

## Military/Veteran Resource Network Application - Employers

<b>Submission Date</b>	2015-09-03 20:44:48
<b>Organization Name</b>	TriWest Healthcare Alliance
<b>Address</b>	Street Address: PO Box 42049 City: Phoenix State / Province: Arizona Postal / Zip Code: 85080 Country: United States
<b>Phone</b>	(602) 564-2000
<b>Website</b>	<a href="http://www.triwest.com">www.triwest.com</a>
<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>TriWest Healthcare Alliance was founded in 1996 to provide active duty Service members, retirees and their families access to quality health care under the Department of Defense TRICARE program. For 17 years, we honored our beneficiaries' service and we made the commitment to do "Whatever It Takes!" to meet their health care and customer service needs.</p> <p>While we no longer administer the TRICARE program, we are still On a Mission to Serve® the deserving Veteran population as a partner to the Department of Veterans Affairs (VA).</p> <p>Our employees have a deep desire to serve our nation's Veterans. We are committed to providing superior customer service to make sure Veterans receive the health care they earned and deserve. TriWest continues to make a concentrated effort to attract as many Veterans as possible to its workforce; to serve fellow Veterans.</p> <p>Our team members – many of whom are former military or military family members – are committed to providing superior service to our nation's heroes.</p> <p>Our extensive network of providers help ensure we are able to meet the community health care needs of our nation's Veterans. Our network provides quality health care closer to a Veteran's home, and includes access to health care providers located in urban, rural or highly rural areas.</p>
<b>Description of industry</b>	<p>TriWest Healthcare Alliance serves our nation's Veterans as a partner to the Department of Veterans Affairs. TriWest administers the Patient-Centered Community Care (PC3) program and Veterans Choice Program (VCP). These programs provide Veterans with access to quality health care through our network of community providers when VA care is not available in a timely manner.</p> <p>We are also pleased to provide behavioral health services to the U.S. Marine Corps through the DSTRESS Line.</p>
<b>Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):</b>	<p>TriWest is involved and a member of several different organizations and associations throughout the state of Arizona</p> <p>Arizona Coalition for Military Families; Greater Phoenix Economic Council, Congressional Medal of Honor Foundation, Bob Woodruff Foundation, VA's Veterans Economic Communities Initiative</p>
<b>Number of employees</b>	Large business - 500+ employees

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

Statewide (including multi-state/national)

**Types of employment opportunities available:**

TriWest offers a wide variety of career opportunities in clinical and non-clinical roles such as patient service representatives, managers, supervisors, team leads, behavioral health care coordinators, nurses, medical operations and customer service. The company continually seeks to attract as many Veterans as possible to its workforce.

**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?**

TriWest offers a wide variety of career opportunities in clinical and non-clinical roles such as patient service representatives, managers, supervisors, team leads, behavioral health care coordinators, nurses, medical operations and customer service. The company continually seeks to attract as many Veterans as possible to its workforce.

**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.**

As part of our hiring process, TriWest requests that new employees specify Veteran status. TriWest also requests that employees provide information pertinent to the branch in which they served to recognize their service on Veterans Day.

Annually, TriWest forms a committee to plan recognition activities for Veteran employees surrounding Veterans Day.

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

TriWest participates in many trainings and events to connect with the military/Veteran culture. Employees from TriWest have attended the Arizona Veteran Supportive Employer Training as well as the Military/Veteran Resource Navigator Training.

<b>Additional detail on how our organization CONNECTS to the culture relating to the above areas, as well as any other relevant information:</b>	TriWest is continually connecting the military/Veteran population through attending events and trainings. Employees from TriWest are also planning to attend the Military/Veteran Resource Navigator Training on September 29th. The company also plans to host a Veterans 101 training session at its corporate office in Phoenix in coordination with the Phoenix VECI Representative, Christine Gannon.
<b>Communications (print, web, etc.), content and messaging focused on the military and veteran population:</b>	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.
<b>Approximate number of employees in organization:</b>	1600
<b>Number of individuals trained as Military/Veteran Resource Navigators within organization:</b>	1
<b>Titles/roles of individuals trained as Navigators:</b>	Kristin Musch, Behavioral Health Clinical Manager Additional TriWest employees to attend training Sept 29, 2015: Janelle Johnsen, Senior Communications Specialist
<b>If employees are referred out to an external navigator, please describe how this is communicated to personnel:</b>	TriWest is planning to have internal Military/Veteran Resource Navigators that can guide employees to external navigators.
<b>Our organization tracks the following:</b>	Number of service members employed
<b>Post information for service members, veterans &amp; families on intranet, in breakrooms, etc.</b>	Yes
<b>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::</b>	TriWest has many resources for service members, Veterans and their families and will add internal trained Military/Veteran Resource Navigators as well.
<b>Our organization has designated one or more employees as the internal contact point(s) for military-affiliated employees.</b>	Yes
<b>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:</b>	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:**

Hiring benefits and incentives:

Many Veterans, who are transitioning from military service to corporate life, have unique needs. We understand this and provide support, such as flexible schedules, work-from-home options, one-on-one coaching and mentoring. After we hire the military Veteran or family member, TriWest goes the extra step to retain them through progressive and leading-edge benefits, including:

- We Care Program, which offers reduced schedules, no reduction in benefits and time off for employees whose spouses are deployed.
- Military leave that offers both full-time and part-time employees time off, continuation of PTO accrual for an additional 40 hours, and benefit continuation at the same rate paid while actively employed for 12 weeks. In addition, TriWest will pay the difference between their regular TriWest salary and their military pay for the duration of their active duty deployment for up to two years.
- Time off for training exercises and drills, including paying the difference between their military pay and their regular TriWest pay for the length of their exercise or drill.
- Employees whose family member returns from a deployment lasting more than 60 days are given one day with pay to attend the homecoming ceremony.

Retention:

TriWest understands how competitive the job market is, and our company takes the necessary actions to guarantee our high performers continue their careers at TriWest. For example:

- TriWest performs an annual salary review of all employees to make sure employees are compensated within the market. TriWest adjusts salaries annually to align compensation with the market.
- For positions that have a higher market demand, TriWest makes sure compensation aligns within the market and proactively takes the necessary steps to make certain employees remain with the company.

Additionally, TriWest is forming a Veteran Retention Committee to focus on the following:

- To create a connection to the military culture by assigning employees to welcome new Veterans during their first few days. Introduce these employees to people in the company and other Veterans.
- Follow up emails to new Veterans to see how things are going in their first couple of months of employment to support the transition to corporate culture.
- Schedule quarterly networking meetings for TriWest employees interested in learning more about Veterans resources and potentially work on Veteran-related community events.
- Provide roundtable discussions to employees interested in learning about Veteran-related topics.
- Assign a Veteran Resource Navigator team. These employees can serve as a company resource to employees who are Veterans, or those employees interested in learning more about resources for Veterans. Free training provided by Arizona Coalition for Military Families. Next training, Sept 29 (Phoenix). These activities and resources should be open to all employees who wish to participate, regardless of Veteran status.

Relevant laws. TriWest is an Equal Opportunity Employer.

Military, government and community employment programs and systems. TriWest is a proud supporter of VA's Veterans Economic Communities Initiative.

Human Resources attends specific trainings annually. As Human Resources continues to develop its team, more members will participate in future Veteran hiring and retention training.

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

TriWest is very dedicated and focused on hiring service members, Veterans and their families. TriWest currently reports approximately 15% of its employees are Veterans. Many additional employees were attracted to TriWest because their spouse or family member is also a service member. TriWest's website also has its own designated tab for the military/Veteran population looking for employment on the company's website.

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

TriWest also has a trained individual within Human Resources to look at each veteran resume that is submitted.

**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:**

TriWest is continually engaging with the military/Veteran population. TriWest has held 6 press events since May 2015 related to hiring Veterans to its workforce in the following cities: Phoenix, Tempe, Kansas City, New Orleans, San Diego and Nashville. .

Also, TriWest has attended the Arizona Coalition for Military Families and the Department of Veteran's Services Arizona Supportive Employer Training, Military/Veteran Resource Navigator Training, the Arizona Roadmap to Veteran Employment and the Arizona Statewide Symposium. TriWest is also a proud supporter of VA's Veteran Economic Communities Initiative (VECI).