



When you achieve, Minnesota succeeds.

Welcome to our Fall E-Newsletter! At [Achieve](#), we proudly support you by using the [Develop](#) system to process your applications and provide support to the following membership types:

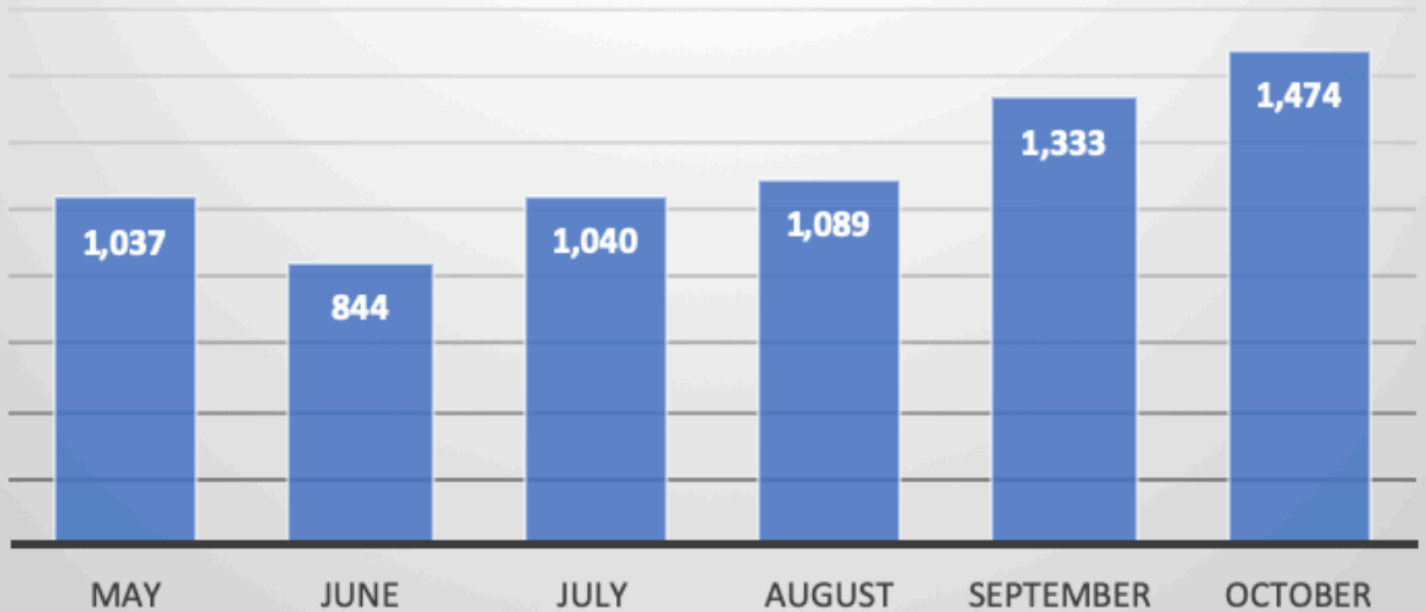
- [Individual Membership](#)
 - Career Lattice
- [Trainer Membership](#)
 - Course and Event Approval
- [Relationship-Based Professional Development \(RBPDP\) Membership](#)

Our bi-annual e-newsletter is sent out via email each year in **May** (Spring) and **November** (Fall). Each Achieve e-newsletter we send is available for you to view on our [Achieve website](#).

We are excited to share *our* achievements with you! We've highlighted our internal application processing and customer service support response numbers in the charts below.

Individual Membership

Individual Membership Applications Processed



Help Us Keep Membership Application Processing Time Low

We are proud of maintaining an average application processing time of three - four weeks since last May. Could we process applications even faster? Maybe - with *your* help!

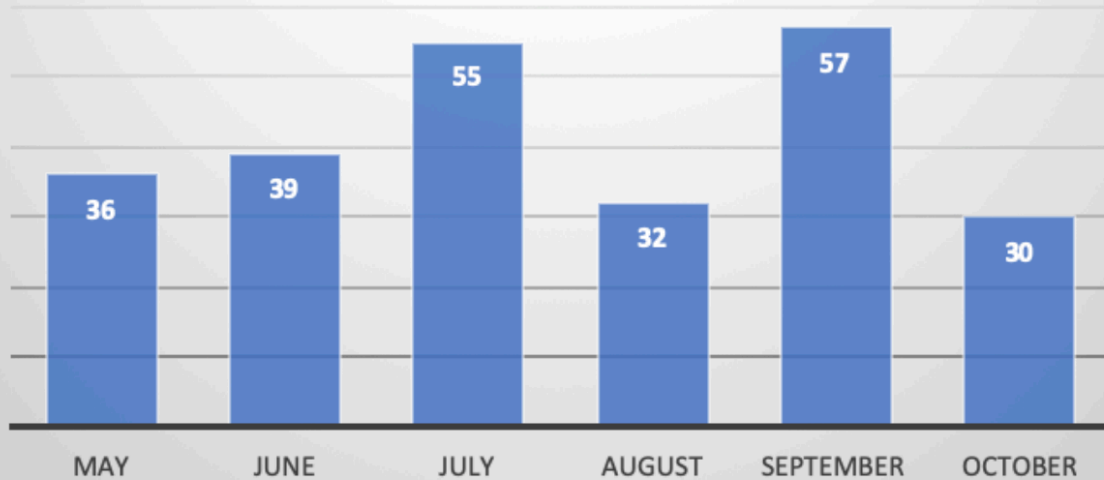
Our intake and coding departments have seen a large increase in application documents that don't meet [Acceptable Documentation](#) requirements. These documents require considerable mark-up, sorting, and scanning. All these steps increase the time it takes to process all applications for everyone waiting in line for membership or renewal of membership.

How can you help?

- Check out our blog about Acceptable Documentation - [To Send or Not to Send](#)
- Review our [Individual Membership Quick Guide](#) for help on deciding how to best submit your application in Develop.
- We've been receiving many attachments that are not accessible to us. To ensure your documents are reviewed for your membership application, always send your attachments in JPEG or *PDF format. **PDF files are preferred.*

Trainer Membership

Trainer Membership Applications Processed



Trainer & RBPB Summit

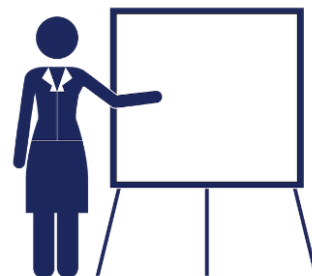
In September, [Nicky](#) and [Lynne](#) (our PD team) attended the [Trainer and RBPB Summit](#) in Breezy Point, MN, hosted by Trainer and Relationship Based Support Services (TARSS) program. Nicky and Lynne kept busy by:

- Answering questions and offering support
- Attending informative sessions
- Hosting Friday night's social hour filled with food, networking, and prizes!

A special thanks to [TARSS](#) for planning such a wonderful event for prospective and approved trainers and RBPB Specialists. We are thrilled to have been a part of it.

Update on Revised Trainer Types

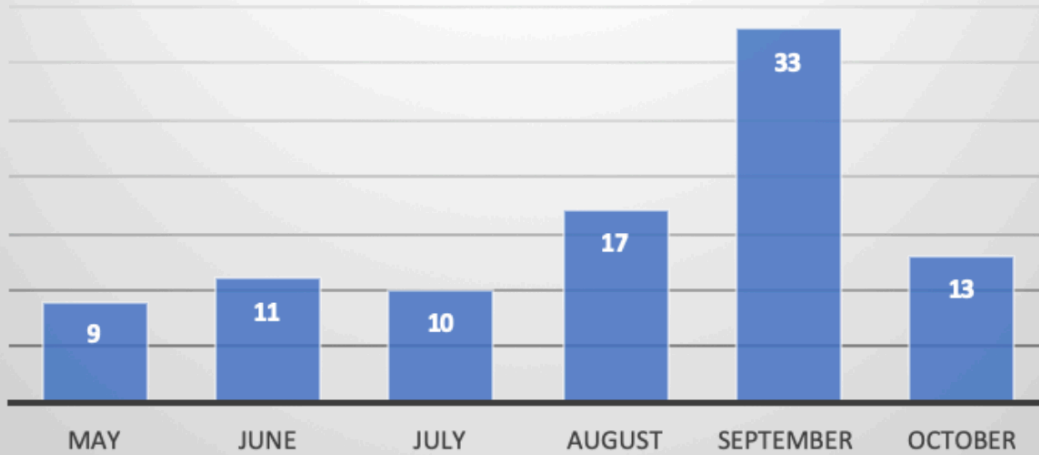
[Achieve](#) and [The MN Department of Human Services](#) (DHS) heard you! To ensure the Trainer approval system is accessible and focused on quality, we've decided to take a step back from implementing changes to Trainer types. DHS is currently gathering feedback from Trainers and key stakeholders throughout the state. Once the Trainer types are decided upon, an announcement will be made to the field. Watch for news in the new year!



In the meantime, we will continue processing Trainer approval applications based on the current requirements as outlined in the [Trainer Approval Guide](#).

RBPD Specialist Membership

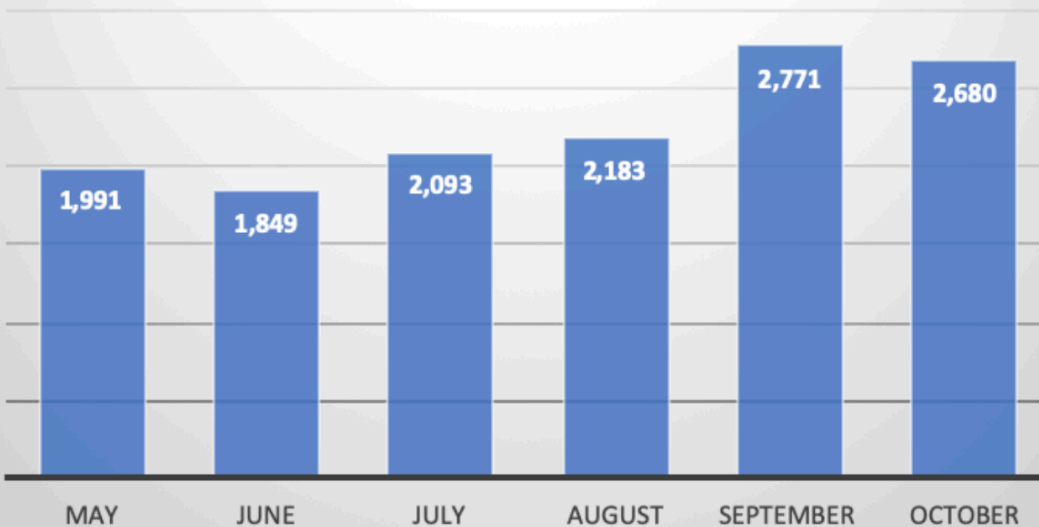
RBPD Specialist Membership Applications Processed



[Relationship-Based Professional Development \(RBPD\) Specialist Membership](#) is an employment-based membership that enables approved specialists to offer approved hours focused on learning through one-on-one interactions with educators. RBPD Specialists have access in [Develop](#) to create an approved event each time an interaction occurs.

Customer Service

Email Support Requests



From May 1, 2019, through October 31, 2019, a total of 13,567 requests for support via email were received with an average response time of 14.22 hours.

Everyone on our [Achieve team](#) aims to provide you with high-quality customer service, detailed support, and helpful resources specific to Achieve's application processing services. We know you are working with various organizations that also use Develop to do their work. If your request for support is not about Achieve's services, we'll always point you in the right direction for assistance.

A huge thank you to those who rated Achieve's customer service over the past six months. We have received many wonderful responses, check out a sample of them below!

- *I have received nothing but outstanding help from everyone I've interacted with. Their responses have been quick and helpful.*
- *It has been a great surprise! Nowadays, the online service can be tedious and slow. Thank you for the effort to have a great customer service: fast and accurate!*
- *They got back to me in a quick matter. Also pointed me in the right direction to resolve my issue.*
- *Thank you solving my issue so quickly. My phone call was returned quickly.*
- *Provided excellent support, and great response time. Very helpful!*
- *She went above and beyond to help me solve my problem. A plus!*
- *Every time I reach out for help, I receive great helpful assistance. Thank you!*
- *Prompt and clear communication. Thank you.*
- *Very easy to work with.*
- *I've never had a problem with getting the help I need; you're all doing a great job! Thank you.*

News from Achieve

Achieve Advisory Committee Update

[Achieve's Advisory committee](#) members met in Saint Paul on October 14, 2019, and discussed the following items:

- Advisory committee goals and expectations
- Subcommittee updates and current projects
- Recruitment Marketing Plan project*

**DHS has chosen Achieve to design and implement a recruitment marketing plan to draw more people to the Childhood Care and Education workforce in efforts to ensure the population of educators in training reflects the diversity of the community. This plan has been made possible through the Preschool Development Grant. More information to come.*

Visit the [Advisory Committee page](#) on our website to learn more about our members and projects.

Achieve Blog

Have you visited the [Achieve Blog](#) lately? Our blog shares articles and videos about:

- Our application workflow process
- Tips and tricks on applying for Individual, Trainer, and RBPD Membership
- Those who work in the Childhood Care and Education Field in Minnesota

Some of our recent articles include:

- [Kathy Stolhanske: The Glue Holding the Center Together](#)
- [5 Tips for Making the Most Out of Your Next Conference](#)
- [Workflow Series: The Empire of Entering](#)
- [To Send or Not to Send?](#)
- [Latisha Schauer: Putting the Care in Child Care](#)

Achieve Facebook Page

Check out our [Facebook page](#) and **Like** us today to stay up-to-date on everything at Achieve including:

- New Blog articles
- Helpful resources
- Relevant articles
- Giveaways
- And so much more!



Achieve Monthly Giveaways!

Last year we announced our [Monthly Giveaway program](#). Each month, we draw four names from the applications processed the previous month. These monthly drawings take place on the [Achieve Facebook Page](#) and winners are notified via email. You can learn more about the drawings on the [Achieve Blog](#).

Achieve Job Board

Looking for a new opportunity? Or need to hire qualified staff members? Visit the [Achieve Job Board](#)! **Now through November 20, 2019, all job postings are 50% off!** Take advantage of the savings while they last!

Holiday Office Hours

The holiday season is almost here! Please note our holiday hours below.

HOLIDAY HOURS

Achieve will be closed on the following dates:

Monday, November 11, 2019

Thursday, November 28, 2019 & November 29, 2019

Tuesday, December 24, 2019 - Wednesday, January 1, 2020

Monday, January 20, 2020



News from our Partners

Child Care Aware News



Child Care Aware of Minnesota offers several grant and scholarship programs and counseling to connect you with the right opportunities that fit your professional development goals and alleviate some of the financial burden. We offer the following:

- [Child Development Associate \(CDA\) awards](#)
- [T.E.A.C.H. MINNESOTA Scholarships](#)
- [R.E.E.T.A.I.N. Bonuses](#)
- [Foreign Credential Evaluation Scholarships](#)

Please visit the [Child Care Aware of Minnesota website](#) for more information or contact us at 651-290-9704.

Have Questions? We're here to help you Achieve!

Visit our [FAQ](#) page for answers to frequently asked questions specific to:

- [Individuals](#)
- [Trainers](#)
- [RBPD Specialists](#)
- [Training Sponsor Organizations](#)

For application and approval support, please contact:

Achieve - The MN Center for Professional Development:

- Toll-Free Phone: 855-378-3131
- Toll-Free Fax: 877-379-2467
- support@mncpd.org

For Develop technical support while using Develop, please contact:

The Develop Helpdesk at Achieve:

- (833) 605-6938
- support@develophelp.zendesk.com