

**Indiana Vocational Rehabilitation
Corporate Development**
“Helping Companies Source the Best
Talent in Indiana”



**Walgreens – www.walgreens.com
Business Service & Single
Point of Contact Report (2)
February 28, 2009**

Goals:

Several years ago, Walgreens began a strategic outreach to the disability community in their Distribution & Logistics Division (www.walgreensoutreach.com). To date, they have hired approximately 660 people with disabilities in their distribution centers across the country. The overall goals of this outreach in Indiana include:

1. Reach a level where 10-20 % of the employees at their Valparaiso Return Center are individuals with disabilities.
2. Develop a corporate culture where the values of the disability community are fully integrated into company operations and philosophy
3. Strategically roll-out the initiative to Indiana Walgreens retail stores.

Services:

The services that the Corporate Development Project will add to the Walgreens efforts are:

- 1) *Customized Recruiting* – working with community rehab providers to recruit & screen candidates for Return Center & store job openings

- 2) *Resource Collaboration* – partnering with the Walgreens Return Center to build resources to grow their disability focused hiring & training program
- 3) *Pre-Hire Training Program* – working with Walgreens district & store managers to build a pre-hire training program that prepares potential employees to be excellent Walgreens store employees
- 4) *Natural Supports Initiative* - working with store managers to build job aids and creative accommodations such as visual supports that help all employees to do their job better

Accomplishments:

1. The Corporate Development Project supported the transition between “single points of contact” that was requested by the Walgreens Return Center.
2. The Corporate Development Project worked with Opportunities Enterprise & Spartan Staffing to pilot hiring in the Return Center’s Hallmark Department which resulted in 1 VR customer securing employment to date.
3. Connections were developed between Goodwill in Ft. Wayne & the Ft. Wayne Walgreens district and store managers to lay the foundation for a pre-hire training program that will dramatically increase hiring of people with disabilities in these stores. This training program may also serve as a state & national model.

Single Point of Contact:

The single point of contact for the Walgreens Return Center in Valparaiso is Kathie Savich of Opportunities Enterprise. This single point of contact was switched per Walgreens’ request as the Return Center leadership team did not feel they were receiving enough follow-up support from the past single point of contact. As this initiative grows in 2009, it will be Kathie Savich’s role to communicate job openings to the agency coalition in northwest Indiana as well as pre-screen candidates that are sent through the coalition.

Randy Wolf from Ft. Wayne Goodwill will serve as the single point of contact for the Ft. Wayne based retail training program. The size & scope of this program is still in flux and it will probably make sense that there will be single points of contact for given Walgreens store districts or clusters as the initiative covers the state.

Next Steps:

The next steps of this partnership include:

1. Continuing to work with the Return Center to capture opportunities in the Hallmark Department and across the center.
2. Support Goodwill's effort to operate the Walgreens focused job training program.
3. Locate other opportunities to partner with Walgreens stores across the state.
4. Work with Walgreens stores on building natural support systems.

Corporate Job Development Initiatives are funded through FSSA's Medicaid Infrastructure Grant CFDA# 93768 and Indiana Vocational Rehabilitation Services (VRS).