

Employer Connections with TANF: CVS Health Pharmacy Technician Training Program

February 27, 2018
2:00 – 3:30 PM EST



ADMINISTRATION FOR
CHILDREN & FAMILIES

Welcome

- James Butler, Family Assistance Program Specialist, Office of Family Assistance (OFA), Administration for Children and Families (ACF)



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Learning Objectives



- ❑ Consider employer insights in developing training programs and connecting with stakeholders to create opportunities for communities; and
- ❑ Explore the CVS Health Pharmacy Technician Training Program partnership with New Hampshire and its participant outcomes, as well as growth and career opportunities for graduates.



Presenter

- *Jon DaSilva*, Regional Learning Center Manager, CVS Health



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Webinar Logistics

The screenshot displays the Cisco WebEx Meeting Center interface. The main content area shows a slide titled "CVS HEALTH PHARMACY TECHNICIAN TRAINING PROGRAM" with the following text: "PRESENTED BY: Lynn Wilder – DHHS New Hampshire, Gene Patnode – DHHS New Hampshire, Lauren Smith – Office Of Apprenticeship, Jon DaSilva – CVS Health Workforce Initiatives". A white text box with a black border is overlaid on the slide, containing the text: "To ask a question, type into the chat box, and then press send." A blue arrow points from this text box to the chat box at the bottom of the interface. The chat box is currently empty and has a "Send" button. The interface also shows a "Participants" list with "Steve (me)" and "JONATHAN J DASILVA (Host)".



HPOG Discussion

- Lisa Washington-Thomas, Self-Sufficiency Branch Chief, Office of Family Assistance (OFA), Administration for Children and Families (ACF)



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Pharmacy Technician Training Program



CVS Health



WE ARE

A pharmacy innovation company

OUR STRATEGY

Reinventing pharmacy

OUR PURPOSE

Helping people on their
path to better health

OUR VALUES

Innovation
Collaboration
Caring
Integrity
Accountability

Our Businesses



Our Business Units

DELIVERING AN UNMATCHED BREADTH OF
HEALTH CARE CAPABILITIES





CVS/pharmacy®

We're reinventing pharmacy to provide an accessible, supportive and personalized health care experience.



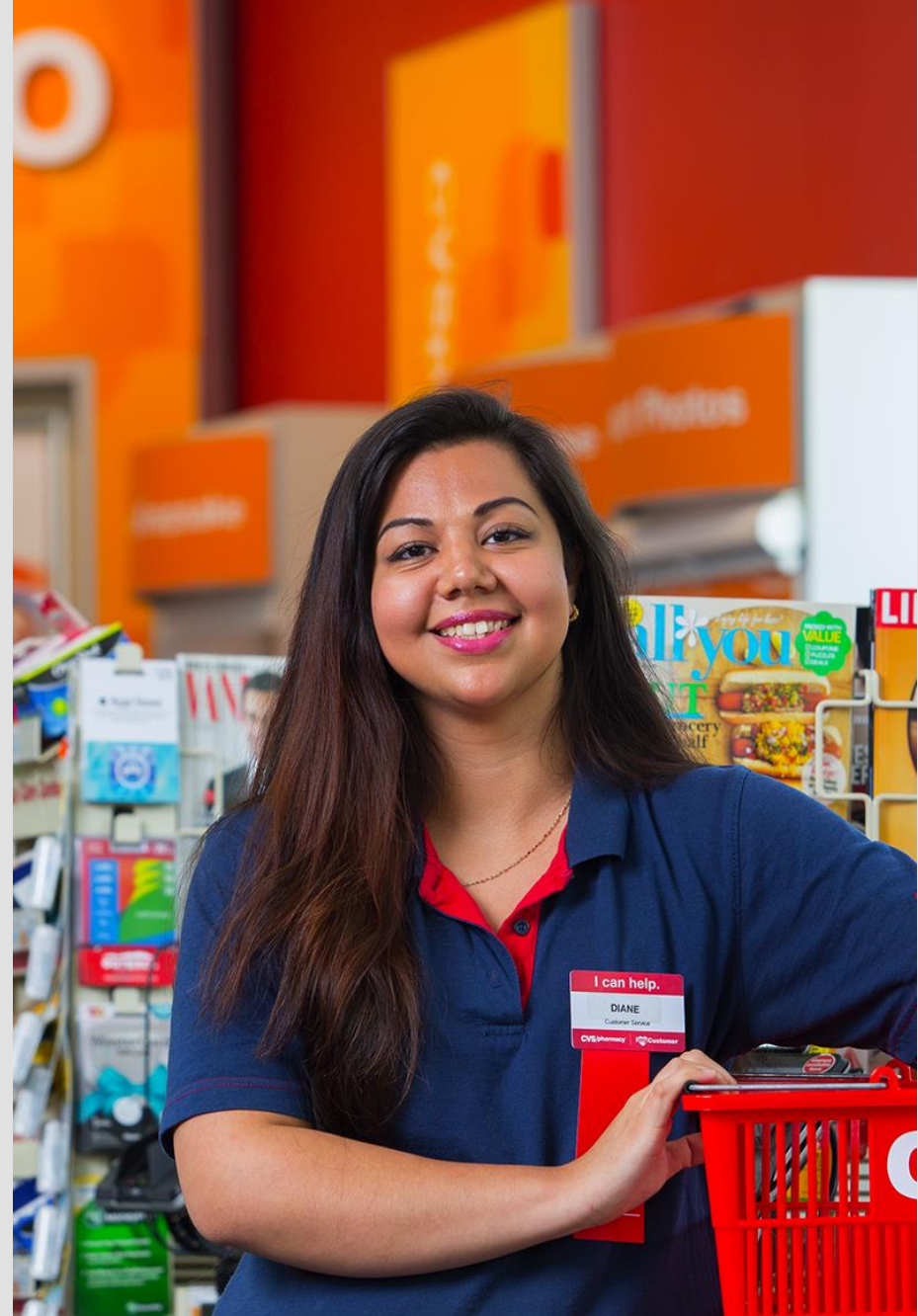
7.7K
Retail pharmacies



5M+
Store visits per day



1B
Prescriptions filled annually



Moving up through retail

GROWTH OPPORTUNITIES FOR NEW COLLEAGUES

Pharmacy Staff

- Clerk/Cashier Rx
- Pharmacy Technician
- Inventory Specialist
- Shift Supervisor Rx
- Lead Technician
- Pharmacy Intern
- Staff Pharmacist
- Pharmacy Manager

Store Management

- Clerk/Cashier
- Shift Supervisor (Trainee)
- Operations Supervisor
- Operations Manager
- Store Manager-in-Training
- Store Manager

Specialist Roles

- Beauty Consultant
- ACO Specialist
- Market Investigator

Roles highlighted in red represent internal growth opportunities.



CVS/pharmacy[®]

Inside  **TARGET**



1.6K
CVS Pharmacy inside target



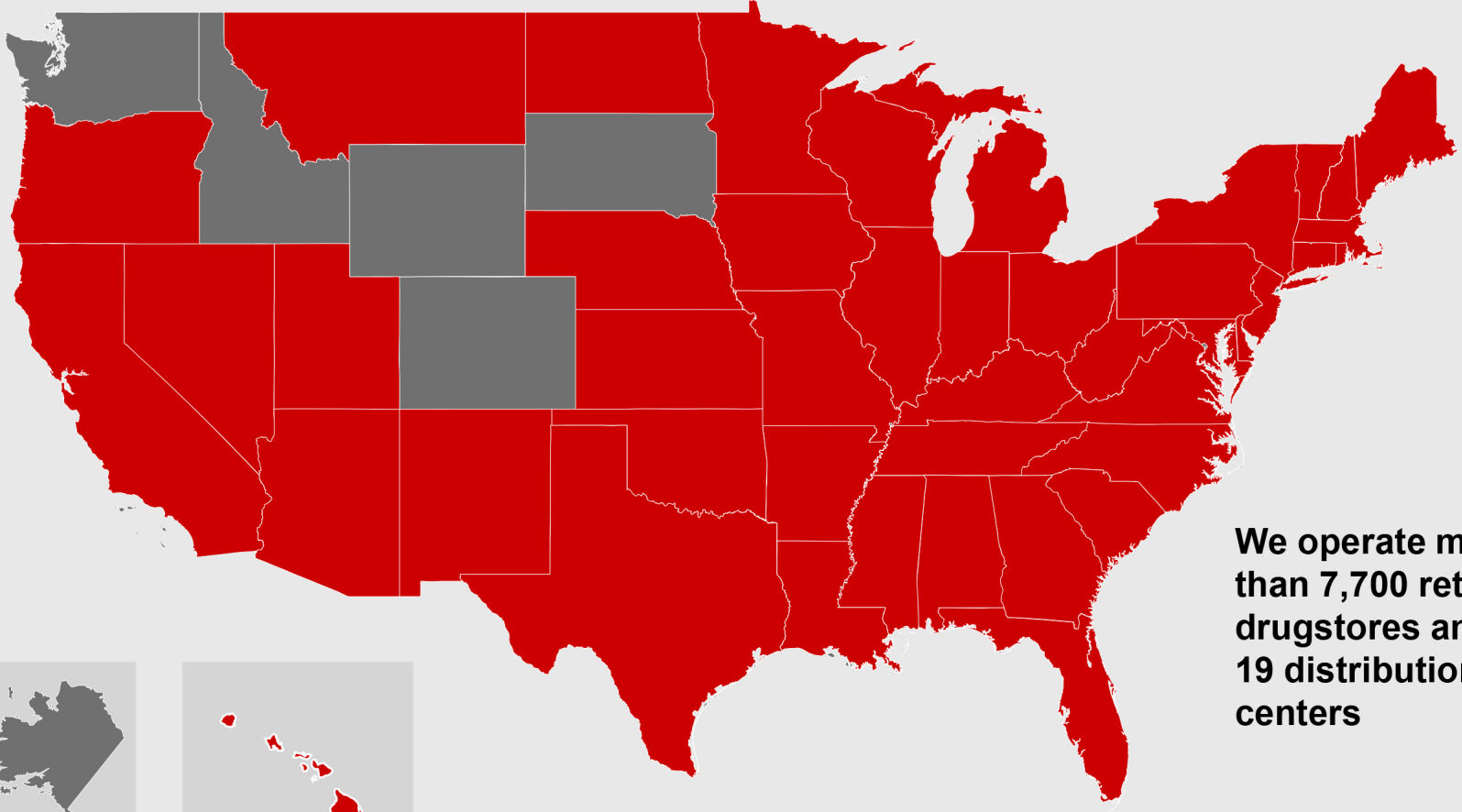
80+
Clinics now Minute Clinics



Larger network means lower
prices for customers



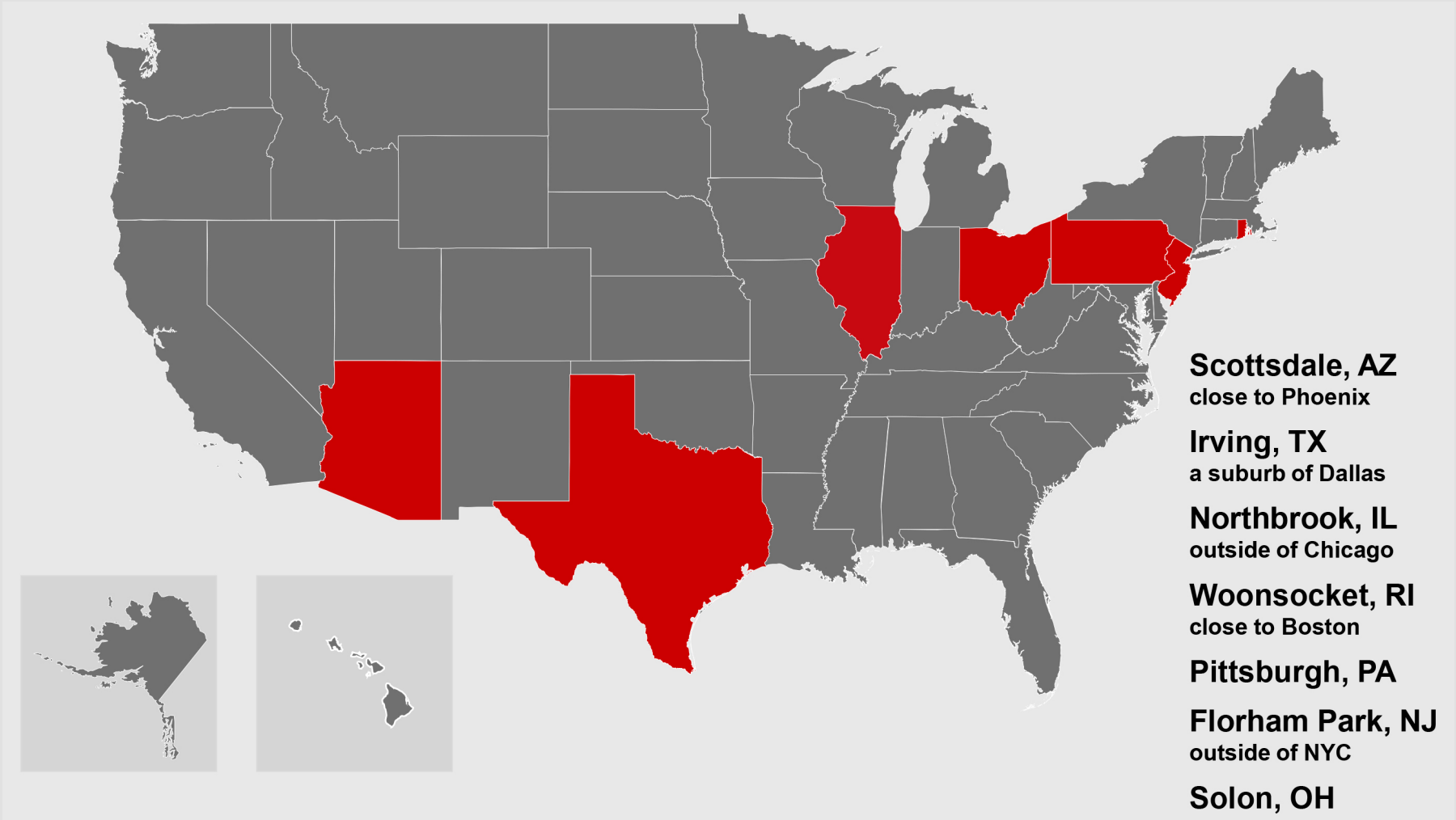
75% of the U.S. population lives within three miles of a CVS/pharmacy



We operate more than 7,700 retail drugstores and 19 distribution centers



Four corporate locations close to major metropolitan culture centers





CVS/caremark™

Our leading clinical and management programs help keep medications affordable and improve health outcomes.



85M+
Prescriptions delivered



75M
Lives touched



32M
Live counseling
interventions through
pharmacy advisor





CVS specialty™

We're reinventing pharmacy to provide an accessible, supportive and personalized health care experience.



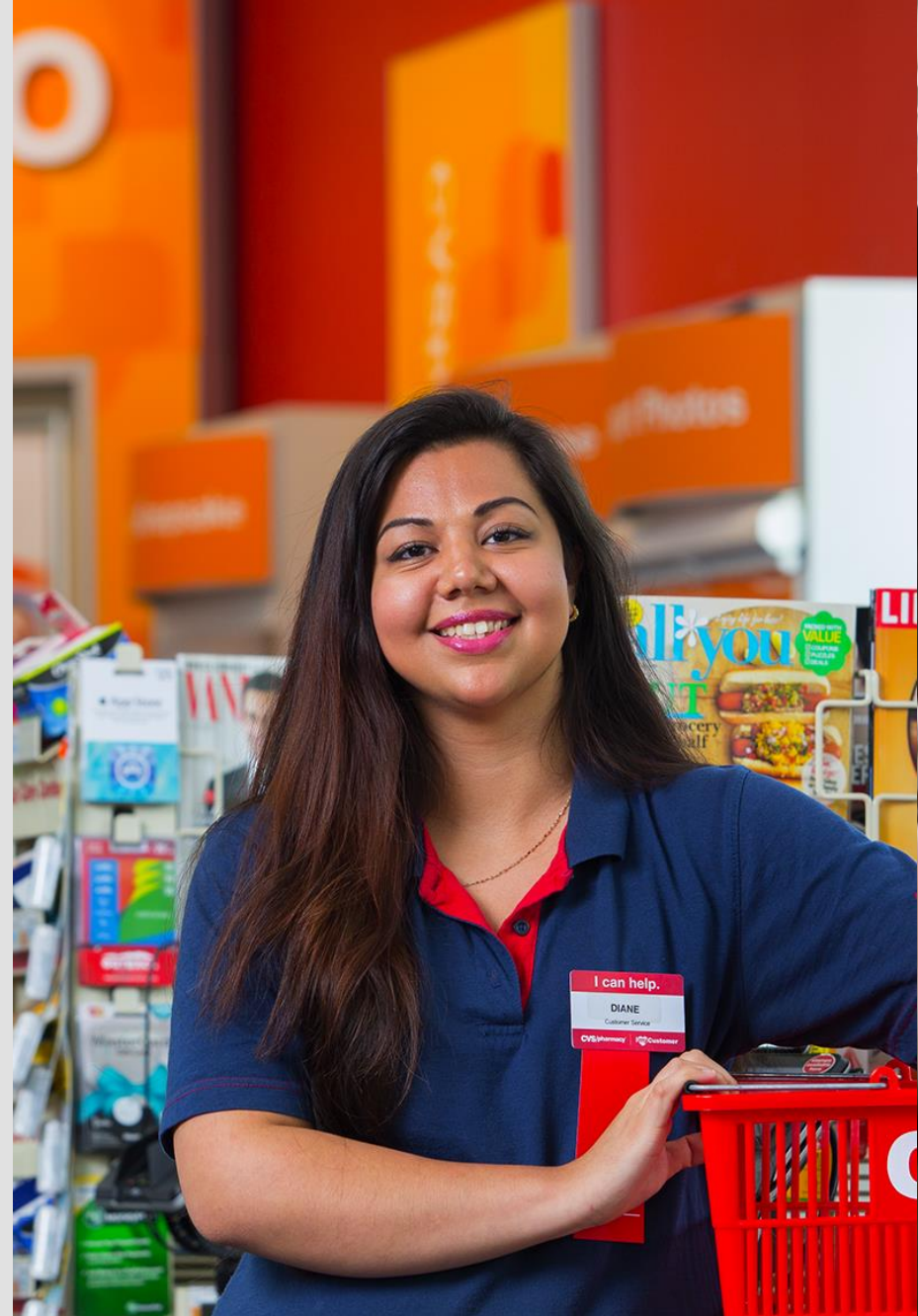
27
Specialty pharmacies



Omnicare
Long Term Care Pharmacy



Coram
Infusion technology services





CVS/minute clinic™

We're reinventing pharmacy to provide an accessible, supportive and personalized health care experience.



1.1k
Clinics Nationally



28m+
Visits since inception



2.4K
Nurse Practitioners



Apprenticeship Program



Commitment To Diversity

**NO OTHER COMPANY
IS REINVENTING PHARMACY
QUITE LIKE WE ARE. AND OUR
EMPLOYEES ARE WHY.**

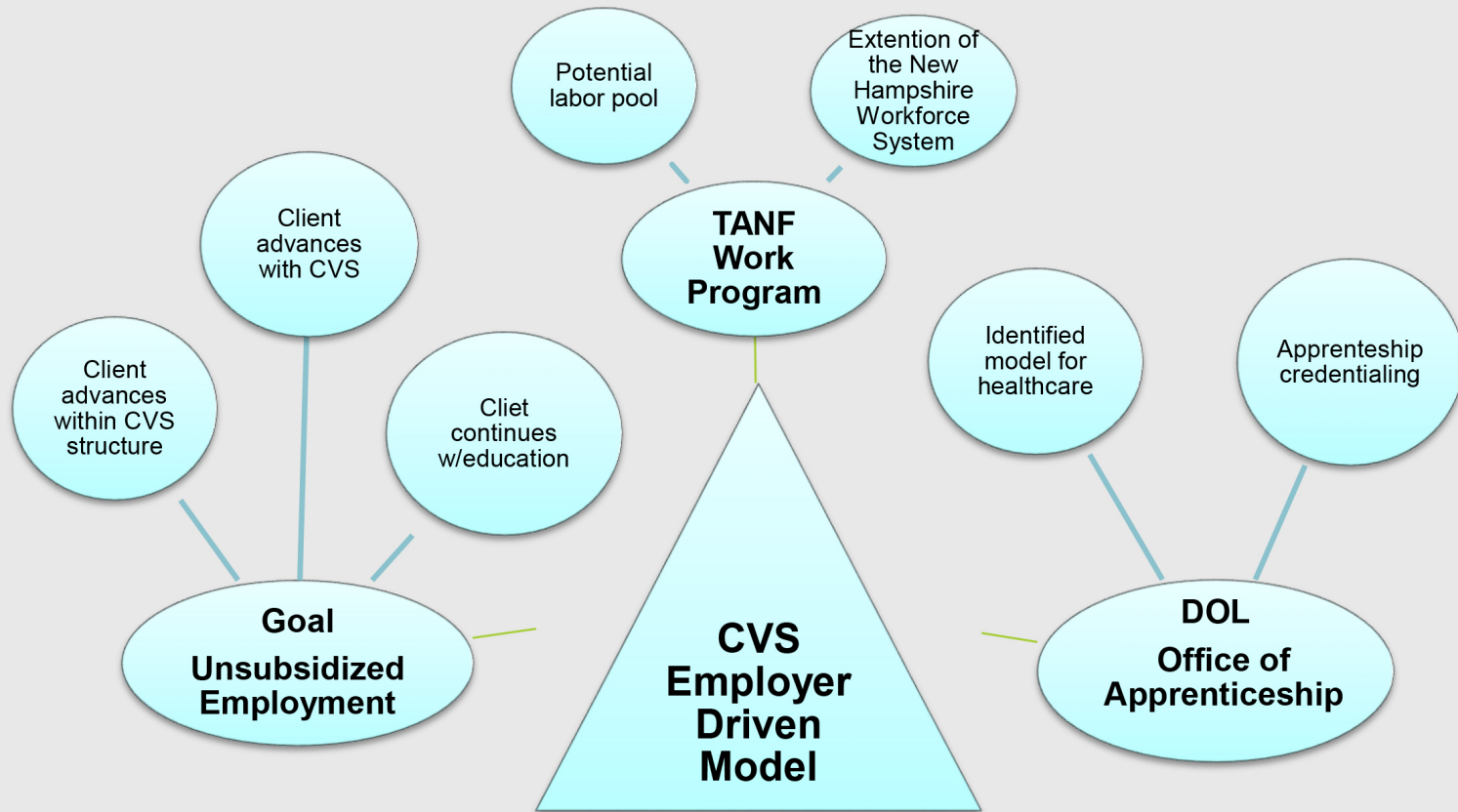
- Workforce representation
- Colleague engagement
- Talent systems
- Marketplace diversity





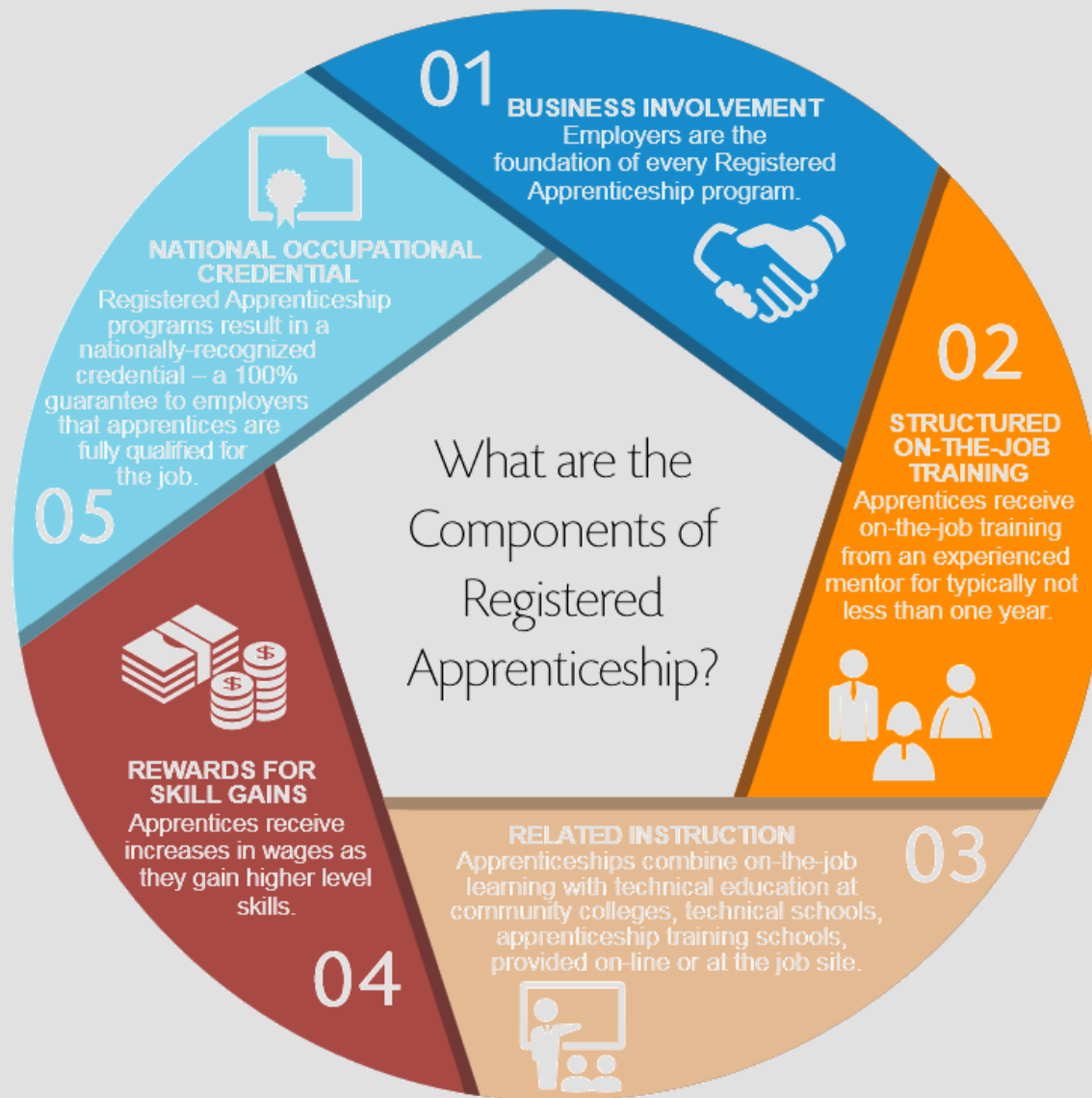
CVS
TANF
DOL

Employer Partnership Initiatives



- Employer identifies specific occupational needs.
- Employer & DOL design pre apprenticeship & apprenticeship phases.
- Employer implements apprenticeship.
- Employer oversees apprenticeship with clients.

Adaptable, Flexible & Customizable



Pre-Apprenticeship



Training and curriculum based on industry standards, approved by the employer operating the apprenticeship program (typically referred to as a program sponsor).

Strategies that increase apprenticeship opportunities for disadvantaged individuals, and those with limited training or limited credentials. These involve: Strong recruitment efforts for under-represented populations

Education and pre-vocational services that prepare participants to meet the minimum qualifications for entry into a Registered Apprenticeship program

Activities introducing participants to apprenticeships and assisting them to apply for Registered Apprenticeship programs

Access to support services that help participants remain in the program (such as child care, transportation, counseling and ongoing career services).

Collaboration with program sponsors to promote apprenticeship to other employers as a quality approach to attain and retain a skilled workforce.

Hands-on experience that simulates the work performed in the apprenticeship, while observing proper supervision and safety protocols.

Formal agreements, wherever possible, with apprenticeship sponsors for entry into Registered Apprenticeship programs upon successful completion of the pre-apprenticeship program.

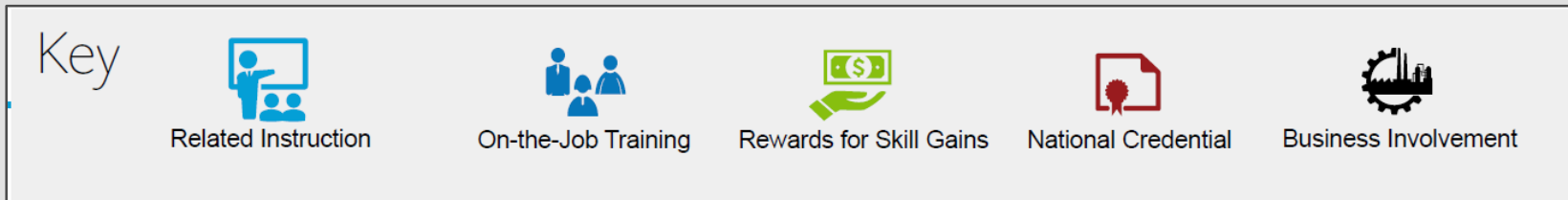
What are quality pre-apprenticeship programs?

Quality pre-apprenticeship programs contribute to the development of a diverse and skilled workforce by preparing participants to meet the basic qualifications for entry into one or more Registered Apprenticeship programs.

Pre-Apprenticeship to Registered Apprenticeship Model

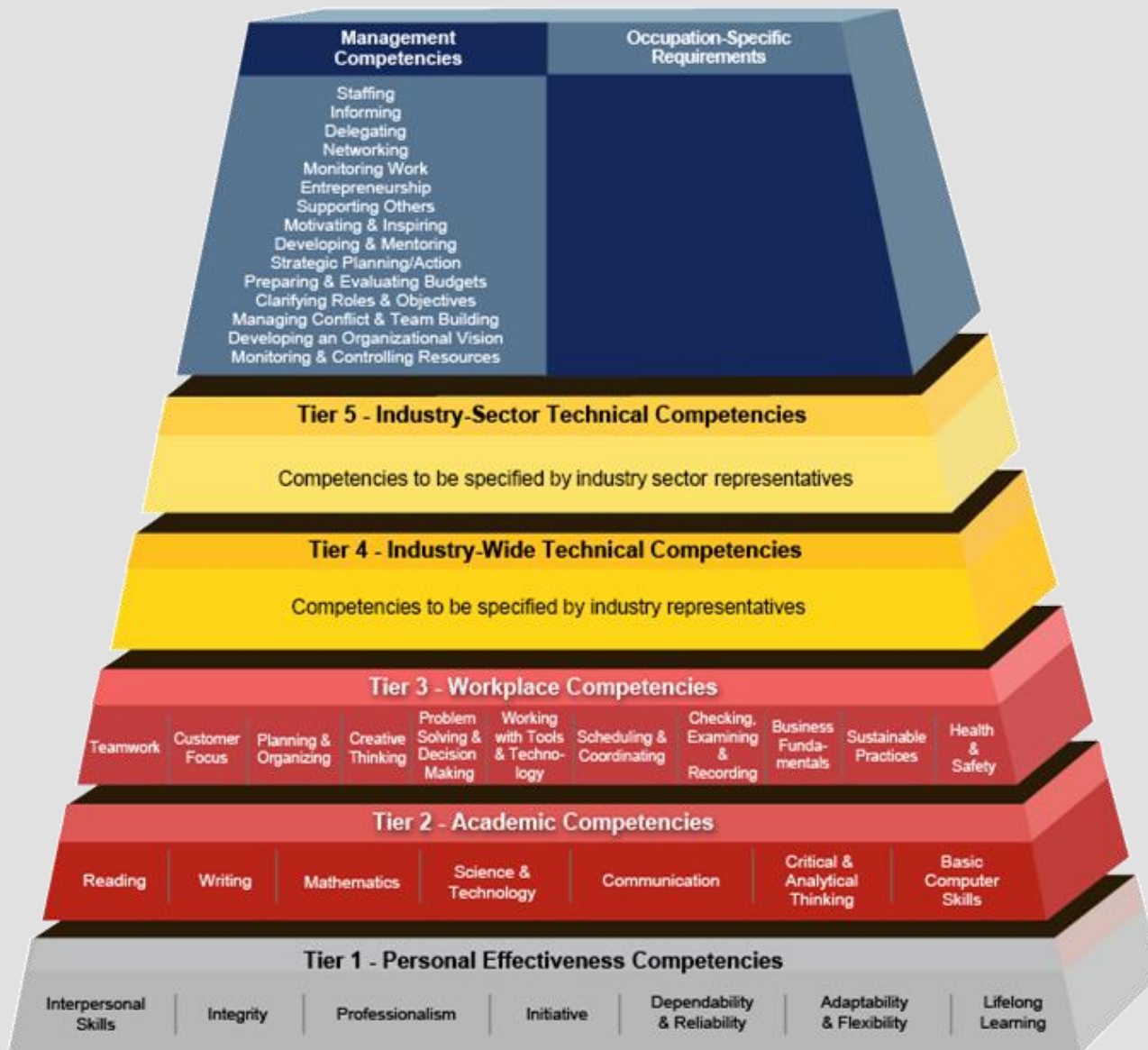


Quality Pre-Apprenticeship Programs have a partnership with a Registered Apprenticeship program to ensure direct entry with advanced credit upon completion of the Pre-Apprenticeship.





Building Blocks – Competency Model





PHARMACY TECHNICIAN TRAINING PROGRAM

Phase 1: Pre Apprenticeship

180 Hour On Site Work Experience with Key Experience Guide

- **Paid** State Pharmacy Technician Licensing Fee
- Classroom Training
 - Introduction to Pharmacy Basics
 - Introduction to Pick Up Workstation
 - Introduction To Production Workstation
 - Introduction To Inventory Management
 - Introduction To Drop Off Workstation



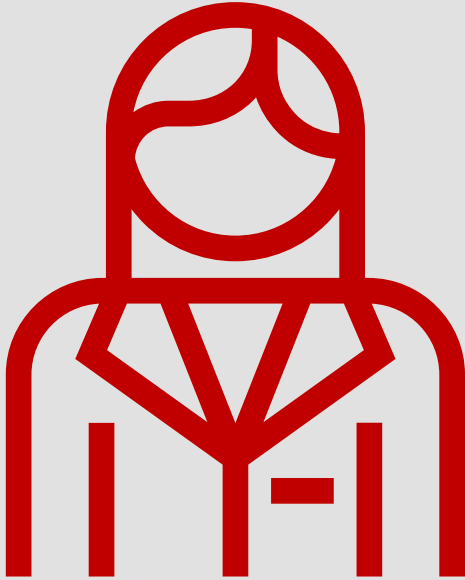
Phase 2: Apprenticeship

Nationally Certified Pharmacy Technician License Program

- **Paid** Self - Paced Training – Up to 30 Weeks
- **Paid** National Certification Licensing Testing Fee
- **Paid** On The Job Training (OJT)
- Full Time Opportunities Available



CLIENT OUTCOMES



CREDENTIALS:

- State Pharmacy Technician License*
- CVS Pharmacy Technician Pre Apprenticeship Completion Certificate
- Pharmacy Technician Certification Board National License
- DOL Apprenticeship Certification

NOT ALL STATES REQUIRE STATE LICENSING

Questions?



 **CVS**Health

Health is everything.

CVS Health Contact Info Map

- CVS Health Workforce Initiatives Contact Info Map: <https://peerta.acf.hhs.gov/content/cvs-health-workforce-initiatives-contact-information>



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Q&A



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Additional Information

- OFA PeerTA website (<http://peerta.acf.hhs.gov>)
- Webinar transcript and recording
- Future webinar topics (peerta@icf.com)



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CVS Health Contact Map/ Webinar Feedback

- ❑ CVS Health Contact Map:
<https://peerta.acf.hhs.gov/content/cvs-health-workforce-initiatives-contact-information>
- ❑ Please remember to use the link in your email to provide your feedback on this webinar.

