



MILITARY SPOUSE LICENSE RECOGNITION: STAFF TRAINING FACILITATOR'S GUIDE

Introduction

Currently, there are over 630,000 military spouses in the United States. Many of them may seek out expertise on barriers to occupational license recognition that they may face during their family's time in the military. Career coaches can be a source of this expertise.

This guide is intended to help train military spouse career coaches, facilitators, and other military spouse service providers on the topic of license recognition so that they can effectively serve and coach military spouses. It is comprised of three sections and can be used to prepare staff for working with the licensed military spouse population.

- Section 1 includes Military Spouse License Recognition Statistics
- Section 2 includes Virtual Facilitation Tips for offering virtual training
- Section 3 provides talking points and notes to accompany the PPT, *License Recognition for Military Spouses: What you Need to Know*, which introduces relevant content, knowledge checks, and general coaching tips.

Military Spouse License Recognition Statistics

To showcase the importance of this issue, here are a few high-level statistics and information to be aware of when working with military spouses:

- There are over 630,000 military spouses across communities throughout the United States.
- Military spouses are 10 times more likely than other workers to have moved to a new state in the past year due to military relocation. On average military families move every 1-3 years.
- Approximately 34% of employed spouses work in licensed occupations.
- With the high demands of transition and how often the population moves (based on the demands of the military's mission and needs), it can be time-consuming and costly to obtain licensure in a new state for a spouse. Each state has different procedures and requirements to obtain occupational licensure within the same occupation.

Virtual Facilitation Tips

The below tips are offered for facilitators conducting career coach or staff training virtually through an online webinar platform.

Before the webinar:

- If there are multiple presenters, map out transitions in advance and practice the transitions between slides and sections.
- Ideally, an additional staff member can provide back-up by monitoring the chat box while the facilitator is speaking.
- Ensure IT back-up support is available.


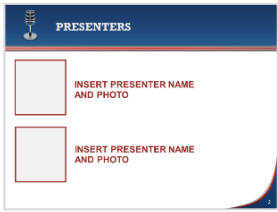
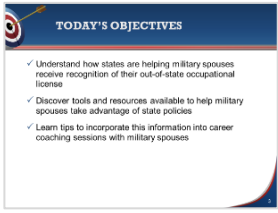

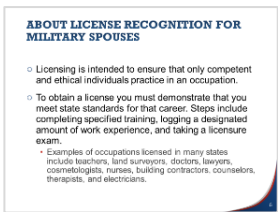


During the webinar:

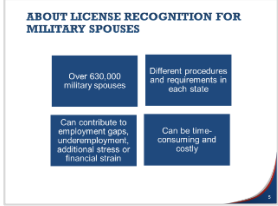
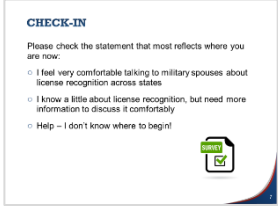
- Be sure to walk participants through webinar functions such as how to ask a question, how to unmute their phone, how to download files/resources, etc.
- Be sure to provide background information about your organization and contact information for further questions.
- Pay attention to the speed and tone of your presentation. Remain upbeat. Remember on a webinar, you do not necessarily get any feedback and cannot read the faces of your audience. If everyone is on mute, jokes may appear to fall flat, so choose wisely how you use humor.
- This webinar is based on a 30-45-minute presentation, which includes content and time for discussion/ Q &A. If you can conduct a longer session, consider including:
 - Introductory or “ice breaker” activities at the beginning
 - More discussion/Q & A intervals throughout the webinar
 - Longer sections for or additional military spouse speakers
 - Targeted questions at the end for the audience
- Actively encourage questions and discussion from participants using the chat box or, if appropriate, the unmute function which can work for smaller groups of attendees.
- Include next steps regarding involvement with your organization.





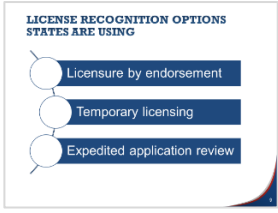
PowerPoint Talking Points and Notes

Slide #	Slide	Talking Points	Notes
1		Welcome to License Recognition for Military Spouses: What You Need to Know	Include cover slide with title and date
2		Today's presenters will be _____.	Include presenters' names and pictures if available
3		<p>Today's Objectives include the opportunity to:</p> <ul style="list-style-type: none"> Understand how states are helping military spouses receive recognition of their out-of-state occupational license Discover tools and resources available to help military spouses take advantage of state policies Learn tips to incorporate this information into career coaching sessions with military spouses 	Include training objectives
4		First, let's provide some background information around this issue and how important it is to support this community.	It is important to give background information for the audience to understand the scope of the challenge
5		<ul style="list-style-type: none"> According to state laws, workers in certain fields must have a license. Licensing is intended to ensure that only competent and ethical individuals practice in an occupation. To obtain a license you must demonstrate that you meet state standards for that career. Steps include completing specified training, logging a designated amount of work experience, and taking a licensure exam. 	This provides an overview of what licensing is and examples of common licenses.






Slide #	Slide	Talking Points	Notes
		<ul style="list-style-type: none"> Examples of occupations licensed in many states include: teachers, land surveyors, doctors, lawyers, cosmetologists, nurses, building contractors, counselors, therapists, and electricians. Licensing takes time, money, and effort for all professionals who work in licensed occupations to get their license recognized when they move to a new state 	
6		<p>Here are a few statistics to keep in mind:</p> <ul style="list-style-type: none"> With over 630,000 military spouses in the United States, this is an issue too important to leave unaddressed. Military spouses are 10x more likely to have moved in the past year. Approximately 30% of employed military spouses work in licensed occupations For spouses who work in licensed occupations, it can be time-consuming and costly to obtain licensure in a new state. Each state has different procedures and requirements to obtain occupational licensure within the same occupation. We know these difficulties contribute to employment gaps and/or underemployment, which can lead to additional stress and financial strain to military families. The good news is that in recent years, most states have passed laws creating less burdensome license recognition options for military spouses. 	<p>This is initial background information and an overview. More statistics and details can be found in the resources. The purpose of this slide is to give a general overview and show spouses they are not alone. Too many statistics may be overwhelming, especially in a short webinar.</p>
7		<p>Let's do a quick check-in. Please check the statement that most reflects where you are now:</p> <ul style="list-style-type: none"> I feel very comfortable talking to military spouses about license recognition across states I know a little about license recognition, but need more information to discuss it comfortably Help – I don't know where to begin! 	<p>Polls are a good way to check in with your audience about their knowledge, keep them engaged (especially in a webinar) and provide a pause from content.</p>



Slide #	Slide	Talking Points	Notes
8		Now we will discuss license recognition options available for military spouses	This section identifies the policies and accommodations available for military spouses.
9		<p>Two things spouses need to know include:</p> <ul style="list-style-type: none"> The types of license recognition options they may encounter How interstate compacts and agreements might benefit them 	This is what you will be covering on the next slides
10		<p>Most states have adopted one or more of three license recognition best practice options: licensure by endorsement, temporary licensing, and expedited processing.</p> <ul style="list-style-type: none"> Licensure by endorsement - Also known as “recognition” is a process by which a licensing board issues a permanent license to applicants who hold a valid license in another jurisdiction with similar standards, without further examination. This approach typically requires establishment of equivalency between the applicant’s previous training and certification and the standards of the new state of residence. Temporary Licensing - Allows an individual to practice their profession for a designated period of time, while fulfilling the requirements to qualify for a permanent license in their new state. Temporary licenses are typically valid for 6 to 12 months. Almost all states permit military spouses to receive a temporary or provisional license upon relocation. Expedited Application Review - Allows military spouses to apply for and obtain a license in their field more quickly, upon relocation to a state. 	Announce to audience that this information is readily available in the resources and they do not have to worry about remembering all the definitions or writing it down as it is easily accessible. This allows the audience to listen and pay attention without being distracted by note taking.





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11	<p>INTERSTATE COMPACTS AND AGREEMENTS</p> <p>Occupations with Interstate Reciprocity Agreements include:</p> <ul style="list-style-type: none"> Attorneys EMS Personnel Nurse Licensure Compact Physical Therapists Physicians <p>More information can be found at https://www.veterans.gov/milspouses/</p> 	<p>Another approach that helps military spouses is interstate compacts and agreements, which are occupation-specific interstate agreements that allow for license recognition from states with equivalent licensure requirements.</p> <p>These agreements cover all licensed professionals, including military spouses.</p> <p>Occupations with Interstate Reciprocity Agreements include:</p> <ul style="list-style-type: none"> Attorneys EMS Personnel Nurse Licensure Compact Physical Therapists Physicians <p>More information can be found at https://www.veterans.gov/milspouses/</p>	<p>Announce to audience that all links in the PPT are active links they can use when they download (or are given) a copy of the PPT</p>
12	<p>KNOWLEDGE CHECK</p> <p>License Recognition Options for military spouses:</p> <p>A) Are the same in every state B) Are the same for every licensed occupation C) Vary by state</p>	<p>Let's do two knowledge checks:</p> <p>License Recognition Options for military spouses:</p> <p>A) Are the same in every state B) Are the same for every licensed occupation C) Vary by state</p>	<p>Knowledge Check Answer: C</p>
13	<p>KNOWLEDGE CHECK</p> <p>Licensing compacts:</p> <p>A) Exist only for teachers B) Allow for expedited license recognition from state to state C) Are multi-state agreements that allow for license recognition from states with equivalent licensure requirements D) All of the above</p> 	<p>And one more knowledge check:</p> <p>Licensing compacts:</p> <p>A) Exist only for teachers B) Allow for expedited license recognition from state to state C) Are multi-state agreements that allow for license recognition from states with equivalent licensure requirements D) All of the above</p>	<p>Knowledge Check Answer: C</p>
14	<p>COACHING TIPS</p> <p>Don't overwhelm the spouse with the details of these options – provide abbreviated definitions if needed</p> <p>Instead focus on the specific options available in their new state for their occupation</p> 	<p>As coaches, here are few tips to consider:</p> <ul style="list-style-type: none"> Don't overwhelm the spouse with the details of these options – provide abbreviated definitions if needed Instead focus on the specific options available in their new state for their occupation 	<p>Coaching tips are for facilitators and/or career coaches working directly with the spouses.</p>

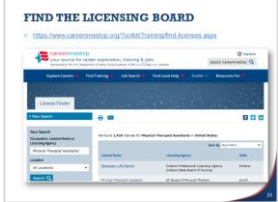

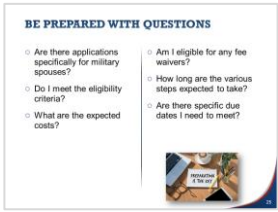


Slide #	Slide	Talking Points	Notes
15		Let's now discuss how spouses can take advantage of the license recognition options available to them.	The next section covers what spouses can do
16		<p>Two things spouses need to know include:</p> <ul style="list-style-type: none"> • Where to find license recognition information for their state • Where to find resources and tips for finding and communicating with the state licensing board 	This is what you will be covering on the next slides
17		Spouses need to know what license recognition options are available to them in their new state. Veterans.gov/milspouses has a map that allows spouses to view the laws each state has put in place to provide license recognition options. The site also has a variety of other resources to help spouses with this issue.	If time permits, click the link and show the audience specific tools and resources available on the site. For example, show a specific state law, view compact information or highlight the resource guide. If time does not permit, the next slide shows an example of viewing the state law.
18		<p>Here is an example of what the site looks like when you click on a specific state, in this case, Washington State. As you can see, by clicking the state, the license recognition options appear as well as a link to review the state law.</p> <p>Spouses can review the law to make sure their specific occupation is covered. This is important because some state laws only cover a subset of all the state's licensed occupations. It can be helpful to print out a copy of the law as a resource for later steps in the process.</p>	See previous slide's notes – if you can't view the full site with the audience, this slide shares a screenshot of some of the information and resources provided.



Slide #	Slide	Talking Points	Notes
19	<p>EXPLORE OCCUPATION-SPECIFIC GUIDANCE</p> <ul style="list-style-type: none"> Check for occupation-specific guidance on MilitaryOneSource For occupations that have interstate reciprocity agreements, visit http://www.veterans.gov/milspouses to see which states participate. 	<p>Spouses should also explore occupation-specific information about processes and interstate reciprocity agreement.</p> <ul style="list-style-type: none"> Check for occupation-specific guidance on MilitaryOneSource For occupations that have interstate reciprocity agreements, visit http://www.veterans.gov/milspouses to see which states participate. <p>The screenshot is from the veterans.gov website and each link directs you to the specific compact's homepage.</p>	<p>If time permits, explore MilitaryOneSource and/or click at least one link to show the compact homepage from veterans.gov</p>
20	<p>HOW DO SPOUSES LEARN ABOUT HOW STATES ARE IMPLEMENTING THE LAWS?</p> <ul style="list-style-type: none"> Check the website of the licensing board for their occupation. Check the main website of the state's licensing agency (they may need to look under a "military" or "veterans" heading or search the site for the phrase "military spouse"). Do a web search for their state and "military spouse occupational license." Talk to the licensing board. 	<p>The next step is for spouses to follow the procedures states have put in place for accessing their license recognition options.</p> <ul style="list-style-type: none"> Check the website of the licensing board for their occupation. Check the main website of the state's licensing agency (they may need to look under a "military" or "veterans" heading or search the site for the phrase "military spouse"). Do a web search for their state and "military spouse occupational license." Talk to the licensing board. 	
21	<p>HOW DO SPOUSES LEARN ABOUT HOW STATES ARE IMPLEMENTING THE LAWS?</p> 	<p>Most spouses look for this information on the state licensing board web page. However, some states don't provide this information there. Instead, they might provide the information on a state agency website, or they may not have made the information publicly available.</p> <p>For example, in Colorado you can see that there is no information about spouse license recognition on the board page on the left. Instead, this information is found on the main page of the Department of Regulatory Agencies (DORA) on the right.</p>	




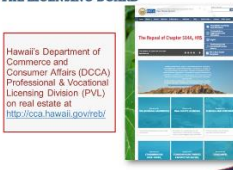
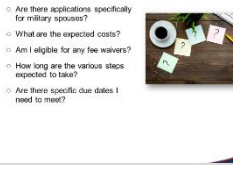


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22		<p>Depending on the state, spouses will need to talk to the licensing board for their occupation in order to take advantage of license recognition options. Contact information can be found on the web. The CareerOneStop License Finder provides state specific information about occupational licenses requirements, such as license names, descriptions of occupations, and issuing agency contact information.</p> <p>https://www.careeronestop.org/Toolkit/Training/find-licenses.aspx</p> <p>This website link is also embedded within the resource page on www.veterans.gov/milspouses.</p>	If time permits, explore the CareerOneStop License Finder page. If not, this is a screenshot of the page.
23		<p>Some licensing boards have taken more steps to implement laws than others, but with these three tips spouses can navigate a conversation no matter who answers the phone.</p> <ul style="list-style-type: none"> • Self-identify as a military spouse so that the board representative will know to offer the appropriate accommodations. • Know the state law using the information found on veterans.gov/milspouses. At times, a spouse might be more informed about the latest legislation than the person on the other side of the phone. • Be prepared with questions for the board representative so that you can take advantage of the time on the phone. <p>So what questions, might a spouse have for the Board?</p>	Provide tips and then transition to the specific questions on the next slide
24		<p>Here are some questions spouses may want to ask the licensing board representative:</p> <ul style="list-style-type: none"> • Are there applications specifically for military spouses? • Do I meet the eligibility criteria? • What are the expected costs? • Am I eligible for any fee waivers? • How long are the various steps expected to take? • Are there specific due dates I need to meet? 	Survey the audience to see if there are additional questions they think might be important to ask a licensing board.






Slide #	Slide	Talking Points	Notes
25	<p>KNOWLEDGE CHECK</p> <p>Before I talk with a spouse, I should have all this information memorized?</p> 	<p>Let's do a knowledge check:</p> <p>True or False?</p> <p>Before I talk with a spouse, I should have all this information memorized?</p>	<p>Knowledge check answer – False – You do not need to commit all this information and resources to memory, rather it is most important that you understand it and know where to access it!</p>
26	<p>COACHING TIPS</p> <ul style="list-style-type: none"> Give spouses a copy of the <i>License Recognition for Military Spouses Resource Guide</i>, which walks them through these steps Encourage spouses to self-identify their military spouse status to the licensing board so they can more quickly access the options available to them. 	<p>As coaches, here are few tips to consider:</p> <ul style="list-style-type: none"> Give spouses a copy of the <i>License Recognition for Military Spouses Resource Guide</i>, which walks them through these steps Encourage spouses to self-identify their military spouse status to the licensing board so they can more quickly access the options available to them. 	<p>Coaching tips are for facilitators and/or career coaches working directly with the spouses.</p>
27	<p>SPOUSE REIMBURSEMENT FOR THE COSTS OF LICENSE RECOGNITION</p> <ul style="list-style-type: none"> In many circumstances, military spouses who move from one state to another because of change-of-station orders are eligible for reimbursement of licensing costs through their service branch. More information can be found at https://www.veterans.gov/milspouses/ 	<p>Starting with the 2018 National Defense Authorization Act, each service branch is permitted to reimburse spouses for certain relicensure and certification costs resulting from relocations or PCS moves that cross U.S. state lines.</p> <p>Click on your sponsoring service branch on this page for details on how to apply for your reimbursement.</p>	
28		<p>Now let's review a few examples that highlight this process in action.</p>	<p>Encourage the audience to jot down (or type in the chat box) questions they have as they hear these examples.</p>
29	<p>BETH: A PHYSICAL THERAPIST MOVING TO COLORADO</p> 	<p>In this example, Beth is a licensed physical therapist moving to Colorado and is looking for license recognition information. Beth was able to find CO's law for license recognition options at https://www.veterans.gov/milspouses/</p>	<p>The screenshot is of Colorado's current law</p>







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30	<p>USING CAREER ONESTOP BETH FOUND THE LICENSING BOARD</p>  <p>Colorado's Department of Regulatory Agencies (DORA) has a page for physical therapists https://www.colorado.gov/pacific/dora/Physical_Therapy</p>	Using the CareerOneStop license finder, Beth found the licensing board for physical therapists, but it did not have information specific to military spouses, so she needed to check the general Department of Regulatory Agencies website	Good point to remind the audience that all links are active in the PPT
31	<p>CO PROVIDES SPECIFIC WEB RESOURCES FOR MILITARY SPOUSES</p> <p>https://www.colorado.gov/pacific/dora-military/relocated-spouse-licensure</p> 	<p>Beth then found specific information and resources for military spouses at https://www.colorado.gov/pacific/dora-military/relocated-spouse-licensure</p> <p>Now let's look at another example where the information isn't as readily available as CO.</p>	Check to see if there are any immediate questions
32	<p>TERRY: A REAL ESTATE AGENT MOVING TO HAWAII</p> 	In this example, Terry is a licensed real estate agent moving to Hawaii and is looking for license recognition information. Again, Terry was able to find HI's law for license recognition options at https://www.veterans.gov/milspouses/	Screenshot is of Hawaii's current law
33	<p>USING CAREER ONESTOP TERRY FOUND THE LICENSING BOARD</p>  <p>Hawaii's Department of Commerce and Consumer Affairs (DCCA) Professional & Vocational Licensing Division (PVL) on real estate at http://cca.hawaii.gov/reb/</p>	Using the CareerOneStop license finder, Terry found the licensing board for real estate which is shown here –Hawaii's Department of Commerce and Consumer Affairs (DCCA) Professional & Vocational Licensing Division (PVL) at http://cca.hawaii.gov/reb/	Screenshot is of the homepage which lacks spouse-specific information
34	<p>TERRY NEEDS TO TALK TO THE BOARD TO LEARN MORE</p>  <ul style="list-style-type: none"> Are there applications, specifically for military spouses? What are the expected costs? Am I eligible for any fee waivers? How long are the various steps expected to take? Are there specific due dates I need to meet? 	<p>Unfortunately, Terry was not able to find information on license recognition or specific information for military families. Terry chose to contact the Board and used the questions mentioned previously as a guide for the conversation.</p> <ul style="list-style-type: none"> Are there applications specifically for military spouses? What are the expected costs? Am I eligible for any fee waivers? How long are the various steps expected to take? Are there specific due dates I need to meet? 	Check to see if any immediate questions.



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		As you can see from these two examples, states vary in the amount of information specific to military spouses, but now you have the resources to get the information you need no matter what the situation.	
35	<p>KNOWLEDGE CHECK</p> <p>If a particular state does not have a lot of information available online, I would:</p> <ol style="list-style-type: none"> 1. Advise the spouse to call the licensing board 2. Suggest the spouse begin looking for alternative employment 3. Advise the spouse to work with what information was available 4. Refer the spouse to another career coach 	<p>Let's do another knowledge check:</p> <p>If a particular state does not have a lot of information available online, I would:</p> <ol style="list-style-type: none"> 1. Advise the spouse to call the licensing board 2. Suggest the spouse begin looking for alternative employment 3. Advise the spouse to work with what information was available 4. Refer the spouse to another career coach 	Knowledge check answer: A
36	<p>A MILITARY SPOUSE PERSPECTIVE: [INSERT NAME OF SPOUSE]</p> 	At this point, we would like to introduce a military spouse who will share their experience and what they learned from using the various tools and resources.	Including a military spouse in the training adds relatability, credibility and comradery. If this is not possible, share testimonials or recorded interviews of spouses. If none of this is available, remove this slide.
37	<p>RESOURCES AVAILABLE</p> 	<p>So, where do we go from here? Here are some next steps and resources for you to review and share.</p> <ul style="list-style-type: none"> • For the ten states with the highest concentration of military spouses, you can use this FAQ document when working with a military spouse. Each state entry includes the applicable license recognition laws, links for state-specific information, relevant interstate licensing agreements, and information about accommodations for military spouse attorneys. • https://www.workforcegps.org/-/media/Global-Site/Content/Resources/Milspouse/MilSpouse-License-Recognition-Career-Counselor-FAQs_20190805.ashx 	Screenshot is of the Military Spouse License Recognition FAQs



Slide #	Slide	Talking Points	Notes
38		<p>You can also access the Military Spouse License Recognition Resource Guide which walks through the steps we covered today in a simple 3 page document</p> <p>https://www.veterans.gov/milspouses/pdf/License-Recognition-For-Military-Spouses-Resource-Guide-20190417.pdf</p>	Screenshot is of the resource guide
39		At this point, we would love to hear from the coaches – what experiences do you have working with military spouses? What questions do you have?	Encourage questions and participation through the chat box or if possible, by unmuting their lines
40		Here is our contact information if you have further questions.	Always provide contact information for follow-up inquiries.
41		Thank you for your active participation and rich conversation.	If an evaluation is part of the training, be sure to explain/include it before wrapping up.

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