

## Division of Vocational Rehabilitation (DVR) Technical Specifications: Walgreens Retail Employees with Disabilities Initiative (REDI)

**Effective July 1, 2016 to June 30, 2017**

### Description of Service Category

The Walgreens Retail Employees with Disabilities Initiative (REDI) is an in-store training program that aims to help individuals with disabilities gain retail and customer service skills. In 2012, this national program was implemented in the state of Wisconsin. This program is completed within 4 weeks and takes place within Walgreens store locations. REDI externs will receive a temporary work experience wage during the 4 week training on-site at the Walgreens retail site (\$9.00/hour minimum or the local commensurate wage for the Service Clerk position).

Walgreens REDI Services are provided in working alliance with many partners (DVR, Service Provider, DVR Consumer, and Walgreens Store Managers). The services and processes outlined below have been designed to ensure appropriate referrals and adequate support for DVR consumers.

Service Providers who are interested in providing this service must contact their local WDA Director. The WDA Director will then contact the DVR Program Development Specialist to ensure there is no overlap in services in the local area. The Service Provider must submit a REDI Skills Assessment draft for DVR review/approval prior to being approved to provide REDI Services. A statewide service provider may also be eligible to receive payments for job placement/hire and retention.

[Link to Roles and Responsibilities Document\(s\)](#)

Note: All elements listed in the Roles and Responsibilities document serve as part of the technical specifications and are required to be completed by the Service Provider.

### Service(s):

SERVICE	PURPOSE	TIMEFRAME(S)	DELIVERABLES	PAYMENT
REDI Skills Assessment	To determine if the consumer meets the established criteria prior to acceptance to the program.	30 days from authorization	REDI Skills Assessment Report	\$500
REDI Job Instruction	4 days of on-site job support  1 day of soft skills training	30 days from authorization	REDI Job Instruction Report  *Required weekly	\$45/hour

An Authorization for Services is required from DVR before any services can begin.

### Service Provided – REDI Skills Assessment

- Potential candidates will be assessed to determine if they meet established criteria prior for acceptance to REDI. This assessment duration should be completed within a 1 week timeframe. Assessments may take different approaches, as long as they are measuring and providing DVR with the following information:
- The consumer must be assessed in the following areas required by Walgreens:
  - Soft skills such as attitude, motivation, willingness to work, attendance, and punctuality. This may be assessed through observation during the screening process.
  - Meet physical requirements (Bending, twisting, reaching, lifting 25-35lbs, squatting, standing for 6-8 hours, etc.)
  - Climb a ladder and reach overhead
  - Good residual vision
  - Good personalities for working with customers
  - Candidates must be able to successfully complete a drug screening.
  - Previous work history (consumer worked in retail in the past) - helpful.
  - Steady, calm, focused manner
  - Level of development in reading and math for matching skill levels with the functional requirements of the job (Typically 5<sup>th</sup> grade level.) Referrals may use a calculator to determine the level of math skills.
  - Cash handling (Counting back correct change in the least amount of coins as possible.)
  - Appropriate behaviors/manners in the workplace as well as professional environments
  - Criminal background: Walgreens will **not** accept anyone with theft on their history.
- There is **NO JOB CARVING**. Referrals must meet or exceed all Walgreens requirements in order to be considered for the program.
- Assessments can be more standardized or formal, such as measuring reading and math levels and conducting various inventories.
- It is allowable for an assessment to take a more situational approach such as discussing cash handling and customer service scenarios with the consumer and/or observing the individual in a retail setting for a couple of hours.

[Link to REDI Skills Assessment Report](#) (DVR-18042-E)

### Service Provided – REDI Job Instruction

- **This service does not require a Systematic Instruction: Job and Task analysis.**
- REDI job instruction is a service provided by a paid service provider staff to assist consumers at the Walgreens job site during the 4 week REDI –Curriculum Cohort session. This service is provided for 4 weeks full-time. (Part-time 8 week trainings, which accumulate to the same amount of hours of full-time externs, may be authorized for **disability related reasons only and must be approved by the Walgreens Store Manager**. It may not be used due to preference, child care, etc.)
- REDI Job Instruction Service Providers are expected to provide 4 days of onsite job instruction (full-time) and 1 day off site soft skills instruction to consumers per week.

- Consumers are expected to learn and receive job instruction with the following skills during the 4 week program:
  - Operate a cash register (may use calculator if needed to verify correct change)
  - Stock and organize (face) the shelves.
  - Replace price tag/product descriptions.
  - Receive products from the Warehouse Truck.
  - Merchandise by building tables, end stands, or setting up a department.
  - Provide exemplary customer service.
  - Utilize a variety of interpersonal and social skills to be successful working in a store.
  
- Consumers participating in the REDI extern program may also be expected to:
  - Be a "jack-of-all trades." Working in a sales associate position at Walgreens, the individual may be asked to perform several different tasks during their shift. For example, an individual may start out stocking on the sales floor, but would need to jump on the register and help people check out if the store gets busy. The individual would also be expected to assist with cleaning duties, such as the floors and the bathroom.
  - Multi-task. If an individual is working at the front register, there may be a lot of different things going on at the same time. The individual may need to answer the phone while assisting the customers at the register.
  - Be ok with interruptions in work-flow. Sales associates at Walgreens will often be interrupted from performing one task to do something else. For example, customers may stop an employee to ask for assistance, or again, the employee may have to come from the stockroom to assist on the registers.
  - Be able to lift medium-sized boxes of merchandise in the stockroom and on the sales floor. The individual may even need to climb a ladder to store items or bring out items from the stockroom. Individuals may also have to move around shelving to create displays. Individuals would be walking and standing most of the day, sitting is really only during break time.

[Link to REDI Job Instruction Report](#) (DVR-18043-E)

### **Service/Reporting Requirements**

Statewide DVR service and reporting elements are located in the required reporting template(s) found here: [Link to Required DVR Statewide Service Report\(s\)](#)

Reports are due within 5 business days of the end of the service or previous month if the service is continuing.

*\*\*\*If the service provider is seeking to use their own reporting template, the report must contain all the elements and follow the same sequence in the required DVR reporting template. Please email the DVR Program Development Specialist at [DVRSpecialContracts@dwd.wisconsin.gov](mailto:DVRSpecialContracts@dwd.wisconsin.gov) to submit a reporting template and request for approval.*

### **Billing Requirements**

Invoices for services should be submitted as described on the Authorization for Services, also referred to as the purchase order. Invoices must be received by DVR within 60 days of completion of the service. Properly submitted invoices will be paid within 30 days of receipt when reports and services have been delivered and accepted as specified.