

Minutes

Public Service and Trust Commission Advisory Committee on Cultural Competency Survey / Focus Group Subcommittee April 14, 2011

The Advisory Committee on Cultural Competency, Survey/Focus Group Subcommittee met at the CSSD Training Academy, Room 413, 185 Main Street, New Britain on April 14, 2011.

Those in attendance were: Troy Brown, Carl Cicchetti, Laura DiFelice, Rena Goldwasser, Esther Harris, Richard Loffredo, and Shawna Woodard.

The meeting was called to order at 2:16 p.m.

1. The subcommittee reviewed the decisions reached at the April 7 subcommittee meeting, concerning the recommendations which will be presented to the full committee:
 - a. Internal focus groups will be conducted, and the data collected used to develop the internal survey;
 - b. External focus groups to be conducted after the survey
 - c. Internal focus groups to cover approximately 10% of staff or 400 employees.
2. The subcommittee discussed the composition of the focus groups. Supervisors and line staff would be placed in different groups. Two facilitators per group would be assigned and could be from different divisions. The pros and cons of mixing divisions within a focus group were discussed, with the final decision left open. It was decided to recommend that all branch staff (except judges) be invited to participate. It is recommended that the invitation be sent in an email from the executive directors or the Chief Court Administrator. The focus group may run 2 to 3 hours, expecting a half day block for each group. The focus groups will be regionalized to minimize inconvenience and travel time for field staff.
3. The subcommittee recommends that the members of the full committee be designated as facilitators, augmented by Branch staff if necessary. The subcommittee recognized that training of facilitators was necessary and critical, but how to provide this training was discussed at length. Two options emerged: one would acquire training from a vendor, and the second would develop the training in house. The first option would allow the subcommittee to train facilitators and run the focus groups starting in the summer; the second, while avoiding expenditure of funds, would require development of the facilitator training in house, which would delay the focus groups until after Labor Day. The two options will be presented to the full committee.
4. The subcommittee recognized that a person would have to be assigned to coordinate the scheduling, group assignment, and to collate the information developed by the group.

5. The subcommittee tentatively agreed to meet on April 28, 2011.
6. The meeting adjourned at 4:00 p.m.