

<b>Submission Date</b>	2015-02-20 14:36:04
<b>Organization Name</b>	City of Tempe, AZ
<b>Address</b>	Street Address: 20 E. 6th Street City: Tempe State / Province: AZ Postal / Zip Code: 85281 Country: United States
<b>Phone</b>	(480) 350-8278
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<b>Website</b>	<a href="http://www.tempe.gov">www.tempe.gov</a>
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<b>What sector is your organization part of?</b>	Government (federal, tribal, state, local)
<b>Brief background of organization (mission, year established, etc.):</b>	The City of Tempe was established in 1894.
<b>Description of industry</b>	Municipality
<b>Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):</b>	AZ League of Cities and Towns Maricopa Association of Governments
<b>Number of employees</b>	Large business - 500+ employees
<b>In what area of the state do you operate?</b>	Regional within Arizona
<b>1. Region:</b>	Central Arizona
<b>2. County/Counties:</b>	Maricopa
<b>3. City/Local Area:</b>	Tempe
<b>4. Tribal Nation(s):</b>	n/a
<b>Types of employment opportunities available:</b>	The City of Tempe employees approx. 1550 full-time and up to 1,000 part-time employees. Employment opportunities will vary depending on vacancies but range from entry level positions to professional and management positions throughout the organization. The City has 7 departments - Police, Fire, Public Works, Community Development, Community Services, Internal Services and Human Services.
<b>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.</b>	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**

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.

**related to:**

**Please describe the knowledge and/or training of key personnel in these areas?**

Employees from Human Services, Human Resources and the Office of the Mayor and Council have been through ACMF Navigator training. Additionally, Human Resources staff have worked over many years with active employees deployed for military service and provide support for them and their families during the time they are on active duty and when they return to the 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.**

The City has identified employees with military service and could develop an advisory group to discuss enhancing the efforts to recruit military-affiliated employees as well as discuss any issues related to retention.

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

This has occurred and we will continue to seek out training that will develop awareness of the military community.

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

The City has developed benefits and support programs for active employees who are in the military reserve and attend training and/or are called to active duty.

HR staff have worked with ESGR in the past to resolve issues and provide appropriate support and direction to those returning to employment after serving on active military duty.

In the past few years the City has identified employees who have served in the military and made efforts to recognize that service on Veterans Day through events and other means.

HR staff and Police and Fire Department staff have over the years participated in job fairs specifically aimed at military personnel as well as making other efforts to direct recruitment efforts at that population.

**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:**

1550

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

7

**Titles/roles of individuals trained as Navigators:**

Council Aide  
HR Manager - Employment Services  
Benefits Manager  
HR Specialist  
Training & Organizational Development Specialist  
Counseling Supervisor

**If employees are referred out to an external navigator, please describe how this is communicated to personnel:**

this is not necessary with the number of internal staff who have been trained in this role.

**Our organization tracks the following:**

Number of veterans employed

**Post information for service members, veterans & families on intranet, in breakrooms, etc.**

No

**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::**

Applicants for City employment are asked to indicate veteran status on applications to ensure that preference can be provided where applicable.

Employees being deployed are brought in to meet with HR staff and are asked if they would like to include family members in the meeting so that all benefits and employment status can be reviewed and explained prior to deployment. The same service is provided if necessary when the employees return to work.

**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.  
Hiring benefits and incentives.

**Please describe training provided:**

Information regarding recruitment, military leave benefits and relevant federal and state laws is provided in the City's Supervisors Academy training.

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

Recruiting for Police, Fire and also general position vacancies has been targeted at military personnel in the past.

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

HR staff understand how to provide relevant information to job applicants regarding preference given for qualified military service for veterans and for veterans spouses.

HR staff are available to respond to any questions that may come from deployed employees and/or their families either prior to, during or after their deployment.

**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.**

No

**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**

Yes

community (e.g. continuing education, employee volunteer programs, sponsorship, etc.).

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

The City's Inclusion training and Supervisory Academy trainings are conducted on a regular schedule throughout the year and available to all employees, not just supervisors and managers. These trainings include information about the military population and about the City's recruitment and support programs for both military applicants and active employees