

Military/Veteran Resource Network Application - Employers

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| Submission Date | 2016-08-17 14:19:56 |
| Organization Name | Department of Revenue |
| Address | Street Address: 1600 W Monroe City: Phoenix State / Province: AZ Postal / Zip Code: 85007 Country: United States |
| Phone | (602) 716-6950 |
| Fax | (602) 542-4236 |
| Website | azdor.gov |
| What sector is your organization part of? | Government (federal, tribal, state, local) |
| Brief background of organization (mission, year established, etc.): | <p>The mission of the Arizona Department of Revenue is to Serve Taxpayers!</p> <p>Tax laws that fall under the department's purview are primarily in the areas of income, transaction privilege (sales), use, luxury, withholding, property, estate, fiduciary, bingo, and severance.</p> <p>The director is a member of the Governor's cabinet and is responsible for the direction, operation, and control of the department to ensure that the administration and collection of taxes are cost effective and performed with high quality to meet taxpayers' needs.</p> <p>Reporting to the director is the chief deputy director and deputy director, who assist the director in the day-to-day operations of the department. The chief deputy director serves as acting director when the director is absent.</p> <p>The department is organized into four divisions. Divisions include: Taxpayer Services, Processing, Education and Compliance, and Support. Each division performs specific functions which are integrated to achieve the department's major external objectives of efficient tax collection and processing, timely enforcement of tax laws, and accurate valuation of property.</p> |
| Description of industry | State of Arizona |
| Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.): | N/A |
| Number of employees | Medium business - 50 - 499 employees |
| In what area of the state do you operate? | Regional within Arizona |
| 2. County/Counties: | Maricopa Pima |
| Types of employment opportunities available: | IT, Collections, HR, Executive Staff Assistants, Accountants, Lawyers, Taxpayer Services and Customer Service. |

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?

Both Andrea Tapolcai and Viola Tiedemann attended the Military/Veteran Resource Navigation Training.

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

Both Andrea Tapolcai and Viola Tiedemann attended the Military/Veteran Resource Navigation Training.

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:

582

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

2

Titles/roles of individuals trained as Navigators:

HR Administrative Special Assistant – Helps with recruiting, Personnel Analyst II – Helps with new hires and recruiting

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

N/A

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::

HR personnel has attended Navigator training with ACMF

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.

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

HR personnel has attended AVSE training through ACMF

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

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

Attended training events through ACMF and continues to work with the Coalition.