



## MCC Role: MCC Coordinator – Defense Logistics Agency

The MCC Coordinator is the installation representative who works with the installation and the MCC Operations Center to ensure a successful transition to and implementation of MCC. This document provides a description of your role and an overview of the roles of other team members.

### Team Roles

All staff and providers are responsible for understanding the MilitaryChildCare.com (MCC) request for care process and supporting families’ use of MCC. See the table below for a summary of team roles.

Title	Description
Front Desk Clerks	Manage the waitlist
Directors/Assistant Directors	<ul style="list-style-type: none"> <li>▪ Ensure consistent implementation of the waitlist</li> <li>▪ CDC/SAC: Draft, maintain, and approve program content</li> </ul>
Staff managing the waitlist prior to the transition to MCC	Facilitate entry of household and request information from the program’s current waitlist to MCC

### MCC Coordinator Role

#### PRE-TRANSITION

Prior to the first transition meeting, MCC Coordinators are responsible for:

1. Viewing the Overview of MilitaryChildCare.com Virtual Training Module.
2. Reviewing Waitlist Preparation and Program Content Preparation documents.
3. Completing and submitting the Program Data Form.
4. Completing and submitting the User Management template.
5. Reviewing the agenda for Call 1.

#### TRANSITION

To facilitate the transition to MCC, the MCC Coordinator is responsible for:

1. Participating in transition planning meetings, to include assessing potential changes in local waitlist policy.
2. Identifying individuals who need a program user account (staff and providers who are responsible for managing the child care request/waitlist process).
3. Conducting advance setup tasks (e.g., confirm installation/program names; confirm priorities/exceptions).
4. Overseeing waitlist preparation activities and the transition of waitlist data to MCC.
5. Coordinating with the installation marketing organization and public affairs office to facilitate MCC communications.
6. Coordinating the development, approval, and publishing of program profiles.
7. Informing staff and providers about and monitoring completion of MCC training.
8. Completing Go Live (e.g., the launch of MCC) activities (e.g., activate program profiles).
9. Overseeing the completion of post-transition activities (e.g., update data entered incorrectly during the transition).
10. Providing feedback to the MCC Operations Center.

### **ONGOING IMPLEMENTATION**

After the transition, the MCC Coordinator is responsible for:

1. Serving as the point of contact for the MCC Operations Center.
2. Ensuring implementation of MCC procedures (e.g., offers are made in sequential order).
3. Revising local procedures as needed to support implementation of MCC.
4. Providing approval for special circumstances/exceptions, to include decisions to defer offers, backdate the Request for Care date, or reinstate cancelled requests because the family did not reconfirm care.
5. Reviewing and maintaining MCC program user accounts to ensure that appropriate program users have access, and permissions are removed or modified when relevant.
6. Monitoring program profiles (e.g., creating, approving/publishing, activating, inactivating, deleting).
7. Developing a schedule for entering and activating care options (e.g., Before/After School, camps) so all care options are displayed to parents on MCC at the same time.
8. Identifying questions, concerns, or recommendations from staff and providers to share with the MCC Help Desk.
9. Ensuring new staff and providers are aware of MCC training and other resources.
10. Developing an ongoing MCC outreach material dissemination plan (e.g., download and print outreach materials).