

## Military/Veteran Resource Network Application - Employers

<b>Submission Date</b>	2015-10-29 16:37:02
<b>Organization Name</b>	City of Mesa
<b>Address</b>	Street Address: 20 E Main Street Street Address Line 2: Suite 130 and PO Box 1466 City: Mesa State / Province: Arizona Postal / Zip Code: 85211-1466 Country: United States
<b>Phone</b>	(480) 644-2365
<b>Website</b>	<a href="http://www.mesaaz.gov/home">http://www.mesaaz.gov/home</a>
<b>Organization E-mail</b>	citymgt.info@mesaaz.gov
<b>What sector is your organization part of?</b>	Government (federal, tribal, state, local)
<b>Brief background of organization (mission, year established, etc.):</b>	<p>Located in Maricopa County and just 15 miles east of Phoenix, Mesa covers 132 square miles, is the third largest city in Arizona and the 38th largest city in the nation.</p> <p>The City provides the advantages of a thriving metropolis while maintaining the feel of a suburban environment.</p> <p>With dynamic recreational, educational and business opportunities, Mesa enjoys the best in a variety of amenities including parks within easy walking distance from home, a variety of sports facilities that cater to athletes young and old, highly rated golf courses for every skill level, a diversity of special events and community festivals, and Mesa's ever-popular Chicago Cubs Spring Training baseball.</p>
<b>Description of industry</b>	Accounting and Finance (1) Administration (1) Code Enforcement (1) Court Administration (1) Fire & EMS (1) Fleet Services (1) Human Resources (2) IT and Computers (2) Public Safety (4) Utilities (2) Wastewater (1) Water Treatment (1) Solid Waste Economic Development Public Information and Channel 11 Development Services and Engineering Communications Finance and Accounting Libraries Arts and Culture Neighborhood Outreach, Housing and Community Development and Animal Control Parks, Recreation and Commercial Facilities Transportation, Transit and Airport Management City Management and Government Relations

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

Mesa Chamber of Commerce, Visit Mesa (Convention Visitors Bureau)  
Mesa United Way, United Food Bank, Mesa YMCA, Paz de Cristo  
Centers for Habilitation, Mesa Association of Hispanic Citizens  
National League of Cities (and all committees), Arizona Municipal Water Users  
Association, Greater Phoenix Economic Council, Arizona League of Cities and Towns,  
Arizona City/County Management Association  
International City Management Association, National League of Cities and Town,  
Valley Metro Regional Public Transit Authority, Metro Rail  
Arizona Society Sons of the American Revolution, Benedictine University, Downtown  
Mesa Association  
AZ Commission on the Arts and Foundation for People with Disabilities

**Number of employees**

Large business - 500+ employees

**In what area of the state do you operate?**

Regional within Arizona

**3. City/Local Area:**

Mesa

**4. Tribal Nation(s):**

Salt River Pima-Maricopa Indian Community and Gila River Indian Community

**Types of employment opportunities available:**

<http://apps.mesaaz.gov/jobdescriptions/JobDescriptions>  
Accounting and Finance, Administration, Code Enforcement  
Court Administration, Fire & EMS, Fleet Services  
Human Resources, IT and Computers, Public Safety  
Utilities Wastewater, Water Treatment

**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 leaders have attended the AVSE and Navigator Trainings. The Director of the Chamber and Veterans Program Coordinator have attended ACMF employer training. Also, the MVP coordinator is a veteran and is familiar with the population.

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

Established a Veterans Program to address issues city wide. The Director of the Chamber and Veterans Program Coordinator have attended ACMF employer training. Also, the MVP coordinator is a veteran and is familiar with the 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:**

3700

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

3

**Titles/roles of individuals trained as Navigators:**

Deputy City Manager, City Manager's Office Special Projects Manager, and one person from Police Crisis Intervention Team.

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

Through the use of ACMF handout, direction communication, or a warm hand-off. Everything would have been vetted prior to, never sending a service member aimlessly about.

**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::**

Best practices for effectively engaging their experience and talent in the workplace.  
Through the use of ACMF handout, direction communication, or a warm hand-off. Everything would have been vetted prior to, never sending a service member aimlessly about.  
Relevant laws.  
Hiring benefits and incentives.  
Military, government and community employment programs and systems.

**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.

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

Best practices for effectively engaging their experience and talent in the workplace.  
Through the use of ACMF handout, direction communication, or a warm hand-off.  
Everything would have been vetted prior to, never sending a service member aimlessly about.  
Relevant laws.  
Hiring benefits and incentives.  
Military, government and community employment programs and systems.

**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:**

Best practices for effectively engaging their experience and talent in the workplace.  
Through the use of ACMF handout, direction communication, or a warm hand-off.  
Everything would have been vetted prior to, never sending a service member aimlessly about.  
Relevant laws.  
Hiring benefits and incentives.  
Military, government and community employment programs and systems.