

Military/Veteran Resource Network Application - Employers

Submission Date	2015-08-07 13:22:19
Organization Name	Goodwill Southern Arizona
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What sector is your organization part of?	Community (private sector - business, not-for-profit, etc.)
Brief background of organization (mission, year established, etc.):	<p>The mission of Goodwill® of Southern Arizona has always been to provide a “hand up” to those looking to provide a better life for themselves and their families. We believe that jobs are transformational...and it can strengthen both the community and families through the POWER OF WORK.</p> <p>Goodwill® of Southern Arizona is a 501(c)3 non-profit organization. Tax ID: 86-0223401</p> <p>Originally named Goodwill® of Tucson; it was founded in 1967 in Tucson, Arizona, by a minister named Dale Dunbar. Goodwill® gained its Non-Profit status/ became incorporated on September 19, 1969. The organization officially became Goodwill® Industries of Southern Arizona on, September 27th, 1994. Goodwill® moved to its Cherrybell facility in 1975.</p>

Description of industry	<p>In 1969, Goodwill® opened its program doors to provide adults with severe disabilities a place to work as well as case management and daily support services. Participants in the Morse Business Center assisted the local business community with helping to create packaging for auto parts, packing computer parts and assembling medical items. As contracts dwindled, Goodwill® transitioned participants to work within our e-commerce departments by processing donated books in preparation for online sales as well as working in our retail stores.</p> <p>In the early 2000s, Goodwill® opened Job Connection Centers in our retail stores to provide a place where job seekers could have access to the technologies and skills training that recruiters are using more and more. There are now seven Job Connection Center locations (4-Tucson, 1-Benson, 1-Sierra Vista, and 1-Casa Grande). This program is fully funded by Goodwill®'s retail sales.</p> <p>Also since the early 2000s, Goodwill® partnered with the Pima One-Stop to start providing adult case management and employer outreach services, to again, help job seekers find the employment to support their families. In 2011, Goodwill® became a partner for Youth Employment, to help Pima County's youth find after-school and summer employment to gain real-world work experience.</p> <p>Goodwill® expanded its youth services by creating GoodFutures, a three-phase, 9-month job training program where at-risk youth would not only learn how to find and keep employment, but also give back to the community through its service learning projects. These projects help them to explore other career opportunities they might not have considered in the past. Goodwill® has been extending its reach to the youth population through the creation of the Youth Restoration Project and METRO Youth Program.</p>
Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):	<p>Tucson Chamber of Commerce, Marana Chamber of Commerce and Oro Valley Chamber of Commerce</p>
Number of employees	<p>Large business - 500+ employees</p>
In what area of the state do you operate?	<p>Regional within Arizona</p>
1. Region:	<p>Southern Arizona</p>
Types of employment opportunities available:	<p>New employment opportunities vary frequently, almost weekly. Employment opportunities range from entry level, professional to management positions.</p>
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.	<p>Our organization has paid employment opportunities.</p>

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:	<p>The military, veteran and family population and unique aspects of military/veteran culture.</p> <p>The effects of military service, deployment, reintegration and transition on service members, veterans and their families.</p>
Please describe the knowledge and/or training of key personnel in these areas?	Goodwill Southern Tucson has hosted Military/Veteran Resource Navigator Training and would like to schedule possible yearly military/veteran culture trainings internally.
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 Southern Arizona currently identifies service members, veterans and their family members who are new hires and are currently working to identify previously employed that are affiliated with that population. Beginning a Military Committee in early September of 8 people to help enhance military knowledge within the organization and implement ways to recruit and retain service members and veterans as employees.
Employees and leadership participate in training and events to increase connection to military/veteran community (e.g. ESGR "Boss lifts", training, etc.).	Partner very closely with ESGR, applied for awards through ESGR, hosted a breakfast event with ESGR this month and work with ESGR on recruiting service members, veterans and their family members for employment.
Additional detail on how our organization CONNECTS to the culture relating to the above areas, as well as any other relevant information:	Our internal Veteran Committee we is currently meeting and conducting small trainings for other employees to understand military and veteran culture.
Communications (print, web, etc.), content and messaging focused on the military and veteran population:	<p>Uses appropriate terminology and imagery</p> <p>Describes the type and nature of positions available and how to apply.</p> <p>Clearly identifies if your organization has a veteran preference in hiring.</p>
Approximate number of employees in organization:	55
Number of individuals trained as Military/Veteran Resource Navigators within organization:	8
Titles/roles of individuals trained as Navigators:	The individuals trained as Navigators are with Employee Services and Support (Human Resources) and Workforce Development
If employees are referred out to an external navigator, please describe how this is communicated to personnel:	Goodwill Southern Arizona has internal navigators, that will guide and connect people with outside resources if needed.
Our organization tracks the following:	Number of service members 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::	Not only are we establishing a committee, but we are also beginning a Veteran Mentoring program to link new hires with a military affiliation with a current employee that also has a military affiliation.
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:	Employees conduct and attend monthly trainings to discuss policies and procedures, law changes and benefits. Yearly, employees attend ethical conduct and diversity trainings. Would also like to establish yearly military/veteran culture training within this required training.
If your organization has tailored recruiting strategies and programs to the military, veteran and family population, please describe:	Work very closely with One Stop workforces to connect with military population. We want to enhance recruiting strategies by attending an Arizona Veteran Supportive Employer training.
Additional detail on how our organization RESPONDS effectively relating to the above areas, as well as any other relevant information::	Goodwill Southern Arizona would like to host an AVSE training, open to community in October.
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:	<p>Goodwill Southern Arizona has hosted Military/Veteran Resource Navigator Training for the community in southern Arizona.</p> <p>Attended the Arizona Roadmap to Veteran Employment in Phoenix.</p> <p>Works closely with ESGR to plan community events.</p> <p>Wants to host more trainings in southern Arizona that are open to the community.</p> <p>Frequently attend job fairs.</p>