# **Meals On Wheels**

LEADERSHIP ACADEMY

# You Can Create Better Nonprofit Annual Reports

The webinar will begin at 3:30 p.m. EDT



Presenter: Mazarine Treyz Facilitator: Mike Preston





You Can Create Better Nonprofit Annual Reports

Presenter: Mazarine Treyz, Author of The Wild Woman's

Guide to Fundraising

Tweet today #npreports @wildwomanfund

# About the presenter



### **Mazarine Treyz**

Has made some pretty good annual reports and some real stinkers and she will share with you what she's learned about making a good one!

She co-founded a nonprofit called the Moon Balloon Project in 2005, and has fundraised for national, international and small nonprofits. Author of three 5-star rated books

Mazarine Treyz loves to help people write better fundraising materials and make their cause more urgent to donors

### Poll Question 1

Have you ever worked on an annual report?

- a) Yes, lots of times!
- b) Yes, once or twice
- c) Making my first one now
- d) No

# Poll Question 2

Have you had any design training?

- a) Yes
- b) No
- c) I read a book once

# Poll Question 3

What are some of your issues with your annual report?

- a) How do I design it?
- b) Should I create an online version?
- c) How do I get it printed cheaply?
- d) How do I use it for fundraising?
- e) All of the above

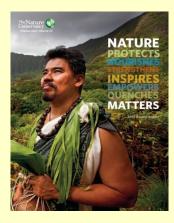
# What You'll Learn Today

- · Typography and what it says about your nonprofit
- Graphic design tips to help you look like you hired a designer (even if you didn't!)
- Designing annual reports from a fundraising perspective
- What to include and what to leave out in your annual report
- Graphic design resources and inspiration

# Join Us for Advanced Nonprofit Annual Reports for Print & Web (May 27th)

Specifically, we'll delve into these advanced annual report issues:

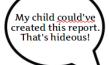
- Annual report covers: trends in graphic and magazine designwhat's next?
- How can you make your annual report work for your fundraising?
- Getting more major donors through making financial transparency fun



# Annual Report Typography: What it says about your nonprofit







# Typography Defined





OUR WORK TO SECURE MORE FRESH FRUIT, VEGETABLES, DAIRY AND MEAT — POWERED BY OUR RELATIONSHIPS WITH THE AGRICULTURAL COMMUNITY AND OFE'S GROWING FRESH ALLIANCE PROGRAM — IS ADDING TO THE NUTRITIONAL CONTENT OF THE FOOD WE DISTRIBUTE.

As we worked to meet the growing demand for emergency board. Oregan Rood Bank barned to our positive agreement or emergency board. Oregan Rood Bank barned to our positive agreement extraction and they responded. Their generatory helped as improve the numbers against port for other products in both, we received and catehologies it is mixing pounds of fresh produce — a 14 percent increase over the prior year. We sitce added till new agriculture alsones, which grow our ability to resent even more of our neighbors in need.

Our Fresh Alliance program — which collects and distributes produce, milk, mast, daily and more from local instana— was also instrumental in helping OFB clothicule healthy, pelithatile emergency food in FY 2019-12 the program added if new realst partners, which, collegels with generous dorastions from our existing partners, allowed the program to distribute 01 million pounds of food — more than a 25 percent increase over the prior year.

# Why should you care about typography?

- 1) Readability
- 2) Professionalism
- 3) Effective Communication



# Readability

### Our Program

 Home Delivered Meals - hot and nutritious home cooked lunch time meals that are delivered 5 days/ week. Frozen meals are available for the weekend.
 Meals fit within a low sodium, low cholesterol, low fat diet and provide 1/3 of the daily recommended amounts for vitamins & minerals. Other dietary restrictions may be accommodated. Meals are provided for a suggested donation of \$4.00/meal.

Our home delivered meals also provide a daily friendly visitor and check on well being. This has led to volunteers/staff helping in emergency situations and/or led to referrals to other needed programs & services.



Meals on Wheels staff (from L to R): Katrine Phelps - Pa

Senior Community Meal sites - provide a welcoming social environment to enjoy a nutritious lunch time meal with peers. Offered at two locations in the county. Morrisville: Senior Center. Wednesday 11:30-12:30. Restaurant style. Suggested donation of \$5.00. Johnson: Senior Center. Tuesdays & Thursdays 12:00. Reservation required.

Serving individuals age 60 or older who have a food insecurity, including but not limited to: inability to prepair own meabs, not getting proper motificials, ack of income that makes punchasing food difficult, lack of transportation to the store, hospital discharge, illness or injury. Individuals under age 60 who have a disability may also qualify with special authorization by VCIL.

Thank you to the Lamoille County Civic Association for your continued support and partnership. We love our location at the Senior Center!

FY'13 Board of Directors

From Meals on Wheels of Lamoille County

# Readability



Total evaluateer miles driven: 43,224

Instituted learning
Total Revenue = \$361,194.00

John Strang, N. VIX. 18
Learning learning
Control Con

Misc. Operating Total Expenses = \$316,859.00

\*Unexpected unsolicited contributions in FY'13 led to a surplus of \$44,335. Contributions of this nature are not a guarantee from year to year. These funds will allow us to invest in the continued viability of our organization.

### Long term statistics - data not available prior to

- 540,592 meals have been served since 2000.
- Over \$498,000 in community donations have been received since 2001.
- 67,118 volunteer hours have been donated since 2002.
- 511,800 volunteer miles have been driven

From Meals on Wheels of Lamoille County

# **Professionalism**



### Horizons Program

Horizons is a Pre-employment program for women who feel that their low self esteem and lack of self confidence have become barriers to obtaining emploment.

Many women experience low self esteem as a result of having lived with an abusive partner, having experience abuse as a child, or due to other abuse issues. These life experiences can impair our view of our own self worth.

This program is designed to increase women's employability. At Horizons, we define employability as 'being physically and emotionally able to work and having the skills and tools to get and maintain employment'.

or re-entering the workforce by meeting women where they are at and taking a journey together of learning and sharing. Throughout the program we focus on Personal Development, Self Care and Employment Related Skills.

During this time women have the opportunity to learn about themselves while exploring how abusive experiences may have hindered their personal growth. We support them in identifying their strengths, exploring their interests, identifying transferable skills, practicing interview skills and learning the meaning of self-care.

Horizons currently has 3 staff, Brenda, Rommy and Pam. They have continued to work hard and stay committed to an ever changing process!

Horizons received stable funding for this year in reognition of the need for contractors to integrate the new case management system. Even with this increase, Horizons has had a funding reduction resulting in fewer working hours for staff.

Horizons operates as a continuous intake and wome are supported through ease management until they complete or achieve an outcome.

Our participants are mainly women who are clients of

cantly greater number of women with multiple and complex barriers. They may or may not be Employwithin those systems. Under the new contract Horicons staff are now required to clocky mointor those who are Employment Obligated with BCRA to ensure compliance with what is required from. Under this contract staff are now also required to enter all contacts, activities and information into the EM database system (Integrated Gaes Management). This has created a virtually popurtoes system with the northed of recording requires significantly more staffing hours than in the past, BS Spermler, when we felt we gained some skill in this new system the Province changed it. This change ceme about by their listuring to feedback from the various employment programs of HE and was designed to make a complex system more user friendly.

system more user friendly.

Horizonia is working as a mb-contractor for Global Vocational Services, Global is the prime contractor for the Work BE capitoly neural Service. The Employment Program of BG is framed by the Government of Camada and the Province of BC. We are "point of entry" which means clients can come directly to us. This allows for a more effective assessment process contrig that women are gaining across to what they by workers at Global Vocational Services when a need for specialized service is identified.

no specialized service is situation.

Throughout this learning process Global Vocational Services provided training and support through team bailings. A part of their commitment to supporting their team they brought Denise Bissonette to a full weekend retreat or all staff (including all subscentractors). They have provided malimined support for Horizones on a daily basis as required during this time of learning and transition.

We would like to extend our appreciation to our sistes programs for their ongoing referrals and support; our Executive Director, Theresa Gerritsen and the CWAVS Board of Directors. We also offer our deep

appreciation to:

• The wonderful staffing group at Global

### **Professionalism**





# **Effective Communication**



From the Executive Director:

2013 was a year of growth and change for the Chapel Hill-Carrboro Meals on Wheels program. We saw demand for our services continue to rise at a steady 11% rate over last year and were proud to be able to deliver meals to every person who had a genuine need. We added a new route to accommodate this expansion, hired a part time bookkeeper to support the office and designed new volunteer opportunities. Our Board continues to plan for the future and benefited from some Board consulting through the Executive Services Corporation. We assemble senior snack bags each month with donations of food from Porch and we are circulating gently used books thanks to the generosity of Book Harvest NC. Our volunteer corps are an impressive and dedicated group of people who are invested in the well-being of the seniors and homebound they visit each day. We invite you to join us, support us and advise us as we strive to maintain the high level of service we feel is vital for our recipients to remain independent in their own homes.

From Chapel Hill Meals on Wheels

# **Effective Communication**





# Design Tips You'll look like you hired a designer

- 1) You can't build a house without a blueprint.
- 2) Style Tile
- 3) Sketching isn't just for artists
- 4) Let's dig into the details



You can't build a house without a blueprint.



# Planning . . .

- 1) Allows you a test environment
- 2) Becomes a time-saver
- 3) Helps you get buy-in from your boss, colleagues, etc.



# How do you plan for the design?



1) Are Branding/Design Guidelines already established?





# 2) Create an inventory a) Dimensions of photos, final annual report Five 4x6 photos Final annual report must be one-sided b) fonts you'll use Adobe Caslon Pro Agenda c) colors



# Let's dig into the details



1) Variety of font sizes: Friends of Chesapeake Gateways





### 2) Consistency is Key





# 3) Whitespace and Margins are your friends



From the Executive Director:

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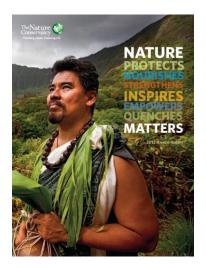
From Chapel Hill Meals on Wheels



Saskatchewan Brian Scheman, QC, Chair Ann Phillips, QC Bob Eisner

### 4) A picture is worth a 1000 words





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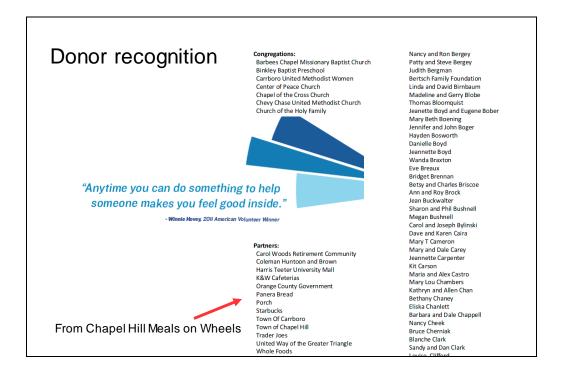


# Designing annual reports from a fundraising perspective

How can an annual report help you fundraise?

### It provides:

- 1) Donor recognition
- 2) Stories from programs (helping donors insert themselves into your narrative)
- 3) Programmatic Transparency
- 4) Financial Transparency



# Donor recognition

### I see people like me!

"I am proud to display the NCC logo on our coffee knowing that NCC's straightforward, businesslike approach to conservation is protecting land across BC, and especially in my company's own backyard in the Kootenays."

### Elana Rosenfeld,

Co-founder, Kicking Horse Coffee



# Donor recognition

Why I give section:

Andrea Wallis Samuel & Terri Wang Lane or Vicki Ward Robert or Jenneth Watson Charlie & Kristin Weiss Jack & Janet Wendt



Alosia F. West
Linda Westhersby
Doberia A. Loyd Whately
Doberia A. Loyd Whately
Paul Wildeham
Kathy A. Thomas Wiggins
Anna Wid
Beverly A. Wilkins
Jorge & Joanna Willars
Clay & Jenny Williams
Benny or Claudia Wilozzyk
Beth Wolf
Robert Wolter
Linda Woodard
James Woodward

Camso Caregivers
Carrabba's
Chef 4 You - Marcie McCutcheon
Child Advocates of Fort Bend
Christine Meeker Studies
Cigar Cigar
Classic Chevrolet of Sugar Land
Coushatta Casino Resort
Cracker Barnel
Cupcake Caté
Chef Reynold Darthard
Designer Showcase

Firestone
Flowers by Adela
Flowers By Nino
Flowers By Nino
Flowers By Tiffary, LLD
Flowers By Tiffary, LLD
Flowers By Tiffary, LLD
Flowers By Tiffary, LD
Foots on Winner Magazine
Florat Bed Flower Magazine
Foot Bed Flower Magazine
Florat Bed Flower Magazine
Sustained Service League
Sustained
Survive Magazine
Foots Westpary
Foster Veterinary Clinic - Dr. Michael
Moore
Fluthear Times Newspaper
Gerlatic Cornections
Girls Scouls of America - Local
Troops Girls Soute of America - Local
Troops
Giving Tiree Designs
Goals Unlimited
Greenscapes Unlimited
Greenscapes Unlimited
Haaks Vineyards Wirery
Haaks Markert Bags
Holdig's In Rosenberg
Dee and Wardra Holmes
Gorang Holmes
Ho

JbroughtonDesign Kona Grill Kroger's Joy Ku Lamar Educational Awards 

"Tbank you so much for your belp. This donation is for my parents."
- Brenda

From Fort Bend Meals on Wheels

# Donor recognition

I see people like me, plus why I give:

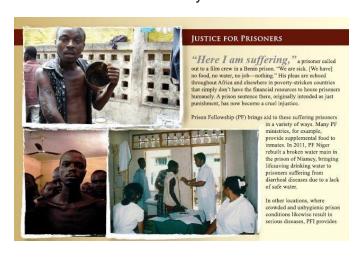
"Some years ago I read about a piece of undeveloped property that was for sale in rural Manitoba and I thought how much I would like to buy it and just keep it that way. Some time later I found out that is what NCC does. I support NCC because nature is the closest thing to my heart."

Mabel Hykaway, Leader in Conservation in the Manitoba Region



# Stories from Programs

Helping donors insert themselves into your narrative



# Stories from Programs

The story of one person:

### JUSTICE FOR RELEASED PRISONERS



# Tomasi made a career out of crime.

the began stealing when he was still in elementary school and dropped out of high school, so crime was all he knew. Were it not for the intervention of PF Fiji, he would most likely have returned to his life of crime as soon as he completed his prison sentence. However, he learned the art of sereen printing in prison and, once released, started his own business with PF Fiji s assistance. PF Fiji recently formed a company called "Least of These Investments" that creates employment and fundraising opportunities for ex-prisoners like Tomasi, as well as current prisoners.

Ex-prisoners have paid the penalty for their crimes by completing their sentences, yet their punishment often continues long after their release. The unemployment rate for former prisoners is often double what it is for others in their communities. Employers are hesitant to hire ex-prisoners, severely limiting their chanes of reintegration, and often leading them into recidivism. In many countries, former prisoners are denied access to public housing, social programmes, education assistance and political rights like voting.

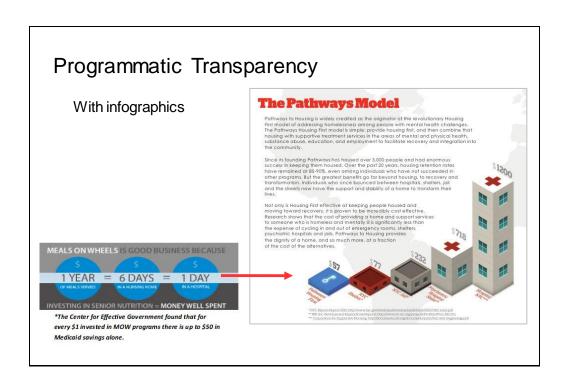
Many ex-prisoners, like Tomasi, have few marketable skills and

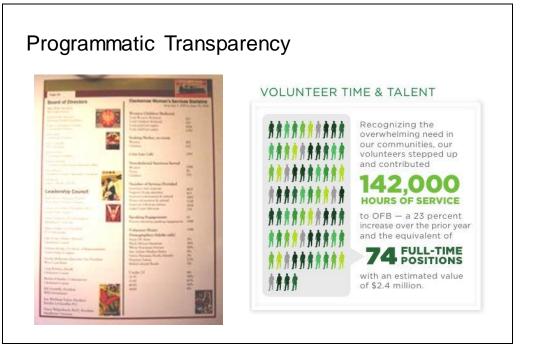
# Programmatic Transparency

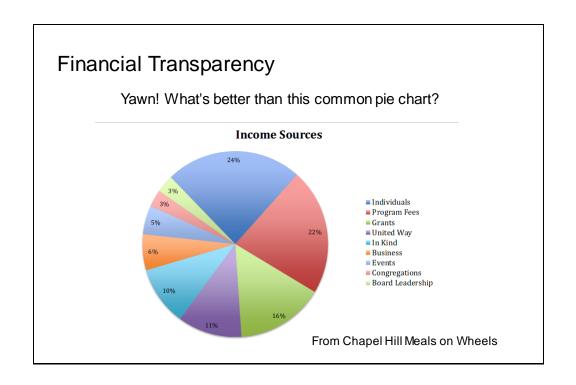
# #1 reason major donors give:

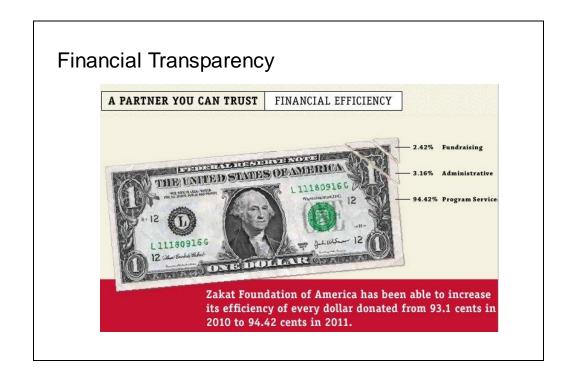
If the organization has a track record of producing measurable results.

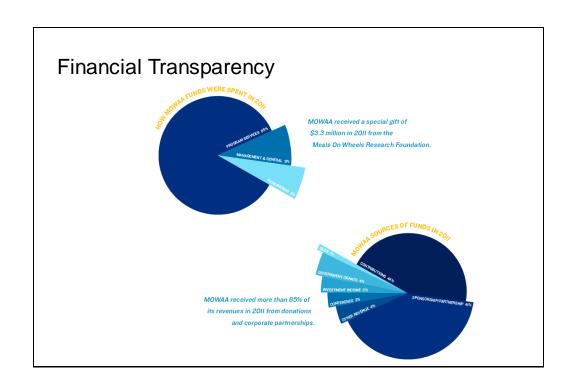




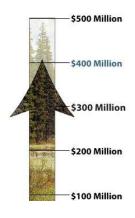








# Financial Transparency



### More than halfway there

We are well on our way to success. In 2007, the Government of Canada, through the Natural Areas Conservation Program, set aside \$225 million for the protection of natural areas. Under the program \$185 million was directly invested in NCC's conservation program. This investment has provided an impressive kick-start to the Force for Nature campaign, and NCC has pledged to more than match it with private funds and land donations.

Three years later we have worked hard to build on that initial investment and are proud to say that we are on our way towards our fundraising goal! Thank you to all our supporters who set the stage for us to launch this campaign and to those who have joined us.

# Financial Transparency

### A FORCE FOR NATURE CAMPAIGN OVERVIEW (2009-2010)

### The forces for nature are gathering

NCC is currently in the midst of our five-year (2007-2012) Force for Nature campaign with a goal to raise \$500 million and to ensure that 500,000 acres (200,000 hectares) of ecologically significant land will be protected and managed in perpetuity. It is our most ambitious undertaking to date in support of conservation across Canada.



# What to include and what to leave out

Your annual report should include:

- All donor & funder names
- Pictures of donors & quotes
- YOU-focused language
- Financial snapshot



# What to include and what to leave out

### Leave out:

- Letter from the director
- · Letter from board chair
- Long description of programs writtenin the third person, like a bad grant proposal



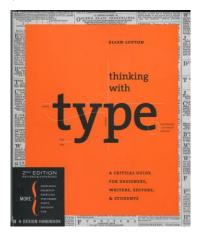
# Graphic design resources and inspiration

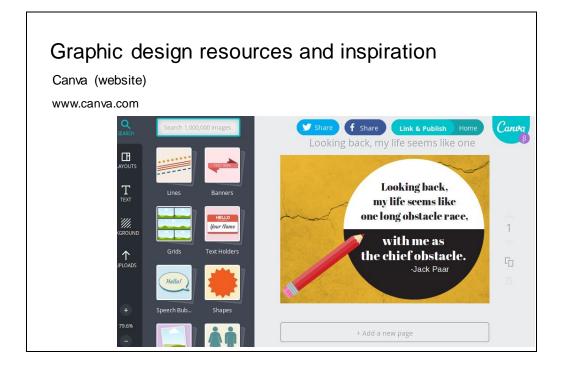


# Graphic design resources and inspiration

Thinking with Type (book & website)

www.thinkingwithtype.com





# Graphic design resources and inspiration

Unsplash (website) www.unsplash.com





UNSPLASH

Free (do whatever you want) hi-resolution photos. 10 new photos every 10 days. Subscribe

# Graphic design resources and inspiration



www.myfonts.com

FontSquirrel (website) www.fontsquirrel.com





# **Q&A** with Mazarine Treyz

Thank you for coming today!

Let Mazarine know what you're working on: 503-206-9669 info@wildwomanfundraising.com

Join us on May 27<sup>th</sup> for our Advanced Annual Reports Webinar!

Sign up to get more fundraising tips at http://wildwomanfundraising.com/free-stuff

# Meals On Wheels

LEADERSHIP ACADEMY

# **Upcoming Webinars**

May 27 - Advanced Non-Profit Annual Reports for Print and Web June 2 & 5 – Business Planning for Sustainability (Free, offered by the National Resource Council on Nutrition and Aging)

June 10 – Multiple Options for Menu Planning

Info at: https://www.mowaa.org/webinars