

## Military/Veteran Resource Network Application - Employers

<b>Organization Name</b>	Quicken Loans
<b>Address</b>	Street Address: 1050 Woodward Ave City: Detroit State / Province: MI Postal / Zip Code: 48226 Country: United States
<b>Phone</b>	(313) 782-8339
<b>Fax</b>	(855) 655-3724
<b>Website</b>	<a href="http://www.quickenloans.com">www.quickenloans.com</a>
<b>Organization E-mail</b>	RobElls@quickenloans.com
<b>What sector is your organization part of?</b>	Community (private sector - business, not-for-profit, etc.)
<b>Brief background of organization (mission, year established, etc.):</b>	<p>Detroit-based Quicken Loans Inc. is the nation's second largest retail home mortgage lender. The company closed \$140 billion of mortgage volume across all 50 states in 2013-2014. Quicken Loans generates loan production from web centers located in Detroit, Cleveland and Scottsdale, Arizona. The company also operates a centralized loan processing facility in Detroit, as well as its San Diego-based One Reverse Mortgage unit. Quicken Loans ranked "Highest in Customer Satisfaction for Primary Mortgage Origination" in the United States by J.D. Power for the past five consecutive years, 2010 – 2014, and highest in customer satisfaction among all mortgage servicers in 2014 and 2015.</p> <p>Quicken Loans was named among the top-30 companies on FORTUNE magazine's annual "100 Best Companies to Work For" list for the last 12 consecutive years, ranking No. 12 in 2015. It has been recognized as one of Computerworld magazine's '100 Best Places to Work in IT' the past 11 years, ranking No. 1 in 2015, 2014, 2013, 2007, 2006 and 2005. The company moved its headquarters to downtown Detroit in 2010, and now more than 10,000 of its 13,000 team members work in the city's urban core. For more information about Quicken Loans, please visit QuickenLoans.com, on Twitter at @QLnews, and on Facebook at Facebook.com/QuickenLoans.</p>
<b>Description of industry</b>	<p>We know how important it is for you to know we're a stable, reliable company – especially in today's markets.</p> <ul style="list-style-type: none"><li>• According to National Mortgage News, we're America's largest online lender. We've helped over 2 million American families finance their homes – and we can help you.</li><li>• We've got over 30 years under our belt providing world-class client service as a direct lender.</li><li>• We make it happen – we closed more than \$140 billion in mortgage loans in 2013-2014!</li></ul>
<b>Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):</b>	Quicken Loans has several organizational memberships and alliances throughout the nation.
<b>Number of employees</b>	Large business - 500+ employees
<b>In what area of the state do you operate?</b>	Statewide (including multi-state/national) Regional within Arizona
<b>1. Region:</b>	Central Arizona

**2. County/Counties:**

Maricopa

**3. City/Local Area:**

Scottsdale, AZ

**Types of employment opportunities available:**

Mortgage Loan Officer  
Underwriter  
Associate Underwriter  
Loan Processor  
Military Veteran - Loan Processor  
Military Veteran - Closing Care Representative  
Tour of Duty - Mortgage Operations

**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?**

We have a team of 4 Military/Veteran recruiters who have all served between 6 & 22 years in the Armed forces. Additionally, we have a Veteran/College recruiter in our Scottsdale office who recently retired from the Army with 21 years of service. Quicken Loans employees within Arizona are scheduled to attend Military/Veteran Resource Navigator Training and Arizona Veteran Supportive Employer Training with the Arizona Coalition for Military Families.

**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.**

Quicken Loans allows employees to self-identify as service members, veterans or family members and is interested in the potential to begin a committee.  
Bill Emerson - CEO - grew up in an Air Force family

Justin Mendoza - Military/Veteran Recruiter - USAF Veteran (6 years)  
Rob Eells - Military/Veteran Recruiter - USA Retired (22 years)  
Heather Byington - Military/Veteran Recruiter - USAF Retired (21 years)  
John Whittenburg - Military/Veteran Recruiter - USA Veteran (16 years), currently in USAR  
Ton Cortright - Veteran & College Recruiter - USA Retired (21 years)

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

We have a specific veteran hiring program with a full team of recruiters who solely focus on hiring veterans into positions throughout the company, some to work directly with our veteran clients.

We also have our Tour of Duty program, which is a six-month, tailored program designed to give recently transitioned veterans the opportunity to gain real-world experience in the civilian workplace. This program is available exclusively to recently transitioning Veterans. The goal of this program is to provide real-world, civilian workplace experience to veterans who may not have experience that translates perfectly to a corporate resume. This program provides six months of paid employment with opportunities available across many areas of the company and with the opportunity for conversion to a full-time position within the company.

Our Veteran Hiring website is: <http://www.quickenloanscareers.com/about-us/veteran-hiring-program/>

**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.

**Approximate number of employees in organization:**

13000

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

1

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

The College/Military Recruiter located in Arizona is scheduled to attend the training.

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

Quicken Loans would like to utilize their internal Navigator who will be trained by the Arizona Coalition for Military Families.

**Our organization tracks the following:**

Number of veterans 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::**

any other relevant information::

We have an established "Veteran" email distribution list to disseminate Veteran-specific information to all Veterans across the company.

We have a Veteran chat room established for quick, easy communication among our Veteran team members.

Our Scottsdale, AZ office has established a Veteran specific Sharepoint site for sharing information and events in the local area.

**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:**

Relevant laws.

**Please describe training provided:**

Quicken Loans would like to continue to work with the Arizona Coalition for Military Families on training needs.

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

We have a specific veteran hiring program with a full team of recruiters who solely focus on hiring veterans into positions throughout the company, some to work directly with our veteran clients.

We also have our Tour of Duty program, which is a six-month, tailored program designed to give recently transitioned veterans the opportunity to gain real-world experience in the civilian workplace. This program is available exclusively to recently transitioning Veterans. The goal of this program is to provide real-world, civilian workplace experience to veterans who may not have experience that translates perfectly to a corporate resume. This program provides six months of paid employment with opportunities available across many areas of the company and with the opportunity for conversion to a full-time position within the company.

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

Quicken Loans is always looking at stronger and more effective ways to respond to their military/veteran employees and looks to do so by working closely with the Arizona Coalition for Military Families.

**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

**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:**

Quicken Loans will work closely with the Arizona Coalition for Military Families and the Arizona Department of Veterans' Services to engage with military/veteran population.