

**Minutes**  
**Public Service and Trust Implementation**  
**Diversity in the Branch Workplace Committee**  
**December 30, 2008**

The Diversity in the Branch Workforce Committee of the Public Service and Trust Commission met in the 4<sup>th</sup> floor conference room at 90 Washington Street on December 30, 2008 at 1:30 p.m.

Those in attendance:

Linda A. Dow, Counsel, Human Resource Management (Chair)  
Eileen L. Finn, Deputy Director, Information Technology Division  
Eileen Meehan, Personnel Manager, Human Resource Management  
Hilda Nieves, Regional Manager, Adult Probation and Bail  
Robyn N. Oliver, Program Manager, Volunteer and Intern Program  
Dean Dello Iacono, Program Manager, Human Resources, CSSD

The meeting was called to order at 1:40 p.m. by Linda Dow.

The first agenda item was the review and acceptance of the meeting minutes from December 10, 2008. The minutes were accepted as submitted.

The second agenda item was the vote on recommendations that will be included in the committee's final report. The committee engaged in a lengthy discussion and agreed on the following revised list of recommendations:

1. Address issues of cultural competency through training for new and existing employees.
2. Provide training to administrative and middle management staff relative to consistent hiring practices.
3. Develop a centralized training program for Affirmative Action Coordinators to ensure consistent Branch wide training when recruiting new Affirmative Action Officers. Offer refresher training and report any issues that arise.
4. Develop questions to include on the interview form that will measure the cultural competency of an applicant or the ability for an applicant to become culturally competent.
5. Identify applicants that are fluent in a language other than English as part of the application process. This recommendation will be referred to the Committee on Limited English Proficiency.

6. Evaluate and develop methods to retain employees hired at the entry level and provide opportunities to enhance their career mobility.
7. Promote careers with the Judicial Branch at Connecticut high schools, business schools, technical schools, career academies and colleges through the development of class materials and a speaker's bureau for classrooms and assemblies. Assemble a pool of Judicial Branch employees that would be accessible to the Volunteer/Intern Coordinators to make presentations.
8. Update the "Guidelines for Effective Interviews" to include instructions for the new evaluation form and cultural competency questions. Conduct training on the use of the new interview forms and include information on the types of questions to ask during the interview process.
9. Develop a system to collect and determine distribution of the following:
  - Branch workforce data
  - Data concerning the population served
10. Conduct a survey of Judicial Branch staff to identify the areas employees think are in need of improvement in relation to cultural competency.

Committee members reviewed an analysis of the Support Enforcement workforce to population served. Members determined the available information was limited and inadequate to draw any conclusion.

Eileen Meehan distributed "Strategic Planning Sub-Committee Updates". Committee members discussed these updates. The next Public Service and Trust Commission meeting will be on January 29, 2009 at 3:00 p.m. and will include a review of progress and reports by Judge Carroll.

Hilda Nieves distributed the 4<sup>th</sup> edition APPFS Performance Based Standards. This information was also discussed by the committee.

Linda Dow reported that a process will be reviewed to handle complaints from the public.

A recommendation was made to add a section to the Judicial Branch Online Application asking applicants to disclose their primary language in order to receive more data on the applicant pool.

Committee members were asked to email outcome indicators to Michele Cruz by January 13, 2009.

The next meeting will be on Tuesday, January 20, 2009 at 1:30 p.m. in the 4<sup>th</sup> floor conference room at 90 Washington Street in Hartford.

The meeting adjourned at 3:30 p.m.