APPLICATION FORM

All applications must include the following information. Separate applications must be submitted for each eligible program. **Deadline: June 3, 2019.** Please include this application form with electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact <u>Gage Harter</u>.

PROGRAM INFORMATION
County: Montgomery County
Program Title: People's Choice Award
Program Category: Communications
CONTACT INFORMATION
Name: Jennifer T. Harris
Title: Public Information Director
Department: Public Information
Telephone: 540-381-6887 Website: www.montva.com
harrisjt@montgomerycountyva.gov
SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR
Name: F. Craig Meadows
Title: County Administrator
Signature: 4 May Meadon

VACo Communications Submission – People's Choice Award

Executive Summary:

In the fall of 2018, the Montgomery County Animal Care and Adoption Center (ACAC) received a \$5,000 grant from the Petco Foundation's Holiday Wishes Grant Campaign and was entered to win another prize for People's Choice Award in the amount of \$25,000. However, in order to win the additional prize, the community had to rally behind the ACAC and personally cast a vote on a designated website.

This is a true David v. Goliath story. The new ACAC, which just opened in April 2017, competed with organizations with admittedly far more heart-wrenching, allergy-inducing stories that could score votes. In addition, some of these organizations were located in large communities, some with populations in the millions (our county has fewer than 100,000 people). One group had 600,000+ followers on Facebook (compared to the ACAC's 6,000). Also, it should be noted that people were only allowed to cast a single vote for the duration of the competition. Our community members came through for us! Our vote total exceeded 7,000.

Overview

In the fall of 2018, the Montgomery County Animal Care and Adoption Center (ACAC) was notified that a story submitted to PetCo by an employee about the dog she had adopted from the ACAC had been chosen as a winner of a \$5,000 PetCo Foundation Holiday Wishes Grant. In addition, the ACAC was now in the running for additional grant money through the People's Choice Award. In the story shared by ACAC employee, Marilyn Wheaton, of her adopted dog, Ginny, she explained that she was inspired to choose a new career path in animal welfare, which led her from a volunteer with the then Montgomery County Animal Shelter to an employee. To read Marilyn and Ginny's story, visit www.petcofoundation.org/love-story/adopted-dog-inspires-college-student-to-work-in-animal-welfare.

With the knowledge of the opportunity to receive additional grant money in hand, the ACAC and Montgomery County's Public Information Office (PIO) set a goal to be one of the top five vote-getters in the nation for PetCo Foundation's Holiday Wishes People's Choice Award. If the ACAC placed in the top five, it would have the opportunity to receive a grant valued at \$5,000 and up to \$25,000. In order to reach the goal, the team needed to make sure all ACAC supporters were aware of the how they could help and where to vote. A modern day grassroots effort via social media was deemed the strongest approach in reaching the goal.

The target audience consisted of animal lovers in Montgomery County, Virginia, and their friends and family on social media who wanted to help the ACAC win additional grant funding from PetCo Foundation. The ACAC and PIO team specifically focused on the ACAC's Facebook page, which had just under 6,000 followers.

There was no planned budget for this social media push and the majority of the cost came from staff time/labor. Social media elements were produced in-house, including photos

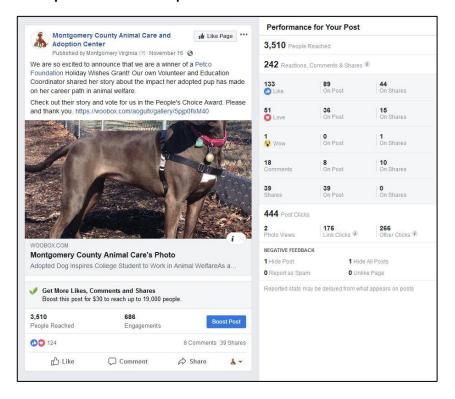
(archives), graphics, and videos. Staff time for posting to Facebook is estimated at less than an hour total for the duration of the People's Choice Award voting (Nov. 16- Dec.19). Two people contributed to this effort. In addition, four videos were created (two Facebook Live, two edited). They took approximately four hours to produce. Aside from appearing on camera, one person completed all aspects of the work with an estimated labor cost of \$100.

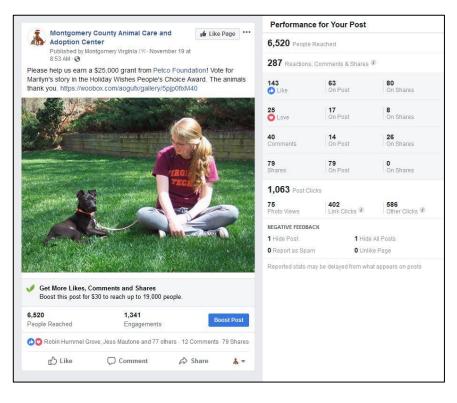
The ACAC met its goal and then some! Initially, the ACAC and PIO team tried to maintain realistic expectations and were striving to be in the top-five list; however, once the voting started gain momentum, the team realized a higher place in the contest could be achieved. In the end, the ACAC won the TOP PRIZE of \$25,000. While there was some local media coverage, the bulk of this could not have been done without the social media efforts and the supportive community. The highest number of shares for a single post was over 700. That same post reached over 51,000 people!

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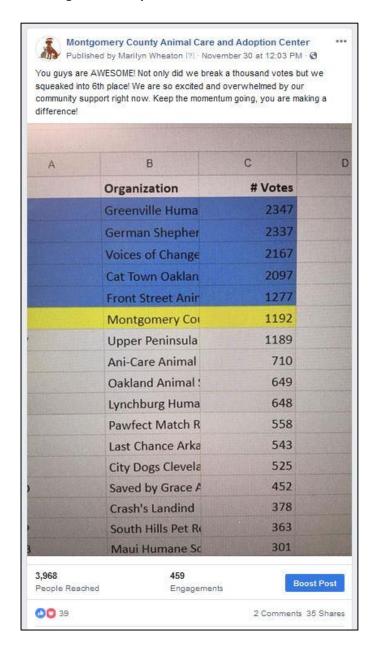
Selection of Facebook posts about the Holiday Wishes People's Choice Award www.facebook.com/MC.Pet.Adoption

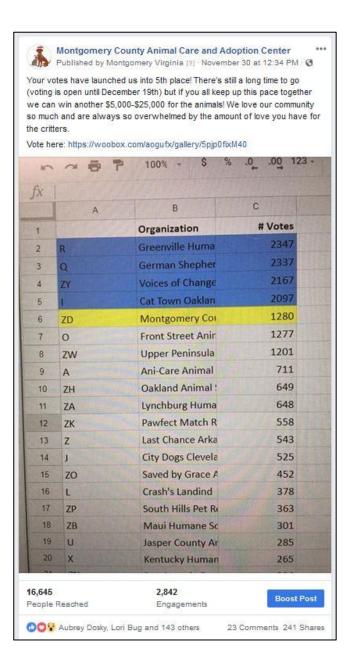
Initial posts about the People's Choice Award



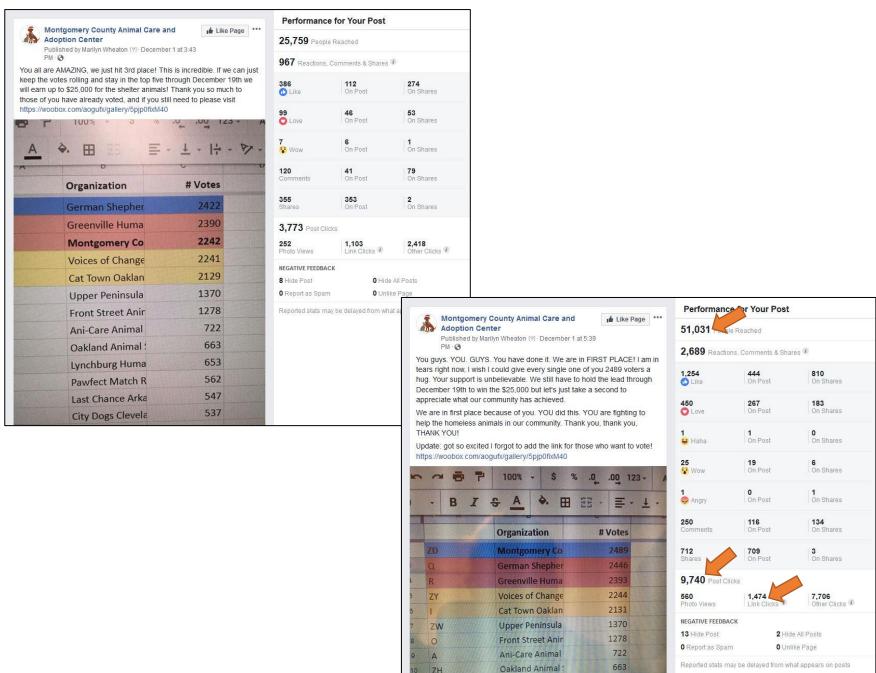


Breaking into the top five.

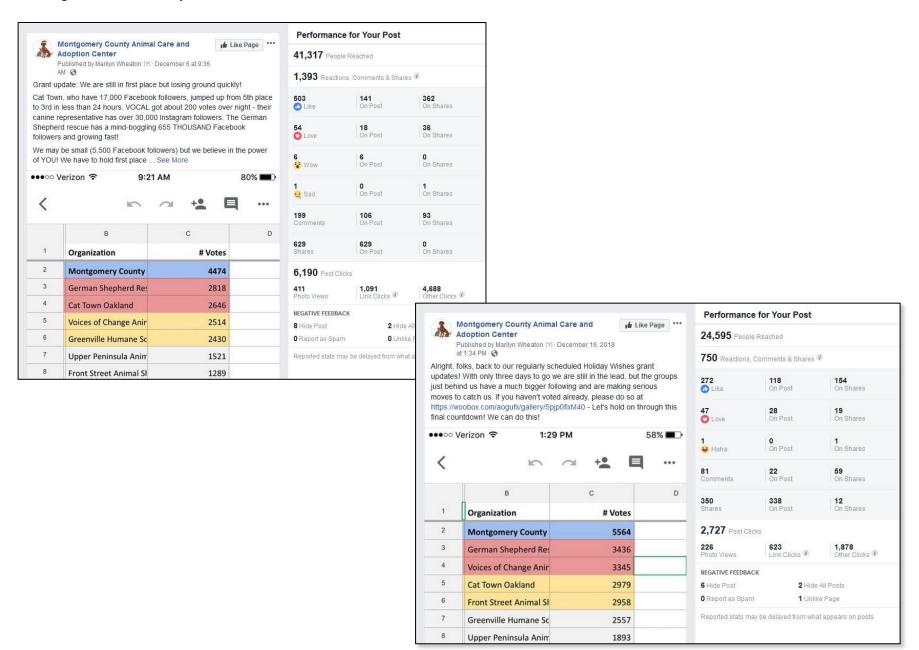




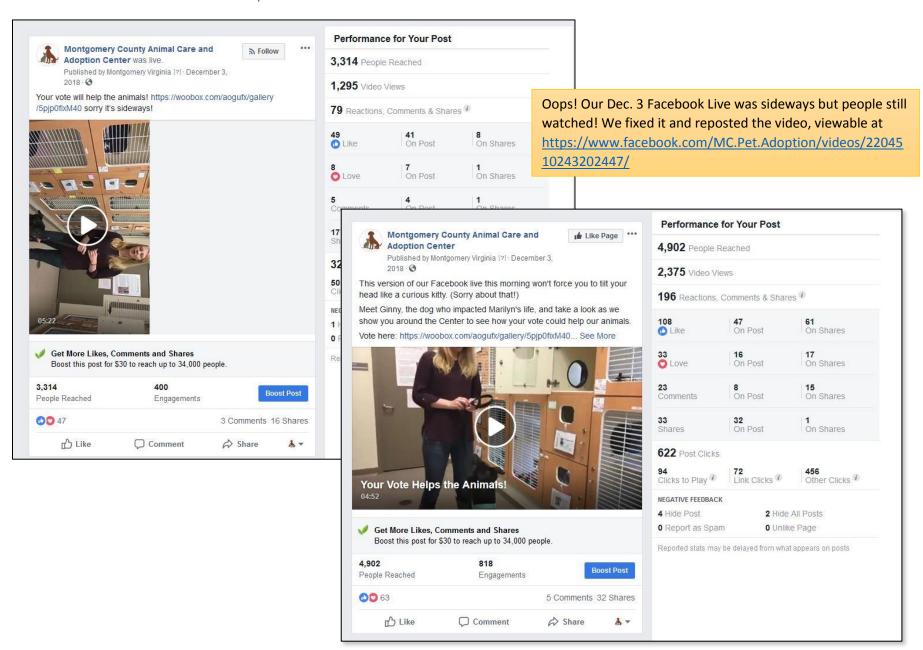
Going from third to FIRST in a matter of hours with 18 days of voting remaining.



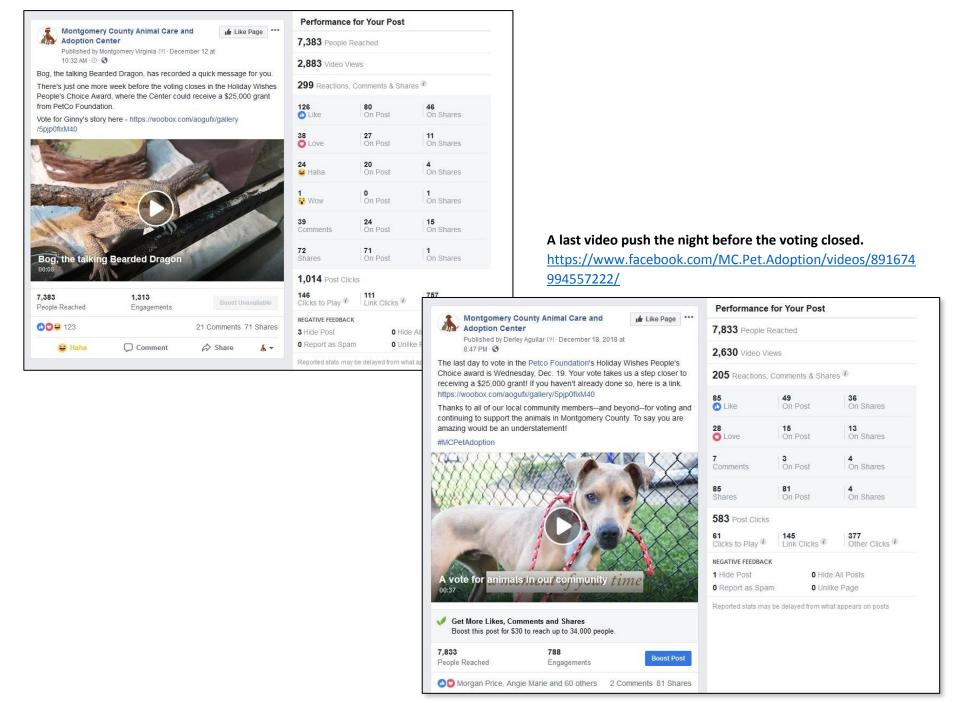
From Dec. 7-16, the ACAC took a break from posting about the Holiday Wishes grant due to the "Happy Paw-lidays" event the Center was hosting for the community on Dec. 15.



Social Media Videos and Graphics

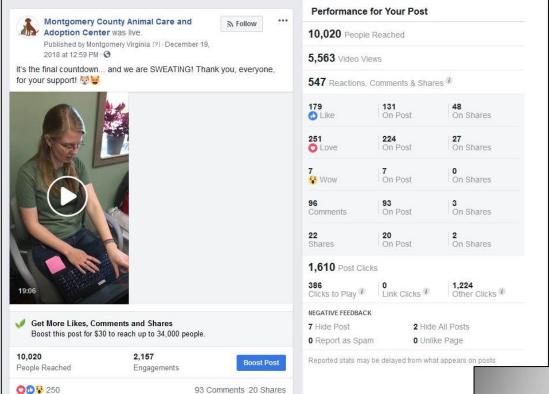


Bog, the talking Bearded Dragon, recorded a message. https://www.facebook.com/MC.Pet.Adoption/videos/326681457939001/



The Final Countdown: Live on Facebook one minute before the voting closed.

https://www.facebook.com/MC.Pet.Adoption/videos/738625129852124/



Special Facebook cover image, featuring adoptable dog Jason, implemented mid-way through the voting.



This story was submitted and printed in a local newspaper on Dec. 26, 2018

https://montcova.com/top-stories/petco-foundation-brings-animal-care-and-adoption-center-tidings-of-suspense-and-joy/

Vying for \$25,000

"One minute left," Marilyn Wheaton announced as she fanned herself with her hands.

The excitement *and* anxiety were palpable.

Even with a laptop on her legs, Wheaton's knee bounced as she pulled statistics from a website to copy them into her trusty spreadsheet—a familiar practice, as she visited the site multiple times daily to check on vote totals and provide screen capture updates to those following the effort on social media.

"Are we on Facebook Live?!" she asked while looking into a cell phone camera. Yes, they were. "There's only one minute left, you guys!" she screamed to the audience.

"7-3-3-4.... They are at 6-7-8-0," Wheaton said, sharing the latest number of votes with the folks on Facebook and in the room.

Judge Doom, a black cat, rested comfortably while being cradled in the arms of Public Information Director Jennifer Tatum Harris, as she swayed left and right. He was the only one in the room who seemed somewhat calm. Fitting, when you're the acting emotional support cat.

"Aaa! One o'clock!"

This was the moment everyone in Eileen Mahan's office was anticipating. Mahan, the Director of the Animal Care and Adoption Center in Montgomery County, watched as Wheaton, Volunteer and Education Coordinator, delivered a play-by-play of vote totals. The current environment in her office easily could be likened to an election night: tallies, nervousness, sweaty hands, people popping in and out of the room for updates. The only major difference may have been the presence of the unsuitably named Judge Doom, and that this was not an election at all.

The initial excitement began a month prior when the ACAC landed a \$5,000 Holiday Wishes grant from the PetCo Foundation after Wheaton penned an essay about her dog Ginny's impact on her life and career. That win put the Center in the running for a \$25,000 grant from the Foundation. The catch? It was a People's Choice Award with web voting open for more than a month.

The Center's main plea for votes was spurred by social media, but with less than 6,000 followers on Facebook, it was a bit of an underdog. One organization consistently in the top 5 vote-getting group had an astounding 600-thousand followers! This day, the closest competition was a Sacramento city shelter, Front Street, with more than 175-thousand followers.

Over the weekend, the Center's first place standing, which it had earned and maintained since Dec. 1, was in jeopardy. Front Street closed in on the Center's 2,000-vote lead, gaining over 1,000 votes overnight. As Front Street continued its push on social media, the lead began to shrink even further.

It was one o'clock, plus a handful of seconds. By this point, volunteer Marianne Walsh, Shelter Assistant Laura Cox, and a three-legged or "tri-pawed" Jack Russell pup named Roxie waited in Mahan's doorway.

"Did we do it?" Wheaton asked, holding her hand to her cheek and staring at her laptop screen. Concern crossed her face as she questioned whether the voting was actually closed. The website appeared to accept additional votes but Wheaton's laptop clock read 1:00. "Maybe it ends at one o'clock... minute?" The room erupted with laughter, a much needed moment of levity.

"I don't know how to tell if voting is closed," Wheaton said as she began searching for answers. As uncertainty filled the room, she tried voting for their neighbors to the east, Lynchburg Humane, to test the site. Those present offered theories for what was happening. Web browsers were refreshed. The things that used to be easy to remember became questions for Google. (When is noon CST, again?)

"Did we unofficially win?" Google couldn't answer that question.

"I don't know."

"I think we unofficially won. Unofficially," Wheaton said cautiously.

"I think we just declared ourselves as the winner," Walsh affirmed.

"I don't want to celebrate too hard."

As the Public Information Director, Harris never fails to find the positive talking points. "Can we say that we *feel* like we won because of all the support?"

And, as if on cue, the community that had been there from the beginning chimed in. Multimedia Producer Derley Aguilar read a comment that popped up on the Facebook Live stream: "Gwendolyn Sewell says 'I got a screen saying they're validating votes!'"

The breaths from the sighs of relief could have inflated 10,000 balloons.

"Heather Foster confirms, '12 pm cst is 1 pm est. We win."

Well, that did it—unofficially, of course.

Hiding behind the cell phone the whole time, Aguilar thought she would be able to control the waterworks. She was wrong. And just like a contagious yawn in a room full of people, it spread. Wheaton's knee bounces were replaced by tears of joy and celebratory giggles.

Mahan held it together in all the excitement and addressed the Facebook audience. "We could not have done this without this community. You guys are so amazing. To be able to compete against all of these other shelters nationally and huge cities like Sacramento and Oakland... and to be able to get this many votes for our community is just so amazing."

Later that evening, the results were deemed official. The Montgomery County Animal Care and Adoption Center won the People's Choice Award, a \$25,000 grant from PetCo Foundation!

Holiday Wishes do come true.