

# Making Twitter an Effective Tool for Spreading the United for Homes Message

National Low Income Housing Coalition
May 3, 2013



- United for Homes is the campaign to fund the National Housing Trust Fund with revenue raised from modifications to the mortgage interest deduction.
- Access resources and learn more about our proposal at <u>www.unitedforhomes.org</u>
- Join thousands of advocates in endorsing the campaign at <u>www.unitedforhomes.org/support</u>

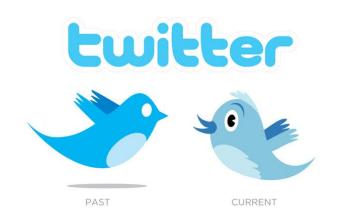


- Lower cap on the size of mortgage that is eligible for tax break to \$500,000. Allow second homes and home equity loans under the \$500,000 cap.
- Convert mortgage interest deduction (MID) to 15% non-refundable tax credit.
- Phase-in both changes over 5 years.
- Direct revenue raised (\$200b over 10 years) to the National Housing Trust Fund (NHTF).



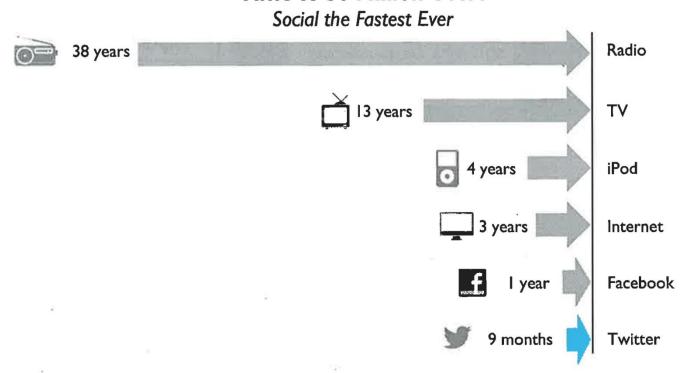


### WWW.TWITTER.COM 500 million Twitter Users 170 billion Tweets Sent



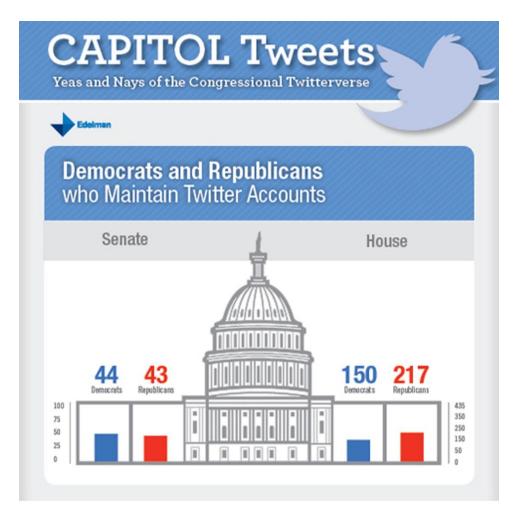
#### BETTER THAN THE BOOK

#### **Time to 50 Million Users**



Source: McKinsey Global Institute, "The social economy," 2012; images by the Noun Project; National Journal Membership Research interviews and analysis.

#### IF CONGRESS CAN TWEET, SO CAN YOU!



Source: Capitol Tweets: Yeas and Nays of the Congressional Twitterverse. http://www.edelmandigital.com/2012/03/21/capitol-tweets-yeas-and-nays-of-the-congressional-twitterverse/

### POLL #1 HOW DO YOU USE TWITTER?

- A) I tweet for my job! I don't even have thoughts longer than 140 characters. #socialmediaguru #countthem
- B) I'm supposed to tweet for work, so I try to make it interesting by tweeting news commentary & other work updates. For some reason President Obama hasn't followed me back yet.
  - C) I have a personal account, but it's just for fun. I mostly tweet personal commentary like how great Game of Thrones is #summeriscoming #dragons
    - D) I have a personal account that I don't use much. It's all very strange.
      - E) How do I become a tweeter?

### STEP 1: SIGN UP WWW.TWITTER.COM

New to Twitter? Sign up	
Full name	
Email	
Password	
Sign up for Twitter	



#### TWITTER 101

# JOAQUIN UY COMMUNICATIONS SPECIALIST WASHINGTON LOW INCOME HOUSING ALLIANCE JOAQUIN@WLIHA.COM



# "I won the Coolest Person of the Year Award!"

### Communicating Important News (Traditional)



"Hi, Sally. Let's meet at that diner later. But first, I won the Coolest Person of the Year Award!"



Keep emails from cool people out of your spam filter. Add cool@mail.democracyinaction.org to your safe sender list.

### Communicating Important News (Traditional)



Coolest Person Awarded
Washington State Resident Wins Top Honor



I can't believe it. I won the Coolest Person of the Year Award! I'm having such a hard time processing the ne



### MORE COOL DEMOCRATS THAN REPUBLICANS?











#### Brief news items:

- 140 characters or less or
- 120 characters plus a website link





Instantaneous, real-time news about events as they happen.





Just headline or the lead.





Updating can take seconds.





YOU can be the newsmaker.

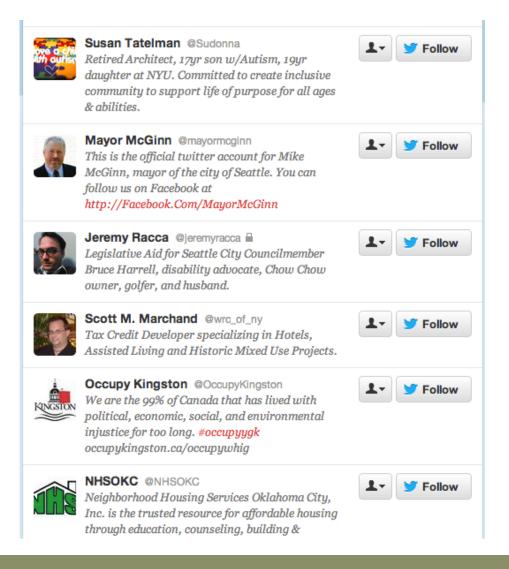




# Anyone can read, especially your friends/followers



#### **Twitter**



### Interact with fellow Twitter members.



#### **Twitter**



Catherine Hinrichsen @chinrichsen\_su

8h

@WLIHA That's a great line: "put the home in homework." We expect more than 27,000 #WA children w/o stable #housing to do well in school!

View conversation

#### Catherine Hinrichsen retweeted you

9h

9h: Are we sufficiently outraged by this? 27,000 WA #homeless student...



Grand Avenue ECDC and Tedd Kelleher followed you

9h



#### Blair Brandon retweeted you

9h

9h: If you're shocked at the rise in #homeless young people in WA, we r...





Christena @ccoutsoubos

Ωh

Hope you'll share the new handles? RT @chinrichsen\_su: @FiresteelWA @WLIHA - We could have 25+ more #WA #housing advocates using Twitter!

Expand

### Almost anytime, anywhere!







#### @Username

### Can be only 15 characters long!







#### Governor Inslee 📀



#### @GovInslee

Governor of the most innovative, forward-looking place in the nation -Washington State. RTs and follows ≠endorsement. Olympia, WA · governor.wa.gov

40 TWEETS 191 FOLLOWING

1,316 FOLLOWERS



Following

#### Tweets All / No replies



#### Governor Inslee @GovInslee

13h

New report says you may end up sitting in traffic on I-5 in #Seattle, but at least it's better than #Portland: bit.ly/14C927O Expand



#### Governor Inslee @Govinslee

14h

Today @PeaceCorps said all # 1 colleges in sm, med, lg categories for volunteers are from WA: 1.usa.gov/WMyepz #proudofwa Expand



#### Governor Inslee @GovInslee

27,390 children in WA don't have a bed in a home to call their own. New numbers from @waOSPI: bit.ly/14Ngeic

Expand

#### @Username

joaquin uy

View my profile page



#### #Hashtags

### Organize your tweets!





#### @NLIHC and #UnitedforHomes

Learn more about #UnitedforHomes & why as a homeowner, I support mortgage interest deduction reform. https://nlihc.org/o/2685

Just talked to @RepSoAndSo & she supports #UnitedforHomes! Advocating was easy. Can't wait to meet w/ my other rep. Go 99th District!

I pledge to fight #homelessness by continuing my advocacy for all @NLIHC legislative priorities. Are you w/ me? http://nlihc.org/unitedforhomes

### Strive To Have One of These Messages:

#### Learn more!



### Strive To Have One of These Messages:

#### Take action!

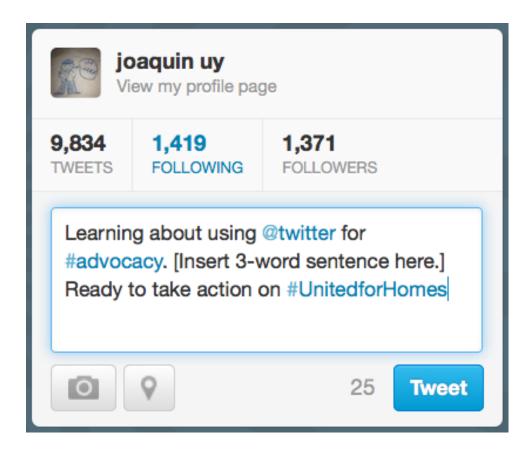


### Strive To Have One of These Messages:

#### Spread the word!



## Tweet to Us Now! #UnitedForHomes @NLIHC and/or @WLIHA



# Tweet to Us Now! #UnitedForHomes @NLIHC and/or @WLIHA



# POLL #2 WHICH MESSAGE DO YOU THINK IS BEST SUITED FOR TWITTER?

- A) @JohnQSmith your membership has expired! #PAYUP
- B) Representative John Q. Smith is recognized for his strong support of reforming the mortgage interest deduction. Representative Smith will be meeting with constituents this afternoon, and is expected to agree to co-sponsor H.R. 1213.
- C) Catch @rachaelm1213 on @JohnQSmith radio show today talking about #homelessness and #affordable housing! Watch online www.johnqsmithshow.com #UnitedforHomes
  - D) #Word on #Hill is @JohnQSmith #likes the #NHTF! #winning!
    - E) Hello, world. So tired. #mer #isitfridayyet



# USING TWITTER AS A CAMPAIGN TOOL

SARAH BRUDAGE
COMMUNICATIONS DIRECTOR
NATIONAL LOW INCOME HOUSING COALITION
SARAH@NLIHC.ORG



#### INDIVIDUAL ADVOCATE





Sheila crowley
@sheilaatnlihc FOLLOWS YOU
President and CEO of National Low Income Housing Coalition
Washington, DC · http://www.nlihc.org

NATIONAL ORGANIZATION



# PROFESSIONAL SPOKESPERSON

## INDIVIDUAL ADVOCATE

Account type: Individual, Personal

Followed by: Personal network of individuals

**Connection to campaign:** Personal and/or professional interest and network

#### **CAMPAIGN TWEET "ASKS"**

Educate your network about the need for the NHTF. Connect new potential supporters to the campaign.

- Link to <a href="www.unitedforhomes.org">www.unitedforhomes.org</a> and other sources that can further educate individuals in your network
- Share content that would catch the eye of an uninformed bystander
- Put your personal spin on it!





Megan Bolton @megdebolteo

@sheilaatnlihc just explained the federal budget in 4 ppt slides #NLIHConf #impressive

Expand



Megan Bolton @megdebolteo

Thanks to @MarketplaceAPM for featuring @NLIHC research report #OOR2013 (and me) on your program mktplc.org/Z0wzth Expand

19 Mar

## PROFESSIONAL SPOKESPERSON

Account type: Individual, Professional

Followed by: Unknown individuals, organizations, professional peers

Connection to campaign: Professional

#### **CAMPAIGN TWEET "ASKS"**

Spark debate. Engage media, elected officials, and other leaders. Provide informed commentary and inside perspective.

- No longer just spreading the word, but providing it
- Use Twitter to help influence public opinion
- Offer analysis
- A tweet is quotable this is your commentary





sheila crowley @sheilaatnlihc

21 Mar

60% of US public say yes! Change mortgage interest deduction to credit & cap mortgage size for tax break at \$500K. nlihc.org/press/releases...

Expand

# LOCAL/STATE ORGANIZATION

**Account type:** Professional

Followed by: Constituents, professional network, state followers

Connection to campaign: Professional

#### CAMPAIGN TWEET "ASKS"

Seek endorsers and co-sponsors! Educate local media and elected officials.

- Tweet directly to local media; send pitches for a local story
- Tweet directly at your elected officials; seek co-sponsors
- Showcase your local support
- Educate your followers about the campaign; connection to campaign





WA Housing Alliance @WLIHA

Super excited to co-present w/ @NLIHC for this Fri workshop on using @twitter to #advocate for #UnitedforHomes! nlihc.org/article/united...

Expand

## NATIONAL ORGANIZATION

**Account type:** Professional **Followed by:** Full range

Connection to campaign: Professional

#### **CAMPAIGN TWEET "ASKS"**

#### Seek endorsers and co-sponsors! Educate media and your elected officials.

- Share broad campaign updates; tweet big picture stories to media
- Find a way to connect other interest groups to housing and the campaign
- Seek endorsements and co-sponsors
- Showcase the campaign's broad support
- Use your network to raise awareness and foster more support





NLIHC @NLIHC

Want to end family #homelessness? Fund the National Housing Trust Fund: ow.ly/kjfg0 from @gregkaufmann @thenation

#UnitedforHomes

Expand



NLIHC @NLIHC

What is the #UnitedforHomes campaign all about? Learn here: ow.ly/k9nyl #housing #homelessness #homesmatter

Expand

22 Apr

17 Apr

## WHAT INTERESTS YOUR TWITTER AUDIENCE?

#### TAX REFORM

It's time for fairer tax policy!

@NLIHC wants to reform MID
to benefit more low & middle
class homeowners

#housingtaxreform #Unitedfor
Homes

Happy <u>#Tax</u> Day! Take a look at our calculator to see how <u>#UnitedforHomes</u> proposal could affect your tax bill: <u>http://ow.ly/k5AUC</u>

Did you know that only 24% of taxpayers benefit from current MID? 16 mill more could with #UnitedforHomes proposal! http://bit.ly/Z1JeSX

#### **NHTF**

We need more affordable homes for our low income families! We can fix this if we use our resources better #NHTF http://bit.ly/Z1JeSX

Calling all #NHTF supporters!
We can finally get funding to build affordable rental homes through #UnitedforHomes!
<a href="http://bit.ly/Z1JeSX">http://bit.ly/Z1JeSX</a>

Did you know there are only 30 affordable available homes for every 100 low income renters? #NHTF can fix this. http://bit.ly/Z1JeSX

#### **HOMELESSNESS**

Want to end family

#homelessness? Fund the
National Housing Trust Fund:

http://ow.ly/kjfq0\_from

@gregkaufmann @thenation

#UnitedforHomes

Americans want to end homelessness, and we can.
Join campaign 2 fund #NHTF through housing tax reform #UnitedforHomes http://bit.ly/Z1JeSX

What does a home mean to you? Many Americans are without. Let's help our #homeless & poor families #UnitedforHomes http://bit.ly/Z1JeSX

## THE VERY COMPLICATED TWITTER STRATEGY...

FOLLOW @NLIHC

**USE #UNITEDFORHOMES** 

OUR SIMPLEST TWITTER "ASK"...

RETWEET!

# POLL #3 HOW DO YOU FEEL?

- A) I am going to blast out the best tweets for #UnitedforHomes! I don't want to toot my own horn, but tweet tweet!
- B) I'm ready to give it a go, but keep sending tips! As long as I avoid tweeting compromising pictures, what's the worst that can happen?
- C) I'm still not sure how I can help the campaign. I know even my nana is on Twitter, but really who is going to follow or RT me?
  - D) This survey is anonymous, right? (It is.) I still don't get Twitter.

# **QUESTIONS?**



#### WWW.UNITEDFORHOMES.ORG

#### **CONTACT US**

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