

Military/Veteran Resource Network Application - Employers

Submission Date	2015-11-05 18:14:22
Organization Name	Goodwill of Central AZ
Address	Street Address: 2626 W. Beryl Ave. City: Phoenix State / Province: AZ Postal / Zip Code: 85021 Country: United States
Phone	(602) 5354000
Website	https://www.goodwillaz.org/
What sector is your organization part of?	Community (private sector - business, not-for-profit, etc.)
Brief background of organization (mission, year established, etc.):	We like to define ourselves as people who love making a difference. Goodwill of Central Arizona is one of the oldest and largest nonprofit agencies in the state and is nationally recognized as the leader in empowering disadvantaged individuals to achieve their highest level of personal and economic independence. We help them develop new skills so they can succeed at work, achieve their goals and eliminate anything that stands in their way.

Description of industry

A Tradition of Keeping People Going
 Goodwill of Central Arizona, founded in 1947, is a not-for-profit organization whose mission is to serve people with disabilities or those who would otherwise face obstacles to entering the workforce. In 2013, more than 59,000 people received services at Goodwill and 23,506 were placed in competitive employment. We put people to work.

Our operating revenue is generated primarily through the collection of donated clothing and household goods that are sold in our retail stores. These stores are located in the Phoenix area, Prescott and Yuma. 90¢ of every dollar Goodwill earns returns to the organization’s community programs that help individuals prepare for and find work.

We are a part of Goodwill Industries International, Inc., a network of 166 autonomous member organizations in North America.

Organizational Values
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 Our Customers
 Customers include our donors, shoppers, program participants, funding organizations and community stakeholders. We treat each customer with respect and welcome their input.

Our Team
 Customers include our donors, shoppers, partners and employees round out team. All team efforts promote diversity, accountability, honesty, ethical behavior, safety and fun in our working relationships.

Our Results
 Commitment to ongoing continuous improvement in order to achieve measurable success in all areas of operations.

The Power of Work
 Persons with employment barriers experience the power of work through our diverse operations, and development programs.

Commitment & Vision
 Commitment & Vision
 We put people to work. Through the work of Goodwill, all people will have the opportunity to learn, work and achieve their greatest potential.

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

Goodwill of Central Arizona has several memberships and alliances 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:

Goodwill of Central AZ has employment opportunities in departments such as IT , HR , Accounting, and Retail, as well as many other opportunities.

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?

Goodwill of Central Arizona is interested in having an internal Military/Veteran Culture training as well as an internal Military/Veteran Resource Navigator Training for its current employees.

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.

Goodwill of Central Arizona is interested in forming a veteran committee.

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

Employees from Goodwill of Central Arizona have attended the Arizona Veteran Supportive Employer training and will be attending 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:	Goodwill of Central Arizona is always looking for ways to connect with the communities military/veteran population. Goodwill of Central Arizona will be working closely with the Arizona Coalition for Military Families to help host, plan and attend more training specific to this 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:	3000
Number of individuals trained as Military/Veteran Resource Navigators within organization:	50
Titles/roles of individuals trained as Navigators:	Goodwill of Central Arizona would like to have an internal Military/Veteran Resource Navigator Training for its HR staff and those who work as Employment Service Providers.
If employees are referred out to an external navigator, please describe how this is communicated to personnel:	Goodwill of Central Arizona will have internal Military/Veteran Resource Navigator that will be trained to guide them to helpful resources.
Our organization tracks the following:	Number of veterans 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::	Goodwill of Central Arizona will continually train employees as Military/Veteran Resource Navigators to be able to link service members, veterans and their families to the right resource, at the right time.
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.

<p>Please describe training provided:</p>	<p>Goodwill of Central Arizona would like to have a Military/Veteran Culture Training as well as a Military/Veteran Resource Navigator Training</p>
<p>If your organization has tailored recruiting strategies and programs to the military, veteran and family population, please describe:</p>	<p>Goodwill of Central Arizona has recruiting strategies and specific tabs for service members, veterans and their families on the website. Also, working with community members to strengthen recruiting of the military/veteran population.</p>
<p>Additional detail on how our organization RESPONDS effectively relating to the above areas, as well as any other relevant information::</p>	<p>Goodwill of Central Arizona will have several internal Military/Veteran Resource Navigators that will be able to respond effectively to the military/veteran employee population.</p>
<p>We have one or more individuals designated as points of contact (POCs) for the Military/Veteran Resource Network and the military/veteran community:</p>	<p>Yes</p>
<p>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.</p>	<p>Yes</p>
<p>Training on the military, veteran and family population is incorporated into organizational training.</p>	<p>Yes</p>
<p>Our organizations participates in relevant events, trainings and initiatives in the military/veteran community (e.g. continuing education, employee volunteer programs, sponsorship, etc.).</p>	<p>Yes</p>
<p>Additional detail on how our organization ENGAGES relating to the above areas, as well as any other relevant information:</p>	<p>Goodwill of Central Arizona has attended many military/veteran events within the community. Goodwill of Central Arizona has attended events and training from the Arizona Coalition for Military Families and the Arizona Department of Veterans' Services.</p>