

SUMMARY

CVS Health: Developed Pipelines for Hard-To-Fill Positions with Apprenticeships and Pre-Apprenticeships

THE CHALLENGE

In certain market areas, CVSH faces shortages of talent to fill its pharmacy technician roles. It competes with healthcare providers for pharmacy technicians. However, the retail environment of CVSH is a very different operating environment than healthcare providers, being that it's more fast-paced and the position is more customer-facing.

THE SOLUTION

To help address this, CVSH developed pre-apprenticeship programs to diversify its talent pipeline and build a pool of trained, qualified applicants ready to enter its apprenticeship programs. It also designed its program to attract participants from diverse groups that match its customer base. It partnered with local community colleges for outreach and aimed its recruitment efforts to attract diverse, economically disadvantaged populations.

THE RESULTS

Of the 41 participants that enrolled in the pre-apprenticeship program in its first two cohorts in Houston and Dallas, 21 were hired as apprentices at CVS and 20 were retained 12 months later. The program participants were: 49% African-American, 22% Hispanic, and 80% female.

CASE STUDY SOURCE

www.apprenticeship.gov