

The Outcome Measurement System (OMS)

What is OMS?

OMS was first developed and tested by the Children's Advocacy Centers of Texas (CACTX). It was designed to capture the issues of most importance to CACs and the families they serve. It is a standardized system that has been repeatedly tested to ensure high reliability and validity.

In 2012, NCA adopted the system and began expanding it to other states. Since then, over 160,000 OMS surveys have been collected nationally. To date, over 600 CAC locations across all 50 states and two international locations (Canada and Australia) have joined the program.

The purpose of OMS is to help CACs evaluate their programs to **1) increase the quality of services provided to children and families**, and **2) improve the collaborative efforts of multidisciplinary team (MDT) members**.

There are **three** primary surveys in OMS: two Caregiver Surveys (one for the initial visit and one for later follow-up) and one MDT Survey. Each survey takes only a few minutes to complete and can be done on a computer/tablet at the center, by smart phone, by email invitation, over the phone or on paper. The surveys can be customized with the CAC logo, name, and contact information. CACs can also request to add items to their surveys for their own research or funding requirements.



Questions? Interested in using OMS? Contact us!

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How can Chapters & CACs use OMS?

OMS is a client-centered approach to planning and assessing CAC performance. OMS is not linked to accreditation or funding from NCA. It is a free membership benefit for all NCA members.

Chapters and CACs may use the data from OMS in any way they like to support the mission of their organization. Here are just some of the many ways OMS results can be used:

- ✚ Improve service delivery by identifying strengths, as well as areas for improvement.
- ✚ Be part of a nation-wide system and compare an individual CAC's results to state, regional, and national performance.
- ✚ Give clients and MDT members a voice in the CAC process.
- ✚ Establish common goals and prioritize programs to strategically invest resources.
- ✚ Increase the likelihood of securing funding:
 - Many funders now require measurable outcomes to ensure that their investments are resulting in quality services for clients.
- ✚ Enhance the public image of the CAC by showing how clients benefit from services.

New Developments in OMS

One of the biggest improvements to OMS was the launch of our online system, FluidSurveys, in July 2014. Every participating CAC now has access to their own online account to collect, analyze and report OMS data in a customized and streamlined way, improving the survey process for everyone involved.



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