

2.0 FCC Provider Training Plan

The next version of MilitaryChildCare.com (MCC) – or MCC 2.0 – will launch in May 2019! Updates will include a streamlined way for families to request care and a new way program users can view and manage these requests. **We need your help to ensure all FCC providers are trained on MCC 2.0 using the resources listed below.**

Training Resources

The following training materials will be available on the MCC Central Training Center on 20 May 2019 to support FCC providers' use of MCC 2.0.

1. FCC provider videos
 - a. MCC Core Changes video
 - b. Family Household and Search video
 - c. Placement Activities video (Air Force & Navy only)
2. FCC provider handouts
 - a. Program User Login & Dashboard
 - b. FCC Offer Process Summary
 - c. Provider Profile Changes
 - d. Waitlist Changes (Air Force, Navy, USMC)

As a reminder, a webinar titled, "Using MCC 2.0: Day 1 Essentials" will be conducted the weeks of 20 and 27 May for program staff. FCC providers are not expected to attend the webinar series. Instead, FCC providers should review the videos and handouts listed above to learn what they need to know to use MCC 2.0 successfully.

Request: Develop a Training Plan

If your installation operates an FCC program, we need someone at the program (such as the FCC Director, MCC Coordinator, or Training & Curriculum Specialist) to create and implement an FCC provider training plan on MCC 2.0. Suggestions include:

1. Scheduling a group training with your providers and using the video recordings as the foundation of the session
2. Asking each FCC provider to watch the videos and read the handouts individually

Regardless of the format, consider the following when developing the training plan:

1. Ensure providers know they are required to review the MCC 2.0 videos and handouts and share why this training is important to their daily work
2. Provide a way to collect and respond to questions
3. Include a timeline so providers understand when training needs to be complete
4. Ensure providers know how to access the training materials on MCC Central
 - a. Go to MilitaryChildCare.com, and select the Program Login link at the bottom right-hand corner.
 - b. Select the MCC Central button on the top of the screen, and then select the OK button to acknowledge the disclaimer to access MCC Central
 - c. From the MCC Central home page, select the Learn More button from the Training Center tile.
 - d. From the Training Center home page, select the MCC 2.0 FCC Provider Training Course for your Service Branch
 - e. Note: when MCC is off-line for the migration, the videos and handouts can be accessed on the MCC Central Prepare for MCC 2.0 page at <https://www.mcccentral.com/prepare-for-mcc2>