



OneList Updates and Consultation

How We Got Here



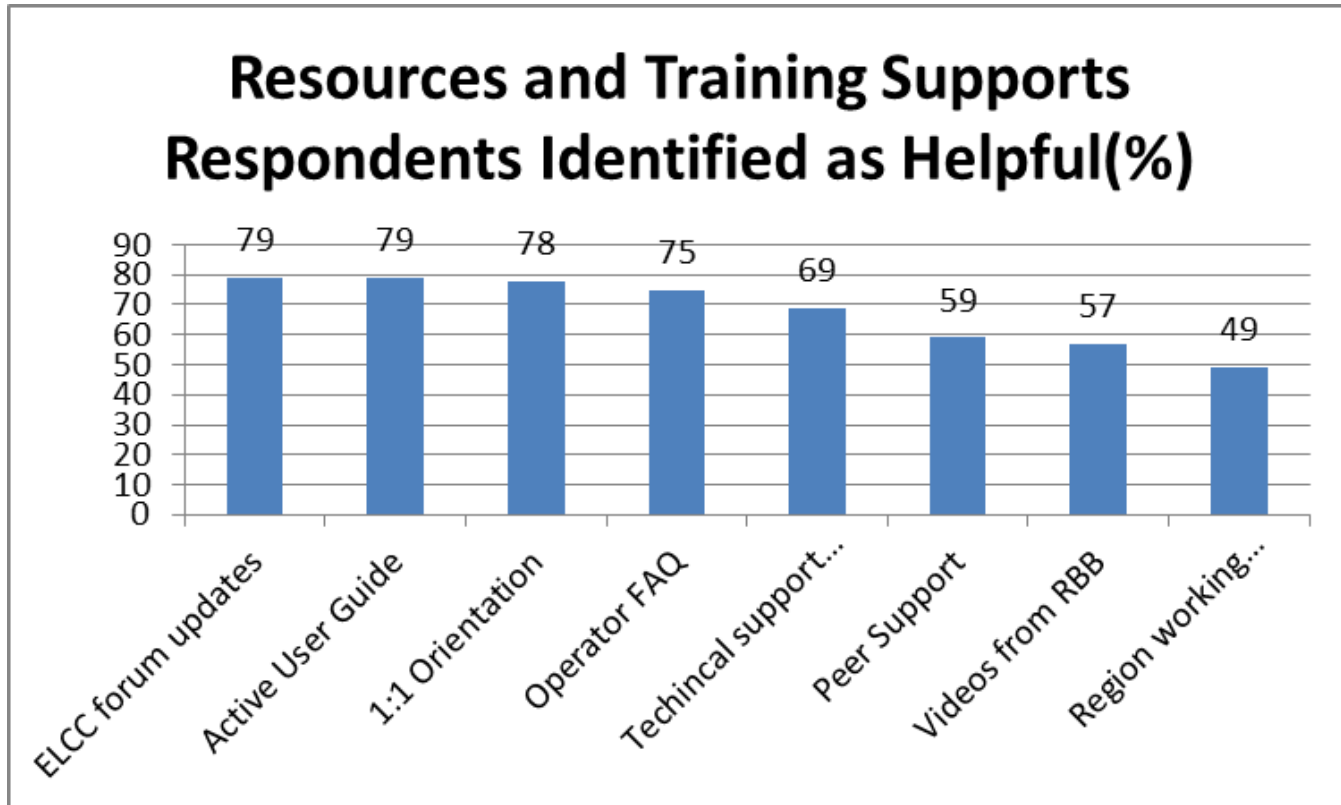
New Parent Site

- New Parent Site is anticipated to be released this Fall. Some new features:
 - Mobile friendly software platform
 - Enhanced search filters
 - Consistent program details for all programs
 - More intuitive design and ease of use
- More information and training once notified of release date

Operator Survey Results Summary

- 92% response rate (87 programs)
- On average primary staff person dedicates 31% of their time on OneList responsibilities.
- 92% of programs have a prioritization process for applications.

Operator Survey Results Summary



Operator Survey Results Summary

- The following are the highest scoring responses to improve Operator supports with OneList:
 - Updated training for providers
 - More promotion about the OneList training resources that are available
 - Regular communication with operators
 - Up-to-date guides and training resources on website
 - Creation of short training videos

Operator Survey Results Summary

- Operators indicated the following items needed to be improved for families:
 - OneList website
 - Access to OneHSN for technical support
 - OneList marketing (e.g., posters/brochures)
 - Access to Region staff for technical support

OneList Work plan

- Some highlights are:
 - A list of technical improvements have been submitted to OneHSN in completed by June 2019.
 - Updating all Operator resource materials (e.g., Active User Guide, FAQ, Training Manual).
 - OneList training resources will be updated/created in multiple formats.
 - Promotion/Engagement strategies are being piloted to educate families about applying to OneList.
 - Plan for consulting on policy/process improvements.

OneList Policy Consultation #1

- ELCC infant wait lists



OneList Policy Consultation

Issue	Proposed Solution
1. When a parent searches for infant programs OneList includes programs that only have a few toddlers spaces available at 15/16 months.	<ul style="list-style-type: none">- Remove all ELCC programs not licensed for infant room - COMPLETE- Introduce an "expanded toddler age category" starting at 15/16 months. IN PROGRESS
2. Inconsistencies of when a parent can apply for child care.	<ul style="list-style-type: none">- Clarify when a parent can apply for child care.- Communication materials to advertise the change.
3. Responsibility for maintaining ongoing contact with family for a long period of time.	<ul style="list-style-type: none">- Automatic email from OneList confirming receipt of application.- Shift some responsibility to parent to initiate contact for tour and program questions.
4. Large volume of applications with no response from parents.	<ul style="list-style-type: none">- Automatic inactivity emails are sent by OneList at 60, 90, and 120 days.- Consider adjusting the timeframes and aligning with preferred start date.

OneList Policy Context

- A parent can apply any time to OneList for child care
- Currently, no provision in OneList to restrict applying within a certain time frame.
- The parent is responsible for logging into their account every 60 days to keep their application active.
- Parents are required to respond to emails from all child care centres that they have applied to, to remain active on their waiting list.
- Parents can apply to up to 10 programs and have the option of prioritizing 5 applications.

OneList Policy Engagement

- Three options for consideration:
 1. Apply for care once the mother is pregnant (preferred start date is at min 11-12 months away)
 2. Apply for care once the child is born (preferred start date is at min 3 months away)
 3. Apply for care certain amount of time before child care is needed (e.g., 12 months, 6 months, etc.)

OneList Policy Engagement

- We are looking to consult with you to gather your feedback on the pro's and con's of each option and ultimately vote for the option you like the most.
- The final decision will be made by the Region but your feedback is instrumental in determining the direction.
- Once the decision has been made, there will be a communication plan to inform all stakeholders.

OneList Engagement Activity

