

Report for the Missouri Coordinating Board for Early Childhood
January 6, 2015

Department: Department of Health and Senior Services

Liaison to the Board: Gail Vasterling.

Report as of December 15, 2014

- **Action Items In-progress/Pending:**
- **Announcements:**

Progress of SCCR's On-line Orientation for Prospective Providers

Currently, SCCR staff conducts in-office meetings for prospective child care providers. The meetings are designed to provide information about child care statutes and to outline the licensing process. There are separate orientation meetings for prospective child care home providers and prospective child care center owners. The meetings are held once a month at the SCCR local offices.

SCCR realizes it is often difficult for prospective providers to travel to a district office on the scheduled day of the meeting. In addition, the process is time consuming for SCCR staff, as the meetings generally last 2 hours. In order to improve customer service and make the best use of staff resources, SCCR is developing an on-line orientation that will replace the in-office meeting. The on-line orientation is being designed to cover the same information as an in-office meeting. It will be interactive to ensure the participant is actively engaged. In addition, once the on-line orientation is completed, it will generate a notice to the local office and an application packet will be mailed to the prospective provider.

Individuals who do not have access to the internet could utilize local libraries. In addition, SCCR is considering having a computer available at the local offices for prospective applicants to use for this purpose. SCCR anticipates the on-line orientation will be available in March 2015.

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