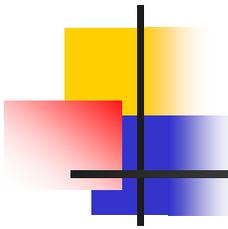
A decorative graphic on the left side of the slide, consisting of a vertical black line intersecting a horizontal black line. To the left of the intersection are three overlapping squares: a blue one on top, a red one on the left, and a yellow one on the bottom.

## OAI & Osco Drugs: PARTNERING FOR SUCCESS

Developing Careers through  
Business and Industry  
Relationships

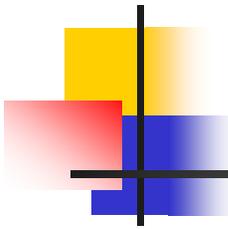
Tracy Poyser, OAI. Inc. &  
Kevin Murphy, Osco Drugs



## OAI – Who We Are:

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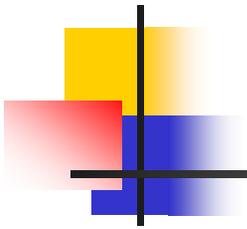
- 26+ Years of workforce development experience
- Proven successes with industry-specific programs
- Diversified to serve multiple client profiles & needs
- Partnerships/Collaborations key success criteria



## Desired Industry Partners:

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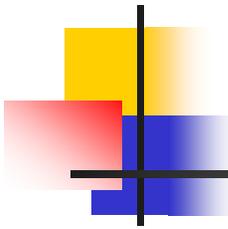
- Interested in long-term relationship
- Strong community presence
- Compatible HR philosophy
- Full-time positions with benefits
- Predictable hiring needs & openings
- Proven commitment to training
- Offer careers, not just jobs



# Industry Targets: Shifting With The Times

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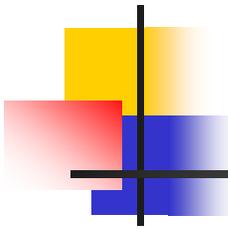
- Healthcare & Allied Health Fields
- Service Industries  
(Professional Office, Banking/Finance)
- Manufacturing
- Environmental Remediation; Construction
- Retail
- Hospitality



# Target Entry Positions

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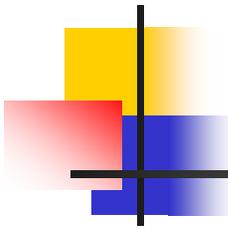
- Hospital Environmental Services
- Certified Nursing Assistants
- Hospitality Workers
- Clerical / Professional Office Support
- Document Specialists
- Pharmacy Technicians



# Where Do We Start:

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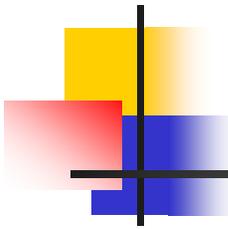
- No single “secret recipe”
  - Scanning daily papers, business publications
  - Checking trade association sources
  - Word of mouth – referrals & leads
  - Web pages of target employers
  - Industry events, trade shows, job fairs
  - Partnering with other CBOs
- **Networking, Networking!**



# Getting To Know Each Other:

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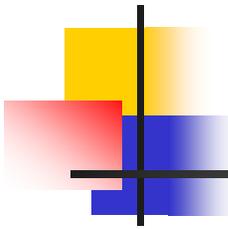
- Understand the business/management culture
- Find an “inside” champion
- Invite to training sites, other graduations
- Visit work site, meet supervisors
- Assess needs & skills gaps – “learn the job”
- Stress the benefits – OAI resources



# Custom-designed Training:

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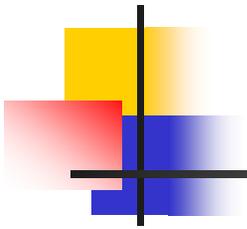
- Simulates the work place
- Offers Job shadowing or internships
- Involves employer (in design & delivery)
- Stresses “hot buttons”
  - Reliability/timeliness (no tolerance)
  - Customer service
  - Critical thinking
  - Work ethics/team work



# Key Success Features:

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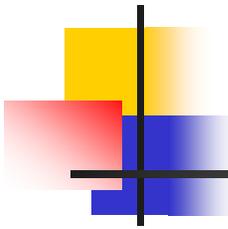
- Advance hiring commitment
- Flexible, reality-based curriculum
- Alumni role models
- Creative graduation/achievement events
- Employer recognition/PR – positive publicity
- High retention/1-year follow-up
- Continuing funding stream



# OAI Customized Program Examples

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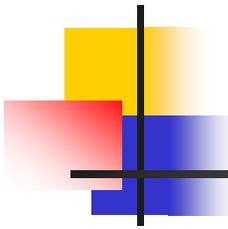
- Bank Tellers
- Hospitality Workers (various)
- Hospital Environmental Services
- “Earn as you Learn” C.N.A. Program
- Legal Document Specialists (IKON)



# Osco/OAI Pre-pharmacy Technician Training

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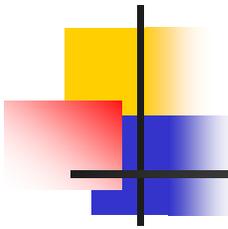
- 1999 – Chicago Empowerment Zone grant
- 2 Chicago South Side Osco locations
- Past Osco Employee on OAI Staff  
(now contract instructor)
- Championed by Kevin Murphy, Pharmacist
- Blessed by Osco Regional Management
- Ongoing City & State funding



# Progress To Date:

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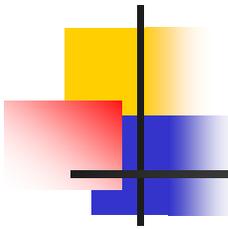
- 10 participating pharmacy sites
- 16 classes for 122 trainees
- 88 hired at \$8.25 starting salary
- 75% first-year retention average
- Kevin Murphy OAI “Employer of the Year”
- Increased corporate interest
- Tribune Charities grant for expansion



# Challenges & Opportunities:

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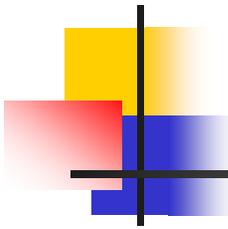
- Increase class size
- Expand number of training/hiring sites
- Longer internship phase
- “Train the Trainer”
- Strengthen Albertson’s Corporate Support
- Secure new funding for marketing/expansion



# The Osco Perspective:

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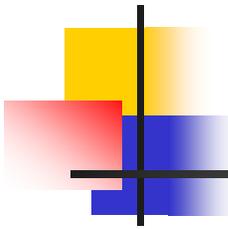
- Corporate Philosophy
- Community Hiring
- What we expect from a service provider
- OAI – how we started



# The Pharmacy Technician

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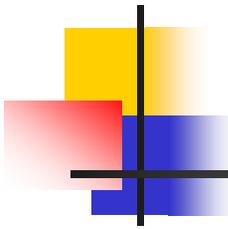
- Role in the Pharmacy
- Critical skills
  - Soft Skills / Customer Service
  - Technical Skills / Math
- Compensation
- Career Advancement Path



# Process Overview:

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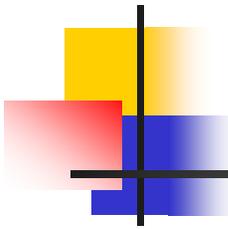
- Osco provides recruitment criteria
- OAI screens/selects candidates
- Candidates complete on-line Osco application
- 3-week class work at OAI:
  - Critical “soft skills”
  - Basic business world practices/expectations
  - Basic pre-pharmacy background



# Process Overview(Cont'd):

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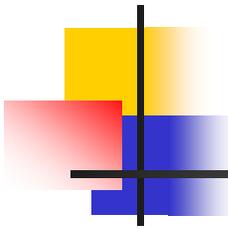
- Osco representative interviews/selects finalists
- 1-week at Osco Training Center
- Computer tutorial at Osco pharmacy
- 2-week internship at selected Osco pharmacies
- Achievement ceremony at OAI
- Osco employment offer accepted/declined



# End Benefits For Associate:

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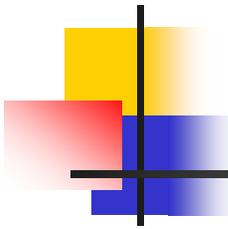
- Career development
  - Valuable skills
  - Wage & benefit package
  - Multiple career paths
  - Flexibility of Fortune 500 company:
    - Multiple locations, multiple opportunities
- Personal development
  - Self-esteem, independence
  - Stability, responsibility



# Value To Osco:

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- Pre-qualified pool of candidates
- Initial training provided
- Help in staffing difficult areas
- Built-in support & post-hiring services by OAI
  - For associate
  - For company & pharmacist



## Value To OAI:

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- Professional position placements
- Increased overall retention results
- Increased opportunity for funding
- Ongoing support of high-profile employer
- Accomplishing mission!