

MilitaryChildCare.com Introduction for Programs

MilitaryChildCare.com (MCC) is a Department of Defense website for military families seeking child care. This single online gateway provides access to a wide array of military-operated and military-subsidized child care options across all Services. It enables families to search for and request care, manage their requests, and update their profile online, making it easier for families to find the child care they need.

Benefits for Child & Youth Programs

There are many benefits to programs that enhance their waitlist management process and customer service capabilities.

1. **Provides a consistent request for care process for military-operated and military subsidized child care options worldwide.**
2. **Expedites the child care request for care process by enabling military families to independently search for and request care, manage their requests, and update their profile online.**
3. **Facilitates the waitlist management process by using technology to automate key placement tasks, such as:**
 - a. Automates sequencing of requests based on Request for Care date and priority. Programs make offers in sequential order.
 - b. Designated timeframe for families to accept or decline offers or requests will be cancelled automatically.
 - c. Waitlist is current because families are required to confirm that care is still needed every 30 days.
 - d. Automatic movement of requests from one age group to another based on the child's date of birth.
 - e. System-generated anticipated placement time that is shared with families.
 - f. Inclusion Action Team Log with information from families, which helps programs identify the need for early assistance.
 - g. Comment Log where programs can share information with each other about a common request.
 - h. Ability to complete actions on behalf of families.
4. **Provides information about child care requests and unmet needs to support leadership in analysis, decision making, and strategic planning.**
 - a. Identify spaces needed to fulfill requests from families and meet the demand for care.
 - b. Identify if programs are meeting or exceeding placement metrics.
 - c. Assess implementation of waitlist processes.



The MCC Help Desk is available to assist programs and families.

Call the toll free number at 855.696.2934 or email:

ProgramSupport@MilitaryChildCare.com

FamilySupport@MilitaryChildCare.com

SystemSupport@MilitaryChildCare.com

To access MCC program resources, including marketing and outreach, training, transition, and operating procedures, visit MCC Central at MCCcentral.com.