



## FCC Interview & Offer Process: MCC 2.0 Transition Actions

This document includes information about how to use MCC for FCC providers who do not complete the interview and offer process before launch of MCC 2.0. This means some of the interview and offer actions occurred either while MCC 1.x was still operational or during the period of time MCC was not available. As a result, certain actions must be taken in MCC 2.0 to complete the interview and offer process.

If the provider...	Then follow the steps from this section
Completed an interview prior to launch of MCC 2.0, wants to make an offer, but did not make an offer before the system was brought offline	Make Offer in MCC 2.0
Completed an interview prior to launch of MCC 2.0, does not want to make an offer, but did not update MCC 1.x before the system was brought offline	"No Offer" in MCC 2.0
Scheduled an interview prior to launch of MCC 2.0, but did not interview the family because they did not show up, and did not update MCC 1.x before the system was brought offline	"No Interview" in MCC 2.0

For detailed instructions on how to complete these steps in the system, refer to the [Placement Activities](#) section of the reference guide. For assistance taking these actions, contact the Support Desk at [ProgramSupport@MilitaryChildCare.com](mailto:ProgramSupport@MilitaryChildCare.com).

### Make Offer in MCC 2.0

If an interview was completed prior to launch of MCC 2.0, the provider decided to make an offer, but an offer was not made before the system was brought offline, take the following steps in MCC 2.0:

1. From the My MCC Dashboard, select the Request Interview button.
2. Describe the space.
3. On the Make Offer page, select the child whose family was interviewed.
4. Select the No Interview Needed button to send the family an offer. The system will send the family an offer notification and update their dashboard. Place a courtesy call to the family following Service procedures.

### "No Offer" in MCC 2.0

If the provider interviewed a family before launch of MCC 2.0, decided not to make an offer, but did not update MCC 1.x before the system was brought offline, the system must be updated to reflect the outcome of that interview. To do this, take the following steps in MCC 2.0:

1. From the My MCC Dashboard, select the Request Interview button.
2. Describe the space.
3. On the Make Offer page, select the child whose family was interviewed.
4. Select the Request Interview button. Note: The family will receive an interview request notification, so consider alerting the family that they will receive an email, but do not need to take any action.
5. Return to the My MCC Dashboard and navigate to the Placement List.
6. Find the appropriate child, select Accept the Interview and enter the interview date.

7. Select No Offer and select the reason from the drop-down list. The system will send the family a Care Unavailable notification.

### **“No Interview” In MCC 2.0**

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If an interview was scheduled prior to launch of MCC 2.0, the family did not show up for the interview, but did not update MCC 1.x before the system was brought offline, the system must be updated to indicate that an interview was scheduled but the family did not interview. This will remove the family from your waitlist. To do this, take the following steps in MCC 2.0:

1. From the My MCC Dashboard, select the Request Interview button.
2. Describe the space.
3. On the Make Offer page, select the child whose family did not come for their interview.
4. Select the Request Interview button. Note: The family will receive an interview request notification, so consider alerting the family that they will receive an email, but do not need to take any action.
5. Return to the My MCC Dashboard and navigate to the Placement List.
6. Find the appropriate child, select to Accept the Interview and enter the scheduled interview date (which did not occur since the family was a no show).
7. Select No Interview. The system will cancel the request, send a notification to the family, and update the family's dashboard.