

Soft Skills Committee Minutes

Brevard Healthcare Workforce Consortium

November 29, 2018 9:00 – 11:00 a.m.

Attendees:

Wayne Brown (Eastern Florida State College), Michelle Jones (CareerSource Brevard), Foy Staley (CareerSource Brevard), Keith Howell (Visiting Angels), Teri Jones (METCA – Elderly Compassionate Care Program) Richard Rossell (Health First), Sheryl Cost (CareerSource Brevard), Cindy Mitchell (Visiting Angels), Julie Lombard (Nurse Educator), Tonya Holder (Adult Ed), Ann Marie Prendergast (Brevard Nursing Academy), Michelle Jones (CareerSource Brevard) and Megan Cochran (CareerSource Brevard)

Order of Business

Roll Call: Committee Members introduced themselves.

Updates from Committee Partners:

- Richard Rossell explained while Pharmacy and other services are going well, they are not taking on new clients because they are desperate for LPNs and there are not many CNA classes going.
- Wayne Brown will be handing off health care core classes and staffing dual enrollment to Melissa Messman. He will be focusing on the growing Bachelor's programs. He is concerned about upcoming vacancies in Brevard Public School's Nursing Assistant dual enrollment program with two experienced teachers planning to retire. With admissions increase of 25% he is seeking more locations for clinical sites and requested assistance. He will send a list of existing sites to Teri Jones, and copy Sheryl Cost and Megan Cochran so potential new locations can be found.
- Sheryl Cost informed she has recently been receiving out of state resumes for healthcare occupations.
- Tonya Holder reported BPS Adult Ed is using the Florida Ready to Work Soft Skills training. It was recommended by committee members to see if Adult Ed could offer CNA training like the Adult Ed in Indian River. Tonya also reported their Apprenticeship event had about 100 attendees and CSB had a table promoting Soft Skills training.
- Foy Staley reported 18 students signed up for the Soft Skills training offered by CSB during Adult Ed's Apprenticeship event.
- Ann Marie Prendergast reported her school is providing CNA and HHA classes. She is also working on becoming a Prometric Test Site so her students can train and test there.
- Cindy Mitchell announced that Keith Howell is now part of the Visiting Angels team to recruit CNAs and HHAs.
- Julie Lombard provided feedback based on 30+ years nursing background that the computerized outsourced screening process for nursing applicants does not work and that

some submissions get lost or the screener is out of state and there is a disconnect with local HR.

- Teri Jones provided an update on her CNA and LPN training candidate recruiting event. Currently there are 8 students taking CNA training at Keiser University and 3 are in the pipeline for the January class. She is assigning study buddies based on strengths and weaknesses of TABE test results for the 10 LPN candidates taking the TEAS boot camp facilitated by Dr. Paulette Howell's Prep Academy. Julie Lombard highlighted cohort success in hiring practices and recommended employers hire a class cohort. She stated this can improve retention and positively change the workplace culture.

Teri shed light on the issue of ESOL candidates who would make great caregivers not having the ability to pass the TABE at the levels needed to qualify for CNA scholarship. She proposed that she would like to find scholarship resources for them to take HHA training and then be connected to Adult Ed for their Adult Basic Education course for continue remediation so they can advance their career with future training once they have received remediation. Sheryl Cost said another pathway could be working healthcare career entry with housekeeping, food service and activities assistant while they remediate. Tonya Holder and Ann Marie Prendergast would like to move this idea forward and it was agreed to hold this conversation for a future meeting.

Local College Access Network:

Committee members reviewed the Community Readiness Assessment to see if we are ready to form a Local College Access Network. Committee members were in agreement that business felt strongly about the urgency that post-secondary success is important to our community, but we could not state that the community as a whole felt this way. Ultimately responses were mostly positive for the formation of a Local College Access Network. Here is a link to the assessment results:

<http://takeaimbrevard.com/wp-content/uploads/2018/12/LCAN-Readiness-Assement-11-29-18.pdf>

Eastern Florida State College – Minority Male Initiative

Wayne Brown highlighted EFSC's Minority Male Initiative (MMI) 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. MMI has established Faculty Lead Contacts at each campus location. They are working on building cohorts. Participating students who are engaged and do their part are granted access to resources. The committee can help by getting the word out (promotional cards are available, here is a copy <http://takeaimbrevard.com/wp-content/uploads/2018/12/Eastern-Florida-State-College-Minority-Male-Initiative-Contact.pdf>).

Career Source Brevard Soft Skills Grant – Foy Staley

Progress Update:

-350 completers

-410 enrolled

-108 employed

Next meeting will be scheduled after the February 5, 2019 Brevard Healthcare Workforce Consortium.

SOFT SKILLS COMMITTEE ACTION PLAN

November 29, 2018

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 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 the March 2018 and August 2018 Consortium meeting. 4. Help employers craft job descriptions that include purpose and soft skills instead of just listing tasks.
			<ul style="list-style-type: none"> • Faculty and Student Buy-In to increase participation in 	<ol style="list-style-type: none"> 1. Highlight the importance of soft skills required for occupational success. 2. Challenge Identified: Assessing career-seekers' soft

			<p>currently offered soft skills training provided by educational institutions</p>	<p>skills to evaluate suitability for healthcare employment</p> <ul style="list-style-type: none"> a. IBM assessments through CSB b. Use behavioral based questions in job interviews. <p>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</p> <ul style="list-style-type: none"> a. Healthcare Career Exploration Workshop b. Virtual Career Chat <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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