

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

**November 14, 2011 3:00-4:30 pm  
Minutes**

**Present:** Don Anderson, Jean Poteete, Maria Siemaszko, Kevin Crowley (for Jennithan Cortes), Sue DeLeon, Monica Bond, Karen King

**Guests:** None

**Unable to Attend:** Roy Lucas, Al Toney, Keith Toney, Jeff Turgeon, Keesha LaTulippe, Lenny Cooper

**1. Review & Approval of October 17, 2011 minutes:** Noting a quorum was present, J. Poteete called the meeting to order at 3:05PM. Members were asked to review the minutes from the previous meeting. Upon a motion by D. Anderson and a second, the committee unanimously voted to approve the October 17, 2011 meeting minutes.

**2. Old Business:** K. King informed the committee that the action items from the last minutes had been incorporated into the agenda as “Old Business” items to follow up on.

**Action from 10/17 meeting:** D. Anderson directed the committee’s attention to the print outs from the MOSES state career center data system (please refer to Handouts section). D. Anderson then reviewed the data captured in both the “Basic” and “Full” registration tabs to help determine which of the committee’s identified vulnerable populations could be tracked.

**Action:** M. Bond will provide a clear definition of “refugee” and “immigrant” at the next meeting.

**Action:** K. King suggested that the committee look into adding to their work plan to work at adding data fields such as “refugee” and “immigrant” check off lists in MOSES through the state to capture the missing tracking of the vulnerable populations as a long term goal. As a short term goal, career center staff could be trained in certain “work-arounds” to capture the data.

**Rural census track data:** J. Turgeon and J. Cortes are still working on gathering this information.

**Moses and intake data:** D. Anderson reviewed the MOSES and intake data (please refer to Handouts section). It was noted that a lot of the reported demographics are often skewed because unless the training is tied to a particular grant with eligibility requirements, demographics capturing is often not filled out because it is optional.

**No. Central data system:** This topic was not discussed.

**Action:** D. Anderson suggested the committee look at adding to the workplan a goal of career center staff work with other organizations’ staff to learn the latter’s best practices in outreach to target groups, like immigrants

**4. New Business:** With the meeting time nearing its end, the committee decided that next month members would be ready to get into working on goals in the four areas listed below.

**Action:** J. Poteete asked staff to begin to think about “Internal Organizational Culture” in the interim and write down anything that comes to mind for the next meeting.

**Action:** The committee suggested that members should discuss benchmarks (including what specific benchmarks it finds important) at its next meeting.

**Identification of benchmark numbers for data comparison**

**Areas of Need leading to Goal Identification**

**Services & Access to Such for Vulnerable Populations**

**Provision of Services & Cultural Competency**

**Internal Organizational Culture**

**Policies and Practices**

**Action Steps for our December Meeting:**

**Action:** If there are any questions concerning the four goal areas, please contact Don Anderson ([DAnderson@detma.org](mailto:DAnderson@detma.org)) or Sean McGauley (McGauleyS@worcesterma.gov).

**5. Other Business**

**6. Adjourn:** There being no other business, S. DeLeon motioned to adjourn and with a second, the meeting was adjourned at 4:35PM.

*Respectfully submitted by,*

*Sean McGauley*

*Communications and Operations Specialist*

*CMWIB*