





#### **CONSERVATION DISTRICTS**

OF WASHINGTON STATE

your window to healthy lands

# Building capacity and coordination to market conservation districts

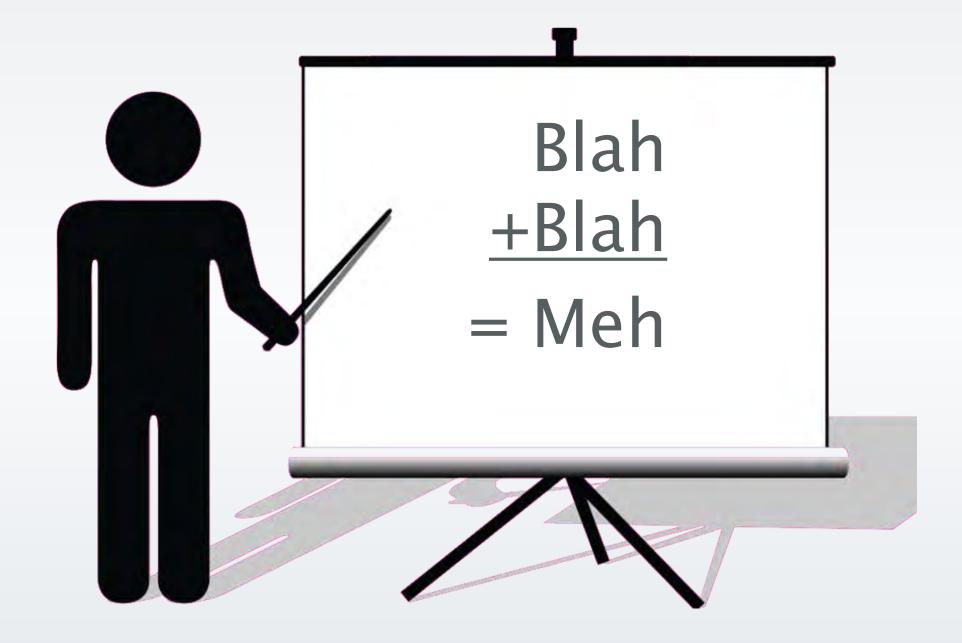
Laura Johnson, Communications Coordinator
Washington State Conservation Commission

## **Covering today:**

Marketing goals and challenges

"Building blocks" (leveraging assets)

 Resources Washington State has to share and what's in the works  $\bigcirc$ 









"No more best kept secret— Commission, Association, and all CDs have tools and coordination needed to tell our story!"

Hire state
Communications
Coordinator

"No more best kept secret— Commission, Association, and all CDs have tools and coordination needed to tell our story!"

Hire state
Communications
Coordinator

Develop unified brand and messaging "No more best kept secret— Commission, Association, and all CDs have tools and coordination needed to tell our story!"

Hire state
Communications
Coordinator

Develop and share communication resources/templates

Develop unified brand and messaging





# Our main challenges:

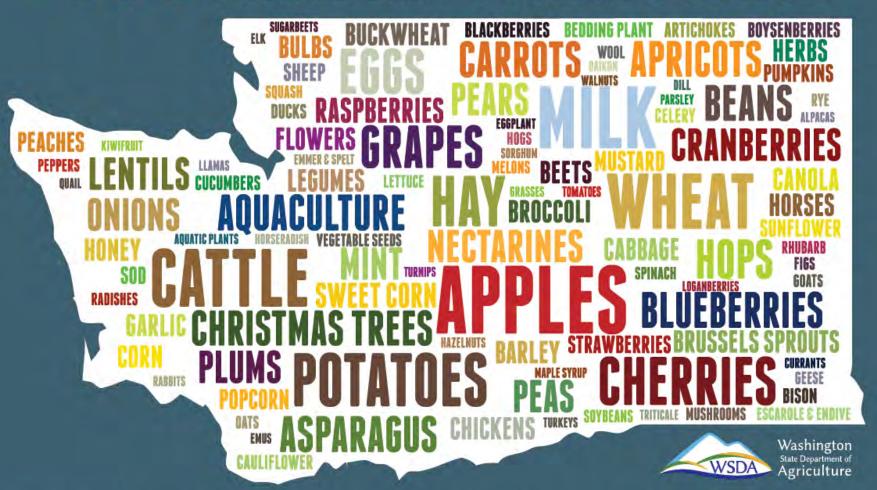






#### $\bigcirc$

# Washington farmers produce over 300 different commodities



























# Our main challenges:



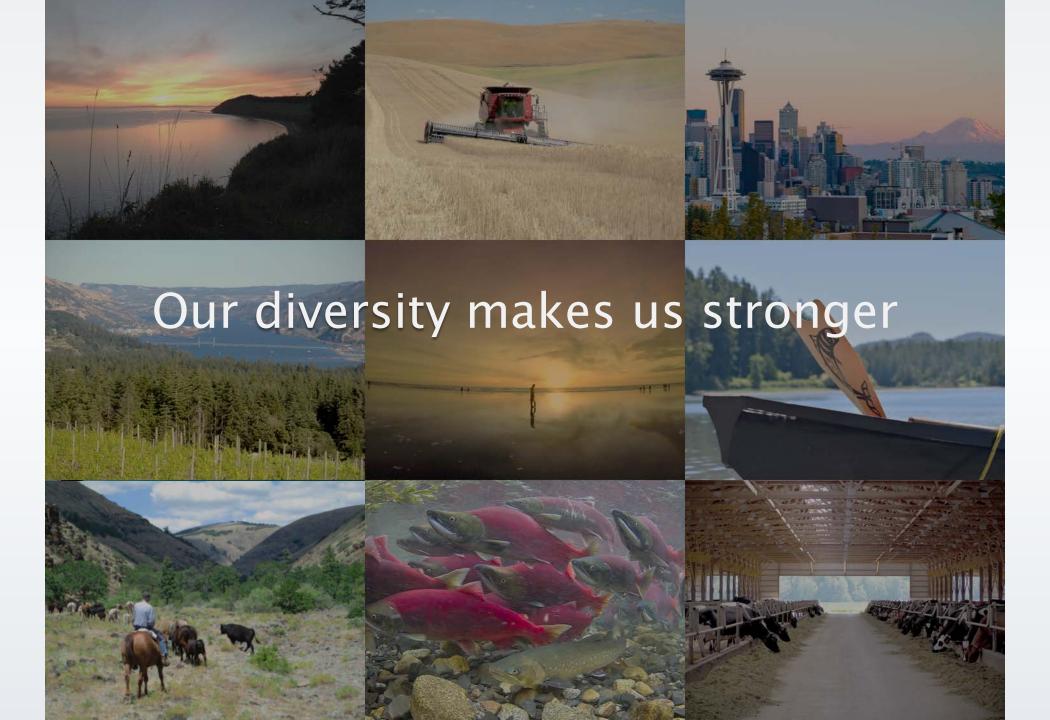




What "building blocks" did we have to help overcome our challenges?

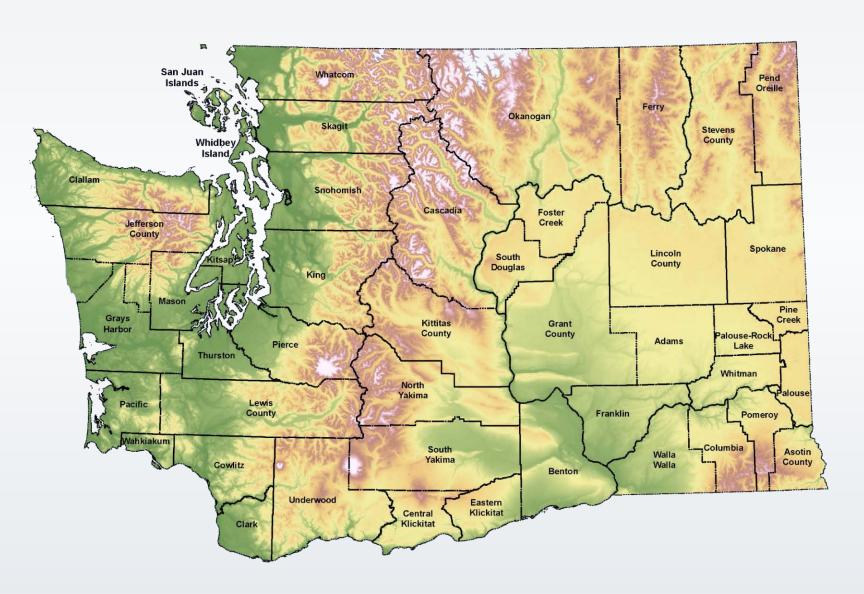








## **45 Conservation Districts**



Five board supervisors

Staff = 1-20+

- Technology
- Skilled staff/supervisors
- Passion = priority
- Willingness to share
- Capacity at Conservation Commission
- Strength in numbers
- Common goals



# What we built...

### What we built...



Communications, Partnership, and Outreach (CPO) Group



## **CPO** Membership

12-15 CD staff/supervisors representing every:

- Geographic region
- Capacity level
- Landowner/land user

Association rep

Conservation Commission Communications Coordinator and Regional Manager



## **CPO Meeting / Process**

- Monthly web meetings (4th Tues)
- CDs set priorities/plan
- Form subcommittees to work on projects, as needed
- Strive for consensus decision-making



Sooo... what'd we do?

Coordination

**CPO** 

Capacity

Cohesion





#### (Goal 3)

Share templates and materials already created by SCC / CDs

#### (Goal 2)

Create templates, trainings, and other resources that meet priority CD marketing needs

#### Foundation (Goal 1)

Key messages, branding, and imagery allowing us to unify our promotion of districts across the state



# pla · gia · rism

/'pläje rizem/

The practice of taking someone else's work or ideas and using them as one's own.



# pla · gia · rism

/'pläje rizem/

The practice of taking someone else's work or ideas and using them as one's own.





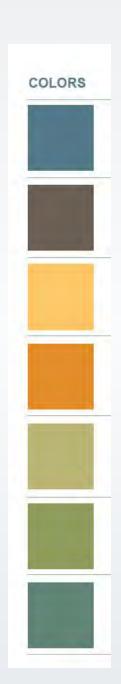
## scc.wa.gov/marketing-toolkit

### **Marketing Toolkit**

Resources on this page are designed to help Washington conservation districts market their services and work. You'll find templates, guidance, and products to help tell the story of voluntary conservation and promote a unified brand for Washington conservation districts.

- Products are free for Washington conservation districts to use in accordance with Brand Guidelines.
- · Please submit ideas for marketing products you'd like added to the toolkit.
- More information: watch the Introduction to the Conservation District Marketing Toolkit webinar (2.19.15) or view webinar slides.







## **CONSERVATION DISTRICTS**

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Branding (color palette, logo)



## 10 Conservation Districts can help you:



 They offer cost-share programs that help landowners pay for eligible conservation projects.



They offer assistance with livestock and nutrient management, including with manure storage, heavy use areas, and fencing.



3) They're a local source of information about **farm bill programs** and other financial assistance available for conservation work.



4) They can help with **water conservation.** Many offer incentives for irrigation management and system efficiency upgrades.



 They can help you support forest health through forest planning, and some offer on-site assessments of wildfire risk.



6) They offer solutions for managing waterfront property, such as planting vegetation along streambanks to reduce erosion.



They help preserve farmland by connecting you to resources for estate planning, agricultural easements, and market opportunities.



8) They offer soil health services, including soil testing and erosion control. Some districts even offer low-cost rentals of no-till drills.



9) They can help **save energy** on your farm by assessing ways to improve efficiency, and some offer help with equipment upgrades.



 They offer help with noxious weed management, and many conservation districts host annual native plant sales.



Conservation district services are voluntary, completed at the request of and in coordination with landowners.

Services vary by location.

## CD fact sheets, templates



### Funding for technical assistance: What is it for, and why is it important?





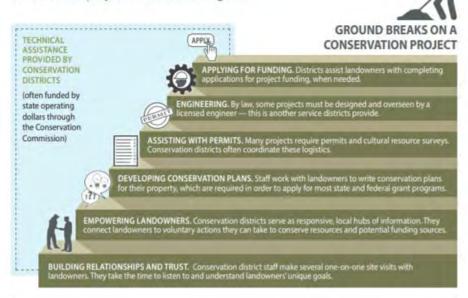
#### Technical assistance is the foundation for all conservation projects.

 It refers to the relationship-building, coordination, and expertise that's needed to develop successful projects that conserve our natural resources.

### The most important and time-consuming part of a conservation project is the technical assistance that conservation districts must provide before breaking ground.

- While project construction is funded by capital dollars, conservation districts rely on state operating dollars from the Washington State Conservation Commission to pay for technical assistance.
- Partner coordination, logistics, and technical design can take up to 3-5 years, depending on the size and complexity of the project.

## Technical assistance steps that are required before conservation project construction begins...



Conservation districts are trusted, locally led hubs of natural resource expertise and support that empower Washingtonians to voluntarily practice conservation on their properties. Learn more: scc.wa.gov/about\_conservationdistricts

## Funding for technical assistance: What is it for, and why is it important?

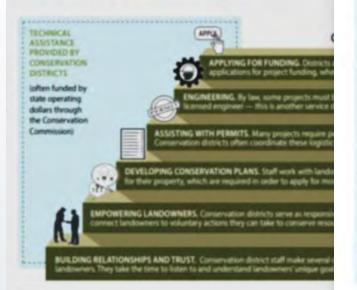
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TECHNICAL ASSISTANCE PROVIDED BY CONSERVATION DISTRICTS

Conservation Commission

(often funded by state operating dollars through the Conservation Commission)



APPLYING FOR FUNDING. Districts assist landowners with completing applications for project funding, when needed.

ENGINEERING. By law, some projects must be designed and overseen by a licensed engineer — this is another service districts provide.



ASSISTING WITH PERMITS. Many projects require permits and cultural resource surveys. Conservation districts often coordinate these logistics.



DEVELOPING CONSERVATION PLANS. Staff work with landowners to write conservation plans for their property, which are required in order to apply for most state and federal grant programs.



EMPOWERING LANDOWNERS. Conservation districts serve as responsive, local hubs of information. They connect landowners to voluntary actions they can take to conserve resources and potential funding sources.

BUILDING RELATIONSHIPS AND TRUST. Conservation district staff make several one-on-one site visits with landowners. They take the time to listen to and understand landowners' unique goals.

# KEY MESSAGES FOR CONSERVATION DISTRICTS



## TALKING POINTS: VOLUNTARY CONSERVATION PROGRAMS

These talking points were developed at the request of conservation districts and are designed to help districts provide clear, unified messaging about voluntary / incentive conservation programs. Please feel free to tailor messages to better suit your district.

#### Voluntary / incentive programs engage private landowners as partners in stewardship.

- With over half the land base of Washington in private ownership, private landowners are a crucial partner in conservation.
- Incentives spark eager landowner participation, rather than triggering disputes and conflict.
- Following positive experiences with these programs, many landowners become spokespeople for conservation, generating positive social pressure to practice resource stewardship.

### Voluntary / incentive programs are farm-friendly, which is good for the economy and the environment.\*

- The food and agriculture industry represents 13 percent of our state economy (\$49 billion) and employs over 160,000 people. (http://agr.wa.gov/aginwa/)
- Some conservation practices are cost-prohibitive for the average farmer small farms account for the majority of Washington agriculture, and nearly 85 percent of farms have sales under \$100,000. (https://pubs.wsu.edu/DisplayImage.aspx?ProductID=15562&size=original)
- Incentives provide a business opportunity, rather than a business risk, during a time when farms are already under threat over the last 30 years, Washington lost over 1 million acres of farmland. (http://198.57.168.160/~wccafp/wp-content/uploads/2016/01/2015-Final-Indicators-Report.pdf. p 6)
- Farmers are involved in voluntary conservation planning and implementation, ensuring that solutions keep their operation in business and take care of the environment.
- Farmland provides habitat and migration corridors for wildlife, as opposed to habitat loss and segregation that occurs with development.
- Healthy topsoil and vegetation help protect water quality by filtering pollutants from surface and ground water.

#### Voluntary / incentive programs are effective.

- In 2015, the US Fish and Wildlife Service determined that ESA-listing of Greater Sage-grouse is not warranted, largely due to voluntary conservation efforts implemented by federal, state, and private landowners. (https://www.doi.gov/pressreleases/historic-conservation-campaign-protects-greater-sage-grouse)
- Over 1,200 acres of shellfish harvest area has been upgraded in Dungeness Bay as a result of a coordinated, voluntary effort to identify and correct sources of water pollution.
  (http://www.seguimgazette.com/news/335177631.html Clallam CD lead partner in this effort)





### WORKSHEET: CAPTURING EFFECTIVE TESTIMONIALS FROM LANDOWNERS AND PARTNERS

Testimonials from landowners and partner organizations can be effective ways for legislators to hear about the value and need for conservation district services. This worksheet was created at the request of districts to provide guidance on how to capture and share effective testimonials.

### A: Getting started – what's your story?

Before deciding what kind of testimonials your district will capture and from whom, define what story you want to tell

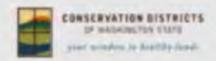
#### WHAT IS THE MAIN THEME OF YOUR STORY? This can be:

- A strong "take-home message" (e.g. You don't have to choose between supporting the environment and supporting agriculture — by investing in conservation districts, you're ensuring the viability of both), or
- A natural resource or service theme (e.g. Expanding conservation districts' proven-successful, voluntary services is an effective, efficient path to improve water quality.)

heme:			

WHO WILL TELL YOUR STORY? Answer the following questions to identify landowners and representatives from partner entities who could be spokespeople that provide testimonials that support your theme. Think of their testimonials as paragraphs or chapters of your story that prove your identified theme.





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WHO WILL TELL YOUR STORY? Answer the following from partner entities who could be spokespeople that p their testimonials as paragraphs or chapters of your story unau prove you

provide guidance on how to capture and share effective. HOW DO YOU DRAW OUT THE STORY? Encourage spokespeople to answer key questions in their testimonials. These questions can be shared with spokespeople as suggested talking points to address in their letter, in-person meeting, or presentation, or as the questions you ask them during a video interview.

#### Examples of key questions:

- 1) What problem(s)/issue(s) were you experiencing that led you to contact the conservation district?
- 2) Had you previously tried anything else to solve the problem? If so, what?
- 3) Why did you choose to contact the conservation district, rather than a different entity or organization?
- 4) What was the result of the conservation district's program(s)/service(s)? (Encourage specifics. Rather than "we saw a big improvement in salmon habitat," ask the landowner or partner to state exactly what the improvement was, such as "we witnessed salmon migrating up our stream for the first time in x years...)
- 5) How did the conservation district's service(s) help meet your objectives for your property?
- 6) What word or phrase best describes your relationship with the district, and why?
- 7) What specific feature did you like most about working with the conservation district?
- 8) If someone called you and said, "Why should I support conservation districts," what would you tell them?
- 9) Would you consider working with us again? If so, on what kind of project?
- 10) How would you describe the importance of voluntary and incentive-based conservation services and programs?



## Washington State Conservation Commission Washington State Conservation ... 3 Followers • 0 Following

About Photostream Albums Faves Galleries Groups Stats Camera Roll

New album







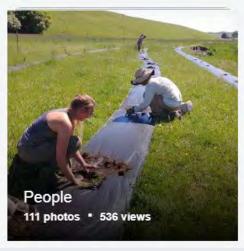
New collection

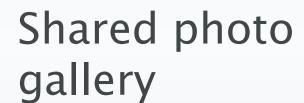
912 Photos

View my collections



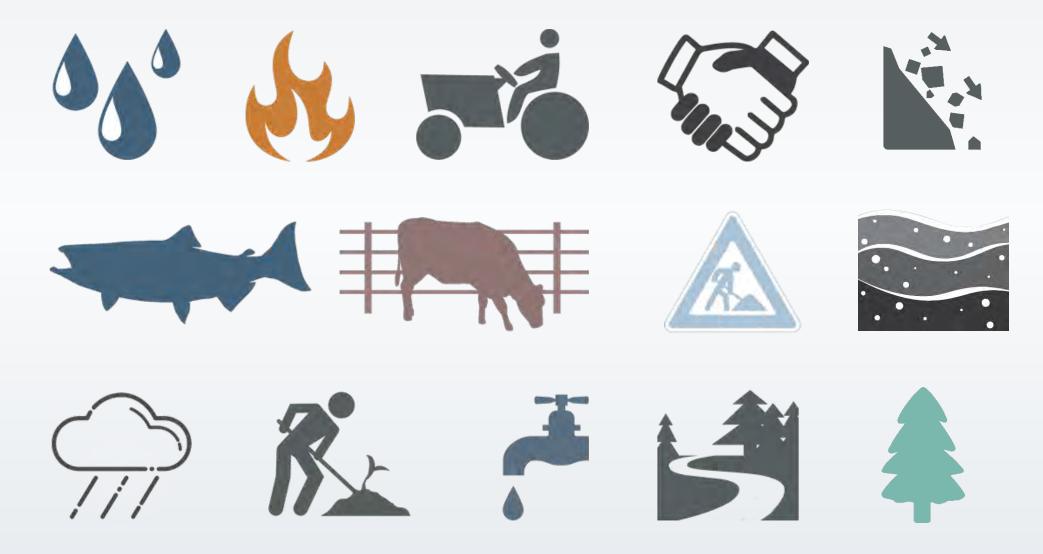








## Library of vector images / icons





## scc.wa.gov/marketing-toolkit

#### Tips to engage elected officials and decision makers





It's crucial that conservation districts engage elected officials and other decision-makers who have influence on voluntary conservation efforts. Knowing how to engage with them can feel intimidating. Here are simple tips to help start and maintain effective relationships with key influencers of your work.



#### .. engage elected officials and decision makers?

- Establish trust. Give them confidence in your credibility, honesty, and ability to provide factual information
- Demonstrate value. Ensure they recognize the vital services your CD provides to their constituents. Provide examples and testimonials of your work.
- Offer solutions. Present CDs as "can do" entities that can help them be successful.



#### .. do I engage them?

- Meet for coffee or at their office to introduce yourself and as a regular check-in.
- Invite them to tours, open houses, annual meetings, and other events (and include an invitation for them to speak).
- Subscribe to their newsletter and invite them to subscribe to yours.
- Invite them to write a guest editorial for your newsletter.
- Invite them to give a presentation at a board meeting.
- When in doubt, ask them how they would like to engage

### And more...

#### Media Release Checklist for Conservation Districts



#### ✓ Before writing the release:

Identify outlets: Research local and regional media outlets. Remember to consider non-traditional outlets, such as social media and blogs (e.g. Thurston Talk, Whatcom Talk) and partner newsletters, if you're promoting an event, research event calendars through county chambers of commerce, visitor and tourism bureaus, newspapers, public radio, and allied partner websites and social media.

. If your story / event is related to agriculture, consider emailing a submission to the Office of Farmland Preservation monthly newsletter (housed at the State Conservation Commission). Send submissions to pipescr.wa.gov by the 25th of the month, and put "Newsletter submission" in the subject line.

Know submission process: Some media have electronic submission forms, s website or contact them directly so you know what works best.

Contact: Name. Title Tel. xxx xxx xxxx Email: john@district.com Address

Date:

## WHAT

#### Social Media: Best Management Practices

#### Establish a social media policy

Create either a broad social media policy or a tool-specific policy that addresses the following:

- Process for requesting / authorizing a district-sponsored social media account
- Account administration roles / responsibilities
- Risk management and permissions
- Method for capturing public records

View an example of the draft SCC social media policy on page 3 of this document.

#### Establish a procedure and mechanism for public records retention

As public entities, social media content is a public record for the purposes of Chapter 40.14 RCW - Preservation and destruction of public records when the content is 1) published and received by the conservation district, and 2) related to and used for the conduct of the district's business. The district is responsible for capturing electronic copies of its public records made or received using social media, including those records made or received using third-party

. Tools and services exist to help you capture social media records (e.g., the SCC uses digi.me, formally called Social Safe). Visit the Washington Secretary of State Social Media Records webpage for examples of these tools and to view training videos about electronic records management: http://www.sos.wa.gov/archives/RecordsManagement/Managing-Social-Media.aspx

whether the publication is daily or week r deadline for submissions?

uild relationships with reporter(s) that

ng note of their areas of interest. troduce yourself/your district and deliv

und topics of most interest to reporters if you can tie it to your story/event).

ut the most newsworthy information f nformation.

th quotes from spokespeople who auth

pages or check to see if the media out

n is only mentioned once or twice in yo full name. Make sure all necessary acro

your contact information is correct and ails (date, time, place, rsvp, etc).

#### FOR IMMEDIATE RELEASE

### Media Release

Main Title, keep it as short as possible

Subtitle Goes Here - should include hook or major selling point of the event

LOCATION - Body of press release begins here. Get to the point immediately. What is the takeaway message from the story?

(PLACE YOUR DISTRICT

LOGO OR NAME HERE)

Second paragraph: provide details / facts that explain why the reader should care and continue reading (e.g. notable statistics/figures, tie to local issues).

Third - Last paragraphs: As concisely as possible, tell the remainder of your story, highlighting how this story impacts/benefits the audience, any ties to relevant community issues/topics, and include quotes.

#### About Random Conservation District

[Include a 3-4 line description of your conservation district and the unique services you provide. The last line should be: To learn more, visit www.randomcd.com, or call us at



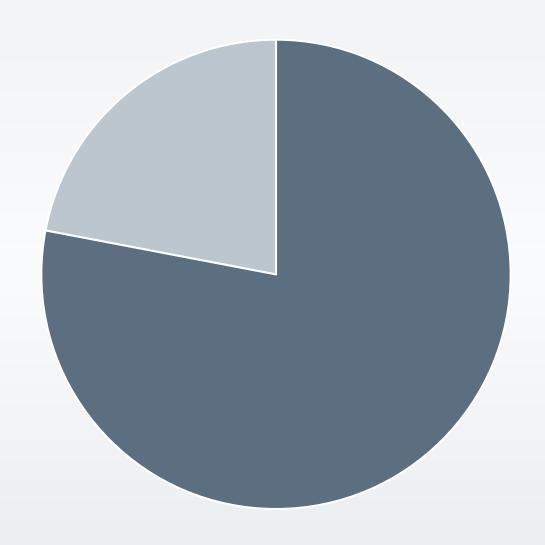
## ... and an internal communications/outreach directory

A	В	С	D	E	F	G
CD STAFF DIRECTORY - COMMUNICATION	ON/EDUCATION/OU	TREACH (Fall 2019	9)			
Experience / Training:	<sup>†</sup> Name	District / SCC	Role	Email	Phone	Able to outsource to other districts?
Adobe Creative	Alicia McClendon	SCC	Administrative Assistant	amcclendon@scc.wa.gov	360-407-6200	
Adobe Creative	Amanda L Newell	Cascadia	Education and Outreach Specialist	amandal@cascadiacd.org	509-436-1601	Yes
Adobe Creative	Ashley Smithers	Clark	Resource Specialist	asmithers@clarkcd.org	360-859-4782	
Adobe Creative	Kailyn Wentz	Snohomish	Design and Media Specialist	kailyn@snohomishcd.org	425-377-7016	
Adobe Creative	Ken Muir	Cascadia	Project Coordinator II	kenm@cascadiacd.org	509-436-1601	Yes
Adobe Creative	Laura Johnson	SCC	Communications Coordinator	ljohnson@scc.wa.gov	360-407-6936	
Adobe Creative	Liz Clark	King	Project Coordinator, Engagement	elizabeth.clark@kingcd.org	425-282-1901	
Adult education programs	Brandy Reed	King	Education Programs Manager	brandy.reed@kingcd.org	425.282.1924	1
Adult education programs	Gwen Vernon	King	Education Programs Manager	gwen.vernon@Kingcd.org	425-282-1910	
2 Adult education programs	Kelsi Mottet	Whidbey Island	Marketing, Education, and Outreach Coordinator	kelsi@whidbeycd.org	360-678-4708	Maybe
Adult education programs	Kristi Carpenter	Skagit	Public Information and Education Coordinator	kristi@skagitcd.org	360-428-4313	Yes
Adult education programs	Lois Ruskell	Snohomish	Public Relations Coordinator	lois@snohomishcd.org	425-377-7020	Yes
Adult education programs	Nikki Wolf	King	Interim Education Programs Manager	nikki.wolf@Kingcd.org	425-282-1909	Yes
Adult education programs	Nora White	Thurston	Education and Outreach Coordinator	nwhite@thurstoncd.com	360-754-3588 x105	
Adult education programs	Sarah Moorehead	Thurston	Executive Director	SMoorehead@thurstoncd.com	360-754-3588 x136	
Alternative Education	Dana Bowers	Stevens County	Project Coordinator	dbowers@co.stevens.wa.us	509-685-0937 x101	
Americorps partnerships	Nikki Wolf	King	Interim Education Programs Manager	nikki.wolf@Kingcd.org	425-282-1909	Yes
Americorps partnerships	Sarah Moorehead	Thurston	Executive Director	SMoorehead@thurstoncd.com	360-754-3588 x136	
Backyard conservation courses	Kelsi Mottet	Whidbey Island	Marketing, Education, and Outreach Coordinator	kelsi@whidbeycd.org	360-678-4708	Maybe
2 Backyard conservation courses	Kristi Carpenter	Skagit	Public Information and Education Coordinator	kristi@skagitcd.org	360-428-4313	Yes
Branding	Amy Hatch-Wineka	Thurston	Lead Entity Coordinator	AmyHW@thurstoncd.com	360-754-3588 x103	
Branding	Deirdre Grace	King	Community Engagement Manager	deirdre.grace@kingcd.org	425-282-1902	
Branding	Heather Killinger	Grant County	Ecology / Environmental Educator	heather-killinger@conservewa.ne	509-765-9618	
Branding	Kailyn Wentz	Snohomish	Design and Media Specialist	kailyn@snohomishcd.org	425-377-7016	
7 Branding	Liz Clark	King	Project Coordinator, Engagement	elizabeth.clark@kingcd.org	425-282-1901	
Branding	Marshall Stowe	Wahkiakum	Supervisor	marshall@martin-stowe.com	650-342-8875	



## How's it working?





Around 80% of conservation districts use Marketing Toolkit resources







## Conservation Reserve Enhancement Program (CREP)

A voluntary approach that engages farmers with restoring salmon habitat along hundreds of miles of streams in Washington without threatening farm viability.









4.7 million



#### About

- ► CREP is a voluntary incentive program that compensates farmers for growing a different crop in riparian (streamside) areas of their property
- Farmers plant native vegetation to form a "buffer" between farmland and the stream and receive rental payments for the acreage planted.

### Benefits for Salmon

CREP buffers function as a natural "water treatment plant" that keeps water clean and provides habitat.

In watersheds with high levels of CREP participation, results include:

- Cooler summer water temperatures,
- Higher numbers of returning young and adult salmon, and
- More miles of accessible stream habitat.

### Benefits for the Economy

When farmers enroll in CREP, economic benefits result for them and their community:

- Rental payments help farmers meet their bottom line.
- Federal and state investments in CREP projects translate into local jobs (e.g. engineering, construction) and income.
- Riparian buffers are a costeffective way to prevent and mitigate flood damage.





2019 Annual Report Anniversary Edition





CONSERVATION DISTRICTS OF WASHINGTON STATE your window to bealthy lands

Updated: March 2019



## Grays Harbor Conservation District

your window to healthy lands







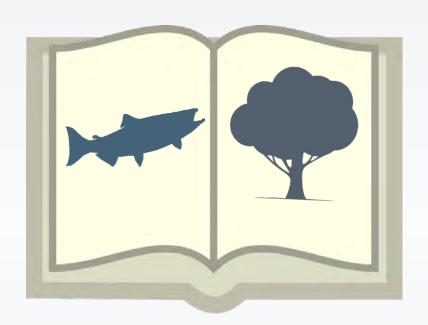


## What's next





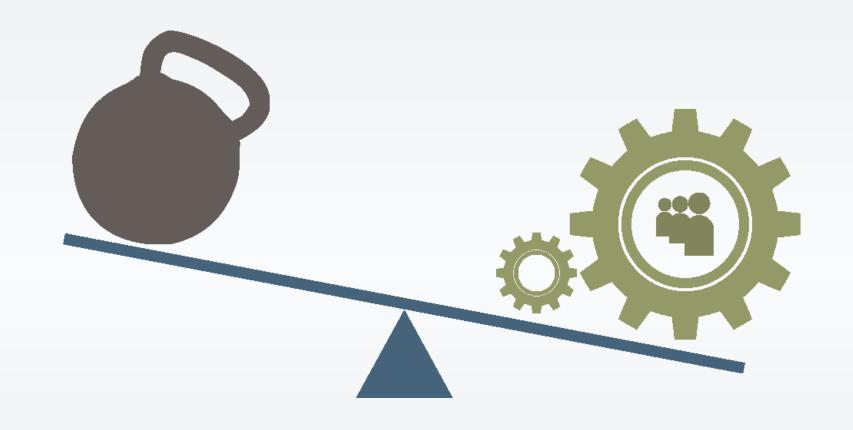
**Elevator Pitch** 



"Conservation Catalog"

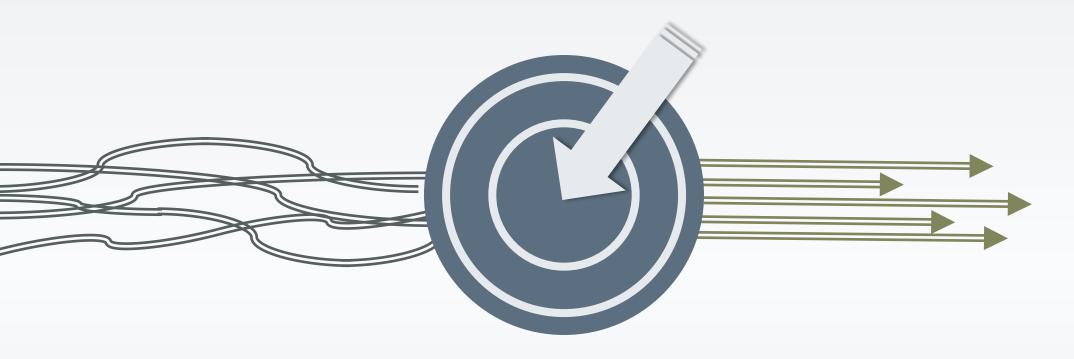
## **Lessons learned**





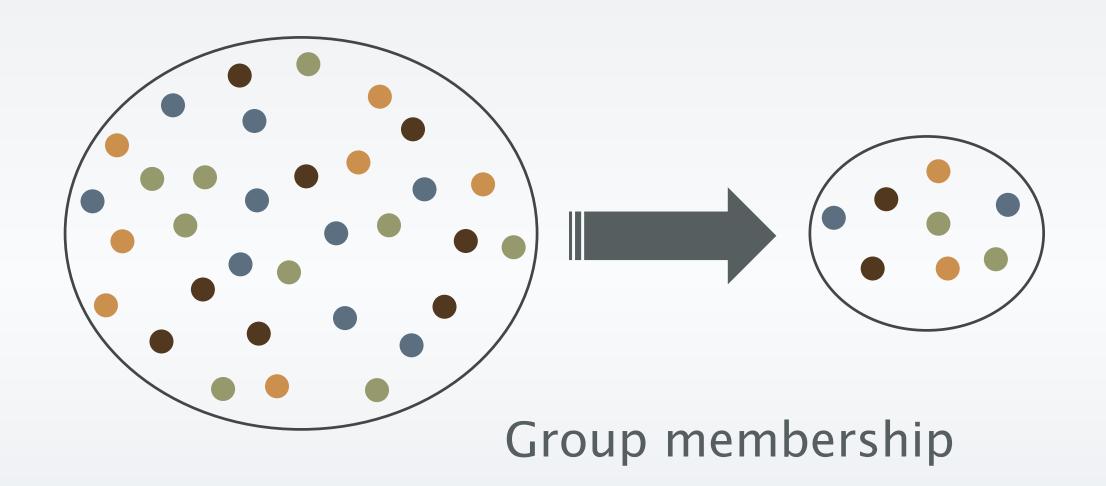
Identify challenges and leverage assets to address them





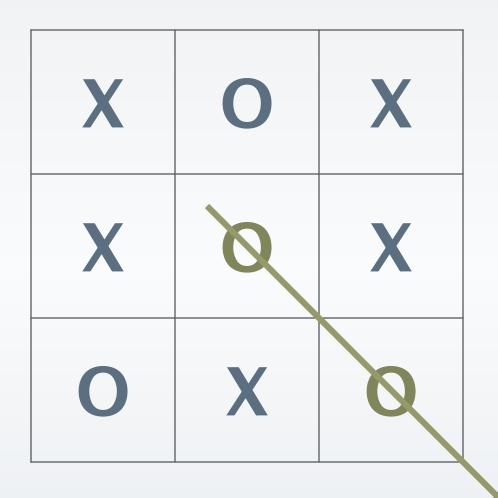
Consistent commitment to plan and process





Manageable representation





Think outside the box about where to advertise supervisor/board openings



## Thank you! Questions?

Laura Johnson ljohnson@scc.wa.gov 360-407-6936

scc.wa.gov/marketing-toolkit





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