

**Central Massachusetts Workforce Investment Board  
Cultural Competence Advisory Committee Meeting  
44 Front Street, Suite 300  
Worcester, MA 01608  
June 25; 3:00-4:30 pm  
Agenda**

- **Welcome & Introductions**
- **Approval of May 28, 2013 Meeting Minutes**
- **Old Business:**
  - **Evaluation of Customer Satisfaction:**
    - *Customer Satisfaction Surveys Revision (elimination of middle column)*
    - *Customer Feedback Evaluation (Mystery Shopper Program)*
    - *Review General Survey (How'd we do?)*
    - How do we measure if customers had access if they don't know what is available to them
  - **Cultural Competency Training CMWIB & WFC (3. Increase satisfaction reported by vulnerable communities that access WFC and Youth services)**
    - Undoing Racism
    - LSS Cultural Guide Sheets – develop plan
  - **Community outreach & Marketing**
    - Community event calendar
    - Access Point Program
- **New Business:**
  - **Research root causes of regional employment gaps & Latino Case Study (June, 2013)**  
*(6. Understand the reasons, beyond language barriers, for the persistent employment rate gaps that exists)*
  - Review of other work plan items:
    - **Language and Evaluation Process in Procurement (July, 2013)**  
*(4. Ensure cultural competence of entities funded by CMWIB)*
    - **Tracking Service Delivery & Impact in Moses (August, 2013)**  
*(2. Increase # of members of vulnerable communities accessing services at the Career Center)*
    - **Increase culturally responsive “soft skills” training (September, 2013)**  
*(5. Increase successful utilization of WFC services by members of vulnerable populations by increasing soft skills training)*
- **Other Business**
  - **Increasing assistance for customers with limited English proficiency**
  - **Customer “Flow Chart” to help customers navigate WFC services**
- Next Steps
- Adjourn

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