COVID-19 Announcements

Our hearts go out to all whose lives have been disrupted by COVID-19. Please be assured that we are working diligently to process your membership applications and provide efficient customer service during these challenging and uncertain times. We are honored to support you; the heroes of this pandemic.

Achieve – The MN Center for Professional Development
During these times, we're here to support your professional development and membership goals. Our team is currently practicing social distancing and working remotely to:

- **Process Membership Applications**
- **Provide Live Customer Service Phone Support**
  - **M-Th 7:30 am – 4:30 pm** AND **F- 7:30 am – 12:30 pm**
  - You can always leave a message outside of regular business phone hours. We'll respond to you the next business day.

Application Documents
Our team continues to collect all application documents received by regular mail at our Achieve office, but this task may be delayed or interrupted due to potential COVID-19 mandated office closures.

To avoid any unforeseen delays in application processing, we strongly urge you to send your application documents electronically.

- **Email:** support@mncpd.org
- **Fax:** 877-379-2467

Official Transcripts
We understand there may be delays with obtaining official transcripts from institutes of higher education due to the COVID-19 pandemic. Please contact us directly if your college or university's registrar's office is unable to complete your official transcript request.

Online Training Requirement Waiver
Due to the COVID-19 pandemic and needed flexibility for the benefit of all educators,
The MN Dept. of Human Services has temporarily waived the **Online Training
Requirement** expectation for **Approved Trainers**. Trainers can refer to the one-page
Online Course Submission Guide to submit Courses for approval under the modified
process in place to meet the potential increased demand for online training during this
peacetime emergency period. We will return to the standard online approval process at
the end of the emergency. Please watch for updates concerning this waiver in future
communications.
Under the current waiver, approval requirements are based on:
1). Your approved Trainer Membership status must be **Current**
2). Meet the Course Approval Requirements for online Course content delivery

To successfully submit your online Course content, follow the steps below:

- Use your **Training Entry** access in Develop to submit your Course.
  - Follow the requirements as outlined in the Course Approval Requirements
    document.
  - Pay special attention to the following Course areas:
    - **Description** – Clearly indicate the Course is offered online and
      specify platform.
    - **Diversity/Anti Bias** – Address how learners will be supported while
      using the online platform.
    - **Outline of Training** – Include a detailed breakdown for each hour of
      training. The more specific the better.
    - **Training Activity** – Include how participants will complete the
      activities virtually and how the activities support each objective.
    - **Assessment of Learning** – Include a detailed explanation of the
      assessment along with expected assignments, grades, and/or test
      scores.
    - **Training Materials** – Indicate technology requirements the user
      needs to successfully complete the online training.
  - When the Course is approved, create Training Events as needed.

Click here for more information about this waiver. If you have questions about this waiver
or need assistance with submitting your Course content for online delivery approval,
please contact our **Professional Development Department** at support@mncpd.org
(Attention: Nicky Severson) or 855-378-3131 ext. 4.

MN Department of Human Services
The state of Minnesota developed a page to offer updated guidance and information for
families and educators in response to **COVID-19**. Please review the following
information:

- COVID19 Response - Child Care Information for Families and Providers
- Peacetime Emergency Child Care Grants
  - Administered by Child CareAware

- Health Guidance

Kids for Peace
This organization offers some good tips, ideas and activities for children and families
during COVID-19.

- Activities for Kids

Spread Kindness

Small acts today go a long way.

- Use your words to speak in a kind way.
- Help others as you go through your day.
- Care for our earth with healing hearts and hands.
- Respect people in each and every land.
- Join together and unite the big and small.
- Create PEACE for one and all!
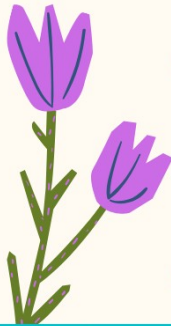
Source: Kidsforpeaceglobal.org

Spring has sprung!

Achieve – The MN Center for Professional Development uses Develop's software to:
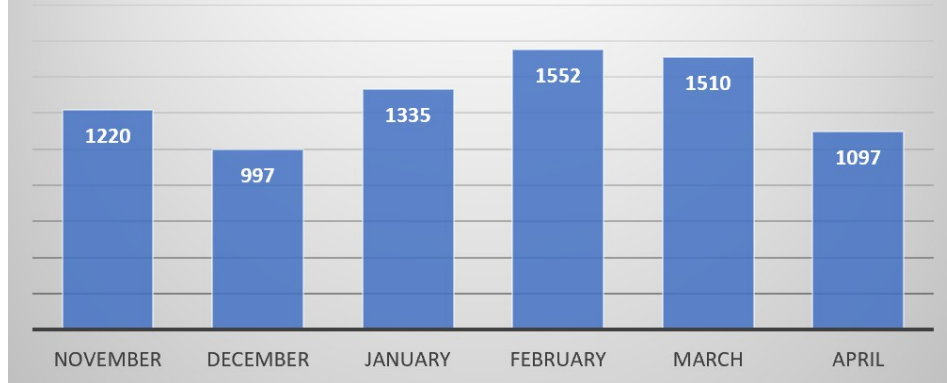
- Process your Develop membership application(s)
- Provide you with personalized membership application support based on your needs and goals.

Achieve supports approval of the following application types in Develop:

- Individual Membership
- Trainer Membership
- Relationship-Based Professional Development (RBPD) Membership

Individual Membership Applications Processed

NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL
1220	997	1335	1552	1510	1097

Average processing time for individual membership applications from November 2019-April 2020 was 3.07 weeks.

Individual Membership is the largest membership type in Develop. All complete applications submitted in Develop are processed in the order they are received. This ensures a fair process for every applicant with individualized attention to detail and accuracy. Individual Members are awarded a Career Lattice Step based on the achievements verified during their application review process.

Membership Application Tips

Application Communication and Support
Remember to always check your email associated with your Develop profile for helpful information to successfully complete the application process.

Develop Emails
The Develop system directly sends you the following emails after you apply online:

- Confirmation of your online submission with application guidance.
- Reminders to complete your application.
- Notifications with steps to avoid the system auto-cancellation of your application.
    - If you **did not** select the **I have no documentation to submit** option when you initially applied online, the system will send you auto-generated reminders and notifications to help you complete your application and avoid auto-cancellation of your application. You have two options:
        1. **Send documents to Achieve** (within 15 business days)
        or
        2. **Not send documents to Achieve** (requires additional step)
            - To complete your application without sending documents, you **must opt out** of sending documents in the Develop system. To do this you must:
                - Access your Develop profile and select the **I have no documentation** to submit option on your profile's **Summary** tab.

Develop directly sends reminders to you **5, 10, and 15 days after you apply online**. **Failure to follow the steps** included in these reminders will result in auto-cancellation of your online application submission.

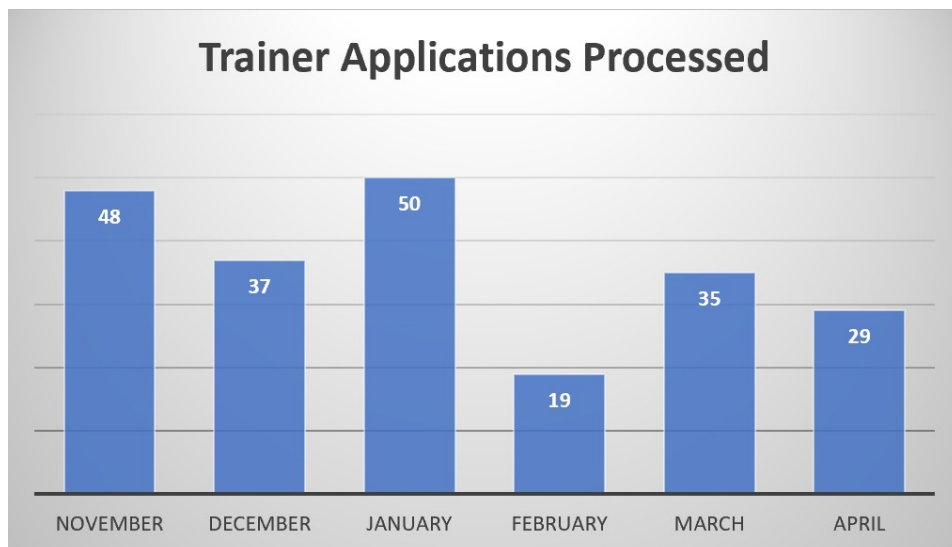**Achieve – The MN Center for Professional Development Emails**
Achieve emails you directly upon receipt of your document(s). Each email is sent in support of your success and provides individualized support, guidance, and specific steps for your membership. Your courtesy email confirmation includes:

- The received date of your document(s)
- Recognition of where you stand in the application process
- Anticipated timeline for your application to be processed (if your application is complete, see Action Steps below)

- A link to our website to view our current application processing date for your application reference.

- **Action Steps** to ensure your success when and if:
  - We receive documents for you, but you **did not** complete the online portion of your Develop Membership new/renewal application.
    - An online membership application **must** be submitted in Develop each time you need documents reviewed to be added to your Develop Learning Record.
  - We receive Unofficial Transcripts
    - Official Transcripts are required if you need your education and coursework reviewed and added to your Develop profile and Learning Record.
      - See our Higher Education Coursework policy for more information.
  - We receive Unevaluated Foreign Transcripts
    - Evaluated Transcripts are required if you need your education and coursework reviewed and added to your Develop profile and Learning Record.
      - See our Foreign Education Documentation policy for more information.
      - Visit Child Care Aware of MN's website for more information about the Foreign Credential Evaluation Scholarships.
  - We receive documents that appear to contain altered information or are unreadable (e.g. Association Montessori Internationale (AMI) Diploma without a valid visible seal)

Simply reply to any email you receive from Develop or Achieve to request individualized support and guidance. We're happy to help you every step of the way!
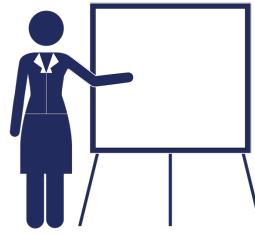
Trainer Membership

Trainer Applications Processed

48	37	50	19	35	29
NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL

Average processing time for trainer membership applications from November 2019-April 2020 was 2.88 weeks.

Trainer membership is granted based on requirements outlined in the Trainer Approval Process Guide. Upon approval, Trainers are considered **Independent Contractors** and gain access to Develop features for approval of course content and approved Training Events in Develop.

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. An announcement will be made to the field when the new Trainer types and their requirements are decided upon.

In the meantime, Achieve will continue processing Trainer approval applications based on the current requirements as outlined in the Trainer Approval Guide.

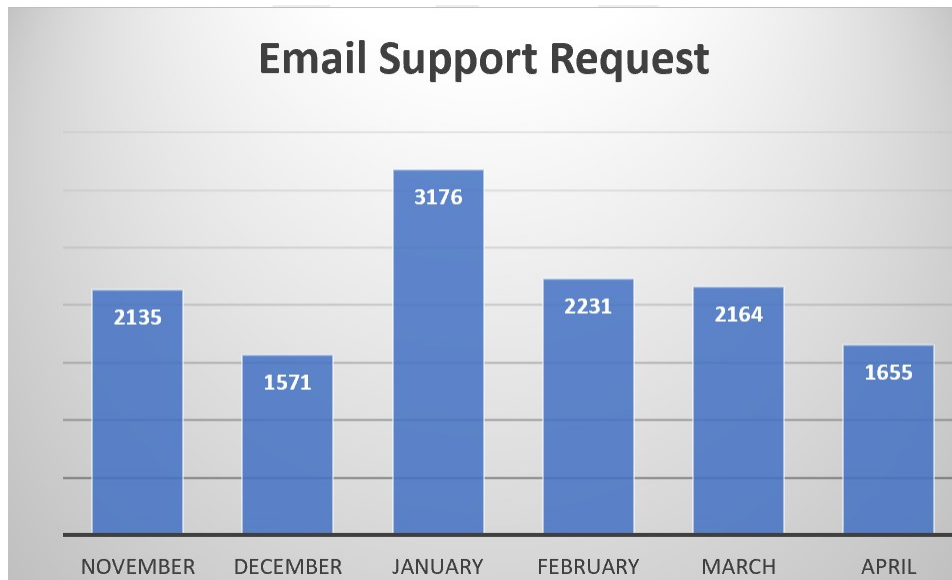## RBPD Specialist Membership

RBPD Applications Processed

NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL
16	13	12	8	10	14
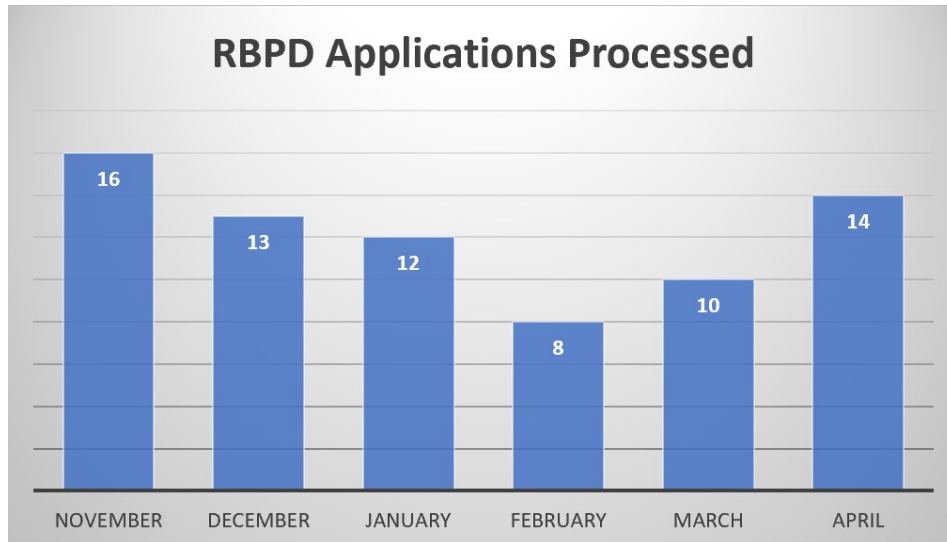
Average processing time for RBPD membership applications from November 2019-April 2020 was 1.84 weeks.

 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.

Email Support Request

November: 2135
December: 1571
January: 3176
February: 2231
March: 2164
April: 1655

From November 1, 2019 through April 30, 2020 a total of 12,932 requests for support via email came in with an average response time of 13.04 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 who also use Develop to do their work. If your request for support **is not** about our services; we'll always point you in the right direction for assistance.

A huge thank you to those who rated their Achieve customer service over the past six months. Our average satisfaction rating was 96%. As with any process there's always room for improvement. Please let us know how we're doing at support@mncpd.org.

We received many wonderful responses, check out a sample of some below!

- *"Nicky is always attentive, friendly, prompt, and knowledgeable...even in the middle of this craziness. Thank you, Nicky!"*
- *"Nicky (as always) was prompt, supportive and patient/kind. She hung in there with me until the problem was solved. She is great at what she does!"*
- *"It is always a pleasure to reach out to support and receive such prompt and kind help. Keep up the great work and explaining to me in steps since I am a visual learner. Have a great day!*
- *"Thank you so much for your assistance. The instructions you sent were easy to follow, the reply was swift, and so therefore we were able to do what we wanted rather easily. Thanks again Brienne!"*
- *"Responded right away, and kept in communication until my problem was solved."*
- *"Great, great, great customer service. Question I submitted was responded to rapidly and thoroughly. Excellent, thank you."*
- *"Danielle made sure all of my trainings were added to my account and made extra sure that all of my questions and concerns were answered and taken care of. I appreciate all that she has done for me. Thank you for all that you do."*
- *"The staff has always been very, very supportive and helpful! Ashley was quick to respond, handled my needs and even asked me if there is something I need to let her know. I really love how supportive everyone has been and would recommend Ashley and the staff to anyone I meet!"*
- *"My question was technical and I had assumed it might be a while until I received a final response but the response came much faster that [sic] I expected. Thank you for a quick response. I was able to reach out to the appropriate people in a timely manner. Thank you so much!"*

- *"Great customer service! I got a very quick response with clear, step-by-step instructions to fix my problem. Thank you :)"*

News from Achieve

Achieve Facebook Page

Check out our Facebook page. **Like** us today to stay up to date on everything Achieve, including:

- Blog posts
- Helpful resources
- Job Board Sales
- Relevant articles
- Giveaways
- And so much more!

News from our Partners

Trainer and RBPD Support Services News

This year's 2020 Trainer & RBPD Summit is going Virtual. Watch out for more details soon! This year's theme is *Daring to Grow*. We are currently accepting Request for Proposals for the Summit sessions until further notice.

We invite those working in the early childhood and afterschool fields to share their insights and knowledge with colleagues as a presenter of an educational session at our virtual Summer Leadership Institute, which will be held beginning **Thursday, July 30, 2020**.

This professional development event is designed especially for those that currently hold a leadership position (directors, supervisors, managers, assistant directors), those that aspire to a leadership position (teachers and other professionals), and those that support leaders and leadership (coaches, trainers and consultants) to examine and deepen their knowledge, skills and abilities in topics relevant to leadership.

Sessions will be 1.5 hours in length. All sessions will be prerecorded. The deadline to submit a proposal is **Friday, June 5**.

This year's theme is *The Importance of Connecting*. Before the pandemic, directors,

managers, supervisors and administrators carried a heavy load of work and responsibility

and were faced with many critical decisions every day. The pandemic has exacerbated this heavy load. Many are trying to keep their program doors open, counseling their staff, keeping children and families engaged, working from home and supporting their own families. This is a lot. This is hard because it's hard. But it's made easier when we connect with others.

Learn more about the benefits of presenting and submit your session here today!

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

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 is sent to you via email. It's also available to you online on our Achieve website.

Questions?
Visit our FAQ page for answers to frequently asked questions specific to:

- Individual Membership
- Trainer Membership
- RBPD Specialist Membership
- 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