

MEMORANDUM

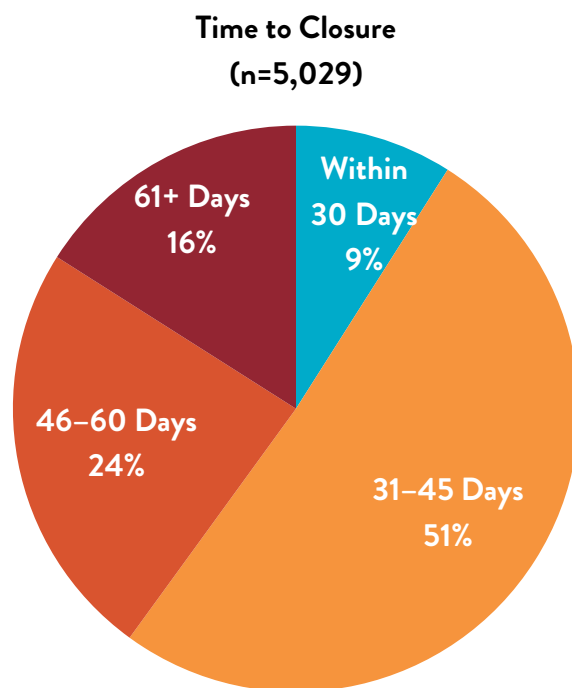
TO: Amber Sartain, Tyronza Hampton
FROM: Dayana Kupisk
SUBJECT: Update to Investigations CQI Closure Data
DATE: August 25, 2026

Evident Change provided the Arkansas Division of Children and Family Services (DCFS) the first quarterly Investigations Continuous Quality Improvement (CQI) report in June 2026. As part of a standard CQI feedback loop process, Evident Change identified an additional, necessary step for data formatting related to investigation closure dates.

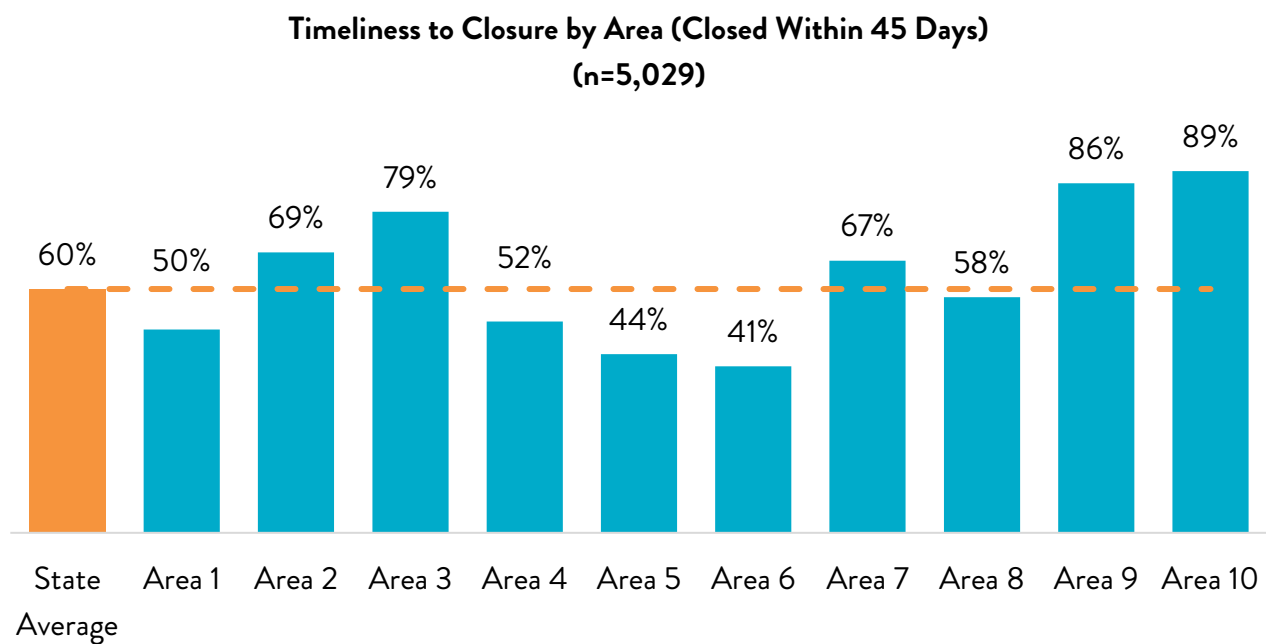
The originally reported time to closure data incorporated hidden timestamps that resulted in an analysis of timeliness driven by time rather than calendar days. For example, an investigation that was closed on the 45th day since initiation, in some instances, was captured as closing in “46 days” based on the time of initiation and closure. This resulted in overrepresentation of investigations closing untimely at 46 days. Correcting for this through the removal of timestamps within the data resulted in a change to the overall number of timely investigation closures, which are expected to happen within 45 days. The original Investigations CQI report for the first review quarter stated that only 46% of investigations within the sample closed on time. With the correction in data formatting and removal of timestamps, this rate of compliance increased to 60%.

UPDATED DATA TRENDS

Below are updated data on compliance with closure timelines.



These data disaggregated by area are shown in the figure below, for investigations closed by both DCFS and the Arkansas State Police Crimes Against Children Division (CACD).



The above data have been updated in the original report and reshared with DCFS.

In addition, below is the breakdown in timeliness to close by investigating agency. Overall, 63% of CACD investigations and 60% of DCFS investigations closed within 45 days. Table 1 shows a further breakdown by timeframe for DCFS.

TABLE 1			
DCFS TIME TO CLOSURE BY SERVICE AREA			
(N = 4,040)			
	LESS THAN 30 DAYS	31–45 DAYS	46+ DAYS
Area 1 (n=739)	9%	32%	59%
Area 2 (n=437)	5%	61%	33%
Area 3 (n=447)	8%	77%	15%
Area 4 (n=235)	6%	43%	51%
Area 5 (n=458)	2%	40%	58%
Area 6 (n=492)	7%	34%	59%
Area 7 (n= 224)	12%	51%	38%
Area 8 (n=531)	3%	56%	41%
Area 9 (n=363)	3%	92%	19%
Area 10 (n=120)	1%	99%	0%
Area Unknown (n=4)	25%	50%	25%
Total	6%	54%	41%

Table 2 shows CACD closures by DCFS service area.

TABLE 2			
CACD TIME TO CLOSURE BY SERVICE AREA			
(N = 989)			
	LESS THAN 30 DAYS	31–45 DAYS	46+ DAYS
Area 1 (n=171)	32%	56%	12%
Area 2 (n=124)	31%	47%	23%
Area 3 (n=100)	12%	40%	48%
Area 4 (n=48)	4%	58%	38%
Area 5 (n=120)	28%	23%	49%
Area 6 (n=86)	20%	20%	60%
Area 7 (n=69)	16%	67%	17%

TABLE 2			
CACD TIME TO CLOSURE BY SERVICE AREA (N = 989)			
	LESS THAN 30 DAYS	31–45 DAYS	46+ DAYS
Area 8 (n=126)	18%	33%	49%
Area 9 (n=105)	9%	46%	46%
Area 10 (n=39)	3%	54%	44%
Area Unknown (n=1)	0%	0%	100%
Total	20%	43%	37%

FOLLOW-UP STEPS AND DATA IMPLICATIONS

The need for additional data formatting was discovered through a standard CQI feedback loop, supporting feedback loop practices as a facilitator to high-quality CQI systems. Upon discovery of the data formatting need described, Evident Change re-reviewed all time-based data and reported outcomes. This inquiry confirmed that **all other reported data, including anything time based (e.g., time to first contact)**, remained accurate, as stated in the original report. The data re-reviewed and not impacted include the following.

- All initiation timeliness analyses
- All safety and risk analyses
- All Team Decision Making® timing analyses
- All demographic analyses (age, reporter type, prior maltreatment)
- Alignment of closure decisions with safety/risk matrix
- The identified investigations without closure dates

While overall compliance with timely closure increased with the additional data formatting, general trends in closure **did not change**. Overall, the following remained true.

- Over a third (40%) of investigations were still closed beyond the expected 45-day timeline.
- Area 6 still had the highest rate of untimely closures regardless of agency.
- CACD generally closes sooner than DCFS.

Future CQI reviews will ensure all timestamps are removed as appropriate.