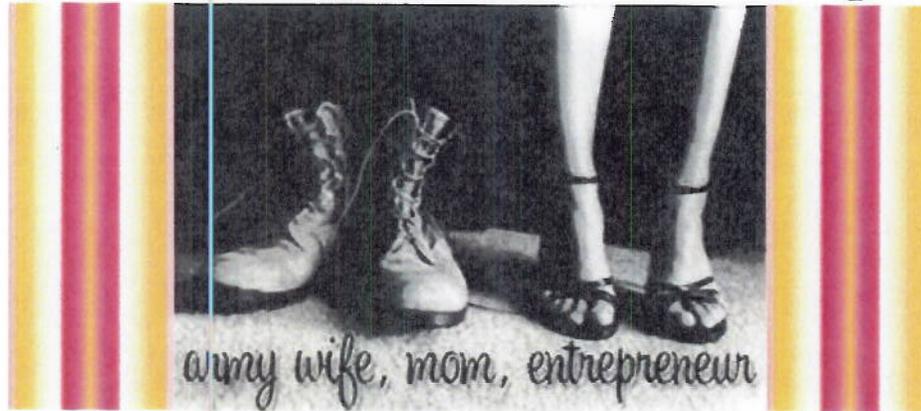


Tips On Finding a Job as a Military Spouse



As a Military Spouse, you may face some challenges unique to Military life as you look for Employment. Frequent relocation can be disruptive to a career. There is not guarantee that a job in a certain industry or one that uses certain skills will be available in the new community. Below are a few tips and points of contact to assist you in your job search here at Fort Leonard Wood.

Military Spouse Preference Program

Military Spouse Preference (MSP) derives from Public Law 99-145, "DoD Authorization Act of 1986", Section 806, "Employment Opportunities for Military Spouses". The Military Spouse Preference Program applies to Spouses of Active-Duty Military members of the U.S. Armed Forces, including the U.S. Coast Guard and full-time National Guard, who desire priority consideration for competitive service positions at DoD activities in the U.S. and its territories and possessions. Chapter 14 of the PPP Operations Manual contains specific information on registration in this Program.

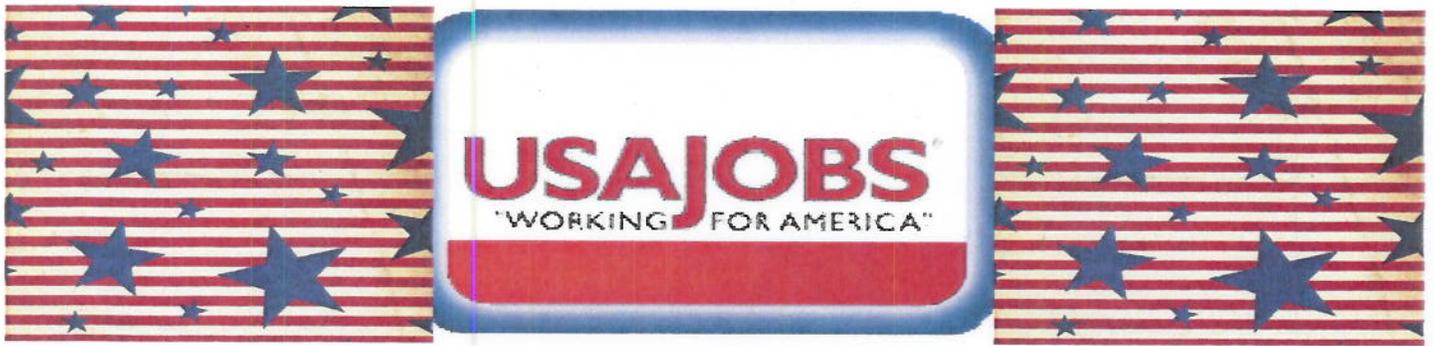
Eligibility: Spouses of Active Duty Military members of the U.S. Armed Forces, including the U.S. Coast Guard and full-time National Guard, may register 30 days prior to the sponsor's reporting date, for competitive service positions at DoD activities in the U.S. and its territories and possessions provided the spouse accompanies the military sponsor who is:

- Assigned by a PCS move from overseas to U.S., or to a different commuting area within the U.S., including the U.S. territories or possessions;
- Relocating to a new and permanent duty station after completing basic and advanced individual training.
- Permanently assigned to the same duty station where initial entry training was received;
- Assigned by PCS to a service school regardless of the duration of training;
- A former military member who re-enlists and is placed in a permanent assignment; or
- Reassigned on an unaccompanied tour by PCS with orders specifying the sequential assignment. The spouse may register for activities in the commuting area of the sequential assignment at any time during the sponsor's unaccompanied tour.

(NOTE: Military spouses are ineligible for Program "S" when the sponsor relocates in conjunction with retirement or separation.)

To register for the Military Spouse Preference Program please call the Civilian Personnel Advisory Center (CPAC) Office to schedule an appointment.

Civilian Personnel Advisory Center
(573) 596-0131 ext. 6-0927
Dillard Hall, Soldier Service Center, Bldg 470
HOURS OF OPERATION: 0730-1130 & 1230-1630



USAJOBS is the U.S. Government's official system/program for Federal jobs and employment information. USAJOBS delivers a service by which Federal agencies meet their legal obligation (5 USC 3327 and 5 USC 3330) providing public notice of Federal employment opportunities to Federal employees and U.S. citizens. Technology and program operations offer Federal agencies and job seekers a modern platform to support online recruitment and job application. USAJOBS is funded by agency fees, assessed on a pro rata share of the expenses to run the program. The investment provides a basis of support for the OPM Director's Strategic and Operational Plan specifically To Build and Sustain Excellence in the 21st Century Workforce, thereby Fixing Federal Hiring. Success and continued progress of goals are tied to the USAJOBS application and its ability to manage integration of other agency systems with USAJOBS - OMB Memo M-09-20 to Provide Applicant Status during selection process. Also, other initiatives intended to address the Federal hiring shortcomings and improve the hiring process for all concerned.



*“The big secret in life is that there is no secret. Whatever your goal, you can get there if your willing to work.”-
Ophrah Winfrey.*

USAJOBS is updated every business day from a database of more than 30,000 worldwide job opportunities and is available to job seekers in a variety of formats to ensure access for customers with differing physical and technological capabilities. It is convenient, user friendly, accessible through the computer or telephone and available 24 hours a day, 7 days a week. Visit us at: <http://www.usajobs.gov>.

USAJOBS Resume and Application Tips



BUILDING YOUR RESUME ON USAJOBS

In an effort to drive the Federal hiring process toward a universal application format, the **Office of Personnel Management (OPM)** gathered together several agencies from around the government to create one resume format that would include all of the crucial data required for Federal application into one uniform resume format.

The product that resulted was the USAJOBS Resume Builder. The **USAJOBS Resume Builder** allows you to create one uniform resume that provides all of the information required by government agencies. Instead of creating multiple resumes in different formats, you can build your resume once and be ready for all job opportunities.

[USAJOBS Resume Builder](#)

RESUME AND KSA (KNOWLEDGE, SKILLS & ABILITIES)

TIPS:

PAY ATTENTION TO KEYWORDS

Whether you're writing your first resume, updating an existing one, or answering a position's Knowledges, Skills, and Abilities (KSA's), stop and think about which keywords you need to add. You could be the most qualified person for the position, but you could be lost in a sea of applicants without the right keywords.

A Single Keyword Communicates Multiple Skills and Qualifications

When a recruiter reads the keyword "analyst," he or she might assume you have experience in collecting data, evaluating effectiveness, and researching and developing new processes. Just one keyword can have tremendous power and deliver a huge message.

Study Job Announcements

This is the best way to determine important keywords. Review several job announcements and their questions for your ideal position. The jobs don't have to be in your geographic target area. The idea is to find skills, experience, education and other credentials important in your field. You will probably find keywords frequently mentioned by different agencies. Focus on the "requirements," "skills" or "qualifications" sections of job ads, and look for "buzzwords" and desirable credentials for your ideal job.

USAJOBS Resume and Application Tips

BE CONCISE

Don't confuse telling your story with creating your autobiography. Recruiters are inundated with applications and are faced with weeding out the good from the bad. The first step involves quickly skimming through submissions and eliminating candidates who clearly are not qualified. Therefore, your application needs to pass the skim test. Look at your resume and/or KSA's and ask yourself:

- Can a hiring manager see my main credentials within 10 to 15 seconds?
- Does critical information jump off the page?
- Do I effectively sell myself on the top quarter of the first page?

The Sales Pitch

Because applications are quickly skimmed during the first pass, it is crucial your resume and KSA's get right to work selling your credentials. Your key selling points need to be prominently displayed at the top of the first page of the resume and directly address each question asked in the KSA section. For example, if an advanced degree is an important qualification, it shouldn't be buried at the end of a four-page resume. If a KSA question asks about your writing ability, immediately detail your experience instead of enjoyment of it.

Use an Editor's Eye

Many workers are proud of their careers and feel the information on a resume should reflect everything they've accomplished. However, a resume shouldn't contain every detail and KSA's should only address the question at hand. So be judicious. If your college days are far behind you, does it really matter that you pledged a fraternity or delivered pizza? The editing step will be difficult if you are holding on to your past for emotional reasons.

USE NUMBERS TO HIGHLIGHT YOUR ACCOMPLISHMENTS

If you were a recruiter looking at a resume or an answer to a KSA, which of the following entries would impress you more:

- Wrote news releases.
- Wrote **25** news releases in a three-week period under daily deadlines.

Clearly the second statement carries more weight. Why? Because it uses numbers to quantify the writer's accomplishment, giving it a context that helps the interviewer understand the degree of difficulty involved in the task. Numbers are powerful resume tools that will help your accomplishments draw the attention they deserve from prospective employers. With just a little thought, you can find effective ways to quantify your successes on your resume.

Think Money

For-profit, nonprofit, and government organizations alike are and always will be concerned about money. So as you contemplate your accomplishments and prepare to present them on your resume or in your KSA's, think about ways you've saved money, earned money, or managed money in your internships, part-time jobs and extracurricular activities so far. A few possibilities that might appear on a typical college student's resume:

USAJOBS Resume and Application Tips

- Identified, researched and recommended a new Internet Service Provider, cutting the company's online costs by **15 percent**.
- Wrote prospect letter that has brought in more than **\$25,000** in donations to date.
- Managed a student organization budget of more than **\$7,000**.

Think Time

You've heard the old saying, "Time is money," and it's true. Companies and organizations are constantly looking for ways to save time and do things more efficiently. They're also necessarily concerned about meeting deadlines, both internal and external. So whatever you can do on your resume or in your KSA's to show that you can save time, make time or manage time will grab your reader's immediate attention. Here are some time-oriented entries that might appear on a typical college student's resume:

- Assisted with **twice-monthly** payroll activities, ensuring employees were paid as expected and on time.
- Attended high school basketball games, interviewed players and coaches afterward, and composed 750-word articles by an **11 p.m. deadline**.
- Suggested procedures that decreased average order-processing time from **10 minutes to five minutes**.

Non-Appropriated Funded Positions



Our recruitment process has become automated as of 01 February 2012. Applicants now submit a resume/application online thru <http://www.usajobs.gov/> When you've found a position you are interested in be sure to follow the specific instructions within each vacancy announcement. Please go to <https://applicationmanager.gov/> to track your status of your resume even after the job vacancy closes. We offer positions such as Rec Aids, Food Service Workers, Waiter, Laborer, some administrative positions and of course our summer hire for teenagers as young as 16. NAF positions provide vital support to our Soldiers, their Families and our Civilian employees. Explore the possibilities!

If you have questions, please contact the local NAF office:

NAF Employment Contact Information

140 Replacement Ave
Suite 2204
Fort Leonard Wood, MO 65473

Or call
573-596-0283



MWR Mission

The mission of Your FMWR is to deliver quality choices in a welcoming environment that supports the well being of Service Members, Families, Retirees and Civilians.

MWR Vision

Customer Driven Excellence.....
Providing Premier Programs and
Exemplary Services Always.

Employment Readiness Programs at ACS

POC: Karen Hall

(573) 596-0212

EMPLOYMENT READINESS CLASSES are offered to Family Members of active duty, retired military and Family Members of DOD civilian employees. If you are new to the area, and looking for something to pass your time, or seeking employment to bring in a second income; why not get a head start by attending a special workshop just for you?

RESUME WRITING: Participants will have the opportunity to learn how to create simple resume in the correct format and to identify the important key skills that will help them get into the job market.

INTERVIEWING SKILLS: This session offers participants the opportunity to experience an interview in a –mockl setting; interview strengths and weaknesses are discussed with each participant following the interview session.

CAREER EXPLORATION: The Career Exploration class allows participants the opportunity to engage in discussion to better understand the process of developing a career plan by assessing career goals, skills and abilities to make an ordinary job into a satisfying career. Come and explore your career options on

SALARY NEGOTITATION: This session will provide participants knowledge they need to identify their skills, interests and abilities in a tight job market to negotiate and get the salary you are seeking. Teaches how to negotiate salaries and what makes the best candidate for the job. This class will meet on

DRESS FOR SUCCESS: This class will instruct participants on how to dress for the initial interview in order to get the job they want and the _do' and _don'tsl on dressing properly in the work place. This class will be held on:

APPLICATIONS & COVER LETTERS: This class will teach the correct way to put a job application together and how to format a cover letter that will catch the attention of an employer. This class will be offered on:

MARKETING YOUR SKILLS IN THE WORKFORCE: This session will provide participants the opportunity to identify how to market their knowledge, skills, interests and abilities in a tight job market to get the job they are seeking.

To Learn More or to Verify the Dates of upcoming classes please call Karen Hall at 576-596-0212

Building 486 Replacement Avenue
(573) 596-0212

Office Hours

Monday-Friday 7:30am-4:30pm

Class Hours

Hours vary please call for assistance 573 596-0212



Mission: Army Community Service (ACS) Center serves as the installation's primary coordinating resource agency. ACS provides a multitude of community based services that foster growth, development, and readiness of families assigned to the installation.

Direct Hire and Health Care Professionals

POC: Jay Adams

(573) 596-0927

Direct Hire and Health Care Professionals resumes are currently being accepted from Health Care Professionals interested in serving as Federal Civilian employees at either the General Leonard Wood Army Community Hospital (GLWACH) or at one of the Dental Clinics for the following occupations:

- * Chiropractor, GS-0601
- * Physician, GS-0602
- * Physician Assistant, GS-0603
- * Registered Nurse, GS-0610
- * Licensed Practical Nurse, GS-0620
- * Nursing Assistant, GS-0621
- * Pharmacist, GS-0660
- * Optometrist, GS-0662
- * Audiologist/Speech Pathologist, GS-0665
- * Podiatrist, GS-0668
- * Dentist, GS-0680
- * Dental Assistant, GS-0681
- * Dental Hygienist, GS-0682
- * Dental Laboratory Technician, GS-0683
- * Psychologist, GS-0180
- * Psychology Technician, GS-0181
- * Social Worker, GS-0185
- * Social Services Assistant, GS-0186
- * Dietitian/Nutritionist, GS-0630
- * Occupational Therapist, GS-0631
- * Physical Therapist, GS-0633
- * Respiratory Therapist, GS-0651
- * Orthotics/Prosthetics, GS-0667
- * Industrial Hygienist, GS-0690
- * Rehabilitation Therapist, GS-0647

To receive consideration, provide copies of your complete resume, college transcripts, and license to:

**Civilian Personnel Advisory Center
140 Replacement Avenue, BLDG #470
ATTN: Jay Adams, Suite #2205
Fort Leonard Wood, MO 65473-8935**

PLEASE CONTACT CPAC CONCERNING ADDITIONAL HEALTH CARE CREDENTIALING DOCUMENTATION REQUIREMENTS. THIS IS SUBJECT TO EXTENSION OF THE DoD'S DIRECT HIRE AUTHORITY.

NOTE: DHA cannot be used for reinstatement eligible's or current permanent, Federal employees.

PRE-EMPLOYMENT REVIEW – HEALTH CARE PROVIDERS

1. The Civilian Personnel Advisory Center and the Commander of the General Leonard Wood Army Community Hospital share the responsibility for pre-employment verification/validation of appointees to health care provider positions. A firm offer of employment cannot be made until this occurs.
2. To immediately proceed with the above process, should you be selected for a position, have copies of the following documents notarized and mail to:

**Civilian Personnel Advisory Center
Attn: Jay Adams
Bldg. 470, Suite 2205
140 Replacement Avenue
Fort Leonard Wood, MO 65473**

- a. Qualifying Education
 - (1) Official Transcript
 - (2) Diploma
 - (3) Resume
 - b. License, Registration or Certification (as applicable).
 - c. Certification of completed continuing education.
 - d. Will be required to obtain and maintain a (Basic Life Support) BLS card.
 - (1) CPR for Healthcare Providers issued by American Heart Association;
 - (2) CPR/AED for the professional Rescuer issued by the American Red Cross;
 - e. Educational Council for foreign Medical Graduates, Certificate for physicians trained outside the United States and Canada (if applicable).
3. Complete and return the attached Health Care Professionals Information Form.
 4. Obtain at least two letters of recommendations from appropriate sources in a, b, or c below. The letters of recommendation should be addressed and mailed by the preparer to the Civilian Personnel Advisory Center, address as in paragraph 2 above.
 - a. A letter from either the Chief of Staff of the hospital, the hospital or clinic administrator or professional supervisory or department head.
 - b. A letter from the director or a faculty member of your training program. This is required if you have been in a training program within the last five years, and/or
 - c. A letter from a health care provider (in your discipline) who is in a position to evaluate your professional standing, character, and ability (e.g. a peer, supervisor, president, or secretary of a local professional society, etc.). A letter from the peer and professional association/society assessment is mandatory if you are self-employed.

For Assistance:
Phone: 573-596-0927
Attn: Jay Adams

Health Care Professionals

Information Form

Name: _____ Position Applying For: _____

Phone: _____

Email: _____

Areas of Specialty or other Considerations:

Please check all you are willing to accept:

Full Time: _____ Permanent: _____ Part Time: _____ Days: _____ Nights: _____

Temporary: 7-12 months: _____ 1-6 months: _____ Holidays: _____ Weekends: _____

Rotating Shifts: _____ Intermittent: _____ Term: 1-4 years _____

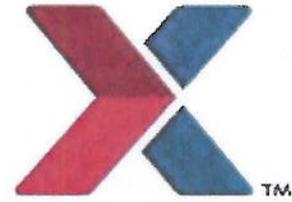
Please complete this form and return with a copy of your resume and the items listed in the attached Pre-Employment Review – Health Care Providers sheet to:

Civilian Personnel Advisory Center
ATTN: Jay Adams
Bldg #470, Suite #2205
140 Replacement Avenue
Fort Leonard Wood, MO 65473

AAFES Employment Opportunities

When military members deploy to remote locations around the world, the Exchange is right there with them, offering products and services to provide a sense of home.

Our associates are the backbone of the Exchange's contingency operations. Deploying is strictly on a volunteer basis and those who deploy are committed to bring service members a bit of home in a difficult environment.



EXCHANGE
ARMY & AIR FORCE EXCHANGE SERVICE

The Army and Air Force Exchange Service, known now as the Exchange, in its second century of service, is a joint military activity with a retail mission, offering products to authorized customers via retail stores, catalog and online.

Vision To be our customers' first choice.

Mission To provide quality services and merchandise to our customers at competitively low prices and to generate earnings to support the Morale, Welfare and Recreation (MWR) programs of the Army and Air Force.

Customers 12.2 million authorized customers at military installations worldwide.

Revenue In FY 2009, revenues totaled \$9.8 billion and earnings from direct sales (retail, food and vending/services) totaled more than \$376.2 million.

Employees Over 43,000 associates worldwide, 25 percent of which are military family members.

Operations More than 3,100 facilities worldwide, in more than 30 countries, five U.S territories and in all 50 states. We have more than 174 main stores and 1,300 fast-food restaurants

Proudly
Serving
Those
Who
Serve!



To view vacancy announcements please visit the following link : <http://odin.aafes.com/employment/default.asp>

Select FORT LEONARD WOOD to search for available positions



MISSOURI Career Center

[Www.MissourCareerSource.com](http://www.MissourCareerSource.com)

"Where Talent and Opportunities Meet."

Dillard Hall
Building 470
Room 2203
(573)-596-0294



JOB SEEKERS

Each one of these Missouri Career Center services comes with personalized assistance from trained workforce professionals.

Evaluate Your Skills, Knowledge, and Abilities

Our advanced assessments measure your workplace skills, knowledge, abilities, and strengths. With our assistance, determine your career interests, professional goals, and areas for skill development to find the job that is just right for you.

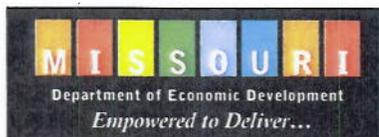
The **Missouri Connections** career-information system provides tools to explore occupations, to determine salary goals, and to research educational/training institutions. It has several other career-exploration features, and you can build a portfolio to store your unique career information. Log on at missouriconnections.org. (Career Centers provide your User Name and Password.)

Our **WIN Initial Assessment** and **KeyTrain Quick Assessment** determine your individual understanding and reasoning skills in key employment situations. Plus, they guide your occupational and educational goals and prepare you for obtaining an NCRC (see below).

The U.S. Department of Labor's O*NET® website provides multiple **self-assessment instruments** that help you to identify occupations that you like, find exciting, and which match best with your capabilities.

Earn a Nationally Accepted Workplace Skills Accreditation

Obtain a National Career Readiness Certificate (NCRC), available in four levels of achievement, to furnish



evidence to potential employers of your skills with Applied Math, Locating Information and Reading for Information. These three skills are highly desirable in the workplace, both for new hires and for promotions to higher-paying jobs with more responsibilities. Achieving an NCRC will **show employers that you have the skills** and initiative they need.

Résumé Writing Assistance

We offer software and experienced staff to help you develop an effective résumé that stands out from others. A special arrangement through Missouri Career Centers and jobs.mo.gov provides the advanced **Optimal Résumé online resource**. Once registered, you can use it to create professional, high-quality résumés as well as cover letters, on-line portfolios, video résumés, and tools to prepare for interviews.

Specialized, On-site Workshops

Our five primary workshops give you the practical guidance you need to get the career of your dreams. Workshops cover **Career Exploration, Career Networking, Résumé Preparation, the Interview Process, and Basic Computer Skills**. See reverse side for details.

Tools and Equipment Available to Job Seekers

Access computers, printers, copiers, scanners, fax machines, and phones at **no charge** to help you search and apply for job openings.

Access Training Assistance and Training Provider Information

Several training programs are available through your Missouri Career Center to assist eligible job seekers with gaining the skills needed to obtain employment in today's economy. Get **Occupational Skills Training** at a college, university, or other educational facility through programs that fund training—or retraining—for eligible individuals who have been laid off work.

With our **On-the-Job Training (OJT)**, you begin to receive wages and/or benefits while you learn a new skill, working with a participating business.

The **WorkReadyMissouri** Program provides an opportunity for individuals receiving Unemployment Insurance (UI) benefits to receive occupational worksite training on a part-time basis for as long as to six weeks. Program trainees continue to receive UI and can receive a training allowance.

Staff-assisted Job Searching

You are not alone! Missouri Career Centers provide staff-assisted Job Search Services to anyone looking for quality employment opportunities. We actively work with you to identify a job or career goal, identify skill sets and complete an effective free registration on the jobs.mo.gov one-stop job-search website. We also help you navigate through other first-rate government and commercial job search websites, provide on-line application assistance, and connect you with other products that will help get you into a new career!





WORKSHOPS

Career Exploration

It's all about you! This workshop gives you the tools to assess your knowledge, skills, personal interests, and priorities on the journey to **finding the job** that is best for you (or not a good fit). Identify resources that are available to find a rewarding career.

Career Networking

Everyone recommends it, but not everyone does it well: Learn the benefits of effective and strategic "networking" and how **interpersonal resources** and contacts could lead to a new job. This workshop applies what you learn, so you will develop a plan to present yourself to networking groups, create a networking source list, and develop a list of the types of networking groups.

Résumé Preparation

Wonder what employers are looking for when they read a résumé and cover letter? Find out in this workshop! Identify and optimize all the basic components of a résumé (skills and abilities, work history, and education) so that you **stand out above the others**. Use some of the same strategies for completing excellent online applications.

Interview Process

With this workshop, you get practical advice on how, through research, practice, and preparation, to **showcase your skills** and experience best. Get helpful tips on how to dress and groom yourself for an interview. Learn the different types of interviews and develop a strategy for each one.

Basic Computer Skills

Using a computer competently is essential for today's job seeker. Learn the basic computer skills necessary to search and apply for jobs. This workshop includes everything from using the keyboard to accessing the Internet to creating and saving files. In addition, learn to use **jobs.mo.gov** to search for your next job.



Become a Facebook Fan:
facebook.com/missouriworkforcedevelopment



Follow us
on Twitter:
[@MO_Workforce](https://twitter.com/MO_Workforce)



Our latest videos are at our
YouTube Channel: [moworkforce](https://www.youtube.com/channel/UCmoworkforce)

Find additional information about
career opportunities and
quality applicants at —
jobs.mo.gov

Equal opportunity employer/program.
Auxiliary aids and services are available
upon request to individuals with disabilities.

Missouri TTY User:
1-800-735-2966 or 711
for Relay Missouri

Telephonic interpretation service is available
to limited-English-proficient individuals
free of charge.



MyCAA FACT SHEET

The Military Spouse Career Advancement Accounts Program (MyCAA), a component of the Department of Defense's (DoD) Spouse Education and Career Opportunities (SECO) program, is a career development and employment assistance program. MyCAA helps military spouses pursue licenses, certificates, certifications or Associate's Degrees (excluding Associate's Degrees in General Studies, Liberal Arts, and Interdisciplinary Studies that do not have a concentration) necessary for gainful employment in high demand, high growth Portable Career Fields and Occupations.

As part of the Career Lifecycle, all military spouses are offered counseling to assist with the following:

Career Exploration: Military OneSource (MOS) Education and Career Counselors help spouses explore all career options with tools like Career Assessments, Interest and Skills Inventories, Portable Career Statistics, and Earning Potential Metrics.

Education and Training: Spouses work with counselors to create a plan of action that considers Financial Aid Options, Education and Training Program Resources, Credential/License Information, and, for eligible spouses, MyCAA. *MyCAA provides a maximum education benefit of \$4,000 with an annual fiscal year cap of \$2,000 to assist eligible military spouses who need professional credentials to meet their Portable Career goals. Annual cap waivers are available for licensure and certificate programs if there is an upfront tuition cost that exceeds \$2,000 (up to the maximum education benefit of \$4,000).*

Career Readiness: Counselors help spouses perfect their resumes and hone their interviewing skills. They also cover Job Search Techniques, Relocation Planning, and Flex-Work Options.

Career Connections: Counselors help spouses get the right job in the right career by leveraging existing relationships and resources such as the Military Spouse Employment Partnership (MSEP), USAJobs.gov and CareerOneStop.com.

Who is eligible for MyCAA Financial Assistance?

- Spouses of service members on active duty in pay grades E-1 to E-5, W-1 to W-2, and O-1 to O-2 who can start and complete their coursework while their military sponsor is on Title 10 military orders, including spouses married to members of the National Guard and Reserve Components in these same pay grades.
- **Those who are not eligible include:**
 - Spouses married to service members in pay grades: E-6 and above; W-3 and above; and O-3 and above
 - Spouses who are a member of the armed forces themselves currently on Title 10 orders
 - Spouses who are married but legally separated (or under court order or statute of any state or US territory) from a member of the armed forces on Title 10 orders
 - Spouses whose National Guard/Reserve Component military sponsor is in a Warning Orders/Alert, Post Deployment/Demobilization or Transition Status
 - Spouses married to a member of the Coast Guard
 - Spouses who are unable to start and complete their course(s) while their military sponsor is on Title 10 orders

What will MyCAA pay for?

- Tuition costs for education and training courses and examinations leading to an Associate's Degree (excluding Associate's Degrees in General Studies, Liberal Arts, and Interdisciplinary Studies that do not have a concentration), license, certificate or certification at an accredited college, university, or technical school in the United States or approved testing organization that expands employment or portable career opportunities for military spouses.
- **MyCAA will NOT pay for the following:**
 - Tuition for courses and examinations that are not included in the spouse's Education and Training Plan and those that have already started or been completed by the spouse
 - Reimbursements of any kind
 - Books, supplies, equipment, uniforms, computers and electronic devices of any kind
 - Student activities, events and entertainment
 - Pre-payment/deposits for future courses, unless costs are part of a block of study
 - School or college level entrance examinations, comprehensive exams and related preparatory courses
 - Courses, tests or fees normally paid by an employer as part of a job training program
 - Fees of any kind including, but not limited to, registration fees, technology fees, parking fees, etc.
 - Non-academic credit or ungraded courses, including courses taken on an audit basis or as an internship, practicum, apprenticeship, or clinical supervision; also, orientation programs that are non-academic credit or ungraded
 - Courses taken more than one time unless MyCAA has received a full refund from the school
 - Academic credit by examination tests (e.g. CLEP, etc.)
 - General Studies, Liberal Arts, Interdisciplinary Associate's Degrees that do not have a concentration
 - Personal enrichment courses (excluding courses that are academic credit/graded electives in an approved MyCAA Spouse Education and Training Plan)
 - Transportation, lodging, child care, and medical services
 - Course Extensions (except for approved hardship waivers)
 - Study Abroad Programs (excluding programs of study offered by participating MyCAA schools on overseas military bases)
 - Private licenses (Example: A private pilot's license would not be covered because it is for recreational use but a commercial pilot's license would be covered because it would be used for an occupation)
 - High school completion programs, including online high school completion programs
 - CEU's to maintain a standing in a professional organization

How can you establish a MyCAA Account? Visit the MyCAA Spouse Portal online at <https://aiportal.acc.af.mil/mycaa>. Provide required Spouse Profile information. A real-time DEERS eligibility check will confirm if you meet MyCAA eligibility requirements so you can move forward and establish your MyCAA Account. Those who do not pass this check will be provided additional guidance.

How can you provide MyCAA with feedback? Visit MyCAAFeedback@militaryonesource.com to send MyCAA your ideas and recommendations. Visit [Contact Us \(https://aiportal.acc.af.mil/mycaa\)](https://aiportal.acc.af.mil/mycaa) to provide information about your MyCAA program experience once you have found gainful employment.

How can you get additional information or assistance? Call 1-800-342-9647 to speak with a MyCAA Career and Education Consultant or, if you already have an established MyCAA Account, use your Message Box as the fastest way to receive information and assistance. Counselors at Military OneSource Spouse Career Center (MyCAA) are available Monday through Friday from seven am until ten pm (7am-10pm) eastern time and Saturday from ten am until five pm (10am-5pm) eastern time.

School representatives should visit the "For School" resource page on the MyCAA Spouse Portal for program eligibility, participation and contact information.

Last updated: 02 Feb 2012