

Competitive Integrated Employment for Individuals with Disabilities

March 23-24, 2015

Steve Pemberton
Chief Diversity Officer
Walgreens

The Journey

We built our strategy on three pillars

I

Jobs and expectations would be the same for employees whether they had a disability or not

II

All employees would be held to the same work standards, for the same pay

III

We would create a sustainable model that fit our operational, human resources, and other critical standards

The Journey

2007

- Andersen SC DC opens

2009

- Windsor CT DC opens

2010

- REDI Store Pilot

2012

- USBLN Employer of the Year
- Nation-wide REDI Launch

2015

- People with disabilities make up nearly 12% of our Distribution Center workforce
- 30% Fewer accidents
- 30% Lower absenteeism



The Journey Continues - REDI

- Success from the DC program provided confidence to expand into retail stores
- REDI provides on-the-job training for people with disabilities in our stores
- Positions include retail experience for our customer service associate positions
- Work with external agencies to fund and facilitate the training program
- Results include more than 500 trained and more than 150 individuals with disabilities hired

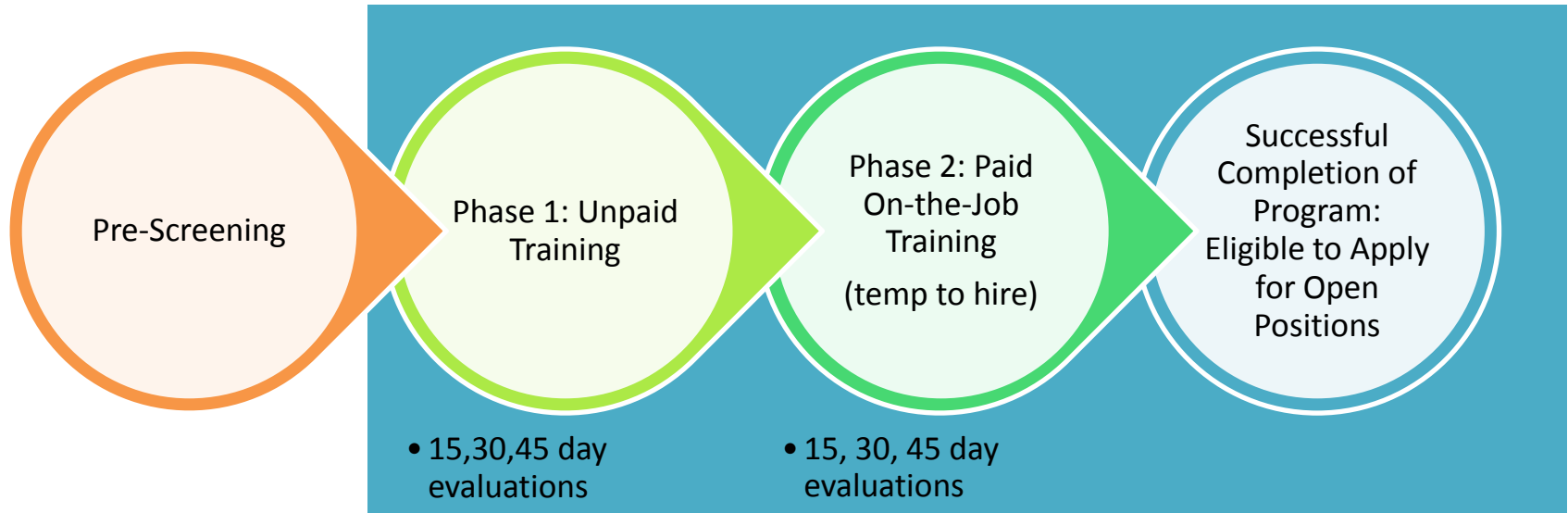


Programs

Programs

- Transitional Work Group
 - Distribution center 12-18 week training program
- Retail Employees with Disabilities Initiative (REDI)
 - In-store 4-6 week training program

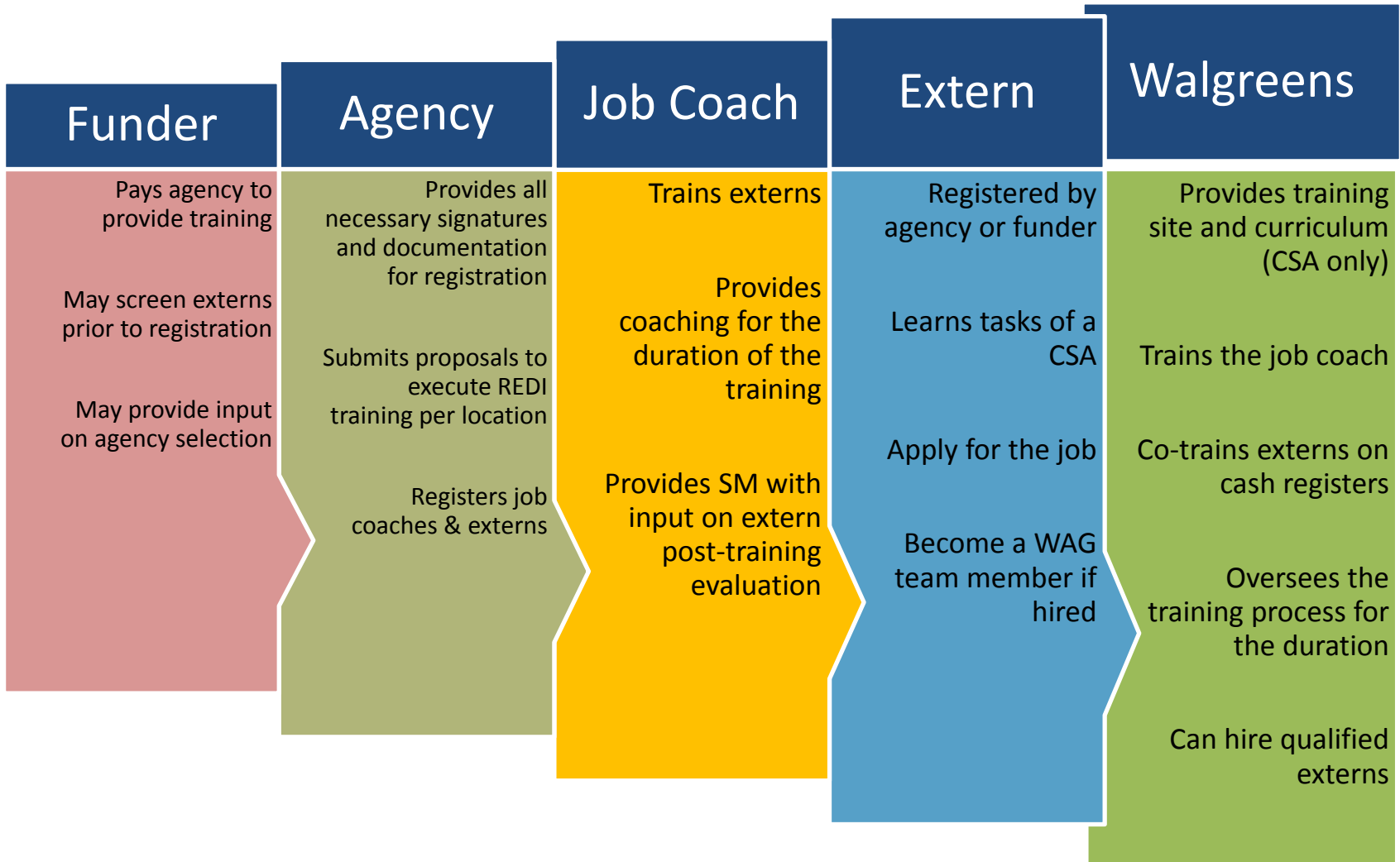
Transitional Work Group (TWG) Experience



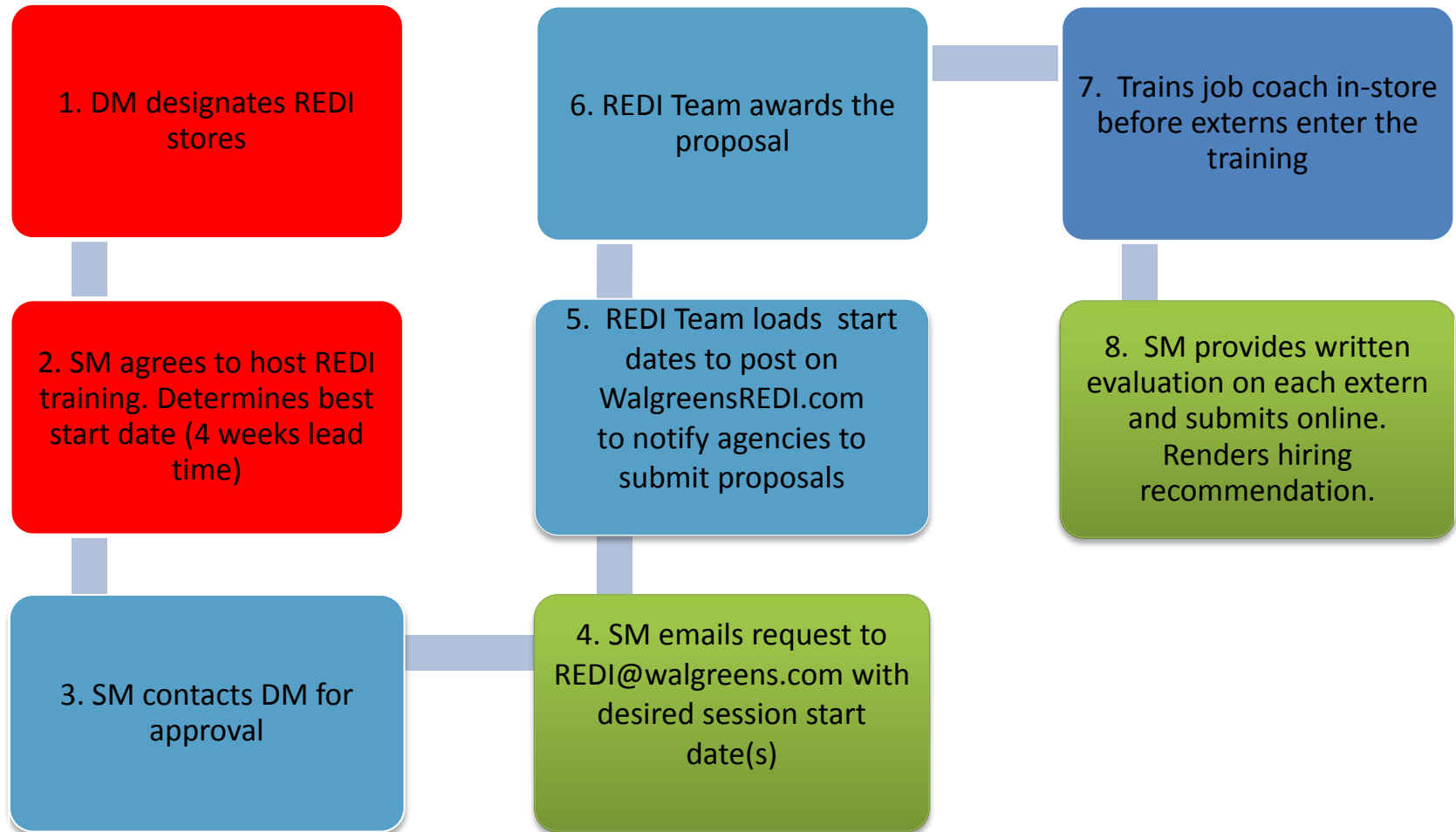
TWG Experience

- TWG facilitated by agency job coaches 100% during unpaid training
- Employed temp to hire workers during the paid OJT phase are paid by Walgreens
- Distribution centers target about 50% of hires to be people with disabilities
- Distribution centers only align TWG with hiring needs
- One TWG class consists of no more than 12 TWG candidates

REDI



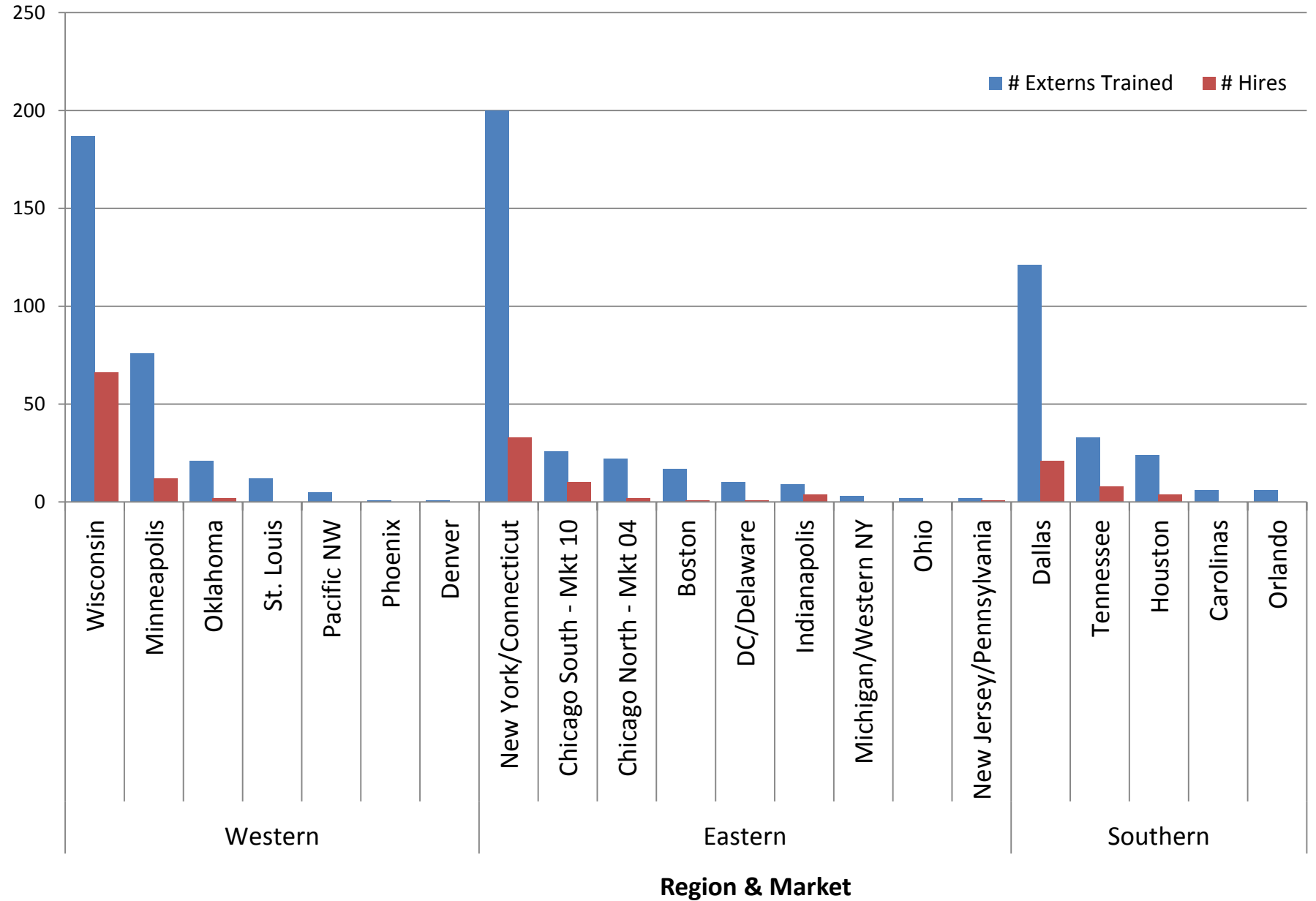
Key Stakeholder: District Manager / Store Manager



REDI Program to Date 2012-2015

Total Externs Trained	784
Total Sessions Hosted	433
Recommended for Hire <small>*Based on REDI trainees evaluated</small>	67%
Number of Hires	165
Number of Markets	21
Number of Districts	69
Number of Stores	162
Number of States	21

Externs Trained




Lessons Learned

- Since 2012, field store operations have submitted *1,142* REDI training session requests.
 - *848 (74%)* of these sessions have been cancelled.
- Available agency support lags behind demand to hire more individuals with disabilities
- Over 200 agencies have registered with REDI; however, only 40% are active.
- Leverage technology as much as possible

The Gateway: www.walgreensREDI.com

[Back to WAG PWDHiring](#)



Username:

Password:

[Forgot your password?](#) || [New Member?](#)

[Login](#)

[Home](#) | [REDI Materials](#) | [REDI Process](#) | [Terminology](#) | [New Member](#) | [Contact Us](#) | [My Dashboard](#)

News: Walgreens does not arrange funding for sessions. That is between your agency and funders. The start date indicates the start date for the job coach. 1-3 externs can train in one location at one time

[Read more](#)

What is REDI?

REDI is a program that creates partnerships between stores and local disability resources to provide job skills training for people with disabilities. REDI is a training program, not a placement program. The purpose of REDI is to educate externs with the skills and competencies required to be successful in our retail environment. Participation in the REDI Program serves as a great opportunity to increase the skills of people with disabilities so they can join the pool of qualified and diverse talent we consider when we have openings. In cases where we do not have openings in the local area, our hope is that REDI graduates will find employment with a neighboring business. It's important to know that while REDI provides training, it is not a guarantee of employment.

Upcoming Sessions

StoreAddress	SessionStart Date
85 E MITCHELL HAMMOCK RD , OVIEDO , FL , 32765	01/13/2014
701 NW SHERIDAN RD , LAWTON , OK , 73505	03/17/2014

[View More](#)

[REDI Agencies](#)

© Copyright 2012 Walgreen Co. All rights reserved.

Lessons Learned

- Agencies need to take more of a business approach
- Efforts need to align with business hiring needs
- Funding sources can be compromised
 - IL funding push towards long term services for significantly disabled v. short term training such as REDI
 - TX temporarily suspended funding to assess need for OJT pre-employment compensation

Advocacy

- Hosted New England Workplace Inclusion & Equality Summit
 - sheltered workshops paying IWD below minimum wage
 - attendees included business leaders, IWD, provider representatives, and community partners from across nine states
- High level support of US Business Leaders Network
- ADA 25 – Chicago engagement
- Support AAPD

Thank You