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Date: Thu, 2 Feb 2023 18:35:03 +0000  
Subject: Office of Children's Services Data Collection Event - time to service study

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Good afternoon and happy February! I hope this email finds you and yours well.

What is the ask?

- The Time to Service study is a data collection activity, lasting no more than two months from the date of your first referral logged for the period. The spreadsheet attached to this message is the data collection tool to be used to document information about the time between the receipt of a referral for services and the CSA's approval to fund those services. Information collected will include dates of key points in the process and types of services requested.
- The survey is meant to collect context for the study, via open-ended responses that allow your program the space to describe the caveats of your locality's administration of CSA. To be completed during the two months of data collection, but can be sent in ahead of the spreadsheet.
- The number of cases assigned to your locality was based on a percentage of your FY2022 case count, distributed over the proportion of mandate types in your program's service mix over the last three years, or a minimum of one case per group. Please reference the Instructions tab in the spreadsheet for full detail.

Why?

- Joint Legislative Audit and Review Commission (JLARC) recommended that the Office of Children's Services (OCS) should require local CSA programs to measure, collect and report timeliness data to OCS at least annually.
- Recommended that OCS use this data to identify local CSA programs with relatively long start times for services, provide assistance to these programs, and notify Community Policy and Management Teams of their low performance relative to other CSA programs.

*Appreciation to Shari Lyons, Pam Wimmer, Robin Turner, Kelie Smith, Julie Dube, Rachel Lewis, Rachel Schulhof, and Tesa BrodyWrye for your help in developing these tools!*

Please send me an email if you have any issues or questions. Thank you for your participation.

**Carrie Thompson**

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