

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

**October 17, 2011 3:00-4:30 pm
Minutes**

Present: Don Anderson, Jean Poteete, Jeff Turgeon, Keesha LaTulippe, Maria Siemaszko, Lenny Cooper, Jennithan Cortes, Sue DeLeon, Monica Bond, Karen King

Guests: None

Unable to Attend: Terri Stone, Roy Lucas, Al Toney, Keith Toney

1. Approval of September 26, 2011 minutes: K. LaTulippe noted a quorum and called the meeting to order at 3:08 pm. Upon a motion by K. LaTulippe and a second, the September 26th meeting minutes were approved unanimously.

2. Meeting Format: K. King reviewed the following meeting format noting that it would help make the most use of valuable time by setting meeting expectations. The committee requested that the old business review be brief.

Old Business Review and Outcomes

New Business Discussion and Decisions

Future Actions from Above: Time Frames & Responsibilities

3. Old Business: J. Turgeon reviewed the reports from the data requested by the committee at the last meeting (see handouts section).

Action from 9/26 meeting: Report on Vulnerable Populations & Career Center

Services: A report had been developed but was still incomplete. J. Turgeon informed the committee that this was because of some technical issues with the server used to generate the reports.

Identification of relevant vulnerable populations' information: Discussion occurred around further defining some of the vulnerable populations including "rural poor" which will need to be broken down by zip code and income level.

ACTION: J. Turgeon and J. Cortes will meet to gather Census Tracks information regarding "rural poor".

ACTION: J. Turgeon will bring back information on MOSES systems regarding the income level that triggers the DTA prompt.

Discussion continued on what information is captured when customers come into the career center and identified that there are two tabs for staff to gather information about customers a "basic" tab and a "full" tab.

ACTION: The committee requested D. Anderson compile a list of the data captured in each tab.

ACTION: L. Cooper will talk with D. Anderson about a system implemented in North Central Career Centers that was successful.

Cultural proficiency and provider diversity

The committee reviewed the list of all WIB and Workforce Central contract providers, including providers of Individual Training Accounts (ITA) for low income adults/dislocated workers, contractors for WIA youth programs, YouthWorks, and Connecting Activities.

The committee's attention was then directed to the breakdown of staff diversity handout (see handouts section).

ACTION: The committee requested that in the future, the CMWIB and Workforce Central refine the contracting process to include a request for a further breakdown of contracted provider's staff including specific roles.

ACTION: For the next meeting, the committee would like to discuss "benchmark" numbers to which to compare the results of the requested data.

4. New Business: Due to time limitations, the following topics were tabled to the next meeting in order to meet the scheduled adjournment time.

ACTION: "Data collection and evaluation" should be added to the "Areas of Need leading to Goal Identification".

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

Other

Action Steps for our November Meeting

5. Other Business: None

6. Adjourn: Upon a motion and a second, the meeting was adjourned at 4:37PM.