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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 https://www.msccn.org/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 2017

In 2017, MSCCN provided the following services to those within our community:

<table>
<thead>
<tr>
<th># Spouses, Caregivers, &amp; Family Members Placed</th>
<th>609</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost Per Placement</td>
<td>$157</td>
</tr>
<tr>
<td>Percentage of Placements Hired into Full Time Work</td>
<td>88%</td>
</tr>
<tr>
<td>Average Starting Salary Military Spouses/Caregivers</td>
<td>$38,000</td>
</tr>
<tr>
<td>Average Starting Salary Dependents</td>
<td>$31,000</td>
</tr>
<tr>
<td>Average # of Military-affiliated registrants each week</td>
<td>145</td>
</tr>
</tbody>
</table>

2017 Hires by Branch of Service

![Diagram showing the breakdown of hires by branch of service in 2017.]

- Coast Guard Spouse, 17
- Spouse of Retired Marine, 2
- Marine Spouse, 88
- Spouse of Retired Navy Vet, 2
- Navy Spouse, 144
- AF Reserve Spouse, 1
- Spouse of Retired AF Vet, 1
- Air Guard Spouse, 1
- AF Spouse, 92
- Spouse of Retired Army Vet, 4
- Army Spouse, 209
- Spouse of Retired National Guard Vet, 1
- Army National Guard
- National Guard Dependent, 4
- Army Dependent, 9
- Navy Dependent, 2
- Army Dependent
- Spouse of Retired Army Vet
- Spouse of Retired National Guard Vet, 1
- Spouse of Retired Army Vet
- Spouse of Retired National Guard Vet, 1
- Spouse of Retired Army Vet
Where Our Military-Affiliated Job Seekers Were Placed in 2017

Most Frequent Positions Placed within Top Industries

<table>
<thead>
<tr>
<th>Administrative Assistant</th>
<th>Sales Associate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analyst</td>
<td>Career Counselor</td>
</tr>
<tr>
<td>Customer Service</td>
<td>Retail/Fashion – Sales Associate</td>
</tr>
<tr>
<td>Business - Management</td>
<td>Government</td>
</tr>
<tr>
<td>Teller</td>
<td>Substitute Teacher</td>
</tr>
</tbody>
</table>

Top Companies Hiring

<table>
<thead>
<tr>
<th>Amazon</th>
<th>MCCS</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 Hour Fitness</td>
<td>Bank of America</td>
</tr>
<tr>
<td>McKesson</td>
<td>YMCA</td>
</tr>
<tr>
<td>ADP</td>
<td>AmerisourceBergen</td>
</tr>
<tr>
<td>Biotech</td>
<td>Capital One</td>
</tr>
</tbody>
</table>
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**

<table>
<thead>
<tr>
<th># of Individuals Trained</th>
<th>1,284 (382 – Live; 902 LMS)</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Employers Trained</td>
<td>561</td>
</tr>
<tr>
<td># of Associations Trained</td>
<td>5</td>
</tr>
</tbody>
</table>

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 2017, the MSEJ was distributed to 8,061 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 67,000 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 2017, the following metrics were achieved in Career Corps:

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Career Corps Members Selected &amp; Trained</td>
<td>55</td>
</tr>
<tr>
<td>Number of Work Hours Donated by Career Corps Members</td>
<td>2,601</td>
</tr>
<tr>
<td>Total Financial ROI for MSCCN</td>
<td>$39,018</td>
</tr>
<tr>
<td>Number of Career Corps Members Hired into MSCCN or CASY</td>
<td>16</td>
</tr>
<tr>
<td>Number of Career Corps Members Placed into Work</td>
<td>19</td>
</tr>
</tbody>
</table>

Career Corps maintains a 100% success rate in placing the members who are in need of employment. Of the 19 Career Corps members, 16 were hired into MSCCN or 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!
2017 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 94 cents on mission. That means that MSCCN spends only 6 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 fourth 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 Memoranda 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 2017

<table>
<thead>
<tr>
<th>Ordinary Income/Expense</th>
<th>Program Expense</th>
<th>Fundraising Expense</th>
<th>Management &amp; Gen Expense</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Direct Public Support</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individ, Business Contributions</td>
<td>$517,265</td>
<td>$0</td>
<td>$8</td>
<td>$517,273</td>
</tr>
<tr>
<td>Total Direct Public Support</td>
<td>$517,265</td>
<td>$0</td>
<td>$8</td>
<td>$517,273</td>
</tr>
<tr>
<td>Investments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interest-Savings, Short-term CD</td>
<td>$68</td>
<td>$0</td>
<td>$68</td>
<td>$136</td>
</tr>
<tr>
<td>Total · Investments</td>
<td>$68</td>
<td>$0</td>
<td>$68</td>
<td>$136</td>
</tr>
<tr>
<td>Total Income</td>
<td>$517,333</td>
<td>$0</td>
<td>$77</td>
<td>$517,410</td>
</tr>
<tr>
<td>Gross Profit</td>
<td>$517,333</td>
<td>$0</td>
<td>$77</td>
<td>$517,410</td>
</tr>
<tr>
<td>Expense</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Awards and Grants</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Noncash Awards and Grants</td>
<td>$84,000</td>
<td>$0</td>
<td>$0</td>
<td>$84,000</td>
</tr>
<tr>
<td>Total · Awards and Grants</td>
<td>$84,000</td>
<td>$0</td>
<td>$0</td>
<td>$84,000</td>
</tr>
<tr>
<td>Business Expenses</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business Registration Fees</td>
<td>$0</td>
<td>$0</td>
<td>$1,228</td>
<td>$1,228</td>
</tr>
<tr>
<td>Bank Fees</td>
<td>$0</td>
<td>$0</td>
<td>$432</td>
<td>$432</td>
</tr>
<tr>
<td>Total · Business Expenses</td>
<td>$0</td>
<td>$0</td>
<td>$1,660</td>
<td>$1,660</td>
</tr>
<tr>
<td>Contract Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounting Fees</td>
<td>$0</td>
<td>$0</td>
<td>$2,400</td>
<td>$2,400</td>
</tr>
<tr>
<td>Independent Contractor Services</td>
<td>$42,351</td>
<td>$149</td>
<td>$1,329</td>
<td>$43,829</td>
</tr>
<tr>
<td>Total Contract Services</td>
<td>$42,351</td>
<td>$149</td>
<td>$3,729</td>
<td>$46,229</td>
</tr>
<tr>
<td>Operations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technology / IT</td>
<td>$0</td>
<td>$0</td>
<td>$48</td>
<td>$48</td>
</tr>
<tr>
<td>Total · Operations</td>
<td>$0</td>
<td>$0</td>
<td>$48</td>
<td>$48</td>
</tr>
<tr>
<td>Payroll Expenses</td>
<td>$53,287</td>
<td>$3,398</td>
<td>$3,061</td>
<td>$59,746</td>
</tr>
<tr>
<td>Total Expense</td>
<td>$179,638</td>
<td>$3,547</td>
<td>$8,498</td>
<td>$191,683</td>
</tr>
<tr>
<td>Net Ordinary Income</td>
<td>$337,695</td>
<td>-$3,547</td>
<td>-$8,421</td>
<td>$325,727</td>
</tr>
</tbody>
</table>

Gross Profit: $517,333 - $0 - $77 = $517,410
Net Ordinary Income: $337,695 - ($3,547) - ($8,421) = $325,727
MSCCN Leadership

Executive Leadership

RADM Dan K. Kloeppel, USN (ret.), CEO
Deborah Kloeppel, President & Founder
Stacy Bayton, Sr. Executive Vice President

Don Fried, Director of Operations
Amy Rossi, Director of Training & Founder
Jennifer Quimby, Director of Finance & Administration

MSCCN Board of Directors

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

Mr Conrad Chun
Chairman
Vice President of Communications
for Boeing Global Services

Ms. Candee Chambers
Executive Director, DirectEmployers
Association
CASY Board Member

Mr. AC Butch Giessman
CEO & Founder, AVMATS
CASY Board Member
Mr. D. Edward Greene
Freddie Mac
CASY Board Member

Mr. D. Edward Greene
Director of Operational Risk Management
CASY Board Member

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

Mr. Jason Kelley
Vice President & Partner
GBS Global Solutions, Design, & Innovation, General Manager, Blockchain Services at IBM
CASY Board Member

Mr. Craig Lowder
Retired, Vice President of communications
Global Technology Services IBM
CASY Board Member

Richard Parr, Esq.
General Counsel, HCR ManorCare Inc.
Association Foundation
CASY Board Member

Shannon Offord Vice President,
Strategic Partnerships & Alliances
DirectEmployers
CASY Board Member
Gunnery Sgt. Saul Perez, USMC (ret.)
Recruiting Operations Manager at Swift, Transportation
CASY Board Member

RDML Marc Purcell, USN (ret.)
Senior Account Executive, Accenture Technology
CASY Board Member

Mr. James Schmeling
Executive Vice President, Strategic Engagement, Student Veterans of America
CASY Board Member

RDML Chuck Williams, USN (ret.)
CASY Board Member

CASY Advisory Board

Mr. Todd Davis
Director, Talent Acquisition Worldwide Operations
CASY Advisor

COL John DiPiero, USAF (ret.) Director of Military Advocacy Group
CASY Advisor

Mr. Travis Hall
Project Expeditor Military Affairs, USAA Zachry Industrial, Inc.
CASY Advisor

Mrs. Lynn Hamilton
Chief Commercial Officer at Talkspace - Online Therapy
CASY Advisor

Mr. Shawn Leonard
CASY Advisor

Mr. John McArthur
Sr. Partner & Chief Investment Officer, Krilogy Financial
CASY Advisor

Mrs. Simone A. Murray
Executive Director, DirectEmployers Assn Lead Advisor for MYJN
CASY Advisor

Steve Parker
Senior Advisor & Program Director, Africa Center
CASY Advisor
Ms. Alexandra Rawlings
CASY Advisor
Audit Senior Deloitte & Touche

Eric Van Hook Director of Public Safety Lead Advisor
NGYCP

BGEN Marianne Watson, ARNG (ret.)
CASY Advisor
Conclusion – The Way Forward in 2018

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 14 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 2018, 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 the 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.