

**Central Massachusetts Workforce Investment Board
Cultural Competence Advisory Committee Meeting
44 Front Street, Suite 300
Worcester, MA 01608
July 8, 2014; 3:00-4:30 pm**

Agenda

- **Welcome & Introductions:**
- **Approval of May 27, 2014 Meeting Minutes**
- **Review of Cultural Competency Organizational Assessment Tool (cont.)**
- **Discussion:**
 - **Revisit Vulnerable Populations Discussion**
 - **Demographic Activity Report & WCCC Surveys**
 - **Cultural Competency Training CMWIB & WCCC, and Staff Retention**
 - **Review and discussion of ITA customer flow process**
 - **Program audit for customers with disabilities**
- **New Business**
 - **Outreach Activity Schedule, Survey, and Feedback**
- **Review of other work plan items & progress**
- **Next Steps**
- **Adjourn**

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 or 508-799-1590) or the ADA Coordinator at disabilities@worcesterma.gov.