OneList Updates and Consultation
How We Got Here

- Previous Feedback
- Child Care Survey
- Tech Support Data
- Operator Survey
- Work plan
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

Resources and Training Supports Respondents Identified as Helpful(%)
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
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
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<th>Issue</th>
<th>Proposed Solution</th>
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| 1. When a parent searches for infant programs OneList includes programs that only have a few toddlers spaces available at 15/16 months. | - 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.        | - 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. | - 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.       | - Automatic inactivity emails are sent by OneList at 60, 90, and 120 days.  
- Consider adjusting the timeframes and aligning with preferred start date. |
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