

**Central Massachusetts Workforce Investment Board
Cultural Competence Advisory Meeting
Worcester Public library – Main Branch
October 24, 2016; 3:00-4:30 pm**

Meeting Minutes

Attendance: Michael Beaudry, Ai Co Abercrombie, Leslie Parady, Michelle Ramirez, Jeff Turgeon (Staff)

J. Turgeon welcomed the attendees and called the meeting to order.

J. Turgeon reviewed the programs offered through the CMWIB, noting they fall into three main categories; the career center services for job seekers and businesses, work with youth career development, and industry sector based programming (see meeting handouts). M. Beaudry gave an overview of the career center's priority of service mandate from WIOA. J. Turgeon then reviewed the CCAC's FY 17 work plan noting the status of each and how the committee may want to address each goal. The collection of data was discussed, including the unresolved challenge of limited data for Connecting Activities youth program as well as tracking success of outreach efforts. A. Abercrombie suggested the use of an interest form during outreach events that would help coordinate and track customer leads.

J. Turgeon announced that Maritza Cruz from the YWCA of Central MA has agreed to join the committee. He also noted the desire to find more employer representatives that understand the value of creating a culturally competent service environment for staff and customers and asked for any referrals from committee members.

The committee determined the set meeting time for the committee will be the last Monday of the month at 3pm. It was agreed that meeting at the YWCA, the MassMEP or the library is better than at the career center due to parking.

Next steps;

- M. Beaudry to gather information prior to the next meeting regarding the current Workforce Central Access Points and what the director, Janice Weekes, sees as her priority for future use of access points given the limited resources available.
- J. Turgeon to update the Regional Service Demographic Matrix to review at the next meeting.
- A. Abercrombie to share a Quinsigamond Community College outreach interest form with the committee.
- M. Beaudry to research what staff training has been conducted and is planned for the coming year regarding customer service, diversity, cultural competence, etc.
- J. Turgeon to confirm the location of the next meeting (YWCA or the MassMEP)

The meeting was then adjourned.

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