

Frequently Asked Questions: MCC Offer Process

This document includes common questions asked by staff responsible for making offers for facility-based programs and family child care. The purpose of this resource is to support their use of MCC by addressing questions related to the offer process. The document is divided into major topic areas and provides links to additional resources.

Make Offers

For more information on the make offer process and step-by-step instructions by program type, review the [Make Offers](#) topic in the Placement Activities reference guide.

Question 1: What if I have 10 families requesting infant care and 2 families requesting toddler care. I only have a toddler opening. Can I skip the infants to make an offer to the first toddler?

Response: When you describe the space, select the toddler age group, or specify a custom age range. Only children who meet the age requirement will appear on your list, so the infants will be excluded. This is not considered an out of sequence offer.

Question 2: We are unable to make offers with different care state dates at the same time, so I have to complete the make offer process for each start date. Can I just describe all the spaces at the same time?

Response: The system requires program users to describe the space for each care start date to generate the Make Offer screen, because the offer list could be different based on the start date.

Make Out-of-Sequence Offers (Facility-Based Programs)

For more information on the criteria used to sequence requests, review [Who is Eligible for Military Child Care?](#) in MCC Basics. For information on when you may make an out-of-sequence offer, review [Other Placement Actions](#) in the Placement Activities reference guide.

Question 3: What do I do if I learn that a family has not yet PCS'd, so will not be on-base by the start date? Can I skip this family and make an offer to the next family in sequence?

Response: No. Program users are required to make offers in sequential order unless command authorization is provided. In this situation, if an offer has not been made, the program user or family should update the family's DCN to a future date when the child can start care. If an offer has been made, the family can request to defer the offer to a future date.

Question 4: If the family type is incorrect and the family is listed at the top of the list to receive an offer, can I skip this family and make an offer to the next family in sequence?

Response: No. Program users are required to make offers in sequential order unless command authorization is provided. In this situation, the program user or family must correct the family type in the household profile. Then, the program user will describe the space again, at which time the Make Offer list will reflect the appropriate sequence based on the family's correct priority.

Question 5: If the first family in sequence has a later DCN than the second family in sequence, can I skip the first family and make an offer to the next family in sequence?

Response: No. Program users are required to make offers in sequential order unless command authorization is provided. The sequence in the waitlist is based on the family's RFC date and priority. If a family has the same priority and an earlier RFC date, they may be sequenced first. In this situation, make an offer should to the first family in sequence, even if their DCN is later than subsequent families.

Question 6: How do I make offers in sequence when requests are added and removed from the waitlist on a frequent basis?

Response: Program users must describe the space and make offers from the Make Offer list, not from the View Waitlist or the Waitlist Export Report. When the describe space process is used to generate the Make Offer list, the system sequences the requests currently in the system that meet the described space criteria. As a result, if an offer is made to the first family in sequence on the Make Offer list, the offer will not be out of sequence, even if during the describe space process someone with a higher priority places a request.

Offers to Families Already in Care or with Multiple Offers

For more information on the DoD priority requirements, review [Who is Eligible for Military Child Care?](#) in MCC Basics.

Question 7: A family with a high priority may be sequenced first for multiple programs and may receive multiple offers that are not coordinated in terms of timing. For example, a family with a high priority is in a metro area or a large installation and has a care requirement with multiple requests. The family (a) may receive several offers on the same day, (b) may receive multiple offers across several days, or (c) may have already accepted an offer and then receive an additional offer. What should I do?

Response: Make an offer to the first family in sequence, even if the family will receive multiple offers, has already received an offer, or has already enrolled in care. MCC will enforce the sequencing rules regardless of other offers received and program users cannot make out-of-sequence offers because the family sequenced first has already received an offer or may receive more than one offer.

When a family needs care, they will accept the first offer (even if it is not their preferred choice) and then stay on the waitlist for an offer from their preferred program. That's okay. A family may accept an offer, but then want to wait for a space at a preferred center (e.g., one that is closer to their home or work). During the courtesy call, talk to the family about the requests they want to keep. If they want to stay on the list for a preferred center, they can do this, but encourage them to only keep requests for programs that they will accept and enroll in. If they would not accept an offer from a particular program, encourage them to cancel that request.

Question 8: Should I make offers to families who have not yet received an offer before a family who has already received an offer for care or is enrolled in care?

Response: No. Program users are required to make offers in sequential order unless command authorization is provided. This means making the offer to the first family that qualifies for the available space, even if that family has already received an offer or is enrolled in care.

Early Offers

For more information about early offers and how a family can respond, review [Manage Offers](#) in the Placement Activities reference guide.

Question 9: Why do some requests on the Make Offer list have a DCN after the care start date?

Response: There are system rules that prohibit how far in advance of the DCN an offer can be made.

- For school year care, all children with a DCN on or within 30 days of the date care available will display on the Make Offer list.
- For non-school age care, all children with a DCN of 30 days from the offer date or earlier and on or prior to the date care available will display on the Make Offer list. For example, if the offer date is April 15 and the DCA is May 1, then all children with a DCN of 15 May or earlier will display.

The Make Offer list displays requests in the order in which offers should be made. A program user is not authorized to skip a child on the Make Offer screen because their DCN is after the date care available. If the family sequenced first has a DCN after the date care available, make them an offer. The family will have the option to a) accept the offer and start care early, b) accept the offer and start care on the date care needed with the understanding that the program may require them to pay to hold the space, b) decline the early offer and stay on the waitlist for an offer on or after their DCN, or c) decline the offer and be removed from the waitlist.

Question 10: Some families accept an early offer before they realize that they cannot afford to start early. They want to stay on the list with their same RFC date, but not start early. The three offer removal reasons ((1) family not eligible for military child care, (2) family type incorrect, and (3) offer error) do not accurately reflect the situation. What do I do?

Response: Until the system can be updated to better support this situation, remove the offer and select "Offer Error". Then make the offer again and select the Wait Until DCN. The family will stay on the waitlist with the same RFC date, but will not receive an early offer. When speaking with families about early offers, educate them on what their options are – accept the offer and start early, accept and potentially pay to hold the space until they can start, or wait (with the same RFC date) for an offer on or after their DCN. If the family cannot immediately respond to the offer, they have 48 hours to respond in MCC.

Questions Specific to FCC

INTERVIEW PROCESS

For more information on the FCC offer process, including requesting interviews, review [Make Offers: FCC](#) in the Placement Activities reference guide.

Question 11: Why should FCC providers/staff managing the FCC offer process send interview requests to three families if there is only one space?

Response: We recommend you request interviews with up to three families to facilitate quick placement in case one or more families does not agree to or does not show up for an interview. However, do not schedule more than three interviews because you will need to interview all families who accept the interview request before you make an offer to the first family in sequence who is a fit for your program.

FAMILY AND PROVIDER NOT COMPATIBLE

For more information on when requests must be made in MCC and program transfers, refer to [When to Use MCC](#) in MCC Basics.

Question 12: Once an offer is accepted and the child starts care, what happens if the parent or the provider determines that they are not a match? Do the parents have priority on the waiting list for another provider?

Response: MCC use requirements for program transfers vary depending on the reason for the transfer. For compatibility issues between providers and families, contact the FCC Coordinator to discuss the situation and options. Depending on the situation, the FCC Coordinator may recommend an internal transfer (without the family placing a request). If wait time is short for another provider, then the FCC Coordinator may recommend the family place another request in MCC.

MAKE OUT-OF-SEQUENCE OFFERS

For more information on the criteria used to sequence requests, review [Who is Eligible for Military Child Care?](#) in MCC Basics. For information on when you may make an out-of-sequence offer, review [Other Placement Actions](#) in the Placement Activities reference guide. For information on how to manage the interview after sending an interview request, review [Manage Interview](#).

Question 13: Can a provider skip an interview and make an offer out-of-sequence if they know the family?

Response: No. Providers are required to make offers in sequence order unless a sibling is already in care or command authorization is provided.

Question 14: If I interview three families, but decide that the first two families are not a fit, so I want to make an offer to the third family in sequence, will that be tracked as an out-of-sequence offer?

Response: No, this is not an out-of-sequence offer. In this instance, update the first two requests to indicate No Offer and select the reason you do not want to make them an offer. Then, make an offer to the family that was a fit.

Question 15: If the family type is incorrect and the family is listed at the top of the Request Interview list, can I skip this family and request an interview with the next family in sequence?

Response: No. Providers are required to make offers in sequence order unless a sibling is already in care or command authorization is provided. In this instance, you or the family must correct the family type in the household profile. Then, describe the space again, at which time the Request Interview list will reflect the appropriate sequence based on the family's correct priority.

Question 16: What do I do if I learn that a family has not yet PCS'd, so will not be on-base by the start date? Can I skip this family?

Response: No. Providers are required to make offers in sequence order unless a sibling is already in care or command authorization is provided. In this situation, if you have requested an interview, the family can decline the interview and indicate in MCC that their DCN has changed. The family should update the DCN. They will stay on your waitlist for a future space. If you haven't requested an interview yet, update the family type in the household profile. Then, describe the space again, at which time the Request Interview list will reflect the appropriate sequence based on the family's correct priority.