

Military/Veteran Resource Network Application - Employers

Organization Name	Arizona Corporation Commission
Address	Street Address: 1200 W Washington City: Phoenix State / Province: Arizona Postal / Zip Code: 85007 Country: United States
Phone	(602) 5424140
Website	www.azcc.gov
Organization E-mail	humanresources@azcc.gov
What sector is your organization part of?	Government (federal, tribal, state, local)
Brief background of organization (mission, year established, etc.):	Article 15 of the Arizona Constitution establishes the Arizona Corporation Commission (ACC). By virtue of the Arizona Constitution, the Commissioners function in an Executive capacity, they adopt rules and regulations thereby functioning in a Legislative capacity, and they also act in a Judicial capacity sitting as a tribunal and making decisions in contested matters.
Description of industry	Mission Statement Exercise exclusive state regulatory authority over public service corporations (public utilities) in the public interest. Grant corporate status and maintain public records. Ensure the integrity of the securities marketplace. Foster the safe operation of railroads and gas pipelines in Arizona.
Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):	ACC personnel are affiliated with hundreds of industry specific organizations through individual memberships within each employee's prospective industry and department.
Number of employees	Medium business - 50 - 499 employees
In what area of the state do you operate?	Statewide (including multi-state/national)
Types of employment opportunities available:	The ACC has various departments and employment opportunities within each department such as but not limited to: customer service, electric and mechanical engineers, pipeline and railroad personnel, rate analyst and auditors, attorneys, law enforcement officers, financial security investigators, judges and support staff.
To be designated as an Arizona Veteran Supportive Employer, organizations must	

have paid employment opportunities. This designation does not apply to multi-level marketing, direct sales, franchises and/or other opportunities that require payment by the job seeker.

Our organization has paid employment opportunities.

Our organization understands and agrees to the following Guiding Principles:

1. Military service often fosters resilience and strength in service members, veterans and family members.
2. Military service impacts the individual and the family. A “military family” can include a service member or veteran, their spouse/significant other and children, as well as parents, siblings, extended family and friends.
3. The military is a distinct culture. While service members, veterans and their families experience the same life circumstances and events as civilians, both positive and negative, they also have a unique set of life experiences relating to service, deployment and reintegration that are distinct from civilian life.
4. As a community, we are committed to providing the best care and support to all those who serve. Since changes in military status affect eligibility for programs, resources and benefits, we seek to build a continuum of care that addresses the needs of the entire military, veteran and family population.
5. No one organization can meet all needs for the entire military and veteran population. Stronger collaboration between military, government and community partners supports service members, veterans and their families in connecting to the right program, resource and/or benefit at the right time. Organizations should also focus on collaboration to maximize available resources and minimize duplication of effort.
6. There should be no wrong door to which a service member, veteran or family member goes to for help. Each individual and organization should have at least the basic knowledge on the military/veteran systems of care to assist in connecting that individual or family to a more appropriate resource so that no one is turned away.
7. As a network of individuals and organizations who provide care and support to the military and veteran population, our goal is to assist service members, veterans and family members in being informed consumers who are empowered to make decisions to access those programs, resources & benefits that will meet their needs.
8. Every service member, veteran and family member has an individual experience and perspective which should be acknowledged and incorporated into the provision of care and support.

Our organization understands and agrees to the following Ethical Considerations:

1. The interest of the service member, veteran and family member should come first, above the interest of the provider or organization, financial or otherwise.
2. Any potential conflicts of interest should be disclosed up front.
3. Respect the service member, veteran and/or family member by providing accurate information that will assist them in making informed decisions about the care and support they access.
4. Organizations should only offer programs, services and resources that they are equipped or trained to deliver. Outreach and engagement of the military and veteran population should be within the scope of the role and function of the individual (training & experience) and the organization (policies, practices, procedures).
5. Organizations that outreach to the military/veteran population have an obligation to equip their personnel and organizations with the training necessary to understand: a) the unique aspects of the military experience b) the issues affecting these individuals and their families and c) the specific military/government programs and benefits available to this population. Organizations should consult with subject matter experts when necessary.
6. Outreach and messaging to the military and veteran population should be truthful, not misleading nor designed to incite fear, should always accurately and appropriately cite sources and present information in context.
7. Organizations should be cautious about promising outcomes. Information should clearly state if a program or service is evidence-based or independently documented to be effective. Statements about the effectiveness of programs or services should include information on success rates and the documented source of this information.
8. Coordination of care and follow up is essential when service members, veterans and family members are accessing multiple systems of care. Partners need to be actively engaging with other providers and systems as appropriate, while still respecting the confidentiality of the individual or family.

Key personnel (leadership,

management, human resources, recruiters, etc.) have basic knowledge and/or training related to:

The military, veteran and family population and unique aspects of military/veteran culture.
The effects of military service, deployment, reintegration and transition on service members, veterans and their families.

Please describe the knowledge and/or training of key personnel in these areas?

Key personnel have attended Military/Veteran Resource Navigator Training. The ACC is also interested in scheduling military/veteran culture trainings in the future.

Identify employees with a military background or affiliation. Form a committee or advisory group of service members, veterans, family members and other interested personnel to provide input on how to strengthen the organization's hiring and retention of military-affiliated employees.

Currently the ACC does not have a committee or advisory group for service members, veterans and their family members, but it is something the ACC is interested and open to creating.

Employees and leadership participate in training and events to increase connection to military/veteran community (e.g. ESGR "Boss lifts", training, etc.).

Employees and leadership at the ACC participate in training events, community events and veteran outreach events to stay connected with the military/veteran community.

Additional detail on how our organization CONNECTS to the culture relating to the above areas, as well as any other relevant information:

The ACC is interested in partnering with statewide organizations and creating partnerships with organizations involved with the military/veteran community to stay connected and involved.

Communications (print, web, etc.), content and messaging focused on the military and veteran population:

Uses appropriate terminology and imagery
Describes the type and nature of positions available and how to apply.
Clearly identifies if your organization has a veteran preference in hiring.

Approximate number of employees in organization:

250

Number of individuals trained as Military/Veteran Resource Navigators within organization:

1

Titles/roles of individuals trained as Navigators:

Human Resources Manager

If employees are referred out to an external navigator, please describe how this is communicated to personnel:

The ACC also provides information to resources on their intranet for those who may need an external navigator or additional resources.

Our organization tracks the following:

Number of service members employed

Post information for service members, veterans & families on intranet, in breakrooms, etc.

Yes

Additional detail on how our organization ASKS the right questions at the right time relating to the above areas, as well as any other relevant information::

The ACC's Security Division has a portion of their website dedicated to resources for the military/veteran population and their family members. This portion is called the Investor Resource Center for Military and Their Families.

Our organization has designated one or more employees as the internal contact point(s) for military-affiliated employees.

Yes

Key staff in leadership, management, human resources, recruiting, etc. have training relevant to their specific roles around recruiting, hiring, managing and retaining military-affiliated employees. Please mark areas of training provided:

Best practices for effectively engaging their experience and talent in the workplace.
Relevant laws.
Hiring benefits and incentives.
Military, government and community employment programs and systems.

Please describe training provided:

In the future, the ACC would like to have military/veteran culture training as a part of their training program for new and current employees.

If your organization has tailored recruiting strategies

and programs to the military, veteran and family population, please describe:

The ACC is becoming an Arizona Veteran Supportive Employer to help recruit this population and utilize Veteran Preference when hiring new employees.

Additional detail on how our organization RESPONDS effectively relating to the above areas, as well as any other relevant information::

The ACC has many resources for the military/veteran employee population. Not only does the ACC have a trained Military/Veteran Resource Navigator, but also resources available on their website and intranet.

We have one or more individuals designated as points of contact (POCs) for the Military/Veteran Resource Network and the military/veteran community:

Yes

Our organization partners as appropriate and needed with public and private sector organizations to coordinate hiring and retention efforts specific to service members, veterans and family members.

Yes

Training on the military, veteran and family population is incorporated into organizational training.

No

Our organizations participates in relevant events, trainings and initiatives in the military/veteran community (e.g. continuing education, employee volunteer programs, sponsorship, etc.).

Yes

Additional detail on how our organization ENGAGES relating to the above areas, as well as any other relevant information:

The ACC participates in Arizona StandDown events, has members in the Diversity of Leadership Alliance, and the Security Division offers investor education to veteran organizations within the community and local veterans. The ACC also attends Arizona Coalition for Military Families and Arizona Department of Veterans' Services events within the community.