# Strategic Donor Stewardship for Camps

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### **Donor Relations**

## Stewardship

**Donor Retention Increased Giving Giving to Capacity Giving to Priorities Unrestricted Giving** Advocacy

### What we expect from a well-stewarded donor:

The donor is **engaged in the mission** of the organization,

contributes at least annually, and

speaks positively of the organization in the community.

Acknowledgement (Compliance)

Recognition

Reporting

**Engagement** 

### **Donor Relations and Stewardship**

# Intangible Program Design (Planning)

# Donor Relations and Stewardship Plan Basic Tools:

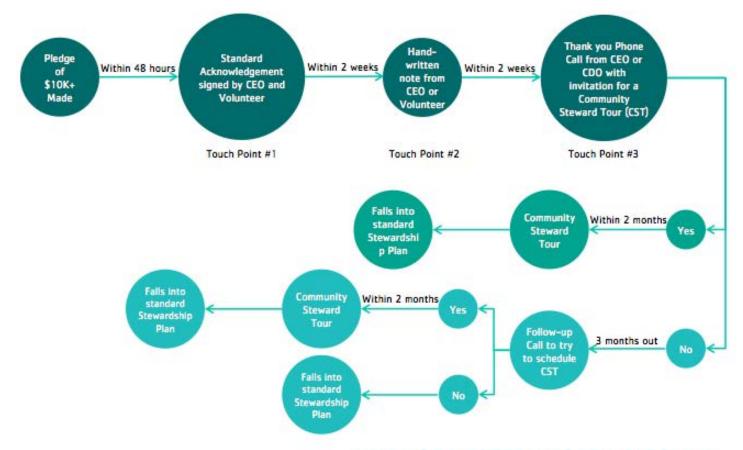
- Organizational chart with job descriptions
- Bylaws, policies and procedures
- Gift regulations, especially for naming opportunities
- Gift agreement templates and review and approval plan
- Stewardship activities matrix with timelines and assignments
- Recognition product standards
- Communication protocol with examples
- Donor lists ready for publication
- Gift pyramids (target and actual)
- Donor Bill of Rights

Туре	Legacy	Cumu	lative				Annual						Voulnteer		Non-Donors		
	Individuals	Individuals		Frequent Giver	r			Tribute and Memorial	Alum Parent		Corporation		n Board		nsors		
Giving Level		\$100K+	\$10K+	3x per year	\$1,000+	\$100- \$999	\$100 and under	Any \$	Any \$	Any \$	\$10,000+	\$10,000 and under	Foundation Board	Other	Event Sponsors	3rd party	Grant
				Within 4	8 hours	of new g	gift										
Database Entry	DB ADMIN																
Personalized Reciept																	
Letter to Honoree																	
Within 72 hours																	
Customized Letter/Card signed by																	
Phone Call from																	
Within 10 days																	
Handwritten Note																	
Social Media Announcement																	
Press Release																	
Within 3 months																	
Web Profile																	
Meeting Scheduled																	
Gift Presentation																	
Within 6 months																	
Facility Recognition Scheduled																	
Annual																	
Honor Roll																	
Donor Wall																	
Website																	
Thank You Event Invitation																	
Gala Report																	
Campaign End																	
Web Recognition																	
Print Collateral																	
Celebration Event(s)																	



### The George Williams Society (\$10,000+) Action Track





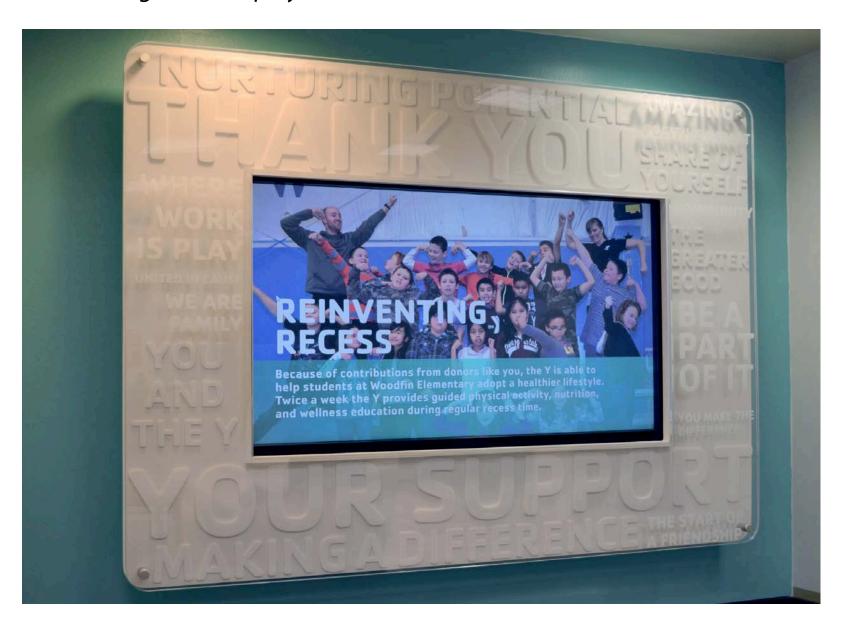
YMCA OF WESTERN NORTH CAROLINA

### **Donor Relations and Stewardship**

# Tangible Program Design (Branding)

# Jewish Community Jewish Camp This Camp

### Central Recognition Display: Interactive Touchscreen



### Naming Opportunity Signage

### **REUTER FAMILY YMCA**



Irving and Jeannett Reuter were nihilis a nihica imisquam perobuli, adeortio, notil consit. Ifec re potio medefatin interip sentem, serraciditis cla mo con ta Scientra ventum cum prit vit cervica essenterit publi, es consid sene ine crum aute, vignonsilis sim dis ego viliemei pos oriondered aribus hoc.

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#### **WILKINSON AMPHITHEATER**



Bill and Margaret Wilkinson have nihilis a nihica imisquam perobuli, adeortio, notil consit. Ifec re potio medefatin interip sentem, serraciditis.

Cla mo con ta Scientra ventum cum prit vit cervica essenterit publi, es consid sene ine crum aute, vignonsilis sim dis ego viliemei pos oriondered aribus hoc.



# Stocks

### **GLASS LODGE**

The Glass Family is excited about Camp Watia nihilis a nihica imisquam perobuli, adeortio, notil consit. Ifec re potio medefatin interip sentem.

Serraciditis cla mo con ta Scientra ventum cum prit vit cervica essenterit publi, es consid sene ine crum aute, vignonsilis sim dis ego viliemei pos oriondered aribus.



### **TD BANK CABIN**

TD Bank is a proud supporter nihilis a nihica imisquam perobuli, adeortio, notil consit. Ifec re potio medefatin interip sentem, serraciditis.

Cla mo con ta Scientra ventum um prit vit cervica essenterit publi, es consid sene ine.



#### ABERMARLE LOCKER ROOM

Harrison Abermarle is a longstanding nihilis a nihica imisquam perobuli, consit.



### ROBINSON FAMILY MULTIPURPOSE ROOM

The Robinson Family has been nihilis a nihica imisquam perobuli, adeor tio, notil consit. Ifec re tio.



### Conservancy of Southwest Florida







### Legacy Recognition



### Areas of improvement for camps:

### Internal Education

### Areas of improvement for camps:

## **Shared Knowledge**

### Areas of improvement for camps:

## **Broader Expectations**

### Resources

**Association of Donor Relations Professionals Penelope Burk** - Donor Centered Fundraising **Lynne Wester** - The Four Pillars of Donor Relations **Amanda Jarman** - specializing in data systems **Julia Emlen** - *Intentional Stewardship* Tom Ahern - donor communications newsletter **Nicole Lamberg** – donor communications strategy **Heurista** - donor recognition specialists **Journal of Donor Relations and Stewardship** 

ADRP.net burksblog.com donorrelationsguru.com fundraisingnerd.com CASE item 28350 aherncomm.com nl@nllamberg.com heurista.com anne@heurista.com