

## Military/Veteran Resource Network Application - Employers

<b>Submission Date</b>	2015-08-19 21:01:02
<b>Organization Name</b>	City of Avondale
<b>Address</b>	Street Address: 11465 W Civic Center Dr City: Avondale State / Province: AZ Postal / Zip Code: 85323 Country: United States
<b>Phone</b>	(623) 333-2000
<b>Website</b>	<a href="http://www.avondale.org">http://www.avondale.org</a>
<b>Organization E-mail</b>	humanresources@avondale.org
<b>What sector is your organization part of?</b>	Government (federal, tribal, state, local)
<b>Brief background of organization (mission, year established, etc.):</b>	<p>Avondale is a community where people share a deep sense of pride in what has been accomplished and what it is today. In Avondale, there is strong belief that the blending of a broad spectrum of cultures comes from a true sense of harmony throughout the community, and not mere rhetoric about diversity. In Avondale, people and businesses are welcomed with open arms and supported in a way that exemplifies a progressive, intelligent and driven City.</p> <p>There is a sense of optimism in Avondale that translates to young families and others finding a place that gives them confidence to achieve greatness. What sets Avondale apart is the way people believe it is their City and their home that stimulates this achievement. Avondale provides the foundation for those who call it home to set and reach their goals and aspirations.</p> <p>The people of Avondale feel strongly that the city is on a course for a bright future. They have supported an approach to growth that follows their sense of achievement. Avondale is a city of possibilities with unified leaders in the private and public sector who are dedicated to continuing the smart growth of the past decade.</p>
<b>Description of industry</b>	Government City Manager's Office City Clerk City Court Community Relations & Public Affairs Development & Engineering Services Economic Development Finance and Budget Fire & Medical Human Resources Information Technology Neighborhood & Family Services Parks, Recreation, & Libraries Police Public Works Transit Services
<b>Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):</b>	NA

**Number of employees**

Large business - 500+ employees

**In what area of the state do you operate?**

Regional within Arizona

**3. City/Local Area:**

Avondale

**Types of employment opportunities available:**

- City Manager's Office
- City Clerk
- City Court
- Community Relations & Public Affairs
- Development & Engineering Services
- Economic Development
- Finance and Budget
- Fire & Medical
- Human Resources
- Information Technology
- Neighborhood & Family Services
- Parks, Recreation, & Libraries
- Police
- Public Works
- Transit Services

**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.

<p><b>Key personnel (leadership, management, human resources, recruiters, etc.) have basic knowledge and/or training related to:</b></p>	<p>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.</p>
<p><b>Please describe the knowledge and/or training of key personnel in these areas?</b></p>	<p>The City of Avondale has key personnel in their HR department who are service members/veterans. They also have employees of the COA who have attended the Military/Veteran Navigator Training, and they have also hosted a Military Culture Training at the Care 1st Avondale Resource and Housing Center where several staff members and employees of the COA were trained.</p>
<p><b>Additional detail on how our organization CONNECTS to the culture relating to the above areas, as well as any other relevant information:</b></p>	<p>The Care 1st Avondale Resource and Housing Center has posters and flyers posted on their walls and handouts to include ACMF pocket guides, with information for veterans, service members and their families. They also have someone from the Workforce Connection stop by the Care 1st office twice a week to assist veterans with employment, resume and interview skills. COA hosted a Military Culture Training at the Care 1st Avondale Resource and Housing Center where several staff members and employees of the COA were trained. They also identify veterans, service members and/or spouse on their employment application.</p>
<p><b>Communications (print, web, etc.), content and messaging focused on the military and veteran population:</b></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><b>Approximate number of employees in organization:</b></p>	<p>500</p>
<p><b>Number of individuals trained as Military/Veteran Resource Navigators within organization:</b></p>	<p>1</p>
<p><b>If employees are referred out to an external navigator, please describe how this is communicated to personnel:</b></p>	<p>N/A</p>
<p><b>Our organization tracks the following:</b></p>	<p>Number of family members of service members and/or veterans employed</p>
<p><b>Post information for service members, veterans &amp; families on intranet, in breakrooms, etc.</b></p>	<p>Yes</p>
<p><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></p>	<p>COA has someone from the Workforce Connection stop by the Care 1st office twice a week to assist veterans with employment, resume and interview skills, they also identify veterans, service members and/or a spouse on their employment application simply by asking if they fall into one of those categories. They also have a navigator and a few folks trained in military culture. They plan on sending more HR personnel to the upcoming AVSE training and Navigator Training.</p>
<p><b>Our organization has designated one or more employees as the internal contact point(s) for military-affiliated employees.</b></p>	<p>Yes</p>

**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::**

COA has veterans working in their HR department that understand the culture, and they also have one Navigator and plan on sending more folks to the upcoming Navigator Training. The Care 1st Avondale Resource and Housing Center has posters and flyers posted on their walls and handouts to include ACMF pocket guides, with information for veterans, service members and their families. They also have someone from the Workforce Connection stop by the Care 1st office twice a week to assist veterans with employment, resume and interview skills. COA hosted a Military Culture Training at the Care 1st Avondale Resource and Housing Center where several staff members and employees of the COA were trained. They also identify veterans, service members and/or spouse on their employment application.

**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.).**

No

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

COA is working with The Care 1st Avondale Resource and Housing Center to put on another Military Culture Training and get some more employees from the COA to attend. They would also like to look into the possibility of hosting a veteran hiring event. Care 1st has posters and flyers posted on their walls and handouts to include ACMF pocket guides, with information for veterans, service members and their families. They also have someone from the Workforce Connection stop by the Care 1st office twice a week to assist veterans with employment, resume and interview skills.