

Veteran Incentive Award Submission 2024 CareerSource Palm Beach County

CareerSource Palm Beach County (CSPBC) serves and honors local US military veterans and their spouses by empowering them to build meaningful lives through connections to fulfilling careers, benefits, and services. As the President and CEO of CSPBC, and a proud Navy Veteran, I submit this incentive award nomination that highlights our agency's partnerships, accomplishments and demonstrates our commitment to serving those who have served.



Julia Dattolo | President & CEO



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JOBS FOR VETERANS STATE GRANT

In program year 2023, CSPBC faced significant staff shortages in the Jobs for Veterans State Grant (JVSG) department due to a hiring freeze at FloridaCommerce and two staff members being recalled to active duty.

Operating at half capacity, and for months without a Local Veteran Employment Representative (LVER), CSPBC staff took on the challenge to ensure service levels remained intact and **no veteran was left behind**.



Words cannot express the **gratitude** I have for your department and team. Thanks to you, I was able to get back on my feet and provide for my son. You gave me the **strength** and confidence that I needed.

Cody Khan, Sgt USMC

JVSG Participant

JVSG TEAM



Frank Mieses
VPM
Coast Guard, Veteran



Tory Renza
CP
Navy, Veteran



Michael Sprague
DVOP
Army, Veteran



Angelika Goldstein
DVOP
Air Force, Veteran



Jesse Mejia
LVER
Marine Corps, Veteran



Tasha Mullings
DVOP
Army, Veteran



CURRENTLY SERVING
Vanessa Cardozo
DVOP
Navy



CURRENTLY SERVING
Jhon Florez
LVER
Army

PY 2022

BY THE NUMBERS

PY 2023

VETERANS SERVED 462

VS.

VETERANS SERVED 546

89 veterans enrolled in WIOA **\$26.69** average wage

97 veterans enrolled in WIOA **\$26.89** average wage

363 SBE veterans served **168** SBE veterans employed

434 SBE veterans served **158** SBE veterans employed

VETERAN STAND DOWNS HOSTED BY THE CAREER CENTER



McKinney-Vento Homeless Family Stand Down

CSPBC, alongside our partners with the Palm Beach County School District McKinney-Vento Program, and the DCF Hope Florida Program, spearheaded an employment-focused stand down event for homeless families of Palm Beach County schools. Veterans were identified at event registration and had resources on hand at the event, including Disabled Veteran Outreach Program (DVOP) services. CSPBC provided resume and interview workshops and individual sessions for each attendee.

United for Veterans

In October, CSPBC partnered with the United Way of Palm Beach County's Mission United to host a veteran stand down and resource expo at Palm Beach State College. This provided an opportunity for veterans to connect with local organizations and to learn more about the help available to them, including mental health, employment, legal assistance, service dogs, and more.



PARTICIPATION IN VETERANS STAND DOWNS



Veterans Stand Down Fair

The Veterans Stand Down Fair organized by Dr. Thomas Peate and the West Palm Beach VA, featured over fifty veteran-friendly vendors providing free resources. CSPBC's Veterans department promoted the Get There Faster Veterans grant and other employment services. Attendees accessed housing assistance, financial aid, VA loans, free dental care, and alternative treatments like hyperbaric oxygen therapy. The event offered vocational and educational support, health, and wellness activities, including yoga and recreational therapy, and legal aid for advanced directives and estate planning.

American Heroes Day

On January 25th, 2024, Veterans Program Manager (VPM) Frank Mieses, and CP Tory Renza attended American Heroes Day at the South Florida Fairgrounds. They engaged with veteran organizations, including Palm Beach County Human and Veteran Services, Southeast Florida Honor Flight, Mission United, Wounded Veterans Relief Fund, Transitioning service member Advocates, and Paws for Liberty. The event saw significant attendance from veterans and their families, allowing the CSPBC vet team to disseminate information about local veteran services, the Get There Faster Veterans grant, and other resources.



VETERANS JUSTICE INVOLVED PROGRAMS



Veterans Court

The Palm Beach County Veterans Treatment Intervention (VTI) Veterans Court addresses underlying issues contributing to veterans' involvement in the criminal justice system. CSPBC DVOP specialists connect with justice-involved veterans through this program, providing services to help them reintegrate into society and reduce recidivism.

Since 2022, CP Tory Renza has served as a mentor for female veterans in the VTI program, offering guidance and support for successful reintegration. This role is particularly significant for female veterans who have experienced military sexual trauma (MST) and may be dealing with alcohol abuse, substance abuse, emotional trauma, and mental health issues.



South Bay Correctional Facility

On August 24th, 2023, VPM Frank Mieses and CP Tory Renza conducted a reentry program at the South Bay Correctional Facility. They aimed to empower veteran inmates nearing reentry into civilian life by introducing them to the services provided by CSPBC. Throughout the seminar, Frank and Tory offered guidance and shared information about CSPBC services and resources available to assist veterans in their transition from incarceration.



*My name is **Freddie Solomon** and I am a former Narcotics Officer for the New York Police Department and served in the 2nd Infantry Division in the United States Army during the Korean War. I am currently the lead mentor for the Palm Beach County Veterans Treatment Court.*

Tory has been with us since 2022 as a female veteran mentor and I am writing to express my sincere gratitude for her support for all veterans enrolled in the diversion program. Her kindness and empathy have been instrumental in helping veterans navigate this challenging period of their lives. Her dedication and encouragement have made a significant difference in their lives, providing them with tools and confidence to move forward. I am also proud to have witnessed her overcome adversities and develop into the professional she is today. We all sincerely appreciate her efforts as the youngest female mentor to ever serve alongside us. Thank you, Tory, for being a reliable mentor and advocate. Your impact is greatly appreciated.

VETERANS HOMELESS PROGRAMS PARTICIPATION



Salvation Army Center of Hope

CSPBC has established itself as a comprehensive resource for veterans residing at the Salvation Army Center of Hope. In collaboration with Case Management Specialist Susan Thomas and Major Leisha Hall, veterans are referred to CSPBC for specialized assistance from the JVSG staff upon being sheltered. CSPBC conducts regular training sessions with Salvation Army Center of Hope staff, providing information on available services.



Faith Hope Love Charity

CSPBC has maintained a strong relationship with Faith Hope Love Charity, a nonprofit organization that assists homeless and at-risk veterans. This partnership has enabled JVSG staff to make direct referrals to the organization. Faith Hope Love Charity has been a significant advocate for our services, consistently referring veterans in need of employment assistance to CSPBC.



The OSCARSS Resource and Referral Portal

All JVSG staff are registered on Palm Beach County's Emergency Rental Assistance Program portal (OSCARSS), enabling them to refer veterans directly to shelters such as the Homeless Coalition of Palm Beach County, Gulfstream Goodwill Lewis Center and The Lord's Place, Inc. The shelters are mandated to contact the referred veterans within two business days.

This allows JVSG staff to make direct referrals without relying on the VA; thereby providing veteran clients with a broader range of shelter options. The streamlined process ensures that veterans receive timely and effective support.



The Lord's Place Ending Homeless Breakfast

CSPBC staff, including the JVSG team, and over 600 community members attended a breakfast at the Kravis Center. The breakfast supports the mission of the Lords Place and provided a perspective on the severity and cycle of homelessness and underscored the importance of resolving this barrier as swiftly as possible for our veterans in Palm Beach County.

HOMELESS VETERAN OUTCOMES



Served
61



Employed
30



Average Wage
\$19.88

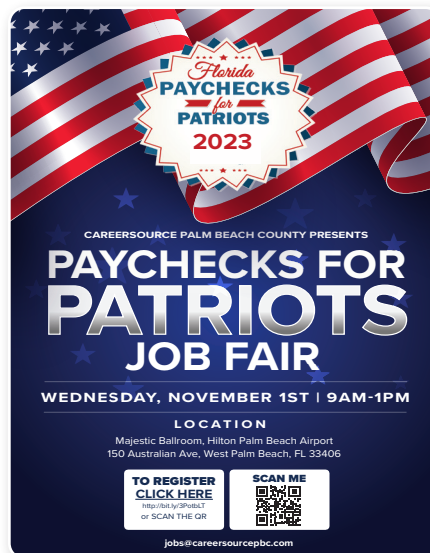
VETERAN SPECIFIC CAREER FAIRS

PAYCHECKS FOR PATRIOTS

At this year's 2023 Paychecks for Patriots event, with only a single LVER, CSPBC successfully recruited over fifty employers. Representatives from employers such as the City of West Palm Beach, Bridgestone Retail Operations, Coca Cola, the Hilton, Home Depot, and the Palm Beach County Sheriff's Office engaged with job seekers, conducting on-the-spot interviews. Mission BBQ, a veteran owned business, generously donated two hundred sandwich vouchers in support of the job fair.

The turnout was remarkable, with a total of 139 job seekers, including twenty-nine veterans, making this year's Paychecks for Patriots Job Fair one of the most successful to date.

- **Palm Beach Government:** *"The event was well organized and a great location. The CareerSource team, especially Frank and Tory, were excellent contacts. Overall, there was a great turnout of recruiters/companies and job seekers."*
- Jehan Sinanan
- **Pollo Tropical:** *"It is always a pleasure to attend these events. Thank you for giving companies like Pollo Tropical an opportunity to make a change within the communities we serve. The event is always well put together and provides us a great opportunity to hire someone."*



TRUSTED HOME CARE AGENCY

CSPBC partnered with Trusted Home Care Agency, a veteran-supportive employer, to launch a training program for veterans to become certified Home Health Aides. This partnership, involving the VA, enabled the employer to offer wages above the industry median. On January 12, 2024, VPM Frank Mieses and CP Tory Renza met with Trusted Home Care Agency and proposed an on-site hiring event to facilitate direct interactions between the employer and potential candidates.

Through coordination with the CSPBC Business Services team, Tory and Frank organized the on-site hiring event, resulting in the successful hiring of multiple veterans under their specialized Home Health Aides training program.

THCS HOME HEALTH AIDE

- Various locations in Palm Beach County
- Part-Time to Full-Time Hours
- Pay \$16.00-\$18.00/Hour
- CPR Certification is Required
- Physical within the last year
- Employer Training Provided upon hire: 59 Hours Online & 16 Hours In-Person
- Position requires frequent heavy lifting

About Trusted Homecare Services

Trusted Homecare Services is a nurse registry referring reliable aides to seniors and veterans. Their home care services allow seniors to be able to live independently and confidently in their own homes!

SCAN to Schedule an Interview

Thinking of working with Trusted Homecare Services?

IN-PERSON INTERVIEWS

MARCH 7, 2024 | 10AM - 2PM
3400 Belvedere Road West Palm Beach FL, 33406

Marie Merritt - Recruiter | 561-340-1060 x2204 | mmerritt@careersourcecpbc.com

MASS RECRUITMENT EVENTS

CSPBC LVERs are not just integrated, they are integral to our business service model. Our LVERs serve as the tip of the spear supporting most hiring events, engaging employers, and advocating for veterans every step of the way.



HEALTHCARE JOB FAIR
FEB. 8, 2024
10AM-1PM
Location
 NSU Palm Beach Campus
 11501 N Military Trail
 Palm Beach Gardens, FL 33410

Hiring Employers
 Morselle, Wellington Regional, Publix, Walgreens, Medical Specialists of the Palm Beaches & more!

Industries
 Pharmacy, nursing, respiratory therapy & more!

NSU Florida
CareerSource
 PALM BEACH COUNTY

CONTACT:
 Jhon Florez, 561-340-1060 ext. 2329
 jflorez@careersourcecpbc.com

An equal opportunity employer/organization. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document are for informational purposes only. TTY/Relay Florida is the Florida Relay Service at 711. Services provided through 311.org/311FL



CAREER FAIR
APRIL 9, 2024
12PM - 4PM
 4200 Congress Ave
 Lake Worth, FL 33461 Public Safety Building Room 108

Discover Your Next Career Opportunity! Network with 30+ Employers Across Diverse Industries This April

- Open to the public
- Bring Copies of your Resume
- Dress for Success

TO RSVP
 SCAN THE QR CODE OR **CLICK HERE**

CareerSource
 PALM BEACH COUNTY

PALM BEACH STATE COLLEGE
 careersourcecpbc.com

Hiring Events & Job Fairs



62
EVENTS



2,736
JOB SEEKERS

Nova Southeastern University Healthcare Job Fair

On February 8th, 2024, CSPBC organized a healthcare job fair at Nova Southeast University that brought together thirty prominent employers from the healthcare industry. The event was a significant opportunity for over two hundred job seekers to explore various career prospects, with a notable presence of twenty-four veterans among the attendees.



Palm Beach State College Job Fair

On April 9th, a Job Fair at Palm Beach State College attracted forty-seven employers and 406 jobseekers, including thirty-two veterans. VPM, Frank Mieses, and CP Tory Renza facilitated this event. Multiple veterans secured interviews, including a veteran who received an on-the-spot job offer through Tropical Shipping, a major marine cargo company.



COMMUNITY INVOLVEMENT

A COMMUNITY PARTNERS

Palm Beach State College Veteran Success Center

VPM Frank Mieses and CP Tory Renza coordinated with Luis Torres, the Director of the Veteran Success Center to keep his staff up to speed on programs and services for veterans available through CSPBC. Luis disseminated information about the Veterans Get There Faster grant to all veterans currently attending Palm Beach State College.



Veteran Owls

As an alumni member, CSPBC COO Steven Gustafson coordinates with Florida Atlantic University's (FAU's) Veteran Owls program to disseminate information on CSPBC services and training scholarships to veteran students of FAU.

Palm Beach Vet Center

CSPBC outposts staff at the Lake Worth Vet Center every Tuesday, where they engage with veterans and build upon their presence within the community. During these visits, DVOPS provide valuable information on employment opportunities, training programs, and support services available to veterans.



Friends of Veterans Friends of Veterans



A legacy of veterans helping veterans

Friends of Veterans is a Palm Beach County non-profit that aims to educate and assist our local veteran population. CSPBC VPM Frank Mieses attends monthly Friends of Veterans meetings to learn about community resources and promote CSPBC services and programs.

COMMUNITY INVOLVEMENT

Wounded Veterans Relief Fund

Veteran-founded in 2009, Wounded Veteran Relief Fund (WVRF) provides urgent financial assistance and critical dental care to eligible wounded and disabled veterans throughout the state of Florida.

CSPBC President and CEO Julia Dattolo serves on the WVRF Board of Directors supporting and guiding the performance of its mission.



WVRF Running for Heroes 5k | Devil Dog Race 5k

Striving to meet veterans where they are, CSPBC attended both the Devil Dog Race and Running for Heroes events hosted by WVRF. While in attendance, CSPBC, including President and CEO Julia Dattolo, promoted our services and the Paychecks for Patriots hiring event.

Mission United

Through Mission United, United Way of Palm Beach County and its partners, such as including CSPBC, serve those who served our country by ensuring veterans receive the support needed to lead fulfilling, healthy lives after completing military service. Representing CSPBC on the Mission United Advisory Council are COO Steven Gustafson and President and CEO Julia Dattolo.



JVSG TEAM COMMUNITY INVOLVEMENT BENEFITTING VETERANS

B COMMUNITY VOLUNTEERISM

Feeding Homeless Veterans

In October 2023, the Veterans team, alongside CSPBC President and CEO Julia Dattolo, spearheaded a volunteer initiative to serve lunch to the homeless at the Lewis Center. CSPBC organized Publix sandwich platters, chips, and beverages. The lunch service was conducted with a focus on prioritizing individuals experiencing homelessness, with particular attention given to addressing the unique needs of the veteran population.



Veterans Build

In November 2023, VPM Frank Mieses, DVOP Michael Sprague, DVOP Angelika Goldstein, and DVOP Vanessa Cardozo volunteered with Habitat for Humanity's Veterans Build. The team contributed to the construction of a home designated for a female US Army veteran and her three sons.

Palm Beach County Food Bank

In October 2023, the JVSG team and Director of Operations, Cody Melton, engaged in a volunteer initiative at the Palm Beach County Food Bank. This endeavor aimed to serve the community and veterans by sorting and packaging a diverse array of food items. The processed goods are for distribution to families in need throughout Palm Beach County.



Forgotten Soldiers Outreach

In March of 2024, the JVSG team at CSPBC volunteered with Forgotten Soldiers Outreach to assemble care packages for deployed service members. This initiative highlighted CSPBC's dedication to supporting deployed service members, ensuring they are not forgotten.

JVSG TEAM COMMUNITY INVOLVEMENT BENEFITTING VETERANS

B COMMUNITY VOLUNTEERISM



Veteran Networking Socials

JVSG staff participated in Veteran Networking Social events at Panera Bread in West Palm Beach (every third Wednesday) and at the Humana Center in Greenacres (every fourth Thursday). JVSG staff presented on available resources for veterans. The team networked with various veteran organizations, including those offering equine therapy, recreational therapy, holistic services, and community, government, and nonprofit resources.

Veterans Advisory Board

Julia is the chair for employment for Palm Beach County's Veteran Advisory Board. The Veterans Advisory Board brings together agencies from across the county to include the VA to empower veterans and share resources.



VETERAN VOLUNTEER POSITIONS HELD

Julia Dattolo

Wounded Veteran Relief Fund | Board of Directors & Chair of Marketing Committee

Advisory Council | Mission United

Habitat for Humanity Veteran Build | Co-Chair

Steven Gustafson

eMentor | Department of Veterans Affairs

Advisory Council | Mission United

Cody Melton

Chair | FWDA JVSG Subject Matter Expert Group

Tory Renza

Mentor - Palm Beach County Veterans Court

AWARD-WINNING SUPPORT, STRATEGIC REINVESTMENT



As the back-to-back recipients of the Program Year 2022 and 2023 Veteran Incentive Awards, CSPBC has reinvested the awarded funds to empower our veteran community. This reinvestment focuses on addressing critical gaps where community partners and internal resources may fall short.

This year, CSPBC introduced the Lyft-Up Veterans initiative, designed to remove transportation barriers that hinder veterans from conducting job searches. By providing access to ride-share services, this initiative directly supports veterans in their pursuit of employment, helping them overcome one of the most significant obstacles to securing a job.

PROMOTING THE HIRE VETS MEDALLION PROGRAM

HIRE VETS MEDALLION AWARD



CSPBC partnered with Nextera Energy Resources Director of Origination and Army Veteran Sophia Eccleston to promote the U.S. Department of Labor's Hire Vets Medallion program. Sophia provided a quote from Nextera energy to be used as part of our Hire Vets promotional material design.

Having the endorsement of a Fortune 200 company builds credibility surrounding the program and encourages all employers to strengthen their commitment to veteran hiring, retention, and professional development.

"Winning the HIREVets Medallion award underscores NextEra Energy's unwavering commitment to supporting our nation's veterans. As a veteran myself, I am deeply proud to work for a company that recognizes and values the unique skills and experiences we bring to the table. The company's dedication to recruiting, employing and retaining veterans reflects their commitment to fostering a supportive and empowering workplace for all."

Sophia E. Eccleston
Director, Origination | Nextera Energy Resources

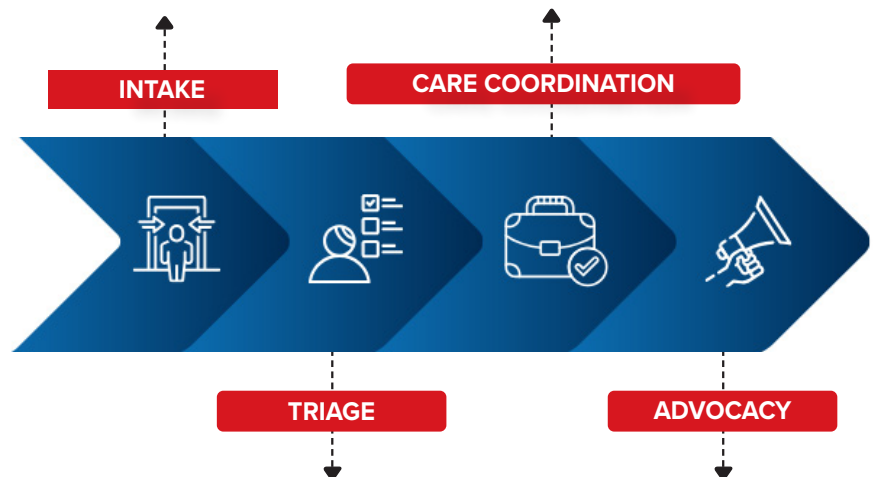
CAREER CENTER INTEGRATION

At CSPBC, our dedication to veterans is evident throughout our career centers, where they receive priority of service and holistic services. We've designed information cards to educate veterans and their spouses on the benefits available to them.



Veterans check in to our center using touch screens and VOSGreet® technology that identifies veteran status at intake and prominently displays priority of service information.

CSPBC became the first local area in Florida to eliminate the veteran intake form that screens for DVOP eligibility. Instead, we leverage technology and identify eligibility for DVOP services during Employ Florida registration. This has enhanced the veteran experience by streamlining intake and reducing administrative burden.



EXCELLENCE BY THE NUMBERS

PUTTING VETERANS TO WORK

Average Wage of Veterans Placed (All Programs)	
PALM BEACH COUNTY	\$12,797
SOUTH FLORIDA	\$10,440
TAMPA BAY	\$10,113
NORTHEAST FLORIDA	\$10,023
BROWARD	\$9,852
CENTRAL FLORIDA	\$9,677
PINELLAS	\$9,634

ACHIEVING SUSTAINED EMPLOYMENT

Total Veterans Employed 180 Days After Exit	
PALM BEACH COUNTY	170
BROWARD	160
SOUTH FLORIDA	74

Percentage of Veterans with SBEs Who Remained Employed 180 Days After Exit	
PALM BEACH COUNTY	51%
TAMPA BAY	50%
SOUTH FLORIDA	44%

*Performance outcomes source: Certified USDOL Participant Individual Record Layout (PIRL) file.

TESTIMONIALS

VA


U.S. Department of Veterans Affairs
Veterans Health Administration
West Palm Beach VA Healthcare System

7305 North Military Trail
West Palm Beach, FL 33410

August 16, 2024

I am pleased to provide an endorsement for CareerSource Palm Beach County. In my role as the Supervisory Vocational Rehabilitation Specialist at West Palm Beach VA Healthcare System, I have the privilege of collaborating closely with numerous professionals from the CareerSource Palm Beach County Veterans department. The range of services available to my veterans through CareerSource is extensive, particularly the Veterans Grant program, which plays a crucial role in helping my clients access technical training, licensure, certifications, and essential items such as tools, uniforms, and boots. The flexibility and creativity with which they utilize their funding is truly commendable. It is difficult to quantify the number of individuals I have directed to CareerSource to take advantage of these outstanding resources.

The efforts of the Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representatives (LVER) team, alongside other dedicated staff members, consistently yield positive outcomes for my clients. Our collaboration is vital, as they are one of our key partners in facilitating employment opportunities for veterans. Additionally, we regularly refer veterans to CareerSource for assistance with resume writing, interview preparation, job and training opportunities, including apprenticeship and on-the-job training and access to a clothing closet for job interviews, among many other invaluable services. Their commitment to the local community is evident through their participation in outreach initiatives, job fairs, and community service activities, including engagement in VA events and the annual HUD Point In Time Count for the homeless population.

CareerSource Palm Beach County, serves as a vital resource for individuals seeking a wide array of services that ultimately benefit not only the clients but also employers and the broader community. I am grateful for their unwavering dedication and genuine efforts to empower individuals to make significant advancements in their careers while enhancing the overall quality of their lives.

Stacy Bart, MBA

Supervisory Vocational Rehabilitation Specialist
West Palm Beach VA Healthcare System
Office Number: (561) 422-6485
Mobile: (561) 618-0276

"Working collaboratively with CareerSource has been a game-changer for the School District of Palm Beach County. As the HR Partner for Operations, I have witnessed firsthand the incredible impact of this collaboration. The seamless communication and proactive sharing of recruitment opportunities have not only strengthened our talent pool but also positively impacted the entire community. Together, we are creating pathways for job seekers, ensuring that our schools and facilities are staffed with dedicated professionals who are committed to making a difference. This partnership embodies the true spirit of community collaboration, and we look forward to continued success in our shared mission."

Heidy Gonzalez

Human Resources Partner - Chief Operating Office | School District of Palm Beach County

SUCCESS STORY: ALICIA ANDERSON NIMO



Alicia Anderson Nimo, a recent Broward College graduate, approached her career search with adaptability and determination despite initial uncertainty. In October 2023, she worked with DVOP Michael Sprague to refine her resume and develop an Individual Employment Plan (IEP).

Though Nimo attended several job fairs, employer responses were minimal. In February, she shifted direction by gaining acceptance into the police academy after an interview with the Port St. Lucie PD.

In May 2024, during a Work Readiness Case Conference, CP Tory Renza provided further resume support and job opportunities. Although she interviewed for an Office Assistant role at Absolute Best Insurance, the salary was not suitable.

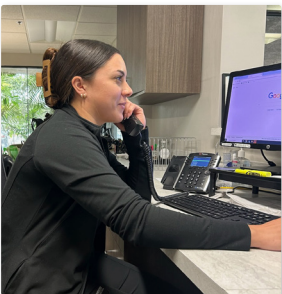
A breakthrough came when Renza connected her with the OJT Department for an Administrative Assistant role at Integrated Health Care Systems. After thorough preparation, Nimo secured the job, starting on June 24th at \$18/hr.

On June 21st, she visited the veterans' team to express her gratitude and received a Veteran Employment Services challenge coin. Nimo's journey highlights professional perseverance and the importance of targeted support in achieving career goals.

"Ms. Tory, I am deeply grateful for the exceptional support I received from you as my Veteran Employment Representative. Your unwavering dedication, diligence and commitment profoundly impacted my life, helping me secure a suitable position where I can enter my desired industry and grow in my professional development. Since being hired, I have developed new skills and gained a new confidence. I wanted to inform you that everything is progressing well, I am settling in smoothly, and I sincerely appreciate all your efforts."

Alicia Anderson Nimo

SKILLBRIDGE UPDATE: CRISTAL GALYON



Last year, CSPBC, in partnership with Florida Commerce and Veterans Florida, proudly welcomed Cristal Galyon, a U.S. Army veteran, as our first SkillBridge intern. Through this program, Cristal received comprehensive career guidance and was enrolled in the Get There Faster Veterans Grant, which supported her transition from active duty.

Reflecting on her experience, Cristal shared: *"Transitioning out of the military was a challenging journey, but thanks to CSPBC, I had the support and resources needed to make it a smooth process. During my internship, I received invaluable tools like interview hacks, LinkedIn training workshops, and insight into how the civilian workforce operates. They helped me prepare, connected me with potential future employers, and even assisted in enrolling me into college. Through their efforts, I secured a job as a patient care coordinator with SkyNurses, allowing me to gain hands-on experience in the medical field, which has always been a passion of mine. The skills and resources provided were essential in helping me build a successful civilian career, and I am grateful for their support."*

Building on this success, Cristal has since advanced to a supervisory role with Retina Group of Florida, where she is earning nearly \$22 an hour. Her journey is a testament to the impact of CSPBC's dedicated support and the effectiveness of the SkillBridge program in preparing veterans for successful civilian careers.