

# Soft Skills Committee Minutes

## Brevard Healthcare Workforce Consortium

April 3, 2019 9:00 – 11:00 a.m.

### **Attendees:**

Kathy Fletcher (Florida Ready to Work), 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), Ann Marie Prendergast (Brevard Nursing Academy), Susan Vosseler (Moore Consulting), Steve Duba (Life), Caroline Joseph-Paul (CareerSource Brevard), Linda Cobb (Executive Coach), Alex Johnstone (Serving Our Sisters Spiritual Food) and Megan Cochran (CareerSource Brevard)

### **Order of Business**

**Roll Call:** Committee Members introduced themselves.

### **Updates from Committee Partners:**

- Richard Rossell shared it is difficult to find workers for private duty and facilities and more competition for CNA grads.
- Wayne Brown is seeking more internship opportunities explaining enrollments are up. He reported that 8 MMI students attended the conference with him in Tampa. He said he would like to build mentorship opportunities in the penal system.
- Sheryl Cost informed staffing is a huge need right now she is addressing through recruitment events. She is also working on an Opioid grant placing Peer Support and Recovery Specialists at the Health Department and Hospital.
- Ann Marie Prendergast reported her school is providing CNA and HHA classes. She has established the test site for Prometric and her CNA graduates who have tested had a 100% pass rate. She offers a 2 hour prep for the test free of charge for her students. She is partnering with Sea Pines to offer the CNA training, however, needs to work with them to insure students test.
- Keith Howell reported Visiting Angels is also having difficulty locating staff. He shared he discusses with candidates they are
- Susan Vosseler is new to the committee and is relocating to Cape Canaveral, she likes this community and is seeking employment. She shared an article, “Creator Mindset: Good People,” where the author learned over time it is best to hire for soft skills and passion as opposed to hard skills.
- Alex Johnstone shared she went to CSB in Palm Bay as a guest speaker for Soft Skills training. She reported having specialized training as an Opus Peace Ambassador to help VA and Hospice nurses deal with unassessed wounds (soul injury) in their patients. Here is a link for more information <https://www.opuspeace.org/Opus-Peace/About.aspx>

- Linda Cobb, Executive Coach, impressed that leadership and leaders must model soft skills and for recruitment/retention must be clear about the purpose of the job instead just listing job duties.
- Steve Duba is a new member to the committee and attended to see what he could do from a 30 foot view and recommended resources from Simon Sinek, Start with the Why.
- Ann Marie Prendergast shared her LPN students' enthusiasm was going down. To address the situation, Ann Marie provided the students with a sheet of paper to write out why they were there and after reviewing, gave them an option to withdraw from the program and believes she will in the future require training candidates to answer the same question to insure they are making the best decision themselves.

### **Local College Access Network Update**

Megan Cochran informed committee members CareerSource Brevard was awarded a seed grant to create a Local College Access Network. More to come...

### **Soft Skills Grant Update**

Foy Staley provided this update on the Soft Skills Grant.

*Our Numbers:*

450+ completers

514 enrolled

182+ employed since April

97+ 90 days or longer

43 surveys returned by employees (high scores)

31 returned by employers (high scores)

### *Last Phase of Soft Skills Pilot Program*

- Grant goal has been reached to get 500 enrolled. 450 have completed and received credential.
- Continued efforts on follow up with both employee and employer. Extra steps (texts, calls) in reminding participant to complete survey online when they are at job 90 days or longer. Phone calls again and resending to both employers and employees has increased the return.
- On July 1<sup>st</sup> until end of August, report will be created and developed for the state of FL. showing data determining whether there was an increase in retention and placement, using data from previous year.

### **Win Florida Ready to Work**

Guest speaker, Kathy Fletcher, Implementation Consultant with Win Learning, provided an overview of the Florida Ready to Work and Soft Skills credentials program. The program is available statewide at no cost. Brevard is one of the highest participating counties in the state. This program is also available to employers at no cost. To register for an introductory webinar, register at [myfloridareadytowork.com](http://myfloridareadytowork.com) or contact Kathy at [kfletcher@floridareadytowork.com](mailto:kfletcher@floridareadytowork.com) or 386-871-9671. Here is a link to the slide presentation <http://takeaimbrevard.com/wp-content/uploads/2019/04/Florida-Ready-to-Work-CS-Brevard-SS-Committee-mtg.pdf>

## Brevard Healthcare Workforce Consortium Follow Up

Committee members learned about ways to engage with Brevard Public Schools students by being a Partner in Education (PIE). Interested parties should contact Debra Foley, Government and Community Relations, BPS at [Foley.Debra@Brevardschools.org](mailto:Foley.Debra@Brevardschools.org) or 321-633-1000 x 529.

Steve Duba shared how he supports local school students by providing them with Financial Literacy. Megan Cochran brought up how Cyber-bullying has been reported at epidemic levels by Palm Point Behavioral and this is a soft skills issue that needs to be addressed.

**Next meeting is June 18, 2019**

**Brevard Healthcare Workforce Consortium slated for some time in September 2019**

### SOFT SKILLS COMMITTEE ACTION PLAN

April 3, 2019

Issue	Desired Outcome	Performance Measures	Challenges	Strategies and Timeline
<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 upon graduation/ completion from training/ educational program (educational partners)</li> <li>• 5% increase on consumer satisfaction may be another performance measure</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 educational and workplace settings</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. Register to access the Soft Skills Training through WIN Florida Ready to work <a href="http://www.myfloridareadytowork.com">www.myfloridareadytowork.com</a></li> </ol> </li> <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> </ol>

				<ol style="list-style-type: none"> <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. February 2019 Creating a Culture for Recruitment and Retention presentation.</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 behavioral-based expectations <ol style="list-style-type: none"> <li>a. Healthcare Career Exploration Workshop</li> <li>b. Virtual Career Chat</li> </ol> </li> <li>4. Explore inclusion of soft skills necessary for career success in educational program promotional materials to</li> </ol>

				<p>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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