

## Military/Veteran Resource Network Application - Employers

<b>Submission Date</b>	2015-08-18 19:02:52
<b>Organization Name</b>	Alorica
<b>Address</b>	Street Address: 1906 E Main St City: Mesa State / Province: AZ Postal / Zip Code: 85203 Country: United States
<b>Phone</b>	(480) 333-4011
<b>Website</b>	<a href="http://www.alorica.com/a">www.alorica.com/a</a>
<b>Organization E-mail</b>	Adam.Nierenberg@alorica.com
<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>	<p>Alorica is about creating opportunities for our clients to:</p> <ul style="list-style-type: none"><li>-become industry leaders</li><li>-achieve a better return from their investment in their customers</li><li>-differentiate themselves from their competition</li></ul> <p>We realize that with every customer contact lies opportunity — the opportunity to make a connection. The responsibility of interacting with our clients' customers is one we take seriously, knowing that the impression our people make can mean the difference between losing or gaining a lifetime of loyalty. By serving the entire customer lifecycle and managing all aspects of a customer's interaction, we have the ability and experience to enhance the overall customer experience and deliver results.</p> <p>We bring to life our value proposition of creating trusting relationships and delivering results through our belief in creating opportunities for our clients, for our people, and in our communities.</p>
<b>Description of industry</b>	Alorica is a leading business process outsourcing provider of customer management solutions spanning the entire customer life cycle.
<b>Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):</b>	N/A
<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>	Account Managers Clerical

**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?**

Alorica in AZ has one person who has gone through the AZ Veteran Supportive Employer Training, they also have an HR Director who will be attending the AVSE training and a few more attending the Navigator training in September.

**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.**

Yes we identify employees with military background and also use them to connect with other veterans in the company and encourage them to recruit more veterans to work for Alorica.

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

Alorica sends recruiters to military hiring events and have participated in the Hire our Hero events in the city of Glendale. Also participated in the University of Phoenix veterans hiring event. We also identify employees with a military background and also use them to connect with other veterans in the company and encourage them to recruit more veterans to work for Alorica.

**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.

<b>Approximate number of employees in organization:</b>	48000
<b>Number of individuals trained as Military/Veteran Resource Navigators within organization:</b>	0
<b>Titles/roles of individuals trained as Navigators:</b>	To attend a training.
<b>If employees are referred out to an external navigator, please describe how this is communicated to personnel:</b>	N/A
<b>Our organization tracks the following:</b>	Number of family members of service members and/or 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>	We reach out to our veteran community through veteran hiring events and use our veteran employees to reach out to new veteran hires and make them feel at home.
<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>	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.
<b>Additional detail on how our organization RESPONDS effectively relating to the above areas, as well as any other relevant information::</b>	Alorica has one person who has attended an AVSE training and will have an HR Director attend the next one. They also have a few people signed up for the Navigator training in September. We reach out to our veteran community through veteran hiring events and use our veteran employees to reach out to new veteran hires and make them feel at home.

**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:**

Alorica is working on creating more engaging programs or event committees using examples from the AVSE training they also are interested in military culture training. They also reach out to our veteran community through veteran hiring events and use their veteran employees to reach out to new veteran hires and make them feel at home.