



## Brevard Healthcare Workforce Consortium Meeting Summary

March 7, 2018

Held at Bill Posey Conference Center, Viera, FL

### Overview:

Healthcare industry representatives, educational partners, workforce development entities and other community stakeholders have come together to form the Brevard Healthcare Workforce Consortium (BHWC) to develop a local healthcare sector strategy to identify and implement actionable strategies to strengthen the **local healthcare talent pipeline**. The meeting was attended by 46 participants representing 30 organizations. 12 attendees expressed interest in serving on one or more BHWC committees. The information below is a summary of this meeting.

**Information Tables:** There were three information / resource tables. Providers included Florida Center for Nursing [www.flcenterfornursing.org](http://www.flcenterfornursing.org), Macedonia Education Technology and Career Academy – Elderly Compassionate Care Program (METCA-ECC) [www.metcaecc.org](http://www.metcaecc.org), and Serving our Sisters Spiritual Food, Inc. [www.servingoursistersspiritualfood.org](http://www.servingoursistersspiritualfood.org),

**Overview of committee activities and recommendations to the Consortium:** Introductions, Megan Cochran, CareerSource Brevard (CSB), Healthcare Sector Strategist

- Introduced Sheryl Cost, CSB Business Liaison as the main contact for Business Services, [scost@careersourcebrevard.com](mailto:scost@careersourcebrevard.com) or 321-394-0523
- Introduced Teri Jones with METCA-ECC, who provided an overview of the organization and announced fund raising efforts through the Community Thrives program <https://www.crowdrise.com/o/en/campaign/elderly-compassionate-care>
- **Staffing Committee Report** – Jeff Jurinak, Health First, Senior Talent Acquisition Manager
  - Interviewed Mike Urso, Owner/Operator, Chick-fil-A Viera for insight on the Chick-fil-A customer service model.
  - Introduced Gary Sulski, CSB I.T. Sector Strategy Program Manager, who provided information on the America’s Promise Grant, which has funding for training related to I.T.
  - Provided updates on the committee’s talent pipeline initiatives
- **Education, Training and Technology Report** – Megan Cochran provided an update on behalf of the committee.
  - Reviewed the Educational Capacity vs Enrollment data, which factored in receipt of the Nursing Career Pathway Training Grant award of \$255,000 in scholarships



for Certified Nursing Assistants (CNAs) to train to become Licensed Practical Nurses and also provides scholarships for CNA training

- Introduced Vicki Huffman, CTE Teacher with Brevard Public Schools, who provided an overview of the BHWC Partnership for the Curriculum Contacts meeting, which was hosted by Health First, supported by CSB and Hibiscus Court Assisted Living, highlighting careers in healthcare
- Informed the BHWC that many CNA graduates quit their jobs within 30 days of employment – seeking recommendations to improve retention
- **Soft Skills Committee Report** – Wayne Brown, Eastern Florida State College (EFSC), Program Manager Health Sciences
  - Soft Skills Tool Box for employers ([takeaimbrevard.com/healthcare/resources](http://takeaimbrevard.com/healthcare/resources))
    - New resource added, Healthcare Competency Models
  - Recommendation from October 5 Consortium, colleges need to be ready for students
    - Provided update on EFSC Skills Shops
  - Introduced Foy Staley, CSB Training Project Specialist, who informed about the Soft Skills Training Pilot Program, which includes mastery assessment and certification, to help job seekers attain skills and also help business

**Guest Speaker**, Linda Cobb, Executive Coach, [www.lindacobb.com](http://www.lindacobb.com)

- **Practices to Install Soft Skills in the Workplace** – presented helpful information on coaching skills for supervisors and covered topics including coaching tools, the change cycle, how to set a boundary, how to address a problem, prioritize in 3's, and more.

**Large Group Discussion** was held in lieu of small group guided discussions due to the limited time remaining for the meeting. Group discussion feedback notes were taken to guide the continued work of the BHWCs committees. Surveys were received and tabulated and results are posted on the [takeaimbrevard.com/healthcare](http://takeaimbrevard.com/healthcare) page.

For additional information about this meeting visit: <http://takeaimbrevard.com/healthcare/>. To join the Brevard Healthcare Workforce Consortium or a committee, please contact Megan Cochran, CareerSource Brevard Healthcare Sector Strategist, at [mcochran@careersourcebrevard.com](mailto:mcochran@careersourcebrevard.com) or 321-394-0543.