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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, and the ability to grow that career, no matter where they are living in the world.

Mission

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

Vision

To eliminate unemployment and underemployment for all military spouses and military family members of active duty, National Guard, Reserve members, and Veterans from all armed service branches.

History of MSCCN

MSCCN was founded by Deb Kloeppel, wife of Rear Admiral Dan Kloeppel, 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 15 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.

What We Do

MSCCN’s 360 solutions have resulted, and continue to result, in decreased issues with unemployment and underemployment, as well as an increase in career opportunities that are a fit for the skills, qualifications and needs of the military spouse community. Our organization has a unique way of approaching employment for our military-affiliated job seekers. We meet the employment and career needs of the military spouses and family members in our programs while addressing 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 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 2018

In 2018, MSCCN provided the following services to those within our community:

| # Spouses, Caregivers, & Family Members Placed | Cost Per Placement | $256 |
| Percentage of Placements Hired into Full Time Work | 98% |
| Average Starting Salary Military Spouses/Caregivers | $35,360 |
| Average Starting Salary Dependents | $20,654 |
| Average # of Military-affiliated registrants each week | 47 |

2018 Hires by Branch of Service

[Diagram showing the breakdown of hires by branch of service]
Where Our Military-Affiliated Job Seekers Were Placed in 2018

2018 MSCCN Hires - Top 10 Industries

- Non-Profit: 25
- Retail / Fashion: 26
- Business: 30
- Government: 33
- Acning / Finance: 35
- Sales / Marketing: 36
- Human Resources: 45
- Education: 55
- Administrative / Clerical: 64
- Health Care: 113

Most Frequent Positions Placed within Top Industries

<table>
<thead>
<tr>
<th>Customer Service</th>
<th>Cashier</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Specialist</td>
<td>Executive Assistant</td>
</tr>
<tr>
<td>Business Management</td>
<td>Financial Counselor</td>
</tr>
<tr>
<td>Assistant</td>
<td>Realtor</td>
</tr>
<tr>
<td>Therapist</td>
<td>Trainer</td>
</tr>
</tbody>
</table>

Top Companies Hiring

<table>
<thead>
<tr>
<th>CASY &amp; MSCCN</th>
<th>Freedom Learning Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amazon</td>
<td>Robert Hall</td>
</tr>
<tr>
<td>Accenture</td>
<td>United Healthcare</td>
</tr>
<tr>
<td>AFSC</td>
<td>YMCA</td>
</tr>
<tr>
<td>CARDs</td>
<td>Zeiders</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></th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Individuals Trained</td>
<td></td>
</tr>
<tr>
<td># of Employers Trained</td>
<td>923</td>
</tr>
<tr>
<td># of Associations Trained</td>
<td>13</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 resource 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 2018, the MSEJ was distributed directly to subscribers, and through our partnerships in the military and Veteran community, including organizations like the AUSN and the Army Wife Network.

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 professional growth.

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 2018, 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>1188.8</td>
</tr>
<tr>
<td>Total Financial ROI for MSCCN</td>
<td>$17,832.00</td>
</tr>
<tr>
<td>Number of Career Corps Members Hired into MSCCN or CASY</td>
<td>18</td>
</tr>
<tr>
<td>Number of Career Corps Members Placed into Work</td>
<td>23</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

MSCCN is not the typical employment assistance program for military spouses. Employment readiness is just one part of the equation – it takes more, and we provide more!

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 is about job placement and not just the work it takes to get these individuals ready, but MSCCN takes it one step farther. For our team, it is not just about putting our military-affiliated job seekers into a job, but into the right job, and then continuing to help them by providing career development and placement assistance over their lifetime. We are focused on our job seekers and meeting their needs in the moment while helping them plan for their future!

WE are not a job board!

Our Technologies Are Not Our Program – They Support Our Program
We use a job board internally, but it is not who we are or all that we offer to our job seekers – it is a tool. Instead we use a direct-connect program that allows us to provide customized services to each of our military-affiliated job seekers, meeting their needs in order to facilitate job placement or career progression. Our programs are supported by our tools and technologies, such as our IBM BrassRing Applicant Tracking and Case Management System, our training technology and Learning Management System, and our VetJobs job board. In this country, only 14% of people are successful at using technology alone to get a job – we are here to serve those who cannot, who need more to help them get the career they want, and to keep growing professionally from there.

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 are Collaborative!
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 agile and ever-changing to meet the needs of those we serve.
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! This level of awareness ensures we continue to evolve our services so that what we offer meets the needs of those in our community. We are constantly looking for solutions that will help us be more efficient and effective for those we serve.
2018 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 93 cents on mission.** That means that MSCCN spends only 7 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 2018

<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>Indiv, Business Contributions</td>
<td>$422,263</td>
<td>$0</td>
<td>$0</td>
<td>$422,263</td>
</tr>
<tr>
<td>Total Direct Public Support</td>
<td>$422,263</td>
<td>$0</td>
<td>$0</td>
<td>$422,263</td>
</tr>
<tr>
<td>Investments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interest-Savings, Short-term CD</td>
<td>$6,708</td>
<td>$0</td>
<td>$0</td>
<td>$6,708</td>
</tr>
<tr>
<td>Total · Investments</td>
<td>$6,708</td>
<td>$0</td>
<td>$0</td>
<td>$6,708</td>
</tr>
<tr>
<td>Total Income</td>
<td>$428,971</td>
<td>$0</td>
<td>$0</td>
<td>$428,971</td>
</tr>
<tr>
<td>Gross Profit</td>
<td>$428,971</td>
<td>$0</td>
<td>$0</td>
<td>$428,971</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>$109,400</td>
<td>$0</td>
<td>$0</td>
<td>$109,400</td>
</tr>
<tr>
<td>Total · Awards and Grants</td>
<td>$109,400</td>
<td>$0</td>
<td>$0</td>
<td>$109,400</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>$1,716</td>
<td>$1,716</td>
</tr>
<tr>
<td>Total · Business Expenses</td>
<td>$0</td>
<td>$0</td>
<td>$1,716</td>
<td>$1,716</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>$2,780</td>
<td>$2,780</td>
</tr>
<tr>
<td>Independent Contractor Services</td>
<td>$71,115</td>
<td>$2,100</td>
<td>$2,600</td>
<td>$75,815</td>
</tr>
<tr>
<td>Total Contract Services</td>
<td>$71,115</td>
<td>$2,100</td>
<td>$5,380</td>
<td>$78,595</td>
</tr>
<tr>
<td>Operations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office Expenses</td>
<td>$37</td>
<td>$0</td>
<td>$1</td>
<td>$38</td>
</tr>
<tr>
<td>Postage and Shipping</td>
<td>$123</td>
<td>$0</td>
<td>$93</td>
<td>$216</td>
</tr>
<tr>
<td>Technology / IT</td>
<td>$48</td>
<td>$0</td>
<td>$105</td>
<td>$153</td>
</tr>
<tr>
<td>Training</td>
<td>$13,435</td>
<td>$0</td>
<td>$0</td>
<td>$13,435</td>
</tr>
<tr>
<td>Laptops (for Training)</td>
<td>$9,545</td>
<td>$0</td>
<td>$0</td>
<td>$9,545</td>
</tr>
<tr>
<td>Travel</td>
<td>$145</td>
<td>$0</td>
<td>$11</td>
<td>$156</td>
</tr>
<tr>
<td>Other</td>
<td>$150</td>
<td>$0</td>
<td>$0</td>
<td>$150</td>
</tr>
<tr>
<td>Total · Operations</td>
<td>$23,483</td>
<td>$0</td>
<td>$210</td>
<td>$23,693</td>
</tr>
<tr>
<td>Payroll Expenses</td>
<td>$47,238</td>
<td>$4,720</td>
<td>$4,020</td>
<td>$55,978</td>
</tr>
<tr>
<td>Total Expense</td>
<td>$251,236</td>
<td>$6,820</td>
<td>$11,326</td>
<td>$269,382</td>
</tr>
<tr>
<td>Net Ordinary Income</td>
<td>$177,735</td>
<td>-$6,820</td>
<td>-$11,326</td>
<td>$159,589</td>
</tr>
</tbody>
</table>

$177,375 | -$6,820 | -$11,326 | $159,589
MSCCN 2018 Revenue

- Corporations: 98%
- Individuals: 2%

MSCCN 2018 Expenses

- Program: 93%
- Administrative: 4%
- Fundraising: 3%
MSCCN Leadership

Executive Leadership

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

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

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

Mr. Shannon Offord
Vice President, Strategic Partnerships & Alliances
DirectEmployers Association
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
MSCCN 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

COL Steve Parker, USA (ret.)  
Senior Advisor & Program Director, Africa Center  
CASY Advisor

Ms. Alexandra Rawlings  
CASY Advisor  
Audit Senior  
Deloitte & Touche

Chief Eric Van Hook  
Chief of Police, Director of Public Safety  
Lead Advisor  
NGYCP

BGEN Marianne Watson, ARNG (ret.)  
CASY Advisor
Conclusion – The Way Forward in 2019

Regardless of the many strides that have been taken to address employment for military spouses, it continues to be an issue. A lot of the same obstacles exist – constant relocations, gaps in work experience and training, higher unemployment and underemployment rates, lower hourly wages, issues with license transfers, and fewer hours – however, we have found ways to help spouses navigate successfully through the issues. We have made excellent headway in expanding work from home opportunities that military spouses can take with them, and we have creatively found ways to work through gaps in work experience and training, but there is much more work to be done.

For over 15 years MSCCN has focused on addressing the issues that military spouses, caregivers, and military youth face in employment. We have a unique approach to employment placement and progression – if the spouse can work, we help them into a position that is connected to their chosen career path somehow and, if they cannot work, we help them find additional ways to stay connected to their industry and continue to grow professionally, so that there is less of a struggle for placement when they are ready for that job.

Moving into 2020, 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 that can be taken anywhere.
- Growing out our Spouse Nation programs that help spouses who cannot work right now so that they can continue to grow professionally and stay connected to their industry regardless of the career time out.
- 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.
- Continuing to grow out the Career Corps program and internships program.

At MSCCN, we are here for you while you are in the military community, during the transition out, and for many years after. We are dedicated to your ongoing career progression and we will continue to work to ensure that you have the best options to employment, access to gap skills training to help you continue to grow, and opportunities that will aid you in continued development to use when you cannot work.

Let’s work together to break the barriers in employment and create the right opportunities for those we serve!