

Frequently Asked Questions

6 November 2009

MyCAA Background Information

What are the basic MyCAA Program Components?

- **Training:** Eligible military spouses are now able to receive up to \$6,000 of MyCAA Financial Assistance (FA) that can help them pursue education, training, licenses, certificates and degrees leading to employment in Portable Career fields. The [MyCAA Fact Sheet](#) provides basic information about the MyCAA program and military spouse eligibility. This Fact Sheet also provides points of contact for who can help spouses, schools and participating organizations.
- **Job Readiness:** Military spouses at all stages of life need time to explore Portable Career fields and current job market conditions in communities of interest. Some need assistance in preparing to (re)join the work force. Others need to find high quality child and youth care they can trust. Many need assistance with relocation and balancing the demands of military family life. By calling Military OneSource (1-800-342-9647), military spouses can request career and education counseling, job search resources, relocation information packages, and a full range of military family support. You name it. Military OneSource can help! 24/7/365
- **Employment Assistance and Job Placement:** MyCAA is currently developing networks of military friendly employers - in public and private sectors - who want to place military spouses in internships for job training; hire military spouses into good paying jobs, and retain them within their organizations as spouses relocate from duty station to duty station. Please DO NOT call for placement information at this time. Networks are still being established.

What is the URL for the MyCAA website?

To **OPEN a MyCAA Account** and get started on your Pathway to a Portable Career - visit the MyCAA Website: <https://aiportal.acc.af.mil/mycaa>

Where is the MyCAA Fact Sheet located online?

- MyCAA Fact Sheet information is located at: <https://aiportal.acc.af.mil/mycaa/FactSheet.aspx>.
- You can download the MyCAA Fact Sheet at: <https://aiportal.acc.af.mil/mycaa/User/Spouse/NewsAndLinks.aspx>.

MyCAA Program

What is a Military Spouse Career Advancement Account (MyCAA)?

The Department of Defense is now offering eligible spouses up to \$6,000 of Financial Assistance (FA) to pay for education, training, degrees, licenses and certificates needed to pursue job opportunities in high growth, high demand Portable Career fields.

The Military Spouse Career Advancement Account (MyCAA) program uses this funding to pay schools directly for coursework and exams taken by the spouse account owner.

What are the goals for the MyCAA Program?

- Seek schools and programs that offer academic degrees, licenses and certificates that lead to employment in Portable Career Fields.
- Seek spouses who are ready to start classes within 90 days.
- Make Financial Assistance (FA) available to as many eligible spouses as possible with highest priority on spouses who are ready to start classes within 90 days of opening a MyCAA Account.
- Connect spouses who are seeking career and education counseling to Military OneSource (MOS) and other appropriate resources.
- Execute program funding by ensuring bills are paid promptly.
- Share partnership responsibilities with schools and spouses.

What does MyCAA expect from participating spouses?

- MyCAA expects spouses to be enrolled in at least one course within 90 days of opening an account.
- MyCAA expects spouses to pass all courses and exams with a grade of "C" or better. Spouses who fail to meet this requirement will have their accounts suspended until academic counseling is completed with a Military OneSource Career and Education Consultant and the spouse gets the support he or she needs to successfully pursue Portable Career goals.
- MyCAA expects spouses to provide correct information into their MyCAA Account, Career and Training Plan and Message Box. Deliberate attempts to defraud MyCAA information systems are cause for permanent disenrollment from the MyCAA program and additional legal and/or financial withholding and re-payment actions.
- Spouses are advised NOT to give any personally identifying information (PII) to others such as names, social security numbers, dates of birth, mailing addresses, etc. Scam artists can use this information to steal their personal identity and their MyCAA education benefits.

What are the terms and conditions for spouses participating in MyCAA?

Spouses are required to electronically sign the following Statement of Understanding (SOU):

- I have read the MyCAA Fact Sheet and agree that I am eligible to participate in MyCAA
- I confirm that my goal is to pursue employment in a Portable Career field.
- I understand that if I fail a course or fail to complete a course, my MyCAA Account will be suspended until I complete counseling with a Military OneSource Career and Education Consultant and get the support I need to successfully pursue my Portable Career goals.
- I understand that if I fail to enter correct school and course information into the MyCAA Account system, I could be held responsible for paying for courses included in my Career and Training Plan.
- I authorize MyCAA to release information necessary to work with my school for MyCAA Financial Assistance.
- I authorize the release of my school records, to include grade/transcripts and financial reports concerning my enrollments for the school/(s) I have included in my Career and Training Plan to the Department of Defense.

What are the steps in creating a MyCAA Account?

The process of creating a military spouse MyCAA Account is a simple 7-step process. By creating an account, eligible spouses will be eligible for up to \$6,000 of MyCAA Financial Assistance (FA) to support their Portable Career goals.

MyCAA can help guide spouses every step of the way. Here are the 7 easy steps:

- You Are HERE →
- Step 1: Read the MyCAA Fact Sheet & Sign the Statement of Understanding (SOU)
 - Step 2: Eligibility Check (Real time / Automatic DEERS check)
 - Step 3: Create Your Profile
 - Step 4: Create Your Career & Training Plan (e.g. Select A School and Courses)
 - Step 5: Confirm Your School & Course Information with Your School Officials
(Prevent Billing Errors and Delays in Receiving Financial Assistance)
 - Step 6: Get Your Career & Training Plan Approved (Move to Funding Eligible Status)
 - Step 7: Apply for MyCAA Financial Assistance (FA) when course dates are added and are within 90 days of classes starting
 - Step 8: Go to school and register for class

Can a spouse's MyCAA account be suspended or closed?

Yes -- For any of the following reasons:

- Failure to adhere to MyCAA Terms and Conditions.
- A course failure or failure to complete a course will also result in MyCAA Account suspension or closure. In such cases, spouses will no longer be able to use MyCAA funding until they complete counseling with a Military OneSource Career and Education Consultant. Military OneSource Consultants are available to provide support, assistance and resources to help spouses improve study, writing and test taking skills and deal with the demands of military life (e.g. parenting, school and job readiness, deployment, relocation, transition, finding child and youth care, etc.) The spouse's MyCAA Account shall remain suspended or closed until Consultants feel barriers to successful completion of coursework can be accomplished. Appeals shall be directed to the consultant the spouse is working with and the appeal will be forwarded to the DoD MyCAA Program Manager.
- Failure by the spouse's school to post the spouse's grades within 60 days of course completion or licensing/credentialing exams taken.
- Account inactivity (12 months from last login) may result in accounts being moved to an inactive status. Once the spouse logs back in, he or she will be required to re-read the MyCAA Fact Sheet and re-sign the Statement of Understanding (SOU) since information may have changed.

What are MyCAA's requirements after a spouse finishes his or her coursework or blocks of study?

- By signing the MyCAA Statement of Understanding and Financial Assistance Request form, military spouses are giving permission to the Department of Defense (DoD) and to their school to share information about them that allows MyCAA Financial Assistance funding to move from DoD to their schools. This Privacy Act release allows grades, other reports and information to be released for bill paying purposes.
- The spouse must make sure grades or test scores are submitted by his or her school to MyCAA no later than 60 days following the completion of courses and licensing/certification exams. The spouse will be unable to use additional MyCAA Financial Assistance until grades are received from their school. If the next term begins before the end of the 60 day period, the spouse will be allowed to continue using MyCAA Financial Assistance for this next term.
- Spouses should inform their Military OneSource Career/Education Consultant when they complete their Career and Training Plan and when they receive their license, certificate or academic degree.
- Once they find a job, they should let MyCAA know about their progress in meeting their Portable Career goals. Success stories will help keep MyCAA funding in place for future years!

What if a spouse is not interested in Financial Assistance? Can he or she still participate in MyCAA?

- Yes, spouses can contact Military OneSource Career and Education Consultants at 1-800-342-9647 to request career counseling services, referrals to self-assessment tests and employment assistance and placement resources.

MyCAA Eligibility

Who is eligible for a MyCAA Account?

- Spouses of Active Duty members of the Department of Defense (DoD) and federally activated members of the National Guard and Reserve Components are eligible. The period of eligibility for spouses of Guard and Reserve members is from the date of the Alert or Warning Order for Military Recall or Mobilization, (not to exceed 90 days before activation) through activation and deployment until 180 days following De-Mobilization.

Who is NOT eligible for MyCAA Accounts?

- Military spouses who are legally separated by state law or court order are ineligible.
- Spouses who are Active Duty members or activated Guard or Reserve Component members themselves are ineligible.
- Members of the Individual Ready Reserve (IRR), unless recalled to Active Duty or Mobilized, are ineligible.
- Coast Guard spouses are not covered by the MyCAA Spouse Employment congressional mandate: PL 110-417 Sec 582. Coast Guard is a part of the Department of Homeland Security (DHS), not the Department of Defense.

How will MyCAA eligibility be verified?

- MyCAA uses DEERS to verify spouse eligibility based on social security numbers of both the military servicemember and spouses. Social security numbers are not stored in the MyCAA website.
- A DEERS eligibility check is initiated each time the military spouse applies for MyCAA Financial Assistance.

What if eligibility information is wrong?

- If the military sponsor has not registered his or her spouse in DEERS or personal information (especially Active Duty) is out-of-date, please [visit your nearest Military Personnel Office for assistance](#).
- Spouses will need a legal document called a General Power of Attorney (POA) which needs to be authorized by their military sponsor if the spouse will be making changes to the DEERS system without the military sponsor being present. Command legal officers can assist the military member with Power of Attorney requests.

MyCAA Financial Assistance (FA)

Why is the Department of Defense (DOD) providing Financial Assistance (FA) to military spouses?

DoD is providing MyCAA Financial Assistance (FA) to eligible military spouses in order to assist them in becoming qualified for Portable Career employment opportunities. FA shall not be used to pay for recreational or personal enrichment programs.

What does MyCAA pay for?

MyCAA Financial Assistance (FA) pays for education and training programs, tuition, and licensing/credentialing fees. This includes degree programs (e.g. associates, bachelors, masters, doctoral and post doctoral), continuing education classes (including those offered through professional associations), Bar, CPA and other similar exams, and state certifications for teachers, medical professionals and other licensed occupations. If the cost of a course includes books, supplies or equipment necessary for the performance of the spouse's chosen occupation (e.g. cosmetology or masonry tools, electrician operations manual, etc.), MyCAA will pay these costs if not billed separately. MyCAA also pays for High School completion courses, GED Tests, and English as a Second Language classes.

What costs are NOT covered by MyCAA?

- MyCAA does not pay for education and training programs that include computers (CPUs or laptops); application, graduation or membership fees; student activity cards; child care; parking; transportation; or medical services.
- If a spouse enrolls in a course without an approved MyCAA Financial Assistance (FA) document, the spouse will be responsible for paying course costs.
- MyCAA does not provide reimbursements of any kind.
- MyCAA FA payments are made directly to schools using MyCAA's electronic invoicing system.

Will MyCAA pay for High School/GED or English as a Secondary Language (ESL) classes?

- If requested, MyCAA will make referrals to High School/GED and English as a Secondary Language (ESL) Programs that are federally funded and provided to the spouse at no-cost by America's public school system. This level of education is a basic necessity for future employment opportunities. By using these free resources, spouses can save their MyCAA funding for more advanced or specialized levels of education and training.
- If the spouse prefers, MyCAA will pay for High School completion courses, GED Tests and ESL classes from commercial sources.

If a spouse already has a degree, can he or she take graduate courses with MyCAA Financial Assistance?

- Yes, spouses may take graduate and post graduate courses as part of their Career and Training Plan.
- Spouses may also take the Bar exam, CPA exam, Teaching Certificate exams and other professional licensing and credentialing tests that allow spouses to practice in their chosen Portable Career field. However, MyCAA will not pay for tests to enter into college (e.g., Graduate Record Exam)

If a spouse needs a graduate degree, but must complete undergraduate coursework before beginning the graduate program, can he or she use MyCAA Financial Assistance (e.g., Pre-med, Pre-law, or similar preparatory courses)?

- Yes, MyCAA will pay for coursework that is needed to help spouses gain employment or move up a Portable Career ladder.

How can a spouse request MyCAA Financial Assistance (FA)?

Eligible spouses need to establish a MyCAA Account by visiting the MyCAA website: <https://aiportal.acc.af.mil/mycaa>. Once an account is opened and a Career and Training Plan is completed and approved by MyCAA, the spouse will be eligible to receive MyCAA Financial Assistance for classes starting within the next 90 days.

Choosing a School

What if a spouse isn't sure which school to choose?

There are two sources of assistance that can help spouses choose a program of study that leads to employment in Portable Career fields.

- Local community colleges have excellent no-cost career and education counseling services.
- Military OneSource (1-800-342-9647) also provides no-cost Career and Education Counselors who can help spouses identify and compare career and educational opportunities. These range from traditional jobs and classroom experiences to distance education and work at home programs.
- Military OneSource can also help spouses find their nearest local community colleges, Department of Labor Career One Stop Centers and other helpful resources.

Do spouses have to choose a school that is already participating in MyCAA?

- No, but it can take up to 90 days to approve new schools into the program.
- If the spouse's school of choice is not a MyCAA participant, the spouse will be encouraged to consider an alternative school that is already participating with MyCAA. This will keep the spouse on a "Fast Track" as they pursue their Portable Career goals.
- Military OneSource Career and Education Consultants can recommend affordable school choices (e.g. traditional classroom or distance learning) that will give similar education value.

How do spouses know if their school is participating in the MyCAA program?

Spouses can click on the School Search button (located in the left navigation bar of the MyCAA Website homepage -- <https://aiportal.acc.af.mil/mycaa/>) to see if their school is already registered as a MyCAA participating school. If their school is not listed, they can download New School Invitation materials and a helpful "how-to sheet" to assist them in inviting their school to participate in the MyCAA program.

If the school is participating in MyCAA, what does the spouse do next?

If the spouse's school of choice is listed in the MyCAA database, the spouse may begin working with his or her school Academic Advisor to complete a MyCAA Career and Training Plan. Once this plan is complete

and approved by MyCAA, the spouse may submit requests for MyCAA Financial Assistance for classes beginning within the next 90 days.

What responsibilities do spouses have if the schools they want to attend are not participating in MyCAA?

- If the spouse's school is NOT found in the MyCAA School Search section, the spouse can download New School Invitation materials and a helpful "how-to sheet" to assist them in inviting their school to participate in the MyCAA program.
- It is the spouse's responsibility to meet with school officials, provide them with this invitation package, invite them to become a new MyCAA school participant, and follow-up with them until they have made a MyCAA program participation decision.
- The MyCAA School Invitation Package has all the information a spouse needs to be successful in getting their school interested in joining MyCAA.

Can a spouse use MyCAA Financial Assistance at a school that is not participating in MyCAA?

No. MyCAA Financial Assistance can only be used to pay for courses and exams offered by participating schools that have agreed to use MyCAA's electronic invoicing process. In order for schools to electronically submit their invoices for military spouse coursework and exams, they must complete the MyCAA registration process.

How does a spouse know when a school has completed the registration process?

- When a school completes the MyCAA School Registration Process, the school's correct name will appear in the School Search section of the MyCAA website (<https://aiportal.acc.af.mil/mycaa> ; see left navigation bar on the homepage).

Can a spouse complete the School Registration Process for the school?

No. ONLY school officials can take the following actions:

- Make a decision regarding whether to participate in the MyCAA program
- Agree to use the MyCAA electronic invoicing system
- Call or email the MyCAA School Liaison staff for school registration assistance

If the spouse attempts to take any of these actions, it will increase the delays or prevent the spouse from receiving MyCAA Financial Assistance. The most helpful thing a spouse can do is to provide his or her school officials with a copy of the School Invitation Package and follow-up with them until a participation decision is made.

Do schools or organizations that offer Continuing Education Unit (CEU) courses or exams like the Bar or CPA Exams have to register if they want to receive MyCAA Financial Assistance payments?

- Yes! Every school or organization that wants to receive MyCAA Financial Assistance payments regardless of the method must register in MyCAA's AI Portal.

If a spouse already knows which school he or she wants to attend, is there anything else they need to do before requesting MyCAA Financial Assistance?

Yes. Before spouses can enroll in classes or request MyCAA Financial Assistance (FA), they need to apply for acceptance at their school and within their specific program of study.

Once accepted, they can enroll in selected courses or blocks of study. They must also open a MyCAA Account, develop a MyCAA Career and Training Plan, get it approved by MyCAA, and submit requests for MyCAA Financial Assistance to pay for courses that start within the next 90 days. Financial Assistance must be approved before the start of classes or the spouse will be responsible for the cost of the classes.

MyCAA Career and Training Plans

What is included in a MyCAA Career and Training Plan?

A Career and Training Plan includes the spouse's chosen career field, name of school and course information (course names, codes, costs and start/end dates). If incorrect information is provided, the MyCAA Financial Assistance (FA) request will be rejected during the school invoicing process. If this happens, the spouse may be held responsible by their school to pay course costs.

Will a spouse have to pay for any part of his or her Career and Training Plan?

- A military spouse's lifetime MyCAA benefit is \$6,000.
- MyCAA will pay up to \$6,000 of the spouse's Career and Training Plan costs. The spouse is responsible for any remaining costs.
- If the spouse needs additional sources of Financial Assistance, he or she may contact a Military OneSource Career and Education Consultant (1-800-342-9647) to discuss the best ways to use available MyCAA Financial Assistance and identify additional sources of funding.
- Spouses are advised to use their MyCAA education benefits first, before using other federally funded education benefits.
- Other federally funded education programs will tell spouses that they can only use one federally funded education program at a time.
- MyCAA funding is considered a scholarship and is not subject to taxation.

If a spouse starts taking classes and then relocates, can he or she switch Career Fields and use MyCAA again?

- Yes, the MyCAA program was designed specifically to help spouses as they move from duty station to duty station.
- Spouses may need different training and education to seek employment in different communities across the nation and around the world. Therefore, spouses can pursue more than one Portable Career field at the same time but the combined lifetime MyCAA Financial Assistance benefit is still \$6,000.
- Military OneSource Career and Education Consultants can help spouses manage their Career and Training Plan(s) to allow them to take courses from more than one school.
- It is important that spouses routinely check their MyCAA Account Message Box and keep working on their Career and Training Plan until it is complete and they begin applying for MyCAA Financial Assistance.

When can a spouse apply for MyCAA Financial Assistance?

Military spouses with an open ("active") MyCAA Account can submit a request for MyCAA Financial Assistance (FA) after entering at least one course into their MyCAA Career and Training Plan that they intend to enroll in within the next 90 days.

- Financial Assistance requests should be submitted each time the spouse adds course start/end dates that are within the next 90 days.
- Remember to get all school and course information validated by school officials (e.g. billing office)

- PRIOR to submitting a MyCAA Financial Assistance (FA) request!
- DO NOT use outdated information that may be contained in “last year’s” course catalog!!

If spouses do not have correct information about their school or courses, should they guess?

- NO! Spouses need to provide correct school name, campus location and billing location information into their Career and Training Plan. They also need to provide correct course information -- course names or titles, codes, costs and start/end dates.
- DO NOT use “last years” course catalog to get information. Information changes every year.
- School name and course information should be confirmed with school officials PRIOR to submitting MyCAA Financial Assistance requests.

What happens if incorrect information is entered into a Career and Training Plan?

School and course information captured in each military spouse’s Career and Training Plan is used to validate invoices submitted to MyCAA for direct payment to schools. If information is incorrect, invoices will be rejected and payments will either be delayed or shifted by the school to the responsibility of the spouse, not MyCAA.

- Schools may charge penalty fees, partial or full course costs for dropped courses according to their published Drop/Add policies. Spouses need to be familiar with these school policies. Such costs will be deducted from the total lifetime benefit of \$6,000 for affected spouses.
- MyCAA DOES NOT provide reimbursements of any kind, including for:
 - Courses that have already started
 - Courses that were not completed by the spouse, or
 - Courses that were dropped after the Drop/Add date

Can MyCAA Career and Training Plans be edited or changed?

- Yes -- School and course information contained in MyCAA Career and Training Plans may be CHANGED or EDITED up to course start dates. At that point, the Plan will be approved and locked for billing purposes.
- Depending on school policy, MyCAA will allow new courses to be ADDED up until 7 days past course start dates. This policy parallels most school “Drop/Add” rules.

Does adding classes to a MyCAA Career and Training Plan also enroll the spouse in these classes at his or her School?

No, spouses still have to:

- Apply and be accepted for their courses of study at their schools
- Follow school enrollment and drop/add procedures

How can military spouses get assistance with their Career and Training Plan(s)?

Once eligible spouses have opened a MyCAA Account, they can get support and assistance by:

- Meeting regularly with their school Academic Advisor to select courses that will help them achieve their Portable Career goals, and to keep information updated for planning and billing purposes. Inaccurate information can cause MyCAA Financial Assistance to be significantly delayed or cancelled.
- Sending a Message from their MyCAA Account Message Box. This is the fastest way to get help!
- Contacting Military OneSource Career and Education Consultants -- 1-800-342-9647. Due to the popularity of the MyCAA program, spouses can expect to experience delays in getting calls and

- emails returned.
- Sending an email to MyCAA@InvernessTechnologies.com if technical assistance is needed with the MyCAA website.
- Response time will vary depending on number of spouses and schools participating in the MyCAA program.

Why are there delays in getting help?

There are over 80,000 military spouses currently participating in the MyCAA program and over 1,800 schools that are registered in the MyCAA electronic invoicing system. MyCAA answers calls and messages in the order they were received unless they are related to urgent requirements such as class start dates.

Please note that the following actions by military spouses will result in SIGNIFICANT ADDITIONAL delays in providing MyCAA Financial Assistance. So, spouses please DO NOT:

- Call the 1-888 School Liaison toll free number -- This line is for schools only!
- Send emails to published School Liaison Email Accounts
- Attempt to register your school as a registered school user
- Respond to "Do Not Reply" emails

Participating Schools and Organizations

Which schools can participate in the MyCAA program?

MyCAA is committed to paying for quality education and training programs that will be recognized and valued by future employers of military spouses. Therefore, MyCAA is working with schools that are accredited by recognized national, state, regional, industry and professional boards and organizations.

There are over 1,800 schools currently participating in the MyCAA program. The fastest way for a spouse to get started using MyCAA Financial Assistance is to choose one of these schools using the School Search button on the MyCAA website (<https://aiportal.acc.af.mil/mycaa>).

Does MyCAA charge any fees to participating schools?

No. Schools are considered MyCAA partners who share an interest in helping prepare military spouses for jobs in Portable Career Fields.

How are schools invited to participate in MyCAA?

Schools are invited to participate in MyCAA in two ways:

- MyCAA Outreach Staff are currently inviting community colleges, vocational and occupational schools, colleges, universities and special incentive programs to participate in MyCAA if they offer programs of study related to the Portable Career needs of military spouses.
- Military spouses may also invite schools of their choice to participate in MyCAA by delivering school officials with an electronic and/or hard copy of the MyCAA New Schools Invitation Package. Materials contained in this package tell schools everything they need to know in order to register for the MyCAA program, beginning with the requirement to provide accreditation information.

The New School Invitation Process can take up to 90 days to complete. Spouses SHOULD NOT WAIT too long before inviting a new school, especially if their classes will start soon. Invitations do not guarantee that a school will agree to participate or that the school will be eligible for MyCAA participation.

Are some schools given priority to participate in the MyCAA program?

Yes -- The following types of schools are automatically approved for participation in MyCAA:

- Schools approved by the U. S. Department of Education
- Schools approved by the Veterans Administration
- Schools that are approved for the DoD Tuition Assistance (TA) Program
- Schools that are included in special MyCAA Outreach efforts

What requirements does MyCAA have for schools?

Participating schools must agree to complete basic MyCAA registration requirements including:

- Provide source of accreditation point of contact information and current accreditation status
- Provide points of contact for general spouse assistance, academic advising, billing, registration, financial aid and military or veterans liaison
- Agree to accept the Government Purchase Card (GPC) as the MyCAA direct method of payment
- Agree to use the MyCAA invoicing system
- Work with participating military spouses to validate school and course names, codes, costs, programs of study and catalog information used in the billing process and captured in MyCAA Career and Training Plans
- Agree to provide spouse grades within 60 days of course completion

How can a new school get registered?

- Schools need to follow guidance provided in the MyCAA Schools User Manual that is part of the School Invitation Package.
- It is the spouse's responsibility to provide a copy of this package to school officials.

Spouses -- My Situation

What if I already paid for a class or fee that I want to put in my Career and Training Plan? Can I get the money back through MyCAA Financial Assistance?

- No, MyCAA does not reimburse for courses that have already started or been taken.
- The only "fees" that are paid for by MyCAA are those that are associated with getting professional licenses and certifications.
- If a spouse or school deliberately commits fraud by entering incorrect information into the MyCAA system, they can both be permanently dis-enrolled from the MyCAA program. They may also face serious legal and financial consequences.
- Spouses are advised NOT to give any personally identifying information (PII) to others such as names, social security numbers, dates of birth, mailing addresses, etc. Scam artists can use this information to steal their personal identity and their MyCAA education benefits.

Can I get MyCAA Financial Assistance if I already have a job?

Yes, if you need a license, certificate, credential, degree, education, or training course in order to seek or maintain employment or move up your Portable Career ladder, you may use MyCAA Financial Assistance to pay for these programs of study.

Can I use MyCAA Financial Assistance in conjunction with other sources of funding?

- Spouses are advised to use their MyCAA education benefits first before using any other type of federally funded education program. Some other education programs will tell spouses that they can not use their education benefit at the same time as they are using MyCAA funding.

- Currently, MyCAA is considered a scholarship and is not taxable.
- Schools MAY NOT bill for classes that are being paid for by other education benefit programs and then reimburse spouses with MyCAA dollars. This is considered double billing and fraud. Such practices will have serious legal and financial consequences for both schools and spouses.