

Soft Skills Committee Minutes

Brevard Healthcare Workforce Consortium

November 15, 2017, 9:00 – 11:00 a.m.

Attendees:

Dr. Murielle Pamphile (Keiser University), Wayne Brown (Eastern Florida State College), Cindy Mitchell (Visiting Angels), Linda Cobb (The Coaching Co.), Caryn Cowles (Visiting Angels), Ahmanee Collins-Bando (CareerSource Brevard), Antoinette Broomfield (CareerSource Brevard), Sheryl Cost (CareerSource Brevard), Michelle Jones (CareerSource Brevard), and Megan Cochran (CareerSource Brevard).

Not In Attendance:

Karolena De Clercq (Aging Matters), Dr. Barbara Clift (BPS-Adult Education), James Carlson (Brevard Family Partnership), Debra Wallace (Vista Manor), Dr. Paulette Howell (Eastern Florida State University), Lee-Ann Levasseur (Wuesthoff Health System), Kathleen Werbicki (Courtenay Springs Village), Corendia Tinsley (Macedonia Education Technology and Career Academy), Mary Jane Brecklin (Health First), Jerry Phillips (Macedonia Education Technology and Career Academy), Kara Anderson (Simplifying Senior Living), Teri Jones (Macedonia Education Technology and Career Academy), Teresa Sykes (Aging Matters) and Caroline Joseph-Paul (CareerSource Brevard).

Order of Business:

Introductions: Committee Members introduced themselves and welcomed three new members.

Feedback from Brevard Healthcare Workforce Consortium:

- Small Group Discussion- <http://takeaimbrevard.com/wp-content/uploads/2017/10/Healthcare-Consortium-Group-Notes-October-2017.pdf>

Committee members reviewed the small group discussion from the October 5 Consortium meeting and added to the conversation.

- Impacts from Hurricane Irma

- EFSC lost 45 students, used student loans money to rebuild after Irma
- Keiser University teachers extended deadlines and held food drives, etc. to help students
- Visiting Angels – got beachside clients to hotels
- Hurricane Maria evacuees looking for jobs and resources

-Soft Skills discussion feedback was reviewed by committee members.

- Wayne Brown asked, how are we contributing to the soft skills problem? Are people in management setting the right example for the younger generation?

When soft skills are lacking, people “get hurt.” Institutional improvements must also be made.

- Linda Cobb suggested leadership is an element that should be addressed, that expectations at the leadership level are not always realistic.
- Dr. Pamphile agreed in the importance of getting leaders out into the field. She recommended reading the book Good to Great by Jim Collins
- Based on the conversation, a determination was made that Leadership training is a new focus that the Soft Skills Committee would like to address. In addition, the committee would like to explore promoting soft skills to K-12 students.
- Cindy Mitchell explained with home care agencies, nurse registries are independent contractors and in this setting, training is not permitted.

-Event Survey Feedback- <http://takeaimbrevard.com/wp-content/uploads/2017/11/Brevard-Healthcare-Workforce-Consortium-Meeting-Survey.pdf>

The Consortium meeting survey was reviewed by committee members. Overall, attendees enjoyed the meeting format and speakers. Recommendations for the next Consortium meeting:

- Ice breaker
- Hold the meeting in early March
- Retention-related guest speaker

CareerSource Brevard Grant Funding Awards for Nursing Scholarships and Soft Skills Grant

- Based on Consortium staffing needs and educational program capacity vs enrollment, a grant was submitted and awarded to provide \$225,500 in WIOA scholarship funds to train CNAs to become LPNs and then backfill by training CNAs or PCAs. Macedonia Education Technology and Career Academy (Elderly Compassionate Care) will be helping to recruit candidates for training. Training providers include Eastern Florida State College, Harris-Casel Institute and Keiser University. Scholarship students will also be required to take soft skills training through employflorida.com and workshops presented by CareerSource Brevard. Feedback was provided by the Staffing Committee to assess suitability of candidates to insure successful outcomes.
- Based on feedback from all industry sectors a grant was submitted and awarded to review soft skills web based training programs. Local SHRM and the Soft Skills Committee will have the opportunity to try soft skills training programs from different vendors in order to determine the preferred mechanism for soft skills training. Once determined, 500 unemployed candidates will take the training and be followed to employment to see if this impacts employment retention.

New Action Items

- Soft Skills Tool Box Development – Ongoing
- Suitability for Scholarship Funding (from Staffing Committee)
 - CareerScope assessment tool is being used to aid in determining scholarship suitability
- Soft Skills Grant Training Program Evaluation
- Chick-fil-A Customer Service Standard (from Staffing Committee)
- Leadership Training
- Promoting Soft Skills to K-12 Students

Next meeting 12/6/17

SOFT SKILLS COMMITTEE ACTION PLAN

November 15, 2017

Issue	Desired Outcome	Performance Measures	Challenges	Strategies and Timeline
<p>Increase interpersonal skills/work readiness skills in current and future workforce</p>	<p>Improvement in customer satisfaction and better patient outcomes</p>	<ul style="list-style-type: none"> • Decrease in overall turnover rate within the first 90 days of employment • (Number to be identified) improvement in time to placement upon graduation/ completion from training/ educational program (educational partners) • 5% increase on consumer satisfaction 	<ul style="list-style-type: none"> • Coordination of training among education, workforce and industry • Cost of training integration into all educational and workplace settings 	<ol style="list-style-type: none"> 1. Maintain the Soft Skills toolbox that employers can access <ol style="list-style-type: none"> a. Focus on improving employability skills for CNA, HHA and PCT roles b. Employers can access resources on the www.takeaimbrevard.com site 2. Survey employers after placement <ol style="list-style-type: none"> a. Recommendation for educational partners when following up on student placement with employers at the 6 month mark to pose a question like “Is this employee serving consumers in a respectful and compassionate manner?” to identify any trends and to drive

		<p>may be another performance measure</p>		<p>curriculum adjustments as necessary</p> <ol style="list-style-type: none"> i. This will be a formal recommendation to the consortium. <ol style="list-style-type: none"> 3. Soft Skills Grant Resource Evaluation. 4. Employer leadership development to promote a culture for soft skills.
			<ul style="list-style-type: none"> • Faculty and Student Buy-In to increase participation in currently offered soft skills training provided by educational institutions 	<ol style="list-style-type: none"> 1. Highlight the importance of soft skills required for occupational success. 2. Challenge Identified: Assessing career-seekers' soft skills to evaluate suitability for healthcare employment <ol style="list-style-type: none"> a. Prove It has potential assessments b. What other ways can we assess career seeker soft skills? 3. Recommendation to the Brevard Healthcare Workforce Consortium on April 25, 2017 that member healthcare employers partner with member educational institutions, CareerSource Brevard and community-based organizations to integrate employer visits to educate students/participants regarding employer behavioral-based expectations <ol style="list-style-type: none"> a. Healthcare Career Exploration Workshop b. Virtual Tour 4. Explore inclusion of soft skills necessary for career success in educational program promotional materials to align with recommendation to the Consortium for employers to list soft skills as

				leading indicators – Future Committee Meeting.
--	--	--	--	---