



## Howard County Local Health Improvement Coalition

Health Literacy Advisory Committee

July 14, 2023

10:00am - 11:00am

Virtual via Zoom

### Minutes

#### Members Present:

Linda Ashburn, Howard County Health Department

Erin Ashinghurst, Accessible Resources for Independence

Michelle Clark, Howard County Health Department

Lisa DeHernandez, Howard County Health Department

Kaori Hirakawa, One Language LLC

Kristine Nellenbach, Kennedy Krieger Institute

Cristina Oviedo, Howard County Latino Commission / Howard County Community College

Matt Wilson, Howard County Health Department

Paul Yoon, One Language LLC

#### Staff Present:

Ashton Jordan, HC Local Health Improvement Coalition

Reena Rambharat, HC Local Health Improvement Coalition

Chynáe Vicks, Howard County Health Department

Topic/Agenda	Discussion	Action/Follow-up
<b>Welcome and Introductions</b>	<p>Ms. Chynáe Vicks, Howard County Health Department, called the meeting to order at 10:02am.</p> <p>Ms. Vicks gave a welcome to the workgroup members and had members introduces themselves.</p>	
<b>Announcements</b>	<p>Ms. Vicks shared the following announcements with the workgroup members:</p> <ul style="list-style-type: none"><li>- The Movement workgroup will be meeting July 25<sup>th</sup> from 12:00pm – 1:00pm.</li><li>- The Food Security Committee will be meeting August 3<sup>rd</sup> from 11:00am – 12:00pm.</li></ul>	<p>Members interested in joining or getting more information about the other LHIC workgroups please contact HCLHIC: <a href="mailto:lhic@howardcountymd.gov">lhic@howardcountymd.gov</a></p>

- The Chronic Disease Prevention & Management Workgroup (CDPMG) will be meeting August 9<sup>th</sup> from 10:00am – 11:00am.
- The Healthy Minds & Suicide Prevention Coalition will be meeting September 7<sup>th</sup> from 2:00pm – 3:00pm.
- The Next quarterly LHIC Meeting will be July 19, 2023 from 8:30am – 10:30am.
- There will be two upcoming Unity in the Community events:
  - o 7/29/23, 11:00 AM - 3:00 PM
    - East Columbia Library Park - 6600 Cradlerock Way, Columbia 21045
  - o 8/19/2023, 11:00 AM - 3:00 PM
    - 2325 Roxbury Mills Rd, Cooksville, MD 21723.
- There will be two upcoming Mobile Home Community Events
  - o July 22<sup>nd</sup>, 2023, 10:00 AM - 2:00 PM
    - 6620 Washington Boulevard, Elkridge, MD 21075
  - o August 19<sup>th</sup>, 2023, 10:00 AM - 2:00 PM
    - 10060 North 2nd Street, Laurel, MD 20723

The following announcements were made by

- Ms. Sonya Lloyd, HCLHIC, shared that workgroup members can request food pantry and hot meal brochures from the LHIC website. She also mentioned that the Movement Workgroup has started promotions for Walktober.
- Ms. Cristina Oviedo, Howard County Latino Commission, shared that Columbia Community Care is hosting a Summer Essential Resources & Free Expungement Clinic Saturday, July 29, 2023 from 10am to 4pm at the Wilde Lake Interfaith Center. She also inquired if someone from the health department could come provide health

Members were directed to register for the Full LHIC meeting here:

<https://www.eventbrite.com/e/2023-hclhic-full-coalition-meetings-tickets-433126562207>

Members interested in adding their physical exercise events to the LHIC's Walktober calendar can email Sonya Lloyd:

[sloyd@howardcountymd.gov](mailto:sloyd@howardcountymd.gov)

Members interested in joining the Howard County Latino Facebook group were directed here:

[https://www.facebook.com/groups/581250392700070/?ref=share\\_group\\_link](https://www.facebook.com/groups/581250392700070/?ref=share_group_link)

Members interested in attending the Columbia Community Care is hosting a Summer Essential Resources & Free Expungement Clinic can contact:

[columbiacommunitycare@gmail.com](mailto:columbiacommunitycare@gmail.com) or text 443-583-4479



	<p>information in Spanish for Columbia Community Care event on the 29<sup>th</sup>.</p>	
<p><b>One Language Overview and Interactive Activity</b></p>	<p>Ms. Vicks introduced Kaori Hirawaka and Paul Yoon from One Language.</p> <p>Ms. Kaori Hirawaka, One Language LLC, shared the background of her work with workgroup members. Ms. Hirawaka shared that she used to work for Montgomery County Health Department where she focused on immigrant integration programs. She iterated that when it comes to public health materials, it is necessary to ensure the English language is clear and correct before translating. Trying to translate materials that are written in complicated English with abbreviations, jargon, or slang can decrease readability, lose message accuracy, and increase cost of translations.</p> <p>Mr. Paul Yoon, One Language LLC, introduced himself as a senior consultant and lead trainer. Mr. Yoon develops the leadership, frontline, and mid-manager training programs, as well as their 3-tiered interactive training solutions. He explained that they do two things:</p> <ul style="list-style-type: none"> <li>- Standardize the English language as a method of communication</li> <li>- Train, educate, and inform through engagement and interaction during their trainings</li> </ul> <p>Mr. Yoon and Ms. Hirakawa then began the interactive activity on definition, perception, and cognitive bias. Mr. Yoon iterated that while communication is the message you send, it is not always received how you sent it to customers/stakeholders. He explained that One Language does 3 things to help organizations effectively communicate with their customers:</p> <ul style="list-style-type: none"> <li>- Evaluates your organization’s practices</li> <li>- Improves staff awareness through training</li> <li>- Establishes/updates organizational policies and procedures</li> </ul>	<p>Members were directed to visit the One Language website here: <a href="https://onelanguage.pro/">https://onelanguage.pro/</a></p> <p>Members interested in learning more about One Language can reach out to Kaori Hirakaw here: <a href="mailto:kaori@onelanugage.pro">kaori@onelanugage.pro</a> or call 240-701-1838</p>

	<p>Ms. Linda Ashburn, Howard County Health Department, inquired how would an organization maintain standardized plain English practices with a high staff turnover rate? Mr. Yoon mentioned the 3-tier training solutions where you can select certain long-term employees to take part in the intermediate- or expert-level training. This will help to ensure standardized practices are kept in place even with staff turnover as your long-term employees can act as the experts and inform new employees of the practices in place.</p> <p>Mr. Yoon iterated that their organization does not do translations, but they ensure the English is as correct as possible so organizations aren't losing money through translation services charging by word.</p>	
<p><b>Next Steps &amp; Wrap-up</b></p>	<p>Ms. Vicks adjourned the meeting at 11:00AM</p>	<p>Members interested in tabling at one of our future health department events please contact:  <a href="mailto:ajordan@howardcountymd.gov">ajordan@howardcountymd.gov</a></p> <p>Members interested in the LHIC promoting their upcoming event(s) please contact:  <a href="mailto:ajordan@howardcountymd.gov">ajordan@howardcountymd.gov</a></p>

Respectfully submitted by:  
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Community Engagement Coordinator  
Howard County Local Health Improvement Coalition