

Military/Veteran Resource Network Application - Employers

Submission Date	2016-08-17 13:43:39
Organization Name	USAA
Address	Street Address: One Norterra Drive City: Phoenix State / Province: AZ Postal / Zip Code: 85085 Country: United States
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Website	usaa.com
Organization E-mail	gay.meyer@usaa.com
What sector is your organization part of?	Community (private sector - business, not-for-profit, etc.)
Brief background of organization (mission, year established, etc.):	<p>USAA provides insurance, banking, investments, retirement products and advice to more than 11 million members. We're known for our legendary commitment to our members, and are consistently recognized for outstanding service, financial strength and employee well-being.</p> <p>USAA was founded in 1922 and is headquartered in San Antonio, TX. Membership is open to all who are serving or have received an Honorable discharge from the military, and their eligible family members. For more information, follow us on Facebook® or Twitter® (@USAA), or visit usaa.com.</p>
Description of industry	Financial Services
Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):	<p>Our Alliances</p> <p>In addition to our internal programs for the military community, USAA collaborates with many organizations and vendors. We provide support at job fairs in collaboration with military branches of service and various veteran organizations, as well as advise other companies on how to improve their initiatives for veteran and military spouse hiring. Some of the groups we work with include:</p> <ul style="list-style-type: none">•Blue Star Families•Institute for Veterans and Military Families (IVMF)•Military Spouse Corporate Career Network/Corporate America Supports You (MSCCN/CASY)•Military Spouse Employee Partnership (MSEP)•U.S. Chamber of Commerce's Hiring Our Heroes
Number of employees	Large business - 500+ employees
In what area of the state do you operate?	Statewide (including multi-state/national)
Types of employment opportunities available:	Banking and Insurance Service Representatives Claims Representatives Financial Planning and Advice Service Representatives

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?

All employees participate in a foundational, new employee orientation, introducing them to the mission and culture of USAA. The goals of orientation are to engage, inspire and enable new employees to quickly assimilate into the organization and begin contributing to the accomplishment of the mission. New employees learn about our membership, the military lifestyle, products and services, policies, procedures and USAA's best-in-class employee benefits. New hires are also introduced to USAA's strategic priorities and core values. During the military module, new employees experience what it's like to walk in our members' "boots" as they gain an understanding of military lifestyles, struggles and stressors, deployment and transitioning needs. Insight into our members' perspectives enables new employees to serve them best.

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.

23% of our employees in the Phoenix USAA office are military or the spouse of someone who served.

We have a very strong and active VETNET group in our Phoenix office with 1,000+ employees. VETNET is a diversity business group dedicated to the successful transition of military employees.

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

We have multiple events internally and externally that we participate in every year. Our employees are involved in Zero Day PT which is a real life simulation of military bootcamp where a cadre of military citizens from all branches participate in a one-day physical training along with our employees. In addition, we sponsor the Salute to Service ASU game, participate in TAPS at Luke Air Force Base, are actively involved in the Luke Air Show and participate in many volunteer activities in support of the governor’s initiative to end Veteran Homelessness.

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

At USAA, you’ll find an inclusive and welcoming environment where everyone has a true passion for our mission. From the moment employees become part of the USAA family, they are immersed in a culture that profoundly embraces the service and sacrifices made by those whom the organization serves – the men and women of the U.S. military and their families. Having the opportunity to serve the financial needs of those who serve the country is an honor for all of us.

Maintaining a workforce that is reflective of our diverse membership and community is vital to our mission. The military community is one of the most diverse in this country and our ability to provide best-in-class service is directly connected to understanding the needs of our membership and providing innovative solutions.

USAA has adopted a single behavioral expectation for all employees that reinforces and enhances our unique culture. The USAA Standard focuses on one set of behaviors that all employees should aspire to continuously demonstrate for USAA to be successful. The USAA Standard outlines behaviors each employee can recognize, encourage and reinforce. It serves as the standard for how we work with each other and to which we hold ourselves and each other accountable. USAA seeks to empower our employees by equipping and motivating them to do and be their best every day.

Our culture is the heart of USAA’s brand and the foundation of our organization. Every employee is looked to as a leader who embodies and upholds the USAA core values, a set of aspirational behaviors that guide how we perform and how we treat each other.

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:

29,000

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

0

Our organization tracks the following:

Number of service members employed
Number of veterans employed
Number of family members of service members and/or veterans employed

Our organization tracks the following:

Number of family members of service members and/or 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::

Military and Spouses

We value your service and your skills.

“We know what it means to serve” is more than a slogan. USAA respects and honors the men and women in our nation’s military and their families who support them. That’s why we are committed to making sure that at least 30% of our hiring comes from the military community. Military and military spouses get a first look in the hiring process as the recruiters move through the candidate list. In addition, we have a wide variety of programs to attract, support and develop you once you are part of our organization.

Shared Military Values

Every day, we give back to military families who selflessly protect our freedoms by helping them solve their unique challenges and secure their financial futures. Together, our members and employees create a special community united by common beliefs. We share the same values, the same goals and a strong affinity for what’s important.

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.
Military, government and community employment programs and systems.

Please describe training provided:

All employees participate in a foundational, new employee orientation, introducing them to the mission and culture of USAA. The goals of orientation are to engage, inspire and enable new employees to quickly assimilate into the organization and begin contributing to the accomplishment of the mission. New employees learn about our membership, the military lifestyle, products and services, policies, procedures and USAA’s best-in-class employee benefits. New hires are also introduced to USAA’s strategic priorities and core values. During the military module, new employees experience what it’s like to walk in our members’ “boots” as they gain an understanding of military lifestyles, struggles and stressors, deployment and transitioning needs. Insight into our members’ perspectives enables new employees to serve them best.

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

At USAA, our brand promise is ‘going above for those who have gone beyond.’ One way we live out our brand promise is by hiring veterans and military spouses. Veteran hiring isn’t a new commitment – it’s in our DNA. Our military members and their family members make outstanding employees. They are loyal, mission-oriented and make natural leaders.”

– Mark Reid, Chief Human Resources Officer

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

Please see the following:

<https://www.usajobs.com/military/assistance-outreach.html>

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:

Please see the following:

<https://www.usaajobs.com/military/assistance-outreach.html>