

MILITARY SERVICE EMPLOYMENT JOURNAL™

MSEJ

November 2018

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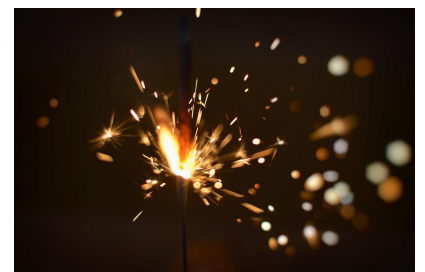
Created by CASY & MSCCN



Ask the Expert:
Behavioral Interviews



Getting Beyond the Image
with Dan Goldenberg



Sparks of Courage

8,307 HIRES IN 2018 AND COUNTING!



CASY & MSCCN: Giving Thanks

When we speak to our applicants, the one thing they consistently come back to is their gratitude for the Employment Specialist/applicant relationship.

So, today and every day, we'd like to give thanks for our enthusiastic, informed, and dedicated ES Team. They are truly the lifeblood of this organization. Without their efforts, our mission would not be possible. In any given day, our ES Team helps candidates to:

- Determine the type of jobs they're looking for, where to find them, and how to land them
- Revise their resume(s)
- Create and use a LinkedIn profile

On top of all that, our ES Team also finds and sends applicants:

- Relevant job postings
- Resources for job training and on-the-job advancement
- Interview tips and tricks, while providing pre-interview practice

Perhaps most importantly, our ES Team encourages and listens to candidates who are having a tough time in the job market (even when they're stubborn and don't particularly feel like listening to expert advice).

"For the candidate, I think it helps to have a cheerleader, a guide through the employment process. They know they have someone on their side who has experience and knowledge when it comes to employment, someone who will give them honest and productive advice. It's a relationship that's all about communication and realistic expectations. For me, the best day is when I get a notice saying my candidate was hired. Knowing that I helped someone, that I made a difference in their life, means the world."

-ES and writer, Amanda Marksmeier

Thank you, Employment Specialist Team!

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About CASY & MSCCN

CASY & MSCCN are two nonprofit organizations serving the employment needs of military affiliates.

CASY serves military members and Veterans; MSCCN focuses on military dependents and military caregivers. We are military serving military.

About the MSEJ

The Military Service Employment Journal is a resource guide for military-affiliated jobseekers. The MSEJ is produced for the exclusive use of CASY & MSCCN.

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2018: Lessons in Loss

By: Deb Kloeppel, President and Founder

Allow me to speak from my heart with this particular year in review. This has been a difficult year. Dan and I both lost our beloved mothers; their deaths were only three months apart. We have truly learned the meaning of reflection, loss, strength, and the kind of unconditional love that pulls you through the gut-wrenching process of moving forward—even, or perhaps especially, when you don't want to.

So much of the process of moving forward through loss can be applied to our mission and the roles we occupy here at CASY & MSCCN. Grants we didn't receive. Cherished team members needing another job, or having to leave to fulfill their destiny. Programs that stalled, then started, then stalled again. It's the ebb and flow of life and business, that's for certain.

In reflecting on the year that was, I've come to believe that it was a year of growth though, at times, I might have missed the new green leaves in the underbrush. When you're trying to make it through a difficult path, sometimes that happens. This has been a year of learning, of seeing what we need most as an organization and what can fall away. Grief has a way of bringing its own kind of clarity.

Although I would never like to repeat 2018 again, the lessons it taught us have set CASY & MSCCN up for a full year of major growth in 2019. This is the kind of expansion we've been waiting for, the kind that 2018 has prepared us to manage.

I now understand why the stops and starts, the periods of waiting, and the methodical strategies we produced in 2018 were so necessary. We had to prepare this team, our board of directors and investors, and our outreach branches for the major events and opportunities that will occur in 2019.

2019 will empower CASY & MSCCN to remain in their rightful place: powerful and impactful nonprofits that have never turned an unsavory corner in their fifteen-year history. In that time, despite changes and challenges, we've never incurred a single blemish financially or metrically. For that we are proud and humbled.

During this year of grieving, growth, and waiting, we've been able to look ahead, to see the fulfillment of our hard work in the coming year.



Sometimes we feel overcome with excitement, anticipation, and preparation. Sometimes we feel almost overwhelmed by the scope of our mission, the size of our dreams, and the hours it will take to see this expansion through. Then we remember the strengths we have, the friendships we depend on, the trust we have for one another.



These grounding principles of strength, friendship, and trust lead us back to the table, to a place where we can settle down to the basics that empowered our growth in the first place.

If grief has taught me anything, it's that the basics matter. They are what you reach for in times of crisis, when you have to rebuild your world from the ground up. In my life and at CASY & MSCCN, I've relied on trusting my gut, asking for help, not doing everything on my own, and trusting my leaders. These are the basics that will last me and these nonprofits through times of loss, growth, and change, no matter the ebb and flow of life.

While I am gratefully looking forward to all that 2019 has to offer, I'm still proud to see what 2018 has taught our organization. Building a culture that attracts goodness, transparency, bold honesty, and a fierce desire to remain the preeminent program we were from the beginning— these are things that matter. These are the values that allow for expansion and longevity.



All you have to do is look at the number of team members we now have in our employ to truly understand what this kind of culture means and how we're going to be able to realize our dreams in 2019. As we finish out this year, we have 61 paid team members representing 50 states and all National Guard territories. These are 61 people working out of cafes, kitchen tables, hotel rooms, and home offices around the globe.

CASY & MSCCN didn't just happen upon success. We earned it every step of the way for fifteen years, through good people, a commitment to our mission, and a

dedication to serve our military and spouse community. As we close out this difficult year, we know that our hard work and committed team will empower the growth that is to come. We are prepared. We are humbled. We are fierce. We are ready. Thank you for your confidence, and for bringing us to this place.



One for the Road

By Emilie Duck

When I came to this job two years ago, I had an MFA degree in Creative Writing, a desperate desire to stop adjunct teaching, and vague ideas about what it might mean to work as a freelance writer. The trouble was, I had no idea where to begin (Yes, I did check the internet. There's a lot out there.).

Although my three-year MFA program gave me a chance to take myself seriously as a writer, a heady reading list, and a thick skin from time spent in workshops, I didn't know how to be a professional writer and editor. There wasn't a practical course titled "write and get paid" before graduation.

Let's face it, most writers need a day job. Barring the support of a benevolent philanthropist or a kind spouse making serious cash, writers still have to make rent and buy groceries (not to mention all that paper). Some writers teach; others work in marketing, engineering, medicine, or service industries. We're everywhere, taking notes in the margins.

I wrote my first freelance writing resume and cover letter less than 48 hours before I applied to CASY & MSCCN. I scrolled through LinkedIn® accounts, messaged friends, and laid on the floor staring at the ceiling, wondering why my resume refused to write itself. I submitted the essays and articles I'd written as a freelance portfolio, even though I'd been too afraid to submit them to literary journals. My phone interview a week later was the first I'd been on in years.

I started out as a volunteer writer and editor, capable of a press release and an article or two, petrified that I'd accidentally launch a half-finished *MSEJ* while I experimented in layout. I joined calls for the Communications Department, jotting notes and learning names as I practiced making pitches and kept track of the editorial calendar.

Within a year, I was directing my first issue of the *MSEJ*, guided by my managers. I headed the calls, took pitch ideas, made contacts, and kept the calendar afloat. We PCSed the same month my first journal came out.

In the year that followed, I wrote and revised more than I had since grad school. While

learning the ins and outs of social media writing, I developed opinions about graphics, and lamented the state of free stock photos. This year I was proud to be a part of the new MSCCN blog and the advent of the quarterly *MSEJ*.

Although I thought my teaching days were over, CASY & MSCCN don't let skillsets lie dormant.



Before I'd been in this job a year, I found myself developing a new curriculum for the Writers Guild. My first day as an instructor felt familiar. I was used to teaching about genre, voice, and structure. There were, however, differences. I wasn't constrained by a university calendar. I could teach from my couch in my pajamas. I only had one or two students at a time, and they actually wanted to listen. They wanted to write. A year later, I expanded that curriculum, and it became the first CASY & MSCCN Writing Internship.



Over the past two years, I've grown my talents and confidence as a writer through two PCSs. I've had the chance to sharpen my managerial skills as an editor, and have been a part of a fantastic team. I've grown new writers in a community I hold dear, and have worked to change conversations concerning military spouses, Veterans, and the workplace. I've learned that I can write anywhere, even from an air mattress.

The work that I've done has grown me so that I'm ready to get back to my desk, to take on my own material. I have the confidence and determination to take myself and my work seriously, and I finally want to write more than I want to participate in productive procrastination. While I will still work as a freelance writer and editor (you may even see me here or on the MSCCN blog), I'm ready to face new challenges.

So much of what I've learned and how I've grown is thanks to you. Thank you for reading my work, for letting me into your lives. Thank you for being my writing students, for adding to the conversation of what it means to be a part of this community. I am better for knowing you.



Emilie Duck is a writer, editor, and educator from Nashville, Tennessee. She' figured out she wanted to be a writer only after she graduated from college, and her favorite job to date is the time she worked as an artist's assistant and gallery intern. She holds an MFA in Creative Writing from the University of South Carolina. After spending years crossing her fingers that the Army would send them somewhere nice, Emilie currently resides in Buffalo, New York with her husband, who is now a civilian, and dog (who's in for a surprise when the first snow falls this winter).

A GOAL
WITHOUT A
PLAN IS JUST
A DREAM.

What are you waiting for?

Sign up today for CASY & MSCCN's free job
readiness training.

Sparks of Courage

By Adam S. Cole, 2018 CASY Writing Intern

Someone once told me that there is only one form of courage—either you have it or you don't, and the only way you can show it or know you have it is if you experience combat. At the time, I didn't know if that person was right or wrong. I didn't know enough to fight their argument, and wasn't sure I'd come out on the right side even if I did.

Today, I feel confident saying I know otherwise.

I have always wanted to know what makes people do courageous things, like saving a kid from a speeding car or rushing a machine gun nest when there are bullets flying everywhere. I've deployed overseas three times, and for many years I believed that I didn't have the same type or amount of courage as my brothers and sisters in the armed forces.

I joined the Marine Corps in 1996, before the events of 9/11 and the changes that date wrought in our world. I joined because I wanted to go to college, to see the world, to leave my hometown. I saw the Marines as a job rather than a life commitment, and honestly believed that was true until that fateful day in New York.

From that moment onward, specifically from 2001-2008, I believed that the people joining during the war had a lot more courage than I did or ever could. They were committing their lives during a time of war; they didn't have any illusions that they'd be serving in a safe environment. My thoughts on courage didn't—or maybe, couldn't—have changed until I deployed, and until I spent more time with my family after leaving the military.



In my quest to understand courage, I've looked at countless stories and definitions. According to the dictionary, courage boils down to the ability to do something when it frightens you and to exhibit strength in the face of pain and grief. I have read numerous Medal of Honor citations that show this ability, though those citations still lack something—the reason these recipients were able to show courage in the first place.



The moment before SSgt Robert Valdez and I headed out to climb Mount Fuji in Japan.

I've tossed around plenty of ideas over the past few years, trying to come to some sort of understanding.

Maybe it's a matter of natural instinct, of rising to protect your brothers and sisters because you know they are in harm's way and you can make a difference. Maybe it's a matter of wanting to keep true to your oath. Or maybe it's just someone who signed up like me, thinking it was only a job, only to find that the job didn't even come to mind when it really counted. Maybe it's someone who saw people and suffering, and tried to help.

For soldiers and members of the military, maybe courage comes down to a combination of all of the above. But in the years since I've left the military, I've discovered that courage isn't limited to highway accidents, battlefields, the news, or books. As it turns out, I only had to look in my own backyard to find that particular truth.

As a child, my mother was my mother—someone who cared for me, listened to my stories, answered my questions, and gave me advice. As an adult, however, I'd count my mother as one of the most courageous people I've ever heard about, read about, or met in person. If there's one word to describe her, it's "fighter."

After battling the same deadly disease three times, she is still the cheerful, loving, inspirational person I grew up with. When others would have given up after the second round, she chose to fight cancer and survive, not only for herself but for her family.

It's not just that she fought the disease; there are many brave people that cancer claims each and every day. Instead, it's the fact that she fought and the fight didn't make her bitter, it didn't make her lose the parts of herself that make her who she is.

When I left the military, the models I looked to for courage weren't the ones I had seen and heard about on the battlefield. Though I'd once thought maybe combat was the only proving ground for courage, the inspiration I kept closest was that of my mother. Her fight and the attitude she possesses are what helped me find the courage to forge my own path.

When I retired from the military, I reclaimed the love of history and desire to become a history teacher that initially led me to the Marine Corps. I went back to school, immersed myself in history to complete my degree, and graduated. I was proud of all I had learned and glad for the opportunity, but I was at a



Graduation day, UNC Wilmington.

As it turns out, there's no easy career track for history majors. Unlike a professional-track degree, like pre-law or pre-med, there isn't a logical next step or a neon sign saying "this is the job for you!" There are extra requirements to become a teacher, and if you want to work in museums you need a more advanced degree to be competitive. I started to look at other job markets, but found my natural shyness held me back. I was scared to approach people and businesses to ask about jobs, much less for a job.



I needed courage, and I needed it badly.

Sons can teach their fathers a lot about courage.

For me, my courage didn't come in a flash and it didn't deliver me the job I anticipated. I didn't become bold overnight, walk into a business, and end up with an enviable position teaching history for a ton of cash (I don't think teaching history ever comes with a ton of cash).

Instead, my courage came in the form of asking for help. I saw an advertisement for CASY & MSCCN, I saw a flyer with information about learning to be a writer. In asking for help, I found my courage and a new path to follow.

I am thankful to this day for my mother and the memory of my brothers and sisters in arms. One form of courage doesn't outshine the other. Both gave me the courage I needed not only to talk to people, but to go out and make my job search my own.

I wish I could go back in time and talk to that person who told me that courage could only show up in combat. I'd tell him that courage can be found anytime, anywhere, anyplace, and by anyone.



All you need to do is look for it. He might not have believed me, but then again, I hope he has seen little sparks of courage over the past fifteen years that have changed his mind.

My experiences and life lessons have definitely changed mine.

Adam Cole is a Marine Corps Veteran of 18 years. He holds a BA in History from UNC Wilmington. He aspires to become a novelist and was a member of the 2018 CASY Writing Internship. All images for this article were generously supplied by Adam Cole.

What have you been reading lately?



Employment highs.
Resume woes.
Thoughtful Advice.

*The MSCCN Blog is here
for you.*

Spouse Success

There is no rest for success.

Congratulations, Erin!



After working with an MSCCN Employment Specialist for 6 months, Erin was hired by Metro Reconstruction Services.

Hiring Challenge: I had gaps in my employment history, one of the challenges of moving so frequently. I was also having a hard time finding jobs that fit my passions and that would allow me to explore my experiences and skills.

Assistance Received: My Employment Specialist helped me completely rework my resume and target it for each job I applied for. I was encouraged to step outside of my comfort zone and apply for jobs I didn't believe I could get.

Results of Assistance: I walked away with a job, and more confidence in writing a better resume.

Value of Experience: It was wonderful to have someone helping at every step. I definitely needed help explaining my volunteer experience and highlighting the skills I already have.

We want YOU to be our next success!

Register at: msccn.org/job-seeker-registration

Getting Beyond the Image

A Conversation with Dan Goldenberg

Interview by Emilie Duck

At CASY & MSCCN, we are fortunate to have many partners that believe in our mission and enable us to do our best work in the military and spouse employment community. When it comes to nonprofit partnerships, it's common to hear about the importance of grants and donations, the funding that keeps the lights on and allows for expansion. What you don't often hear about are the countless hours of time, advice, and goodwill that these partners give, the kind of connections that help us to expand our dreams and our reach far past what we could ever imagine on our own.

The Call of Duty Endowment is one such partner for CASY & MSCCN, and its Executive Director, Dan Goldenberg, is the kind of friend and advisor we cherish. Dan truly believes in the Endowment's mission to identify and fund the most efficient and effective organizations that get unemployed veterans back to work. He is concerned with results, with seeing how the Endowment can reach as many unemployed veterans as possible to get them the help they need. A veteran himself with active duty and reserve experience, Dan knows the challenges that veterans face in the civilian employment market, and takes their needs to heart.

As we close out the year at CASY & MSCCN, Dan was gracious enough to speak with our MSEJ Managing Editor, Emilie Duck, about the Endowment, its work with CASY, and his own experiences as a veteran in the civilian employment world.

ELD: *While you were in the military, you made the transition from active duty service member to the Navy Reserve. What employment concerns did you have when you made that shift?*

DG: When I left active duty after nine years, I went right to business school as a full-time student. I did this because I knew I needed a more robust transition vehicle—time to understand the civilian employment landscape, to build my network, and to learn the language of business. For me, business school was a great means of transition, but it definitely came with a large financial burden. While I was in business school, we were attacked on 9/11 and I joined the Navy Reserve as a student. Interestingly, five of my business school contemporaries ended up becoming multiple-tour commanding officers in the Navy Reserve.



ELD: *What were the driving factors in your move from active duty to the Navy Reserve and work in the private sector? Are those factors the same that you see for today's veterans?*

DG: I left active duty one month prior to 9/11. After the attacks, my duty was clear; I joined the Navy Reserve and am still going strong 17 years later. I dedicate my service to two friends who were murdered in the Pentagon on 9/11. I think many folks joined the military for similar reasons—to protect and serve our country at a time of great national need. While there are many great reasons join the military, I think a desire to serve others is the most important and says a great deal about a person's commitment and character.



"Invest time in research and really hard thinking about what you want to do ... Get beyond the image of these situations, or what you imagine they might be like, and really understand the implications."



ELD: *What do you wish you had known about this stage of your life or transitioning out of active duty before you made the leap?*

DG: When it comes to transition, there's perhaps nothing more critical than investing time in research and really hard thinking about what you want to do. More specifically, you need to answer at least two of these three questions, or you're not ready to look for employment:

1. Where do you want to live?
2. What industry do you want to be a part of?
3. What function do you want to fill?

When it comes to answering these questions, I don't mean, "what sounds interesting." Rather, you need to dig deep and understand what a day, a week, a year in the life as a marketer in the consumer-packaged goods industry is really like. Get beyond the image of these situations, or what you imagine they might be like, and really understand the implications. Do informational interviews with vets in these roles, get a tour, do temp work—whatever it takes to get a deep sense of what it means to work in these capacities. If you don't do your research and can't answer these questions, there's no way to know if a job will be the right fit for you.



*Executive Director, Dan Goldenberg from the Call of Duty Endowment tries on an Explosive Ordnance Disposal suit at Ramstein Air Base April 14, 2018
(Photo by Joseph A. Lee/USO)*

ELD: *How important is staying connected and serving the veteran community for you? Did you envision serving your community in this way?*

DG: While I never imagined I'd be doing this as a career, I've never had a single day in the last 5 years where I didn't spring out of bed, looking forward to my work day serving fellow veterans. That kind of motivation isn't easy to find, and I'm grateful for the fit I've found in this role which energizes me each day.

My universal advice is to work hard to find that "right fit" role, realizing you may need to zero in on it by working a few jobs that aren't quite perfect. Even if it takes time, with every job and opportunity you get closer to the ideal role.

ELD: *What attracted you to the idea of working as the Endowment's executive director? Are you still excited about the same aspects, or have you found nuances on the job you couldn't have envisioned?*

DG: I love the genuine commitment of the Activision Blizzard leadership team and its employees to this cause. It's real: with resources, time and passion. That attracted me to this role and keeps me in it. My Board, which consists of company executives, both supports and challenges me to continue pushing our performance envelope.

ELD: *What has been your most humbling or instructive moment on the job since you left active duty?*

DG: Learning early on that "there's no free lunch" is trite, but true. Every job I've had in the civilian sector has been more challenging than the previous one. At the same time, if you're dedicated to learning and work hard, your capacity to handle these challenges grows as well. I think some active duty folks are surprised with the level of effort required to succeed and advance in the civilian workforce, especially in professional, non-government roles.



★ 50K CAREERS AND COUNTING ★

ELD: How does the Call of Duty Endowment's partnership with the organizations and nonprofits it supports set it apart from other nonprofits and endowments?

DG: We are narrowly focused and results driven. While we love to hear individual success stories, we're 95% intent on quantifiable results. Zeroing in on quantity, cost, and quality of veteran employment efforts ensures we can do the most good for the most veterans. Additionally, focusing solely on veteran employment ensures we have a deep understanding of the issues surrounding it and can therefore be smarter about our grants, which we view as social investments.

ELD: What has the Endowment learned about serving veterans' employment needs in 2018? How do you plan to use this knowledge in 2019?

DG: We are keeping a very close eye on the quality of placements: starting salary, full time vs. part time employment, and retention rates. We know that the forces of underemployment hit vets harder, so we're vigilantly watching these numbers.



2016: The Endowment set a goal to place 50K vets into high-quality jobs by 2019.

2018: On October 15th, we rang the opening bell at the Nasdaq, and were honored to announce that we've achieved our goal.

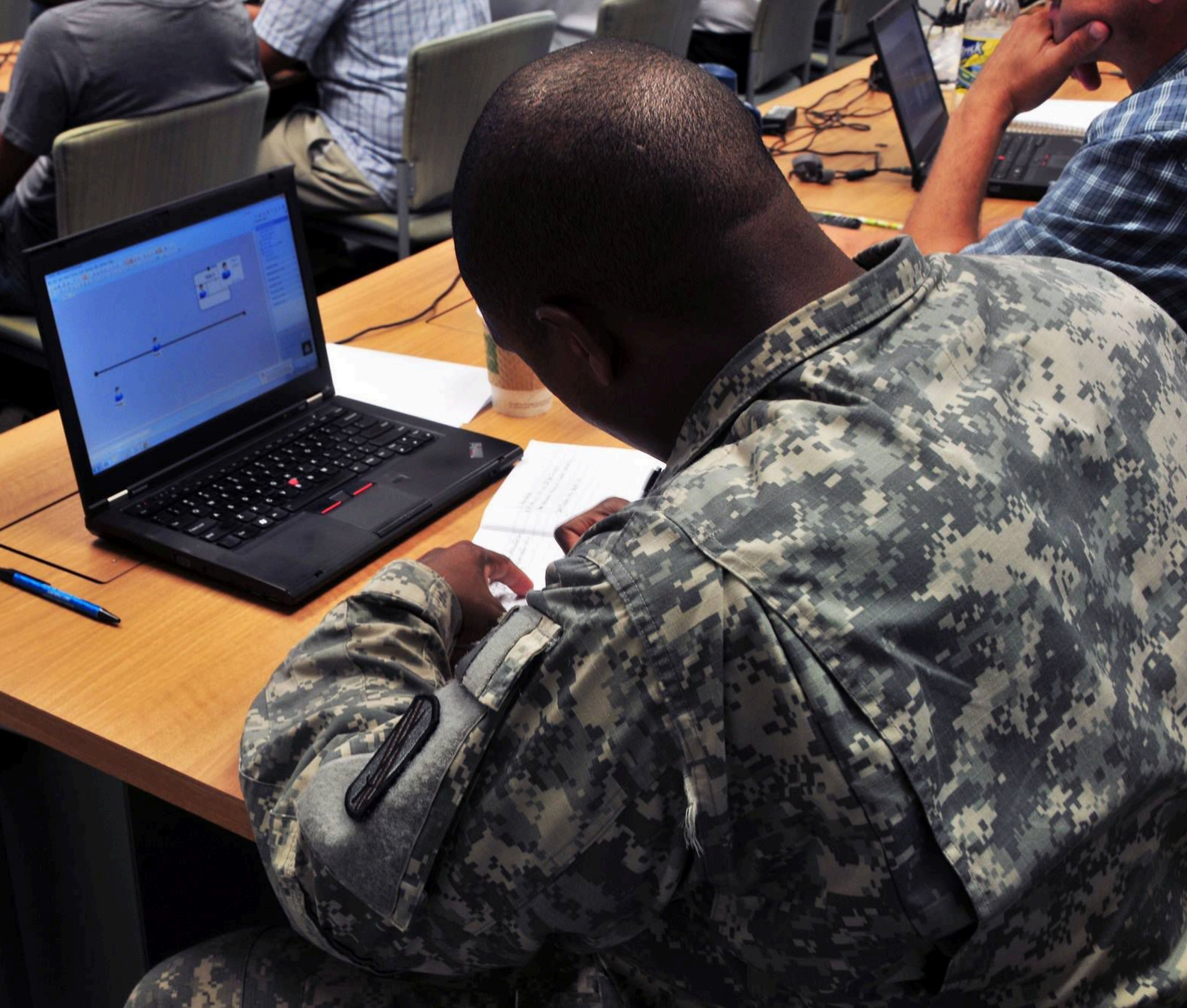
We are now committed to placing 100K vets into great careers by 2024!

ELD: What is one thing any veteran can do today to help themselves in their quest for meaningful employment?

DG: Get help! I can't tell you how many vets have told me that they've submitted 100+ resumes and haven't gotten a single offer. This is not the fault of employers. It is your fault, and you need to get help from the pros. When I say "it's your fault," I don't mean it's because you don't have the drive, the commitment, or haven't put in the hours to get a job. I mean YOU simply don't know how the civilian employment process really works and how to market yourself within its "rules."

You need to learn how to tell your story in ways employers understand. The Transition Assistance Program/Transition GPS did NOT prepare you to be successful at this. The good news is that CASY can help you here in a customized way and it's free! Work with them, let them help you get the job you know you're qualified to do. The civilian workforce needs you.

Thank you, Dan, for speaking with us. We appreciate the work you do, and are proud to have you and the Call of Duty Endowment as partners in our mission.



Military Members & Veterans
Interested in
a #NewCollarJob?

Learn more at
<https://casy.us/ibm-i2>

VETERAN

Success



Congratulations, Jacob!

After working with a CASY Employment Specialist for 1-2 months, Jacob was hired by Sykes Enterprises, Inc. as a Training and Quality Manager.

What was your biggest hiring challenge before you came to CASY?

For me, the hardest part was getting an interview.

What kind of assistance did you receive from CASY?

The resume review portion of my work with CASY was very beneficial.

What were the end results of working with CASY for you?

I received a job offer—exactly what I was looking for.

What was the value of your experience with CASY?

The experience on the whole was very good; I got just what I needed.



Want to be our next success story?
Sign up at <http://casy.us/jobs-for-veterans>



Ask the Expert: Behavior-Based Interviews

By Amy Rossi

Q: I'm preparing for my job interviews, but I'm worried about behavior-based interviews. I've heard that Veterans typically don't score as well in this kind of interview, over the phone or face-to-face.

I think my military decision--making and leadership style could put me at a disadvantage in this kind of interview. What are companies really looking for from my answers?

A: I think I can feel your nerves from here! Behavior-Based interviews can be nerve-racking for anyone, Veteran or otherwise. But when it comes to your question, I think the answer is really two-fold: we need to address behavioral interview questions, but we also need to tackle how to overcome limiting beliefs.

I know you wrote wanting to talk behavioral questions (and we will!), but let's address limiting beliefs first.

Limiting beliefs come from stories we tell ourselves, statements we make to justify outcomes we experience. These beliefs don't necessarily have any basis in fact, though you can probably come up with plenty of anecdotal evidence to support them.

Limiting beliefs are just hanging around to assure you that you're never going to get what you want. But we can change that.

The statement "I won't do well in these types of interviews due to my military decision-making training and leadership style" just isn't true. Most companies value military leaders due to their ability to quickly analyze a situation and implement solutions—even when they are unpopular. Military leaders have a reputation in the civilian hiring world, and it's for staying the course to get the mission (job) done.



This training you're concerned about is the very reason that companies are spending millions of dollars on military internship programs, Veteran hiring initiatives, and open houses to attract Veterans to their companies. If you're looking for a great, free resource to banish those limiting beliefs, you can download *Heroes Get Hired: How to Use Your Military Experience to Master the Interview* from Amazon.



If you're looking for a quick list of topics to think through to prepare for a behavioral interview, draw from specific examples to show how you:

- Dealt with a stressful situation*
- Put in extra effort to get a project done on time*
- Addressed an issue before it became a problem*
- Navigated working with someone you didn't get along with*
- Reorganized your work when priorities shifted*
- Handled something negative in a performance review*
- Met a tight deadline*

Now to your question about behavioral interviews... Companies are just as nefarious as you thought. They ask behavior-based questions precisely because you can't prepare for them. You can only rehearse stories and recall how you did things in the past.

Despite how it may feel, hiring managers don't ask these questions because they're monsters. They want to test your ability to perform skills in a work setting; this gives them a chance to gauge your effectiveness and see how you perform under pressure. Your answers will also demonstrate your knowledge of the industry, whether you've worked in the field or not, and how you'll think through problems to implement solutions on the job.



At the end of the day, remember that this part of the interview isn't given more importance than the rest of the interview and your application as a whole. This is just one company trying to gauge how you've solved problems in the past to try to predict how you will handle issues you might face in the future.

If you're a Veteran who's having difficulties with Behavioral Interview questions, your problems likely stem from:

- 1. Translation of skills**
- 2. Targeting your resume to a specific job**

CASY has resume and interview classes that can help you handle these issues, and preparing for behavioral interview questions.

Be specific with your examples, be clear about how this experience relates to the job you want, and know that you can only be limited by your own beliefs.



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Military Families

Military Dependents

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Transition: From Service to Spouse

By Charlie Palumbo, 2018 CASY & MSCCN Writing Intern

Years ago, I was standing in line at the Norfolk Naval Station personnel center, eagerly awaiting my paperwork to get a Military Visa to accompany my husband to Italy. As I looked at the uniforms that surrounded me, I felt a sense of nostalgia. I had worn that uniform myself not that long ago.

I had just separated from the military, and being a civilian wasn't really familiar yet—not when so much of my life was bound up in the service. I met my husband on our ship, and when my enlistment term was up, I decided to get out. I reasoned that it would be easier to become a civilian, to do my own work (and for only one person's occupation to dictate moving considerations).

I approached the window, I handed over all of my documents. I was asked for my husband's Social Security number, along with my ID.

After the specialist looked through the records, he politely informed me that I would need a power of attorney if my husband wasn't present.

When I took off my uniform, I lost a sense of my professional and personal identity, along with any requests for my own Social Security number and the ability to navigate a system I knew so well.



Amanda Huffman, blogger at *Airman to Mom*, describes her transition from service member to spouse as disorienting, noting that:

Going from active duty to military spouse felt like I was going from having one hand on the wheel to being thrown in the trunk and going along for the ride. [Life] used to be focused on our careers. When I left, it felt like the goals and dreams I had for me no longer mattered. It was a hard transition, and one I still sometimes struggle with.

Although our lives differ in many ways, Huffman's reaction and experience mirrors my own, and that of many other service members turned spouses.

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The National Conference of State Legislature (NCSL) shared a report this year on spouses, noting that 92% are women, and 13% of those women have served. These statistics add nuance to the existing conversations about military spouse employment, which has come to the forefront this year. Although great strides still need to be made when it comes to employer education and military spouse employment in

general, the IVMF's study also adds a missing dimension to the military spouse picture: the growing number of spouses who are prior-service.

My curiosity about this topic has only grown since I left the service and became a spouse. In recent months, my thoughts have been shaped by my own work in veteran employment, the IVMF's new statistics, and a recent conversation I shared with Amanda Crowe, a Spouse Employment Coordinator for Hiring Our Heroes. Crowe told me that "Being a veteran and military spouse, I feel like I am constantly providing a validation to my identity. I don't ever want to be "just a spouse" to the veteran crowd, but I also don't want spouses to think I don't understand what they are experiencing."

In this balancing act of connections, it's hard to know which one should be at the forefront on a given day. When I apply for a job or go through my resume, my work history includes the fact that I'm a veteran, but any employment gaps are due to my status as a military spouse. When I speak at events, which identity takes precedence? Does leaving one facet of my relationship to the military out of my bio mean that it matters less, or that it just isn't relevant to the situation?

When it comes to military life, it's never been easy to know where the professional ends and the personal begins, and for a prior-service spouse, that division becomes even more intertwined.

Dr. Vivian Greentree, a Navy veteran, military spouse, and Senior Vice President, Head of Corporate Citizenship at First Data Corporation, describes being military-affiliated as "hav[ing] experienced being part of something larger than yourself—the service member and their spouses' and families' sacrifice." When you are a part of this system, Dr. Greentree maintains, "that kind of connection to service, sacrifice, and integrity and steadfastness in the face of fear and constant challenges is so binding."



For prior-service spouses, we are bound to more than one circle of people.

We are bound to those we served with, to their families who knew us when we were in uniform. We are also bound to new friends who have never seen us outside of our spouse role. In many cases, the only person who has seen us operating as both a service member and a spouse is the person we're married to; and they are often far away for extended periods of time. ***Perhaps it's time to start looking for the connection and identity we need by refusing to divide who we are, between veteran, spouse, and civilian circles.***



This summer, I moderated a panel on spouse employment. As I listened to the speakers, I could relate to the stories they shared about finding and retaining employment. As a woman, as a woman veteran, and as a spouse, I've faced many of the struggles they shared. I recognized my voice not in any one of the categories these speakers represented, but in the thread that ran through them all.

For veterans who are also spouses, we need to own who we are and who we have been. We need to feel free to acknowledge our service, to embrace the ties we form with spouses, and to seek each other out. We're 13% of the spouse population, and we're growing.

As we make these connections and own our stories, perhaps it will be easier to do as Dr. Greentree recommends and "choose to emphasize the larger lessons of personal sacrifice and commitment to duty as hallmarks of both [roles]," rather than seeing them as set apart.

I'm not the same person that I was when I stood in that line in Norfolk, nor am I the same person I was when I wore my uniform. With each year and each person I meet, I hope to bring these two identities closer together.



Charlie M. Palumbo is the Director of Transition and Employment Programs at the Virginia Department of Veterans Services (DVS), where she serves as primary lead on developing and overseeing the creation of a transition and employment programs at the DVS. She leads the Virginia Values Veteran Program (V3), Military Medic and Corpsman Program (MMAC), Virginia Transition Assistance Program (VTAP) and the Skills Bridge Program; all of these programs create opportunities and pathways for employment for veterans and their spouses. Prior to DVS, Ms. Palumbo spent three years at the Virginia Employment Commission, as the Veteran Program Manager, where she oversaw the Bridge to Employment Program and the Jobs for Veterans Program. She also worked for several years at the Office of Personnel Management, as a Program Coordinator at the Federal Executive Institute. She spent four years in the Navy stationed in Yokosuka, Japan and then accompanied her husband as a military spouse for a four year tour in Naples, Italy. She is staff for the Virginia Governor's Workforce Board, lead on the DVS Workforce Steering Committee, and sits on multiple veteran focused committees in Virginia. Ms. Palumbo is a published author of *The Face of a Memory*. The images used in this article were graciously supplied by Ms. Palumbo.

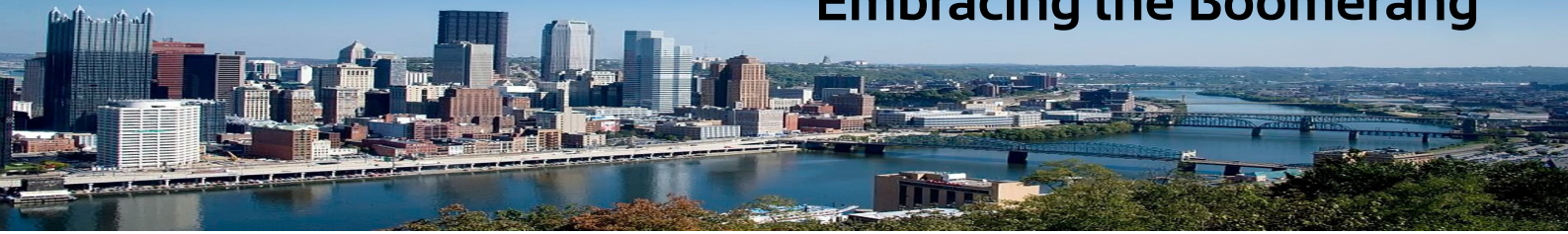


*East Coast, West Coast,
CASY & MSCCN
on Your Coast!*

*Expanding Our Outreach to Meet You
Where You Are*



Pittsburgh: Embracing the Boomerang



Pittsburgh has been rallying strong in the top rankings for “most livable city” since 2005, when *The Economist* touted the city’s strengths. The buzz about Pittsburgh has only grown since then, as its ratings have remained high over a decade.

Why is Pittsburgh the place to be?

Articles cite its favorable education, healthcare, culture, environment, and infrastructure. *Forbes* went a step further to highlight Pittsburgh’s major industries as bio-science, healthcare, and technology. Not too shabby, considering our history involves a lot of coal miners and steel workers. Pittsburgh is a city informed by the past, but looking toward the future.



(L to R) Crystal McFadden, Don Fried, and Megan Noe representing CASY at the Pittsburgh Veterans Employers Coalition (PVEC) Activity #5, September 2018.

In 2018, Pittsburgh is also notable as a city because it’s home to one of the largest populations of military-affiliated groups, which are scattered throughout our region.

I’m sure there are plenty of technical reasons for this, but it may ultimately come down to Pittsburgh’s infamous “boomerang effect.” It’s the stuff of local legend: People who begin their lives in Pittsburgh will leave, thinking they are gone for good... and yet, at some point in their lives, they will swing back around and come home.

**I don’t doubt this for a minute.
I’ve joined the boomerang club myself.**

There is a special, family feel to the culture here in Pittsburgh. It’s a place that emphasizes the importance of togetherness and teamwork. We like face-to-face conversations, joining together for a cause, saying “hello” to each other on the streets, and recovering triumphantly from life and economic hardships better than we ever were. With a reputation like that, it’s no wonder this city is a haven for our nation’s military veterans and their families.

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Waynesburg University Alumnae Luncheon: Building relationships, connections, and a bigger Pittsburgh veteran employment network with the staff of Waynesburg University, fellow graduates, job seekers, and corporate as well as financial partners.

As a Program Manager for CASY in Pittsburgh, I have the chance to see the additional, on-the-ground, local support that CASY has provided for our military-affiliated families. These local representatives are able to help veterans and military-affiliates in our city with job placement and job progression. After all, who doesn't love someone with purpose and passion coming alongside them in their employment endeavors (free of cost, might I add) to equip them with education and encouragement along the way?

I've also been thrilled to see the way that CASY strategically partners with companies in this area who are willing to learn and embrace the added value that veteran and military-affiliated hires can bring to a company.

This is an exciting movement for the greater Pittsburgh area; when companies hire qualified veterans and military affiliates in diverse fields, individual and family lives are changed for the better, economic strength is enhanced, productivity increases, and there is the opportunity for even more new, strategic ideas that can transform our city.



October 2018: The Call of Duty Endowment, CASY, and the Pittsburgh Steelers. A winning combination.

CASY is here in Pittsburgh to be a part of the community, to bring the civilian sector and military community together, and to make sure veterans and military affiliates have a chance to be a part of the expanding employment opportunities in a vibrant, welcoming, diverse city. As a U.S. Navy veteran, I'm proud to be a part of this mission and can't wait to see how it grows in 2019.



Crystal McFadden is the Pittsburgh Program Manager for Corporate America Supports You (CASY). Crystal has a passion to serve others and see them succeed, which is why she excels at bridging the gap between underemployed Veterans in Pittsburgh with companies looking to enhance their workforce by hiring quality, mature, innovative candidates. Crystal is a United States Navy Veteran and has earned her Bachelor's and Master's degrees since her time in the service. Since then, she has become a Licensed Professional Counselor, a published author, a requested speaker, and a regular member and community member at a local church with her family by her side.



Veterans & Transitioning Military Members

Learn about CASY's Hot Jobs

HOT JOBS are posted weekly!

CASY MSCCN are highly-vetted, results driven non-profits that put donor dollars to work for the Military and Veteran Communities.



Learn about our fiscal responsibility at http://www.msccn.org/WhoWeAre/MSCCN_Leadership.html and <http://casy.us/WhoWeAre/Financials.html>



Refuse to be anything but successful.

**Social Media/Work from Home/
Interview Techniques to Land the
Job/Targeting Your Resume for
Maximum Impact /Job Search/
Resume Assessments**

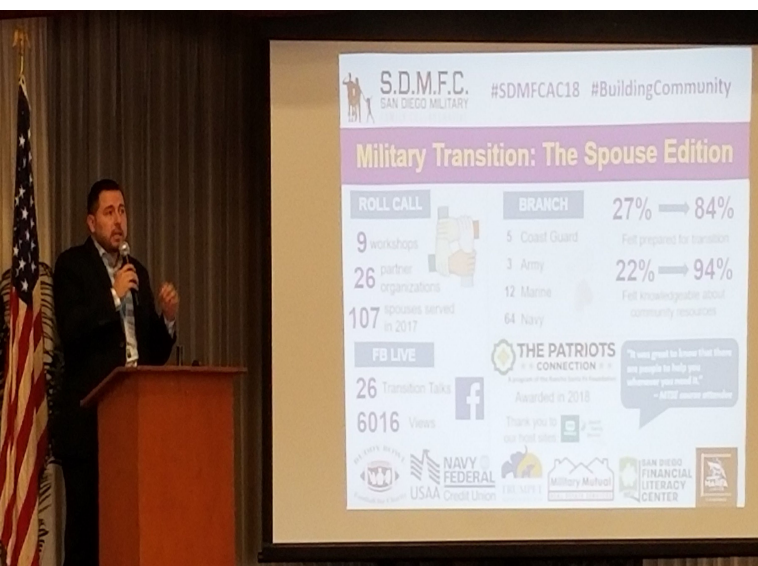
CASY & MSCCN offer live and self-paced training.

CASY: Making Progress on the Pacific Coast

The San Diego region has the largest concentration of military members in the world. Approximately 134,000 members of the Navy, Marines Corps, Reserves, and DoD civilians currently work in San Diego County. One out of every six of the nation's Sailors lives here, and more than one-fourth of Marines are stationed in San Diego.

A key synergy exists between San Diego and the military. While the region's defense ecosystem enables the nation to carry out its security objectives worldwide, military-linked spending delivers economic benefits to the region, far exceeding those of any other sector.

More than 240,500 veterans reside in San Diego. Military veterans make up more than 13% of the population of San Diego County. San Diego County is estimated to have the third-highest number of veteran residents of any county in the nation.



Given the prevalence of the military and veteran community in the San Diego region, CASY & MSCCN determined that 2018 needed to be a year of change on the Pacific coast. By adding an Outreach position specifically dedicated to San Diego, CASY & MSCCN made a commitment to bolster efforts to engage these military and veteran populations, to ensure that they have the training they need for the jobs they want, and to make a positive impact in the San Diego military employment community.

Within four months of having an Outreach Specialist act as boots on the ground in the region, CASY & MSCCN have experienced significant progress in creating support for veterans while developing brand recognition and strategic partnerships.

Some of those strategic alliances include:



- Becoming an official resource partner for 2-1-1 San Diego
- Becoming an official resource partner for SD United
- Becoming an active member with the San Diego Veterans Coalition (SDVC)
- Becoming an active member of the Veterans Employment Committee (VEC)
- Resource referral partner for Veterans Community Connections (VCC)
- Resource referral partner of San Diego Military & Family Collaborative (SDMFC)
- Resource referral partner with Veterans Career Transition Assistance Program (VetCTAP)
- Resource referral partner with Cal State San Marcos' Veterans Student Organization (VSO)
- Signing a Memorandum of Agreement with the National Veterans Transition Services, otherwise known as Reboot

By forging these strategic alliances while offering a suite of employment service offerings, CASY & MSCCN are well positioned to be a force multiplier for the San Diego region as it concerns veteran, military member, and spouse employment.

Stay tuned for more exciting updates as we continue to build awareness of CASY & MSCCN in San Diego. We are excited to educate the San Diego region about the breadth of free resources available to our veteran and military community.

In the meantime, if you are in need of employment services, such as resume writing assistance, LinkedIn® profile optimization, mock interviewing, training, or job placement assistance, please don't hesitate to call on us at CASY, or make connections with us on the CASY or San Diego Facebook pages to keep informed about Hot Jobs, community events, and resources.



Dean Dauphinais has become a fixture in the San Diego Veteran Community over the past 10 years. A Marine Corps Veteran, Dean brings a wealth of knowledge to CASY & MSCCN about the current state of military and Veterans affairs in the San Diego region, ranging from issues of homelessness, unemployment, and benefits access to minority Veterans affairs and transition assistance. Dean is known for his advocacy for under-served Veteran populations, specifically homeless, at-risk, unemployed, and under-employed Veterans. In his role as Outreach Specialist, Dean raises awareness about the employment services that CASY & MSCCN offer and is a force-multiplier for San Diego area Veterans in transition.



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