

Soft Skills Committee Minutes

Brevard Healthcare Workforce Consortium

February 15, 2017, 8:00 – 10:00 a.m.

Attendees:

Jennifer Restivo (Age Advantage Home Care), Beverly Hung (Aging Matters in Brevard), Mary Jane Brecklin (Health First), Dr. Paulette Howell (Eastern Florida State University via conference call), Antoinette Broomfield (CareerSource Brevard), Caroline Joseph-Paul (CareerSource Brevard), Michelle Jones (CareerSource Brevard), and Carol Macrander (CareerSource Brevard).

Not In Attendance:

Debra Wallace (Vista Manor), Lee-Ann Levasseur (Wuesthoff Health System), Kathleen Werbicki (Courtenay Springs Village), Brandy Douglas (Brevard Adult Education – Titusville), James Carlson (Brevard Family Partnership), Sue Selby (Home Instead Senior Care), Alice Guilford (Age Advantage Home Care), Teri Jones (Pastor's Community Alliance), Dr. Murielle Pamphile (Keiser University), and Kara Anderson (Simplifying Senior Living).

Order of Business:

Introductions: Committee Members introduced themselves

Review of Identified Critical Needs:

Carol provided a brief recap of critical needs identified during the Inaugural Brevard Healthcare Workforce Consortium as well as reviewed the DoL ETA's Fundamentals of Healthcare Competency Model and Region 13 Healthcare Occupations Projections 2016 – 2024.

Identify Top 3 Issues and Develop Action Plan

See attached Action Plan. Chose to develop one Action Plan due to the complexity of the identified issue.

Identify Next Steps for the Committee

The **Committee** will reconvene on Wednesday, March 15, 10:30 a.m. – 12:30 a.m. in the CareerSource Brevard Boardroom located at 297 Barnes Blvd., Rockledge to further develop the Action Plan.

Carol Macrander will send out the minutes for review by and input from all **Committee Members**.

Carol Macrander will send handouts from the meeting to **Dr. Howell** and **absent committee members**.

Dr. Howell will send a list of topics covered in Eastern Florida State College's soft skills workshop series for review and input by all **Committee Members** at the March 15th meeting.

Caroline Joseph-Paul will send a list of topics covered by Dynamic Works' "Get Prepped" workplace skills training which can be offered through computer-based or facilitated training for review and input by all **Committee Members** at the March 15th meeting.

Carol Macrander will add agenda items for discussion to appropriate Committees' agendas regarding resources and advocacy prior to next meetings in March.

SOFT SKILLS COMMITTEE ACTION PLAN

February 15, 2017

Issue: Increase interpersonal skills/work readiness skills in current and future workforce

- 1. Desired Outcome: Improvement in customer satisfaction and better patient outcomes**
- 2. Performance Measure(s):**
 - a. (Number to be identified) increase in overall satisfaction with care (industry partners)**
 - b. (Number to be identified) improvement in first year retention (industry partners)**
 - c. (Number to be identified) improvement in time to placement upon graduation/completion from training/educational program (educational partners)**
 - d. Measure time to placement for completers of Essential Workplace Skills Training vs. those who do not enroll or complete the training (CareerSource)**
- 3. Anticipated Obstacles:**
 - a. Faculty and Student Buy-In to increase participation in currently offered soft skills training provided by educational institutions**
 - b. Coordination of training among education, workforce and industry**
 - c. Cost of training integration into all educational and workplace settings**
- 4. Strategies:**
 - a. Develop a Tool Box that employers can access**
 - i. Training**
 - ii. Resources**
 - iii. CareerSource Brevard Pre-Hire Workshops**
 - iv. Potential access to CareerSource Brevard Employer-Based Training**
 - b. Better communication of soft skill requirements for employment**
 - i. List soft skills as leading indicators on position descriptions**
 - ii. Employer visits to educational institutions and/or CareerSource Career Center events to educate students/participants regarding employer expectations**

- iii. **Integrate interpersonal skills including role playing and simulations throughout the educational process (K-12 and post-secondary)**
- iv. **Integrate workplace essential skills including role playing and simulations in CareerSource Training**

5. **Implementation Plan with Timeline**

- a. **CareerSource Brevard will institute a facilitated, stand-alone training program on Essential Workplace Skills at Rockledge and Palm Bay Career Centers by March 6, 2017**
- b. **Dr. Howell will request faculty to emphasize the importance of soft skills and stress encouragement of students to attend soft skills workshop series that already exists at Eastern Florida State College (no timeline provided)**
- c. **Explore use of CareerSource Brevard's Essential Workplace Skills Classes for employer referrals pre-hire (further discussion on March 15)**
- d. **Explore use of CareerSource Brevard Employer-Based Training Grants for incumbent workers (further discussion on March 15)**
- e. **Referral of issues to other committees:**
 - i. **Community Resources and Funding for Services and Training Committee – Resources to sustain the healthcare Sector Strategy coordinated effort, curriculum development and integration into all settings – Meeting on March 1**
 - ii. **Regulations Committee – Coordinated advocacy for integration of interpersonal skills and essential workplace skills into all public education (K-12 and post-secondary) – Meeting on March 2**