

Soft Skills Committee Minutes

Brevard Healthcare Workforce Consortium

March 15, 2017, 10:30 a.m. – 12:30 p.m.

Attendees:

Mary Jane Brecklin (Health First), Dr. Murielle Pamphile (Keiser University), Dr. Paulette Howell via Conference Call (Eastern Florida State University via conference call), Dr. Barbara Clift (BPS-Adult Education), James Carlson (Brevard Family Partnership), Teri Jones (Pastor's Community Alliance), Corendia Tinsley (Pastor's Community Alliance), Caroline Joseph-Paul (CareerSource Brevard), Antoinette Broomfield (CareerSource Brevard), Michelle Jones (CareerSource Brevard), and Carol Macrander (CareerSource Brevard).

Not In Attendance:

Jennifer Restivo (Age Advantage Home Care), Beverly Hung (Aging Matters in Brevard), Debra Wallace (Vista Manor), Lee-Ann Levasseur (Wuesthoff Health System), Kathleen Werbicki (Courtenay Springs Village), Sue Selby (Home Instead Senior Care), Alice Guilford (Age Advantage Home Care), and Kara Anderson (Simplifying Senior Living).

Order of Business:

Introductions: Committee Members introduced themselves

Action Plan Development

See attached Action Plan.

Next Steps for the Committee

- The **Committee** will reconvene on Wednesday, April 19th, 12:30 – 2:30 p.m. in the CareerSource Brevard Boardroom located at 297 Barnes Blvd., Rockledge to further develop the Action Plan and to formulate recommendations to the Consortium.
- **Caroline Joseph-Paul** will present an outline of proposed employability skill training at CareerSource Brevard for Committee Input on April 19th
- **Carol** will conduct research on any available assessment tools specific suitability for employment in healthcare by the April 19th Committee Meeting
- **Carol** will draft a request for employer information regarding behavioral-based expectations and interview questions for review on April 19th

- **Carol** will draft the following recommendations to the full Consortium for review by the Committee on April 19th:
 - Listing soft skills as leading indicators on Homemaker Companion, HHA and CNA position descriptions and vacancy announcements
 - Integration of employer visits to educational institutions and/or CareerSource Career Centers to educate students/participants regarding employer expectations
- **Carol** will report back on issues referred to other Committee on April 19th

SOFT SKILLS COMMITTEE ACTION PLAN

March 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. Decrease in overall turnover rate within the first 90 days of employment (This measure will be concentrated on first. The other measures below will be evaluated in the future.)**
 - b. 5% increase in overall consumer satisfaction with care (industry partners)**
 - c. (Number to be identified) improvement in first year retention (industry partners)**
 - d. (Number to be identified) improvement in time to placement upon graduation/completion from training/educational program (educational partners)**
 - e. 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. Focus on improving employability skills for CNA, HHA and Patient Care Tech roles**
 - ii. Tool Box**
 - 1. Available Training**
 - a. Potential access to CareerSource Brevard Employer-Based Training**
 - b. CareerSource Brevard Pre-Hire Workshops**

- c. **Keiser University Seminar Series Required for new healthcare grads**
- d. **EFSC Seminar Series available to students**
- e. **Private Pay Training**
 - i. **Workplace Engagement and Empowerment by Anderson Advisory Group**

2. Resources

- a. **Some of the currently available resources were provided in hand-out format at the March 15th Meeting**
- b. **Better communication of soft skill requirements for employment**
 - i. **Assess students for employability and customer service skills prior to training if possible**
 - ii. **List soft skills as leading indicators on position descriptions**
 - iii. **Employer visits to educational institutions and/or CareerSource Career Center events to educate students/participants regarding employer expectations**
 - iv. **Integrate interpersonal skills including role playing and simulations throughout the educational process (K-12 and post-secondary)**
 - v. **Integrate workplace essential skills including role playing and simulations in CareerSource Training**
- c. **Develop Coaching or Peer Mentoring at worksites for new employees and employees needing soft skill remediation**
- d. **Survey employers after placement**
 - i. **Recommendation for educational partners when following up on student placement with employers at the 6 month mark to pose a question like “Is this employee serving consumers in a respectful and compassionate manner?” to identify any trends and to drive curriculum adjustments as necessary**
 - 1. **Determine if this will be a formal recommendation to the Consortium during the April 19th Meeting**

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 in the near future**

