

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

**December 12, 2011 3:00-4:30 pm
Minutes**

Present: Don Anderson, Maria Siemaszko, Jennithan Cortes, Sue DeLeon, Al Toney, Keesha LaTulippe, Jeff Turgeon

Guests: None

Unable to Attend: Roy Lucas, Keith Toney, Lenny Cooper, Jean Poteete, Monica Bond, Karen King

1. Review & Approval of November 14, 2011 minutes: Upon a motion by M. Seimaszko and a second, the minutes were unanimously approved by the committee.

2. Old Business

Action from 11/14 meeting:

M. Bond will provide a clear definition of “refugee” and “immigrant” December meeting: With M. Bond not in attendance, the committee requested that staff email her for this definition.

Action: S. McGauley to email M. Bond for definition.

Rural census track data: J. Turgeon and J. Cortes are still working on gathering this information: Staff continues to work on gathering this data

Action: J. Turgeon to follow up on the Census Track data.

3. New Business - Goal Identification

The committee suggested at the last meeting that members should discuss benchmarks (including what specific benchmarks it finds important) at this meeting.

Members were asked to complete the “Logic Model Planning Tool” individually (please refer to Handouts section) as a part of an exercise used in developing a committee work plan. Committee members worked individually and then shared their results.

K. LaTulippe noted her concern with the quality of this process and stated that she would have felt more comfortable completing the logic tool having the materials that were previously reviewed by the committee and other reference materials including best practices at hand, as opposed to filling out the tool based on memory and opinion. Furthermore, she noted her discomfort with completing the tool without a single agreed upon vision statement which she and others felt was previously completed by the committee during its initial meetings, however, this vision statement could not be located during the meeting. After lengthy discussion, the committee agreed that this tool would still be useful as a brainstorming tool or a jumping off point for the work plan. She also noted that we had only received one document referencing best practices for coalition development and felt we needed to review more best practices for workforce development in order to select actions we would commit our resources to.

The following vision statement concepts were outlined and generally agreed upon:

- All individuals can access our services in ways that make them feel welcomed and valued regardless of background, ethnicity, natural origin, gender, sexual orientation, political or religious affiliation, age, ability status, or socioeconomic status.
- All CMWIB and CMWIB funded program staff understand the challenges faced by our region's vulnerable populations and actively seek new information to improve understanding of vulnerable populations.
- Develop and implement internal and external policies to maximize service effectiveness for these vulnerable populations.

Action: CMWIB staff will refine these concepts into a draft vision statement to share with the full committee.

The committee then discussed possible short term, achievable goals based on the areas of need identified at the previous meeting (please see *Areas of need leading to Goal Identification* found below).

One goal discussed by the committee is a Train the Trainer (TOT) model that would result in a 2-way beneficial relationship between organizations serving the vulnerable populations and the CMWIB/Career Center. Trainers would be able to introduce their populations to the career center and its services and career center staff would get a better insight on the culture, habits, etc of the different populations.

J. Cortes informed the committee that he has developed a similar Training of the Trainer (TOT) program with Bellingham Public Library where librarians have attended the Career Center Seminar and have been given the resources to serve customers with general career center information. Customers looking for more information or who would like to sign up for workshops are directed to the Career Center. This model will be further explored by the committee as a way of partnering with organizations that serve the identified vulnerable populations.

Another discussed goal is updating of the Request for Proposals (RFP) language to include greater emphasis on ensuring the chosen provider can effectively serve the targeted client group(s) identified in the RFP.

Action: The planning tools were collected and will be reviewed and consolidated by S. McGauley and then distributed.

Action: Staff has been asked to gather information on other RFPs issued in Massachusetts that have included this type of language. Staff will also pull the current RFP language for committee review at the next meeting.

Action: The committee requested that the board and funded entities complete a Cultural Proficiency Evaluation.

Toney then discussed with the committee how the information from the planning tool aligns with the previously identified *Areas of need leading to Goal Identification*(see below).

Other:

Areas of need leading to Goal Identification

A.) Goals related to Services & Access to Such for Vulnerable Populations? Identification of benchmark numbers for data comparison. A review of data will lead to service changes & improvements. What type of data you want to address? How is the staff gathering data? Limited by the software defined by what the state requires.

B.) Goals related to Provision of Services & Cultural Competency? Remember the goal is no good unless the staff uses it. Once the data shows how the vulnerable populations are accessing (or not accessing) certain services, you then want to have objectives for improvement and/or changes to said services.

C.) Goals related to Internal Organizational Culture? Education can be addressed through staff training. What are other providers doing? 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. What in the organizational culture and workings affect how customers/clients are perceived, treated, etc. What needs to change and how can that happen?

D.) Goals related to Policies and Practices? Review of policies and practices...what needs to change to ensure access by vulnerable populations. How can they go about making those changes?

4. Action Steps for 2012? With just one more meeting remaining under the facilitator's contract, A. Toney suggested that the committee collaborate via the internet and review the action items and goals discussed at the meeting to ensure that the group is further along in preparation for the January 9th meeting.

Action: K. Tulippe to provide her feedback prior to the meeting as she is unable to attend.

Action: A. Toney will email the committee information regarding Supplier Diversity Office (SDO) Certification.

5. Other Business: There was no other business discussed at this time.

6. Adjourn: There being no other business, the meeting was adjourned at 4:33PM.