

SUCCESS STORY

## CVS PHARMACY

### Partnering with EARN to Build a Diverse Workforce and Meet Staffing Needs

*Disability wasn't seen as a barrier since they wanted a workforce that reflected their customer base, which includes people with disabilities.*

#### *Key Lessons Learned*



Employers should take advantage of local organizations that help service jobseekers with disabilities by providing training for skill sets in demand.

EARN can help national employers connect with qualified candidates on a local level.

#### *Company Background*

CVS offers on the job training and career advancement opportunities with regular openings for Pharmacists, Pharmacy Technicians, Crew Members (Store Clerks), Shift Supervisors and Assistant Store Managers. They practice a "promote from within" philosophy and assist employees with gaining access to training and skills development to get them to the next level.

#### *Focus on Ability*

CVS partnered with EARN to help their recruiting efforts in the Atlanta Metro area. They were looking for candidates with a good work ethic, strong customer service

skills and a willingness to learn in a fast-paced retail environment. Disability wasn't seen as a barrier since they wanted a workforce that reflected their customer base, which includes people with disabilities.

#### *Tapping into Local Resources*

CVS worked with local employment and disability organizations to identify potential candidates with the skills and talents they were looking for. One such organization was the School of Adaptive Computer Training. Their programs are designed to meet the needs of local businesses by teaching their students skills that are in demand. All services are focused on helping their students obtain long-term competitive employment.

#### *Paving the Road for Future Success*

John heard about the EARN/CVS partnership from the School of Adaptive Computer Training and decided to apply. John graduated from the School in October 2005 with over 10 years of work experience in various positions. He didn't have to

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wait long for job offers. Within a month, he had interviewed with CVS and a contractor for MARTA, Atlanta's public transportation service.

He was eventually offered positions with both organizations and chose a position with a CVS store as a pharmacy technician. What drew him to the pharmacy technician position was that it offered him room to advance and receive credentials and certification. He says, "The certification gives me something to work towards and keeps me motivated."

#### *Overcoming Difficulties on the Job*

Even with John's enthusiasm, he had his initial struggles. He never worked a cash register or handled money before his first day at CVS. "The best thing that happened my first day was we got slammed and I could see what it would be like working with such diverse people. I caught on pretty quick." John opted not to disclose his psychiatric disability to his supervisor or co-workers. He has difficulty picking up new information at times but did not request any workplace accommodations. Instead, he informed his supervisor that he can be "a little slow at learning but once I get it, I do it well." His disability can also serve as an asset in his position, as he

feels it's given him more empathy and patience when dealing with upset customers.

#### *Share Your Story*

**If you have a success story you would like to share, please email us at:**  
[earn@earnworks.com](mailto:earn@earnworks.com).

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