

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

Submission Date	2016-10-12 17:58:32
Organization Name	Maricopa County
Address	301 W. Jefferson St. Phoenix Arizona 85003 United States
Phone	(602) 506 3011
Website	www.maricopa.gov
Type of organization:	County
If city or town, county where located:	Maricopa
Population:	4000000
Mission/Charter:	Maricopa County oversees 54 Departments within the county.
Any organizational memberships (e.g. chamber, alliances, associations, etc.):	Maricopa County is involved with the National Association of County Organizations as well as the Society for Human Resource Management, and a plethora of other alliances and associations throughout the county. Each Department within Maricopa County also has its own individual alliances and associations.
Our organization understands and agrees to the following Guiding Principles:	<ol style="list-style-type: none">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:

Scott Leach, the Employee Relations Supervisor for Maricopa County Human Resources is the designated person to focus on the military and veteran population.

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?

Maricopa County is scheduling a Military/Veteran Culture training open to everyone within each Department in Maricopa County.

Engage and leverage existing organizations and efforts. Identify employees and/or community members who have a military background or connection who can help inform and guide efforts. Please describe:

Maricopa County identifies employees with who are service members and veterans. Maricopa County would like to begin tracking employees who are family members of service members and veterans.

Recognize service members, veterans and their families as part of community events, initiatives and activities (e.g. Memorial Day, Veterans Day, etc.).

Maricopa County acknowledges and celebrates Memorial Day and Veterans Day by highlighting those who served and having events.

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

Maricopa County connects with the military/veteran community by hosting training conducted by the Arizona Coalition for Military Families. Maricopa County also provides their employees with several different events throughout the year to highlight their military service.

Approximate number of employees in organization:

13000

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

16

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

Maricopa County is working to have a Military/Veteran Resource Navigator within each county department.

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:

Maricopa County is working with the Arizona Coalition for Military Families to identify organizations within Maricopa county by utilizing the Military/Veteran Resource Network.

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

Maricopa County is working with the Arizona Coalition for Military Families to identify Arizona Veteran Supportive Employers and has also become an Arizona Veteran Supportive Employer.

Our organization has identified the number of service members, veterans & family members employed within our organization.

Yes

Our organization has identified the number of service members, veterans & family members living within our community.

In process

Our organization posts information for service members, veterans & families on our website, in public areas, 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::

Maricopa County asks the right questions at the right time by planning to have Military/Veteran Resource Navigators within each department and by adding a veteran tab to the Maricopa County website. The veteran tab was added to make it easier for service members, veterans and their family members to apply for jobs and find resources.

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.):

Maricopa County has internal Military/Veteran Resource Navigators and gateway resources available.

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.

Maricopa County employees have attended Arizona Veteran Supportive Employer training, Military/Veteran Resource Navigator training and will be scheduling a Military/Veteran Culture training.

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:

Yes, eventually this will be added to the Maricopa County veteran tab on the website.

Our efforts incorporate the needs of both the service member or veteran, as well as the immediate and/or extended family when delivering services:

Yes

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

Maricopa County responds effectively by going above and beyond for their service members, veterans and family members who are employees and who are within the community.

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

Training on the military, veteran and family population is incorporated into our new hire orientation and/or annual training calendar.

No

Our organization participates in relevant events, trainings and initiatives in the military/veteran community.

Yes

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

Maricopa County is looking to implement this.

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

Maricopa County engages with the military/veteran population by attending events, conducting research and working very closely with the Arizona Coalition for Military Families.