

Education, Training and Technology Committee Minutes

Brevard Healthcare Workforce Consortium

August 15, 2017, 8:00 – 10:00 a.m.

Attendees:

Diana Brimo (Keiser University), Janice Scholz (Brevard Public Schools – Career and Technical Education), Melanie Shatzer (Health First), Heidi Kuchenbacker (Hibiscus Court), Carol Watson (Harris Casel Institute), Crystal Post (Career Source Brevard), Antoinette Broomfield (Career Source Brevard), Michelle Jones (CareerSource Brevard), Sheryl Cost (Career Source Brevard) and Megan Cochran (Career Source Brevard).

Not In Attendance:

Karen D’Arceuil (Brevard Public Schools – Adult Education), Shannon Cathcart (Wuesthoff Health System), Karolena DeClecq (Aging Matters), Sanjay Gopal (Sanvis Health LLC), and Cindy DePina (Parrish Medical Center).

Order of Business

Roll Call and Introductions – Megan Cochran

Survey Results Review and New Surveys

The Behavioral Based Expectation Survey results were reviewed ([link to survey results http://takeaimbrevard.com/wp-content/uploads/2017/07/Behavioral-Based-Expectations-Survey-080217.pdf](http://takeaimbrevard.com/wp-content/uploads/2017/07/Behavioral-Based-Expectations-Survey-080217.pdf)). There were 8 survey responses. Information to include desired behaviors and recommended interview questions and answers were on the survey. Committee members agreed this is a valuable tool to help students prepare for interviews. This would also help students better understand expectations. Discussion continued regarding interviews should be considered more of a conversation to insure this is a good fit for not only the employer, but the candidate and the candidate should have questions prepared as well. Sheryl highlighted the Optimal Resume resource available through CSB, which also includes an interviewing feature that will video responses to questions so the individual can review and see how they performed. Here is the link <https://careersourcebrevard.optimalresume.com/>

Healthcare Vacancy Baseline and Benchmarks Survey results were reviewed ([link to survey http://takeaimbrevard.com/wp-content/uploads/2017/07/Healthcare-Vacancy-Baseline-and-Benchmarks-Survey-Remove-Names-080217.pdf](http://takeaimbrevard.com/wp-content/uploads/2017/07/Healthcare-Vacancy-Baseline-and-Benchmarks-Survey-Remove-Names-080217.pdf)). There were 6 responses represented from Hospital, ALF, Home Health Agency, Home Companion Agency, and a Community with Skilled Nursing, Rehab, Long Term Care, ALF and Independent residents. Information gleaned from the survey included vacancy data, reasons for turnover and cost of turnover.

The Healthcare Industry Exploration Opportunity Survey was sent out on 8/15/17. This survey will reveal opportunities for shadowing, volunteer and entry level employment for individuals younger than 18 and 18 or older.

Educational Capacity vs Enrollment in Healthcare Programs needs to be updated with fall enrollment information. Information will be reviewed at future meetings for goal measures and planning purposes.

Curriculum Contacts Meeting Update

Janice Scholz provided an overview of the Curriculum Contacts Meeting with Brevard Public Schools since employer partners were not in attendance for the last meeting. Approximately 40-45 Assistant Principals (27 schools) visited Knights Armament for the manufacturing sector and Port Canaveral for the Maritime industry. Each location held an industry panel of people to talk about employment expectations, who they are looking for, what skills are needed, hot jobs, issues with new employees. These meetings were followed by a tour, lunch and after lunch a question and answer session. She wanted this meeting replicated in the healthcare industry. Melanie Shatzer (Health First) and Heidi Kuchenbacker (Hibiscus Court ALF and Memory Care) agreed to co-host the meeting to take place on February 8, 2018. Heidi believes that both host sites will demonstrate a continuum of care. ET&T Committee Members will assist as volunteers for the event and help with planning as needed.

Update -Healthcare Career Exploration Event

Sheryl Cost and Antoinette Broomfield provided an update on the Career Exploration event held on 7/25/17. Health First, Eastern Florida State College, Keiser University and Harris-Casel Institute participated. Twenty seven career seekers attended the event. They learned about in demand occupations in healthcare (clinical and non-clinical), available training programs, career pathways, labor market statistics and scholarship resources. Attendees engaged with all presenters. Diana Brimo (Keiser U) and Carol Watson (Harris-Casel Institute) reported attendees also showed for follow up appointments. All saw value in this event and future plans will be made to hold this at CSB in Palm Bay and will be renamed Healthcare Educational Showcase.

Megan reported that Teri Jones with Macedonia Education Technology and Career Academy (formerly known as Pastor's Alliance), is a Consortium partner who has been serving on the Soft Skills committee. Seeing the need for nursing, they developed the Elderly Compassionate Care program to connect individuals to short term healthcare training and employment. They have held recruitment sessions to connect individuals for HHA, CNA and LPN to scholarships

through CSB and Community Action Agency. CSB submitted a grant for more nursing training scholarship funds to continue this initiative.

Diana reported Keiser University had an open house, one of four per year. All agreed this may be a good way to build awareness for training programs. Melanie and Sheryl reported on a convention they attended where parents were given information on occupational needs to help encourage their children to pursue careers in those occupations. Antoinette mentioned she receives the “Peach Jar” email communications from the middle school her son attends and this may be an opportunity to reach parents.

Megan requested training collateral for CSB locations.

October 5 Brevard Healthcare Workforce Consortium meeting preparation

Theme is training related (individual and employer based, apprenticeship). Educational partners will have tables. Recommendations were made to have a trivia game as an icebreaker, like which school offers 911 operator training? It was also recommended to share success stories. Janice Scholz will report out on behalf of the committee for the Consortium meeting. It was mutually decided the committee does not need to meet again prior to the Consortium meeting.

Action Plan Development – Megan Cochran

- Megan Cochran send out the Educational Capacity vs Enrollment in Healthcare Programs to educational partners for fall enrollment figures.
- Megan Cochran will connect Janice Scholz, Melanie Shatzer and Heidi Kuchenbacker through email so they can move forward with planning.

EDUCATION, TRAINING AND TECHNOLOGY COMMITTEE ACTION PLAN August 15, 2017

Issue	Desired Outcome	Performance Measures	Challenges	Strategies and Timeline
Current Brevard pipeline of CNAs, LPNs and RNs does not produce enough talent to fill local employer needs.	A robust pipeline of talent for all levels of care in Brevard County.	Nursing Assistant programs will be at maximum capacity in student acceptance levels in Brevard County by July 2018 <ul style="list-style-type: none"> • Conduct Educational Capacity vs. Enrollment in Healthcare 	Discouraging preceptors/poor clinical experiences	<ol style="list-style-type: none"> 1. Shadowing experiences <ol style="list-style-type: none"> a. The Healthcare Industry Exploration Opportunity Survey (formerly known as the Job Shadowing and Volunteer Opportunity Survey) will be sent out August 15, 2017 b. The results will be compiled and presented at the next committee meeting 2. Web-based interactive career map for nursing

		<p>programs survey in August 2017 and January 2018</p> <ul style="list-style-type: none"> • Need performance measures for LPN and RN 		<ol style="list-style-type: none"> a. Formation of a Career mapping team b. Link to a career pathway developed http://workforcesolutions.net/data-resources/career-pathways/ c. Committee will discuss who to target for team membership and how to move forward with Development <ol style="list-style-type: none"> 3. Mentors for New Employees, draft recommendation for future Consortium meeting 4. Develop Healthcare Career Exploration Opportunities <ol style="list-style-type: none"> a. CareerSource Brevard will host a Healthcare Career Exploration event b. BPS will invite the Consortium to the Curriculum Contacts Meeting from Brevard Public Schools to inform them about job openings, requirements and employment expectations
Issue	Desired Outcome	Performance Measures	Challenges	Strategies and Timeline
Retention of Healthcare-oriented students in Brevard County	Train in Brevard and stay in Brevard to work	<p>Benchmarks need to be established prior to development</p> <ul style="list-style-type: none"> • Education partners will benchmark metrics related to location of students that trends can be identified and performance measures can be formulated 	Higher compensation and bonus packages outside of area	<ol style="list-style-type: none"> 1. Communicate how to compare compensation with cost of living for students who may be looking at relocation 2. Diploma nurse upgrades to BSN
			Recapturing students from Brevard who leave Brevard for education	<ol style="list-style-type: none"> 1. Work with County Commission, Tourism Board to market living in Brevard <ol style="list-style-type: none"> a. http://spacecoastedc.org/LivePlayHere 2. Look at other employer models for talent attraction
Issue	Desired Outcome	Performance Measures	Challenges	Strategies and Timeline

Alignment of Classroom Technology with Technology required in varying environments				Needs further development
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