

County Coordinator Training

Topic: Member Communications

1. Upon Membership sign-up (online):

- a. Membership Chair receive an email notification that is forwarded to the County Coordinator with instructions to call and Welcome the new member and provide any resources or notification of upcoming events.
- b. New Member receives a “Welcome Package” containing:
 - i. Welcome to FAC letter: What you can expect from FAC
 - ii. Annual Letter from FAC President
 - iii. FAC Tri-fold Brochure
 - iv. Membership Card with Contact info and Conference Call numbers
 - v. Registrant Reminder Card -to receive text message reminder in registration months
 - vi. Remit Envelope to return a donation if desired
- c. Text message reminding them of next New Member Orientation call on 2nd Thursdays.

2. Weekly Email Updates:

- a. Sent by email if they have internet access
- b. Posted to FAC website for future reference under: Media/Weekly Updates
- c. Recorded by a volunteer for anyone that does not have internet access
Call 605-475-4953, Enter code 739392#, enter Ref ID# (or just # to receive last recording)

NOTE: List of past recording – Coming soon

3. Monthly Membership Calls

- a. Always the First Thursday of every Month at 8pm ET; call 319-527-3487 and if any trouble connecting, they can text CALL ME to 319-527-3487. Freeconferencecall.com will call them back and connect them to the conference. This is sometimes necessary for them to avoid charges from their phone service carrier when conference calls and/or “chat room calls” are not included in their regular service plan. ALWAYS advice them to check with their carrier before calling in.
- b. Every effort is made to have a guest speaker/expert on a topic of interest to the group, or topic intended to further the cause of the organization, or topic that has an immediate call to action.
- c. Monthly meetings are recorded; to playback:
Call 605-475-4953, Enter code 739392#, enter Ref ID# (or just # to receive last recording)

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4. Text Message Service – “RRS”

Developed by FAC volunteer who also pays monthly service as an in-kind donation.
Strict usage procedures ensures that FAC is never “SPAM RISK”
Instructions will be provided upon completion of training

5. Bulk Email Service – “Reachmail”

Paid by FAC as an Operating cost. Strict usage procedures ensures that FAC is never “black-listed”
Instructions will be provided upon completion of training

6. Social Media

- i. Twitter
- ii. Facebook
- iii. Reddit
- iv. Instagram
- v. YouTube

7. Email Protocol

When communicating with members as their FAC County Coordinator, please use your GMAIL and Google Voice number in your signature block as shown in example below. If you are required to report email and phone, please do this BEFORE you begin to use them.

With Unity Comes Change.

Anita Killen
Florida Action Committee (FAC)
Orange County Coordinator
407-782-6912 (mobile/text)
membership@floridaactioncommittee.org
Best time to contact me: M-F from 10am-2pm

8. Initiating or Returning Phone Calls

- a. When contacting a member by phone
 - i. always Identify yourself
 - ii. state purpose of the call
 - iii. ASK if this is a good time to talk
 - iv. LISTEN
 - v. You are NOT authorized to ADVISE or OBLIGATE FAC; respond as a registrant, family member or advocate, such as *"...based on my personal experience, I can tell you that..."*
- b. If you promise to follow-up at a later time, or call back with information/referral then PLEASE do so.

9. Letter Correspondence

- a. When corresponding to an inmate or members, it is preferred that you do not use your home address. Instead, use the PO Box shared with Justice Transitions:
Florida Action Committee/Justice Transitions
PO Box 470932
Lake Monroe, FL 32747
- b. Memberships and Case Considerations can also be sent to the address above.
- c. Donations and official correspondence (such as FOIA replies) should be sent to:
Florida Action Committee (FAC)
6615 Boynton Beach Blvd #414
Boynton Beach, FL 33417