, as well as providing a solution or incentive for any negativity that may be shed on the company.

Two Potential Crisis and Solutions

1. A potential crisis would be that Blue Ridge Foster Love posts something on Instagram that may feel like a security breach to the families and children involved in the Foster process. To meet their expectations, one could provide them with reasoning and an apology regarding how the matter occurred. This could be done through a formal statement via email or on social media.
2. Another example of a crisis would be if Blue Ridge Foster Love received a bad review. This could negatively impact your brand image, as well as lead donors to find other organizations to donate to. A way to fix this issue would be to have many people read over the response, and make sure the thoughts and feelings regarding the bad review are perceived in a positive way by the person who left the review. Everything must be flipped in a positive manner to keep the brand image intact.



CONTENT 12/18/2022-2/9/2023

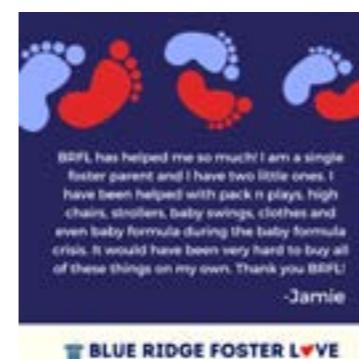
Instagram

[Link to Content](#)



12/18
Brand Awareness

It's the beginning of Hanukkah. Our team at Blue Ridge Foster Love wishes you much love, blessings, and happiness!
#holidayseason #love #happiness #fostercare
#fosterfamilies #giving #celebrating



12/20
Brand Awareness

Sometimes foster parents are given just hours notice before taking a placement. BRFL is dedicated to helping foster parents prepare, no matter the circumstances. If your little one is growing out of toys, clothes, or other items, head to our bio to donate!



12/23
Customizable Weekly Foster Friday



12/24
Brand Awareness

It's Christmas Eve, which means our foster kids are counting down the minutes to open their new presents thanks to YOUR donations.
#fostercare #fosterkids #holidaygifts #holidaydonations
#BRFL #kinship #nonprofit
#daytonVA #Harrisonburg

12/25
Brand Awareness

This time of year can be very difficult for foster families. Thank you to everyone that donated to make sure our foster kids had gifts to open for the holidays!
#fostercare #fosterkids #holidaygifts #holidaydonations
#BRFL #kinship #nonprofit
#daytonVA #Harrisonburg



12/26
Audience Engagement

Today we celebrate the last day of Hanukkah and the first day of Kwanzaa. Comment how you plan on being the light in somebody's life today.

#donate #growing #toddlers #babyformula
#formulashortage #fostercare #fostermom #singlemom



12/30
Customizable Weekly Foster Friday

12/31
Brand Awareness

Happy New Year's Eve. We've had a great year and it couldn't have been accomplished if it wasn't for you all and our wonderful team. We hope for great blessings for everyone this upcoming new year.

#2023 #newyear #fostercare #kinshipcare #BRFL #celebrate
#resolutions



1/1
Audience Engagement & Website Views

Today is the start of a new year! We plan to complete all of our resolutions. Check out our website to make any new year donations. Comment your resolutions for the new year

#2023 #newyearresolutions #BRFL #kinshipcare
#fosterchildren #fostermom



1/3
Many foster children are placed into foster care after school, or within a few hours notice, making it difficult for them to take more than a backpack's worth of personal items. If you have clothes, toys, or other items no longer in use, please consider donating to help the foster children in our community. Find out how to donate by clicking the link in our bio!

#donate #charity #fostercare #childhood #toddler
#fosterfamily #nonprofit #fosterthelove



1/9
Story post
Make highlight and title it "Meet the Team"



1/10
Shortages greatly affect the foster community. Head to the link in our bio and donate to make sure none of our babies go hungry in the new year!

#formula #shortage #fosterthelove
#fostercare #babies #kinshipcare #nutrition #infant



"I'm a grandmother of three whom I'm raising. I heard about Blue Ridge Foster Love through my daycare and thought I would give it a try. [Christina] went so far out of her way to make sure my three-year-old had cowboy boots even when she had none in her closet." -Bree



1/13
Customizable Weekly Foster Friday

1/16
Wishing everyone an enlightening and motivating Martin Luther King, Jr. Day. We recognize the importance of community and continue to strive to meet the needs of everyone.

1/17
Do you have a pair of boots or shoes laying around that your kiddo has outgrown? Head to the link in our bio to find out how to donate to the foster kids in our area!

#donate #giveback #repurpose #cowboy #boots #fosterkid
#kinshipcare #love

1/20
Customizable Weekly Foster Friday

1/23
Story Post
Add to "Meet the Team" highlight



1/24
Unfortunately due to current state regulations, family members or close relatives who take in children are not considered foster parents, it's considered "kinship care." This means they don't get the same resources but are left with very similar struggles. Luckily Blue Ridge Foster Love works and provides children and families in both circumstances. Click the link in our bio to learn how you can help!

#fostercare #kinshipcare #fosterprogram #assistance
#donate #nonprofit #forthekids #fostersystem

1/27
Customizable Weekly Foster Friday



1/30

Click the link in our bio to visit our website and find out more information about donating. There, you can also learn about other ways you can be involved.

#fostercare #donations #families #kinship #BRFL
#fostermom #children

Facebook



12/18

Brand Awareness

Wishing a Happy Hanukkah to all of those who celebrate! We hope your holidays are full of joy! If anyone needs any last minute items over the holidays don't hesitate to message us.



12/20

Brand Awareness

!Testimonial Tuesday!

Here's Ken and Brandy's testimony about Blue Ridge Foster Love.



12/23

Foster Friday

Sharing important facts, information, and other related helpful points.



12/24

Increase Brand Awareness

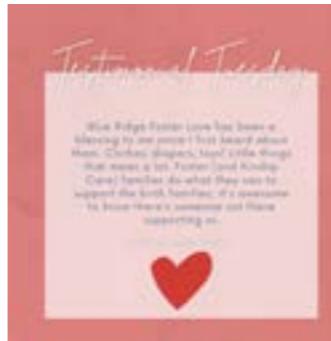
Wishing you all a Merry Christmas Eve! We are so thankful for everyone who has helped us throughout this journey for making it possible to impact so many lives. We hope every family has a magical holiday!



12/25

Increase Brand Awareness

Merry Christmas from Blue Ridge Foster Love to you!



12/27

Increase Brand Awareness

Here's foster mom Kara's testimony about Blue Ridge Foster Love.



12/27

Increase Brand Awareness , Open Fundraising drive (include pictures of presents from event or checklist of presents received)

Thank you to everyone who contributed to our wish tree donation drive! We were able to provide all of our kids with presents for christmas!



12/29

Resolutions

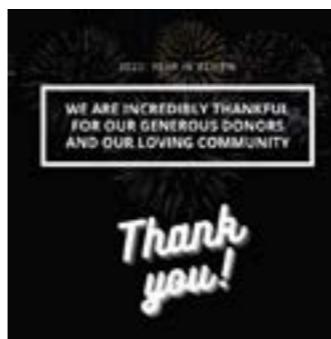
Got any resolutions? We do! Share below what you plan to do in the new year:



12/30

Foster Friday

Sharing important facts, information, and other related helpful points.



12/31

Year In Review

Reviewing content from the past year (2022), including key highlights of the campaign, any milestones reached, big-ticket factors, etc. Grateful for our donors and volunteers!



1/1

Brand Awareness, Get New Donors

Happy New Year! We're so thankful for all that have helped make this past year possible and look forward to continuing to help more foster and kinship families this year. (add any upcoming events or donations needed)



1/18

Heart-Warming Story

Sharing a feel good, heart-warming story from a foster care resource.



1/2

Coming Soon in 2023

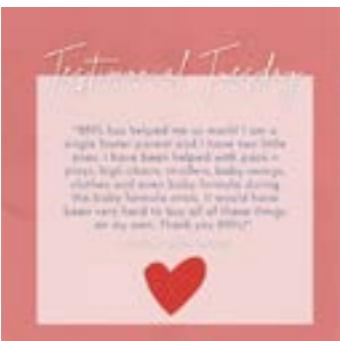
Events coming to you in 2023! Keep an eye out as we update our calendar and plan for future events.



1/10

Increase Brand Awareness

Here's foster mom Ellen's testimony about Blue Ridge Foster Love.



1/3

Increase Brand Awareness

Here's a testimony from foster mom Jamie on Blue Ridge Foster Love.



1/11

Get New Donors, Brand Awareness

Here's our weekly donation highlights! Thank you to everyone who has been donating, we're so appreciative of all of you! Check out what items we're in need of this following week.

Make sure to message us to schedule a drop off!

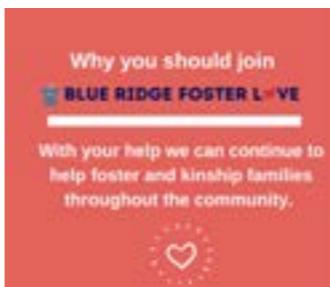


1/4

Get New Donors, Brand Awareness

Here's our weekly donation highlights! Thank you to everyone who has been donating, we're so appreciative of all of you! Check out what items we're in need of this following week.

Make sure to message us to schedule a drop off!



1/12

Get New Donors, Increase Brand Awareness

(detail how many families have been helped by BRFL)



1/6

Foster Friday

Sharing important facts, information, and other related helpful points.



1/13

Foster Friday

Sharing important facts, information, and other related helpful points.



1/7

Get New Donors

We're in need of some monetary donations to get the needed items for these upcoming weeks. If you're feeling generous please consider making a donation to help us out.



1/15

Foster Family Goals

What kinds of goals do you set to help develop your foster family relationship?



1/16

Brand Awareness

Wishing everyone an enlightening and motivating Martin Luther King, Jr. Day. We recognize the importance of community and continue to strive to meet the needs of everyone.



1/17

Brand Awareness

Here's a testimony from Shawn and Jennifer about Blue Ridge Foster Love.



1/18

Get New Donors, Brand Awareness

Here's our weekly donation highlights! Thank you to everyone who has been donating, we're so appreciative of all of you! Check out what items we're in need of this following week.

Make sure to message us to schedule a drop off!



1/20

Foster Friday

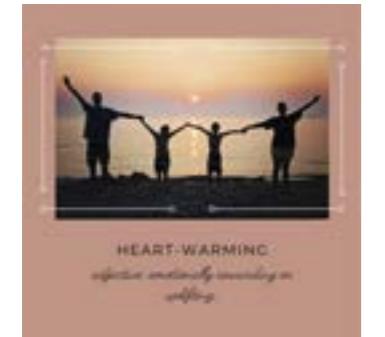
Sharing important facts, information, and other related helpful points.



1/21

Brand Awareness

It's important that kids get some fresh air and get their energy out. Make sure to enjoy the weekend and do some outside activities with your kids. Here's a list of great activities you could do: (either list or link activities)



1/22

Heart-Warming Story

Sharing a feel good, heart-warming story from a foster care resource.



1/24

Brand Awareness

Here's foster mom Lyn's testimony about Blue Ridge Foster Love.



1/25

Get New Donors, Brand Awareness

Here's our weekly donation highlights! Thank you to everyone who has been donating, we're so appreciative of all of you! Check out what items we're in need of this following week.

Make sure to message us to schedule a drop off!



1/26

Increase Engagement, Brand Awareness

To all the foster parents, what's been the most difficult part of your fostering journey?

We want to spread awareness of the hardships of fostering and start a conversation about how to make it easier. Let us know in the comments.



1/20

Foster Friday

Sharing important facts, information, and other related helpful points.



1/31

Brand Awareness

Here's a testimony from foster mom Bree about Blue Ridge Foster Love



2/1

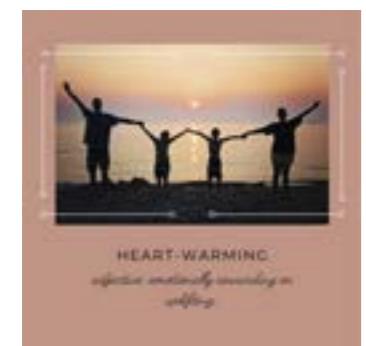
Get New Donors, Brand Awareness

Here's our weekly donation highlights! Thank you to everyone who has been donating, we're so appreciative of all of you! Check out what items we're in need of this following week.

Make sure to message us to schedule a drop off!



2/3
Foster Friday
Sharing important facts, information, and other related helpful points.



2/5
Heart-Warming Story
Sharing a feel good, heart-warming story from a foster care resource.



2/6
Increase Engagement, Brand Awareness
What is the most important aspect in a family dynamic? How should a family approach a situation?.
Let us know in the comments.

Pinterest

12/20
Create New Board
"Holiday Recipes"
5 days until Christmas! Here are some yummy recipes you can cook up to try for this year's Christmas dinner!

12/22
Add to Holiday Recipe Board
New section for desserts

You can't have a big dinner celebration without dessert! Here are some eye-catching and mouth-watering desserts to try!

12/23
Add to Fun Fridays Board
New section for Christmas Pajams

Take a look at these festive holiday pajamas!



12/27
Add to Board - Blue Ridge Board
"Testimonial Promotion"

12/30
Create New Board
"New Year's Resolutions"

Not sure what your New Year's Resolution should be? Here are some great things people will be trying new in 2023!

1/3
Add to New Year's Resolutions Board
*New section for New Year's Resolutions

Scared you won't be able to keep up with your 2023 resolutions? Here are some tips so that you can stay consistent!

1/5
Create New Board
"Activities if You Don't Have Snow"

No snow? No problem! Here are some fun winter-themed activities to do indoors and outdoors!

1/6
Add to Fun Fridays Board
*New Year's Themed Activities

Happy New Year! Check out these fun activities to do to celebrate the new year!



1/10
Add to Board - Blue Ridge Board
"Testimonial Promotion"

1/12
Add to Activities if You Don't Have Snow Board

1/13
Add to Fun Fridays Board
*Fun things to do at home

Stuck inside because of the snow, but it's too cold to go out? We've got you covered. Here are a bunch of warm activities to do inside!

1/17
Add to New Year's Resolutions Board

1/19
Add to Board - Blue Ridge Board
"Tesimonial Promotion"



1/20
Add to Fun Fridays Board
*Things to do this weekend

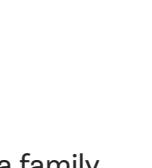
Don't have weekend plans? Here are some fun things to do with the family!



1/23
Add to Board - Blue Ridge Board
"Tesimonial Promotion"

1/26
Create New Board
"Valentine's Day"

Here are some fun things to do as a family this coming Valentine's Day!



1/27
Add to Fun Fridays Board
*Valentine's Day crafts

2/3
Add to Valentine's Day Board
*Valentine's Day themed snacks



2/6
Add to Fun Fridays Board
*Indoor weekend activities

Don't have weekend plans? Here are some fun things to do with the family!

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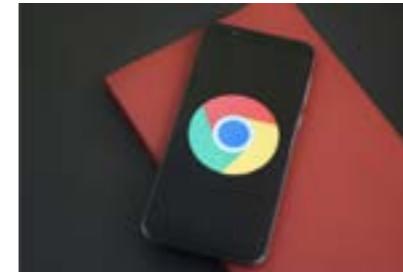
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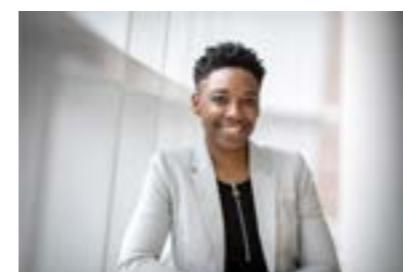
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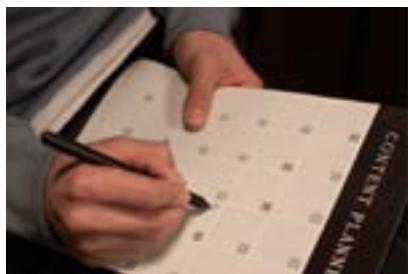
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