

## Business Partnership Council Meeting Minutes

*Human Services*

*03/19/2014*

*10:00am*

*SS101*

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### ITEM [1]. *Updates: Membership, Goals & Mentoring*

#### Discussion:

- Introductions
- Suzie Duff informed group of Updates
  - Membership: The Human Services Business Partnership Council would benefit from including more members since we have implemented an Addictions Program. Suzie Duff has reached out to professionals in local hospitals and treatment centers. Jonathan Hackley from DCF has also shown an interest in becoming a part of the Council. The Council also recommended including professionals who work with people with disabilities (for example, ARC of Palm Beach County, etc.).
  - Goals: During the last meeting, the Council decided on two goals: 1. Reaching out to other agencies to increase membership in the Human Services Council and 2. Increasing Professionalism Training in Human Services Programs.
    - Jonathan Hackley and Margie Martinez from DCF discussed their need for a Child Protective Investigation Certification. They requested that Palm Beach State look into this opportunity to offer the certification to students in the Human Services Program.
  - Mentoring: Millie Ramos would like for students in the Human Services Program to become more involved in monitoring opportunities for elementary school aged children. She has scheduled a Pizza and Ice-cream Event with the Psychology & Human Services Club this month to promote these opportunities.

#### Action:

- Membership: Potential members for our Council have been contacted and Jonathan Hackley has agreed to become a part of the Council once approved by the Provost.
- Goals: See above for membership goal. See Item 2 for Professionalism Training. Suzie Duff will speak to Associate Dean Susan Caldwell about the possibility of starting a Child Protective Investigation Certification.
- Mentoring: A Pizza and Ice-cream Event with the Psychology & Human Services Club has been scheduled this month to promote mentoring opportunities for students in the Human Services program.

### ITEM [2]. *Professionalism Training*

#### Discussion:

- Professionalism Training for students in the Human Services Program has become a goal based on feedback from members of the Council and Fieldwork Internship Sites in the community (not many, but it still should be addressed). While our students are excelling in most areas, there needs to be an increase in professionalism. We have found that the improvements needed are surprisingly simple, but some of our students may not have learned these skills in the past. It is imperative that they are reinforced while in the program. The Council discussed what that training should consist of:
  - Being prepared for interviews
    - Know about the agency you are interviewing with and if you have an interview, know the person, floor and office number, date and time. Dress appropriately and

be prepared for the interview. Be able to answer the question, "Why do you want this job?"

- It may benefit students to become more involved with the Career Center on campus
- Other resources are Children's Services Council for free trainings and Workforce Alliance
- Proper Communication
  - Email format
  - Spelling and grammar
  - Oral communication (no slang, etc.)
- Understanding the culture of the agency (is texting appropriate, appropriate dress, communication styles, etc.)
- Interpersonal skills: working well with others
- Correct use of the cell phone while at work (texting, etc.)
- Formality
  - Calling clients or supervisors pet names (for example, "sweetie")
  - When swearing is appropriate/inappropriate
  - Smoke breaks
  - No shows or last minute cancelations
  - Time management
- Understanding policies and goals of organization. Seeing the "bigger picture"
- Being respectful of people's time and property (accommodating client schedules)
- Building a positive reputation, even when still in school.
  - For example, in Fieldwork students need 144 hours to pass the class. It's not just about getting 144 hours, it's about learning on a deep level and starting to build a positive network based on a growing reputation.
  - Work Ethic
  - Initiative

Action: Suzie Duff will inform all Human Services professors of the above list and ask that they are implemented into classes throughout the program.

OTHER

**Attendance: Suzie Duff (Department Chair of Human Services), Mia Ocean (Associate Professor in Human Services, Addictions Program), Andrew Blair (Department Chair of Psychology), Margie Martinez (Department of Children and Families), Jonathan Hackley (Department of Children and Families), Millie Ramos (Community Partnership Group)**

Submitted by: \_\_\_\_\_

*Suzie Duff*, Scribe