

Military/Veteran Resource Network Application - Employers

Submission Date	2015-08-24 15:23:25
Organization Name	Marc Community Resources
Address	Street Address: 924 N Country Club Dr Bldg 1 City: Mesa State / Province: Arizona Postal / Zip Code: 85201 Country: United States
Phone	(480) 969-3800
Fax	(480) 539-4947
Website	www.marccr.com
What sector is your organization part of?	Community (private sector - business, not-for-profit, etc.)
Brief background of organization (mission, year established, etc.):	Established in 1957, Marc Community Resources, Inc. is a private nonprofit corporation providing educational, therapeutic, rehabilitation and social services to children and adults with developmental and physical disabilities and behavioral health challenges.
Description of industry	MARC CR offers: - Dialectical Behavior Therapy to better treat Borderline Personality Disorder. - Eye Movement Desensitization and Reprocessing (EMDR) is used for treating Post Traumatic Stress Disorder - Acceptance and Commitment Therapy is used to assist with anxiety, depression, relationship issues.
Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):	Arizona Department of Health Services
Number of employees	Medium business - 50 - 499 employees
In what area of the state do you operate?	Regional within Arizona
1. Region:	Central Arizona
2. County/Counties:	Maricopa
Types of employment opportunities available:	Marc Communities Resources has employment opportunities for Behavioral Health Technicians, Direct Support Supervisors and Care Aides.
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?

Key personnel have received 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.

Marc Community Resources does not currently have a veteran committee or advisory group, but it is a possibility in the future.

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

Employees and leadership have participated in military/veteran culture training and several employees have also attended 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:

Marc Community Resources is connecting to the culture by attending training provided by the Arizona Coalition for Military Families.

That training includes Military/Veteran Resource Navigator Training, the Arizona Coalition for Military Families Statewide Symposium, and the Arizona Roadmap to Veteran Employment Summit at PBS.

We have a dedicated page on our website specifically for connecting individuals to our Military/Veteran Resource Navigators. The telephone number and Resource Navigators names are listed on the page.

Also, in the recruiting and interview process, we ask about military/veteran status.

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:

300

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

4

Titles/roles of individuals trained as Navigators:

Clinical Director, Professional Counselor, Quality Management Director, and Community Living Program Manager

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

Marc Community Resources has trained Military/Veteran Resource Navigators that can help navigate any personnel to external navigators if an employee needs assistance.

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::

Marc Community Resources is dedicated to getting our clients to the right resource at the right time as well as our own employees. Marc Community Resources will also be attending an Arizona Veteran Supportive Employer training to enhance our ability to assist veteran employees.

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:

Marc Community Resources has hosted and attended two military/veteran culture trainings, currently has 4 Military/Veteran Resource Navigators and will also be attending Arizona Veteran Supportive Employer training.

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

Marc Community Resources has become an Arizona Veteran Supportive Behavioral Health Organization & Provider as well as an Arizona Veteran Supportive Employer to not only assist the organization, but also to help recruit service members, veterans and their families.

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

Marc Community Resources is working toward recruiting, hiring and retaining more service members, veterans and their family members as employees through attending trainings and connecting with the military/veteran community.

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:

We continue to engage with Service Members, Veterans and their Families through various activities within the military/veteran community.

Those activities include, but are not limited to the Arizona Coalition for Military Families Statewide Symposium, the Arizona Roadmap to Veteran Employment Summit, attending Military/Veteran Resource Navigator Training and hosting two Military/Veteran Culture Trainings for our staff.