



Focusing Philanthropy Final Report 2022 Health Careers Campaign

Executive Summary

The Center for Economic Opportunity, JVS's workforce development division, was in its infancy when we first entered into an agreement with Focusing Philanthropy in April 2022. At that time, we had run two non-healthcare training programs (Certified Production Technician and Certified Apartment Maintenance Technician) and we had entered into a relationship with CVS Health to offer a Certified Pharmacy Technician Retail Training program. JVS was laying the groundwork for training programs in the healthcare arena, with a goal of adding a Certified Nursing Assistant Program.

Since 1939, JVS has been helping people achieve their career goals through career guidance, Adult Basic Education, English as a Second language, Citizenship classes, and refugee services. JVS created the Center for Economic Opportunity because we recognized that to achieve economic self-sufficiency, people needed the tools and job skills training to prepare for, find, and keep a job. JVS identifies in-demand jobs, works with employer partners to determine their specific labor needs, and then creates training programs to meet those needs.

Our goal of completing six cohorts in the first seven months was overly ambitious, however, we did complete two cohorts of Certified Pharmacy Technician training and established a relationship with a home care company that enabled JVS to begin to offer a Certified Home Health Aide program in 2023. To date (as of November 2023), we have held six Pharmacy Technician cohorts, including one that was designed for immigrants and people for whom English is a second language and one virtual program. In lieu of a Certified Nursing Assistant program, we began working with Eastbridge Home Care and have graduated four Home Health Aide cohorts.

In total, in the seven months of operating our Certified Pharmacy Technician program in 2022, we enrolled 20 participants, 16 graduated (80% completion rate), and 12 were placed in as pharmacy technicians (75% completion rate) with an average starting salary of \$17.65.

Program Overviews

The Certified Pharmacy Technician program: This 10-week training prepares participants to take the examination offered by the Pharmacy Technician Certification Board and/or step into an apprenticeship program. It includes a 2-week full-time externship. The class is taught as follows:

Week 1: Privacy, Pharmacy Basics, Pharmacology, Medication Identification, Customer Service and Patient Care, Body Systems, Therapeutic Incompatibility, Drug Stability

Week 2: Team Building, DEA and Regulatory Agencies, Pseudoephedrine and Methamphetamine, Resume and Cover Letters, Job Applications

Week 3: Test One; Pick Up Window, Interview Preparation, Medication Identification, Risk Evaluation and Mitigation Systems, SIG Codes, Restricted Drugs

Week 4: Hazardous Materials, Roles and Responsibilities, Drop Off, Medication Errors and High Alert Medications, SIG Codes, Delivering Patient Care, Personal Protective Equipment and Standard Precautions, Production, First Week of Externship

Week 5: Test Two, Calculations, Interpreting Prescriptions, Mock Interview, Career Services

Week 6: Communication in Health Care, Third Party Billing, Inventory Management, Compounding, Sterile Compounding, Institutional Pharmacy

Week 7: Automated Dispensing, Over the Counter Medications, Order and Prescription Processing, Job Search, PTCB Practice Test

Weeks 8 and 9: Externship

Week 10: Test Three, Job Applications, Complete All Unfinished Work

Home Health Aide Training Program Curriculum: This program offers licensure and credentialing as a Home Health Aide through the NJ Board of Nursing. Designed to meet the minimum State of New Jersey requirements, the program consists of 100 hours, which includes 60 hours of technical classroom instruction, 16 hours of clinical instruction in a skills laboratory and 14 hours of Life Skills and Career coaching. The class is taught as follows:

Week 1: Introduction to the role of the UAP in the Home Care Setting; Foundations for Working with People: communication, human needs, cultural differences, families; Safety: handwashing; PPE; Patient Care: measuring and recording temperature, pulse, respiration, blood pressure, passive ROM exercise; Career Services: resumes, mock interviews.

Week 2: Safety: conditions, fire, standard precautions for infection control, emergencies; Patient Care: bed to wheelchair transfer, slide board, lift, ambulation with cane, crutches, walker, bed washing, oral hygiene, dentures, shaving, brushing; eating, laundry, bathroom, ice pack, compresses, dressings, stockings; dressing and undressing a patient; commode, bed making, ostomy bag, catheter care, urinal; Body Systems: musculoskeletal, upper GI.

Week 3: Patient Care: oxygen care and regulations, restrictive devices, monitors, alerts, bed sore care and management, responding to an MI; Body Systems: upper/lower GI, integumentary system, endocrine, reproductive, cardiovascular, respiratory.

Week 4: Patient Care: Rest and sleep, death and dying, home management and nutrition, cooking, cleaning, weight and height, documenting, reporting emesis, measuring I/O; Body Systems: cardiovascular, respiratory, neurological, urinary, immune; Career and Life Skills: managing time and money; Special Needs Clients: mental impairment, cancer, diabetes, stroke, TB, HIV.

Week 5: Patient Care: reporting, documenting, communicating. Career and Life Skills: caring for yourself. Final exam review. Final Exam.

Program Highlights

Since the program was in its inception phase, highlights relate to the successful start-up of the Pharmacy Technician program, graduating two classes, and the relationship developed with a home care provider.

- The curriculum developed by JVS was approved by the Pharmacy Technician Certification Board, allowing JVS to offer the program to our target audience of low-to-moderate-income individuals.
- JVS established a relationship with an employer partner, Eastbridge Home Care, through which JVS was able to plan the curriculum and begin recruitment during the grant period. We offered the first Certified Home Health training beginning in February 2023.
- Thanks to the success of the two initial Pharmacy Technician cohorts, we were able to secure NJ Department of Labor funding for a Pre-Apprenticeship Pharmacy Technician program.

Client Success Stories

Thomas graduated from the first Pharmacy Technician cohort in July 2022 and began working at a local CVS Pharmacy as a Pharmacy Technician. Recognizing that he enjoyed the healthcare field, he left CVS in May 2023 to enter nursing school as a full-time student.

Anya also graduated from the first Pharmacy Technician cohort. She was hired by a local CVS Pharmacy. Anya took and passed the PCTB test in December 2022, becoming a Certified Pharmacy Technician. CVS has promoted her to Inventory Manager and Immunization Technician, resulting in a pay increase to \$20/hour from \$16/hour. When her sister Cassidy couldn't find a job in her chosen field, Anya suggested she take the course at JVS. Cassidy graduated in May and within a month had landed a job at a local pharmacy.