MCC.COM QUESTIONS AND ANSWERS

What changes are expected on 1 September 2020

On 1 September 2020 at 0900 EST, MilitaryChildCare.com will be updated to reflect the 21 February 2020 Office of the Secretary of Defense priority policy change. These changes are summarized [here](#).

How long will the system be down for the transition?

MilitaryChildCare.com will be offline from 0900 EST on 29 August through 0900 EST on 1 September 2020 to implement the enhancements. To place a new request for care, please access the system again after 0900 on 1 September 2020.

COVID-19 INFORMATION

What is the impact of COVID-19 on placement via MilitaryChildCare.com?

Due to the Coronavirus (COVID-19), many programs have closed, are operating at reduced capacity, and/or have reduced the number of offers being made. As a result, it may take longer for children to be placed in military child care programs than currently represented by anticipated placement time (APT) estimates. As a result, APT estimates have been temporarily turned off. If you have questions about placement time, please contact the program or provider directly to learn more about their specific circumstances.

INTRODUCTION TO MCC

What is MCC?

MilitaryChildCare.com (MCC) is a Department of Defense website for military and DoD-affiliated families seeking child care. This single online gateway provides access to comprehensive information on military-operated and military-subsidized child care options worldwide. With MCC, families can search for and request care, manage their requests, and update their household profile - online any time and from anywhere - making it easier for families to find the child care they need.

What can MCC do for me and my family?

MCC allows you to do the following:

- **Access information about the full range of available military programs.** Information about all military child care programs and approved community programs are available via MCC, including pertinent program details that help you make informed child care decisions.

- **Submit and manage your child care requests online, at any time from any location**. MCC allows you the flexibility to submit requests for care for any program that meets your care needs. You can request care across Services, remain on waitlists for a preferred program even after being offered care by another program, and review and manage your requests via your "My MCC Dashboard".

- **Update your household profile.** To use MCC, you must create and maintain a household profile, which is accessible at all times. The profile stores basic information such as sponsor name, contact information, sponsor type, and child name and birth date.

- **Receive streamlined information and updates about your child care requests.** MCC will send you email notifications to keep you updated on the status of your requests and help you manage the child care request process. All notifications are also stored in your "My Notifications" page for your reference. Additionally, you will receive information in the "Time Sensitive Actions" section of your "My MCC Dashboard" and may review the status of your requests at any time via your "My Child Care" page.

How do I apply to work for a Department of Defense Child and Youth Program?

The Department of Defense is an excellent employer for child development and youth development professionals, offering a range of career opportunities, outstanding benefits, and a meaningful mission. Find out more about these opportunities at Military OneSource.

Both entry and career-level positions with Department of Defense programs can be found at:

- The Army Child & Youth Services Careers

- The Marine Corps Community Services

- The Navy Child & Youth Programs

- The Air Force NAF Jobs

- USAJOBS by searching for "Department of Defense Child and Youth" jobs in your area. You can also search by entering the name of your service branch and "Child and Youth", for example "Army Child and Youth".

HOW TO GET STARTED WITH MCC

What do I need to do to access MCC?

The registration process is easy and only takes four steps:

- **Step 1: Create an Account**. Go to MilitaryChildCare.com to create an account. Once you create an account, you can set up a "Household Profile" that stores key information about your family and allows you to conduct a customized search for care at any time from any location.

- **Step 2: Search for and Request Care**. Once you set up your "Household Profile",MilitaryChildCare.com gives you access to a powerful search engine that allows you to search the full range of military child care programs to identify programs that meets your specific care needs in your preferred location. Once you have conducted your search, you may submit requests to any program in your search results. The program will contact you with an offer for care when a space becomes available.

- **Step 3: Manage Your Requests.** You can manage your requests for care from anywhere in the world. Log onto MilitaryChildCare.com to review the status of your requests, change information related to your requests, and cancel requests that you no longer need. Notifications will be delivered to your preferred email address and shared in the "Time Sensitive Actions" section of your "My MCC Dashboard" to inform you about the status of your requests.

- **Step 4: Update Your Household Profile.** Your household profile stores key information that the system references during your child care search, to provide you with a list of programs and providers that meet your needs. If there are any changes to your household information, log onto MilitaryChildCare.com to update your profile at any time.

Do I need to create an account to search for care?

No. You can conduct a basic child care search and view information about programs and providers without creating an account. However, to conduct a customized search and apply for and request child care, you must create an account.

How do I request care if my family is PCSing?

You can search for care and place requests as soon as you know where you will be stationed and the anticipated arrival date, even before orders are issued. If you need care for a school age child, you can place a request even before you know which school your child will attend and update the system later with the school information. If your arrival date changes, simply access your "My Child Care" page and update the date care needed. Once your move is complete, update your household profile to reflect your new mailing address and duty installation.

What can I do to get the care I need when I need it?

To get the care you need, you must create a MilitaryChildCare.com account, conduct your search, and submit your requests for care as soon as possible. You may place requests as soon as you know where you will be stationed and the anticipated arrival date, even before orders are issued. You can improve your chances of receiving care when you need it by (a) placing requests as soon as possible, (b) placing multiple requests, including requests for Family Child Care (FCC) providers, and (c) placing a request for "Any Provider" associated with the FCC Program rather than one or more individual providers. By placing a request for "Any Provider", your request will be added automatically to all FCC provider waitlists that match the search criteria, including new FCC providers added to MCC after you submit your requests. Offers are made in accordance with a priority system established by the Department of Defense based on military family type (e.g., single active duty), so selecting the correct family type in your "household profile" is also an essential part of the request for care process.

What should I do if my child is not yet born or in the process of being adopted?

When creating your account, enter the projected date of birth or adoption for your child. If your child's name is also uncertain, simply enter a temporary name at first (e.g., Baby Smith). After the birth or adoption, return to your "Household Profile" to update the actual date of birth and/or child's name. Having your child's name and correct date of birth in your "Household Profile" helps us tailor communication with you and ensures programs have the most up-to-date information when they make an offer for care.

Where can I get assistance with using MilitaryChildCare.com?

MCC operates a Family Support Desk to provide you with individualized assistance related to creating a MilitaryChildCare.com account, updating a household profile, searching for care, managing requests for care, or technical/system issues. You may contact the Family Support Desk at 855-696-2934, Option 1, or via email atFamilySupport@MilitaryChildCare.com.

ELIGIBILITY AND FEES

What are the eligibility guidelines for DoD Child and Youth Programs?

Eligibility for military child care is determined by a sponsor's Department of Defense (DoD) affiliation. A child must be a dependent of an eligible sponsor in order to participate in any military child care program. Eligible sponsors include active duty military and Coast Guard personnel, DoD civilian employees, National Guard/Reserve component military personnel on orders, active duty combat-related wounded warriors, Gold Star spouses of military members who died from a combat-related incident, and those acting in loco parentis for the dependent child of an otherwise eligible sponsor. Although eligible for services, families whose sponsor is a DoD contractor, other federal employee, or military retiree - as well as any eligible family with a non-working spouse (with the exception of families whose sponsor is a combat-related wounded warrior) - may only access military child care on a space available basis, after all families with higher priority on a program's waitlist have been served. The priority structure for DoD eligible military family types is outlined in the Department of Defense Instruction (DoDI) (6060.02).

The DoD instruction can be viewed online at:
http://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodi/606002p.pdf

When creating an account, you are required to acknowledge you are eligible for DoD child care services. Eligibility will be verified by your respective Child and Youth Program after an offer is accepted and prior to officially enrolling your child in the program. The eligibility verification process and required documentation, varies by installation. Note: 24/7 Centers have unique eligibility requirements.

What are the eligibility requirements for a 24/7 Center?

24/7 Centers are designed to meet the needs of watch standers or shift workers who work non-traditional, and/or rotating schedules (i.e., weekends, nights, and evenings). While other families may also use 24/7 program for emergency care, hourly care, or even full-time care if space is available, priority must be given to those sponsors for whom 24/7 Centers were specifically designed. If you have questions about program eligibility requirements or would like to learn more about 24/7 Centers at the installation, please contact the program directly.

How much will my child care cost?

Each branch of service issues parent fee guidelines for its Child Development Centers (CDC), School Age Care (SAC) programs, 24/7 Centers, and Family Child Care (FCC) providers based on DoD fee guidance.

Fees are based on Total Family Income (TFI) and apply to all children who attend the program on a regular basis. For more information on fees, please contact the program directly.

SEARCH FOR CARE

Can I search for care for more than one child at a time?

No. In order to ensure we match you with programs that meet your specific care needs, you must complete a separate child care search for each of your children. This process ensures customized search results based on the child's age, child-specific needs, and family preferences.

Can I submit a request for school year care if I do not know which school my child will be attending?

Yes, you are able to submit a request for care without providing your child's school information. When prompted to provide information about your child's school during the request process, select the option that indicates that you do not yet know which school your child will be attending. Once you know your child's school name, logon to MilitaryChildCare.com, view your "My Child Care" page and update the school name for the appropriate request. Note: 90 days prior to your "Date Care Needed", you will receive an email notification that reminds you to update your child's school information. In order for a program to send you an offer for care, you must provide the name of your child's school.

How can I submit a request for care for hourly/drop-in care?

To request hourly care at your preferred program, please contact the program directly.

What does it mean if I conduct a search for care, and I don't receive any results?

Various factors may impact your search results. For example, your search parameters may be too narrow (e.g., hours of care or location radius). If you have adjusted your search parameters and no results appear, please contact the Family Support Desk for assistance at FamilySupport@MilitaryChildCare.com or at 855.696.2934.

MY REQUESTS

How do I know if I have an active request on a program's waitlist?

You can view the status of your requests for care any time on your "My Child Care" page.

Where is my child on the waitlist?

The DoD has assigned a priority to each Sponsor type/spouse employment status combination to ensure that the most mission-critical families with the highest need for care receive access to child care first. Your family's priority, together with your request for care date, determines your position on each waitlist. Rather than provide you with a number on a list MilitaryChildCare.com provides you with an Anticipated Placement Time (APT), which is an indication of how likely you are to get an offer for care and when. However, due to the Coronavirus (COVID-19), many programs have closed, are operating at reduced capacity, and/or have reduced the number of offers being made. As a result, it may take longer

for children to be placed in military child care programs than currently represented by anticipated placement time (APT) estimates. As a result, APT estimates have been temporarily turned off.

How do I know when I might get an offer for care?

Typically you would monitor the Anticipated Placement Time (APT) associated with each request on your "My Child Care" page. Although APT is just an estimate, it may give you a general idea of how likely you are to receive an offer for care at a program and when they may make an offer for care. However, due to the Coronavirus (COVID-19), many programs have closed, are operating at reduced capacity, and/or have reduced the number of offers being made. As a result, it may take longer for children to be placed in military child care programs than currently represented by anticipated placement time (APT) estimates. As a result, APT estimates have been temporarily turned off. If you have questions about placement time, please contact the program or provider directly to learn more about their specific circumstances.

How will I be informed about the status of my requests?

You will receive email notifications to alert you when any action must be taken on your requests. It is important to keep your email address in your "Household Profile" up-to-date to ensure you receive these email notifications. All notifications are also stored in your "My Notifications" page for your reference. Additionally, you may review your "Time Sensitive Actions" on your "My MCC Dashboard" and the status of your requests at any time via your "My Child Care" page. Your "My Child Care" page includes the following information about each of your requests: Request for Care (RFC) date, the Date Care Needed (DCN), Anticipated Placement Time (APT), and request status.

Why do I need to take action to keep my requests active?

9 April Update: The time-based reconfirm requirement has temporarily been removed due to COVID-19. If you receive an offer for care from a program, you must reconfirm your interest in keeping your other requests within 2 business days or these request(s) will be cancelled. This process is designed to keep program waitlists up-to-date and ensure that children are placed as quickly as possible.

How do I change the date I need care?

Log on to MilitaryChildCare.com, access your "My Child Care" page, click "Update DCN" for a request, and use the calendar feature to update your Date Care Needed (DCN).

What can I do if my Date Care Needed (DCN) is approaching, and I have not received an offer for care?

Receiving an offer for care depends on many factors, such as when children leave a program, your child's age, your priority associated with your military family type, and the availability of transportation between a program and school. If you have not yet received an offer for care from your preferred program(s), we encourage you to conduct additional searches for care to identify other programs with shorter Anticipated Placement Times (APTs).

If you cannot find care by your date care needed and there are no other programs available, you may be eligible to receive fee assistance through the Military Child Care in Your Neighborhood (MCCYN) program. Through this program, the Department of Defense provides fee assistance to active duty service members (including reservists on active orders) who are unable to access care on-installations

because there are no vacancies(i.e., there is a waitlist), the available on-installation programs do not meet the family's needs, or the family lives more than 15 miles from an installation. Click here for more information on fee assistance programs for military families: https://www.childcareaware.org/fee-assistancerespite/

After receiving an offer, what is my time frame to accept or decline placement?

You have 2 business days to accept or decline an offer for care. If you do not respond during this timeframe, the offer for that request will expire and your request for care will be cancelled and removed from the system.

Can I stay on other waitlists after I receive an offer?

Yes. You can enroll in one program and keep additional requests for care active at other programs. This allows you to continue to wait for care at one or more programs of choice. When care becomes available at your program of choice, that program will offer care to you regardless of whether your child is enrolled in another program at the time.

After accepting an offer for care from a program, you will receive a notification informing you that you must reconfirm your other requests for care in order to remain active on those other waitlists. If you do not reconfirm your interest in keeping your other requests within 2 business days, these requests will be cancelled.

If at any time you decide that you are not interested in remaining on other waitlists, you should cancel any remaining active requests. To do this, log on to MilitaryChildCare.com, go to your "My Child Care" page, and cancel any requests you no longer want to keep.

ANTICIPATED PLACEMENT TIME (APT)

What is Anticipated Placement Time (APT)?

APT is defined as the estimate of how long families can expect to wait for a child care space in the requested program. APT is not a guaranteed placement time and may be modified as a result of changes to the request (e.g., an update to the date care needed or a change in family type) or circumstances at the program. However, due to the Coronavirus (COVID-19), many programs have closed, are operating at reduced capacity, and/or have reduced the number of offers being made. As a result, it may take longer for children to be placed in military child care programs than currently represented by anticipated placement time (APT) estimates. As a result, APT estimates have been temporarily turned off.

What can I do to increase my chances of being placed sooner?

To increase your chances of being placed sooner, begin your search and submit your requests as soon as possible. When searching for care, review the APT estimates and submit requests for care at programs with an APT that most closely meets your family's needs. During the search for care process, review all your options and submit requests to both facility- and home-based programs. If you select "Any Provider" associated with the FCC Program, you may have a shorter placement time than if you placed a request at a facility-based program because you will automatically be added to the waitlist for all FCC

providers that meet your search criteria, including new FCC providers added to MCC after you submit your requests.

Where do I find APT in the system?

You can typically view APT on the search results page prior to placing a request. Once requests are made, you can view the APT for each request on your "My Child Care" page. However, due to the Coronavirus (COVID-19), many programs have closed, are operating at reduced capacity, and/or have reduced the number of offers being made. As a result, it may take longer for children to be placed in military child care programs than currently represented by anticipated placement time (APT) estimates. As a result, APT estimates have been temporarily turned off. If you have questions about placement time, please contact the program or provider directly to learn more about their specific circumstances.

ABOUT MCC

What browsers are supported by MilitaryChildCare.com?

MilitaryChildCare.com (MCC) supports the latest version of Google Chrome (which automatically updates when it detects that a new version of the browser is available), as well as current and previous major releases of Firefox, Internet Explorer (IE), and Safari. IE is recommended for Common Access Card (CAC) users. MCC does not currently support IE7 or IE8. For additional information on the MCC Browser Policy, copy and paste this link into a web browser: https://www.mcccentral.com/4ib.

Is there an MCC app? Am I able to use MCC on a smartphone or tablet?

At this time, MilitaryChildCare.com does not offer an app. However, the system does support mobile browsing on a smartphone or tablet.

I was redirected and received an error stating, "Your connection is not private". How do I get onto your website?

This is expected when entering a .mil network and you can safely ignore the warning message. MCC is a certified and accredited website that is housed in a secure government data center. Please follow your browser's instructions to access the site or contact the Support Desk at 1.855.696.2934 for assistance. This should be a one-time occurrence for this computer and browser.

What are the Password Requirements for MCC?

MCC passwords must contain a minimum of 15 characters and a maximum of 20 characters, to include at least 1 uppercase letter, 1 lowercase letter, 1 number, and 1 special character.

Why are the Password Requirements so strict?

The (MCC) password requirements come directly from the Department of Defense (DoD) Security Technical Information Guide (STIG): Finding V-6130, version APP3320 in which all applications on the DoD Network (NIPR) are subject to and are enforced by the Navy Authorizing Official (NAO), which accredits MCC. Due to this policy, we are unable to change the password requirements for MCC. We encourage you to try changing letters or numbers to symbols in a password you have used in the past or

associate your Common Access Card (CAC) with your account, thereby eliminating the need to log onto MCC using a username and password.