

Military/Veteran Resource Network Application - Employers

Submission Date	2016-08-03 19:47:18
Organization Name	ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM
Address	Street Address: 701 E JEFFERSON STREET, MD 7400 City: PHOENIX State / Province: AZ Postal / Zip Code: 85034 Country: United States
Phone	(602) 417-4678
Fax	(602) 253-6177
Website	WWW.AZAHCCCS.GOV
What sector is your organization part of?	Government (federal, tribal, state, local)
Brief background of organization (mission, year established, etc.):	<p>Founded in 1982, the Arizona Health Care Cost Containment System (written as AHCCCS and pronounced 'access') is Arizona's Medicaid program. Medicaid is a federal healthcare program jointly funded by the federal and state governments for individuals and families who may qualify for acute or long-term services.</p> <p>Built on a system of competition and choice, AHCCCS is a \$12 billion program that operates under an integrated managed care model, through a Research and Demonstration 1115 Waiver. Contracted health plans coordinate and pay for medical services delivered by over 60,000 health care providers for 1.6 million individuals and families in Arizona.</p>
Description of industry	Arizona's Medicaid program. Medicaid is a federal healthcare program
Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):	None.
Number of employees	Large business - 500+ employees
In what area of the state do you operate?	Regional within Arizona
2. County/Counties:	Apache Cochise Coconino Gila Graham Greenlee La Paz Maricopa Mohave Navajo Pima Pinal Santa Cruz Yavapai Yuma

Types of employment opportunities available:

VARIOUS

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:

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.
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.
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?	Training needed. One of our Training Officers would like to contact your organization to discuss training options.
Employees and leadership participate in training and events to increase connection to military/veteran community (e.g. ESGR “Boss lifts”, training, etc.).	HR representatives have attended ESGR events.
Additional detail on how our organization CONNECTS to the culture relating to the above areas, as well as any other relevant information:	None at this time.
Communications (print, web, etc.), content and messaging focused on the military and veteran population:	Describes the type and nature of positions available and how to apply.
Approximate number of employees in organization:	1000
Number of individuals trained as Military/Veteran Resource Navigators within organization:	4
Titles/roles of individuals trained as Navigators:	HR Manager HR Generalist
If employees are referred out to an external navigator, please describe how this is communicated to personnel:	At this time guidance is sought through ESGR and information is communicated to employee.
Our organization tracks the following:	Number of service members employed Number of veterans employed
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::	When needed, we seek guidance through ESGR.
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:

Relevant laws.

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

When needed, we seek guidance through ESGR.

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:

At this time, only HR staff receive training.