



When you achieve, Minnesota succeeds.

Welcome to our Fall E-Newsletter! At [Achieve](#), we proudly support you - a valuable member of the MN Childhood Care and Education Workforce. We use the [Develop](#) system to process and support the following membership types:

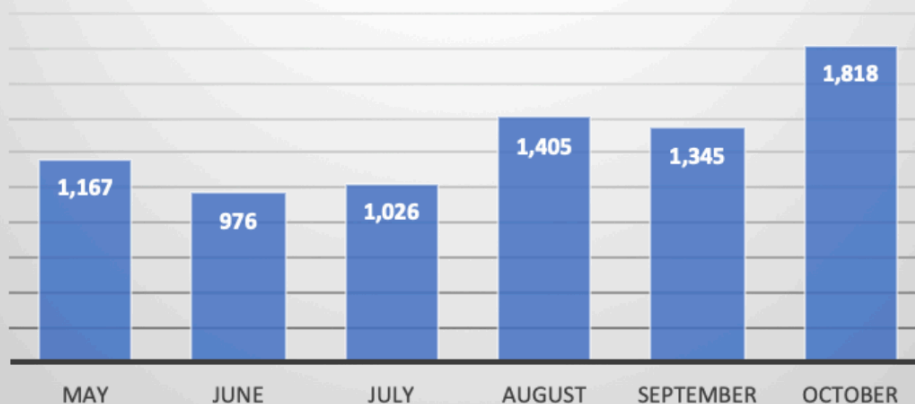
- [Individual Membership](#)
 - Career Lattice
 - Learning Records
- [Trainer Membership](#)
 - Course and Event Approval
- [Relationship-Based Professional Development \(RBPD\) Membership](#)

Our bi-annual e-newsletter is sent out via email each year in the months of **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 below.

Individual Membership

Individual Membership Applications Processed



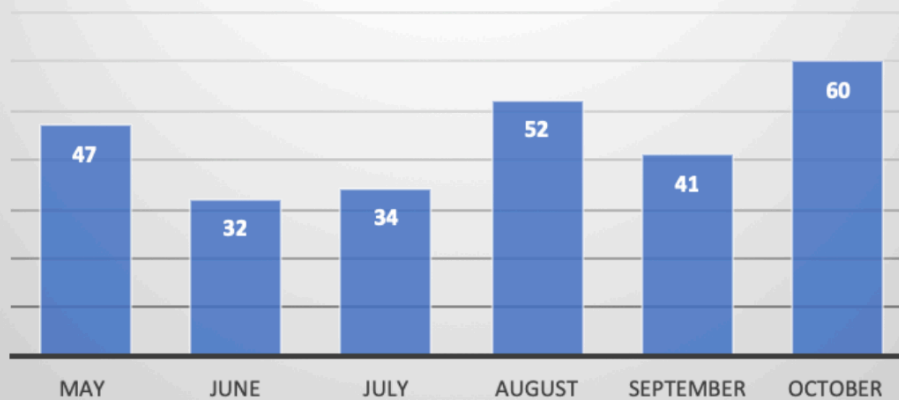
Application Documents

After you submit your membership application online, the [Develop](#) application system will generate an automatic email and request that you send documents to verify the education and training information you entered on your application form. While sending [Acceptable Documentation](#) is strongly recommended to achieve the highest [Career Lattice](#) step, it is always optional.

- If you **do not** want to send documents, click the **I Have No Documentation to Submit** button at the end of your application. Maybe you missed that button? That's okay! Simply log in to your Develop Individual profile and select the **I Have No Documentation to Submit** button on your Summary page. Your application will be considered complete and will be processed within six weeks.
- If you **do** want to send documents, check out the [Acceptable Documentation policy](#) and send acceptable documents to [Achieve](#) within 15 business days. All documents received within the 15 business day time frame complete your application and will be reviewed. Documents that meet requirements listed in the Acceptable Documentation policy will be processed with your application within six weeks of the date received.
 - The Develop system will automatically cancel your application, if Achieve does not receive any documents within the 15 business day time frame.

Trainer Membership

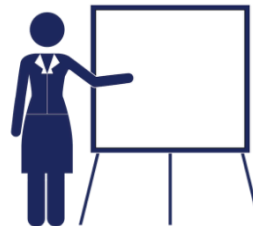
Trainer Membership Applications Processed



In October, our staff attended the [2018 Worlds of Wisdom Trainer and RBPD Summit](#) in Brainerd, MN. While there, they connected with many prospective and approved Trainers and RBPD Specialists. It was great to see some friendly faces and meet some new ones. If you missed us at the summit, don't worry - you can read about it on the [Achieve Blog](#).

Update: Revised Trainer Types Postponed

[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.

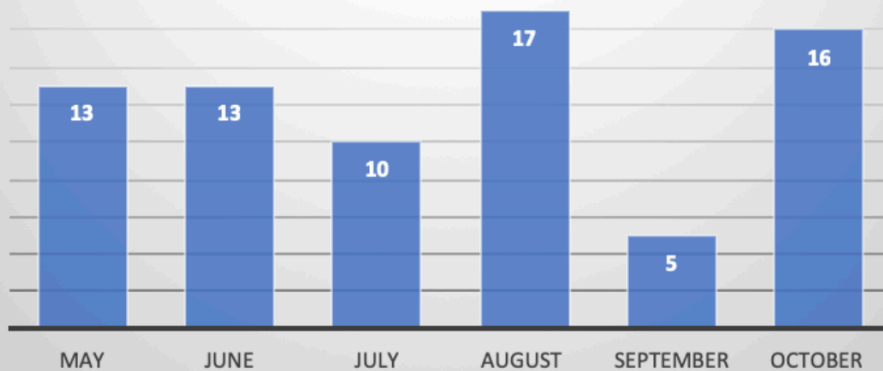


In the meantime, we will continue processing trainer approval applications based on the current requirements as outlined in the [Trainer Approval Guide](#).

Thank you for your continued support of Minnesota's Professional Development system.

RBDP Specialist Membership

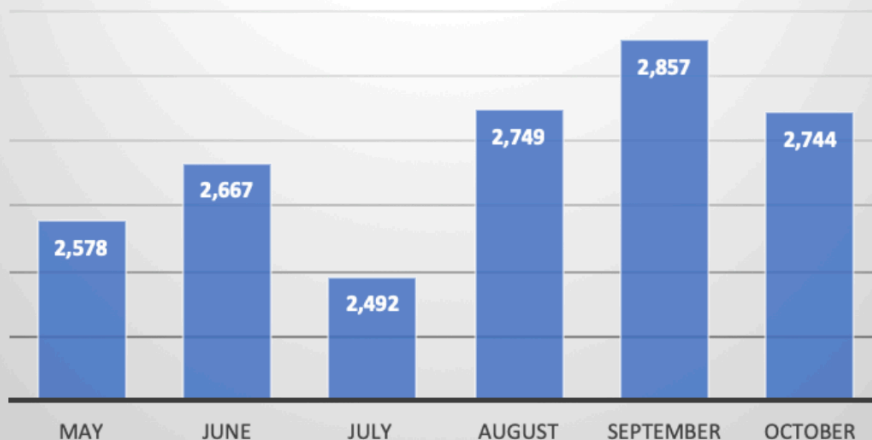
RBDP Specialist Membership Applications Processed



[Relationship-Based Professional Development \(RBDP\) Specialist Membership](#) is employment based and allows approved specialists to offer focused support on learning through one-on-one interactions with practitioners. Each time they interact, an event is created in [Develop](#) to record the interaction.

Customer Service

Email Support Requests



From May 1st through October 31st, 2018, a total of 16,087 requests for support via email came in:

- 8,051 tickets for documents received
- 2,875 tickets for general Individual, Trainer and RBDP application support
- 4,629 tickets for the Develop helpdesk at Achieve (Tier 1 support)
- 532 tickets routed to the Develop helpdesk (Tier 2 support)

Together with our partners, our shared goal is to provide you with high-quality customer service, support, and resources. Our combined average response time was 17.4 hours.

- The [Achieve Team](#) aims to respond to all general application support requests within 24 hours.
- The [Develop helpdesk at Achieve](#) (Tier 1 support) aims to respond to all technical support requests within 24 hours.
- The [Develop](#) helpdesk (Tier 2 support) aims to respond to all technical support requests that require additional investigation within 3 business days.

Over the past six months, we have seen a drastic increase in Develop helpdesk requests for support tickets and phone calls. This is due to the May 22nd, 2018 [Develop 7.0](#) system update. We expect volume to remain higher than average until every user is able to successfully access their account using the updated credentials of a unique email address and password.

Achieve Advisory Committee Update

Last fall we announced we were looking for people to join our [Achieve Advisory Committee](#). We received many applications. In March 2018 we selected our members. Our first meeting to welcome the Achieve Advisory Committee members was held in Minneapolis in June. Since then, we've had two additional meetings and discussed the application workflow procedures along with the policies that support them. Future meetings are in the works.

The Achieve Advisory Committee provides insight, guidance, and recommendations for the development of new policies and/or the modifications of existing policies. We're working together to promote and offer more meaningful, culturally relevant and accessible services to the MN ECCE Workforce.

Visit the [Advisory Committee page](#) on our website to learn more information about the committee and who is serving on it.

Achieve Blog

We recently launched the [Achieve Blog](#) on our website. This area shares articles about:

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

Check it out today and check back often to see new articles or [follow us on Facebook](#) where we share these posts and other great information.

Achieve Swag Giveaways!

We've had some rave reviews about our freebies at recent conferences and have decided to share new and fun ways for you to get your hands on some useful [Achieve](#) items! Like and follow our [Achieve Facebook](#) page today for chances to win some awesome Achieve goodies!

Achieve Job Board

Check out our [Achieve Job Board](#)! We currently have many employment opportunities listed for those looking for a professional change. Those interested in posting job opportunities can post an opening with Achieve for \$50. Be sure to like our [Achieve Facebook](#) page and watch for special deals to save up to \$25 per job posting!

Holiday Office Hours

The holiday season is almost here, please note our holiday office hours below:

November 2018	December 2018	January 2019
Thursday, November 22 - Closed	Monday, December 24 - Open 7:30 am - 12:00 pm	Tuesday, January 1 - Closed
Friday, November 23 - Closed	Tuesday, December 25 - Closed	Monday, January 21 - Closed
	Wednesday, December 26 - Closed	
	Thursday, December 27 - Closed	
	Friday, December 28 - Closed	
	Monday, December 31 - Closed	

Unless otherwise noted, our office hours remain 7:30 am - 4:30 pm Monday through Thursday and 7:30 am - 12:30 pm on Friday.

Scholarships Available: Foreign Credential Evaluation

Have you completed higher education coursework outside of the United States? Do you need this coursework evaluated to be recognized and verified on your [Develop](#) account?

Good news! [Child Care Aware of Minnesota](#) offers a [Foreign Credential Evaluation Scholarship](#). This scholarship helps early childhood professionals who have completed their education outside of the United States pay for the evaluation process, so they can have their education recognized.

To be eligible, applicants must:

- Currently work or volunteer in a Minnesota early childhood program,
- Have verified employment in Develop by an employer who has a **registered Develop Organization Account**, AND
- Have a current **Develop Individual Membership**.

Visit the [Child Care Aware of Minnesota website](#) to learn more.

Going Mobile: Get the Develop App

Does your [Develop](#) Membership Card get lost in the card shuffle? Develop has an app for that! You can now access your Develop Membership Card instantly whenever you need it. Download the app for free and have your card with you wherever you go. It's one less thing to worry about.



Find the Develop app by searching for **Develop Minnesota** in [Google Play](#) or [The App Store](#) on your smart phone or tablet.

Google Play

The App Store

After you have downloaded the Develop app, you can find the electronic membership card by following the instructions below:

1. Sign in to your [Develop](#) account through the app.
2. Click on the upper right-hand corner for a drop-down menu to appear.
3. Click on **Membership Card**.
4. Your electronic membership card will appear with a scannable QR code.

Be sure to bring your Develop Membership Card (plastic or electronic) to your approved training events! It's a great way to receive *instantly approved credit for attending.

**Please note: Not all trainers or training sponsors use the scanning feature of the membership card for instant credit.*

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

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

- [CCE Practitioners](#)
- [Trainers](#)
- [RBPB Specialists](#)
- [Professional Development 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

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