

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

**June 26, 2012 3:00-4:30 pm
Agenda**

- **Welcome**
- **Approval of May 29, 2012 Meeting Minutes**
- **Old Business:**
 - **Latino Customer Case Study Discussion (Cont.)**
 - **Staff Training Topics**
 - **Mystery Shopper Service**
- **Next Steps**
- **Other Business**
- **Adjourn**