



2015

Military Spouse Corporate Career Network (MSCCN)
Annual Report



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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 spouses, caregivers, and family members can have a pathway to a portable career within their chosen career paths.

History

The Military Spouse Corporate Career Network (MSCCN) was chartered in 2004 as a private sector non-profit organization that provides 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. 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 12 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 service members' 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! 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. Twelve years later, MSCCN is still going strong, helping military spouses, caregivers, and family members with placement assistance, gap skills training, and transition. The MSCCN is supported by a team of military spouses and veterans who know the challenges of the 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.

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, there are three problems that have been identified:

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 education, and use thereof; in this case, they are found not to be proficient in written and oral communication and needing assistance in these areas in order to be competitive with other job seekers or in the workforce.

License transfer difficulties tend to create large 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 very large 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

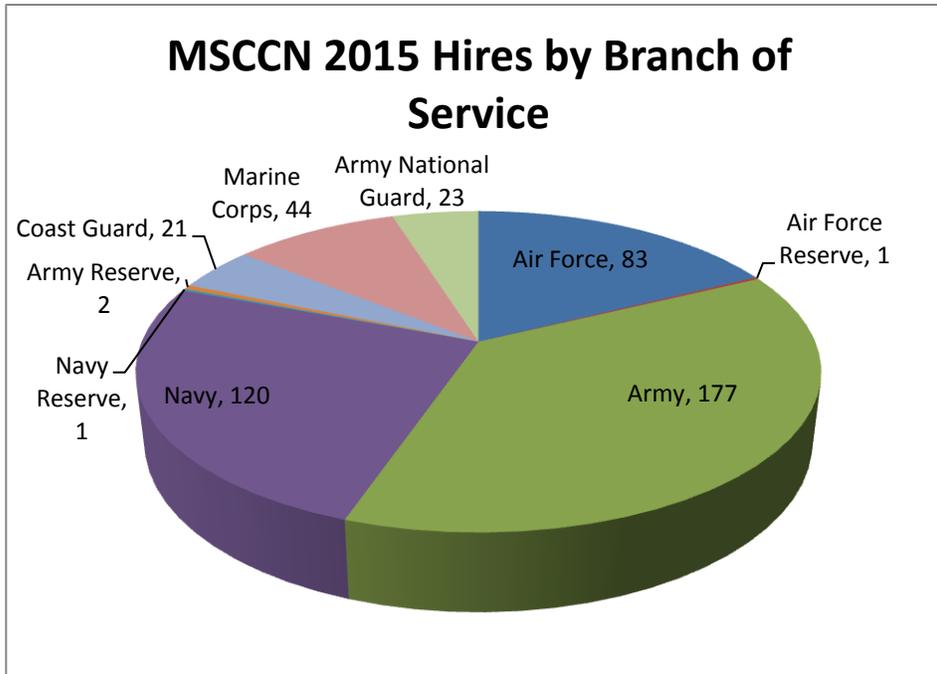
MSCCN has designed programs to meet the employment needs that are impacting the ability of our military spouses, caregivers, and family members to successfully secure and sustain a career as they relocate around the world with their service member or care for their wounded warrior. The services are varied as the organization supports the demands of the communities it serves. MSCCN provides the following services:

- One-on-one direct employment placement assistance for all military spouses, caregivers, and military family members.
- Identification of work-from-home opportunities and portable career opportunities that fit the needs of our military-affiliated job seekers.
- Gap skills training and hands-on work experience for military spouses and family members through the Career Corps program and our partnering training partners.
- Training for military employment counselors – providing best practices in providing employment assistance to those within the military and veteran communities.
- Employment support and resources through the Military Service Employment Journal (MSEJ).

Who We Served in 2015

In 2015, MSCCN provided the following services to those within our community:

# Spouses, Caregivers, & Family Members Placed	472
Cost Per Placement	\$137
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



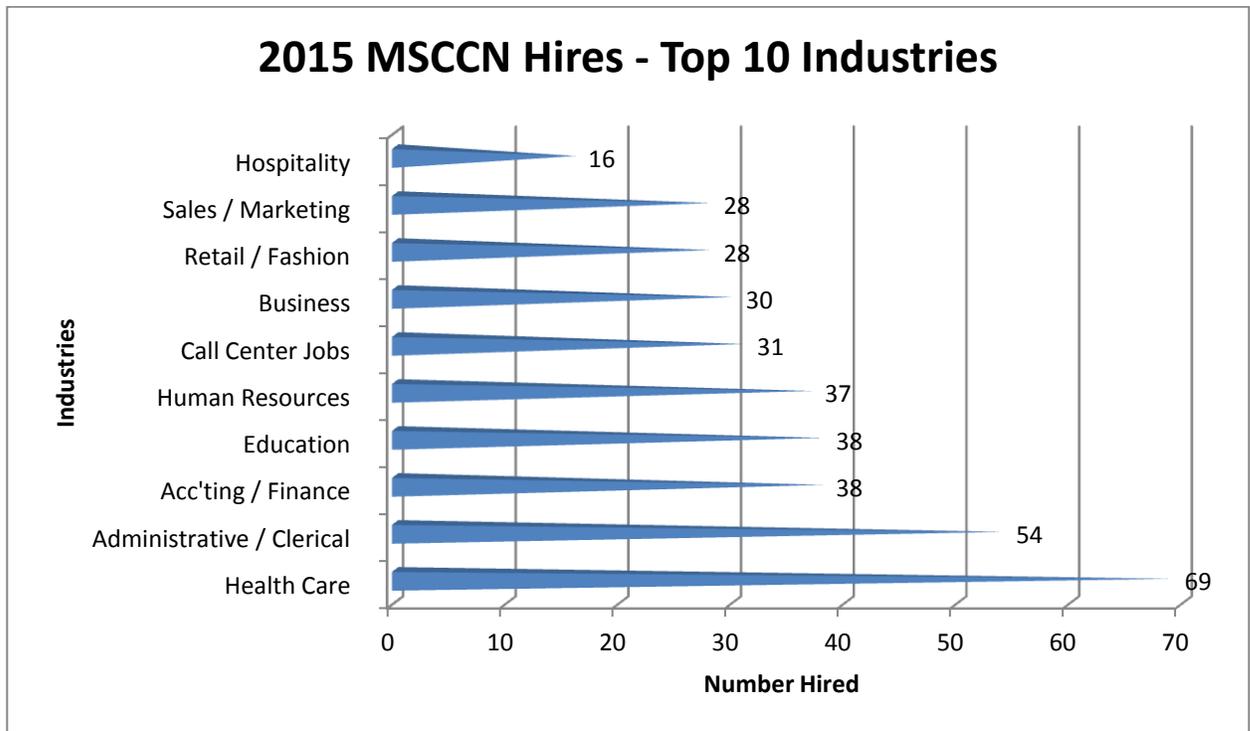
In addition, the following services were also provided to those the organization serves:

# of Military Employment Counselors Trained	665
# of HR/Recruitment Professionals Attended Best Practices to Hiring Military-Affiliated Job Seekers Training	937

Over the past five years, we have provided direct hire assistance to over 1 Million applicants and provided outreach and support to more than 196,000 others.

Recruiter Connect™

Where Our Military-Affiliated Job Seekers Were Placed



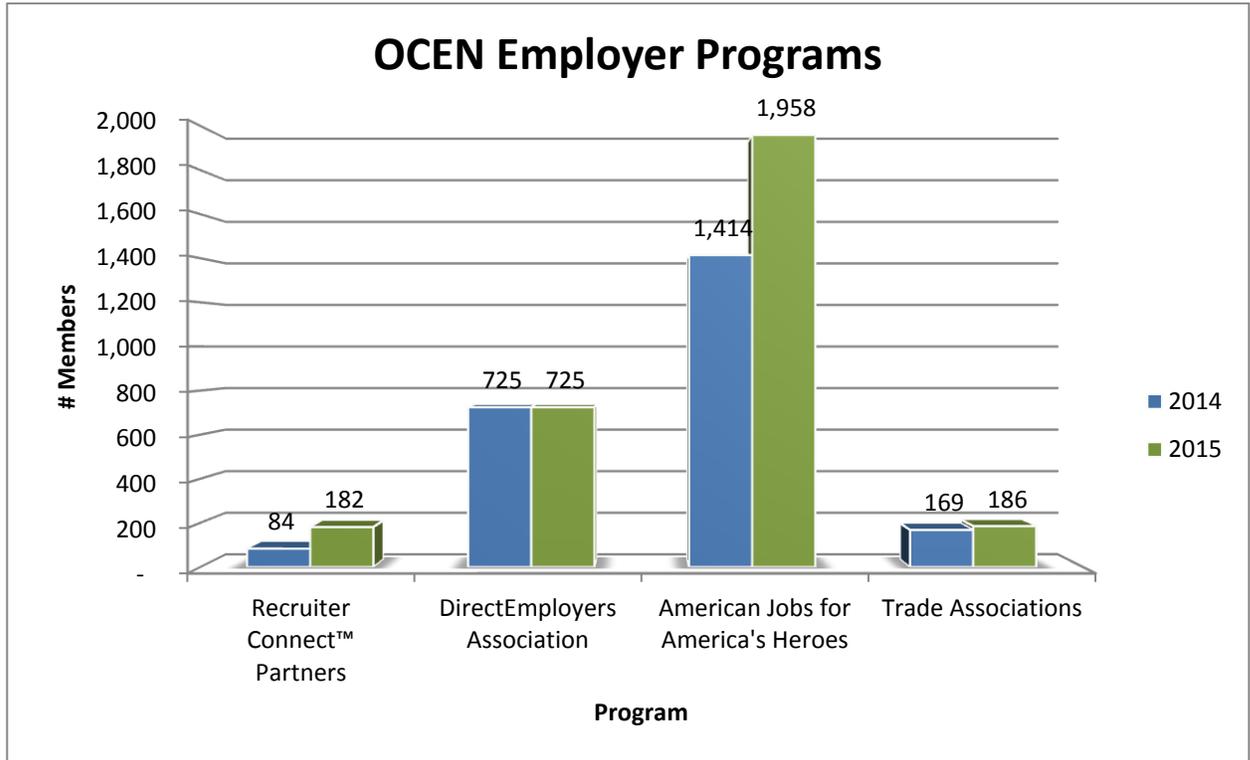
Most Frequent Positions Placed within the Top Industries

Hospitality- Manager	Sales/Marketing- Sales Rep
Retail/Fashion- Cashier	Business - Manager/Operations
Call Center - Customer Service Representative	HR -HR Generalist
Education- Teacher	Accounting/Finance
Administrative -Executive Assistant	Health Care -Social Worker

Top Companies Hiring

Apple	CASY-MSCCN
Amazon	Sutherland Global
AAFES	DOD
Starbucks	Sutherland
Amazon WAH	Home Depot

Types of Companies Working in Our Program



What Makes Us Different

Our Focus

We are 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.

Our Work

We do not push an automated program. Why? These types of programs are unsuccessful for 84% of the population in the United States. According to the [2015 Blue Star Families Military Family Lifestyle Survey](#), 58% of military spouses say they want to be employed and 55% of the spouses say employment is one of the major issues they contend with. 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. 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 Structure

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 is sustainable and can continue to meet the needs of those served for years to come. The organization has taken the following steps to support long term sustainability:

1. Building a strong, sustainable model
2. Having experienced & knowledgeable leadership in place
3. Putting strong support mechanisms in place to help sustain and drive successful operations
4. Using a state-of-the-art IBM Recruit Management System to provide verifiable metrics that prove work and successful outcomes, and help us see where changes are needed
5. As military community members – we are military serving military – we understand the community we serve and how to meet their needs
6. Being agile/adaptable in our operations, able to adapt programs as needed so we meet current and future needs of those within the military and veteran community

Our Outcomes

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. In order to be truly successful in transitioning military and veterans into jobs, then working in the same type of system that our business partners utilize in their HR is certainly helpful. We use our applicant tracking, case management, communications platform, and skills assessments in a different way from the companies who hire our job seekers – we use these tools to place our military-affiliated job seekers into jobs that meet their skills, qualifications, and needs.

Financials – Transparency & Fiscal Responsibility

MSCCN is accredited by the Better Business Bureau's Wise Giving Alliance (WGA). For the third year in a row, MSCCN met all 20 WGA accreditation standards. MSCCN spends only 7 cents of every donated dollar on Administrative Expenses. Click [here](#) to read the BBB's Charity Review.

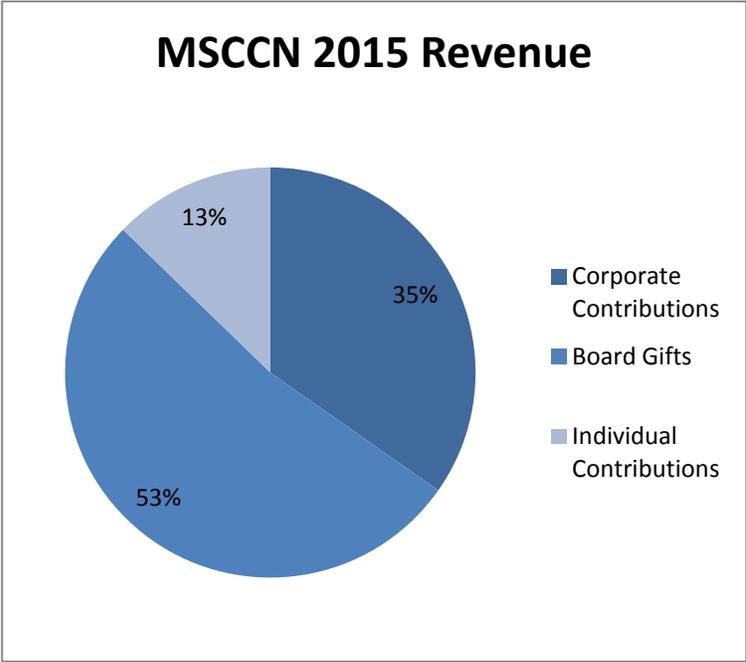
In 2015, MSCCN expenses totaled \$82,439.
Of these expenses, 93% was spent on mission.



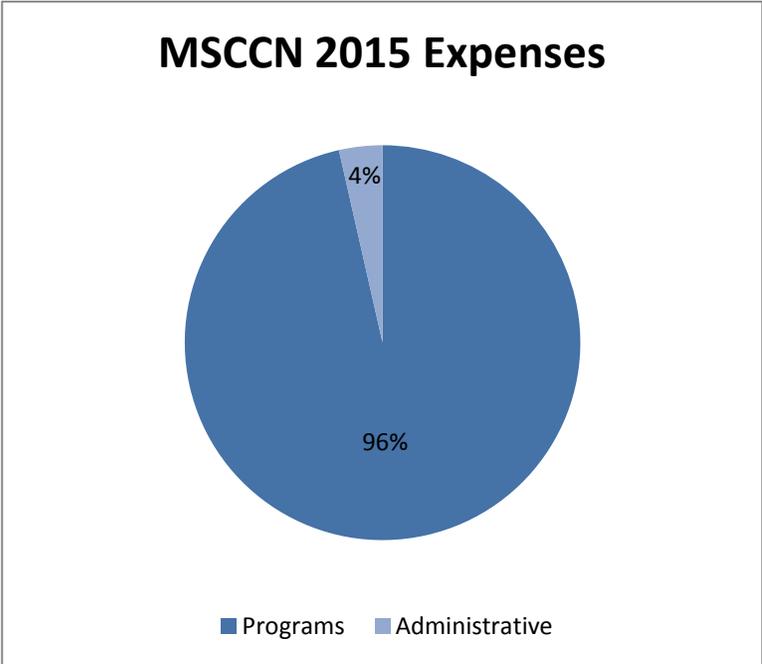
Military Spouse Corporate Career Network (MSCCN)
Statement of Financial Income and Expense
January through December 2015

	<u>Total Income / Expense</u>	<u>Program Income / Expense</u>	<u>Management & General Income / Expense</u>	<u>Fundraising Income / Expense</u>
Beginning of Year Net Assets	322,626			
Ordinary Income/Expense				
Income				
Direct Public Support	99,599	99,599	0	0
Investments	173	0	173	0
Program Income	55	0	0	55
Total Revenue	<u>99,827</u>	<u>99,599</u>	<u>173</u>	<u>55</u>
Gross Profit	99,827	99,599	173	55
Expense				
Compensation of Current Officers	-39,000	-37,200	-900	-900
Contract Services	-22,062	-22,062		
Operations	-3,907	-1,548	-2359	
Other Types of Expenses	-1,500		-1,500	
Travel and Meetings	-15,970	-15,917	-53	
Total Expenses	<u>-82,439</u>	<u>-76,727</u>	<u>-4,812</u>	<u>-900</u>
Revenue Less Expenses	<u>17,388</u>	<u>22,872</u>	<u>-4,639</u>	<u>-845</u>
End of Year Net Assets	<u><u>339,969</u></u>			

MSCCN Revenue



MSCCN Expenses



Board of Directors

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

Lynn Hamilton	Chairwoman for MSCCN Board of Directors Sr. VP, Magellan Healthcare
D. Edward Greene	MSCCN Corporate Secretary Director of Operational Risk Management, Freddie Mac
Curtis Hazel	MSCCN Corporate Treasurer President, Hazel Partners, LLC
Todd Davis	MSCCN Board Member Director, Talent Acquisition Worldwide Operations, Dropbox
Conrad C. Chun	MSCCN Board Member Director of Communications, Boeing Military Aircraft
AC “Butch” Giessman	MSCCN Board Member CEO and Founder, AVMATS
Andrew C. Jackson	MSCCN Board Member President, SaluteMyJob; Brigadier, British Army (ret.)
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
Simone A. Murray	MSCCN Board Member Executive Director, DirectEmployers Association Foundation
Richard Parr	MSCCN Board Member General Counsel, HCR ManorCare Inc.
Saul Perez	MSCCN Board Member Military Transitional Liaison, Swift Transportation
RDML Marc Purcell, USN (ret.)	MSCCN Board Member Communications, Media, and Technology Account Executive, Accenture Technology
RADM Chuck Williams, USN (ret.)	MSCCN Board Member
BGEN Marianne Watson, ARNG (ret.)	MSCCN Board Member
RADM Dan Kloeppe, USN (ret.)	MSCCN Board Member (non-voting) CEO CASY & MSCCN
Deb Kloeppe	MSCCN Board Member (non-voting) Founder & President CASY & MSCCN
Stacy Bayton	MSCCN Board Member (non-voting) Sr. Executive Vice President, CASY & MSCCN
John DiPiero	MSCCN Advisor Military Advocacy, Director Military Affairs, USAA

Travis Hall	MSCCN Advisor Project Expeditor, Zachry Industrial, Inc.
Shawn Leonard	MSCCN Advisor
John McArthur	MSCCN Advisor Sr. Partner & Chief Investment Officer, Krilogy Financial
Alexandra Rawlings	MSCCN Advisor Audit Assistant, Deloitte & Touche

Conclusion – The Way Forward in 2016

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 12 years, MSCCN has and continues to be a leader in the area of military spouse and military youth employment.

The organization and its team of highly experienced military spouses and veterans have 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 have hired 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 validating skills sets for employers to show a match for a position, or a Work at Home program that provides portable careers that fit the military family lifestyle. Regardless of what is needed in order to help a military spouse or family member meet eligibility requirements for employment and facilitate placement, MSCCN remains a strong and focused assist.

Moving into 2016, 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 asset 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 hands on training to gap fill qualifications our military-affiliated job seekers may have in HR/Recruitment, training, project management, and media relations.