Future Journey: Stage 2 Establish

Family Experience Goals

Provider Experience Goals

Supported
"Licensing has always been difficult. The State's website made it easy to understand which regulations are most relevant to my classroom. I was also provided support through a navigator who helped support, educate, and motivate me throughout the process."

Enabled
"Recruiting can be difficult at times. Luckily, the State's website and navigators helped me craft job postings and guided me where to post the job offers. The state's subsidy packages and offers made it easier to attract and interview qualified teachers."

Accomplished
"I'm ready to start serving children! The credentialing process was straightforward, and I had a navigator to guide me through along the way. We have several great teachers on staff, with a variety of experiences and education levels that are passionate about serving kids."

Touchpoints

For Providers

Capabilities

Must haves
- Streamlined licensing and credentialing process and timeline
- Quality rating system that measures child outcomes
- Align regulatory system across related agencies (e.g., health, social)
- Licensing Cunningham service to hold your hand
- Status notifications
- Monthly awareness campaign that promotes RCF teaching as a "real" profession and the need to communicate
- Teacher and staff support network that holistically provides services to encourage physical, mental, and financial health of the early service workforce

Pain Points Resolved

Families

Provider
**Family Experience Goals**

**Provider Experience Goals**

**Touchpoints**

**Capabilities**

**Pain Points Resolved**
**Future Journey: Stage 5 Reassess/Reapply**

**Protected**

“I received an email to update my information for requalification of my eligibility. I know to apply for requalification after the season as I had all the necessary documents ready to go to start the process. My requalification began at the same time the following year, when I was pre-approved again.”

**Clear**

“Thankfully, the season comes but once a year and so does requalification. I work with familiar case workers to ensure there’s an accurate updating of their situation.”

**Family Experience Goals**

**Provider Experience Goals**

**Family Actions**

- Ensure your account is up to date and information reporting up-to-date.
- Submit all required documents.
- Communicate any changes to your eligibility status.
- Check for any changes in your eligibility status.

**State Actions**

- Review and update eligibility information.
- Communicate any changes to your eligibility status.
- Ensure all documents are submitted on time.

**Provider Actions**

- Communicate any changes to your eligibility status.
- Ensure all documents are submitted on time.
- Review and update eligibility information.

**Touchpoints**

- Text, email, or call
- Online, in person, on paper, via phone

**Capabilities**

**Must Haves**

- streamline the process for resubmitting for the following school year.
- Ensure communication channels are open and clear.
- Update eligibility information in a timely manner.
- Ensure all documents are submitted on time.
- Communicate any changes to your eligibility status.
- Ensure all documents are submitted on time.

**For Providers**

- Provide parents with easy-to-follow documents and explanations that illustrate implications of additional income and job changes on eligibility.

**Pain Points Resolved**

- Families
- Provider