

## Military/Veteran Resource Network Application

<b>Submission Date</b>	2013-10-30 15:08:40
<b>Organization Name</b>	Goodwill of Central Arizona
<b>Address</b>	Street Address: 2626 Beryl Avenue City: Phoenix State / Province: AZ Postal / Zip Code: 85021 Country: United States
<b>Phone</b>	(602) 535-4000
<b>Fax</b>	(602) 535-4340
<b>Website</b>	<a href="http://www.goodwillaz.org">www.goodwillaz.org</a>
<b>Organization E-mail</b>	carter.ellis@goodwillaz.org
<b>What sector is your organization part of?</b>	Community
<b>Type of Organization (check all that apply)</b>	Employer Community-Based Partner / Civic Group Non Profit
<b>Organization Mission and/or Charter:</b>	Goodwill of Central Arizona has one, single mission. To fund programs that give local job-seekers the skills they need to find careers and happiness. All of our stores and career centers throughout the valley work together to make this happen.
<b>Brief background of organization (year established, etc.):</b>	Goodwill of Central Arizona, founded in 1947, is a private, not-for-profit organization whose mission is to serve people with disabilities or those who would otherwise face obstacles when entering the workforce. In 2012, nearly 42,000 people received services at Goodwill and 15,563 were placed in competitive employment. 90 cents of every dollar Goodwill earns returns to the organization's community programs, help individuals prepare and find work and support our mission of "We Put People To Work"!
<b>What area of the state do you serve?</b>	Regional within Arizona
<b>Region:</b>	Central Arizona
<b>County/Countries:</b>	Maricopa Yavapai Yuma
<b>Tribal Nation(s):</b>	Salt River Pima-Maricopa Indian Community
<b>Programs, resources, services, etc.:</b>	Goodwill of Central AZ has many programs geared towards providing services to the Maricopa County, Yuma County and Prescott County job seekers while helping people move from welfare to work. Through these programs, Goodwill

strives to empower individuals to be productive and independent. These programs include: Computer and Customer Service Training, Rehabilitation Services and the Senior Community Service Employment Program, Our Career Centers offer computer and Internet access, job postings, Labor Market Information, community resources, job fairs and hiring events, and an on-site Career Advisor to assist with Resume and Cover Letter building, job searching, and computer assistance. In addition, the Career Centers are equipped with computers, printers, Internet access, telephones, and fax machines to provide services at no cost to the community.

**Eligibility guidelines for programs, resources and/or services:**

The only eligibility guideline is being of legal age to gain employment.

**Description of target audience:**

Our target audience is anyone over the age of 16 especially Veterans and anyone with a barrier preventing them from gaining employment. We help people to gain employment, improve their lives, and strengthen their families and their communities.

**Cost for programs or services to service members, veterans and/or family members (or funding sources if no cost to individuals and families):**

There is no cost for our services as Goodwill is a 501(c)(3) non-profit organization. Our operating revenue is generated primarily through the collection of donated clothing and household goods that are sold in our Retail stores. These stores are located in the Phoenix area, Prescott and Yuma. 90 cents of every dollar from the stores returns to the organization's community programs that help individuals prepare for and find work.

**Regulatory body that has oversight over organization and/or industry (if applicable):**

We are part of Goodwill Industries International Inc., a network of 166 autonomous member organizations in North America. Goodwill of Central Arizona is an active non-profit organization as of the application date.

**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.

**How our organization CONNECTS to the culture:**

Goodwill of Central AZ and our leaders are committed to helping those who served our country and although our mission is to help every individual find employment, we make Veterans a priority. We are active in the community at various events speaking to Veterans and their families to let

them know we can help them receive the training and one-on-one assistance they need to land that perfect job. Goodwill of Central Arizona hires Veterans for various positions within our Retail, Commercial Maintenance, and Corporate lines of business. We also actively train our staff to assist Veterans to the best of their ability in all aspects both inside and outside the Career Centers.

**How our organization ASKS the right questions at the right time:**

Goodwill of Central Arizona's staff is highly trained in finding the right resources at the right time especially for immediate needs. These resources can vary from food assistance, clothing, medical attention, shelters, employment and more. Anything that we can not answer we either track the information down or refer the question to that specific agency or organization. The Career Centers have information about these local organizations displayed as well.

**How our organization RESPONDS effectively:**

Goodwill of Central Arizona regularly attends community events catered towards Veterans and active services members to support our mission of "We Put People To Work" and to promote our no-cost services. We also host Veteran specific job fairs and hiring events which include pre-matching job opportunities to their skill sets and interests, hosting community partners on site to help address other needs and to make them aware of other community resources in the area. We address any immediate needs within the Career Centers and can assist with finding community agencies including warm transferring and assisting with paperwork if necessary. Our staff accepts responsibility to go above and beyond and assist every job seeker to the best of their ability. They also gain feedback from job seekers, Veterans, and service members to suggest new best practices, operating procedures and organizational changes.

**How our organization ENGAGES :**

Goodwill of Central Arizona engages Veteran's and their family members in a variety of ways. These include Veteran focused job fairs and hiring events, pre-employment workshops and working with the Veteran community closely to address specific career related needs. In addition, Veterans receive priority front of the line access to job fairs and hiring events. We also partner with local Veterans organizations to keep up to date on related news, events, trends, and law changes. There are multiple points of contact within Goodwill of Central Arizona who update our organization's profile and information as needed in a timely manner. These include job fairs, hiring events, workshops, community events, programs, annual reports, and any other additional information pertaining to Goodwill of Central Arizona. We currently partner with and are also in constant search for like minded organizations to help our Veterans and community.