

Military/Veteran Resource Network Application - Employers

Submission Date	2015-09-24 18:50:32
Organization Name	City of Phoenix
Address	Street Address: 135 N 2nd Ave City: Phoenix State / Province: Arizona Postal / Zip Code: 85003 Country: United States
Phone	(602) 2626608
Fax	(602) 5341179
Website	https://www.phoenix.gov
Organization E-mail	hrcenter@phoenix.gov
What sector is your organization part of?	Government (federal, tribal, state, local)
Brief background of organization (mission, year established, etc.):	Phoenix is the capital of the southwestern U.S. state of Arizona, and anchor of a sprawling, multicity metropolitan area known as the Valley of the Sun. The area is known for high-end resorts, Jack Nicklaus-designed golf courses and vibrant nightclubs, but the city's biggest attraction may be the sunshine and winter warmth.
Description of industry	The City of Phoenix website is the official municipal site includes information about city services, departments, meetings, and events in the community.
Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):	The City of Phoenix has memberships with the League of Arizona Cities, International City Managers Association, International Personnel Management Association - Human Resources and many other memberships, alliances, and associations throughout the state of Arizona.
Number of employees	Large business - 500+ employees
In what area of the state do you operate?	Regional within Arizona
1. Region:	Central Arizona
Types of employment opportunities available:	The City of Phoenix has many employment opportunities including Managerial positions, Supervisory positions, Professional positions, Technical and Trades positions, Office and Clerical positions, Equipment Operations positions, IT, Inspections, Law Enforcement, Fire Department, Police Department, Public Safety and many others.
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?

City of Phoenix Supervisors are required to go through Military/Veteran Culture 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.

City of Phoenix employees can self identify as veterans or service members and the Human Resources Department keeps track of that information.

The City of Phoenix has the Public Safety and Veterans Sub-committee which is overseen by Councilman Michael Nowakowski.

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

City of Phoenix employees and leadership participate in training and events for the military/veteran community such as attending the Military/Veteran Culture training from the Arizona Coalition for Military Families and the Department of Veterans' Services, Military/Veteran Resource Navigator Training and Arizona Veteran Supportive Employer Training and many other events.

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

The City of Phoenix has attended many events and participates in many initiatives to help connect with the military/veteran culture. The City of Phoenix has attended the Arizona Roadmap to Veteran Employment as well as participated in Summits by the Arizona Department of Veterans' Services. The City of Phoenix has also attended job fairs for the military/veteran population.

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:

12000

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

4

Titles/roles of individuals trained as Navigators:

Employment Specialist and Human Resources Supervisor

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

The City of Phoenix will have internal Military/Veteran Resource Navigators within Human Resources Department. If an external navigator is preferred, the internal navigators will link them with those resources.

Our organization tracks the following:

Number of veterans employed

Post information for service members, veterans & families on intranet, in breakrooms, etc.

Yes

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::

The City of Phoenix sends out emails and messages to all employees about military/veteran events within the community, such as Marine Week and also discussing the importance of thanking a veteran employee for their service.

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.

Please describe training provided:

The Human Resources Department has yearly training they are required to take and the City of Phoenix supervisors are all required to have Military/Veteran Culture Training.

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

The City of Phoenix Police Department, recruits in Yuma to engage the military veterans and service members from Ft. Huachuca who are interested in becoming Police once finishing their military service. The City of Phoenix has also partnered with the Arizona Coalition for Military Families to engage with service members, veterans and their families through the Military Veteran Resource Network.

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

The City of Phoenix also created the HERO initiative which stands for Hire Educate Recruit Organize to help hire and retain service members, veterans and their families into careers within the City of Phoenix. The City of Phoenix partnered with the Phoenix Workforce Connections on this initiative.

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:

The City of Phoenix engages with military/veteran population very frequently through attending the Arizona Coalition for Military Families and the Department of Veterans' Services events, summits, and trainings. The City of Phoenix also hosts their own job fairs and helps promote military/veteran events in Phoenix.