



# HIRE HEROES

USA

**ANNUAL REPORT 2015**

FISCAL YEAR 2015: JULY 1, 2014 - JUNE 30, 2015



## BOARD OF DIRECTORS

**John Bardis**  
Chairman of the Board  
Former Chairman and Chief Executive Officer  
MedAssets

**Marshall Lauck**  
Board Member  
Chief Operating Officer  
J. Walter Thompson Atlanta  
USMC Veteran

**Joel Lunenfeld**  
Board Member  
Vice President of Global Brand Strategy  
Twitter

**Charles Macintosh**  
Board Member  
Managing Director  
First Key Holdings

**Josh Scutt**  
Board Member  
Divisional Vice President of Southeast Sales  
ADP

**David Sneed**  
Board Member  
Executive Vice President and Chief Operating Officer  
Delta Jets

**Keith Thurgood**  
Board Member  
Former President of Spend and Clinical Management  
MedAssets



## LEADERSHIP TEAM

**Brian Stann**  
Chief Executive Officer  
USMC Veteran

**Nathan Smith**  
Chief Operating Officer  
USMC Veteran

**Christopher Plamp**  
Chief Programs Officer  
USAF Veteran

**Allison Herbst**  
Director of Finance & Administration

**Carrie Neal**  
Director of Human Resources

**Michele Wiesner**  
Director of Volunteer Program



## 1

Letter from Brian Stann

## 2

Mission, Vision, Values

## 3-4

About Hire Heroes USA

## 5

The Need

## 6

The Solution

## 7

The Results

## 8-10

The Team

## 11-12

Fiscal Year 2015 Financials

## 13

Donors in FY15

## 14-15

Civilian Success

## 16

Get Involved

Hire Heroes USA  
1360 Union Hill Road, Bldg. 2, Suite A  
Alpharetta, GA 30004  
[www.hireheroesusa.org](http://www.hireheroesusa.org)

Hire Heroes USA is a 501(c)(3)  
nonprofit organization.

Tax ID # 43-1562688

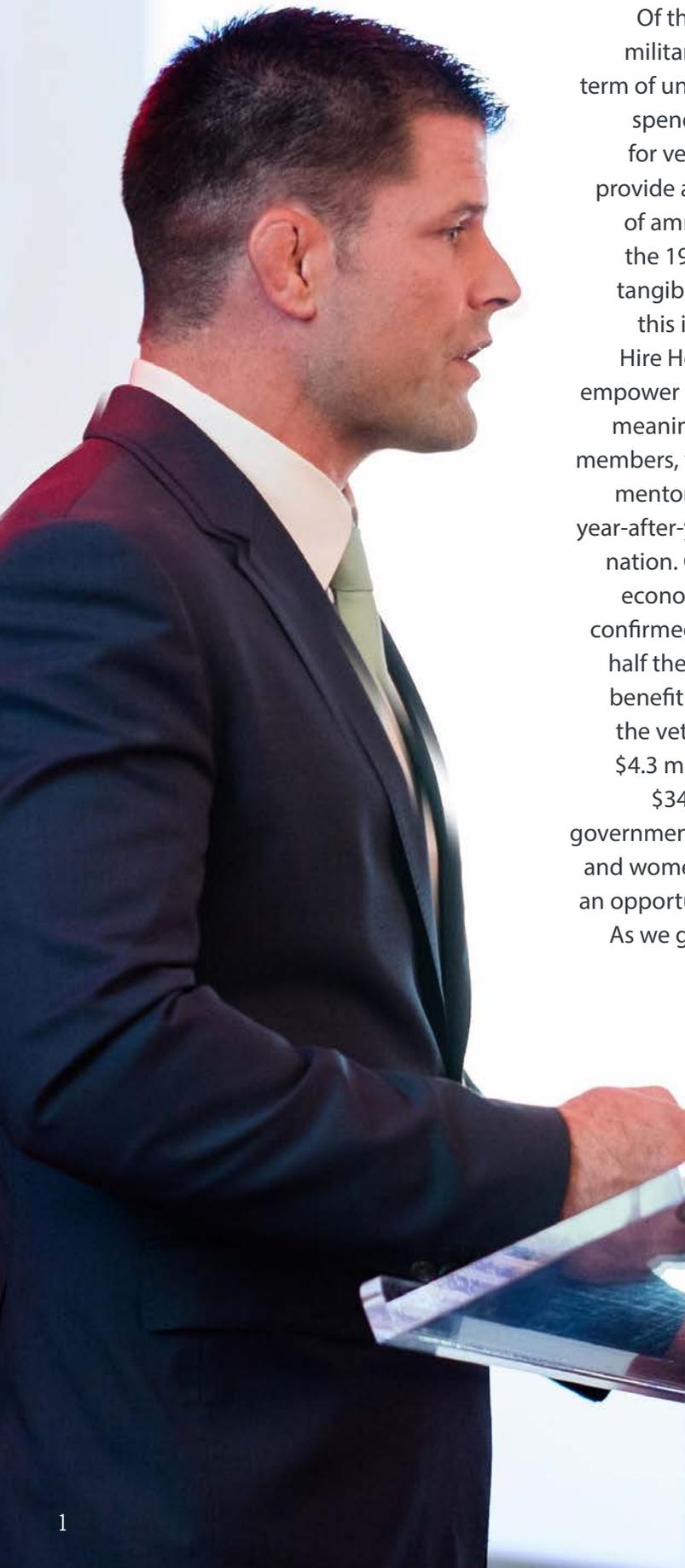
Follow us on social media!

 @HireHeroesUSA

 @HireHeroesUSA

 [linkedin.com/company/Hire-Heroes-USA](https://www.linkedin.com/company/Hire-Heroes-USA)

 [facebook.com/HireHeroesUSA](https://www.facebook.com/HireHeroesUSA)



Of the one million military members that will transition out of the military in the next four years, more than half will experience some term of unemployment. As a consequence, the Department of Defense spends up to one billion dollars a year on unemployment benefits for veterans. To put that into perspective, one billion dollars would provide a brand new M4 carbine, combat optic, one thousand rounds of ammunition, and a \$2,000 bottle of champagne for every one of the 194,000 active duty Marines. Anyone who considers the skills – tangible and intangible – of military service members will recognize this is a silly problem to have. Thankfully, the problem is solvable. Hire Heroes USA has grown to more than 75 full-time employees to empower transitioning military members, veterans and spouses to find meaningful careers. In 2016, we will serve more than 15,000 military members, veterans and spouses with our personalized career coaching, mentoring and employment opportunity programs – programs that year-after-year have proven to be the most effective and efficient in the nation. Our effectiveness is perhaps measured best by the estimated economic impact of our programs. The average starting salary for a confirmed hire is \$45,000 per year and the length of unemployment is half the national average. For every confirmed hire, that means a net benefit of about \$6,300 to the government and more than \$7,200 to the veteran. In the first nine months of 2015, Hire Heroes USA spent \$4.3 million to achieve an estimated economic impact of more than \$34 million. Our goal at Hire Heroes USA is not solely to help the government save money or help veterans find a job. We ensure the men and women who sacrificed tremendously in service to this nation have an opportunity to be leaders in our society, as they were in the military. As we grow to meet the needs of those million transitioning military members, we ask for your continued support.

Brian Stann  
President and Chief Executive Officer  
Former Marine Corps Captain

# WHAT DO WE STAND FOR?



## MISSION

Hire Heroes USA empowers U.S. military members, veterans and spouses to succeed in the civilian workforce. As a 501(c)(3) nonprofit organization, Hire Heroes USA's services are provided at no cost.



## VISION

Be the nation's preferred veteran employment service organization through a relentless focus on personalized career coaching that improves clients' quality of life and strengthens the U.S. economy.

## VALUES

Integrity ★ Passion ★ Effectiveness ★ Collaboration



## HISTORY

U.S. Army Sergeant Justin Callahan was grievously wounded in a land mine explosion while on patrol in Afghanistan in 2004. Callahan returned to the U.S. as a patient at Walter Reed Army Medical Center, where he underwent seven surgeries and extensive physical therapy after the amputation of his left leg below the knee. While in treatment, Callahan met MedAssets' former President and CEO, John Bardis, who immediately developed a friendship with the wounded soldier. When Bardis learned about Callahan's dismal plans for the future, the business executive immediately extended an employment opportunity to Callahan.

---

**Mr. Bardis' concern for the plight of unemployed veterans inspired him to create a personalized employment assistance program to help military members, veterans and spouses find civilian jobs.**

---

After meeting Callahan, Bardis' concern for the plight of unemployed veterans inspired him to create a personalized employment assistance program to help transitioning military members, veterans and spouses find civilian jobs. Hire Heroes USA was launched as a program of the nonprofit Health Careers Foundation in 2005; in 2007, the Health Careers Foundation ceased all other program activities to concentrate on the military hiring initiative of Hire Heroes USA. The name was legally changed to Hire Heroes USA in 2010.

Five years ago, Hire Heroes USA had only seven employees working from one office in Georgia, resulting in about two veterans confirmed hired each week. Our growth since then is due to the generosity of our funders and supporters, and our laser focus on a narrow mission. Now, we have more than 75 full-time employees working from offices in Alpharetta, GA; Raleigh, NC; Plano, TX; Colorado Springs, CO; San Diego and Torrance, CA; and, Auburn, WA.

The Hire Heroes USA team has built a national reputation of excellence for helping veterans find jobs at the rate of more than 50 veterans confirmed hired each week in Fiscal Year 2015 at a 45% conversion rate from "helped" to "hired."



## OUR COMMITMENT TO EFFICIENCY AND EFFECTIVENESS

We value transparency and accountability to the military members, veterans and spouses we assist, as well as those who support our organization. Transparency and accountability are really factors of effectiveness and efficiency: how many veterans do we help get jobs and how much does that cost?

---

**A *confirmed hire* is when a veteran or spouse received support from Hire Heroes USA that *significantly* advanced their job search, resulting in employment that matches their desires or skills.**

---

To ensure program integrity and measure program effectiveness, we scrutinize every reported hire from our Transition Specialists and employment partners in order to confirm whether that reported hire should be attributed to our efforts—if our team was unable to assist in a significant way, we do not count that hire as confirmed.

A ***confirmed hire*** is when a veteran or spouse received support from Hire Heroes USA that ***significantly*** advanced their job search, resulting in employment that matches their desires or skills.

To arrive at our primary measure of efficiency—the average cost per veteran hired—we divide our total expenses by the number of veterans confirmed hired during a reporting period. In Fiscal Year 2015, the average cost per hire was less than \$1,500—a 27% reduction in the cost per hire from Fiscal Year 2014. Read another way, ***we increased program efficiency by 27% in Fiscal Year 2015.***

Best-in-class designations from the  
George W. Bush Institute, USO and Call of Duty Endowment

---





## HIRE HEROES USA MEETS THE NEED

While the national unemployment rate has decreased as the economy has improved, certain segments of Post-9/11 veterans continue to struggle with higher unemployment rates than older veterans or the country as a whole.

Service-wide force reduction in support of changing national policies and a shrinking Defense budget means nearly one million service members are expected to transition into the civilian sector over the next four years. Without effective transition assistance, many of these former military members could join the ranks of more than half a million unemployed veterans (Bureau of Labor Statistics, July 2015).

Veteran unemployment negatively impacts not only the individual and family, but also the communities in which they live, and annually costs the Department of Defense \$1 billion in unemployment benefits (Department of Labor, 2013). The need is great for best-in-class veteran employment assistance.

At current capacity, Hire Heroes USA is able to assist approximately 150 transitioning military members, veterans of all eras and spouses each week. 90% of Hire Heroes USA clients are previously enlisted veterans and spouses between the ages of 18-26 and, therefore, statistically most likely to be unemployed. At current capacity, Hire Heroes USA helps more than 50 veterans find jobs each week at a 45% conversion rate from “helped” to “hired.”

**5,000 MILITARY MEMBERS TRANSITION WEEKLY**

**1 MILLION WILL TRANSITION IN THE NEXT 4 YEARS**



## SERVICES OFFERED

We are dedicated to providing personalized service for every military member, veteran or spouse that registers on our website or attends one of our Transition Workshops. Hire Heroes USA assists clients through the following services.

### ONLINE/TELEPHONE CAREER COACHING

is a free service for military members, veterans and their spouses. This three-phase process of assessment, training and mentorship helps clients understand their transferable skills, learn effective job search techniques and create professional resumes.

### TRANSITION WORKSHOPS

are sponsored by the USO, as well as other corporate partners, and assist military members and spouses who are transitioning into civilian life. During the two-day workshops, participants create a business resume, learn how to conduct an effective job search and practice interview techniques.

### CAREER OPPORTUNITY DAYS

are held in partnership with the USO in the vicinity of military bases that have previously hosted Transition Workshops. These non-traditional job fairs provide companies with an opportunity to meet job-ready transitioning military members who can convey their talents and experience in civilian terminology.

### THE HIRE HEROES USA JOB BOARD

is a free, online forum for Hire Heroes USA's pool of military members, veterans and spouses to access jobs posted by companies looking to hire veterans. Candidates are able to post their resumes and apply for jobs directly through the Hire Heroes USA Job Board. For a nominal fee, companies are able to create profiles, post open positions and search for potential candidates.

### OUTREACH

to military members, veterans and spouses is conducted regularly to round out their job search, and ensures that each client receives a continuum of personalized services. Follow up and outreach are conducted even after a client secures employment. Our services don't go away until a client has voiced that they no longer need our help.

---

From the initial point of contact, each client is assigned to a Transition Specialist who learns their personal story, shares their struggles and **celebrates their victories.**

---



# YEAR-BY-YEAR COMPARISON

	FY15	FY14	% Change
Registrants	6,605	4,170	58%
Assessments	6,057	3,046	99%
Resumes	5,262	3,140	68%
Counselings	38,804	16,504	135%
Workshop Participants	1,142	1,225	-7%

**2,805**

**CONFIRMED HIRES IN FY15**

(up from 1,336 veterans and spouses in FY14)

**\$1,496**

**COST PER HIRE IN FY15**

(down from \$2,061 in FY14)

## ONLINE/TELEPHONE CAREER COACHING

**2,249** | CONFIRMED HIRES  
**38,804** | COUNSELINGS  
**4,208** | COMPLETED RESUMES

## TRANSITION WORKSHOPS

**447** | CONFIRMED HIRES  
**33** | LOCATIONS  
**91** | WORKSHOPS



## PROGRAMS

The majority of the Hire Heroes USA team serves under the Programs department where 67% of staff are military veterans, representing the U.S. Army, U.S. Navy, U.S. Marine Corps, and U.S. Air Force. This department delivers online and virtual career coaching, conducts Transition Workshops and assists in Career Opportunity Days for Hire Heroes USA clients. The Programs department also encompasses our Volunteer Program, in addition to our Employment Opportunities Department.

### WHAT DOES IT MEAN TO BE A TRANSITION SPECIALIST AT HIRE HEROES USA?

Without a doubt, our staff members are what make Hire Heroes USA “Best in Class.” Each Transition Specialist has a passion for helping military members, veterans and spouses, and many have a personal connection to the military. We asked our team to answer a few questions about why they joined Hire Heroes USA and what have been some of their most meaningful experiences working with veterans.

“Many veterans and spouses believe that they bring very little to the table in terms of civilian employment. This is far from the truth.

Instilling confidence in a client by highlighting their strengths of leadership, loyalty and a strong work ethic is very rewarding for me.

Watching the transformation fills me with excitement and pride.”

—Transition Specialist; San Diego, CA



“Hire Heroes USA is having a tremendous impact on service members and their families. We are providing free, top-notch services that are resulting in their employment. Our assistance is improving the quality of lives.”

—Transition Specialist;  
Torrance, CA

“I was leading a workshop nearby Joint Base Lewis-McChord, WA. On the second day of the workshop, I presented a service member with his resume that I revised and tailored for him. When he saw the improvements I made to his resume, he said to me, “I feel so much better about my future now that I see this resume.” He was emotional. I was emotional. THAT is the impact that we’re making.”

—Transition Specialist; Auburn, WA

“My favorite part about working with fellow veterans is relating to their stories and personality through conversation. I like that they know that I have their best interest in mind and enjoy genuinely helping them be better for themselves and their family.”

—Transition Specialist; Alpharetta, GA

“Hire Heroes USA has a huge impact on those we serve. It’s not just a handout; it’s a self-sustaining tool. Working with veterans and spouses on an individual basis is an opportunity to show them that we care, that they’re not alone in the struggle.”

—Transition Specialist; Plano, TX

## EMPLOYMENT OPPORTUNITIES DEPARTMENT

For a nominal fee, more than 800 employment partners post job openings on the Hire Heroes USA Job Board and recruit top veteran talent from the resume database of nearly 3,000 active, job-seeking veterans and spouses. Nearly every day, new employment partners sign up to use the Job Board, increasing the quantity and variety of open positions. In turn, veterans and spouses gain greater access to quality positions across the country.



## VOLUNTEER PROGRAM

Our Volunteer Program leverages skills-based volunteering from business professionals and general volunteer opportunities at special events to increase program efficiency and effectiveness. In Fiscal Year 2015, 127 volunteers from 25 states contributed 1,116 hours to our programs and services by participating at Transition Workshops, conducting mock interviews and career counseling sessions, assisting with our Salute to Veterans Golf Classic and 5K Race for Heroes and working on research and publications.

Volunteers helped make special events unusually successful in FY15, generating over \$200,000 to finance our operations. Most importantly, 140 veterans obtained employment after receiving resume, interviewing and networking guidance from volunteers as an augmentation to the regular suite of services provided by our Transition Specialists.

There are growing opportunities for volunteers to get involved in our events, services and supporting tasks. We appreciate every hour our volunteers donate and look forward to celebrating future successes with their assistance.

**127 VOLUNTEERS FROM 25 STATES**  
**1,116 HOURS CONTRIBUTED TO 140 VETERANS HIRED**

“[The volunteer] broke my strengths and weaknesses down for me, answered all of my questions and gave me excellent feedback! He gets an A+ from me!”  
 — Military spouse, Virginia

“It is great to be able to use some of my experience as a veteran and from the rest of my career to help others transition. It is typically the best part of my day.”  
 —Hire Heroes USA Volunteer

“I think that I learn more from the volunteering than I teach. I wish that I had something like this when I transitioned out of the service.”  
 —Hire Heroes USA Volunteer

“It’s important to give whatever support we can to those who have sacrificed so much. I can’t tell them that I can relate, I can’t tell them that I understand how they feel, but as an experienced professional, I can tell them how to position their military experience in the civilian world. It’s a privilege to help.”

—Hire Heroes USA Volunteer



“WWE has a longstanding history of supporting our military and we are extremely grateful for the sacrifices of our nation’s heroes. It is an honor for us to partner with Hire Heroes USA and support programs that help create job opportunities for our veterans.”

– Chief Brand Officer, WWE

## MARKETING & DEVELOPMENT

The Marketing & Development team provides vital support to our mission, to include: communicating with prospective partners and developing program strategies with corporate sponsors, executing marketing and communications strategies that increase awareness among potential clients and partners, planning and executing various events

throughout the year, managing relationships with corporate and individual donors, executing media strategies and managing the Hire Heroes USA website, social media properties, and other communications.

The generous contributions from Hire Heroes USA Corporate Partners allow us to continue empowering military members, veterans and spouses to succeed in the civilian workforce. We asked a few of our partners why they support Hire Heroes USA.

“Altria is proud of our new partnership with Hire Heroes USA. We look forward to working together to help them achieve their mission of offering transition assistance services to those who have honorably served in the U.S. military in order to reduce veteran unemployment.”

— Sr. Community Relations Specialist, Altria Client Services



Altria



“We are happy to continue supporting Hire Heroes USA and its mission of increasing the veteran employment rate. We are delighted that our investment in Hire Heroes USA continues to help so many veterans transition to jobs in the civilian workforce, and we look forward to many more veterans securing jobs.”

— CEO, Continuum Managed Services

“We view our financial partnership with Hire Heroes USA as a privilege. The work they are doing to benefit the men and women who protect our freedom every day is tremendous. If anyone in our domestic population is deserving of assistance, it is our veterans.”

— Principal, Cresa Atlanta



“At NCR, we recognize that the specialized military training veterans and reservists receive enables them to develop valuable skills – confidence, discipline, leadership and teamwork – critical to our corporate mission of making the everyday easier for everyone our business touches around the world. To that end, NCR is pleased to partner with Hire Heroes USA as another avenue to recruit and provide retraining to military veterans who are entering the private sector ranks.”

— Human Resources Vice President, NCR Talent Innovation Center of Excellence

“The leadership, initiative and creative problem solving veterans draw from their military service has the potential to transform organizations that hire them.”

— Executive Director, Call of Duty Endowment





## FINANCIALS

Due to our many generous funders and supporters, Hire Heroes USA has nearly tripled in size and revenue over the past three years. Part of our financial health is demonstrated through transparency in our results and spending. Below you will find a summary of our independently audited financials for Fiscal Year 2015. Copies of our FY15 Audit Report and Form 990 can be found on our website under the “About” tab and “Financials” page.

***We are proud to report that 88.81% of our income was spent on program activities in FY15—a 4.5% improvement from FY14.***

While no single, national standard exists as the benchmark for responsible spending on programs and services, Charity Navigator reports that seven out of 10 nonprofits it evaluates spend at least 75% of their budget on programs and services, while nine out of 10 spend at least 65% on programs and services.

## NET ASSETS

Assets	FY15	FY14	FY13
Cash	\$2,728,470	\$1,994,272	\$1,207,738
Investments - Restricted	\$400	\$0	\$0
Investments	\$309,224	\$124,721	\$106,497
Accounts receivable	\$128,428	\$776,146	\$23,803
Prepaid expenses	\$2,492	\$2,105	\$1,868
Other assets - current	\$0	\$0	\$2,960
Property, plant, and equipment, net	\$22,625	\$11,192	\$15,142
Accounts receivable - Current Portion	\$0	\$200,000	\$0
Intangible assets, net	\$0	\$4,583	\$10,083
Other assets - non current	\$8,683	\$1,775	\$1,775
<b>Total Assets</b>	<b>\$4,359,922</b>	<b>\$3,114,794</b>	<b>\$1,481,145</b>
Liabilities	FY15	FY14	FY13
Accounts payable	\$70,433	\$38,470	\$45,806
Accrued expenses	\$162,655	\$80,816	\$48,676
Unearned revenue	\$19,944	\$26,061	\$22,029
<b>Total Liabilities</b>	<b>\$253,032</b>	<b>\$145,347</b>	<b>\$116,511</b>
<b>Total Net Assets</b>	<b>\$4,108,890</b>	<b>\$2,969,447</b>	<b>\$1,364,634</b>

# FISCAL YEAR 2015 FINANCIALS



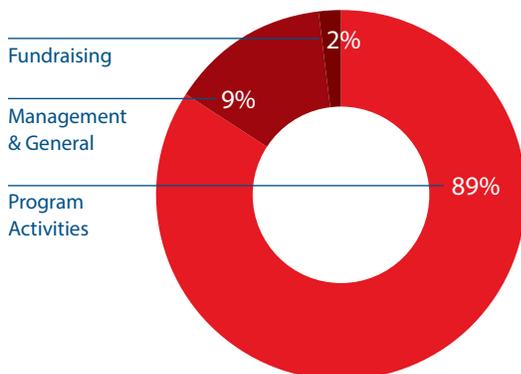
## EXPENSES

Expenses	FY15	FY14	FY13
Program Activities	\$3,896,332	\$2,746,308	\$1,557,586
Management and General	\$399,618	\$444,629	\$266,248
Fundraising	\$96,898	\$67,120	\$132,070
<b>Total Expenses</b>	<b>\$4,392,848</b>	<b>\$3,258,057</b>	<b>\$1,955,904</b>

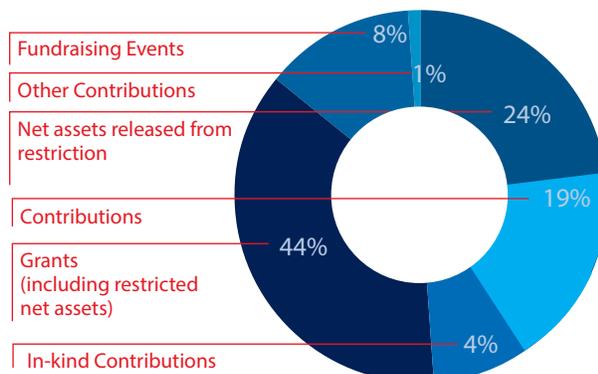
## REVENUE

Revenue	FY15	FY14	FY13
Contributions	\$858,823	\$1,512,136	\$1,045,575
Fundraising Events (less direct benefit to donors)	\$375,008	\$342,908	\$321,907
Grants (including restricted net assets)	\$1,985,464	\$1,382,577	\$847,615
In-kind Contributions	\$195,239	\$505,040	\$150,852
Investment Income (Unrealized gain on investment, interest and dividend income)	-\$9,164	\$19,672	\$18,862
Other Contributions	2,839	\$1,345	\$429
Net assets released from restriction	\$1,087,785	N/A	N/A
<b>Total Revenue</b>	<b>\$4,495,994.00</b>	<b>\$3,763,678</b>	<b>\$2,385,240</b>

## TOTAL EXPENSES



## TOTAL REVENUE





*Without the help of generous donors and funders, we would not be able to continue offering our services free of charge to military members, veterans and their spouses.* Due to space considerations, we are unable to list every donor who contributed to our mission in FY15. Listed below are our most prominent donors and sponsors.

## **DONORS \$1,000,000 AND ABOVE:**

The Call of Duty Endowment

## **DONORS \$500,000 - \$999,999:**

7-Eleven, Inc.

United Service Organizations

## **DONORS \$250,000 - \$499,999:**

Altria Group, Inc.

MedAssets

PwC Charitable Foundation

## **DONORS \$100,000 - \$249,999:**

George T. Lewis Jr. Foundation

NCR Foundation

World Wrestling Entertainment, Inc.

The Shipley Foundation (Nutter, McClennen & Fish LLP)

## **IN-KIND DONATIONS**

### **OVER \$100,000:**

J. Walter Thompson Atlanta

MedAssets

### **DONORS \$50,000 - \$99,999:**

1011 Foundation

Continuum Veterans Foundation, Inc.

Frank Bruno

Veteran Green Jobs

## **DONORS \$10,000 - \$49,999:**

Anheuser-Busch

BodyBuilding.com

Boeing Company

Brock Enterprises

Country Club of the South Charity Guild

Coca-Cola of North America

Cresa Partners of Georgia

Five Finger Death Punch

Halsey Wise

JcpSSC, Inc.

Mary Scanlan

Pivotal Payments

Silicon Valley Community Foundation

State Farm Mutual Automobile Insurance Company

Veterans United Foundation

## **DONORS \$5,000 - \$9,999:**

Cousins Properties Foundation Inc.

IASIS Healthcare Corporation

IMA Corporate Interiors

Loren Haas

Paula Kessler-DiPaolo

Pearce Family Foundation

Ryan Bader Foundation

***Individual donors contributed \$206,769 to the Hire Heroes USA mission in FY15.***



**Veteran: Jacob Jackson**  
**United States Marine Corps, E-4**  
**Hired as a Production Analyst**

As a nine-year veteran of the Marine Corps with leadership, staff management, and personnel development experience, my transition was a struggle. As a Marine, I lead teams of up to 40 personnel, managing risk upon multiple lines to protect assets and equipment valued at over \$5M while meeting the expectations of senior leadership. When I left that behind, I felt a lack of community and that I didn't belong. I wanted to stay in, but life had other plans for me. I have a Master's degree, but still felt lost when it came to writing a resume or presenting myself professionally in an interview. The Transition Specialist that I worked with at Hire Heroes USA

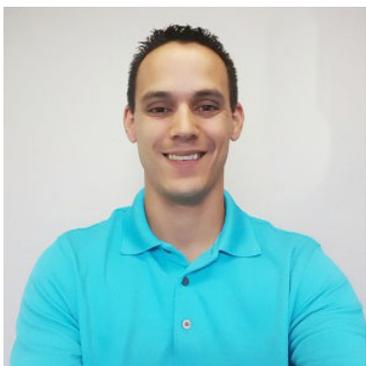
coached me through the entire employment process. He worked with me to create a strong resume and set me up with mock interviews so that I could practice before the real thing. Always available to answer my many questions, I can't thank him enough. My whole experience with Hire Heroes USA was great! I have told other veterans about the services they provided and how they helped me succeed in getting my dream job of working for the Dallas Cowboys.



**Military Spouse: Katie Popowski**  
**Hired as a Website Manager**

My experience with Hire Heroes USA was wonderful. My husband served in the Army and National Guard for 11 years, and I was pleased to hear I could also utilize the valuable tools that Hire Heroes USA offers as the spouse of a veteran. My husband and I had just relocated to Colorado, and I didn't have much luck with my own job search, so I contacted Hire Heroes USA hopeful that they could help. The entire process of my interaction with Hire Heroes USA was pleasant and really quite easy. My Transition Specialist helped me refine my professional resume and cover letter to better exemplify my work experience and

skills. Hire Heroes USA also assigned me to an Outreach/Sourcing Specialist who actively sent me opportunities that matched my skillset. Just days after working with Hire Heroes USA, I received a phone call from my Sourcing Specialist; she had found me an opportunity that was exactly what I was looking for. She reached out to the job contact on my behalf before encouraging me to apply for the position. The team at Hire Heroes USA jumped into action, and helped me pull together my application and proper documentation to submit. On Friday I had a phone interview, on Monday I had an in-person interview, and I was offered the job.



**Transitioning Military Member: Kelvin Almazan**  
**United States Marine Corps, E-4**  
**Hired as a Computer Operations Analyst**

My transition from the Marine Corps to the civilian world presented unique challenges, and adjusting my mannerisms and speech was the most difficult. I was used to talking a certain way and using acronyms with fellow service members, but when I transitioned out I quickly realized I couldn't do that any more. My resume was no different. After I connected with my Transition Specialist, he showed me how to make my resume more professional and appealing to prospective employers. It was ultimately this resume that secured an interview. Having that polished resume, along with other tips and advice from my Transition Specialist, gave me the

confidence I needed to impress my employer during my interview. Finally getting a job really put me at ease. I used to struggle financially, but now I can breathe a sigh of relief knowing that I can pay the bills next month. I also like that my Transition Specialist stayed in touch with me, even after I secured employment. It's that dedication to each veteran that makes Hire Heroes USA stand out from other organizations. I can't thank them enough for all they have done for me, and I would absolutely recommend their services to others making the transition.



### Veteran: Andrew Parry

**United States Air Force, O-3**

**Hired as a Purchase Services Manager**

As a United States Air Force Captain and with 10 years of experience in logistics and supply chain management, I didn't think I would have any trouble finding a job as a civilian. I was a college-educated military officer with great training and experience, yet I struggled to translate that military experience into "corporate language." It was difficult to eliminate the mind-set I had that I would be immediately hired based solely on my military experience. By working with a Transition Specialist at Hire Heroes USA, I greatly improved my resume so that it reflected my military experience in corporate terms and stood out from the crowd. My revised resume helped me sell myself to employers because they understood how my skills aligned with their needs. I was also able to take advantage of Hire Heroes USA's interview coaching opportunities with a volunteer mock interviewer. Less than one month after registering for services with Hire Heroes USA, I received a great job offer in an industry I wanted to work in that met my salary expectations. I sincerely thank Hire Heroes USA for all of their help. This is a tremendous service for veterans and their spouses.



### Military Spouse: Kent Wheeler

**Hired as a Mechanical Engineer**

As a working professional married to an active duty military member, the burden of moving every few years becomes a stressor on your career as well as your family. When my wife received orders moving us from Washington D.C. to Oklahoma City, I started looking for a job near our new duty station. It was difficult to manage a job search on top of an existing workload, family responsibilities and the logistics of an upcoming move. After hearing about Hire Heroes USA, I registered for the program and was assigned a Transition Specialist who understood the military lifestyle and current job market. My Transition Specialist immediately helped to alleviate the stress of the job search by providing resume services, professional guidance, and negotiation tips in finding the right job. The polished resume that Hire Heroes USA created for me increased the amount of responses I received from applications. Even if employers didn't have an employment opportunity for me, they were willing to forward my resume to their network, and that ultimately led to the job offer I accepted. Military transition and spouse employment are major issues veterans and families have to overcome and Hire Heroes USA does an incredible job supporting both. What they do is amazing! My wife and I are already sharing our experience with every one we know. Thank you!



### Transitioning Military Member: Jessica Crum

**United States Army, E-6**

**Hired as a Financial Services Technician**

The biggest challenge for me during my transition was the fact that we were moving to a new location after separating from the military. I found that employers were less likely to take you seriously with an out-of-state address. Many were hesitant to provide a telephone interview in lieu of an in-person interview, and when I did travel for interviews, it was a lot of coordination and money. I first connected with Hire Heroes USA at a Transition Workshop held on base at Fort Bragg. My Transition Specialist spoke with me about the difficulties I was having, and he was quick to offer ideas and helpful tips to overcome the challenges. I left the workshop with a revised resume that incorporated his suggestions and a new outlook on finding employment. We remained in touch throughout my job search, and he continued to check in on me. Knowing that I had my Hire Heroes USA Transition Specialist in my corner to assist me was great. Now I have a great new job in a city I want to live in. Without a doubt, I recommend transitioning soldiers work with Hire Heroes USA. Thank you all!



**AN ANNUAL REPORT** can only give an overview of our programs and services, financial standing and impact in the veteran unemployment space. For further information or to learn how you can help support our mission, please visit our website, [www.hireheroesusa.org](http://www.hireheroesusa.org).

**VOLUNTEER:** Hire Heroes USA is proud to have devoted volunteers from across the country who are dedicated to supporting military members, veterans and spouses in their civilian job search. The majority of our volunteers participate in remote opportunities, meaning that you can volunteer with Hire Heroes USA from the comfort of your home or office. To learn about local and remote volunteer opportunities, visit [www.hireheroesusa.org/volunteer-partners](http://www.hireheroesusa.org/volunteer-partners).

**DONATE:** Make a tax-deductible donation to Hire Heroes USA and empower military members, veterans and spouses to succeed in the civilian workforce. To learn about other ways to support our mission, visit [www.hireheroesusa.org/ways-to-donate](http://www.hireheroesusa.org/ways-to-donate).

**HIRE A VETERAN:** Interested in hiring veterans? Become an employment partner of Hire Heroes USA to gain access to thousands of candidates across the country. To learn more about becoming an employment partner of Hire Heroes USA, visit [www.hireheroesusa.org/employment-partners](http://www.hireheroesusa.org/employment-partners).

**SUPPORT A HIRE HEROES USA EVENT:** Hire Heroes USA participates in a number of fundraising events throughout the year. The most notable include: the MedAssets Race for Heroes 5K on Armed Forces Day, the New York City Benefit Dinner held near Independence Day and the Salute to Veterans Golf Classic to raise awareness around Veterans Day. To learn about upcoming events in need of community involvement and support, please visit [www.hireheroesusa.org/event](http://www.hireheroesusa.org/event).

**SPREAD THE WORD:** Do you know a military member, veteran or spouse who could benefit from our services? Are you interested in getting your community involved in fundraising events? Please refer to [www.hireheroesusa.org](http://www.hireheroesusa.org) for information on our services, events, initiatives and ways to support our mission.

Don't forget to connect with us!

You can follow us on Twitter and Instagram, connect with us on LinkedIn and like us on Facebook.



@HireHeroesUSA



@HireHeroesUSA



<http://www.linkedin.com/company/hire-heroes-usa>



<https://www.facebook.com/HireHeroesUSA>



Transforming Military Service into Civilian Success

[www.hireheroesusa.org](http://www.hireheroesusa.org)

844.634.1520