Community Case Management and Supervision Reporting Protocol

Timelines for CCMS Reporting

Proposed timelines	Key Deliverable
Within or by the 10th day of each calendar month	JHS Service Provider to provide CCMS reporting data to CLOs using the Monthly Reporting Template

Context

The contracted Service Providers (SP) are to deliver Alternatives to Detention (ATD) programming under the Community Case Management and Supervision (CCMS) umbrella, on behalf of the CBSA as prescribed under the *Immigration and Refugee Protection Act* (IRPA) section 61 (b) and Immigration and Refugee Protection Regulations (IRPR) section 248.

As such, this document is a protocol that will assist contracted Service Providers (SPs) and Community Liaison Officer's (CLOs) in the reporting requirements of the Agency for ATDs. The following sections are roles and responsibilities for each that have been identified in legacy documents, such as the Statements of Work for contracted SPs and the job function duties for CLOs.

Contracted Service Provider Responsibilities

The contracted SPs are required to complete and present regular reports on their caseload to the CBSA.

- ○ ***Within, on, or by the <u>tenth (10) day of each calendar month</u>***, the SP must prepare and forward to their respective CLOs, information related to the provision of services within a prescribed format agreed to by the CBSA and the contracted SP (see "**Monthly Reporting Template**").

Community Liaison Officer Responsibilities

Within, on, or by the twentieth (20) day of each calendar month, the CLOs must prepare and forward to the NHQ Detention Transformation Unit (DTU), the CCMS reporting template for their respective region.

NHQ Detention Transformation Unit Responsibilities

- On an ongoing basis, lead national ATD program delivery through regular monitoring of data integrity and analyze and report on national programming trends, volumetrics and case information.
- Between day 20-30 of each calendar month, work in collaboration with regional CLOs to identify discrepancies or anomalies in the reporting that might affect ATD programming by rolling-out all the regional reports into a national report
- On or by the 30th of each calendar month, produce to CBSA management various ATD reports (i.e. monthly and quarterly reports) and identify or address potential or existing gaps or programming trends. These reports will be generated in Cognos and the National Case Management System.