

Military/Veteran Resource Network Application - Employers

Submission Date	2016-06-02 18:19:28
Organization Name	Arizona Ford Careers
Address	Street Address: 9130 W Bell Road City: Peoria State / Province: AZ Postal / Zip Code: 85382 Country: United States
Phone	(602) 5132999
Organization E-mail	jpelton@vtaig.com
What sector is your organization part of?	Community (private sector - business, not-for-profit, etc.)
Brief background of organization (mission, year established, etc.):	Arizona Ford Careers is made up of three dealerships in the Valley: Peoria Ford, Camelback Ford and Surprise Ford.
Description of industry	<p>Quality Improving quality is a daily priority at Ford. From design and manufacture to sales and service, Ford always aims to increase customer satisfaction.</p> <p>Safe We have a longstanding commitment to developing and implementing innovations that make our vehicles safer for our customers and their families.</p> <p>Green Ford's sustainability strategy goes beyond reducing CO₂ emissions. From water usage to worker rights, we've made sustainability an integral part of our business.</p> <p>Smart Innovation is at the core of our company. Ford is pioneering the extensive use of high-strength aluminum in a mass-market vehicle, and in 2014 we will host the auto industry's first developer conference for in-car connectivity.</p>
Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):	Arizona Ford Careers works with Berkshire Hathaway Automotive.
Number of employees	Large business - 500+ employees
In what area of the state do you operate?	Regional within Arizona
1. Region:	Central Arizona
2. County/Counties:	Maricopa
3. City/Local Area:	Peoria

Types of employment opportunities available:

Arizona Ford Careers has employment opportunities available in Sales, Admin, Service, Finance and Insurance

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?

Arizona Ford Careers has multiple Veterans in key positions throughout the organization. Employees from Arizona Ford Careers have also attended the Arizona Coalition for Military Families Arizona Veteran Supportive Employer training to learn more about the military/veteran culture.

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.

Arizona Ford Careers tracks those with a military background or affiliation. Several people within the organization have a connection to the military/veteran community, and the following conduct outreach to the community.
Jeff Pelton (USA) - Recruiting Director
Dave Wick (USAF) - Controller
Manny Tanori (USA)- Assistant Sales Manager

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

Employees have attended the Arizona Coalition for Military Families Arizona Veteran Supportive Employer training as well as the Military/Veteran Resource Navigator Training.

Additional detail on how our organization CONNECTS to the culture relating to the above areas, as well as any other relevant information:	Arizona Ford Careers is consistently connecting with the military/veteran culture and always looking to improve and add on to their programs.
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:	500
Number of individuals trained as Military/Veteran Resource Navigators within organization:	1
Titles/roles of individuals trained as Navigators:	Recruiting Director
If employees are referred out to an external navigator, please describe how this is communicated to personnel:	Employees will have internal navigators and external navigator information as well.
Our organization tracks the following:	Number of service members employed
Our organization tracks the following:	Number of service members employed
Post information for service members, veterans & families on intranet, in breakrooms, etc.	No
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::	Arizona Ford Careers is looking to improve the way they ask the right questions at the right time by connecting with the Arizona Coalition for Military Families.
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.
Nothing specific

Please describe training provided:

Arizona Ford Careers has training they attend when they become a part of the organization. AFC is also looking to send more employees to AVSE and Resource Navigator training.

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

Arizona Ford Careers is looking to work with the Arizona Coalition for Military Families to help tailor strategies and connect with service members, veterans and their family members.

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

Arizona Ford Careers responds effectively to service members, veterans and their family members and is looking to improve on ways to respond by working with the Arizona Coalition for Military Families.

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:

Arizona Ford Careers has attended the Arizona Coalition for Military Families training and events and is looking to engage and attend more frequently.