# **Sustaining Community Engagement: Successful Strategies for Promotion**

Learning Series: Part Three

Date: August 19, 2025

Time: 3:00 PM ET





About the Integrated HIV/AIDS Planning Technical Assistance Center - IHAP TAC



**INTEGRATED HIV/AIDS PLANNING** 

TECHNICAL ASSISTANCE CENTER

#### **Meet Your Facilitators!**



**Eddie Wiley IHAP TAC TA Coordinator** 

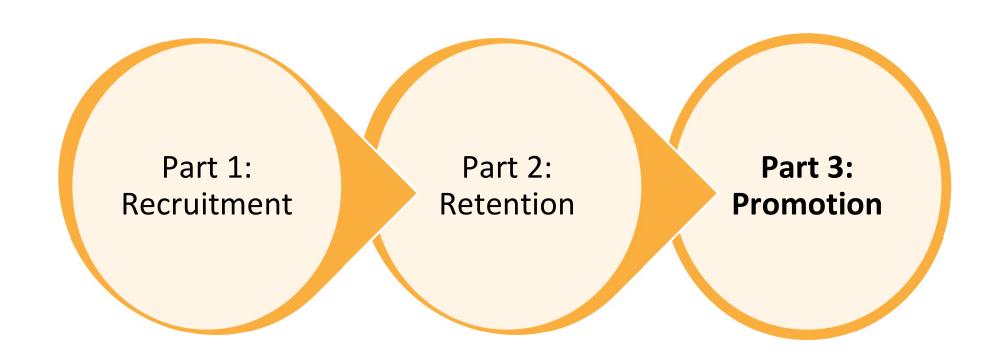


**Chanel Richmond IHAP TAC TA Coordinator** 

#### **Overview of the Learning Series**

- Three-part learning series to facilitate peer-to-peer sharing on recruitment, retention, and sustained community engagement in jurisdictional HIV prevention and care planning bodies
- Each session will have a short presentation and then breakout groups for sharing challenges with recruitment and retention and solutions to address
- Participation in each session is recommended, but sessions will also stand alone

#### **Learning Series Sessions**



#### **Part 3 Objectives**

Following today's session, participants will be able to:

- Understand the importance of social marketing as related to recruitment
- List the seven (7) Cs of effective communication
- Describe at least three promotion considerations in a recruitment strategy

# Session 2 Recap



#### **Orientation vs. Ongoing Training**

- Orientation means providing new members with basic information about RWHAP and planning council/planning body (PC/PB) structure and what it does
- Ongoing training throughout the year ensures that the new member has the knowledge and skills to perform their PC/PB roles

#### **Orientation: Sound Practices**

#### Frequency

- If member terms end at the same time, provide orientation at least once a year
- If member terms end at different times, or if there is high turnover, it
  may be necessary to provide individual or small group orientations a few
  times per year

#### Structure

- At least a half day and full day if possible
- Be interactive
- Cover both full PC/PB meetings and committee activities
- Include a 90-day roadmap for an individual member

#### **Ongoing Training: Sound Practices and Topics**

- Embrace adult learning principles
  - People learn best when:
    - Exposed to the same information multiple times and via different modalities
    - They can apply the information immediately to their roles
- Adult learning strategies in PC/PB training
  - Create multiple versions of the training
    - 20-30 minute sessions to deliver during PC/PB meetings
    - 1-2 hour training sessions to deliver during committee meetings
  - Develop training topics for committee officers
    - Roles and responsibilities
    - Committee operations and how they relate to other committees
    - PC/PB work plan and tools

# **Setting the Stage**



#### Why Use Social Media for Recruitment?

- People engage differently with social media than traditional media.
  - Social media audiences:
    - Sift through large volumes of information
    - Skim headlines
    - Browse sites quickly to determine where to focus their attention
    - Often consume short-form content (less than 1000 words or 3 minutes)
- Social media provides an opportunity to reach new audiences, leverage trends, and develop innovative content.
  - Develop content in response to audience preferences
  - Structure content aligned with channel formats and limitations

#### Respond to Audience Benefits, Barriers, and Competition

Based on social marketing concepts, it is important to consider the benefits, barriers, and competition from the audience's perspective to develop compelling recruitment messaging and identify the appropriate channels to promote the messages:

- Barriers: reasons your audience cannot (easily) or does not want to participate in your PC/PB
- Benefits: reasons your audience might be interested in your PC/PB or what might motivate them to participate
- Competition: activities your audience prefers to participate in

# Recruitment Messaging & Promotion



#### **Recruitment Strategy: Messaging**

 Messaging must be reflective of your audience's barriers, benefits, and competition

- Effective message development involves:
  - Review and input by your audience
  - Use of images that are relevant to your audience
  - Use of plain language

#### **Recruitment Strategy: Promotion**

- Who will deliver the messages?
- When will your audience receive recruitment messaging?
  - Timeframe and frequency
- Where will your audience receive recruitment messaging about the PC/PB?
  - Communication channels (e.g., print media, social media, websites, posters, email, texts, radio, posters, etc.)

#### **Planning Body Recruitment Best Practices**

- Create a category of at-large members or alternates
- Advertise for membership strategically in relevant, local media outlets
- Conduct community outreach year round
- Recruit through providers and other community partners
- Make applications available online and share them on social media

# 7 Cs of Effective Communication



#### 7 Cs of Effective Communication

- 1. Complete
- 2. Concise
- 3. Considerate
- 4. Clear
- 5. Concrete
- 6. Courteous
- 7. Correct

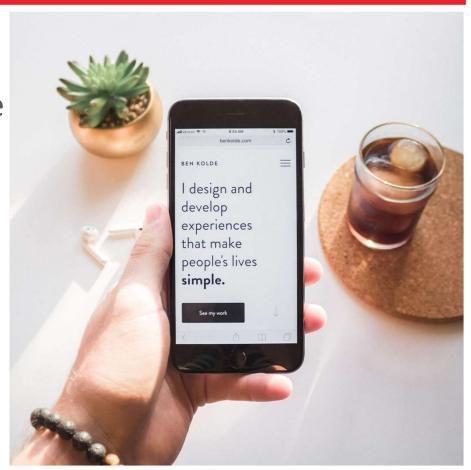


### **Best Practices for Websites**



#### **Website Best Practices**

- Create a great first impression
- Provide a great user experience
- Powerful copywriting
- Update frequently
- Maintain consistent branding
- Optimize for mobile use



#### **Best Practices for Web Design**

- Easy navigation
- Text minimization
- Consistent color scheme
- Adequate "white space"
- Images and visuals matter
- Dynamic content
- Powerful calls to action
- Storytelling



#### **Content: Documentation Not Creation**

Type of Post	General Effect = Objective/Purpose
PC/PB meeting announcements	Increase engagement in planning body meetings
Participation opportunities for non-members	Building a pipeline
Awareness days	General awareness raising
HIV related events	Partnership building
Data spotlights	Create urgency for the issue
PC/PB meeting recap from executive committee member	Information sharing and intentional positive branding
PC/PB accomplishments	Intentional positive branding; trust building
Member spotlights	Intentional positive branding; trust building

# **Navigating Social Media**





#### **Scheduling Woes?**

- Loomly
- Hootsuite
- Sprout Social
- Later
- Buffer

## Any others?



#### Manage Social Media in Less than 2 Hours Per Week

#### **WEEKLY**

- Reviewing metrics from previous week (15 minutes)
- Creating content (30 minutes)
- Scheduling content (15 minutes)

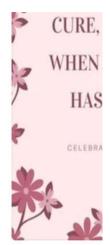
#### DAILY (10 min)

- React and respond to comments
- Engage with follower content (share, comment)

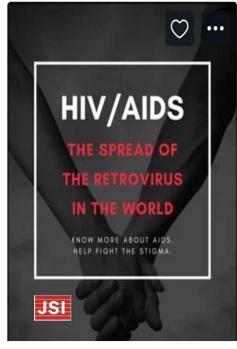














#### **Graphic Design Resources**

- Canva
- Pexels
- Unsplash
- PicsArt
- Gratisography
- Picography

Others?

#### **Metrics**

- Likes/reactions
- Views
- Link clicks
- Shares/reposts
- Comments



#### What Can I Do?

#### **Places to Post**

- Newsfeed
- Timeline
- Stories
- Spaces
- Reels
- Shorts

#### **Types of Content**

- Takeovers
- Behind the scenes
- Member testimonials
- Community events
- Voiceovers
- Partner content

#### Social Media Do's and Don'ts

#### Do

- Be warm we want the audience to feel like they are engaging with a person
- Express friendliness give the audience a reason to follow you by being conversational
- Be knowledgeable your content should always be fact-filled
- Invite invite your audience to engage with you through comments, messages, replies, etc.
- Be clear give the message in a way that the audience understands

#### **Do NOT**

- Be generic your voice should always be expressive
- Be judgmental- we can be educational without being critical
- Always ask audience burn out comes if all of your content asks something of our audience
- Be out-of-date we want to show our audience we are always staying up-todate and informed

#### What to Do if You Can't Promote on Social Media

#### **INTERNALLY**

- Prepare graphics for dissemination
- Gather important dates in advance
- Routinely update your site with content



- Send graphics and blurb to community partners
- Ask members to post to their social media channels
- Inquire about contracting a social media consultant/firm

**DON'T GIVE UP** 





# Sustaining Community Engagement

Successful Strategies for Promotion: Social Media and Other Promotions

#### **Buy In**

More than 3 billion people are on Facebook.

About 2 billion people use Instagram.

More than 2.7 billion people use YouTube.

Use of the platforms is free.

You may want to consult your Recipient or legal team to ensure there are no local restrictions on what you can and can't post or if there are preferred or restricted platforms.

Content should be "public" and accessible to anyone with or without a personal account.



#### Before You Get Started

#### Assign a Content Manager

Create a general email address in case the social media person in your organization changes.

#### Choose your platforms!

- Facebook
- Instagram
- YouTube
- □ TikTok
- ☐ LinkedIn







#### **Consider Other Tools**

- Canva (Pro → \$120 / year)
- $\triangleright$  Picsart (Gold → <\$100 / year)
- Smartphone





# Get Started – Set Up Accounts

#### Facebook

- Download the Facebook app on your phone.
- ☐ Create a new account at <a href="https://www.facebook.com">www.facebook.com</a>; or
- ☐ Use your existing account to add a new account.
- ☐ Easier on the computer.

#### Instagram

- ☐ Download the Instagram app on your phone.
- ☐ Create a new account at <a href="https://www.lnstragram.com">www.lnstragram.com</a>, or
- ☐ Use your existing account to add a new account.
- ☐ Easier on your phone.

Both accounts will be added to the Meta Accounts Center



If possible, pick the same "Username" or "Handle" for both accounts.

# Get Started - Post Content

To get started, have 6 to 9 posts ready to go.

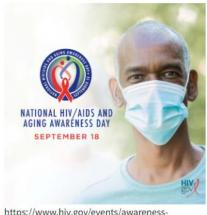
Consider starting around an HIV Awareness Day and use the graphics and Social Media Kit at www.hiv.gov/events/awareness-days



#### **Share These Resources**





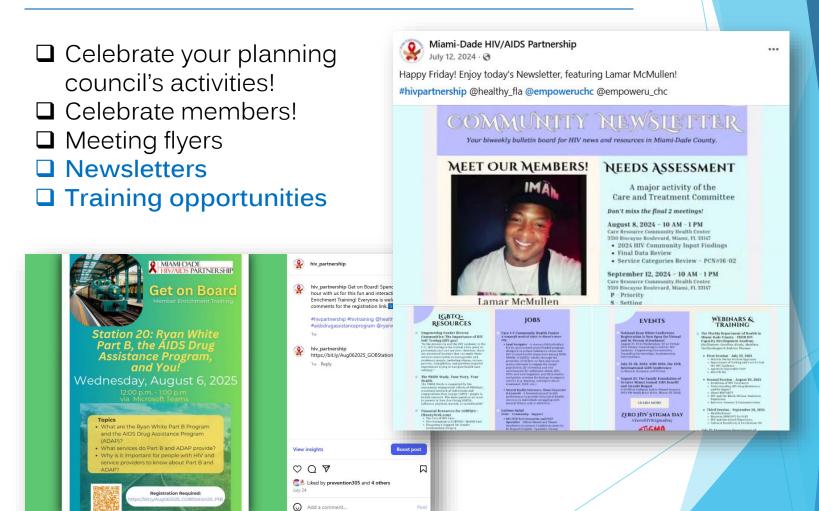


https://www.hiv.gov/events/awarenessdays/aging



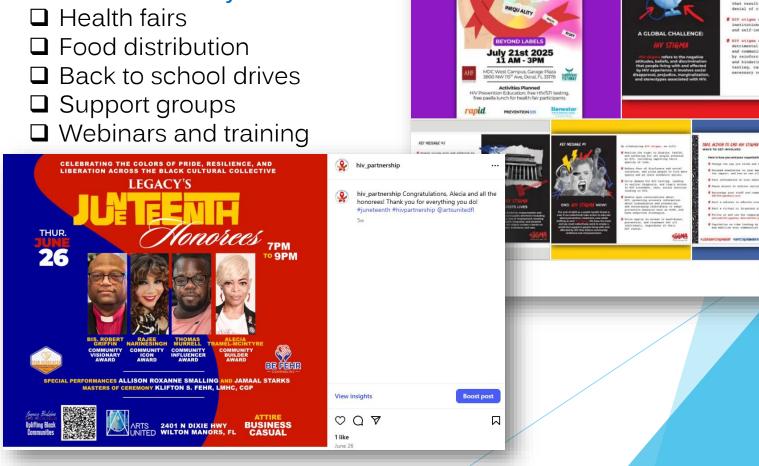
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# **Post Original Content**



# Post Shared Content

- HIV Awareness Days
- □ Recognition of members in the community.



Miami-Dade HIV/AIDS Partnership

**HIV STIGMA** 

**HEALTH FAIR** 

2025 THEME: HIV STIGMA WARRIORS

ZERC

Published by MD HIVAIDS Partnership July 15 at 3:34 PM · 3

PREJUDICES

#hivzerostigmaday #hivstigmawarriors @prevention305 @bienestar.miami @survivorspathwayorg @healthy\_fla @ahf\_events #hivpartnership

REY MESSAGE #1

and labeling of individuals based on certain attributes, leading to social exclusion or marginalization.

perceptions and beliefs, which leads to discrimination (tangible actions that rewalt in unequal treatment or decial of rights).

institutional, intersectional and self-inflicted actions.

detrimental impacts on individuals and communities affected by MIV,

**Boost post** 

by reinforcing social injustices and hindering access to prevention testing, care, support, and other necessary resources.

# Post Using a Smartphone

Image required.

- □ Oper '---t-gram.
- □ Click (+)
- Selecting picture or click (D) to select multiple pictures (up to 20 pictures; no more than 10 is recommended).
- Click Next (top of screen).
- Add music if appropriate.
- □ Click Next→ (bottom of screen)
- Add a caption.
- Click Share.

Automatic sharing should be the default.

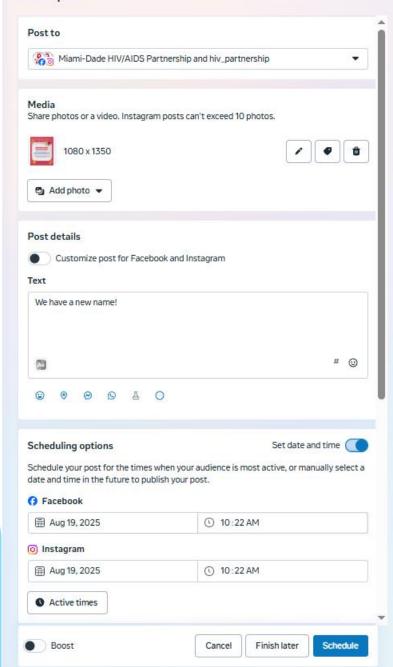
Otherwise scroll down and select **Automatic sharing** to your Facebook account.

# **Post Using Meta**

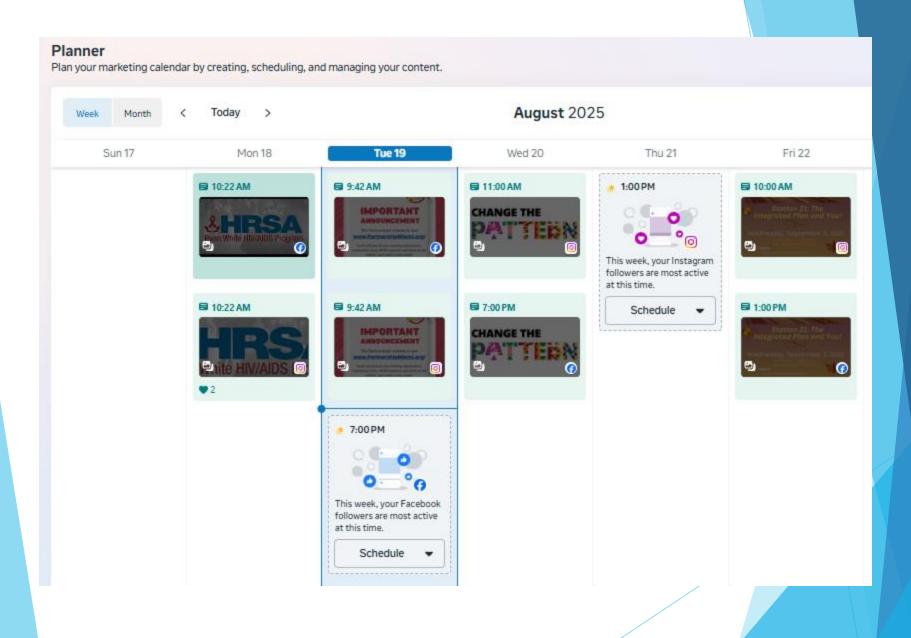
- Open Facebook computer recommended!
- □ Select Meta Business Suite
- □ Select □ Create post
- Follow each prompt:
  - Post to (select Facebook and/or Instagram)
  - Media (image required if posting to "the gram")
  - Post details (Option to Customize post for Facebook and Instagram)
  - Scheduling options
    - This is the tool that allows you to set up posts up to 4 weeks in advance!
  - Collaborator
  - Share to your story
  - Privacy settings
  - Publish



#### Create post







# #Hashtags and @Mentions

- Not all # and @ work on Facebook.
- Use the @ for organizations or people connected to your post.

#hivzerostigmaday #hivstigmawarriors @prevention305 @bienestar.miami @survivorspathwayorg @healthy\_fla @ahf\_events #hivpartnership



- Double check #hastags
  - #prep is used for PrEP and for extreme bodybuilding!
  - #hivprep is a better option.
- Keep a list of # and @ you use regularly and ones that you shouldn't use.
- Create a hashtag of your profile: #hivpartnership, so you can be found via @ and #.



## **Promotion**

Add your Facebook and Instagram links to your meeting agendas, website, brochures, and other marketing materials.

Ask your members to like and follow (especially helpful if you're just getting started).

Just having the FB and IG logos on your materials let's people know where to find you!

When you @mention someone, consider asking them to be a collaborator (this option will automatically pop up).

Follow other community partners.

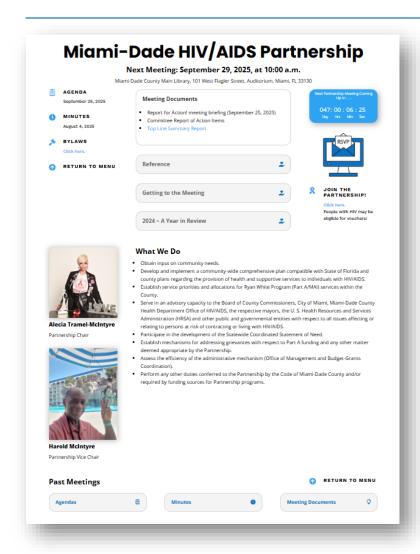
Like and/or share posts.

# Comments and Messages

#### Remember this is your PC's platform!

- Avoid liking or commenting on anything selling a product; anything political or that could be seen as lobbying; anything hurtful or negative; or anything overtly sexual or party-drug-related.
- Be cautious when responding to comments. If the comment is positive, a **Thumbs Up** might suffice.
- Beware of bots and haters! You might need to delete some comments, for instance, comments by a "person" claiming to have an herbal cure for AIDS, or comments that are abusive.
- Unless someone can monitor your socials all the time, it's helpful to have an automatic standard reply for messages such as, "Hi, thanks for contacting us. We do not reply through Facebook and Instagram messages. Please direct questions or requests to [email address or phone number]."
- ☐ You can turn off comments on both platforms if they become burdensome to manage.

# **Websites and Newsletters**





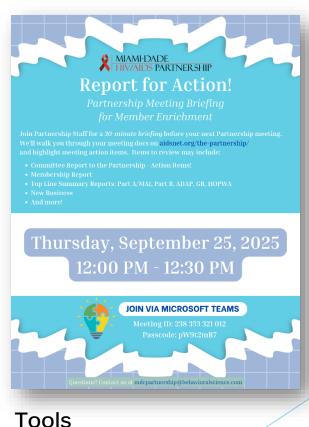
**Tools** 

☐ Canva

■ WordPress

## **Member Enrichment**





### ☐ Canva ☐ MS Publisher

# **Final Thoughts**

The average time spent on social media daily is 2 hours and 24 minutes! ~Search Engine Journal~

Facebook and Instagram are simple platforms used by billions of people.

You can create Reels and Stories and TikToks and original content! The possibilities are endless!

Consider a time investment of up to 2 hours per week to:

- ☐ Schedule posts with Meta.
- ☐ Check messages.
- ☐ Respond to or clean up comments.
- ☐ Like and share other posts.

# Thank you!

Feel free to reach out to me with questions, suggestions, or if you need help using FB or IG.

#### Christina Bontempo

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Direct Line: 305-448-8297
www.PartnershipMiami.org
www. PartnershipMiami.org/contacts/#christina

https://www.facebook.com/HIVPartnership https://www.instagram.com/hiv\_partnership/



# Breakout Sessions!

You will automatically be assigned to a breakout session.



# **Breakout/Group Discussion**

- 1. What has been your most successful recruitment approach for a specific population? (People with HIV, young people, etc)
- 2. What messages have resonated most?
- 3. What promotion channels have been most successful?
  - ex. Health Fairs, Website, Word of mouth, Instagram, Facebook, etc.
- 4. For those allowed to use social media for recruitment, what are your successes and challenges?

# **Putting it All Together**



# **Putting it All Together**

- Stay focused
- Stick to a schedule
- Experiment
- Learn
- Ask for help
- Track your performance
- Be encouraged



# **Upcoming IHAP TAC Events**

- Virtual Office Hours: Gearing Up for Integrated Planning
   3.0
  - August 25, 2025 3-4pm ET
- Webinar: Gearing Up for Integrated Planning Approach and Community Engagement
  - September 16, 2025 3-4 ET

# **Session Evaluation**





# Thank you!

# Contact us at ihaptac@jsi.com!

Obtain more information, join our mailing list, request TA, or share your experiences or resources.

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