

# Soft Skills Committee Minutes

## Brevard Healthcare Workforce Consortium

October 25, 2018 9:00 – 11:00 a.m.

### **Attendees:**

Wayne Brown (Eastern Florida State College), Michelle Jones (CareerSource Brevard), Foy Staley (CareerSource Brevard), Keith Howell (Keiser University), Teri Jones (METCA – Elderly Compassionate Care Program) Richard Rossell (Health First), Alex Johnstone (SOSSF), Sheryl Cost (CareerSource Brevard), Cindy Mitchell (Visiting Angels), Julie Lombard (Nurse Educator), Tonya Holder (Adult Ed), Laurie Meggesin (FCAN) and Megan Cochran (CareerSource Brevard).

### **Order of Business**

**Introductions:** Committee Members introduced themselves.

### **Updates from Committee Members:**

- Keith Howell informed Keiser University is raising money for Hurricane Michael relief. Their goal is to raise \$3,000 by December. He also reported they had 200-300 people attend their open house and more to come.
- Julie Lombard found about the committee through Foy Staley and has a background in Nurse Education in both college and high school.
- Wayne Brown informed the nursing programs now include soft skills module that is mandated. An example is to consider if this career is right for you and you must have tough skin because there are no pats on the back beyond academics.
- Richard Rossell was part of a panel presentation for the AARP 50+ Back to Work program. He found the mature individuals are more prepared with soft skills and found two potential job candidates for Health First.
- Cindy Mitchell stated it takes 2-3 months to get someone work ready and is finding individuals can't afford CPR and recertification. Sheryl Cost advised her to refer to CSB for assistance.
- Alex Johnstone shared an experience where she visited a facility in her Ombudsman role and a CNA was on her cell phone and opened the door (poor customer interaction). Alex was able to follow up with the administrator, and emphasized the continued need for soft skills training.
- Tonya Holder shared she wants to make sure graduating students are prepared and appreciates the partnerships she has with CSB staff and welcomes partnerships to help prepare students.
- Teri Jones provided an update on her August CNA and LPN training candidate recruiting event.
  - CNAs – 30 recruited, 16 participated in the TABE Boot Camp and 8 will begin CNA training on 10/29/18
  - LPNs – 47 recruited, 21 participated in the TABE Boot Camp and 15 will be ready for the TEAS Boot Camp

**Local College Access Network** – Laurie Meggesin, Executive Director, Florida College Access Network

Laurie Meggesin explained the mission of the Florida College Access Network and their vision is at least 60% of working age Floridians will hold a high quality post-secondary degree or credential by 2025. Most recent data shows Brevard is at 42% and subsequent data showing earnings by training. Here is a link to the presentation <http://takeaimbrevard.com/wp-content/uploads/2018/11/CareerSource-Brevard-Mtg-Oct.-25-2018.pdf> .

Laurie provided information on what Local College Access Networks are and how they coordinate and align programs and resources to promote a collective impact. She provided an example of how the FutureMakers Coalition worked together to address a workforce shortage (<http://takeaimbrevard.com/wp-content/uploads/2018/11/fmccasestudy95.pdf> ).

Wayne Brown highlighted EFSC's initiative to increase enrollment and retention rates of minority males and said you must first identify what the issues are and then inform all faculty institution wide.

For homework, the committee will evaluate our readiness to start a Local College Access Network for Brevard by completing the Community Readiness Assessment <http://takeaimbrevard.com/wp-content/uploads/2018/11/LCAN-readiness-assessment-11-2017.pdf> .

### **Career Source Brevard Soft Skills Grant – Foy Staley**

#### Progress Update

#### Our Numbers:

- 322 completers
- 62 employed since April
- 9 surveys returned by employees (high scores)
- 2 returned by employers
- last day surveys showing immediate feedback are all positive!

#### Outreach Efforts:

- New strategies to partner with local libraries
- Vocational Rehab
- More Recruiting Events
- Upcoming veterans Job Fair
- Goodwill

Soft Skills Grant extended June 2019, goal is to get 500 by end January 31 and do a thorough report for the state which will include average age, comparing online with blended instruction etc

*Florida Ready to Work* now offered at no cost to employees/students-2 credentials-(soft skills program/and career readiness)

\**Guest Spots* for Essentials Training-the blended instruction, at all centers doing well. Will continue to book. Any employers interested in participating?

Richard Rossell recommended Soft Skills training to be promoted at all job fairs. Tonya Holder highlighted soft skills are taught to students to help them be successful. They also are a test site for

the Florida Ready to Work. Keith Howell said he was going into classrooms to speak to students and discussing using “manners.”

### **Brevard Healthcare Workforce Consortium Feedback:**

Megan Cochran reviewed the August Consortium feedback with the committee.

<http://takeaimbrevard.com/wp-content/uploads/2018/10/Notes-from-Workforce-Needs-and-Recruiting-Break-Out.pdf>

- Customer service mindset
- Resumes say they are open until time to work
- Deal killers – ask about \$ in interview, bash previous employer
- Provide time to speak with students

<http://takeaimbrevard.com/wp-content/uploads/2018/10/August-28-Consortium-Survey-Feedback.pdf>

The next Consortium meeting will be scheduled sometime in late January 2019. Since the meeting a date was secured for February 5, 2019 and will be held at the Space Coast Health Foundation’s Center for Collaboration.

### **Candidate Recruiting Report**

Megan Cochran provided an update on recent candidate recruiting events to include the September 19 Healthcare Career Fair (22 employers, 139 career seekers and 2 training providers participated) and September 22 Walk to End Alzheimer’s table display.

Having no other discussion items, the meeting was adjourned.

## **SOFT SKILLS COMMITTEE ACTION PLAN**

**October 25, 2018**

<b>Issue</b>	<b>Desired Outcome</b>	<b>Performance Measures</b>	<b>Challenges</b>	<b>Strategies and Timeline</b>
<b>Increase interpersonal skills/work readiness skills in current and future workforce</b>	Improvement in customer satisfaction and better patient outcomes	<ul style="list-style-type: none"> <li>• Decrease in overall turnover rate within the first 90 days of employment</li> <li>• (Number to be identified) improvement in time to placement</li> </ul>	<ul style="list-style-type: none"> <li>• Coordination of training among education, workforce and industry</li> <li>• Cost of training integration into all</li> </ul>	<ol style="list-style-type: none"> <li>1. Maintain the Soft Skills toolbox that employers can access               <ol style="list-style-type: none"> <li>a. Focus on improving employability skills for CNA, HHA and PCT roles</li> <li>b. Employers can access resources on the <a href="http://www.takeaimbrevard.com">www.takeaimbrevard.com</a> site</li> <li>c. Include Win Essential Skills flyer</li> </ol> </li> </ol>

		<p>upon graduation/completion from training/educational program (educational partners)</p> <ul style="list-style-type: none"> <li>• 5% increase on consumer satisfaction may be another performance measure</li> </ul>	<p>educational and workplace settings</p>	<ol style="list-style-type: none"> <li>2. Survey employers after placement <ol style="list-style-type: none"> <li>a. A survey will be conducted as part of the soft skills grant for employers who hire credentialed individuals.</li> <li>b. Job vacancy and skills gap survey link: <a href="http://lmsresources.labormarketinfo.com/skills_gap/index.html">http://lmsresources.labormarketinfo.com/skills_gap/index.html</a></li> </ol> </li> <li>3. Employer leadership development to promote employee retention and a culture for soft skills. A presentation will be made at the March 2018 and August 2018 Consortium meeting.</li> <li>4. Help employers craft job descriptions that include purpose and soft skills instead of just listing tasks.</li> </ol>
			<ul style="list-style-type: none"> <li>• Faculty and Student Buy-In to increase participation in currently offered soft skills training provided by educational institutions</li> </ul>	<ol style="list-style-type: none"> <li>1. Highlight the importance of soft skills required for occupational success.</li> <li>2. Challenge Identified: Assessing career-seekers' soft skills to evaluate suitability for healthcare employment <ol style="list-style-type: none"> <li>a. IBM assessments through CSB</li> <li>b. Use behavioral based questions in job interviews.</li> </ol> </li> <li>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</li> </ol>

				<p>behavioral-based expectations</p> <ul style="list-style-type: none"><li>a. Healthcare Career Exploration Workshop</li><li>b. Virtual Career Chat</li></ul> <p>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.</p> <p>5. Consider forming a Local College Access Network for collective impact on addressing soft skill needs to students and recent grads.</p>
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