

## MCC Transition Call Overview (General)

This document summarizes the topics addressed in each MilitaryChildCare.com (MCC) transition call and outlines the recommended attendees to participate in each call.

**TABLE 1—TRANSITION CALL OVERVIEW**

Call	Key Topics	Recommended Attendees
Kickoff Call	<p>The Transition Kickoff Call provides a high level preview of the transition to help staff prepare for a successful transition to MCC. This includes:</p> <ul style="list-style-type: none"> <li>▪ Access to MCC and MCC Central</li> <li>▪ Overview of transition process</li> <li>▪ Role of MCC Coordinator and preparation activities</li> <li>▪ User management</li> <li>▪ Role of providers and FCC staff and preparation activities</li> <li>▪ FCC support resources</li> </ul> <p><i>Items due after call: Program Data Collection Form, User Management template, call availability via ScheduleOnce</i></p>	<ul style="list-style-type: none"> <li>▪ MCC Coordinator</li> <li>▪ MCC Coordinator Backup (BU)</li> <li>▪ FCC Director, Staff</li> </ul>
Call 1	<p>Call 1 provides an overview of MCC, MCC Central, and the transition process. This includes:</p> <ul style="list-style-type: none"> <li>▪ Overview of MCC</li> <li>▪ Overview of MCC Central</li> <li>▪ Transition components and schedule</li> <li>▪ Marketing and communications framework</li> </ul>	<ul style="list-style-type: none"> <li>▪ MCC Coordinator</li> <li>▪ MCC Coordinator BU</li> <li>▪ FCC Director</li> <li>▪ CDC/SAC/FCC Managers</li> <li>▪ R&amp;R Manager<sup>1</sup></li> <li>▪ Transition Team<sup>2</sup></li> </ul>
Call 2	<p>Call 2 focuses on program content development and introduces waitlist transition. This includes:</p> <ul style="list-style-type: none"> <li>▪ Overview of program content development, approval/ publishing</li> <li>▪ Demonstration of program content development, specifically Anticipated Placement Time (APT), care option entry, and photo upload</li> <li>▪ Waitlist preparation, including household and request validation</li> <li>▪ Transition Team role</li> </ul> <p><i>Items due after call: Care Option Data Form</i></p>	<ul style="list-style-type: none"> <li>▪ MCC Coordinator</li> <li>▪ MCC Coordinator BU</li> <li>▪ FCC Director</li> <li>▪ CDC/SAC/FCC Managers</li> <li>▪ R&amp;R Manager</li> </ul>

<sup>1</sup> For Army, R&R refers to Army Parent and Outreach Services.

<sup>2</sup> The Transition Team is selected by the MCC Coordinator and comprised of select program staff (typically who currently manage the request for care process prior to MCC). Transition team members facilitate entry of household and request information from the program’s current waitlist to MCC.

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Call	Key Topics	Recommended Attendees
Call 3	<p>Call 3 focuses on the waitlist transition process and the interim waitlist period. This includes:</p> <ul style="list-style-type: none"> <li>▪ Waitlist preparation status</li> <li>▪ Interim waitlist period</li> <li>▪ Household import/ entry process</li> <li>▪ Request for care (RFC) entry process</li> <li>▪ Discussion of Offer Tracker and MCC RFC Form</li> </ul> <p><i>Items due after call: Household Import Template (upload through Amrdec Safe)</i></p>	<ul style="list-style-type: none"> <li>▪ MCC Coordinator</li> <li>▪ MCC Coordinator BU</li> <li>▪ Transition Team</li> <li>▪ R&amp;R Manager</li> </ul>
Recorded Call 4	<p>Recorded Call 4 focuses on preparations for Go Live. This includes:</p> <ul style="list-style-type: none"> <li>▪ Review of Go Live checklist</li> <li>▪ Review of Go Live acceptance criteria</li> <li>▪ Overview of Go Live day and MCC Coordinator role</li> <li>▪ Beyond Go Live</li> <li>▪ What's Next?</li> </ul>	<ul style="list-style-type: none"> <li>▪ MCC Coordinator</li> <li>▪ MCC Coordinator BU</li> </ul>
Go Live Day	<p><i>Items due on Go Live day:</i></p> <ul style="list-style-type: none"> <li>▪ <i>Completed Offer Tracker</i></li> <li>▪ <i>Go Live Readiness Acceptance Criteria</i></li> </ul>	<ul style="list-style-type: none"> <li>▪ MCC Coordinator</li> <li>▪ MCC Coordinator BU</li> </ul>