

**Central Massachusetts Workforce Investment Board
Cultural Competence Advisory Committee Meeting
44 Front Street, Suite 300
Worcester, MA 01608
October 29; 3:00-4:30 pm**

Agenda

- **Welcome & Introductions**
- **Approval of August 27, 2013 Meeting Minutes**
- **Old Business:**
 - **Community outreach & Marketing**
 - Community event & Access Point calendar update
 - **Customer “Flow Chart” to help customers navigate WFC services**
 - Review of CCS Packet Materials
 - Updated Customer “flow chart”
 - **Cultural Competency Training CMWIB & WFC**
 - Undoing Racism & Increasing culturally responsive “soft skills” training
 - **Evaluation of Customer Satisfaction:**
 - Feedback form outcomes update
 - How do we measure if customers had access if they don’t know what is available to them? [service delivery cross-match report]
 - **Research root causes of regional employment gaps – update**
 - **Language and Evaluation Process in Procurement**
 - **Referral Tracking**
- **New Business:**
 - **Soft Skills Training**
- **Review of other work plan items & progress**
- **Other Business**
- **Next Steps**
- **Adjourn**

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