



Implementing Apprenticeships through Public – Private Partnerships

Kelsey DeMerlis | Project Manager



@pyninc

PYN

is a solutions-builder forging together significant players to alleviate a root cause of poverty by preparing 12-24-year-olds to become productive working adults.



@pyninc

PYN builds solutions for education and employment.

Why?



90,000
YOUNG PEOPLE
in Philadelphia are seeking
education and employment
opportunities.

*WHILE AT THE
SAME TIME*



46%*
OF EMPLOYERS
struggle to fill jobs...in fact,
it's harder now than ever.

How?

PYN coordinates with
partners to create...

Opportunities for youth
and young adults...

Which prepare **individuals**
for the world of work.



AWARENESS

**EXPLORATION &
PREPARATION**

**TRAINING &
IMMERSION**



Impact

- Create diverse talent pipeline,
- Meet employers' evolving needs,
- Build our city's economy for a brighter future for all

* Manpower Group, 2018, Talent Shortage Survey. Retrieved from manpowergroup.com

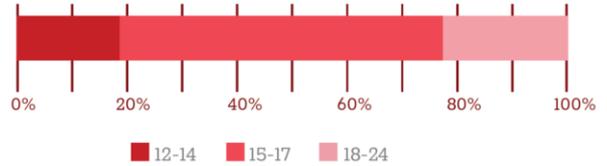
Youth Served by PYN

PYN provides supports for youth and young adults in our community. A demographic snapshot:

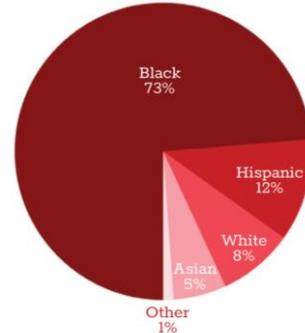
Participants Self-Identified:

GENDER **55%** ♀ Female | ♂ **45%** Male

AGE



RACE



89%

of PYN program
participants experience
poverty, living in
households below the
federal poverty line

Career Development Framework

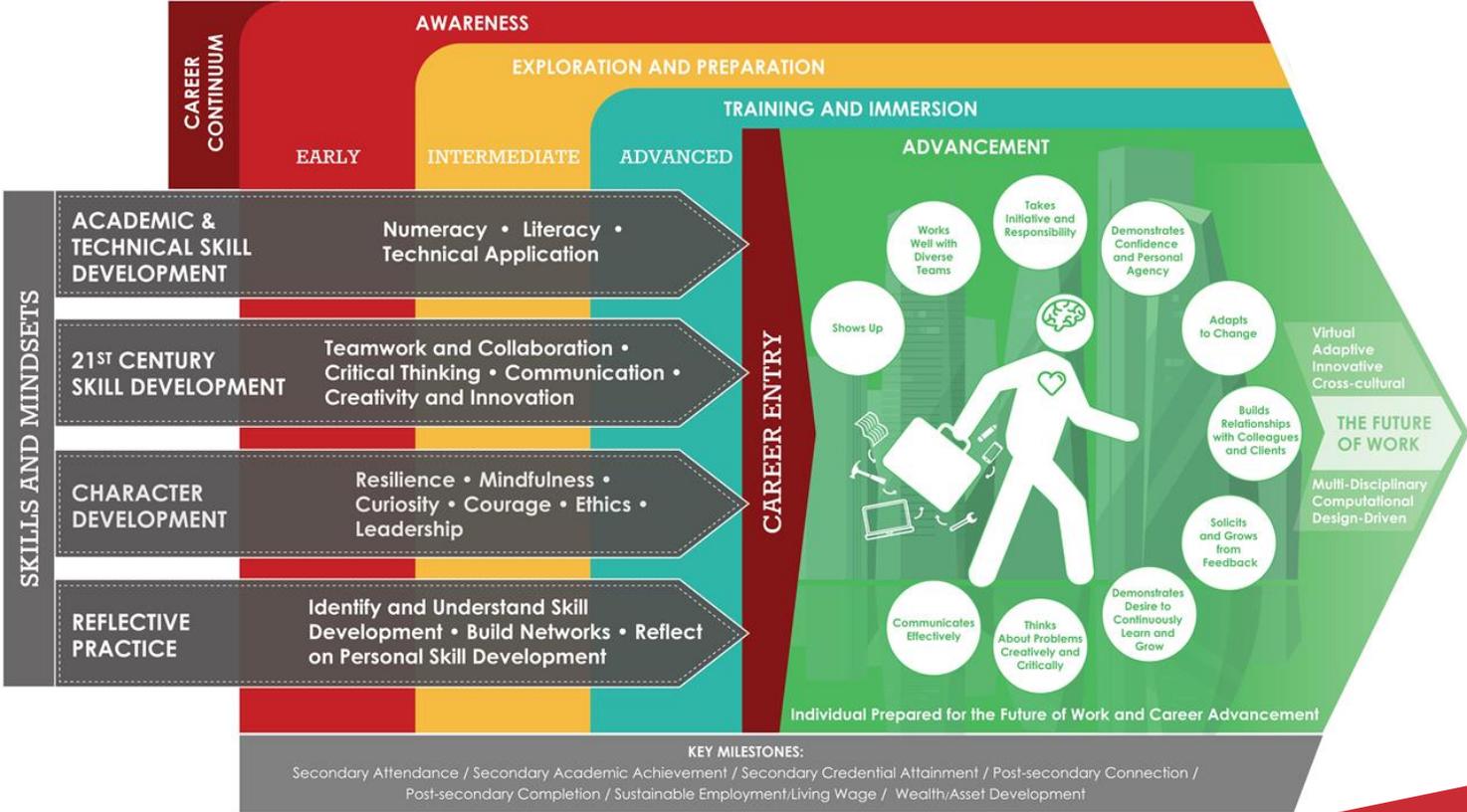
provides a unified approach to skill development, career readiness, career retention and advancement, bridging the career pathway needs of the emerging workforce with the expectations of employers.

1. Creates a shared understanding among **policymakers, funders, intermediaries, educators, employers and practitioners**
2. Supports **practitioners** in their efforts to increase the scale and quality of career development activities
3. Helps **employers** to identify and take on a broader set of roles in the successful career development of young people
4. Assists **funders** in aligning their investments with their desired impact on the career pathway system
5. Provides **policymakers** with research-backed information to inform their decision-making processes

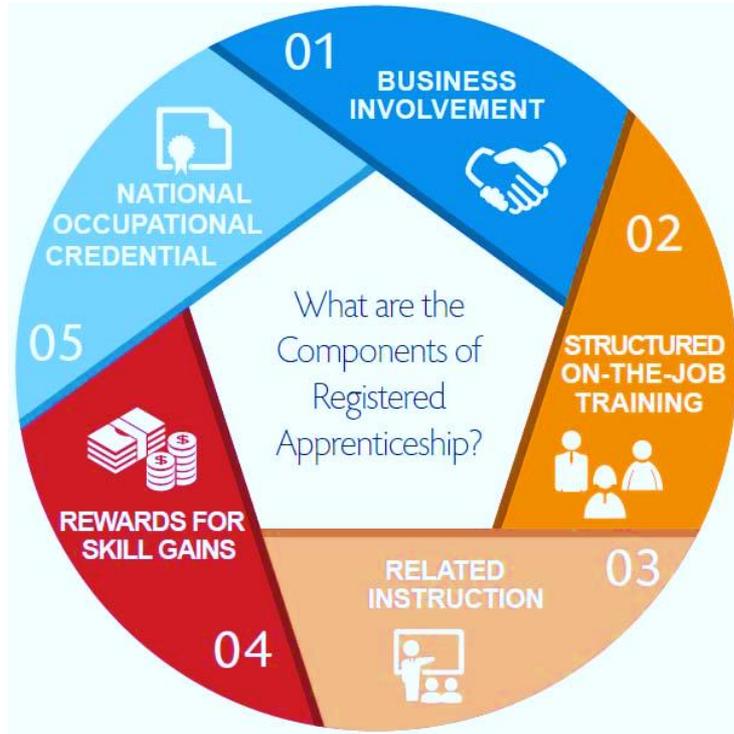




PYN's Career Development Framework



What are Registered Apprenticeship?



An apprenticeship is a program that trains a worker to become skilled in a particular trade. Apprenticeships combine hands-on work with classroom learning to train the apprentice.

- Customizable & Flexible
- Trained in Job Competencies/Work Processes with Mentors
- RTI: Employer, Educational Institution, Training Provider, or Combo
- Employer Sets Wage Gains
- Receive Industry-Recognized Credential

REGISTERED APPRENTICESHIP MODELS



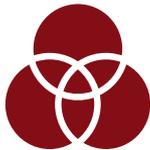
TIME-BASED

Range from 1 to 6 years
2,000 hours OJL per year



COMPETENCY-BASED

Demonstrated, observable, and measurable
technical and applied skills



HYBRID

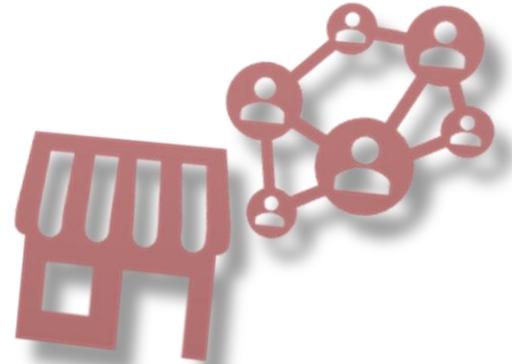
Time- & Competency-Based
Skill demonstration within a defined range of time

AMERICAN APPRENTICESHIP INITIATIVE

- 5-year investment through U.S Department of Labor to expand apprenticeships nationally (2015- 2020)
- Philadelphia 5-county region
- Opportunity Youth
- Non-traditional career pathways in Health Care and Information Technology

GOALS

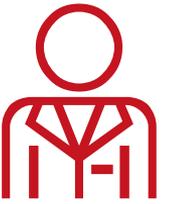
- 390 OY in pre-apprenticeships
- 170 IT apprentices
- 140 Health Care apprentices



ABOUT CVS APPRENTICESHIPS

- Approved DOL National Program Guidelines
- Sponsored over 4,500 apprentices in 12 states
- Started retail pharmacy technician program in 2005
- Followed by store manager in 2008
- Added logistics and pharmacy benefits management
- Partner with local community colleges, workforce boards, and faith-based and community organizations
- Attract diverse participants to match customer base

OCCUPATION DESCRIPTION



Pharmacy Technicians take important steps to ensure all medication needs and regulatory compliance standards are met for our patients and they demonstrate ethical conduct and maintain patient confidentiality at all times. Success for incumbents in this role includes being able to manage all assigned pharmacy workstations and tasks to support the team's ability to promptly, safely and accurately fill patient prescriptions all while providing caring service that exceeds customer expectations

As a new Pharmacy Technician, you are required to complete an extensive CVS Pharmacy Technician Training Program as well as satisfy all registration, licensing and certification requirements according to your State's Board of Pharmacy guidelines. Your Pharmacy Technician duties will be restricted by your manager at first until you complete all necessary requirements. Once you satisfy all requirements and expand your Pharmacy Technician duties, you have the opportunity to continue to build your clinical, technical and insurance knowledge and expertise by leveraging available tools and training to build your pharmacy career.

*O*NET-SOC CODE: 29-2052.00 RAPIDS CODE: 0844CB*

CVS Health



- Employer Sponsor
- Externships Sponsor
- Hire exceptional candidates for Pharmacy Technician
- Related Technical Instruction & On-the-Job Learning

YOUTH PROGRAM



- Recruitment & Referral
- Externship Pre-req coursework
- Online Application
- Virtual Job Tryout
- CVS Interviews

PYN



Employer & Youth Program Liaison

- Candidate Pre-screening
- Wrap around Services
- Case Management
- Hours Monitoring & Reporting (local and state)
- Employer engagement and OY resources

Phila. Works



- Local workforce board
- Compliance oversight
- Fiscal agent
- Reporting
- Employer Engagement

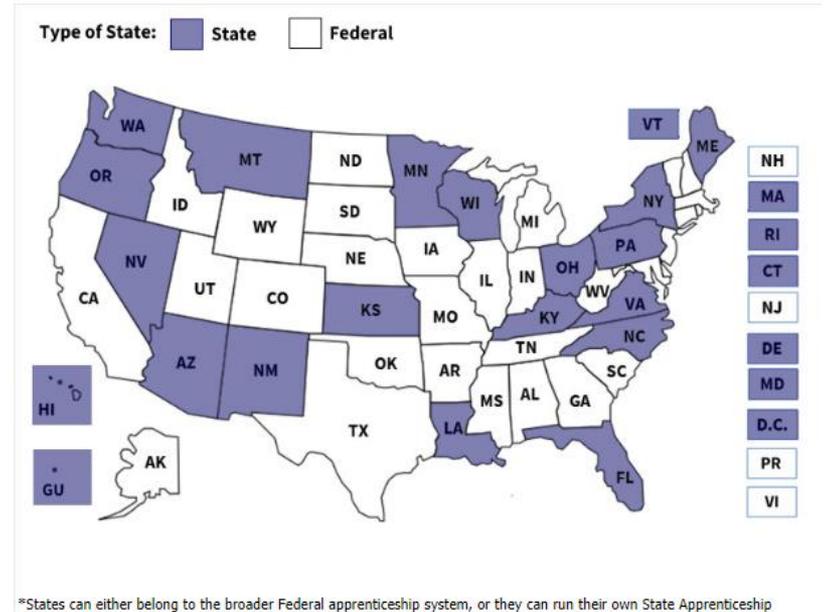
U.S Dept of Labor



- Funder
- Apprenticeship Standards
- Apprenticeship Awareness
- Employer guides and resources

APPRENTICESHIP REGISTRATION

- Pennsylvania Department of Labor & Industry:
Apprenticeship and Training Office
- Required Documentations
 - Standards of Apprenticeships
 - Workforce and Journeyman stats
 - Qualifications and Selections
 - Related Instruction/Curriculum



APPRENTICE JOURNEY

Recruitment and Coursework (Phase 1)

0-3 months

- Information session through program partners (Job Corps, School District of Phila, Bucks County, Montgomery County, Philadelphia Career Links, additional community partners)
- Enrollment documentation and application
- Required 50 hour pre-requisite coursework (paid through AAI grant)



Externship (Phase 2)

2-4 months

- 160 Hours Externship at CVS Retail location (matched through CVS)
 - \$300 stipend
 - P/t or full-time
- Ongoing monthly Professional Development with PYN team



Apprenticeship Application (Phase 3)

2 weeks

- Virtual Job Try-Out training with CVS
- Ongoing monthly Professional Development with PYN team
- CVS Apprenticeship Application
- CVS Interview



Apprenticeship (Phase 4)

12-18 months

- CVS Employee
 - Starting wage \$13/hr and ongoing wage gains
- Competency-based apprenticeship
- 2,000 on-the-job(OJT) hours
- Onsite mentor
- Ongoing Professional Development with PYN
- Nationally recognized Pharmacy Technician certification (upon completion of apprenticeship)
- Pharmacy Technician Certification Board (PTCB)



EXTERNSHIP

- Pre-apprenticeship work-based learning exposure
- Begins after 50 hours of pre-req coursework
- 160 hours in CVS store
- \$700 Stipend pay (blended funding)
 - Stipends will be allocated after 25% hours complete at 30 hours
- 1 month transpass
- PYN coordinates with CVS team to identify store locations and match
- Grant will cover pre-req course costs
- In-store interviews

APPRENTICESHIP

- On the job mentor
- Monthly check-ins with professional development
- PYN facilitated professional development
- 3 months transportation
- Increased wage scale (competency based)
- Funding supports for national certification

	Starting Hourly Rate	Wage Gain 1 Hourly Rate	Final Hourly Rate
Pharm Tech	\$13	\$13.39	\$14.50

APPRENTICESHIP APPLICATION

I. Online Application (specific apprenticeship candidate code)

I. Virtual Job Try Out

The Virtual Job Tryout is an online, pre-hire assessment that applicants complete as part of the application process. It was developed based on:

- An extensive analysis of the jobs and associated tasks in order to identify the capabilities that lead to success
- A study of the relationship between assessment scores and manager ratings and performance metrics

II. Store interview

- CVS Health will conduct interviews and match apprentice to store
- PYN hosted group interviews



Become an apprentice.
Pharmacy Technician Apprenticeship Program

Start your career with CVS Health® in a nationally recognized apprenticeship:

 Structured on-the-job learning hours with a mentor	 Competitive Industry Wages	Requirements/Eligibility: <ul style="list-style-type: none">• Must be between the ages of 18-24• Must have GED/high school diploma• Able to pass background check w/fingerprinting and drug-screen• Required CVS Health externship hours• Prerequisite coursework of 50 pharmacy tech academic hours (supported through American Apprenticeship grant. Coursework available at community colleges)
 Nationally recognized Pharmacy Tech Credential	 144 Related Instruction Hours with CVS Staff	
 Join the CVS Family with over 250,000 employees across the company.		

Interested? Email Kelsey DeMerlis at kdemerlis@pyninc.org

CVS Health Pharmacy Technician Apprenticeship program is in partnership with the American Apprenticeship Initiative made possible by the U.S. Department of Labor.

RELATED INSTRUCTION

50-HOUR COURSEWORK PRIOR TO APPRENTICESHIP

- Job Corps Health Science Institute
- School District of Philadelphia Career and Technical Education (CTE)
- Local community colleges

DURING APPRENTICESHIP

- CVS LearnNet
- Self-paced
- Complete at home, in stores, support from intermediary

RELATED INSTRUCTION OUTLINE
PHARMACY TECHNICIAN, RETAIL STORE
(Existing Title: Pharmacist Assistant)
(Pharmacy Technician, Level I)
O*NET-SOC CODE: 29-2052.00 RAPIDS CODE: 0844CB

Code	Course Name	Approximate Hours
Pharmacy Technician		
200580	Opening an Effective Patient Care Conversation	130
204010	Pharmacy Basics	
204020	Foundations of Pharmacy	
204040	Foundations of Pick-up	
204045	Pick-Up On-the-Job Learning (OJL)	
204060	Foundations of Production	
204065	Production On-the-Job Learning (OJL)	
204111	Drive-Thru Workstation On-the-Job Learning (OJL)	
204130	Foundations of Inventory Management	
204140	Inventory Management On-the-Job Learning	
204141	Outside Vendor Orders: Practice	
204150	Third Party Plans and Cards	
204170	Foundations of Drop-off	
204175	Advanced Drop-off (Instructor Led Training or ILT)	
204180	Drop-off On-the-Job Learning (OJL)	
204190	Introduction to Inventory Management	
204230	Waiting Bin Maintenance	
204240	Advanced Inventory Management	
204250	Advanced Inventory Management On-the-Job Learning (OJL)	
206000	Introduction to Pharmacy	
206010	Introduction to Pick-up	
206020	Introduction to Production	
206030	Introduction to Drive-thru	
206040	Introduction to Drop-off	
206045	Advanced Drop-off Web-Based Training	
208001	ExtraCare Pharmacy & Health Rewards	
240400	Medicare D: Prescription Plans	
269050	iPLEDGE REMS Program Training for Pharmacy Support Staff	
290357	iPLEDGE REMS Program Training for Pharmacy Support Staff	
300500	Safe Production and Production Safety Zone Video Acknowledgement	
300805	Professional Practices Quality Assurance Standards	
400100	myStore Health Accepting Prescriptions	
400301	myStore - New Colleague Orientation	
400302	Register Basics	
400400	Customer Refunds	
540500	Introduction to ExtraCare	
800007	Medicare Part B Retail Pharmacy Training	
800008	CVS Health Code of Conduct Training	
800107	CVS Health Employee Handbook	
800121	CVS Health Compliance Training	
	New Colleague Compliance Training	
	CVS Health - Firewall Training	

RELATED INSTRUCTION PARTNERS



Job Corps, Kensington Health Science Academy High School, YouthBuild

- Curriculum embedded
 - Ongoing support services from staff plus support from PYN staff
 - Flexible curriculums to align with CVS
-

Community College Course (Philadelphia, Bucks, Montgomery)

- Non-degree/non-matriculated student
 - 6-8weeks, 2x/week for 3 hours
 - Comprehensive exam
 - Preparation for
 - Funded through AAI grant
-

CVS

- Completion of 8 Pharmacy Introduction modules in LearNet_ 204010 Pharmacy Basics, 206000 Introduction to Pharmacy, 206010 Introduction to Pick-up, 206020 Introduction to Production, 206030 Introduction to Drive-thru, 206040 Introduction to Drop-Off, 206045 Advanced Drop-Off, & 202161 Introduction to Inventory Management
- Review of top 180 drugs
- SIG Codes Best Practices



Welcome: Kelsey

My Curriculum**Training Due**

You are viewing required training that is incomplete.
click to view all

**Compliance Training**

Course	Status	Date Due
800005 - CVS Health Store and Distribution Center Code of Conduct Training		
800107 - New Colleague Compliance Training		
800119 - Promoting a Harassment Free Work Environment		
800160 - Recognizing and Preventing Workplace Violence		
800270 - Privacy Training		

**Human Resources**

Course	Status	Date Due
800700 - CVS HR Privacy Course		

**LEARNRx****New Hire Training**

Course	Status	Date Due
400100 - myStore - New Colleague Orientation		
400400 - Introduction To ExtraCare		
400301 - Register Basics		
400302 - Customer Refunds		

My Projects

You have no Project & News pages assigned.

Outline

PTCB Study Session 1

Course Overview

Introduction – Benefits of Becoming a Certified Pharmacist

Course Guidelines

Pre-work

Activities

Homework

Learning Objectives

Important Pharmacy Laws & Regulations - Review

Pharmacy Laws

Regulatory Agencies - Review

Regulatory Agencies - Quiz

Pharmaceutical Terminology - Prefixes

Pharmaceutical Terminology - Roots

Pharmaceutical Terminology - Suffixes

Pharmaceutical Terminology - Quiz

SIG Codes - Pharmacy Abbreviations & Symbols

Regulatory Agencies - Review

Checking DEA Validity - Review

Prescription Processing - Restricted Prescription Processing

Prescription Processing - Quiz

Solid Dosage Forms

Liquid Dosage Forms

Semi-Solid & Other Dosage Forms

Administration Routes

Routes of Administration - Enteral

Routes of Administration - Parenteral

Routes of Administration - Other

PTCB Study Session 1

The logo for CVS Caremark, featuring the word "CVS" in a bold, white, sans-serif font above the word "CAREMARK" in a similar font. A vertical line is positioned to the right of the text, and the "X" in "CAREMARK" is stylized with a cross-like shape.

CHALLENGES

- Virtual Job Try-Out
- Professional Development attendance
- Pharm tech course attendance
- Individual learnings with LearnNet
- Transition from pre-apprenticeship into apprenticeship
- Employer hiring process timeline

Expansion Activities



Pennsylvania Investment on expanding apprenticeships

- **PYN Award:** Grant to support externship incentives
- **Regional award:** Apprenticeship Navigator Program



ApprenticeshipPHL

www.apprenticeshipphl.org

Regional public/private collaboration with the overall goal of increasing and aligning Registered Apprenticeship and pre-apprenticeship programs for the benefit of the area's residents and employers.

Collaboration Partners Include: *Philadelphia Works, JEVs Human Services, The City of Philadelphia, The Finishing Trades Institute of the Mid-Atlantic Region, District 1199c Training and Upgrading Fund, Philadelphia Youth Network, Keystone Development Partnership, The School District of Philadelphia, & Communities In Schools of Philadelphia*

WHAT HAVE WE LEARNED



Blend **funding** invested at national, state and local levels

Early exposure to corporate workforce structures. Work with employers to meet young people where they're at

PYN as an intermediary coordinates with employers, youth, education partners and youth referral partners

Leverage expertise from multiple **partners** to deliver program services for effective programming

Young people understand long-term commitments and are recruited into safe opportunities to build skills and apply learning

Questions?





Thanks!

Kelsey DeMerlis

Project Manager

 kdemerlis@pyninc.org

 Learn more at pyninc.org

Stay in touch!

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