

Military/Veteran Resource Network Application - Employers

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Organization Name	APS
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What sector is your organization part of?	Community (private sector - business, not-for-profit, etc.)
Brief background of organization (mission, year established, etc.):	<p>Arizona Public Service Company is the principal subsidiary of Pinnacle West Capital Corporation, an S&P 500 company, and is the largest electric utility company in the State of Arizona. It was nationally recognized for support of military and veterans with the Secretary of Defense Freedom Award in 2014, is one of the original participants in the Troops to Energy Jobs initiative, and has numerous other veteran support initiatives underway.</p> <p>APS generates safe, affordable and reliable electricity for more than 1.2 million retail and residential customers in 11 of Arizona's 15 counties. We have served Arizona for over 125 years. By 2030 we expect to add 700,000 new customers. We plan to meet those customers' needs through innovation and excellent service.</p>
Description of industry	Our corporate vision is to create a sustainable energy future for Arizona. The use of innovative smart technologies, renewable energy sources and energy efficiency are key components of our efforts to meet that vision. We make decisions with the goal of creating long-term corporate value and adhering to our Code of Ethics and Business Practices. We consider our societal, economic and environmental impact, now and for generations to come.
Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):	Arizona Business Chamber, GPEC, Greater Phoenix Chamber of Commerce, ESGR, and the USO are only a few of the dozens of organizations with which APS is involved.
Number of employees	Large business - 500+ employees
In what area of the state do you operate?	Statewide (including multi-state/national)
2. County/COUNTIES:	Apache Cochise Coconino Gila La Paz Maricopa Navajo Pima Pinal Yavapai Yuma

Types of employment opportunities available:

APS has periodic employment opportunities available in a wide variety of Departments. There are opportunities within Fossil, Transmission, Distribution, Customer Service, Engineering, Call Center, Marketing/Trading, Plant Operations, Forestry, Legal, Accounting, IT, Supply Chain, Human Resources and other options as well.

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?

APS has attended training conducted by ESGR and USERRA. APS HR and supervisory personnel receive USERRA training during the Employment Law Boot Camp training sessions.

Between 19 & 20% of APS' 6500+ employees identify themselves as veterans, and veterans are in key positions within the company, including the COO, SVP Policy, and the Chief Nuclear Officer. Our VETRN employee networking group is very active.

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.

See previous response on leadership.

APS has the Veteran Engagement Transition Retention Network (VETRN), which is an APS employee networking group, currently consisting of over 320 members.

The VETRN organizations mission is to remain open to ALL APS employees (veterans as well as civilian supporters) who have an interest in veteran's issues. We welcome veterans, reservists, family members and friends to help us to engage APS employees in the transition of veterans into our workforce. The VETRN organization was formed to create an environment of inclusiveness that fosters loyalty and retention by involving APS employees in volunteerism, outreach and fundraising that benefits APS veterans and the Arizona veteran community at large.

VISION: To organize and network in a manner that respectfully and honorably regards the living values and ongoing commitment that veterans have made to their families, their communities, and themselves.

MISSION OBJECTIVES:

To create awareness in our community and company that APS is an employer of choice for Veterans by:

- Focusing upon veteran recruitment and furthering our corporate goals
 - Increasing community service and outreach involvement
 - Increasing awareness of veteran programs and benefits among our employees
- Retaining our current veteran employee base by promoting and highlighting the service, leadership and achievements of veterans in the organization.

<p>Employees and leadership participate in training and events to increase connection to military/veteran community (e.g. ESGR “Boss lifts”, training, etc.).</p>	<p>APS is continually enhancing their connection with the veteran community by staying involved. Many APS employees also volunteer with ESGR, and VETRN plans and manages the Veterans Day Parade in Phoenix and supports the parade's sponsoring organization, Honoring Arizona's Veterans (HAV). APS was one of the lead supporters for the Arizona National Guard muster in 2014, and in the past, has supported USO grants, and the Marine Scholarship Fund (at \$100,000). The total for veteran-related philanthropy in 2014 was over \$300,000.</p>
<p>Additional detail on how our organization CONNECTS to the culture relating to the above areas, as well as any other relevant information:</p>	<p>Veterans, Service Members and their families are able to self-report if they have this status. APS also sent a survey to all employees asking about their military affiliation two years ago; approximately 20% of APS employees have a military/veteran affiliation, and 35% of the employees at the Palo Verde plant have a military/veteran affiliation.</p>
	<p>APS has received several ESGR Patriot Awards and the ESGR Pro Patria Award.</p>
<p>Communications (print, web, etc.), content and messaging focused on the military and veteran population:</p>	<p>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.</p>
<p>Approximate number of employees in organization:</p>	<p>6600</p>
<p>Number of individuals trained as Military/Veteran Resource Navigators within organization:</p>	<p>0</p>
<p>Titles/roles of individuals trained as Navigators:</p>	<p>APS is interested in scheduling future Military/Veteran Resource Navigator Training with through our VETRN employee networking group; these members are at all levels in the company, from consultant to manager and higher.</p>
	<p>APS would like to have their members of the VETRN group trained as Navigators.</p>
<p>If employees are referred out to an external navigator, please describe how this is communicated to personnel:</p>	<p>Employees will be referred to APS VETRN navigators as opposed to external navigators.</p>
<p>Our organization tracks the following:</p>	<p>Number of veterans employed</p>
<p>Post information for service members, veterans & families on intranet, in breakrooms, etc.</p>	<p>Yes</p>
<p>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::</p>	<p>APS has a veteran intranet site for its employees and a VETRN employee networking group.</p> <p>Our Veteran Employee networking group is comprised of divisional chair members that support our veteran employees and represent them regionally. These Division Chairs report back to the organizations chair who reports directly to the Senior Vice President of the company and Executive chair of the veteran employee group.</p>

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

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:

If your organization has tailored recruiting strategies and programs to the military, veteran and family population, please describe:

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

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

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.

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

Yes

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.

APS attends military job fairs and base employer panels. Talent acquisition's secondary screening process can include preference for veterans as well as active members of the National Guard or reserve, in the case where military experience is applicable to the job. Points are awarded for preferred qualifications. Those points given for military experience can be the differentiator for whether a candidate receives an interview. Military experience is highly sought after for many positions available with APS. This is demonstrated by our participation in such military employment programs as troops to energy jobs, and our alliance with the nuclear energy institute, and the US Navy to create a pipeline of talent for our organization.
APS is currently piloting a program to sponsor military veterans who are looking for employment and require and education. Current pilot has placed one service member in a paid company rotational program as well as funding the employee's education in partnership with a local university.

APS communicates regularly with reserve and veteran personnel through its employee networking group and through its intranet site. Also, APS VETRN volunteers will be trained as Military/Veteran Resource Navigators.

Yes

Yes

No

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

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

Yes

APS has the Veteran Engagement Transition Retention Network which engages frequently with the community, veteran and service member population and partners with several different organizations committed to helping the veteran population.

APS also plans the Veteran's Day Parade in Phoenix, holds the Veterans Grand Marshal ceremony and has conducted and supported veteran events in Flagstaff, Yuma, Payson, Phoenix and Tuba City. APS has also worked with Tribes in Northern Arizona to support their efforts and attend their veteran events.

In 2016, APS will work closely with the Coalition for Military Families and with the Governor's office to develop an effort with Arizona businesses to support and retain veterans in the workforce.