

Military/Veteran Resource Network Application - Employers

Submission Date	2016-07-31 14:12:57
Organization Name	Arizona Department of State/Secretary of State
Address	Street Address: 1700 West Washington Street Street Address Line 2: 7th Floor City: Phoenix State / Province: AZ Postal / Zip Code: 85007 Country: United States
Phone	(602) 5424285
Fax	(602) 5421575
Website	www.azsos.gov
Organization E-mail	humanresources@azsos.gov
What sector is your organization part of?	Government (federal, tribal, state, local)
Brief background of organization (mission, year established, etc.):	The Office of the Secretary of State (Department of State) was established on February 14, 1912 when Arizona became the 48th state admitted to the Union. The mission and commitment of the Department is to provide citizens and businesses with efficient, friendly customer service.

Description of industry

The Arizona Secretary of State's office is charged with a number of important state functions, including serving as acting governor when the governor is absent from the state. Like lieutenant governors in other states, the Secretary of State is first in line to succeed the governor in the event of death, resignation or removal from office.

The Secretary of State works hand-in-hand with the business community. The office is tasked with recording the partnerships of who those who do business in Arizona and we register trade names, trademarks and issue certificates of registration. We also register telemarketers and veterans' charitable organizations.

Improving the quality of life for Arizonans has been a priority of our office. The Arizona State Library, Archives and Public Records provides Arizonans access to information about their government, their state and their world. The information available from the State Library empowers citizens to become informed citizens.

Our Address Confidentiality Program allows victims of domestic violence, sexual abuse or stalking to keep their residential addresses confidential by giving them a substitute address.

Another important duty of the office is trustworthy, secure elections. The Secretary of State serves as Chief Election Officer for the State. One of the goals of the office is to register more voters and encourage them to become engaged in their elections. The office also certifies: voting devices, election results, candidates and measures to the ballot, as well as the results of statewide elections. In addition, we are the filing office for campaign finance and expenditure reports made by lobbyists.

Our office performs a variety of administrative functions as well. We grant or deny use of the Great Seal of the state of Arizona, attest to all official acts of the Governor and affix the Seal on all official documents. Our office commissions notaries and certifies notarized documents going to other states or foreign countries.

Citizens looking for information on legislative actions need to look no further than our office. We file chaptered bills, Senate and House memorials and resolutions and gubernatorial vetoes.

Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):

The Arizona Department of State has many organizational memberships throughout the state of Arizona and the country.

Number of employees

Medium business - 50 - 499 employees

In what area of the state do you operate?

Statewide (including multi-state/national)

Types of employment opportunities available:

Customer Service, Program Project Specialists, Librarians, Human Resources, Accounting, IT, Editorial, and Administrative.

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?

The human resources staff that assists and trains hiring managers in the Department will attend training hosted by the Arizona Department of Administration.

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.

They can include optional EEO information where they can state veteran status. We keep this information on file.

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

The Arizona Department of Administration has participated in hiring heroes job fairs, AVSE training, and military career events put on by Best Companies AZ.

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

The Department of State follows the best practices and policies laid out by the Arizona Department of Administration to ensure our policy goes above and beyond what the state regulates for military leave.

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:

133

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

2

Titles/roles of individuals trained as Navigators:

Our Human Resource Director as well as others interested in becoming Navigators.

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

The Department of State would like to have internal navigators for their employees.

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::	Through the Arizona Department of Administration
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:	Training and information provided by the Arizona Department of Administration.
Additional detail on how our organization RESPONDS effectively relating to the above areas, as well as any other relevant information::	N/A
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:

Through the Arizona Department of Administration

POC Name

Liz Atkinson

Title

CFO/HRD

Email

latkinson@azsos.gov

Phone

(602) 5426171