

Miles Greenfield assists with COVID-19 response as social media intern

UT Austin student Miles Greenfield got a crash course in crisis communication as an intern with the DSHS Communications team where he supported the agency's social media and digital messaging through research, responding to constituents and graphic development.



What are you studying?

I am studying Health & Society with a certificate in Ethics & Leadership in Healthcare at The University of Texas at Austin.

Why did you want to work for DSHS, and in this department?

Working for DSHS was a long-time goal of mine because the department is the foremost public health agency in Texas. I'm passionate about health communication because of its potential to improve the lives of Texans, so working with Texas's premier health communications team was an absolute honor.

What projects have you been working on?

Throughout my tenure, I've had the joy of engaging directly with our community through our social platforms, performing health communications research, and collaborating with the Digital Team to create COVID-19 vaccine messaging and promotion.

How has your experience been with the DSHS virtual internship programming?

In many respects, I think the virtual DSHS programming has been a boon to my otherwise hectic final semester in college. It allowed me the flexibility to complete my internship work, while still honoring my academic and personal commitments. I was able to absorb so many incredible lessons from DSHS staff that I might have had to miss out on had the experience been in-person.

How has your internship experience been with DSHS?

Throughout my internship, I have encountered challenges and experienced success, all of which cumulatively allowed me to grow and learn in ways I hadn't predicted. My stint with the DSHS Communications team is an experience I wouldn't trade for anything. Despite the challenges each day presented, my team and I would face them with smiles on our faces. Apart from huge strides in professional development, I am leaving DSHS with a newfound sense of confidence, competency, and direction.

How has this internship prepared you to go out into the workforce?

A major hallmark of my experience was the professional development dimension; my preceptors ensured that I will walk away with a skillset that would make me a valuable asset to any organization. Much of my work was interdisciplinary in nature, and knowing that I can apply my interdisciplinary background to my career gives me a great deal of optimism and confidence regarding my future career prospects.



**Texas Department of State
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