

## Military/Veteran Resource Network Application - Employers

<b>Organization Name</b>	Arizona State University
<b>Address</b>	Street Address: PO Box 879601 Street Address Line 2: 301 E Orange St City: Tempe State / Province: Arizona Postal / Zip Code: 85287-9601 Country: United States
<b>Phone</b>	(480) 727-5226
<b>Fax</b>	(480) 965-8198
<b>Website</b>	<a href="http://www.asu.edu">www.asu.edu</a> and <a href="http://veterans.asu.edu">veterans.asu.edu</a>
<b>Organization E-mail</b>	saborden@asu.edu
<b>What sector is your organization part of?</b>	Community (private sector - business, not-for-profit, etc.)
<b>Brief background of organization (mission, year established, etc.):</b>	Public 4-year institution of higher learning
<b>Description of industry</b>	Public institution of higher education
<b>Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):</b>	Arizona Board of Regents; PAC-12; Universities Research Association, Inc; Mountain Pacific Sports Federation
<b>Number of employees</b>	Large business - 500+ employees
<b>In what area of the state do you operate?</b>	Statewide (including multi-state/national)
<b>Types of employment opportunities available:</b>	All types of employment to include, but not limited to, education faculty, administrators, technological, research, marketing, communications, law enforcement, medical and all aspects of facilities management.
<b>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.</b>	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?**

Members of the Pat Tillman Veterans Center (PTVC) will provide expertise to HR with respect to veterans seeking employment. PTVC employees are all veterans, spouses of veterans or working at the center and employed by the VA. Nearly all PTVC members have completed ACMF navigator training.

**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.**

Director of the PTVC will be heading an advisory group to support veterans within other divisions of the university.

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

Members of PTVC and ASU's Office of Veteran and Military Engagement regularly participate in community military and veteran events and also assist and interact with local congressional delegates in support of veteran resource events.

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

ASU is committed to the support of military, veteran and spouse/dependent students and was the first institution in Arizona to be designated a Veteran Supportive Campus.  
  
Annually, ASU creates a celebration of support to its military and veteran ties via its Salute to Service. During this week to two week period, all areas of the university create and participate in events that honor veterans and highlight the institution's support of the military and veterans community through research, education and community supportive events.  
  
Support for military and veterans begins at the very senior leadership of the institution. President Michael Crow grew up in a Navy family and encourages all aspects of the institution to honor service in the military as well as all other aspects of public service.  
  
ASU is home to ROTC programs from all branches of the military services.

**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:**

10000

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

9

<b>Titles/roles of individuals trained as Navigators:</b>	Director of the Pat Tillman Veterans Center Assistant to Director of the Office of Veteran and Military Academic Engagement Veteran Services Program Manager Military Advocate School Certifying Officials - 3 Adviser Disability Resource Center - 1 Counselor - 1 (ASU Counseling Services)
<b>If employees are referred out to an external navigator, please describe how this is communicated to personnel:</b>	The following methods of referral are used in order of preference: 1 - Direct, in-person, hand-off 2 - Introduction by email or conference call 3 - Passing of contact information and follow-up to ensure contact has been made
<b>Our organization tracks the following:</b>	Number of veterans employed
<b>Post information for service members, veterans &amp; families on intranet, in breakrooms, etc.</b>	Yes
<b>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::</b>	ASU new employee orientation will begin adding direct contact information to PTVC during HR briefings. Veterans will know how to contact navigators and other veteran employees with PTVC taking lead for outreach, inclusion and assisting with issues and concerns related to veterans adjusting to ASU culture and community.
<b>Our organization has designated one or more employees as the internal contact point(s) for military-affiliated employees.</b>	Yes
<b>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:</b>	Relevant laws. Military, government and community employment programs and systems.
<b>Please describe training provided:</b>	Current training and conformity to laws related to personnel in the guard and reserve forces are adhered to by all areas of the institution.  Director of PTVC will continue to provide increased training opportunities for all ASU faculty and staff in best practices for support of veterans at the institution.
<b>If your organization has tailored recruiting strategies and programs to the military, veteran and family population, please describe:</b>	There are currently no specific recruiting strategies for veterans or family members.

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

Institution is currently looking for practical ways to better prepare veterans for employment at the institution.

ASU Police Department has incorporated a program to reach out to veterans that have applied for positions, but not selected. Engagement with the ASU PD for these individuals with ASU PD allows them to better understand what the PD is looking for and how to submit a stronger application in the future.

PTVC is developing a similar program specifically to assist veterans in submitting a strong application package to the HR department.

**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.**

Yes

**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:**

Annual training for staff and faculty has to date been mostly student centric, (i.e. how to better engage with and support students). Future training will expand this to support of newly employed veterans. Veterans that self-disclose their status to HR will be able to elect their status to be passed to PTVC so that follow-up on their adjustment to ASU is possible.