

Minutes

Public Service and Trust Commission Advisory Committee on Cultural Competency Survey / Focus Group Subcommittee September 9, 2011

The Advisory Committee on Cultural Competency, Survey/Focus Group Subcommittee met at 225 Spring Street, Room 133, Wethersfield, on September 9, 2100.

Those in attendance were: Eileen Meehan, Chair, Paul Bourdoulous, Troy Brown, Esther Harris, and Richard Loffredo.

The meeting began at 10:10 a.m.

1. The subcommittee accepted the minutes of the June 6, 2011 meeting.
2. The group gave its approval to the June 16th draft of the focus group questions.
3. The group finalized the facilitator pairings. Eileen Meehan, Esther Harris, and Paul Bourdoulous will extend invitations to those suggested who are not members of the committee.
4. The group revised the schedule, recommending that the focus groups be held in late October and November, with the data analyzed and collated in December, to complete the task by the end of the year. The email to Executive Directors and then to Branch staff, having been approved, will go out as soon as possible.
5. The approach to scheduling and holding the focus groups was discussed; it was proposed to decentralize the functions so that each pair of facilitators would be responsible for the scheduling of the line staff focus group within a district. Focus groups for supervisors will be at three centralized locations.
6. Facilitator training was discussed and a proposal finalized. The group proposes to conduct facilitator training at the regularly scheduled main group meeting of October 21, with a four hour block of time, from 9:30 to 1:30 to be used. Facilitator Trainers Troy Brown and Paul Bourdoulous were identified. The format is to conduct a dry run of the focus group questions, with a following debriefing to emphasize learnings and to give feedback about the proposed focus group content. The importance of giving ground rules/information to the facilitators was emphasized, including what information is hoped to be developed from the focus groups.
7. The next meeting is scheduled for September 29, 2011, at 10 o'clock, at 225 Spring Street, Wethersfield, Room 133.
8. The meeting adjourned at 11:40 p.m.