

**Central Massachusetts Workforce Investment Board  
Cultural Competence Advisory Committee Meeting  
44 Front Street, Suite 300  
Worcester, MA 01608  
February 25, 2014; 3:00-4:30 pm**

**Meeting Minutes**

**Attendance:** Maria Siemaszko, Keesha LaTulippe, Sean McGauley, Monica Bond, Jennithan Cortes, Jeff Turgeon; Ellen Spencer

- **Welcome & Introductions:** K. LaTulippe called the meeting to order at 3:13PM.
- **Approval of January 28, 2013 Meeting Minutes:** The group reviewed the minutes. Upon a motion and a second, the committee unanimously voted to approve the January 28, 2014 meeting minutes.
- **Discussion:**
  - **Revisit Vulnerable Populations Discussion:** This discussion was tabled to include data that was to be gathered by J. Freedman-Fask.
  - **Assessment Tool (sent from Keesha):** The committee reviewed the assessment tool (please see handouts section). K. LaTulippe walked through the specifics and standards related to governance of the tool and its measures. The group then walked through the Committee's goals and how they relate to the assessment tool. The Group felt that there are elements of the assessment where we would score well such as the inclusion of cultural competency in our strategic goals and the existence of the committee itself and that there are places for us to explore focusing on. The group will review other sections of the tool at subsequent meetings and reflect on how well we are doing until we have completed reviewing the tool. J. Turgeon then directed the committee's attention to the Demographic Activity Report (please see handouts section). This report outlines the services offered at the career center and the populations accessing these services. The Committee reviewed this data to see if there were any disparities. After reviewing the percentages, it was noted that it would be helpful to compare the numbers in the report to other regions of similar size and demographics. The data integrity was questioned with WFC staff suggesting that the numbers are under what is actually done. There was a discussion about the challenges of collecting all of the activity that is actually happening and how critical it is to improve this process for many reasons. It was suggested that there be on-going mini workshop or discussions (twice a year or four times a year) to bring attention to the need to continuously improve data collection until they reach a point where directors feel the activities are accurately being documented. **Action:** The group asked to table this discussion and look at the report numbers from other regions of similar size and demographic make-up. J. Turgeon to work with A. Boisvert to run the report for other region. *(The group left off on A2.1 of the assessment tool and will resume at the next meeting).*
  - **Evaluation of Customer Satisfaction:** Evaluations for feedback will be done in March. **Action:** Jeff to send out a reminder to the managers.

***The CCAC seeks to bring Workforce Central Career Center (WCCC) staff, CMWIB staff and members together to help ensure the programs and services offered through the CMWIB effectively serves the broad range of populations within the 38 communities which make up the central Massachusetts workforce investment area.***

*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](mailto:McGauleyS@worcesterma.gov) or 508-799-1590) or the ADA Coordinator at [disabilities@worcesterma.gov](mailto:disabilities@worcesterma.gov).*

- **Cultural Competency Training CMWIB & WCCC:** J. Cortes reported that he followed up with last month's action items to present a couple of training options to the managers. He reported that they had some questions on how this training would be different from the State's and City's previous trainings. He and J. Turgeon reported feeling ill equipped to explain the rationale for the training to management.  
The group discussed how implementing training like this would require leadership buy-in and that J. Turgeon and J. Cortes are the ambassadors of this message and need to feel confident in the subject matter. K. LaTulippe shared that at the Willis Center, they had senior management attend the Undoing Racism training first, followed by various trainings over the course of a year before implementing it to the rest of the staff. The Committee recommended that J. Turgeon look into sending the management team (J. Weekes, K. Joy, and J. Cortes) to the Undoing Racism training and schedule two facilitated follow-up sessions with the management (one month out, then two months later) to help managers process training content and apply it in the workplace.  
Some members of the group expressed frustration at the lack of movement on this issue and questioned if the recommendations would actually be put into action.  
**Action:** J. Turgeon will invite management team (J. Weekes, K. Joy, and J. Cortes) to the Undoing Racism training and determine follow-up sessions.
- **Customer “Flow Chart” to help customers navigate WFC services:**  
**Action:** J. Cortes to bring a sample CCS packet to the next meeting.
- **Adjourn:** The meeting was adjourned at 4:38PM upon a motion and a second.

*Respectfully submitted by,  
Sean McGauley  
CMWIB Staff*

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