

Soft Skills Committee Minutes

Brevard Healthcare Workforce Consortium

April 19, 2017, 12:30 – 2:30 p.m.

Attendees:

Karolena De Clercq (Aging Matters) via conference call, Dr. Murielle Pamphile (Keiser University) via conference call, Dr. Paulette Howell via conference call (Eastern Florida State University), Teri Jones (Macedonia Education Technology and Career Academy), Corendia Tinsley (Macedonia Education Technology and Career Academy), Teresa Sykes (Aging Matters), Caroline Joseph-Paul (CareerSource Brevard), Sheryl Cost (CareerSource Brevard), Antoinette Broomfield (CareerSource Brevard), Michelle Jones (CareerSource Brevard), and Carol Macrander (CareerSource Brevard).

Not In Attendance:

Mary Jane Brecklin (Health First), Dr. Barbara Clift (BPS-Adult Education), James Carlson (Brevard Family Partnership), Debra Wallace (Vista Manor), Lee-Ann Levasseur (Wuesthoff Health System), Kathleen Werbicki (Courtenay Springs Village), and Kara Anderson (Simplifying Senior Living).

Order of Business:

Introductions: Committee Members introduced themselves

A Community Thrives Initiative Introduction

Corendia Tinsley of Macedonia Education Technology and Career Academy's Elderly Compassionate Care initiative introduced this grant opportunity that if awarded would provide \$50,000 or \$100,000 to support Home Health Aide and Certified Nursing Assistant training for local career-seekers. Teri Jones of Macedonia Education Technology and Career Academy's Elderly Compassionate Care initiative provided an overview of the initiative to include candidate screening processes; soft skills training; scholarships for technical training at partner educational institutions; scholarships for professional certification; employment placement assistance; and, soft skills refresher support. Committee Members were urged to push this initiative out through their personal and professional networks and to vote daily through May 12th with the goal of making it to the round for award evaluation. Three winners will be chosen from each of the funding categories. Even if funding is not awarded Macedonia Education Technology and Career Academy's Elderly Compassionate Care initiative will begin training Homemaker Companions this fall and will continue to look for funding to support their Home Health Aide and Certified Nursing Assistant program.

Action Plan Development

1. Issue: Increase interpersonal skills/work readiness skills in current and future workforce
 - a. Carol Macrander reported that the Community Resources and Regulations Committees have folded. The Committee agreed to send the education related topics which had been referred to these Committees will be forwarded to the Education, Training and Technology Committee. The Committee agreed that funding issues should be brought to the Consortium in the future as appropriate.
 - b. Caroline Joseph-Paul of CareerSource Brevard said that roll-out of Essential Workplace Skills Training has been pushed to approximately May 1. A trainer has been identified.
 - c. A software package for soft skills evaluation and development was introduced. It was determined that the Committee is interested in learning about this and other available tools.
 - d. The draft recommendations for the Consortium were reviewed and approved as is for introduction and discussion at the April 25th Meeting.
 - e. Other strategies were recommended and have been included in the attached action plan.

Next Steps for the Committee

- The **Committee** will reconvene on Wednesday, May 24th, 3:00 – 5:00 p.m. in the CareerSource Brevard Boardroom located at 297 Barnes Blvd., Rockledge to further develop the Action Plan.
- The Committee was invited to attend the Saturday, April 22, Eastern Florida Life State College Life Sciences Building Open House, from 10:00 a.m. to 12:00 p.m. in Building 15 of the Melbourne Campus.
- **Carol** will continue to review available software for soft skills evaluation and development and will bring information to the next Committee Meeting.
- **Carol** will draft a request for employer information regarding behavioral-based expectations and interview questions for review during the next Meeting if the Recommendation is received well at the Consortium Meeting.
- **Carol** will draft a survey for educational partners to identify any healthcare education and occupation exposure opportunities for individuals considering healthcare careers.

SOFT SKILLS COMMITTEE ACTION PLAN

April 19, 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**
 - ii. **Software for soft skills evaluation and development**

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. **List soft skills as leading indicators of success on materials from educational institutions promoting healthcare programs**
 - iv. **Exposure to healthcare environments (work and/or academic)**
 - v. **Employer visits to educational institutions and/or CareerSource Career Center events to educate students/participants regarding employer expectations – Recommendation to the Consortium will be made on April 25th.**
 - vi. **Integrate interpersonal skills including role playing and simulations throughout the educational process (K-12 and post-secondary)**
 - vii. **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**

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**
 - i. **Estimated roll-out is May 1, 2017**

- 1. Strategy: Highlight the importance of soft skills required for occupational success.**
 - 2. Recommendation: The Soft Skills Committee recommends to the Brevard Healthcare Workforce Consortium 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.**
- j. Referral of issues to other committees:**
- i. Resources to sustain the healthcare Sector Strategy coordinated effort, curriculum development and integration into all settings – Will be introduced to full Consortium in the future.**
 - ii. Coordinated advocacy for integration of interpersonal skills and essential workplace skills into all public education (K-12 and post-secondary) – Will be transferred to the Education, Training and Technology Committee.**