

**Central Massachusetts Workforce Investment Board
Cultural Competence Advisory Committee Meeting
44 Front Street, Suite 300
Worcester, MA 01608
January 28, 2014; 3:00-4:30 pm**

Meeting Minutes

Attendance: Maria Siemaszko, Keesha LaTulippe, Sean McGauley, Monica Bond, Judy Freedman-Fask; Jennithan Cortes

- **Welcome & Introductions:** K. LaTulippe called the meeting to order at 3:11PM. A quorum was present.
- **Approval of October 29, 2013 Meeting Minutes:** Upon a motion by J. Freedman and a second, the October 29, 2013 meeting minutes were unanimously approved. J. Freedman noted that she was unable to complete her action item because of timing and would follow up with it at the start of next semester.
- **Discussion:** K. LaTulippe asked the group to move from the draft agenda format to review and discuss the committee's current goals and projects.
- **Goals:** The committee then reviewed its mission, vision, and goals outlined on the Committee's RFQ for Cultural Competence Training (please see handouts section) and the group's efforts thus far, including successes and challenges.
- **Tracking Outreach:** The committee updated the efforts around developing a special program section to track the outreach activities of the career center within MOSES. A section in MOSES has been identified to track this information, but staff must now be directed to fill out this information during intake. This new policy needs to be put in place from the upper staff. J. Cortes volunteered to work with the other managers at the next manager's meeting to try and get a policy in place.
Action: J. Cortes to work with the managers to draft a policy for staff to begin inputting referral information into a section in MOSES to track outreach activities.
Action: M. Siemaszko to email J. Cortes a list of the outreach sites as well as events that staff are currently partnering with or working with.
Action: M. Bond to email J. Cortes a list of the referrals in the SMART system of Lutheran Social Services.
- It was then noted that the reduction in bilingual staff at the career centers has had an impact on the services and ability to outreach in the community. In addition, a call was made from someone that said that bilingual staff find it difficult to work at the career center. The group discussed. J. Cortes said that despite the recent loss of some bilingual staff members for various reasons, the career center has made an effort in strategy to recruit more bilingual staff. The group acknowledged the difficulty to bring in additional staff with budget cuts and appreciates the outreach efforts. K. LaTulippe encouraged addition evaluation of the issue if there is a large turnover with one specific group.
- **How'd We Do? Surveys:** Surveys are now displayed at all three career centers and the CMWIB office. Surveys are distributed to all customers seeking counseling during a one week period each quarter.
Action: S. McGauley to review the How'd We Do policy and add the dates to the meeting agendas for when the next 'snapshots' go out.
- **RFQ for Cultural Competence Training:** The committee discussed the proposed model and if it would be feasible to do with all three centers and still deliver day to day services.
Action: J. Cortes to bring this topic to the manager's meeting with a couple of scheduling options for

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carrying out the training to get their feedback. With this information, the committee can then refine the RFQ and look at posting it to see what comes in for bids.

- **Undoing Racism:** K. LaTulippe announced that on May 2nd and 3rd the Undoing Racism training will be taking place. The group is looking for institutional leaders to take part in the training. More information to come.

Action: K. LaTulippe to send out more information about the training to the committee.

- **Vulnerable Populations:** The committee requested to revisit the discussion around the identified vulnerable populations at the next meeting.

Action: J. Freedman-Fask to bring data on people with disabilities to review at the next meeting.

- **Assessment Tool:** The committee requested to revisit the discussion around the Assessment Tool for the next meeting.

- **Adjourn:** The meeting was adjourned at 4:31PM upon a motion and a second.

Respectfully submitted by,
Sean McGauley
CMWIB