

**Central Massachusetts Workforce Investment Board  
Cultural Competence Advisory Committee Meeting  
44 Front Street, Suite 300  
Worcester, MA 01608  
September 26, 2011**

**Present:** Don Anderson, Jean Poteete, Jeff Turgeon, Keesha LaTulippe, Maria Siemaszko; Al Toney, Lenny Cooper, Jennithan Cortes,\* Sue DeLeon\*

**Guests:** Josefina Lantz, Monica Bond, Casie-Lee Miller (all from Lutheran Social Services)

**Unable to Attend:** Terri Stone, Roy Lucas, Karen King, Keith Toney

**1. Welcome, introductions and review of last month's minutes**

J. Poteete noted that there was a quorum present and called the meeting to order at 3:03PM. A brief update was given. All members were asked to introduce themselves and give a brief overview of why they were interested in joining the committee.

**Vote:** Upon a motion by K. LaTulippe, seconded by J. Turgeon, the committee unanimously voted to approve the August 16, 2011 Meeting Minutes.

**2. Review of CCAC Statement of Purpose and Goals**

A. Toney directed the committee's attention to the Cultural Competency Advisory Committee Mission Statement and Goals sheet (please see Handouts section). The committee was asked to review this document to ensure that all new members and guests were familiar with the committee's goals and mission.

**3. Continue discussion to assess whether the necessary components exist within the current membership. Add members if certain needs are identified. (In the August meeting it was discussed that the committee would have 7 or less members as of September 1, 2011. There was talk about Milford and Medford Centers getting involved. Where do we stand with these and other Centers and who are the people who have been identified and could attend?)**

At the last meeting the committee charged J. Turgeon with reaching out to prospective members to fill some of the open seats recently vacated due to scheduling conflicts and members moving on to new jobs. The committee welcomed the newly recruited members\* and guests and thanked them for their participation. One representative from Lutheran Social Services will participate in CCAC meetings going forward. The group agreed that the diversity for the committee meets the minimum threshold for us to move forward.

**4. Creating Leadership Framework. Review of current leadership, future leadership and structure.**

Chair J. Poteete and Vice Chair K. LaTulippe will lead the CCAC. Their terms will align with the CMWIB's board structure of one-year terms. All communication between AK Consulting and the committee will be first directed through J. Poteete, K. LaTulippe, and J. Turgeon.

**A. Integrate team-building and subcommittee process into meetings.**

AK Consulting has contracted to develop a work plan, with the committee's identifying priority tasks for implementation. At this time, committee members generally felt that there would be limited availability for sub-committees or work groups of this committee to convene and that the expectation is that the majority of the work will occur as a full committee. Reports and data can be collected by the WIB staff support between meetings to inform decision making.

**5. Cultural Competency; Begin to work and develop committee meeting norms, values, etc.**

**Action:** A. Toney tasked the committee with reading the *Diversity Councils: Task Forces for Change* (please see Handouts section) for any members who have not been involved in a diversity council before.

**A. Discussion around the use of best practices.**

The committee then reviewed the Best Practices of I&D Councils and ERG's (please see Handouts section). It was decided that the committee should develop 3-5 short-term, realistic goals that can be completed, along with some outstanding long goals to work toward. The committee will make recommendations to the full CCWIB board at the conclusion of the consultant's contract. The group discussed the desire to develop goals that affect the access of services and outcomes for the identified marginalized population in addition to individuals with disabilities.

**6. Discussion of what is happening now in all programs. What can we do now to provide support? Provide advice regarding culture change within CMWIB to ensure that services delivered by the WCCC and all programs funded through the CMWIB are offered in a way that makes all customers, both internal and external, feel welcomed and valued; and to advise the CMWIB regarding policies and practices at the board and program levels which may impact the ability to serve all customers.**

The committee discussed the general direction of the work to be done and would like to focus on both Cultural Competency for the Career Center operations and the CMWIB, as well as looking at how services are procured and whether there is a need to build capacity with local minority-owned businesses to ensure all populations, especially vulnerable populations, are being reached and served appropriately. It was requested that we further discuss the connection between cultural proficiency and the diversity of providers.

**Action:** D. Anderson and J. Turgeon will work to put together a report outlining the 5 previously identified vulnerable populations (as well as a 6<sup>th</sup> population-“Disabled”), identifying the numbers and percentages served in employment, increased income, training (GED, ESOL, Workshops, ITA's), and credentials. D. Anderson noted that some of the desired data may not be available from the current state data systems. We agreed that we may identify data collection/management as a need for our action.

**7. Process going forward: To best use meeting time efficiently, AK Consulting agreed to distribute a draft agenda and meeting materials to J. Poteete, J. Turgeon and K. LaTulippe one week prior to each subsequent meeting. They would then review the materials and ask J. Turgeon to distribute them to the full committee a few days prior to**

the next meeting so all would have an opportunity to review prior to convening. In addition, consultant and chairs will have a conference call prior to the meeting to review agenda.

**8. Next meeting dates: Oct 17 – Nov 14 – Dec 12 – Jan 13 – Feb 13**

**9. Adjourn:** There being no other business, a motion was made by K. LaTulippe and seconded and the meeting was adjourned at 4:43PM.

*Respectfully submitted,  
Sean McGauley  
Communications and Operation Specialist  
CMWIB*