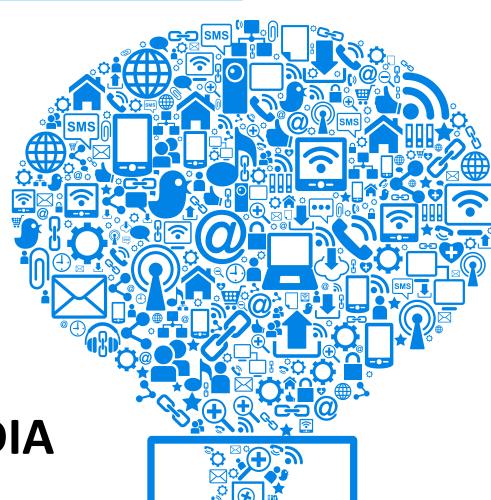


SOCIAL MEDIA PRIMER

Best Practices for Engaging with HPOG and Participants Online



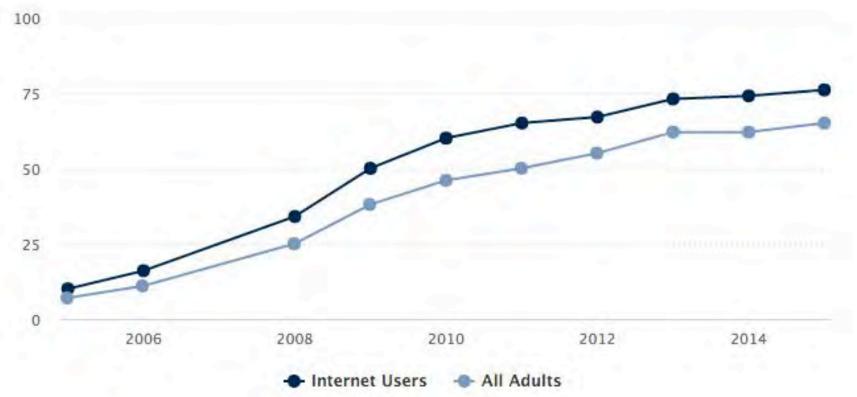


THE SOCIAL MEDIA LANDSCAPE



As of 2015, 65% of American adults use at least one social media platform.

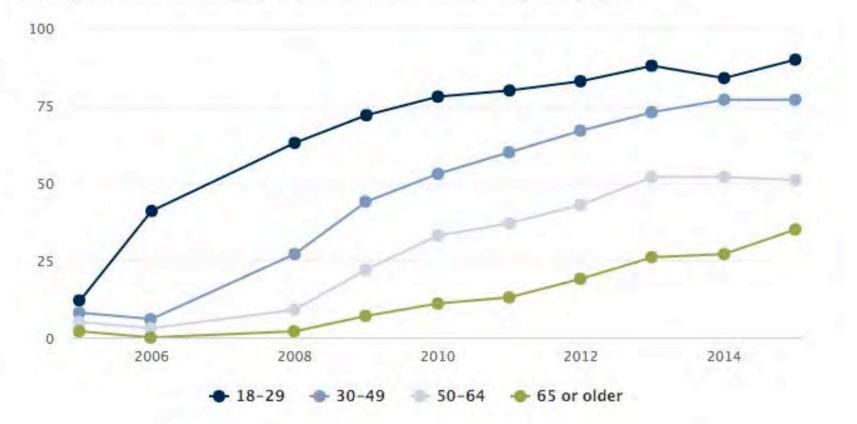
% of all American adults and internet-using adults who use at least one social networking site





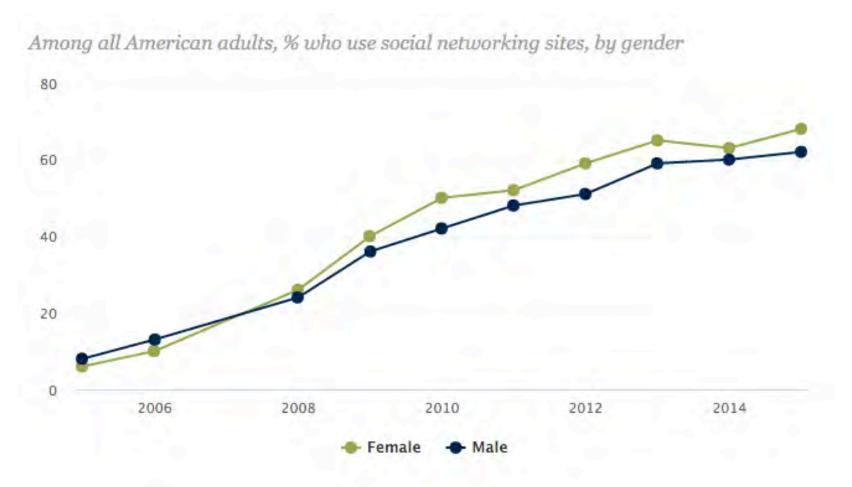
Young adults are the most likely to use social media, but other age groups are catching up.

Among all American adults, % who use social networking sites, by age



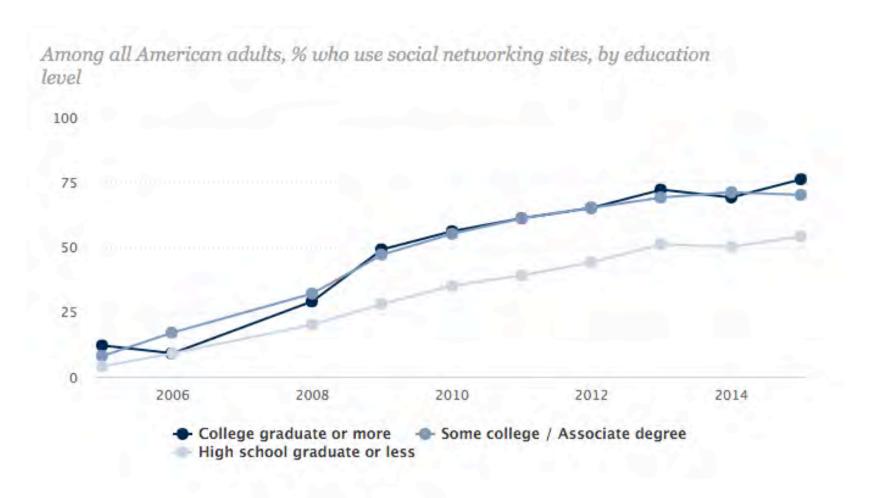


Women and men use social media at similar rates.



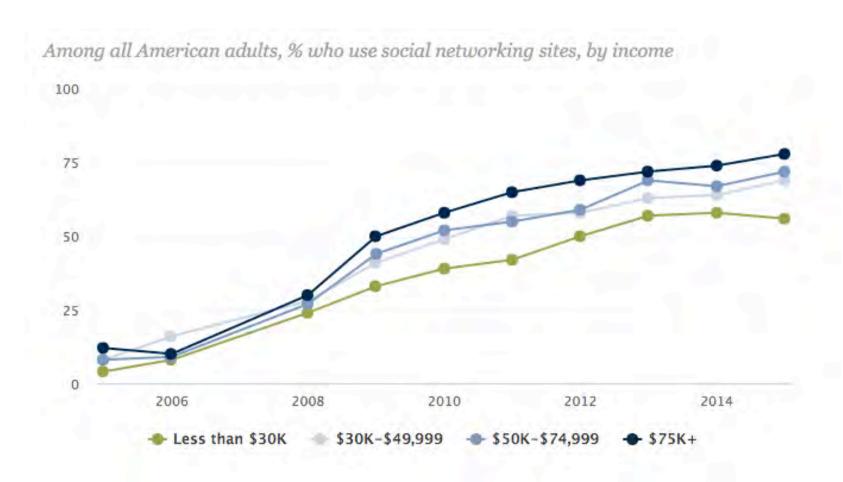


Those with higher education levels are more likely to be social media users.



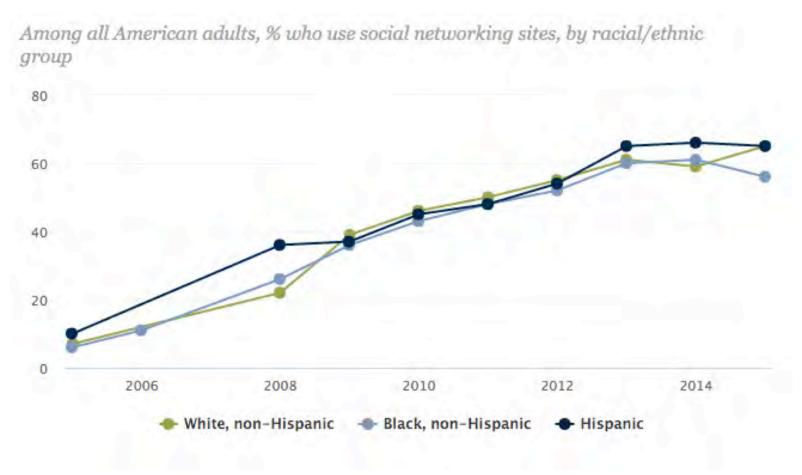


Those in higher income households lead the way.



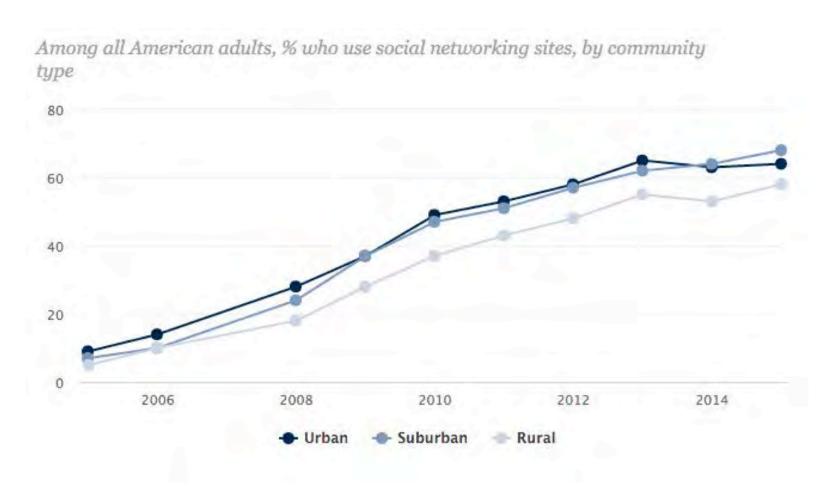


There are no noticeable differences by racial or ethnic group.





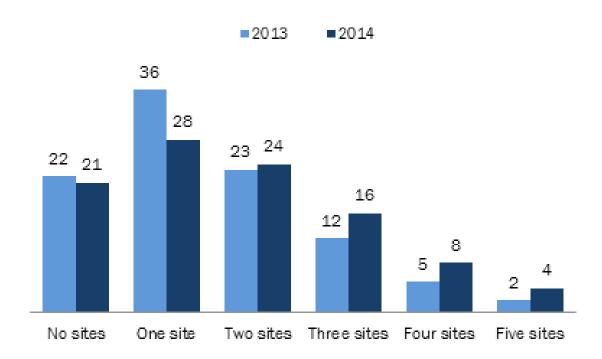
Rural citizens consistently lag behind their urban and suburban counterparts.



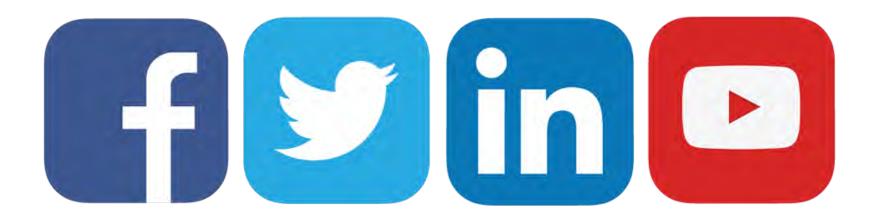


Multi-platform use is on the rise.

% of internet users who use the following number of social networking sites (sites measured include: Facebook, Twitter, Instagram, Pinterest and LinkedIn), 2013 vs. 2014







UNDERSTANDING THE PLATFORMS

Choosing the Right Platform





Facebook





Facebook



Facebook is currently the most popular social media site in the United States.

- 71% of internet users in the U.S. use Facebook
 - This represents 58% of all adults in the U.S.
- More than half of all online adults 65 and older (56%) use Facebook.
 - This represents 31% of all seniors in the U.S.
- Fully 70% of users engage with the site daily
 - 45% do so several times a day
- Median number of Facebook friends is 155
 - 50 of those being "actual" friends
- Women are particularly likely to use Facebook when compared to men

Facebook users

Among online adults, the % who use Facebook

	2013	2014
All internet users	71%	71%
Men	66	66
Women	76	77
White, Non-Hispanic	71	71
Black, Non-Hispanic	76	67
Hispanic	73	73
18-29	84	87
30-49	79	73
50-64	60	63
65+	45	56*
High school grad or less	71	70
Some college	75	71
College+ (n= 685)	68	74*
Less than \$30,000/yr	76	77
\$30,000-\$49,999	76	69
\$50,000-\$74,999	68	74
\$75,000+	69	72
Urban	75	71
Suburban	69	72
Rural	71	69

Twitter





Twitter



Twitter is popular with adults under 50 and the college-educated.

- 23% of online adults currently use Twitter
 - This represents 19% of all adults in the U.S.
- 36% of Twitter users visit the site daily
- Over the past several years, Twitter has seen a significant increase in the following demographic groups:
 - Men
 - Whites
 - Adults 65+
 - College Graduates
 - Urbanites
 - Household income of \$50,000+

Twitter users

Among online adults, the % who use Twitter

	2013	2014
All internet users	18%	23%*
Men	17	24*
Women	18	21
White, Non-Hispanic	16	21 *
Black, Non-Hispanic	29	27
Hispanic	16	25
18-29	31	37
30-49	19	25
50-64	9	12
65+	5	10*
High school grad or less	17	16
Some college	18	24
College+ (n= 685)	18	30*
Less than \$30,000/yr	17	20
\$30,000-\$49,999	18	21
\$50,000-\$74,999	15	27*
\$75,000+	19	27*
Urban	18	25*
Suburban	19	23
Rural	11	17

LinkedIn





LinkedIn



LinkedIn is the only platform where those ages 30-64 are more likely to be users than those ages 18-29.

- 28% of adult internet users currently use LinkedIn
 - This represents 23% of all adults in the U.S.
- 13% of LinkedIn users visit the site daily
- College graduates continue to dominate use of the site.
 - Fully 50% use LinkedIn (a 12% increase since last year)
- LinkedIn saw an increase in usage by those who are not employed from 12% to 21% over the last year

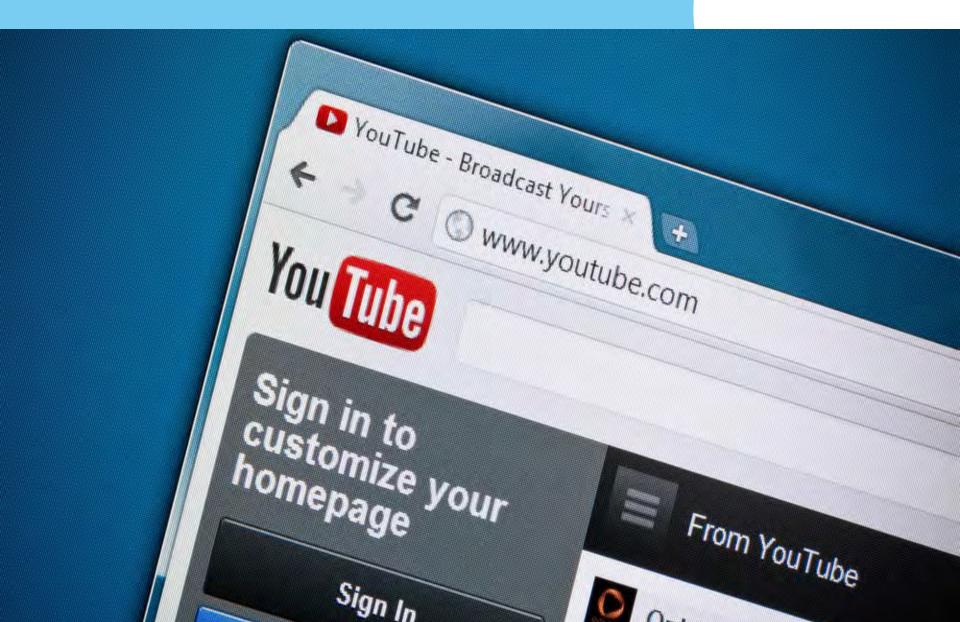
LinkedIn users

Among online adults, the % who use LinkedIn

	2013	2014
All internet users	22	28%*
Men	24	28
Women	19	27*
White, Non-Hispanic	22	29*
Black, Non-Hispanic	30	28
Hispanic	13	18
18-29	15	23*
30-49	27	31
50-64	24	30
65+	13	21*
High school grad or less	12	12
Some college	16	22
College+	38	50*
Less than \$30,000/yr	12	15
\$30,000-\$49,999	13	21*
\$50,000-\$74,999	22	31
\$75,000+	38	44
Employed	27	32*
Not employed	12	21*
Urban	23	32*
Suburban	26	29
Rural	8	14

YouTube





YouTube



social video trends that will continute to grow in 2015."

YouTube is the second largest search engine in the world (just behind Google).

- YouTube (even YouTube mobile alone) reaches more 18-34 and 18-49 year-olds than any cable network in the U.S.
- More than half of YouTube views come from mobile devices.
- People spend an average of 40 minutes per session on YouTube
- 81% of U.S. Millennials use YouTube compared to 43% of Baby Boomers
- 27% of adult internet users have uploaded a video so others can watch or download it

VIDEO MARKETING TRENDS 2015 OF MARKETING PROFESSIONALS WORLDWIDE NAME "It is crucial for marketers to start creating and incorporat-VIDEO AS THE TYPE OF CONTENT WITH BEST ROI ing video as part of their "Marketers can learn about content strategles. views, how much content was viewed, in what order and geographical locations" Video is the preferred communication style for customers. Start converting text-based video-based." TRAFFIC IN 2017 WATCH MORE THAN 3/4 OF A VIDEO TO BE MORE PROMINENT AS THEY CONTAIN USING THE WORD AN EYE-CATCH-"VIDEO" IN EMAIL ING THUMB-SUBJECT LINES **NAIL IMAGE** OF MARKETERS **ENCOURAGING** USE VIDEO FOR MORE CLICKS ONLINE MARKET ING, SALES OR **B2B AND B2C** COMMUNICATION **MARKETERS** WORLDWIDE NAME MOST EFFECTIVE SOCIAL MEDIA MARKETING TACTIC





BUILDING YOUR AUDIENCE

How To Engage Your Target



- Tell people where to go
- Promote your channels
- Showcase your streams
- Add social share buttons to website
- Give credit
- Share content



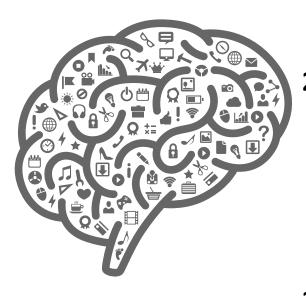




CREATING A CONTENT STRATEGY

Getting Organized





1. Outline your goals and objectives.

- Who do you want to talk to?
- What messaging is important for them to receive?
- What do you want them to do with it?
- **2. Build your team.** Some of these roles may overlap, but you should think about the following:
 - Content collector
 - Content creator
 - Content manager
 - Content evaluator
- **3. Pick your platforms.** Knowledge of who your audience is, where they hang out online and what's important to them should drive this decision.

Content Dos



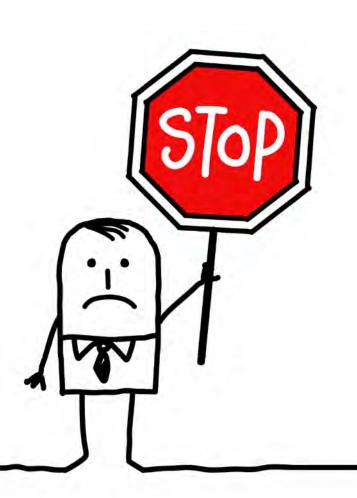


To engage your audience, you'll need to:

- Post regularly.
- Be succinct.
- Post at the optimal time
- Include rich media (links, photos and videos)
- Drive audiences back to your website/blog
- Respond in a timely manner.
- Be prepared for criticism.
- Have a customer service strategy in place.
- Include singular, simple calls-to-action.

Content Don'ts



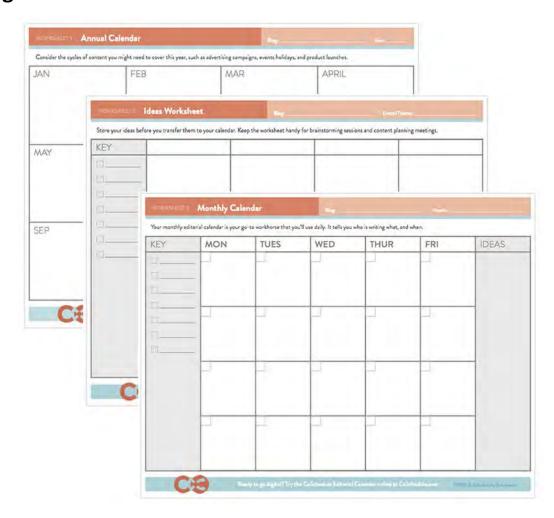


- Infrequent posts
- Inconsistent voice/tone
- Text-only updates
- Too much repetition
- Forgetting to include calls-to-action
- Ignoring referral traffic
- Auto-posting tools*

Planning Your Content



Developing a monthly content calendar is a critical component of a successfully social media program.





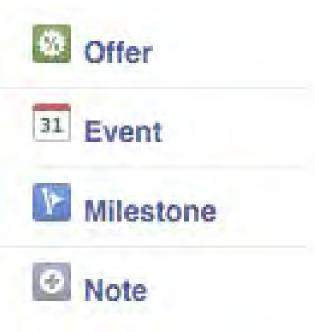
LET'S TALK CREATIVE





There are a number of ways to share your content on Facebook:





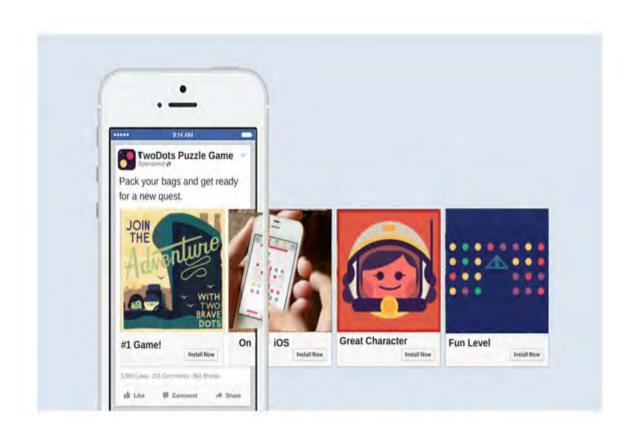


Pinned Posts



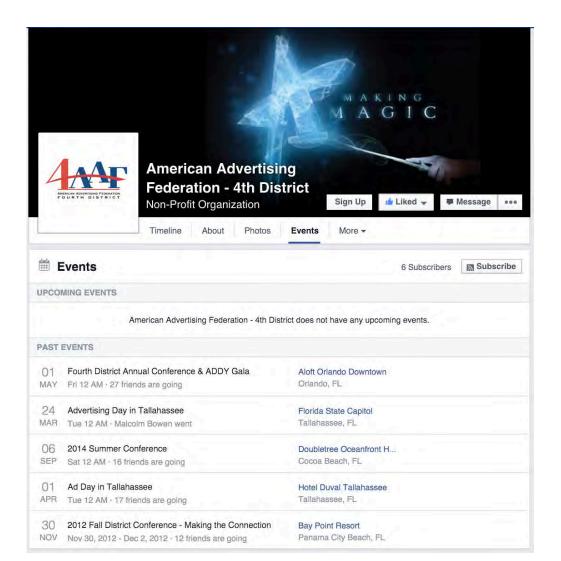


Photo Carousel



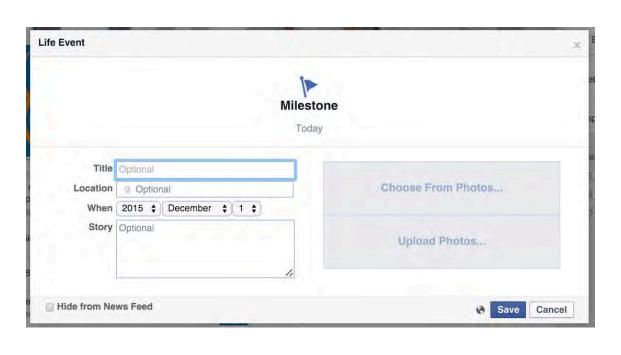


Events





Milestones





Optimizing Twitter



Pinned Tweets



Optimizing Twitter



Polls



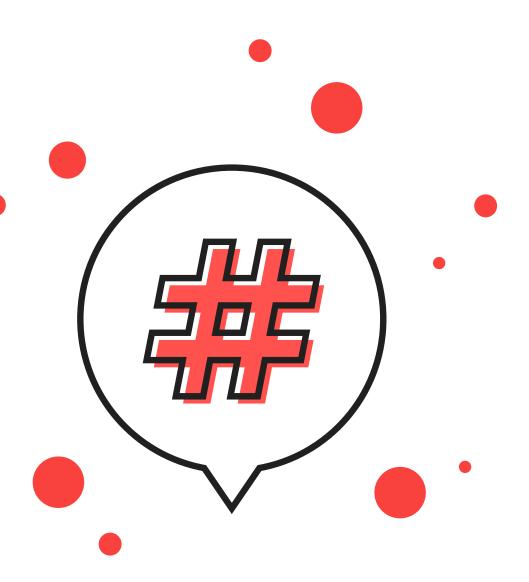


Optimizing Twitter



Hashtags

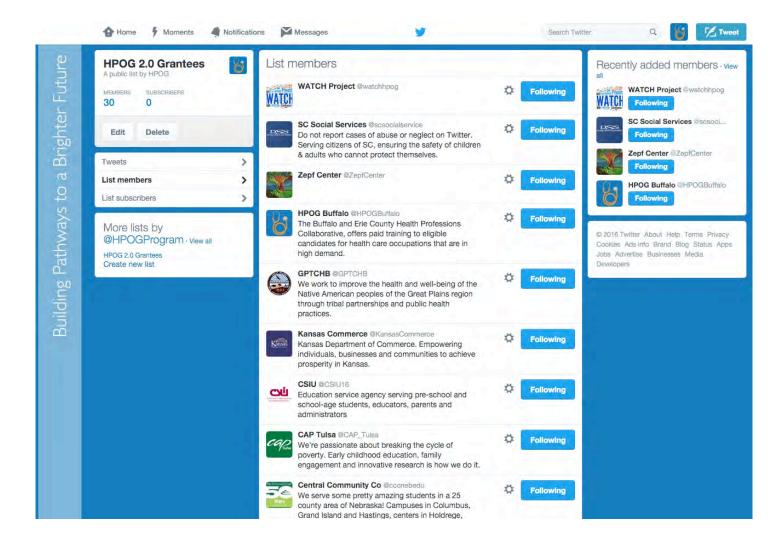
- #HPOG
- #HPOGAnnual
- #2gen
- #HPOGPartnerships
- #HPOGEmployers



Optimizing Twitter



Twitter Lists





REPORTING



Monthly / Quarterly Reports





SOCIAL MEDIA REPORT:

MAY 2015

EXECUTIVE SUMMARY

Over the past month, the MBF Focebook and Twitter channels received 587 interactions (likes, comments, stores, mentions and retweets from 436 unique users, which generated nearly 2.6 million (2.594,806) Impressions.

As a comparison, in April, the MBF Facebook and Twifter channels received 394 interactions from 342, which generated nearly 2,3 million (2,299,557) impressions.

Overall improvements month to month:

- Interactions were up by 48,9%
- Unique users were up by 27.4%
 Overall impressions were up 12.8%

Factors that may have contributed to that boost in engagement and reach include ramped up posting across channels to promote A Night at Roy's, livetweeting from the event, more active cross-promotion between MBF and supporting organizations via tagging, and more community-focused content.

FACEBOOK

During the month of May, we gained 47 new fans, earned 20,584 impressions via 8,042 unique users and 577 stories (defined as likes, shares or comments) were shared by 451 users. Our top engaged cities for the month were Jacksanville, Tallahassee, Pontie Vedra Beach, Jacksanville Beach and St. Augustine.

TWITTER

During, we gained 40 new followers, received 19 mentions, 79 clicks on content and 25 retweets. Our influence score was measured as being in the 75th percentile and our engagement rate (our conversations with others) was marked in the 45th percentile.

INSTAGRAM

May was our strongest month of instagram ever - we gained 21 followers, had several posts from A Night of Roy's that received likes in the double-digits, and had comments on our content for the first limit.

YOUTUBE

Because our YouTube activity was nominal during the month of May, and because no new videos have been added in awhile, we pulled year-to-date stats for a benchmark so that we can mark our improvements moving forward;

Year-to-date numbers are as follows:

- 218 views
- 708 total minutes watched
- · 3:14 minutes average view duration





Analytics Tools





























ENGAGING WITH HPOG

HPOG Facebook Page



Facebook URL: http://facebook.com/HPOGProgram



HPOG Facebook Page



Examples of HPOG Grantee Engagement





Health Profession Opportunity Grants - HPOG

Healthcare certifications increase employability! Angela's life changed after losing her job working in the cosmetology field for 19 years. She enrolled at Southland Health Care Forum and received free training and no student loan debt. She is now working as a Care Coordinator making livable wages for her family.

Check out the link to read her story!



Southland Health Care Sucess Stories

The Southland Health Care Forum has a program completion rate of over 90 percent. Read our graduates inspiring stories and buy products that will help students like them find success through Southland Health Care! Angela C. Angela was facing homelessness. Now she is being promoted. Angela was a cosm...

COLLECTIVEBENEFIT.COM





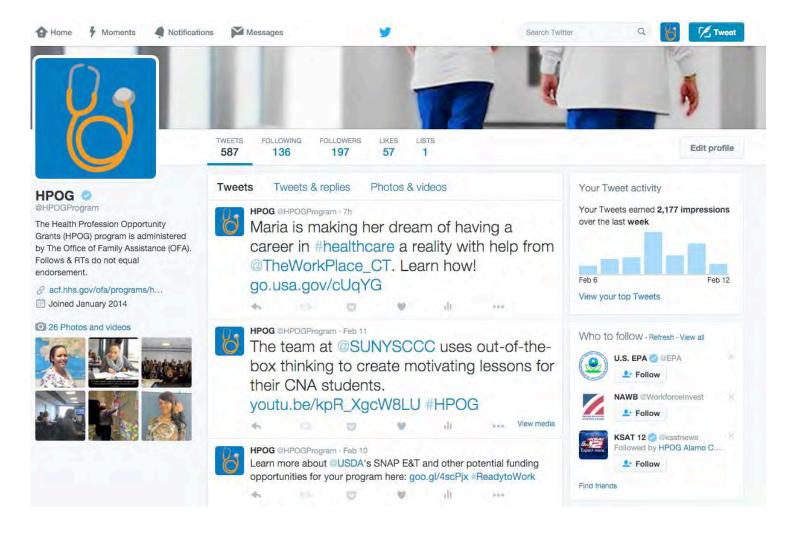




HPOG Twitter Profile



Twitter URL: http://twitter.com/HPOGProgram



HPOG Twitter Profile



Examples of HPOG Grantee Engagement



CAP Tulsa @CAP Tulsa · 12 Oct 2015

Thank you to @tulsaworld for sharing the great news about our CareerAdvance program! tulsaworld.com/news/cap-tulsa...

@HPOGProgram



Essential Pittsburgh @esspgh · 4 Dec 2015

Program at @CCAC allows low income people to be trained for healthcare professions. At 8 we'll talk to Jodi Compano about @HPOGProgram grant



WDC @BECWDC - 5 Nov 2015

Want to learn more about @HPOGprograms and #jobs in #Buffalo & #Erie County? Contact us!



Across the US, people are finding good jobs that improve the health of their communities. bit.ly/1RyzW8r #HPOG #BrighterFutures



HPOG LinkedIn Page

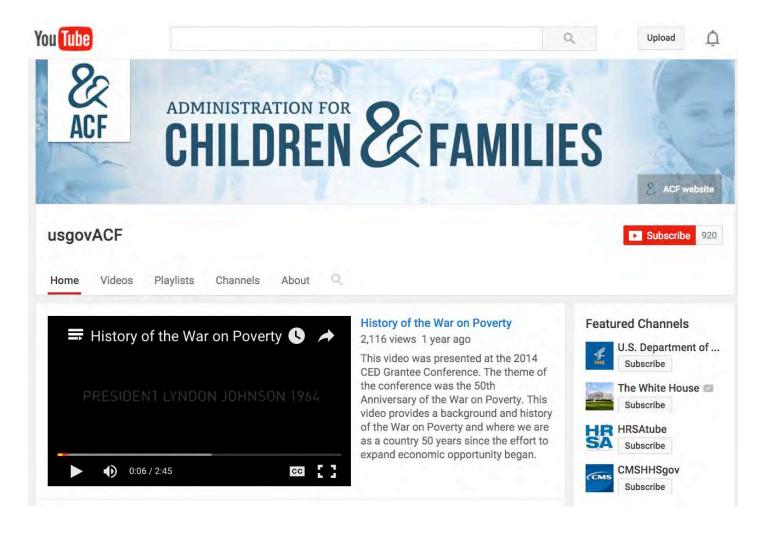


LinkedIn URL: http://linkedin.com/company/HPOG-Program

ACF YouTube Channel



YouTube URL: https://www.youtube.com/user/usgovACF



HPOG YouTube Playlists







PLAYLISTS ON YOUTUBE

HPOG Lightning Talks:

http://bit.ly/HPOGLightningTalks

HPOG Orientation Webinar:

http://bit.ly/HPOGOrientationWebinar

HPOG Grant Closeout Webinar:

http://bit.ly/HPOGGrantCloseoutWebinar

HPOG Annual Meeting Success Stories (2012):

http://bit.ly/HPOGAnnualMeeting2012

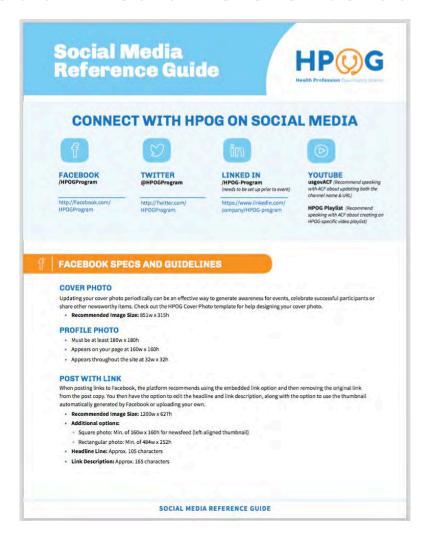


RESOURCES TO HELP





Social Media Reference Guide



In the works:

- HPOG Branding & Content Guidelines
- Content Calendar Template
- Rich Media Templates



QUESTIONS?

