

Workforce Initiatives

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Professional Education

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Contents

Our Business:

Business Segment Overview Suite of Assets

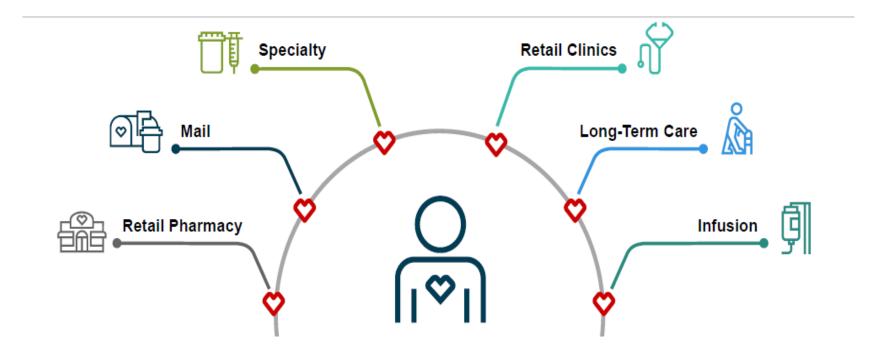
The Problem Change in Landscape

Our Aspirational Goals: Living Our Purpose

Building Pipelines Through: Strategic Partnerships Workforce Development Programs

Enterprise Impact Programs Questions and Answers

Our Business: National impact over 50 years





Our **Business:** Rx Benefits Management **CVS** Health Suite of

Assets

Retail Pharmacy

Approximately 9,600 CVS Pharmacy® stores dispense more prescriptions than any other drugstore chain. Through face-to-face counseling, our pharmacists drive medication adherence, close gaps in care, and recommend more costeffective drug therapies.

Innovative CVS Caremark® plan designs help minimize client costs while improving health outcomes for 75 million plan members. We operate five mail order pharmacies and offer broad capabilities that include formulary management and clinical services.

CVS Specialty™ supports

who require complex and

expensive drug therapies. The nation's largest specialty

pharmacy, we operate 24 retail

specialty pharmacy stores

and 11 specialty mail

order pharmacies.

individuals with chronic

or genetic diseases

Specialty







Retail Clinics

At more than 1,100 MinuteClinic® locations, our nurse practitioners and physician assistants diagnose and treat minor health conditions. perform health screenings, monitor chronic conditions, provide wellness services, and deliver vaccinations.

> Our Corame business is one of the nation's largest providers of comprehensive infusion services. It cares for 140,000 patients annually through a national network of more than 85 locations as well as the largest home infusion network in the United States

Omnicare® is a leading provider of pharmacy services to the long-term care market. Acquired in 2015, it enhances our service offerings to address the needs of an aging population across the continuum of senior care.

The NovoLogix® platform allows us to manage claims for drugs covered under the medical benefit with the same precision we apply to pharmacy benefits. Such drugs are usually administered in a physician's office, an infusion suite, or a

Medical Claims Editing

Pharmacy Long. Term Care F

CVSHealth

Patients

Payors

Our unique clinical programs help patients stay on their prescribed therapies. Unmatched business-to-consumer experience helps bring these programs to life, ensuring appropriate utilization, improving outcomes, and lowering overall health care costs.

The Problem:

Change in Landscape



Aspirational goal: To live our purpose

We enable our purpose of helping people on their path to better health by building talent pipelines through the power of partnerships. In doing this we develop strong loyalty with our community partners, customers, clients, and patients.

As we attract new talent to CVSH we also help break the cycle of poverty for people who may otherwise continue down the road of dependency, which often spans generations.

We recognize each person's value and help individuals unlock their full potential through creative partnerships.



Building pipelines through strategic partnerships

By working with state/local agencies, department of Labor, workforce boards and community colleges, we are able to attract, and build a pipeline of qualified candidates based on our workforce needs. We have established more than 1200 partners nationwide to:

- Utilize pre-employment and placement and post placement services to increase job retention.
- Access labor market trends and job matching services to increase our labor pool.
- Utilize job readiness, education and training programs to ensure the employer needs are understood and candidates are prepared to fill positions.
- Support education, curriculum development to match talent with current and future workforce skills requirements.
- Collaborate within Government led efforts at the state and local levels to establish hiring agreements and customized training opportunities.



Building talent pipelines through workforce programs:

WI created an organizational structure that enables our workforce teams across the country to carry out workforce programs that build talent pipelines within the focus areas of: Military Alliances, Mature Workers, Abilities In Abundance and Youth programs. Our pipeline development programs include:

- Mock Store Training Programs
- Apprenticeship Programs
- Customized Trainings
- Externship and Internship Programs
- Incumbent Worker programs
- On-The- Job Training Programs
- Regional Learning Centers



Enterprise Impact Initiatives:

Supported and lead in the development and execution of the following enterprise programs:

- Apprenticeship Initiative, serves as national workforce development model
- Abilities In Abundance increases employment opportunities for persons with disabilities. Earned national recognition through NDEAM.
- Pathways to Health Care Careers partners with Pharmacist Teach and Be the First, to build awareness and increase program outcomes.
- Caregiver Collaborative of Caring supports customers, colleagues and communities to meet caregiver needs
- Externship program builds a talent pipeline to fill pharmacy positions
- Military alliances help attract, hire and transition military talent into successful career opportunities.
- Regional Learning Centers deliver on-boarding, and training for new hires. Establishing regional partnerships to support workforce needs.
- School Based Health Care delivers to improve academic and health care outcomes for our nations youth.

The Workforce Initiatives difference

20k/yr

Summer youth hired over the past 3 years

20%

Mature Workers (50+ years old) in our workforce

35k+

Associates trained for careers at Regional Learning Centers

+0008

Registered Apprenticeships

1M+

Youth exposed to Pathways to Pharmacy careers

110k

Transitioned from public assistance into careers with CVS Health



Thank You

