

Soft Skills Committee Minutes

Brevard Healthcare Workforce Consortium

June 13, 2018 9:00 – 11:00 a.m.

Attendees:

Wayne Brown (Eastern Florida State College), Caroline Joseph-Paul (CareerSource Brevard), Michelle Jones (CareerSource Brevard), Foy Staley (CareerSource Brevard), Dr. Murielle Pamphile (Keiser University), Teri Jones (METCA – Elderly Compassionate Care Program) Richard Rossell (Health First), Sheryl Cost (CareerSource Brevard) and Megan Cochran (CareerSource Brevard).

Order of Business

Introductions: Committee Members introduced themselves.

Career Source Brevard Soft Skills Grant – Foy Staley

Progress Update

- 70 completed and passed assessment, received credential
- Reselling of the program –some changes – business must have minimum of 50 users and cost is \$20 per person, credential exam extra, good through 10/31/18
- Presentations given to Adult Ed and AARP
- Outreach to Eckerd's, Brevard Alliance, Sharing Center

Goals for end of June

- Total completers 100 per month and 500 by October 31
- Outreach efforts increase to libraries, job fairs
- Marketing approvals for promotional products

Challenges

- Faith Based Organizations – low response
- Guidance Counselors on Summer Break
- Spanish speaking barriers for courseware
- Basic computer skills lacking
- Low enrollment for outreach due to summer Break

Follow up

- Employer evaluation (survey monkey) will measure retention effectiveness
- Employee survey follow up on what they retained and applied

After the presentation, Richard Rossell recommended the Catholic churches may be a good partner since they have business offices. Megan Cochran offered use of the Skills Commons free computer training resource to prepare individuals with limited computer skills

<http://support.skillscommons.org/showcases/open-courseware/dev-ed/basic-computer-skills-course/> . Wayne Brown suggested an additional question be added to the employer survey, “if

employee left, why did they leave?” Finally, a recommendation was made to Sheryl Cost to see if the Soft Skills training can be part of the On the Job Training (OJT) eligibility process. Sheryl provided an explanation of OJT where employers hire a candidate who does not meet all the required skills and trains them and is eligible to receive a cost reimbursement for the extraordinary cost of training. Here is a link with more information <https://careersourcebrevard.com/business-services/training-programs/ojt-faq-for-employers> .

Updates from Committee Partners

Richard Rossell informed Health First had a recruiting event at the Cape Canaveral Hospital and 65 attended and 18 were hired. Some attendees were not prepared, one brought their dog, another brought their baby and several did not know what they wanted to do.

Florida Skills Gap and Job Vacancy Data

Megan Cochran shared the Florida Skills Gap and Job Vacancy Data with the committee

http://lmsresources.labormarketinfo.com/skills_gap/index.html .

- Report can be selected statewide or by workforce regions (CareerSource Brevard)
- Lists job vacancy data by industry, occupation group and top occupations
- Skill gaps measured by soft and hard skills
- Soft skills fell under the headings of Reliability and Time Management, Communication, Leadership, Problem Solving and Other
- Hard Skills included Math, IT, Workplace and Other
- The top healthcare occupations experiencing skill gaps in Brevard County was Nursing Assistant, with the highest skill gaps represented by Reliability and Time Management, Communication and IT skills

Wayne Brown was concerned that lack of communication can contribute to medical errors. Dr. Pamphile affirmed that communication and team work are addressed in clinicals. Teri Jones attributed some of the Nursing Assistant vacancies to retail entry wage increases for Walmart, Hobby Lobby and Chick-fil-A starting from \$12-\$15 per hour. Several agreed that employee turnover can often be attributed to the direct supervisor.

Employer Leadership Development – Pre-screening for Soft Skills

- The committee reviewed job descriptions that included culture and soft skills and determined they were good examples.

- Employers have the ability to screen for soft skills during the interview process by crafting behavioral questions and throwing in unexpected questions. An example question could be, “Give me a couple of examples of showing kindness and consideration to your colleagues.”

Next meeting August 2, 2018 and will include planning for the Brevard Healthcare Workforce Consortium meeting scheduled for August 28th.

SOFT SKILLS COMMITTEE ACTION PLAN

June 13, 2018

Issue	Desired Outcome	Performance Measures	Challenges	Strategies and Timeline
Increase interpersonal skills/work readiness skills in current and future workforce	Improvement in customer satisfaction and better patient outcomes	<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 may be another performance measure 	<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 c. Include Win Essential Skills flyer 2. Survey employers after placement <ol style="list-style-type: none"> a. A survey will be conducted as part of the soft skills grant for employers who hire credentialed individuals. b. Job vacancy and skills gap survey link: http://lmsresources.labormarketinfo.com/skills_gap/index.html 3. Employer leadership development to promote employee retention and a culture for soft skills. A presentation will be made at

				<p>the March 2018 Consortium meeting.</p> <p>4. Help employers craft job descriptions that include purpose and soft skills instead of just listing tasks.</p>
			<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. Use behavioral based questions in job interviews. 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 Career Chat 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.