

**Central Massachusetts Workforce Investment Board
Cultural Competence Advisory Committee Meeting
44 Front Street, Suite 300
Worcester, MA 01608
August 27; 3:00-4:30 pm
Agenda**

- **Welcome & Introductions**
- **Approval of July 30, 2013 Meeting Minutes**
- **Old Business:**
 - **Evaluation of Customer Satisfaction:**
 - New feedback form update
 - How do we measure if customers had access if they don't know what is available to them?
 - **Community outreach & Marketing**
 - Community event calendar update
 - Access Point Program update
 - **Increasing assistance for customers with limited English proficiency (updates)**
 - **Customer "Flow Chart" to help customers navigate WFC services**
 - **Cultural Competency Training CMWIB & WFC**
 - Undoing Racism & Increasing culturally responsive "soft skills" training
 - Use of LSS Cultural Guide Sheets
- **New Business:**
 - **Impact Measurement Scorecard**
 -
- **Review of other work plan items & progress**
- **Other Business**
- **Next Steps**
- **Adjourn**

The City of Worcester does not discriminate on the basis of disability, The CMWIB will provide auxiliary aids and service, written materials in alternative formats, and reasonable modifications in policies and procedures to persons with disabilities upon advance request. Please contact Sean McGauley (McGauleyS@worcesterma.gov or 508-799-1590) or the ADA Coordinator at disabilities@worcesterma.gov.