

## **NFI Communication Taskforce Meetings report.**

This Taskforce met three times, Saturday, August 22, 2020, at 3:00pm, Thursday and September 24, 2020 at 5:00P and Thursday, October 29, 2020, at 5:00PM

The NFI Communication Taskforce found a need to translate written materials in the major languages spoken by NFI communities in North Dakota, such as Somali, Spanish, Arabic, French, and Swahili, and provide oral interpretation. This ensures NFI communities are informed and receive meaningful access to health information, emergency-related information, and other programs and services that the state of North Dakota offers. This Taskforce also proposes, among other items, to create an NFI webpage within NDOH's Equity Office page. We also discussed the NFI Advisory Board's importance in creating social media accounts to address communication challenges.

- We understand that only email as means of communication is not the best strategy to get the message across.
- Email combined with automatically texting messages is best, but this needs a database. To test this method's effectiveness, we may start with NFI monthly meeting, reminding NFI members the time of the meeting, etc. Engage with North Dakota Emergency Management Services to see if they can send the information using multiple languages.
- We proposed creating a New American/Foreign Born/Immigrant (NFI) Advisory Board webpage Embed within the NDDoH website.
  - First, the NDDOH website's NFI page should contain English language resources and translated documents under the English heading contents. We are proposing this because NFI communities are refugees and students and immigrants who can read English, and NFI serving agencies may utilize these resources.
  - We can also utilize this NFI webpage to share NFI board announcements, monthly meeting notes, etc.
  - Under the NFI board advisory webpage, all resources relevant to NFI communities will be published.
  - This NFI webpage also should be published relevant NFI programs and benefits that immigrants entitled to or qualified available in North Dakota. There is a language barrier among the NFI adult population, but the young generation can help their parents with English language content on the NFI webpage if the translation is unavailable.
  - Young immigrants speak the English language, but they are disconnected from the mainstream community. NFI Teenagers can get information from the NFI web page on accessing health services and other relevant resources.
  - The webpage publishes educational materials.
  - For the past few years' immigrants have been perceived as a problem. A lot of immigrants afraid to be identified as immigrants. We want information published on this webpage to be controlled and consulted by NFI and individuals from the immigrant community.

- We should make sure that this web page's contents do not cause harm and not contain information with bias and stereotypes on immigrants.
- We propose NFI board have Social media presence, particularly on Facebook. For instance, we can utilize this NFI Facebook page to educate NFI communities and share information about NFI communities, for example, immunization materials. The information we share on this Facebook page, each member of the NFI board, can then re-share on their social media.
  - We propose creating NFI Board WhatsApp. The NFI WhatsApp group aims to establish collective conversations with others and share content and interact with each other share UpToDate information.
- We also propose creating an immigrant center in every city in North Dakota, staffed NFI members. Having NFI community Centers in major cities/counties will help stop spreading the diseases. These Centers will be staffed both pay and volunteer personnel who speak different languages. NFI Centers will address NFI communities' communication challenges and other tasks such as helping people access the resources they need.

Lastly, the NFI Advisory Board' Commination Taskforce thanks NDDoH, the Equity Office, and Alicia for maintaining open communication lines with non-profits and leaders that serve NFI communities in North Dakota. The engagement of NDDoH with the NFI community enabled NFI communities to receive emergency and health-related information and other assistance in this unprecedented time of COVID-19.

Note: This information was collected from the NFI Communication Taskforce member's monthly meetings. This report was prepared and written by Ahmed Makaraan, The Chair of the NDDOH NFI Advisory Board's Communication Taskforce.

NEXT MEETING:

Thursday, November 26, 2020, at 5:00PM

The agenda of the next meeting will be provided a week before the date of the meeting