**Communications**

Website:

Under Who Should Apply, add:

*Currently enrolled WRAP customers: if you are already enrolled in the WRAP program you can stay in the program but will need to re-certify annually. We encourage you to fill out the new CAP application so we can figure out if there's a better option for you*.

Under Ways to Apply, add sample application pdf

Add some language under *Finding out what discounts you will receive* to provide consistent information on how to check the status of your application. We are getting this question a lot via email and Facebook.

Two hour time commitment – revise copy to note “maximum of two hours.”

Users are having trouble with the upload. Investigate existence of “how to” videos and post with application.

PWD “walk through video”

Daily Diary for feedback from partner organizations on application process

Ultimate goal of user testing and partner feedback: prioritize revisions that can be made to the application/outreach process