

## Warrior Intern Program gives back to those who have given so much



Austin Compliance Director **Jim Clifford** (center) talks with Ft. Hood authorities about a new internship program for returning veterans. The program is designed to assist veterans in their transition back into civilian life by building their confidence and giving them the skills they will need to build a successful career.

**T**he transition into the mainstream workforce can be difficult for returning veterans, particularly those recuperating from combat injuries. MOS-IRS, W&I, SB/SE, HCO and the Department of the Defense have joined forces to provide these vets the opportunity to receive quality developmental training for various intern positions at the IRS through the new *Warrior Intern Program*. This pilot internship program will provide six months of non-paid on-the-job training, flexible work hours and mentoring for each candidate. The program is designed to assist veterans in their transition back into civilian life by building their confidence and giving them the skills they will need to build a successful career.

Austin Compliance Director **Jim Clifford** is the guiding force behind this groundbreaking recruitment program. In 2008, Jim and four classmates from the executive development program were looking for a way to give back. They subsequently formed Military Outreach for Service – Internal Revenue Service, an employee organization that provides support to our veterans. Inspired by the Workforce for Tomorrow, Jim, along with **Terrance Glover** of HCO, contacted the Army Career Assistance Office at Fort Hood.

With full support from base leadership, the Warrior Intern Program is now ready to launch. Jim and Terrance led a team of representatives to deliver presentations. So far, 20 prospective interns have been identified, and interviews are underway. A launch date is tentatively set for early November. These new recruits will be trained in various W&I, HCO and SB/SE positions in Austin and San Antonio.

Success of this pilot could lead to expanding the program to all returning soldiers who are ill, or were injured or wounded in service and to all IRS offices. Jim said that this has been

a real collaborative effort and thanked the leadership at Fort Hood for providing space for program recruiters and trainers and for giving the IRS the chance to go directly to the source and give back. He said that his Navy veteran father instilled the importance of giving back to one's country. He said to Jim, "You live in a time when your country will not make you serve, and neither will I, but if you choose not to serve, you will spend your life serving those who do." Good words to remember as we thank our veterans for their service.

### MONITORS: Many to get new screens

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employees. For example, MITS reallocated more than 600 monitors from other offices to ensure that the Car Allowance Rebate sites could help the Department of Transportation issue rebates. Another challenge was to ensure that all seasonal employees were included in the replacement process.

MITS hopes to install about 15,000 monitors by the end of October to reach their goal of 80 percent completion. **Jeff Schaffers**, a supervisory IT specialist in Ogden, said, "Probably the biggest hurdle will be getting that many shipped in time, but I'm confident we'll be very close to 80 percent by the end of the month." The project is slated to be complete by Dec. 30.

The replacement of more than 23,000 monitors with minimal disruption to employees and with significant challenges is another example of W&I and MITS working together toward a common goal. Both Mana and Paula agreed that everyone working together with a common goal produces results that everyone can be proud of.