

The Commercial Club of Chicago



Veterans Working Group Meeting

Wednesday, September 5, 2018

WELCOME AND REVIEW OF AGENDA

David Hiller
Robert R. McCormick Foundation

Meeting Overview

Welcome and Review of Agenda

David Hiller, Robert R. McCormick Foundation

Lightning Round

Veterans Working Group Introductions and 1.1.1

Remarks from Illinois Department of Veterans Affairs

Stephen Curda, Director

Presentations

Panel Introduction

Amy Sherman, Council for Adult and Experiential Learning

Panel: Military Spouse Employment

Moderator – Amy Sherman, Council for Adult and Experiential Learning

- ❑ Amy Taft, Institute for Veteran and Military Families
- ❑ Anna Christen, Hiring Our Heroes
- ❑ Tamara Fletcher, CDW
- ❑ Erica Tyree, U.S. Trust, Bank of America

Wrap Up and Meeting Evaluation

David Hiller, Robert R. McCormick Foundation

Networking and Lunch

Hilary Holbrook, Commercial Club of Chicago

LIGHTNING ROUND

REMARKS FROM IDVA

Stephen Curda, Director

PANEL:

FACILITATING THE TRANSITION TO THE CIVILIAN WORKFORCE

Moderator: Amy Sherman, Council for Adult and Experiential Learning



Amy Taft, EdD
IVMF, Manager Curriculum
and Learning Onward to
Opportunity



66%
MILITARY SPOUSES

Report they are either working or looking for work

23% Are unemployed
MILITARY SPOUSES

3% Are not in the labor force because they do not want to work
MILITARY SPOUSES

20.7 Average time unemployed military spouses have been looking for work
WEEKS

27 Is considered long-term unemployment
WEEKS



84%

Have some college education

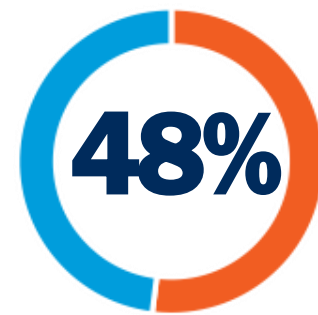
25%

Have a bachelor's degree

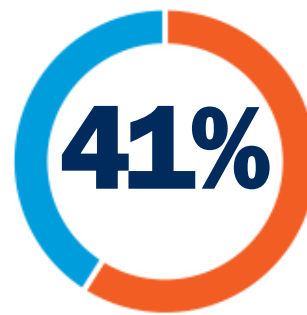
10%

Have graduate or advanced degrees

FAMILIES WITH 2 ADULT EARNERS



CIVILIAN FAMILIES



MILITARY FAMILIES

56% Report they are working in the area of their education and training
MILITARY SPOUSES



The average time for active duty families at each location **3-4** YEARS

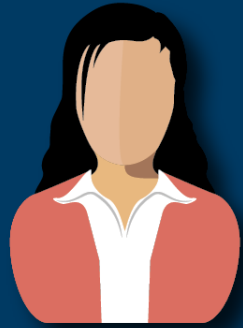
The average time female workers stay in the same job **4** YEARS

68% of military spouses report volunteering

Military spouses volunteer in the community as a strategy to:

- Maintain continuity on their resumes
- Network or socialize
- Contribute to their community
- Develop or use workforce skills





WHY HIRE MILITARY SPOUSES?



The Business Case

Resilient Military spouses face challenges including family separations, frequent relocation, separation from friends and family, and difficulty finding employment or finishing their education. Yet, despite juggling multiple responsibilities, they report better coping than the average civilian.

Team-Oriented

Military support infrastructure largely depends on at-home spouses relying on one another through social activities, help with childcare, and overall social support.

Adaptable

Military families live with consistent uncertainty. Deployments often occur without warning; families may be asked to move without notice; and benefits and allowances frequently change unexpectedly. Despite these challenges, 68% of active duty spouses say they are satisfied with the military way of life.

CIVICALLY ENGAGED

Blue Star Families, in their 2014 survey of military families, found that 68% of their respondents reported that they had either formally or informally volunteered in the past year—significantly higher than the 21.8% of the general public who formally volunteered with an organization in 2015 as reported by the Department of Labor.

DIVERSE

The active duty military spouse community has a larger proportion of ethnic and racial minorities as compared to the broader civilian population.

Entrepreneurial 28% of military spouse respondents have either been self-employed or operated their own business, and 34% indicated they had an interest in online or work-from-home opportunities.

Resourceful

Military spouses are often learning to use the resources they have available to them, and they create unique and innovative solutions to problems despite obstacles or challenges.

EDUCATED

84% have some college education or higher
25% have a bachelor's degree
10% have an advanced degree

Socially Aware Military spouses often interact with a variety of people of different cultures, backgrounds, ages, and ethnicities. The military exposes spouses to a variety of cross-cultural and social experiences, and interactions with VIPs and the press. Military spouses understand norms around operational security and safety.

MULTI-TASKERS

In a study of over 6,200 military spouses, despite juggling multiple responsibilities, 75% reported feeling confident in their ability to handle problems.

MILITARY SPOUSE HIRING: THE DO'S

- ✓ Encourage military spouses to apply using specific language
- ✓ Educate human resource employees and hiring managers on the impact of military spouses and how resumes appear
- ✓ Evaluate candidates on their credentials and job suitability vs. length of time they may be with the company
- ✓ Use expedited practices to move spouses into positions to maximize their talent and maximize opportunities for training, mentoring and advancement
- ✓ Leverage capabilities for remote, telework, or flexible arrangements
- ✓ Ensure that job descriptions on career websites reflect when remote or alternate work schedules are available
- ✓ Encourage open communication in an effort to get the candidate to highlight experiences not conveyed in the resume
- ✓ Consider flexible benefits such as child care credits and transferability options
- ✓ Encourage spouses to self-identify when applying

BARRIERS TO HIRING AND RETAINING MILITARY SPOUSE CANDIDATES: VIEWS FROM EMPLOYERS



PHOTO CREDIT: Jennifer Wright

- ✔ Self-identification
- ✔ Deployment
- ✔ Parenting and childcare conflicts
- ✔ Unable to offer remote opportunities
- ✔ Recent experience or credentialing gaps
- ✔ Difficulty differentiating between veteran and military spouse hiring initiatives
- ✔ Relocation and turnover

HIRING OUR HEROES

U.S. CHAMBER OF COMMERCE FOUNDATION

OVERVIEW

- Hiring Our Heroes (HOH) is a 501(c)(3) affiliate of the **U.S. Chamber of Commerce**
- HOH is a **nationwide, grassroots initiative** to help veterans, transitioning service members, and military spouses find meaningful employment
- **Launched in 2011** to address a national crisis in veteran unemployment



MILITARY SPOUSE EMPLOYMENT DATA

Unemployment: 16%
4x Times Higher than
National Average

1 in 10
Actively Seeking
Employment

71% More Formal
Education
Than Required

69% More Work
Experience
Than Required

67% Quit Job
Due to Military Move

65% Unemployed
4+ Months after PCS

<http://www.hiringourheroes.org/publications/>

MILITARY SPOUSE HIRING TIPS

- Understand the Military Spouse **value proposition** to your organization
- Provide top-down support by joining the **Hiring 100K Military Spouses** coalition
- **Seek to retain** spouses upon PCS by creating remote opportunities



ESTABLISHING A MILITARY SPOUSE PIPELINE – CDW VETERAN’S WORKING GROUP MEETING

**Tamara Fletcher, PhD.
Senior Manager, Inclusion
September 5, 2018**

ABOUT CDW

Company Facts

- **Headquarters:**
Vernon Hills, Ill.
- **Annual Net Sales (2017):**
\$15.2 billion
- **Number of Customers:**
250,000
- **Number of Coworkers:**
8,900
- **Number of Locations:**
26
- **Fortune 500 Rank (2018):**
189
- **Fortune 500 Industry (2018):**
Information Technology Services
- **Ticker Symbol:**
CDW (NASDAQ)

CDW is a leading multi-brand technology solutions provider to business, government, education and healthcare organizations in the United States, the United Kingdom and Canada. A Fortune 500 company with multi-national capabilities, CDW was founded in 1984 and employs more than 8,900 coworkers. For the trailing twelve months ended June 30, 2018, the company generated net sales of over \$15 billion. For more information about CDW, please visit www.CDW.com.

Our broad array of offerings range from hardware and software to integrated IT solutions such as security, cloud, data center and networking.

CDW IS A PROUD MILITARY FRIENDLY EMPLOYER

CDW recognizes that the skills and experiences of Military Talent adds tremendous organizational value.

Opportunities for Greater Impact:

Despite CDW's efforts to attract and retain Military/Veteran talent, there was an opportunity to consider the full landscape of Military Hiring, which includes Military Spouses.

CDW became a partner with the Military Spouse Employment Partnership in 2016.

Inclusion Efforts:

CDW's Military Business Resource Group welcomes new military coworkers and drives community, development, and exposure for military/veteran coworkers.



Military Awards:

- CDW has earned a 2019 Military Friendly Silver Employer Designation (10 consecutive years)
- CDW is listed on the Military Times "Best for Vets" Employer List



Customize Recruiting Efforts:

- CDW created and hosts an annual customized hiring event: "Vet Who Get IT"
- CDW leverages a virtual tool to translate skills acquired within a military occupational specialty to available CDW positions

CDW HAS STARTED DEVELOPING A ROBUST MILITARY SPOUSE PIPELINE

CDW is currently working towards a more targeted approach to military spouse hiring.



Military Spouse Representation Data

CDW does not have data regarding Military Spouses.

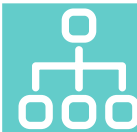
Goal: Identify our current military spouse population, and establish a way to track military spouse talent within the hiring process.



Role Alignment

CDW has a limited number of opportunities that allow for relocation.

Goal: Identify or create roles that can adapt to the needs of military spouses and enable career sustainment.



Organizational Buy In

Goal: Educate hiring managers on the importance of hiring military spouses.



Recruitment

Goal: Create a strategy to build a pipeline of Military Spouse talent.

Erica Tyree – Mother of Two / Military Spouse / Valued Employee



Daughter of a Retired Marine

Bank of America employee for over 20 years

Married a sailor

2 kids

Gabe 10

Cobia 5

2 deployments & too many workups to count

Relocated 5 times

Enterprise Co-Chair for BAC employee network group

Involved with financial education to veterans and their families

Committed to helping Military spouses have fulfilling careers

[Tyree Family Video](#)

[military.com article](#)



Bank of America – Supporting Military Spouses



Life can be a little uncertain when your spouse is in the military. We're proud to offer military spouses the opportunity, stability and flexibility they need to support their service member and families. The traits you share with your spouse – leadership, courage and conviction – are what we value. When you join our team, we want you to be able to continue your career with Bank of America in the event of relocation. We have great job transition assistance for employees relocating due to permanent change of station, as well as for employees with a spouse in the military.

As part of our continued support, Bank of America participates with the Military Spouse Employment Partnership to provide assistance and resources for military spouses.

Within MSAG, we have a Military Spouse group, with an Enterprise leader. We hold a quarterly forum for information sharing and feedback for spouses working at the Bank.

**As a military spouse, you also served.
We're ready to support you too.**

Within our Military Spouse group, we work to:

- Create a community for current and former military spouses/significant others to support each other personally and professionally.
- Help other military spouses gain employment with the bank.
- Build partnerships to promote military spouse hiring and development.
- Support the spouses and families of a deployed soldier/sailor/marine/airman by sending Christmas gifts, care packages, and any other support uncovered.
- Link effective internal and external resources for military spouses.
- Work with HR to enable continuity of employment when faced with PCS moves.
- Educate on Bank benefits like Military qualifying exigency leave, caregiver leave and intermittent leave/reduced work schedules.



Tips for Military Spouses & Employers



Military Spouses

1. Be open and honest with your employer
2. Leverage the benefits your company, the military or organizations offer
3. Trust in others



Employers

1. Be open minded
2. Think outside the box when it comes to accommodating military spouses
3. Leverage their skillsets
4. Regardless of timeframe – let their true strengths come out

Bank of America External Resources

- ✓ [Military Transition](#)
- ✓ [Better Money Habits](#)
- ✓ [About Bank of America](#)



DISCUSSION:

MILITARY SPOUSE EMPLOYMENT

Moderator: Amy Sherman, Council for Adult and Experiential Learning

WRAP UP AND MEETING EVALUATION

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NETWORKING AND LUNCH

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