



2016

Military Spouse Corporate Career Network (MSCCN)
Annual Report



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What Is the Military Spouse Corporate Career Network (MSCCN)?

MSCCN is a 501 (c) (3) non-profit organization whose purpose is to provide unparalleled service in employment so that every military spouse, caregiver, and military family member can have a pathway to a portable career within their chosen career paths.

Mission

To increase job placement and career development for military spouses and family members through the elimination of employment obstacles.

Vision

To provide unparalleled service so that every military spouse, caregiver, and family member can have a pathway to a portable career within their chosen career paths.

History of MSCCN

MSCCN was founded by Deb Kloeppe, wife of Rear Admiral Dan Kloeppe, U.S. Navy (ret.) in 2004. After leaving her corporate executive position with American Airlines to PCS overseas, Deb became determined to create an organization that would help her fellow military spouses as they balanced constant relocation and the challenges of military life with their desire to have careers of their own. So, in 2004 the Military Spouse Corporate Career Network (MSCCN) was born! The organization was chartered as a private sector non-profit organization that provided no-cost targeted employment assistance, vocational training, and one-on-one job placement services for military spouses, caregivers of war wounded, and military family members. Thirteen years later, MSCCN is still going strong, helping military spouses, caregivers, and military family members with placement assistance, gap skills training, and transition.

MSCCN operates as an employment partner to all branches of the Armed Forces, including the National Guard and Coast Guard, through Memoranda of Understanding (MOUs). Our state-of-the-art technology, built in collaboration with IBM, provides real-time, verifiable tracking numbers and outcome reports to our employment partners, military services, and donors.

For over 13 years MSCCN has been committed to breaking barriers in employment for those within the military and Veteran communities; increasing training, assistance, and employment opportunities for all military-affiliated job seekers; and ensuring our corporate partners fully understand and appreciate the military spouse's qualifications and how they perfectly match the skills these organizations need. By pursuing these objectives, we will greatly improve the employment hiring numbers for those who have served and the families who support them.

Who We Are

We are a part of the very community we serve! The MSCCN team is made up of an exceptionally talented and experienced group of military spouses and Veterans who know and understand the challenges of military life and want to do their part to make it better for others within our community. Meet our team at www.msccn.org/WhoWeAre/meet_the_team.html.

What We Do

MSCCN has a unique way of approaching employment for our military-affiliated job seekers. Our programs not only expand employment opportunities and facilitate placements, but they also address key employment issues and offer innovative solutions that allow us to successfully plow through these employment hurdles and maximize the success of our mission.

MSCCN operates from a direct-connect model backed by the first military spouse designated applicant tracking and case management hybrid technology that provides recruitment tools and capabilities.

In addition to job placement for our military spouse and military family community, MSCCN also provides the following:

- Employment training for military employment counselors – teaching best practices in military employment and how to stay on top of industry trends when working in military employment.
- Hands-on work experience, gap skills training, and placement through the MSCCN Career Corps program.
- Job seeker employability training through the MSCCN On Demand Live platform or the MSCCN Learning Management System.
- Employer training
- Sharing latest employment information, tips and industry trends for our military, Veterans, and military family members through our *Military Service Employment Journal* (MSEJ).

Military Spouse Employment Issues

For military spouses, the hurdles in employment are vastly different from those faced by our service members and Veterans. Transfers between duty stations are a fact of military life.

As our military spouses transfer along with their service member, they leave their jobs and focus their attention on moving their family and realigning the family's needs in the new location. The stress of the move, coupled with the loss and career interruption the military spouse experiences, can detract from the military member's effectiveness and mission-readiness and, ultimately, overall retention rates for our military, and the financial wellbeing

of our military families. Employment of the military spouse provides an increased quality of life for our military families and, in some cases, financial stability as the family encounters obstacles in both their civilian and military life. Issues that affect our community in employment include:

- **Employment gaps** – lack of current work experience. To a lot of employers, anything over a one-year gap in employment becomes a red flag. In some industries, any significant gap hurts chances of employment, especially if the industry has seen changes in technology or procedures.
- **Skill and education gaps** – military spouses are one of the most educated groups of individuals; however, with current degree programs structured the way they are, and the transfer from school to school that spouses face during their service member’s tour, they face three identifiable problems:
 1. A college degree does not guarantee proficiency of skills sets that are sought out by companies seeking to fill their employment opportunities. Applicants are judged by education, experience, and skills that are required by the employer. Skill sets can be taught, but many applicants are not thinking of the skills they lack when they are applying for a job, and many do not even understand the skills mentioned in the job description, or know if they really possess these or not.
 2. Education with no hands-on experience puts the military spouse/dependent at even more of a disadvantage when competing for a position.
 3. Regardless of degrees held, some applicants are found to be lacking in basic English and math literacy; in this case, they are found to lack proficiency in written and oral communication and require assistance in these areas in order to be competitive with other job seekers in the workforce.
- **License transfer** difficulties tend to create real obstacles for a military spouse transitioning to a different state. Often times, there are large fees associated and additional education requirements that make transferability a major employment issue.
- **Access to long-term yet flexible employment** that can be transferred with the military spouse as they follow their service member from installation to installation is difficult to obtain.

Services Provided Through Our Programs



WHAT DOES MSCCN OFFER?

Resume Training & Review
Interview Training & Mock Interview
LinkedIn Training & Optimization
Job Search Assistance
Skill Gap Assistance
Train2Hire Programs
Resource & Referral
Introduction to MSCCN Employer
Partners that are a match for your
skills & background

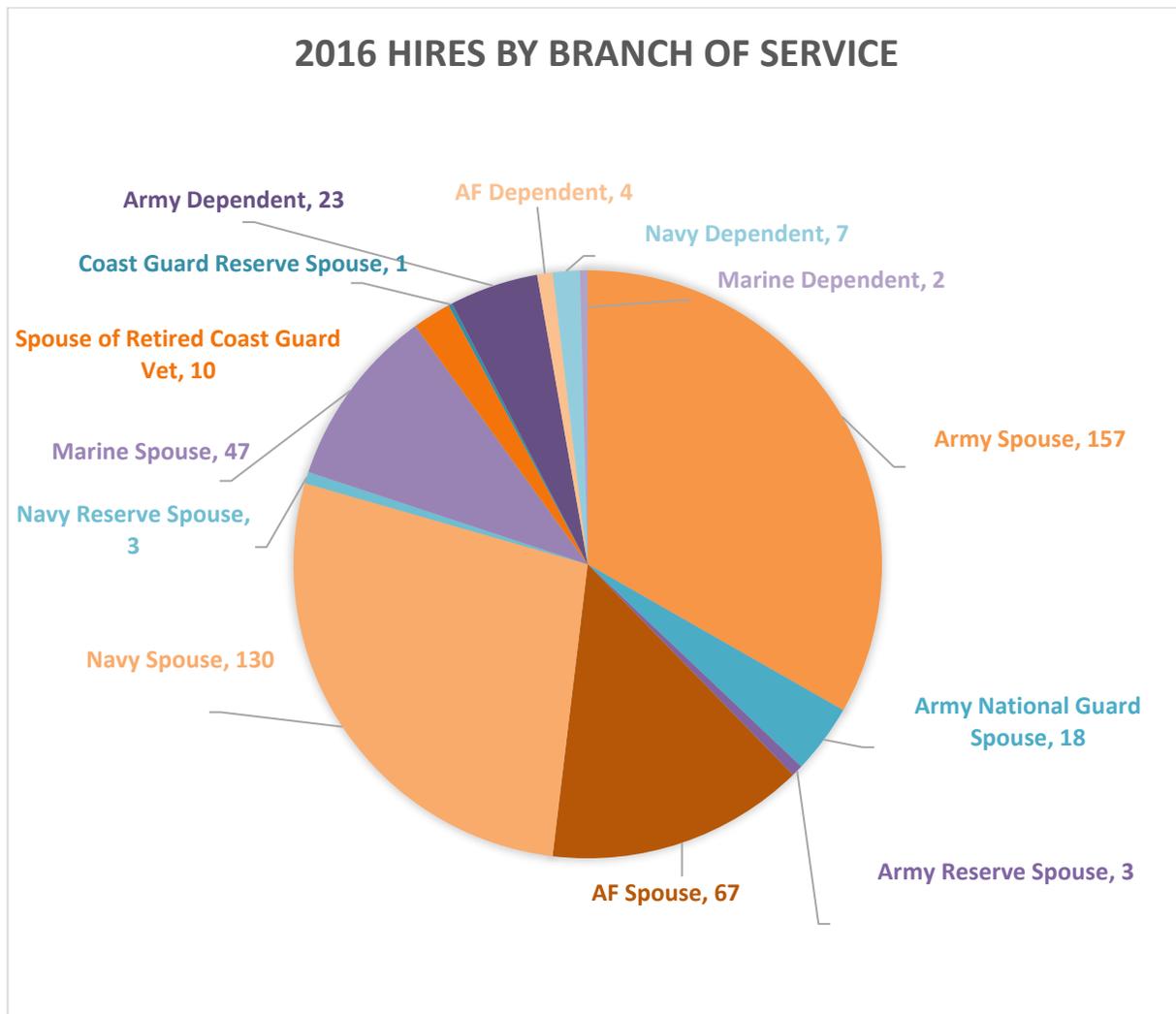
Register at www.msccn.org

Who We Served in 2016

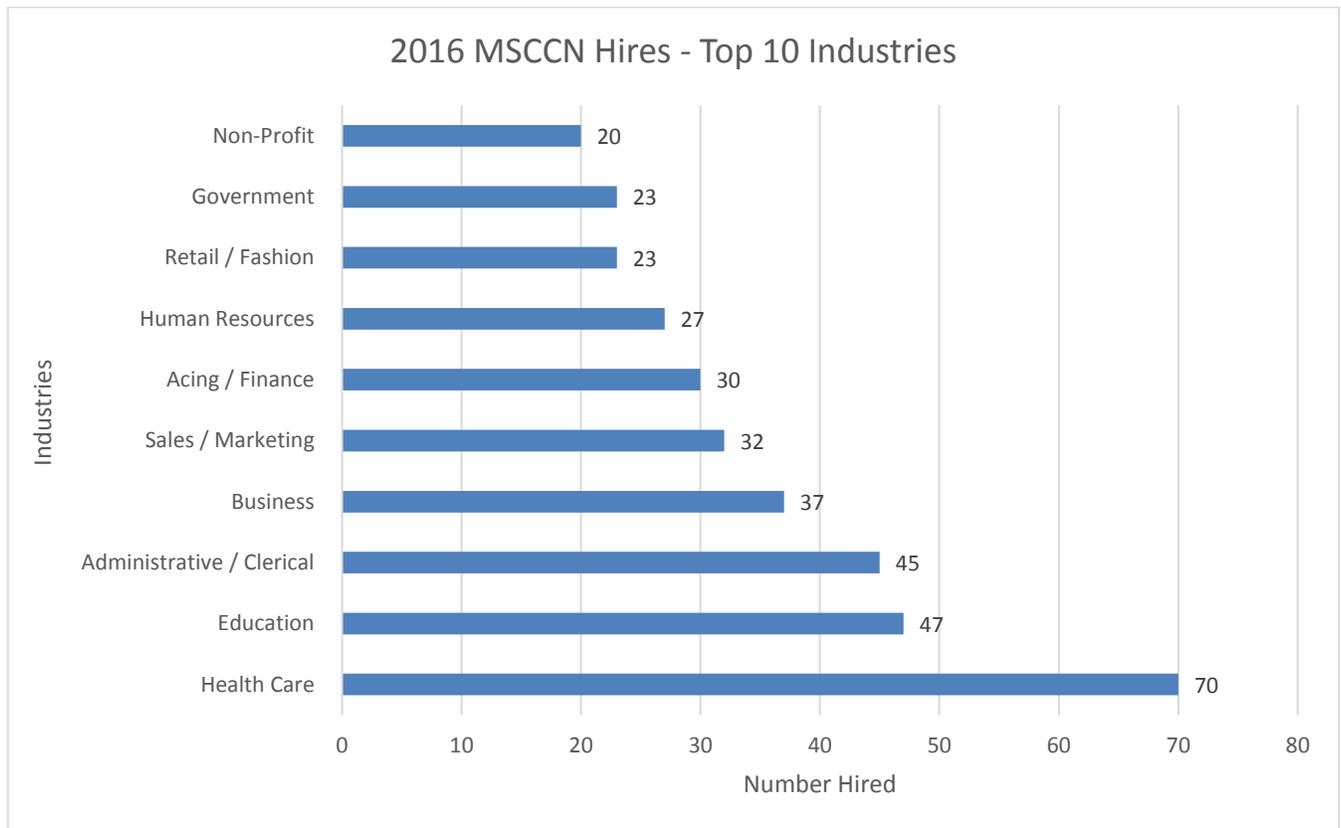
In 2016, MSCCN provided the following services to those within our community:

# Spouses, Caregivers, & Family Members Placed	473
Cost Per Placement	\$147
Percentage of Placements Hired into Full Time Work	89%
Average Starting Salary Military Spouses/Caregivers	\$32,000
Average Starting Salary Dependents	\$22,000
Average # of Military-affiliated registrants each week	103

2016 Hires by Branch of Service



Where Our Military-Affiliated Job Seekers Were Placed in 2016



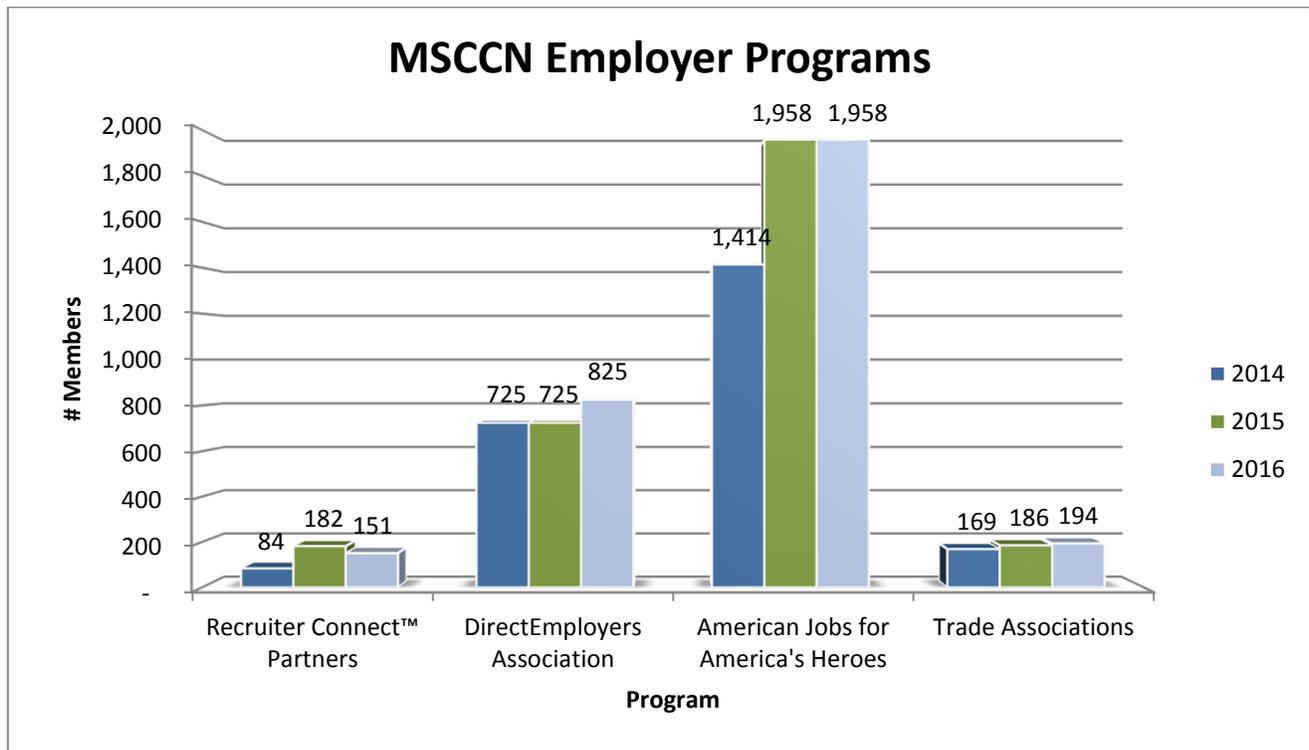
Most Frequent Positions Placed within Top Industries

Healthcare – Registered Nurse	Accounting/Finance
Education - Teacher	HR-HR Generalist
Administrative – Executive Assistant	Retail/Fashion – Sales Associate
Business - Management	Government
Sales/Marketing – Sales Rep	Nonprofit – CASY & MSCCN

Top Companies Hiring

The Citadel	CASY & MSCCN
Amazon	Golden Living
Bank of America	Olive Garden
Starbucks	Sears
Blue Star Families	Customer Magnetism

Types of Companies Working in Our Program



In addition to employment placements, MSCCN also provided the following services in support of the employment placement or career progression of military spouses, military, Veterans, and military family members:

Training

# of Individuals Trained	1,627 (815 - Live; 813 LMS)
# of Military Employment Counselors Trained	980
# of HR/Recruitment Professionals Trained in "Best Practices to Hiring Military-Affiliated Job Seekers" Program	1,366

Over the past five years, we have provided direct hire assistance to over 1 million applicants and provided outreach and support to more than 250,000 others.

Military Service Employment Journal (MSEJ)

The MSEJ is an employment resourced guide for military-affiliated job seekers. This journal provides employment guidance, highlights trends in industry, identifies training programs and resources that have been vetted and can help military-affiliated job seekers, and more.

In 2016, the MSEJ was distributed to 1,091 direct subscribers and through our partnerships in the military and Veteran community, including organizations like the AUSN and the Army Wife Network. In full the MSEJ had over 35,281 cumulative views.



Career Corps Program

Career Corps serves as a stepping stone for military spouse and Veteran job seekers. The program provides current work experience, training to develop transitional skills, and recent industry experience to fill gaps in their experience and grow professionally.

The MSCCN developed the Career Corps™ program in 2011 to be a stepping stone for military spouse and Veteran job seekers who need current work experience, advanced skill training in a specific industry, or professional development to be more competitive in their chosen industry or job type. MSCCN has a 100% success rate in placement of its Career Corps members.

In 2016, the following metrics were achieved in Career Corps:

Number of Career Corps Members Selected & Trained	39
Number of Work Hours Donated by Career Corps Members	1,558.5
Total Financial ROI for MSCCN	\$23,377.50
Number of Career Corps Members Hired into CASY or MSCCN	9
Number of Career Corps Members Placed into Work	30

Career Corps maintains a 100% success rate in placing the members who are in need of employment. Of the 39 Career Corps members, 9 were hired into CASY and the rest were placed into employment positions that were a match for their skills and abilities.

What Makes Us Different

We are Mission Driven & Outcome Focused

We are not building a resume database, and our candidates are not numbers; they are men and women who are highly trained, skilled, qualified, and ready for a transition to a civilian job that is a match for their skills and abilities. This program is not just about putting our military-affiliated job seekers into a job, but about continued career development and placement assistance over their lifetime. The focus is on them and their needs and not on us!

Our Technologies Are Not Our Program – They Support Our Program

MSCCN is one of the only nonprofit organizations serving military-affiliated job seekers in employment that utilizes a full recruit management system, developed in partnership with IBM. However, we do not push an automated program based on technology alone. Why? These types of programs are unsuccessful for 84% of the population in the United States. To our organization, the technology we use is an asset that allows us to force multiply and help more people...it is an internal assist and not the program we push our job seekers through.

To best serve our military spouse, caregiver, and military family members, MSCCN utilizes a direct-connect program model. Our job seekers are given customized one-on-one direct assistance, meeting their needs in order to facilitate placement. Once ready, these thoroughly screened, qualified, and job-ready candidates are moved to the DESKTOPS of hiring managers. Our work is tracked in its entirety through our world-class IBM Recruit Management System.

We Take Steps to Ensure Our Programs Are Sustainable

Sustainability is a major concern for nonprofits today. MSCCN was structured to avoid the typical failing points nonprofits face not only to ensure the organization is successful in meeting the needs of the communities we serve, but also to ensure the organization remains flexible and can continue to meet the ever-changing needs of those we serve in the future.

We Value Partnerships and Collaboration!

The mission of aiding military-affiliated job seekers is larger than any one organization. We value partnerships we have with the military community, corporations and businesses, and the non-profit community – together we are stronger, and we can accomplish more for those we serve and support!

We are Ready for the Future

Our team stays current on changing trends in industry so we know how to prepare and aid those we serve in the program, and we remain flexible and creative so that we can continue to adapt our programs as our job seekers' needs change!

2016 Financial Summary Transparency & Fiscal Responsibility

When asked what two phrases best describe MSCCN from a grantee perspective, the words transparent and fiscally responsible pop immediately to mind.

As per a third-party audit, **for every \$1 raised, MSCCN spends 95 cents on mission.** That means that MSCCN spends only 5 cents per dollar on administrative expenses, and we strive each year to decrease these costs further so that more and more of our funding goes directly to helping those we serve!

MSCCN takes fiscal responsibility very seriously. The organization conducts a tax assessment and fiscal audit each year. For the third year in a row, we have met all 20 of the Better Business Bureau's Wise Giving Alliance (WGA) accreditation standards. Click [here](#) to read the BBB's Charity Review.

Additionally, MSCCN is listed with Guidestar, and it is the only non-profit in the nation that holds Memorandum of Understanding with every branch of military to include the Army Reserve and National Guard.

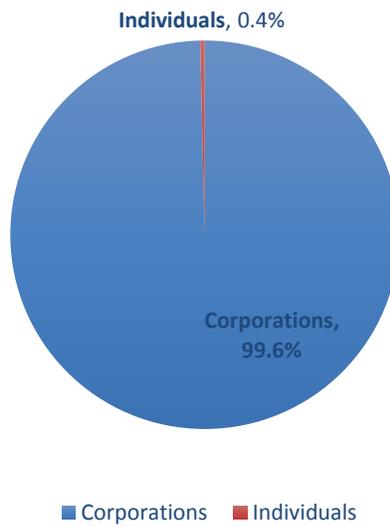


The following summary represents data collected from the Audited Financial Statements for MSCCN. MSCCN has successfully rendered services to the military and Veteran communities since 2004 by maintaining conservative financial policies, allowing us to focus on meeting the needs of our individual job seekers instead of treating them all the same and providing cookie cutter services. Our pledge is to maintain the highest standards of financial accountability so that we can achieve the most results we can for those we serve while maintaining an above average standing of financial responsibility and transparency.

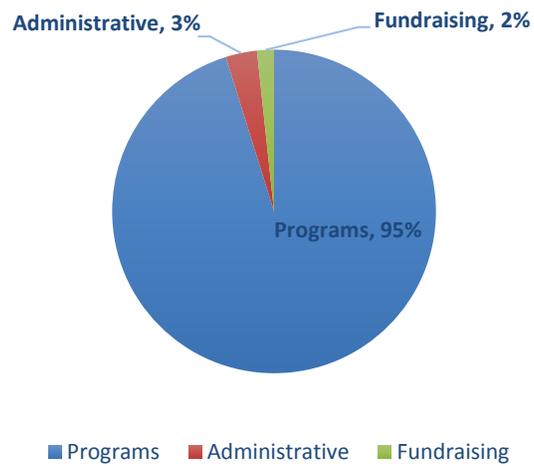
Military Spouse Corporate Career Network (MSCCN)
Statement of Financial Income and Expense
January through December 2016

	<u>Total Income / Expense</u>	<u>Program Income / Expense</u>	<u>Management & General Income / Expense</u>	<u>Fundraising Income / Expense</u>
Income				
Contributions and grants	171,357			
Investments	<u>108</u>	<u>0.00</u>	<u>108.42</u>	<u>0.00</u>
Total Revenue	<u>171,465</u>	<u>285,650.83</u>	<u>164.41</u>	<u>0.00</u>
Expenses				
Salaries	38,142	33,399	1,615	3,128
Accounting	2,500		2,500	
Bank Fees	72		72	
Business Registration Fees	1,216		1,216	
Contractor Expenses	24,128	24,128		
Payroll Services	288		288	
Office Expense	1		1	
Information Technology	<u>591</u>	<u>488</u>	<u>103</u>	
Total Expenses	<u>66,938</u>	<u>58,015</u>	<u>5,795</u>	<u>3128</u>
Revenue Less Expenses	<u>104,527</u>			
End of Year Net Assets	<u><u>339,969</u></u>			

MSCCN 2016 Revenue



MSCCN 2016 Expenses



MSCCN Leadership

Executive Leadership

RADM Dan K. Kloeppe, USN (ret.), CEO

Erin Voirol, COO

Deborah Kloeppe, President & Founder

Amy Rossi, Director of Training & Founder

Stacy Bayton, Sr. Executive Vice President

Jennifer Quimby, Director of Finance & Administration

MSCCN Board of Directors

MSCCN has a dynamic Board of Directors and Advisors supporting our mission!

Mrs. Lynn Hamilton

Chairwoman, MSCCN Board of Directors
Sr. Vice President, Magellan Healthcare

Mr. D. Edward Greene

Corporate Secretary
Director of Operational Risk Management
Freddie Mac

Mr. Curtis Hazel

Corporate Treasurer
President, Hazel Partners, LLC

Mr. Todd Davis

MSCCN Board Member
Director, Talent Acquisition Worldwide
Operations, Dropbox

Mr. Conrad Chun

MSCCN Board Member
Director of Communications, Boeing

Mr. AC Butch Giessman

MSCCN Board Member
CEO & Founder, AVMATS

Brigadier Andrew C. Jackson, British Army (ret.)

MSCCN Board Member
President, SaluteMyJob

Mr. Jason Kelley

MSCCN Board Member
VP & Partner GBS Global Solutions,
Design & Innovation for IBM

RADM Lee J. Metcalf, USN (ret.)

MSCCN Board Member
VP of Business Development, Daugherty
Business Solutions

Mrs. Simone A. Murray

MSCCN Board Member
Executive Director, DirectEmployers
Association Foundation

Mr. Richard Parr, Esq.

MSCCN Board Member
General Counsel, HCR ManorCare Inc.

Gunnery Sgt. Saul Perez, USMC (ret.)

MSCCN Board Member
Military Transitional Liaison
Swift Transportation

RADM Chuck Williams, USN (ret.)

MSCCN Board Member

Mr. Craig Lowder

MSCCN Board Member

RDML Marc Purcell, USN (ret.)

MSCCN Board Member
Communications, Media & Technology
Account Executive, Accenture Technology

Mr. Shannon Offord

MSCCN Board Member
Manager, Strategic Partnerships & Alliances
DirectEmployers Association

MSCCN Advisory Board

COL John DiPiero, USAF (ret.)

MSCCN Advisor
Director of Military Advocacy Group
Military Affairs, USAA

Mr. Travis Hall

MSCCN Advisor
Project Expeditor
Zachry Industrial, Inc.

BGEN Marianne Watson

MSCCN Advisor

Mr. Shawn Leonard

MSCCN Advisor

Mr. John McArthur

MSCCN Advisor
Sr. Partner & Chief Investment
Officer, Krilogy Financial

MS. Alexandra Rawlings

MSCCN Advisor
Audit Assistant
Deloitte & Touche

Conclusion – The Way Forward in 2017

Military spouses have a steeper road to employment than their civilian counterparts, with higher unemployment and underemployment rates, lower hourly wages (regionally and nationally), and fewer hours worked per week among those who are able to remain employed. For the last 13 years, MSCCN has been a leader in the area of military spouse and military youth employment. and we are poised to continue our leadership into the future.

The organization and its team of highly experienced military spouses and Veterans has spent the last decade developing and honing a direct placement process that is successful for both our military-affiliated job seekers and the companies that hire them.

The focus has been, and continues to be, on placement. For some, that may mean targeting language so they become visible to recruiters; for others, this may mean gap skills training, assessments, and skill validation sets for employers to show a match for a position, or, for others, it may mean a Work from Home program that provides portable careers that fit the military family lifestyle. Regardless of what is needed to help a military spouse or family member meet eligibility requirements for employment and facilitate placement, MSCCN remains a strong and focused resource.

Moving into 2017, the organization will continue to help our military-affiliated job seekers combat employment issues by:

- Focusing on expanding employment opportunities with an emphasis on portable jobs
- Expanding relationships with employers and their recruiters to educate them on the needs of the military spouse and the assets they bring to the company
- Increasing training assistance to aid our military-affiliated job seekers as we help them identify opportunities and move forward towards placement
- Identifying solutions that help overcome hiring obstacles that they face in employment
- Expanding Career Corps program to include industry internships that provide gap skills training, hands on work experience, and college credit that will expand the individual's knowledge in the area and align their knowledge with employer identified industry knowledge. The program will start in HR/Recruitment and writing, and then move into training, project management, and media relations.