

Military/Veteran Resource Network Application - Employers

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Organization Name	Tucson Electric Power - Southwest Energy Solutions, Unisource Energy Services Electric, and Unisource Energy Services Gas
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Organization E-mail	teprecruting@tep.com
What sector is your organization part of?	Community (private sector - business, not-for-profit, etc.)
Brief background of organization (mission, year established, etc.):	Our company has been serving Arizona for more than 120 years. Every day, around the clock, we improve the lives of our customers with services that provide comfort, convenience and security like helping them heat and cool their homes and businesses, cook meals for their families, and turn the lights on at the flip of a switch.
Description of industry	<p>Tucson Electric Power (TEP) delivers safe, reliable electric service to more than 414,000 customers in the Tucson metropolitan area. TEP is among a family of utilities owned by Fortis, Canada's largest investor-owned gas and electric utility holding company. We offer comprehensive energy services through reliable, traditional resources and a growing renewable power portfolio. We also offer many ways to help our customers use energy more efficiently.</p> <p>We're also a local leader in community service, volunteerism and economic development efforts. TEP's community service efforts have earned nationwide acclaim. We provide direct contributions and other support for our employees' volunteerism, encouraging a spirit of giving that is shared among the Fortis family of utilities.</p>
Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):	TEP has hundreds of different organizational memberships, alliances and associations all throughout the Tucson community. Some of those include the Tucson Hispanic Chamber of Commerce, Pima County Workforce Investment Board, SHRM, Tucson Chamber of Commerce and Co-Chair for the AZ Energy Workforce Consortium.
Number of employees	Large business - 500+ employees
In what area of the state do you operate?	Regional within Arizona
1. Region:	Southern Arizona
2. County/Counties:	Apache Mohave Navajo Pima Santa Cruz

Types of employment opportunities available:

TEP has opportunities within the Craft and Trade apprenticeship program, accounting, finance, engineering, project management, information systems, information technologies, human resources, customer service, marketing, renewable energy, land management, environmental management, legal department, health services, whole sale marketing and trading, system control, power plant production, and other opportunities as well.

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?

TEP will have several employees attend the Arizona Coalition for Military Families Arizona Veteran Supportive Employer 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.

TEP has an Active Military and Veteran Employee Resource Group. Currently there are 5 member who attend, but TEP would like to see this group grow in attendance exponentially.

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 will attend the AVSE Training and the 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:

TEP connects to the culture by participating in Troops to Energy Jobs Employers (a nationally recognized program), attending military/veteran job fairs, participating in veteran outreach programs at Pima Community College, working with U of A on Next Steps for Vets, working closely with Arizona @ Work, presenting during the TAP at Davis Monthan, conducting outreach at the VA, and having volunteer efforts to work with veterans of all ages.

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:

2000

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

6

Titles/roles of individuals trained as Navigators:

Human Resources, Recruiters, Senior Human Resources - Southwest Energy Solutions

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

TEP will have internal navigators trained.

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::

TEP has a weekly newsletter - email distribution and hard copies are printed for field employees who don't have email or internet. TEP has Community Action Team events - and they generate a lot of participation when the event is to help service members, veterans, and their family members.

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.

<p>Please describe training provided:</p>	<p>TEP has Internal Compliance Training yearly for all employees.</p>
<p>If your organization has tailored recruiting strategies and programs to the military, veteran and family population, please describe:</p>	<p>TEP would like to partner and work with the Arizona Coalition for Military Families on how to tailor recruiting strategies for the military/veteran population.</p>
<p>Additional detail on how our organization RESPONDS effectively relating to the above areas, as well as any other relevant information::</p>	<p>TEP has hosted and attended many events throughout Southern Arizona that focus on helping service members, veterans and their family members.</p>
<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>	<p>Yes</p>
<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>	<p>Yes</p>
<p>Training on the military, veteran and family population is incorporated into organizational training.</p>	<p>Yes</p>
<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>	<p>Yes</p>
<p>Additional detail on how our organization ENGAGES relating to the above areas, as well as any other relevant information:</p>	<p>TEP is interested in having a yearly Military/Culture Training for supervisors and would like to work it into their organizational training schedule.</p>