

Education, Training and Technology Committee Minutes Brevard Healthcare Workforce Consortium

November 29, 2017, 8:00 – 10:00 a.m.

Attendees:

Diana Brimo (Keiser University), Janice Scholz (Brevard Public Schools – Career and Technical Education), Michele Thomas (Brevard Public Schools), Called-in: Melanie Shatzer (Health First), Ginger Kreigh (Health First), Carol Watson (Harris Casel Institute), Michelle Jones (CareerSource Brevard), and Megan Cochran (Career Source Brevard).

Not In Attendance:

Karen D'Arceuil (Brevard Public Schools – Adult Education), Shannon Cathcart (Steward Health Care), Karolena DeClecq (Aging Matters), Heidi Kuchenbacker (Hibiscus Court), Sanjay Gopal (Sanvis Health LLC), Crystal Post (Career Source Brevard), Cindy DePina (Parrish Medical Center), Antoinette Broomfield (Career Source Brevard), and Sheryl Cost (Career Source Brevard).

Order of Business

Roll Call and Introductions – Megan Cochran

Feedback from Brevard Healthcare Workforce Consortium

Committee members reviewed the small group discussion (<http://takeaimbrevard.com/wp-content/uploads/2017/10/Healthcare-Consortium-Group-Notes-October-2017.pdf>)

Regarding the soft skills feedback, Diana Brimo suggested that educational partners do stress soft skills in training, but it seems to count more when they hear the same thing from employers. Clinical experiences add value when students are shown they make a difference. The book Crucial Conversations was recommended.

Opportunities were recommended by the committee members that provide exposure to healthcare careers for students under age 18. They include virtual tours/online career shadowing of specific jobs, DECCA and HOSA, Middle School exploratory CTE classes (not mandatory), Health First offers shadowing for High School CTE students, Junior Achievement offers career shadowing and required volunteer hours for Bright Futures.

Consortium members expressed interest in apprenticeship for Medical Assistant. Research is being conducted and goal is to convene all interested in late January.

Grant Funding Awards – Nursing Career Pathway Training grant and Soft Skills grant

To address the need for nursing talent and fill educational programs offered that are not meeting capacity enrollments, CareerSource Brevard submitted a grant proposal and was awarded \$225,500 for scholarship assistance. The funding will train 23 individuals who have CNA certification/experience to become LPNs and also train 20 CNAs or PCAs. This effort should increase enrollments for the training programs, resulting in a larger talent pool for industry partners.

CSB Soft Skills Grant Roll-out:

Based on employer feedback from all industries, CareerSource Brevard received a Soft Skills grant. Here is information on the grant.

- eLearning program provided by a national authority on soft skills training in a digital platform that includes mastery assessment and certification
- A Pilot Assessment Panel from the regional chapter of the Society for Human Resource Management (SHRM) who will review 3 national programs, rate and recommend the best program for the pilot program. Recommended committee members who belong to SHRM to volunteer to be on the Assessment Panel.
- Career Center staff will take the training as part of their Professional Development and to better understand the value of the program when they engage with career seekers.
- Serve 500 unemployed customers with soft skills training, follow to employment then monitor retention, hope to see an increase in employment retention 20%

Healthcare Virtual Chat:

A Healthcare Career Chat was held on 11/8/17 at CareerSource Brevard center locations and Workforce centers in Texas. Teri Robotti volunteered and represented PSA Healthcare home health careers. Employers from Texas represented hospital careers and rehabilitation center careers. Virtual Career Chat was supplemented locally with handouts highlighting career exploration and training provider program information. In addition, follow up appointments to meet with a Staffing Specialist were provided for assistance with training and employment.

Educational Capacity vs Enrollment

The committee reviewed the Educational Capacity vs Enrollment Fall 2017 update summary <http://takeaimbrevard.com/wp-content/uploads/2017/12/Educational-Capacity-vs-Enrollment-Progress-Fall-2017.pdf>. Janice Scholz noted that the nursing assistant and practical nursing courses have declining enrollments, it does not appear that the EFSC enrollment figures take into account the Patient Care Tech programs offered to Brevard Public School dual enrolled students, which are at capacity and students are being turned away. It was encouraging to see increases in RN programs and other occupational training programs.

Curriculum Contacts Meeting Update

Planning Meeting Minutes <http://takeaimbrevard.com/wp-content/uploads/2017/11/Curriculum-Contacts-Meeting-Planning-Minutes.pdf>

Melanie Shatzer and Janice Scholz provided an update on the planning for the curriculum contacts meeting (see attached plan). Janice explained Assistant Principals and Curriculum Staff have held their meetings with Knights Armament (manufacturing sector) and Port Canaveral in the past and this year's focus will be on the healthcare industry. Melanie reviewed the proposed agenda for the meeting and provided details. The panel will highlight organizational departments to include physicians and nurses, medical group, IT, Dietary and Culinary. Panelists will inform about their personal work history, department career pathways and skills/credentials needed. Other departments will be highlighted in the hospital tour and speed sessions.

Education, Training and Technology committee members are encouraged to volunteer for this event. The meeting will be held on February 8, 2018, 8am -2pm. If you are able to participate, please contact Megan Cochran, mcochran@careersourcebrevard.com or 321-394-0543.

CareerSource Suncoast – Long Term Talent Pipeline Strategy

Committee members viewed the CareerSource Suncoast, State of Students Survey <http://files.constantcontact.com/339ec337501/f93e5e13-20fb-4de3-af23-a9207c052cfe.pdf> which measures student perception on college and career decisions. The survey revealed that parents are the most influential when it comes to making college and career decisions. Over 70% of students intend to pursue a bachelor's degree and most students begin thinking about careers in Middle School. As we are looking to address our future talent pipeline needs, we need to inform parents and educators about alternative post-secondary training to include certifications and associate degree programs that facilitate career entry options. We also need to look at ways to highlight career opportunities to students. Janice suggested in high school, the Career Research and Decision Making course is offered and there may be opportunity to engage the program.

The committee then viewed the State of Jobs Conference video State of Jobs Conference <https://www.youtube.com/watch?v=qdfxSxVQW-g> as an example of exposing 10th graders to selected industry sectors for career exploration.

Spring Brevard Healthcare Workforce Consortium Planning

The next consortium meeting will be held in early March 2018 time frame. The topic of nurse retention will be addressed. Committee members recommended we have a panel of healthcare students provide feedback on their perceptions of employment. They also recommended to discuss retention concerns in breakout sessions.

Job Fairs

Keiser University and Harris Casel-Institute offers job fairs for their graduating students. CareerSource Brevard offered to assist Brevard Public Schools with a job fair for their graduating healthcare students. Sheryl Cost will assist Janice Scholz with plans for the job fair in the Spring of 2018.

Action Plan Development

- Committee members will engage students and employers in preparation for the next Brevard Healthcare Workforce Consortium meeting.
- Reach out to the Career Research and Decision Making class teachers to see how we can inform about healthcare industry.

Next Meeting

January 10, 2018, 8am – 10am

EDUCATION, TRAINING AND TECHNOLOGY COMMITTEE ACTION PLAN November 29, 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.	<p>Nursing Assistant programs will be at maximum capacity in student acceptance levels in Brevard County by July 2018</p> <ul style="list-style-type: none"> • Conduct Educational Capacity vs. Enrollment in Healthcare programs survey in October 2017 and April 2018 • Need performance measures for LPN and RN 	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 <ol style="list-style-type: none"> a. Formation of a Career mapping team – may have assistance from Health First departments in preparation for Curriculum Contacts meeting b. Link to a career pathway developed http://workforcesolutions.net/data-resources/career-pathways/ c. Committee will discuss who to target for team membership

				<p>and how to move forward with Development</p> <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 3. Feedback loop survey for BPS and Post-Secondary Students – Megan create survey for Spring 4. Job Fair, Brevard Public Schools Health Sciences Academy
			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				Needs further development

environment s				
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