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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. Sixteen 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 16 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.

In 2019, MSCCN began to expand programs to aid military spouses with career planning and further development before they are able to go to work, through the Spouse Nation program. In addition to this, MSCCN expanded its job feed capabilities and took ownership of the Military Spouse Jobs brand at the end of 2019, which will be used in 2020.
These steps were taken to continue to improve opportunities and placement of military spouses and family members by aiding spouses earlier in the career process, well before they are ready to take a job, to ensure that their skills and qualifications are on track, that their resumes speak to these things, and that they understand the value and experience they bring to the table with the company who hires them. These steps have also gone a long way in streamlining programs, so that spouses can find what they need more easily, and they can begin to see outcomes as they are placed into a position that is a match for their skills, qualifications, and needs.

**Who We Are**

Our team is a part of the very community we serve! We have an exceptional amount of talent to this team – they are educated and experienced, but they also passionate and giving, wanting to help those from within their own community. These individuals know and understand the challenges of military life and want to do their part to make it better for others.

As an organization, we are one of the most transparent, fiscally responsible, and mission driven organizations within the military community! MSCCN meets all 20 of the Better Business Bureau’s Wise Giving Alliance accreditation and is an approved accredited charity. In addition, the organization holds a Gold rating with Guidestar, is an MSEP partner, and is the only nonprofit in the country to hold a Memorandum of Understanding with every branch of military.

**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 other services that aid military spouses with identifying a career track, preparing for that career, and continuing to grow in that career.
Job Placement & Career Development

- Tips & Industry Information through our blogs and MSEJ
- Hands-on Work Experience through Projects & Internships
- Opportunities for Coaching & Mentorship
- Certification & Industry Skills Training
- Employability Training (Soft Skills)
- Career Exploration & Planning through Spouse Nation
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:
  - 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.
  - Education with no hands-on experience puts the military spouse/dependent at even more of a disadvantage when competing for a position.
  - 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**

![MSCCN Logo](image)

**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](http://www.msccn.org)
Who We Served in 2019

In 2019, MSCCN provided the following services to those within our community:

<table>
<thead>
<tr>
<th># Spouses, Caregivers, &amp; Family Members Placed</th>
<th>Cost Per Placement</th>
<th>Percentage of Placements Hired into Full Time Work</th>
<th>Average Starting Salary Military Spouses/Caregivers</th>
<th>Average Starting Salary Dependents</th>
<th>Average # of Military-affiliated registrants each week</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>$500</td>
<td>$35,360</td>
<td>33</td>
</tr>
</tbody>
</table>

2019 Hires by Branch of Service
Where Our Military-Affiliated Job Seekers Were Placed in 2019

**Most Frequent Positions Placed within Top Industries**

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Administrative Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service Representative</td>
<td>Executive Assistant</td>
</tr>
<tr>
<td>Employment Specialist</td>
<td>Operations Manager</td>
</tr>
<tr>
<td>Receptionist</td>
<td>Analyst</td>
</tr>
<tr>
<td>Operations Supervisor</td>
<td>Production Supervisor</td>
</tr>
</tbody>
</table>

**Top Companies Hiring**

<table>
<thead>
<tr>
<th>Amazon</th>
<th>Wells Fargo</th>
</tr>
</thead>
<tbody>
<tr>
<td>WalMart</td>
<td>Accenture</td>
</tr>
<tr>
<td>CASY &amp; MSCCN</td>
<td>Lockheed Martin</td>
</tr>
<tr>
<td>Ernst &amp; Young</td>
<td>Department of Veterans Affairs</td>
</tr>
<tr>
<td>Department of Defense</td>
<td>Concentrix</td>
</tr>
</tbody>
</table>
Types of Companies Working in Our Program

![MSCCN Employer Programs chart]

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**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td># of Individuals Trained</td>
<td>7,510</td>
</tr>
<tr>
<td># of Employers Trained</td>
<td>906</td>
</tr>
<tr>
<td># of Associations Trained</td>
<td>11</td>
</tr>
</tbody>
</table>

Since 2013, 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.

Each year, the MSEJ is 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 steppingstone 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 2019, 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>30</td>
</tr>
<tr>
<td>Number of Work Hours Donated by Career Corps Members</td>
<td>1022</td>
</tr>
<tr>
<td>Total Financial ROI for MSCCN</td>
<td>$15,330</td>
</tr>
</tbody>
</table>

CASY & MSCCN partnered with Ed4online to create an internship for the Employment Specialist Associate and Recruiter Connect Associate Career Corps Volunteers that includes training, hands on work experience, and a Human Resource (HR) management course.

Internship Program

The candidates selected for this internship begin the program with a 1-week training on best practices in employment sourcing, screening, and placement with an emphasis on working with service members, veterans, and military family members. The interns begin the HR management course described below in the first week of the internship. After the training, interns will begin hands on instruction as they volunteer directly within the Employment Specialist or Recruiter Connect departments of the organization. The hands-on portion of the program lasts for a period of 15 weeks. The purpose of hands on training while taking the course is to provide an opportunity for the interns to apply the knowledge from the course in their work with job seekers and recruiters from different companies.
HR Management Course
The HR management course offered through the internship weaves together solid human resource principles, timely research of recent events, such as the latest rise in unemployment and financial problems facing the U.S. and other countries. This course highlights important challenges facing managers and employees in today's business climate. Interesting case studies explore real companies and organizations in-depth and delve into some of today's most effective, unique approaches in dealing with HR issues.

This course is 4 months long and offers 3 college credits and they can be applied to degrees from 47 institutions. In 2019, 21 interns took part in the HR Internship.

In 2019 we started the process of revamping the CC program and gear it up towards a Workforce Development Program. In 2020 we will fully integrate Skillsbuild into CC Program that will allow CC members to obtain maximum experience.

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 job that is a match for their skills and abilities. This is not about just putting people into jobs, but putting them into the right jobs, 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
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. Our team uses a job board internally, but it is not who we are or all that we offer to our job seekers – it is a tool. We utilize a direct-connect program model 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.
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.
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 2019

<table>
<thead>
<tr>
<th></th>
<th>Total Income / Expense</th>
<th>Program Income / Expense</th>
<th>Management &amp; General Income / Expense</th>
<th>Fundraising Income / Expense</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributions and grants</td>
<td>698,990</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investments</td>
<td>34,418</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unrealized gain</td>
<td>14,896</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other income</td>
<td>200</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Support and Revenues</td>
<td>748,504</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expenses</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information technology</td>
<td>169,245</td>
<td>168,922</td>
<td>323</td>
<td></td>
</tr>
<tr>
<td>Office Expense</td>
<td>2,547</td>
<td>0</td>
<td>2,547</td>
<td></td>
</tr>
<tr>
<td>Payroll expense</td>
<td>60,607</td>
<td>52,156</td>
<td>3472</td>
<td>4979</td>
</tr>
<tr>
<td>Professional fee</td>
<td>3,200</td>
<td>0</td>
<td>3200</td>
<td>0</td>
</tr>
<tr>
<td>Subcontract labor</td>
<td>106,705</td>
<td>99,951</td>
<td>3126</td>
<td>3628</td>
</tr>
<tr>
<td>Training</td>
<td>3,900</td>
<td>3,900</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Travel</td>
<td>8,488</td>
<td>8,488</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>All other expenses</td>
<td>3,530</td>
<td>3,530</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>358,222</td>
<td>336,947</td>
<td>12,668</td>
<td>8,607</td>
</tr>
<tr>
<td>Revenue Less Expenses</td>
<td>390,282</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net Assets beginning of year</td>
<td>925,891</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>End of Year Net Assets</td>
<td>1,316,173</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
MSCCN 2018 Revenue

- Corporations, 99.8%
- Individuals, 0.2%

MSCCN 2018 Expenses

- Program, 94%
- Administrative, 6%
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, MSCCN Board of Directors
Vice President of Communications for
Boeing Global Services

RADM Lee J. Metcalf, USN (ret.)
Chairman, CASY Board of Directors
VP of Business Development,
Daugherty Business Solutions

Mr. Conrad Chun
Chairman, MSCCN Board of Directors
Vice President of Communications for
Boeing Global Services

RADM Lee J. Metcalf, USN (ret.)
Chairman, CASY Board of Directors
VP of Business Development,
Daugherty Business Solutions

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

Shannon D. Offord
Manager, Strategic Partnerships &
Alliances
DirectEmployers Association, Inc.
CASY Board Member

Brigadier Andrew C. Jackson, British
Army (ret.)
President, SaluteMyJob RDML Marc
Purcell, USN (ret.) Senior Account
Executive, Accenture Technology
CASY Board Member

Steve Parker
President, WorkMerk
CASY Board Member

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

Richard A. Parr
Chief Legal Officer
Aspen Dental Management, Inc.
CASY Board Member

Marc L. Purcell
RDML US Navy (ret)
Associate Director, Accenture Technology
CASY Board Member

Joe Wallis
Director, Military Affairs, Microsoft
CASY Board Member
MSCCN Advisory Board

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

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

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

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

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

**Ms. Alexandra Rawlings**
CASY Advisor Audit Senior Deloitte & Touche
CASY Advisor

**Curtis Hazel**
Community Engagement Director
Operation New Hope
CASY Advisor

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

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

**BGEN Marianne Watson, ARNG (ret.)**
CASY Advisor

**Maureen Weigl**
Program Manager Magellan Federal
CASY Advisor

**Mr. Shawn Leonard**
CASY Advisor
Conclusion – The Way Forward in 2019

Military spouses, we have come a long way, so kudos to those, like MSCCN, who have helped pave the way to better employment opportunities for military spouses around the world! Let’s take a minute to recognize the strides that have been made and celebrate those achievements together. We have seen an increase in remote work opportunities, training programs, and smoother processes for license transfers within the states for certain industries. We have also seen a shift in companies who more fully understand the value that military spouses bring to their companies and military spouse hiring programs within some U.S. companies. We are very proud of these changes and of the individuals and organizations who, like MSCCN, assisted in making them happen.

For MSCCN, the last 16 years have been a long, hard fight to make improvements in the military spouse employment area. However, even on the toughest days, we have remained 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. If they cannot work, we help them find additional ways to stay connected to their industry and continue to grow professionally. This two-pronged approach allows there to be less of a struggle for placement whether it is now, or when they are ready for that job. However, with the growing unemployment concerns, our work is more critical than ever, and we are not done knocking down barriers. We still have a long way to go, and MSCCN is in this for the long haul! Our organization is focused solely on job placement, career identification and planning, and ongoing career development and we will stay committed to seeing improvements in all these areas for all military-affiliated job seekers.

What is on the horizon for 2020:

- Continued focus on expanding employment opportunities with an emphasis on portable jobs that can be taken anywhere.
- Expanding the 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 skills and industry specific training opportunities that help our military-affiliated job seekers be more competitive as they apply, but also help them continue to develop much needed skills for advancement.
- Identifying solutions that help overcome hiring obstacles that they face in employment.
- Continuing to grow out the Career Corps internships and career development programs.
At MSCCN, we remain at the ready to aid our military spouses, dependents, and caregivers with employment while they are in the military community, during the transition out, and for many years after. We remain dedicated to their ongoing career progression and we will continue to work to ensure that they have the best options to employment and ongoing career development.

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

Stacy Bayton
Sr. Executive Vice President