Communications and Community Engagement Report



July 2018

- Central Health and its partners were featured in 26 stories from 7 different news outlets
- Central Health staff participated in and/or led 2 community presentations and events
- Central Health posted 48 tweets and 28 Facebook updates

Earned Media

Central Health was mentioned in 26 news stories:

- 22 print news stories
- 4 online news stories









Press Releases

Central Health issued four press releases:

- Hunger doesn't take a break: 2018 Summer Lunch Program
 July 5
- Central Health Plans to Lease Part of Former Brackenridge Campus, Jumpstarting Redevelopment to Generate Revenue for Health Care Services – July 10
- Central Health Board of Managers Approves Lease of Part of Former Brackenridge Campus – July 12
- Travis County Residents Addicted to Opioids Are Getting and Staying – Clean – July 31

Video Production

Central Health produced four videos:

- Healthy Chef: Manage Your Diabetes Through Diet July 5
- Central Health Downtown Campus July 16
- Kidney dissection with Dell Medical School UT Austin students – July 21
- Immunizations 101 July 24



Engagement and Outreach

Central Health Enterprise staff participated in 5 community events and engaged more than 300 community members.

Events Highlights

Central Health Enterprise staff:

- Kicked off the 2019 Budget Engagement process with a Community Conversation, a dedicated bilingual web page, and a bilingual survey (online and paper). A total of 46 community members attended the Community Conversation. The online survey is live until Aug. 20 at www.CentralHealth.net/2019Budget.
- Held a breakfast to update advocates on the progress Central Health and partners have made around women's health, with 31 attendees.
- Hosted a lunch and learn with the Community Health Champions Alumni Association to discuss issues of health equity, with 22 Health Champions attending.





CommUnityCare at a menopause education and eligibility screening event on July 28 (top) and Foundation Communities annual health fair on July 31 (bottom).

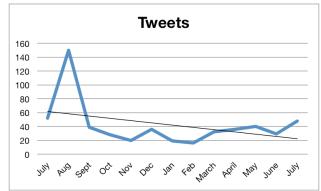
Digital Analytics

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Tweets: 48

Tweets: 48 Mentions: 37

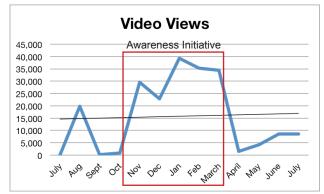
Impressions: 36,100 Net Total Followers: 2,151



Total tweets increased in July, although decreased retweets and mentions results in generally lower than normal numbers.

Facebook

Posts: 28 Likes: 3,047 Weekly total reach: 12,612 Video views: 8,500



Video views held at 8,500 for July, maintaining the trend since the paid media campaign ended in March.

YouTube

Views: 951 Watch time: 1,644 mins Avg. view duration: 1:43 Shares: 14 / Likes: 4



Youtube statistics increased across the board, with total minutes of watch time cresting 1,600 for the first time since April.

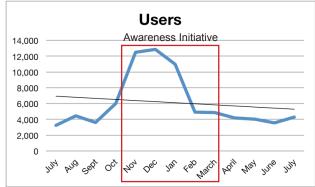
Website

Sessions: 4,850 Users: 3,547 Pageviews: 9,637

Platform: desktop 68%; mobile

CENTRAL HEALTH

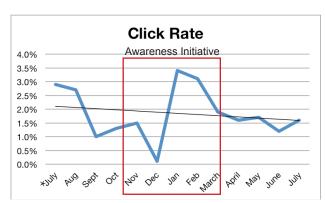
27%; tablet 5%



Users increased in July, trending with past years as we headed into budget season.

Newsletter

Sent: 6,708 Open Rate: 12.9% Delivered: 6,678 Click Rate: 1.2%



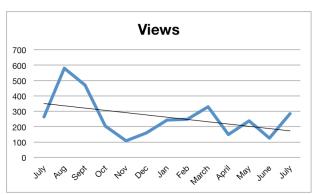
Click rate rebounded in July thanks to increasing interactive content, such as videos and a survey.

* Migration to MailChimp service altered historical reporting method

Board Meetings

Views: 126 Pageviews: 463

Unique viewers: 83 Internal/External Views: 46/80



Viewership increased, likely due to increased frequency of meetings, with numbers higher than 2017.