

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

**Feb, 16, 2013; 3:00-4:30 pm
Agenda**

- **Welcome**
- **Approval of Jan. 29, 2013 Meeting Minutes**
- **Old Business:**
 - **Committee Work Plan**
 - **Latino Customer Case Study Discussion (Cont.)**
 - **Community Outreach Update**
 - **Community Events**
 - **Posters & Media Outreach**
 - **Access Point Program**
 - **Faith Based Organizations**
 - **Staff Training:**
 - **Undoing Racism Seminar (People's Inst. For Survival)**
 - **LSS Cultural Guide Sheets**
 - **Mystery Shopper Service**
 - **Customer Survey Results and Usage Reports**
 - **CMWIB/WFC Staffing**
- **New Business**
 - **Career Center/CMWIB Office Location**
 - **Employment Gap Research Project Discussion**
- **Next Steps**
- **Other Business**
- **Adjourn**