

Minutes
Public Service and Trust Commission
Advisory Committee on Cultural Competency

The Advisory Committee on Cultural Competency met at 225 Spring Street, Wethersfield, Room 204 on July 20, 2012.

Those in attendance were:

Committee members: Hon. Richard A. Robinson (Chair), Troy Brown, Paul Bourdoulous, Karen Chorney, Laura DiFelice, Esther Harris, Christina Johnston, Stephen Ment, and Shawna Woodard.

The meeting was called to order at 10:15 a.m. by committee Chair, the Honorable Richard A. Robinson.

1. Welcome.
2. The minutes from the meeting on May 18, 2012 were unanimously approved as amended.
3. The draft summary of Focus Group comments were distributed to the group for review. Additions or changes were requested to be sent to Ann Foley, who presented a summary of the results. The results were similar to the first round of focus groups, but new points were raised. Among these were the recommendations for training vehicles and for increased support and expansion of programs such as the Court Service Centers and the Volunteer Attorney Program (Advice Days).

After review and inclusion of material from the committee, the results will be posted on the website. The two summaries of focus group input will be kept separate on line, but an executive summary covering both sessions will be developed.

4. Shawna Woodard discussed the participant feedback, which was entered into the LMS system. The rate of participant feedback was higher, over 50%, and it was felt that the respondents had spent more time on the feedback. Participants were overwhelmingly positive; many saw the Focus Groups as the beginning of the training process on Cultural Competency or Awareness. In both the feedback and the focus groups, participants appreciated that the sessions were held in the districts instead of at a centralized Hartford location.
5. The input from the Focus Groups was used by Precious Hyland to develop two modified versions of the working definition of cultural competency. Paul Bourdoulous presented the definitions, which were both found to have improved on the original definition and to have benefited greatly from the input from the Focus Groups. The committee was charged with reviewing the definition and returning their comments to Paul Bourdoulous.
6. Troy Brown, Esther Harris, Laura DeFelice and Paul Bourdoulous updated the group on the training development underway. Troy Brown described their development of Cultural Competency 101, which will be piloted in August in the newest training class of

Probation Officers. The program will be critiqued by Esther Harris and Daisy Ortiz, as well as by the attendees. The program, with changes in response to this input, will then be rolled out in other programs branch wide. It was stressed that as important as the program will be for new employees, it must also be part of the ongoing training of longer term employees.

7. Karen Chorney distributed Recommendations Regarding Public Service Performance Standards, which included recommended changes to the *Administrative Policy and Procedures Manual*, the *Supervisor's Guide to Performance Evaluation*, and the *Supervisor's Guide to Performance Appraisals*. The committee is charged with reviewing these prior to the next meeting, where they will be voted on prior to submitting to Branch leadership. Comments should be emailed to Paul Bourdoulous.
8. Esther Harris reported that Troy Brown gave a presentation on Cultural Competency at the Jury Seminar. She reported that it was very well received and that the attendees wanted more on the subject. Judge Robinson noted that a presentation for the Connecticut Bar Association was being developed.
9. The August 2012 meeting was cancelled by Judge Robinson, with the time to be spent by members in review of the materials distributed and in development of the CC 101 course. The next meeting will be September 21, 2012, at 10:00, in Room 204 at 225 Spring Street, Wethersfield.

The meeting was adjourned at 11:55 a.m.