Section	Indicators	Reflections for the Future
Maximizing Capacity	4/4	While we can measure the met and unmet family demand for the population who has submitted / initiated an application, we cannot currently measure the met vs. unmet family demand for the total eligible population. As a network, we would like to continue to collaborate with providers and other partners to better understand our data gaps, leverage existing resources, and ensure we are meeting the total need of our city. In addition, we would like to better understand non-traditional and non-participating childcare availability and demand, such as in-home and family childcare options, and CCAP.
Information Campaign	4/4	While all available resources are presented in multiple formats, languages, and across multiple locations, we fear we are still not meeting the needs of all families in the community, as demonstrated by continued lack of engagement, low verification rates, and focus group / anecdotal reports of difficulty understanding program options, eligibility, and requirements. In the next year, we would like to continue to problem-solve access and information gaps, ensuring the application is easy to use for all families of all technological and written literacy levels. In addition, we would like to do more focused campaigning for hard-to-reach communities, such as Latino and Vietnamese communities, where language and paperwork barriers contribute to low engagement. Lastly, we would like to redouble efforts to utilize existing campaigns and resources to reach families, such as NORD summer programming, public libraries, and others.
Eligibility Processes	4/4	While eligibility processes were executed consistently, transparently, and efficiently, the process for determining eligibility needs continued improvement in order to address barriers to access for families. The current process can be onerous and confusing for families, with residual negative impact for providers. In the future we will continue to try to streamline verification procedures and information campaigns to better serve families and meet community need. Some efforts to this effect include pursuing direct certification, electronic / remote submission of documents, and working with other public assistance entities to inquire into best practices / lessons learned.
Data System / Matching	4/4	Possible improvements to the application and lottery are considered annually (and continuously), both with governance bodies such as the Steering Committee, and internally within the enrollment team / NOEEN. Examples of improvements implemented for the 2019-2020 process include highlighting geographic and zone priority information for families to better understand options close to home; changing waitlist policy so families do not continuously receive waitlist offers, which is confusing for them and bad for programs; launching a waitlist portal for families to be able to make changes to waitlist preferences from home; directly contacting families who have or have not applied out of their current program, based on guarantee structures, about the possibility of losing their seat / not having a seat, etc. Improvements of this nature will be pursued prior to the 2020-2021 application launch, and again later in the spring.