

## Military/Veteran Resource Network Application - Counties, Cities & Towns

<b>Submission Date</b>	2016-09-13 19:18:22
<b>Organization Name</b>	City of Mesa
<b>Address</b>	20 E Main Street Suite 130 and PO Box 1466 Mesa AZ 85211 United States
<b>Phone</b>	(480) 644-2365
<b>Website</b>	<a href="http://www.mesaaz.gov/home">http://www.mesaaz.gov/home</a>
<b>Organization E-mail</b>	citymgt.info@mesaaz.gov
<b>Type of organization:</b>	City
<b>If city or town, county where located:</b>	Maricopa
<b>Population:</b>	470000
<b>Any organizational memberships (e.g. chamber, alliances, associations, etc.):</b>	Mesa Chamber of Commerce, Visit Mesa (Convention Visitors Bureau) Mesa United Way, United Food Bank, Mesa YMCA, Paz de Cristo Centers for Habilitation, Mesa Association of Hispanic Citizens National League of Cities (and all committees), Arizona Municipal Water Users Association, Greater Phoenix Economic Council, Arizona League of Cities and Towns, Arizona City/County Management Association International City Management Association, National League of Cities and Town, Valley Metro Regional Public Transit Authority, Metro Rail Arizona Society Sons of the American Revolution, Benedictine University, Downtown Mesa Association, AZ Commission on the Arts and Foundation for People with Disabilities

**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.

**Designate at least one person, department or entity (task force, commission, etc.) to focus on the military and veteran population and act as a liaison for the community:**

Ruth Giese

**Key personnel (leadership, management, 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?**

The Director of the Chamber and Veterans Program Coordinator have attended ACMF employer training.

Also, the MVP coordinator is a veteran and is familiar with the population.

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

Established a Veterans Program to address issues city wide. The Director of the Chamber and Veterans Program Coordinator have attended ACMF employer training. Also, the MVP coordinator is a veteran and is familiar with the population

**Approximate number of employees in organization:**

3700

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

3

**Titles/roles of individuals trained as Navigators (e.g. team leaders, clinicians, peer support providers, etc.)**

Deputy City Manager, City Manager's Office Special Projects Manager, and one person from Police Crisis Intervention Team

**Communications (print, web, etc.), content and messaging focused on the military and veteran population:**

Uses appropriate terminology and imagery

Clearly explains who is eligible for services and what type of support is available through available county/city/town programs and services.

**Identify the organizations within your community that are focused on the military, veteran and family population (e.g. Veteran Service Organizations (VSOs), nonprofits, government programs, housing programs, faith-based communities, etc.). Please describe how this activity was conducted and provide an overview of findings:**

Established a Veterans Program to address issues city wide

**Identify the Arizona Veteran Supportive Employers in your community. Please describe how this activity was conducted and provide an overview of findings:**

Mesa Chamber of Commerce, Marc Community Resources, Child Crisis Center

**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::**

Best practices for effectively engaging their experience and talent in the workplace. Through the use of ACMF handout, direction communication, or a warm hand-off. Everything would have been vetted prior to, never sending a service member aimlessly about.

**All staff and volunteers have basic awareness of key gateway resources (crisis lines and the Military/Veteran Resource Network) and can provide information to individuals and families as needed. When and how was this information distributed to all employees (e.g. email, intranet, handout, etc.):**

Through the use of ACMF handout, direction communication, or a warm hand-off. Everything would have been vetted prior to, never sending a service member aimlessly about

**Our organization has specific social service and/or outreach programs that serve the military, veteran or family population.**

Yes

**If yes, please describe training and/or experience of staff and volunteers on providing effective care and support to this population.**

Community services dept - Vets Connect website  
Housing department - HUD VASH - housing vouchers to homeless - Housing our Heros

**Staff and volunteers know to refer individuals and families to a Resource Navigator to connect to the range of available military, government and community resources (e.g. housing, mental health, physical health, legal, employment, finances, etc.). Please describe how this was communicated:**

Through the use of ACMF handout, direction communication, or a warm hand-off. Everything would have been vetted prior to, never sending a service member aimlessly about

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

Through the use of ACMF handout, direction communication, or a warm hand-off. Everything would have been vetted prior to, never sending a service member aimlessly about.

**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 strengthen quality and coordination of care for service members, veterans and family members.**

Yes

**Our organization has implemented policy to address specific areas of focus (e.g. hiring, anti-discrimination, vet courts, housing). Please describe:**

Vet Connect Program

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

Through the use of ACMF handout, direction communication, or a warm hand-off. Everything would have been vetted prior to, never sending a service member aimlessly about