



## Child Protection and Family Services Agency

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2020 February 2

To All Staff

### Re: CPFSA Employee Pulse Survey

In 2017, the Office of the Children's Registry (OCR) and the Child Development Agency (CDA) merged to form the Child Protection and Family Services Agency (CPFSA). Through this entity we have been more efficient in delivering the best services to Jamaican children and their families.

With a commitment to constantly improve, we are now undertaking an Information and Communication Technology (ICT) Expansion Project. This will help to enhance the Agency's capacity to better support and serve our clients.

As part of our preparation for this ICT Expansion, an online survey has been designed to gain insights from you – or most valued resource. This survey will be anonymous, as we seek your frank and honest feedback to guide us in addressing concerns and preparing you for upcoming changes within the CPFSA.

**The link to the CPFSA Employee Pulse Survey will be sent out on Monday, February 8, 2021 via email to all staff.** You will have two weeks to respond, before the link closes. *There will be a special regional prize for the region with the highest response rate.* The survey link will also be sent via WhatsApp to all Regional Directors which we ask be shared with staff who may not have access to emails.

We look forward to your participation.

Kind Regards

**Rosalee Gage-Grey (Mrs.)**  
Chief Executive Officer