

Having trouble with a training? Need to know who to contact?

1. Who approves trainings for clock hours?
 - a. The Department of Health and Senior Services – Section for Child Care Regulation (DHSS-SCCR) is the **only** entity with the authority to approve clock hours. DHSS-SCCR uses the Missouri Workshop Calendar to facilitate the approval process.
2. How can I find trainings that have been approved for clock hours?
 - a. All trainings listed on the Missouri Workshop Calendar, <http://www.moworkshopcalendar.org> are approved for clock hours.
3. I am having trouble with the website where I am taking an online, on demand training, or I completed the training and have not received my certificate of completion.
 - a. Contact the training sponsor directly. There is contact information next to every training provider on the Online, On Demand tab of the Missouri Workshop Calendar at <http://www.moworkshopcalendar.org/>
4. I attended/completed a training that is not listed on the Missouri Workshop Calendar, how do I know if I can receive clock hours for it?
 - a. You can email your question to the DHSS-SCCR at CCTraining@health.mo.gov.
 - b. You can contact your licensing Child Care Facility Specialist.
5. What documents are acceptable to show that I have completed my clock hours?
 - a. DHSS-SCCR has created a document, the *Clock Hour Review Checklist*, which can be found on their website at <http://health.mo.gov/safety/childcare/training.php>.
 - b. You can contact your licensing Child Care Facility Specialist.
6. I am supposed to provide my MOPD ID so that I can receive credit for this training, but I do not have one **OR** I have a MOPD ID, but do not remember what it is.
 - a. Click on the *Look up MOPD ID* button or the *Request MOPD ID* button on OPEN's website at <https://www.openinitiative.org/>.
 - b. If you did not originally create your MOPD ID, or if you have not alerted OPEN to a name change, you may have difficulty looking up your MOPD ID. Call OPEN at (573) 884-3373 for assistance.
7. How do I run my individual training report?
 - a. You will need a MOPD ID, a Toolbox account, and be enrolled in the MOPD Registry in order to run a comprehensive individual training report. Click on the *MOPD ID & Toolbox Accounts* button on the OPEN website <https://www.openinitiative.org/> to find information on how to

create a Toolbox account. A guide on to how to enroll in the MOPD Registry is located under the *MOPD Registry* button on the OPEN website <https://www.openinitiative.org/>.

8. I took an online, on demand training and it is not showing up on my training report.
 - a. OPEN receives some online, on demand training information every month for the prior month. OPEN also has sponsors who submit data weekly for the prior week. Click on the *Training* button on the OPEN website <https://www.openinitiative.org/> to find information on how we receive information and the timing of when we receive data.

OPEN receives most online on demand training data directly from the training sponsor. Some training sponsors submit data to OPEN weekly for the prior week, some provide data to OPEN every other week, and others provide data to OPEN monthly for the prior month.

If OPEN does not receive online on demand training data directly from the training sponsor, then the individual will need to upload their training certificate to the Missouri Workshop Calendar. Instructions can be found at by clicking on the *Training* button on the OPEN website <https://www.openinitiative.org/>. Training data that is uploaded will be submitted to OPEN at the time of the next weekly submission.

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9. I took an in-person training and it is not showing up on my report.
 - a. Contact the trainer and ask if they have entered the training attendance on the Missouri Workshop Calendar. Data will not come to OPEN if this step has not been completed.
10. A program training report is not available for a specific year.
 - a. OPEN has not received any training data for individuals associated with that program for the year specified.
11. The program training report does not reflect the program's current staff.
 - a. The person/people who have Program Level Access need to update the staff list. Directions can be found on the OPEN website *Program Level Access* button on the OPEN website <https://www.openinitiative.org/>.

The staff list on the program page in the Toolbox needs to be updated. An individual has to have Program Level Access in order to manage a program's staff list. Program Level Access applications instructions can be found by clicking on the *Program Level Access* button on