

Military/Veteran Resource Network Application - Employers

Submission Date	2015-08-07 18:47:13
Organization Name	MidFirst Bank
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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>MidFirst Bank occupies a rare position within the banking industry. We are one of the largest privately owned banks in the United States and this combination of size and private ownership provides our customers with a special brand of banking. MidFirst Bank competes effectively with larger banks in terms of products and services, but provides customers the service and flexibility of a community bank.</p> <p>MidFirst Bank offers a full range of commercial, trust, private banking and mortgage banking products and services. MidFirst is a strong commercial real estate lender and a major servicer of mortgage loans nationally. Primary markets include Oklahoma City, Tulsa, western Oklahoma, Denver and Phoenix, with commercial real estate lending offices in Atlanta, Houston, New York and Southern California.</p> <p>While our portfolio of services competes with those of the larger banks, our people and culture truly define the MidFirst Bank difference. MidFirst Bank provides exceptional financial and deeply committed customer service. Our team members are loyal - loyal in their character, loyal in their personal commitment to our customers and loyal to always doing the right thing. No matter the town, no matter the location, no matter the department, MidFirst Bank customers can always count on working with thoughtful, intelligent, honest professionals who are true to their financial goals.</p> <p>In addition, MidFirst Bank is a strong supporter of the communities we serve, investing time and money in important educational, charitable and civic organizations. Our volunteerism is powered by MidFirst Bank employees from all of the communities in which we live and share with our customers.</p> <p>MidFirst Bank – True to your money</p>
Description of industry	MidFirst Bank consistently ranks as one of the best performing banks in the United States. We serve half a million customers nationwide, but you're more than a number to us. We provide friendly, personal service, and we'd like the opportunity to show why MidFirst Bank is delivering a different banking experience everyday.
Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):	Arizona Science Center, Boys and Girls Club, Arizona Cardinals, Greater Phoenix Economic Council, Executive Council Charities, UMOM New Day Centers, Arizona Women's Education & Employment, American Heart Association, Audubon Arizona
Number of employees	Large business - 500+ 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:	MidFirst Bank has employment opportunities in supervisor and management positions as well as bank teller and personal banker positions available. There are several employment opportunities at MidFirst Bank and a majority of them are within the banking center.
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:	<ol style="list-style-type: none"> 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 attended Military/Veteran Resource Navigator Training as well as Arizona Veteran Supportive Employer Training.

MidFirst Bank is also interested in attending more trainings.

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.

Employees and recruits for hire are given the opportunity to self identify as having a military affiliation. We do not currently have a committee, but would be open to creating one.

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

Our employees have participated in trainings and events with the Arizona Coalition for Military Families.

Additional detail on how our organization CONNECTS to the culture relating to the above areas, as well as any other relevant information:	MidFirst Bank is looking for many different opportunities to connect with the military and veteran culture.
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:	2431
Number of individuals trained as Military/Veteran Resource Navigators within organization:	2
Titles/roles of individuals trained as Navigators:	Vice President, Human Resources Manager and Recruiter
If employees are referred out to an external navigator, please describe how this is communicated to personnel:	MidFirst Bank will put external navigator information in Bi-weekly newsletter.
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::	MidFirst Bank has a bi-weekly newsletter and around military affiliated holidays such as the 4th of July, Memorial Day and Veterans Day they highlight an employee's time in the service. The story will depict what they did during their time in the service, along with a picture of them in uniform. The newsletter also incorporates pictures of family members that are in the service.
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:	<p>MidFirst Bank employees have attended Arizona Veteran Supportive Employer training and Military/Veteran Resource Navigator Training.</p> <p>MidFirst Bank is focused on hiring and recruiting more service members, veterans and their family members.</p>
If your organization has tailored recruiting strategies and programs to the military, veteran and family population, please describe:	<p>MidFirst Bank posts their job listings on local job networks and connects with military affiliated organizations.</p>
Additional detail on how our organization RESPONDS effectively relating to the above areas, as well as any other relevant information::	<p>In the future, MidFirst Bank would like be included in job clubs on military bases as well as be involved in the Transition Assistance Program and speak with service members who will be transitioning out of the military.</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>Yes</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>Yes</p>
Training on the military, veteran and family population is incorporated into organizational training.	<p>No</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>Yes</p>
Additional detail on how our organization ENGAGES relating to the above areas, as well as any other relevant information:	<p>MidFirst Bank would like to engage in the military veteran population and community by hearing about volunteer opportunities where they can help. Also, creating a close relationship with the Arizona Coalition For Military Families to help recruit, hire and retain service members, veterans and their families.</p>