

**Central Massachusetts Workforce Investment Board
Cultural Competence Advisory Committee Meeting
44 Front Street, Suite 300
Worcester, MA 01608
September 24; 3:00-4:30 pm
Agenda**

- **Welcome & Introductions**
- **Approval of August 27, 2013 Meeting Minutes**
- **Old Business:**
 - **Evaluation of Customer Satisfaction:**
 - Feedback form outcome update
 - How do we measure if customers had access if they don't know what is available to them? [service delivery cross-match report]
 - **Community outreach & Marketing**
 - Community event calendar update
 - Access Point Program update
 - **Increasing assistance for customers with limited English proficiency (updates)**
 - Translation equipment update
 - **Customer "Flow Chart" to help customers navigate WFC services**
 - Review of CCS Packet
 - Customer "flow chart"
 - **Cultural Competency Training CMWIB & WFC**
 - Undoing Racism & Increasing culturally responsive "soft skills" training
 - Use of LSS Cultural Guide Sheets
 - **Research root causes of regional employment gaps – update**
 - **Impact Measurement Scorecard**
- **New Business:**
 - **Language and Evaluation Process in Procurement**
- **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.