

**Funded by the  
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Employment & Training  
Administration**

**T**he President's High Growth Job Training Initiative is a strategic effort to prepare workers to take advantage of new and increasing job opportunities in high growth, high demand, and economically vital industries and sectors of the American economy. The foundation of this initiative is partnerships that include the public workforce system, business and industry, education and training providers, and economic development.

**CVS Project Partners**

*Wayne County Community  
College District*

*Wayne State University*

*Michigan Works!*

*National Retail Federation Foundation*

*Goodwill Industries of Greater Detroit*

*Faith-Based & Community  
Organizations*

*Macro International Inc.*

*Consulting Services for  
Community Solutions*

**Location of CAPS Program**

**CVS Regional Learning Center  
5901 Conner Road  
Detroit, MI 48213**

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# CAPS

**Career Prescriptions for Success**  
A CVS Apprenticeship & Incumbent Worker Initiative



**CVS**  
CAREMARK | **CVS/pharmacy**

## The Challenge

Given the needs of an aging population and the greater use of medications, employment of pharmacy technicians is expected to grow faster than the average for all occupations through 2012. Since the number of degrees granted in pharmacy is expected to be fewer than the number of job openings created by retiring pharmacists, the shortfall of some 157,000 pharmacists is estimated by 2020. Innovative training programs are needed to build and maintain a skilled workforce to meet employer demands.



## Our Workforce Solution

CAPS addresses the projected shortfall of Pharmacy Technicians and Pharmacists through a multipronged career path strategy:

- Build community interest in pharmaceutical jobs;
- Target recruitment in high unemployment neighborhoods of Detroit;
- Provide apprenticeships for pharmacy associate and technician occupations;
- Assist incumbent workers with career barriers to become pharmacy technicians;
- Advance workers through 2- and 4-year academic programs;
- Provide technical assistance for replicating Detroit pilot in Atlanta, Chicago, Dallas, and Indianapolis; and
- Replicate CAPS nationwide after end of federal grant.

## CAPS Project Outcomes

- 651 unemployed and underemployed individuals received job readiness and support services;
- 185 candidates participated in a 2-week internship with CVS, including classroom instruction and pharmacy job shadowing;
- 96 apprentices in Detroit and 134 in the replication sites were trained and certified in pharmacy service associate and technician positions;
- 130 incumbents received customer service skill development to advance their careers;
- 50 incumbent workers received scholarships for an Associate Degree in Applied Science at Wayne County Community College District; and
- 12 incumbent workers received scholarships toward 4-year or graduate degrees in pharmacy at Wayne State University.