



OAI, inc.

innovative workforce development

Do you want to:

- ***Recruit and retain qualified, motivated and well-trained employees?***
 - ***Enhance your pharmacy's productivity and save time and money?***
- OAI can help!***

Spring, 2004

To: Albertson's/Osco Head Pharmacists

From: OAI, inc. - Employment & Training Division

Re: **THE OAI ADVANTAGE – RECRUITMENT, TRAINING, RETENTION**

Who is OAI?

We are a grant-funded, not-for-profit agency with over 25 years of success in workforce development for Chicago residents, communities and leading employers. Our primary focus is on healthcare, hospitality, retail, banking, construction, manufacturing, environmental remediation, and other service industries.

Together with employer and industry partners such as Albertson's/Jewel-Osco, we create and provide training, employment, and career advancement services for economically disadvantaged people, enabling them to achieve long-term independence. We are recognized as a local and national leader for cost-effective, results-driven healthcare occupational skills training initiatives that have become exemplary models for others. Our pre-pharmacy technician training program piloted by Osco is a focal point of our ongoing Healthcare Occupational Skills Training (H.O.S.T.) initiative.

Why do OAI candidates make better pre-pharmacy technicians?

Our candidates succeed because:

- We screen them to match Osco's desired employee profile in line with their own goals and ambitions.
- We test them to ensure they meet pharmacy-specific literacy, technical, and math skills requirements.
- We address any employment barriers before their first interview with you.
- We teach basic employability skills, with focus on professionalism and job retention strategies. Our basic pre-pharmacy technician curriculum includes work ethic, customer service, appearance and image, time management, diversity, self-esteem, responsibility, integrity and motivation, and much more.
- We include industry-specific training components whenever possible. Our pre-pharmacy technician program, designed and customized for Osco, dramatically increases retention, productivity, and commitment to a pharmacy career.



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What is the reason for OAI's retention success?

Job retention for OAI-trained candidates is consistently high, averaging around 80%. That's because we provide individual post-placement retention support for a minimum of one year. Our services assure reliable attendance and increase on-the-job productivity.

Our menu of retention services includes:

- Problem solving and conflict resolution at the worksite in consultation with the employer.
- Help with securing uninterrupted childcare and transportation.
- Assistance with financial management and life skills designed to ensure job stability.
- Behavioral coaching, personal crisis intervention and access to family counseling.
- Mentoring and peer group networking.
- Continuing education, skills development and career advancement training.

What else can OAI do for your current workforce?

Our experienced instructors can assist you with all phases of training and development for your employees, including your supervisors and managers. Scheduled at the employer's convenience and worksite, our programs are often subsidized by OAI grants. Offerings include:

- ESL courses and literacy instruction, computer and technical training, total quality management (TQM), job-specific safety instruction such as OSHA compliance, and other specialty courses customized to your needs.
- Professional development courses to provide managers, supervisors, and team leaders with the skills needed to support retention and quality improvement efforts.

Are there any other advantages for using OAI as your recruitment and training source?

Yes. They include participation in OAI's invitation-only employer leadership forum network and prominent positioning as a community-minded employer – a hidden marketing advantage. Our recruitment and screening services alone result in significant savings for our partner employers. Also, hiring our candidates will likely result in significant tax credits. We will work closely with you to explore these and other possibilities.

We look forward to helping you with your current and future recruitment, training and workforce development needs.

For more information contact

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