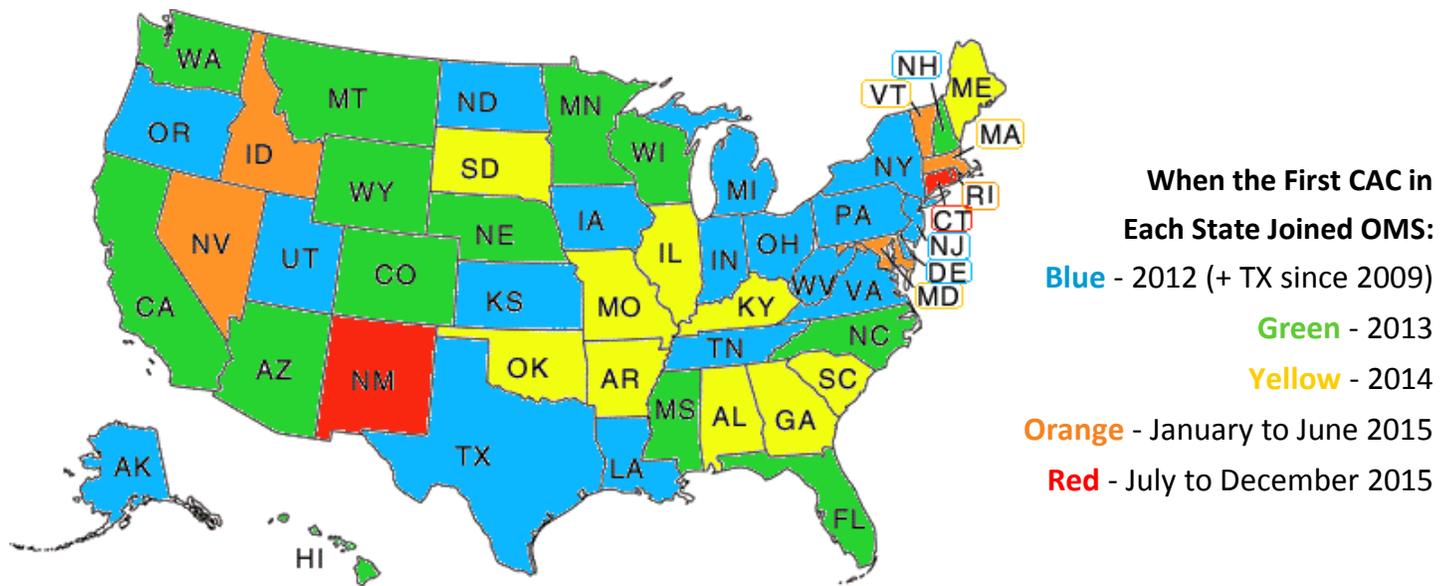


Highlights: 2015 Annual National Report for the Outcome Measurement System (OMS)



The purpose of the Outcome Measurement System (OMS) is to help Children’s Advocacy Centers (CACs) evaluate their programs in order to increase the quality of services provided to children and families and to improve the collaborative efforts of the multidisciplinary team (MDT) members. OMS is available in all 50 states – see the map above for the date when the first center in each state began participating in the program. In the July to December 2015 collection period, two international locations (one center in Canada and one center in Australia) also joined the program.

The items on each survey were designed to measure issues of most importance to achieving two primary outcomes:

1. The CAC facilitates healing for children and caregivers.
2. The MDT approach results in more collaborative and efficient case investigations.

Two caregiver surveys are utilized to measure the first outcome and one MDT survey is utilized to measure the second outcome. Caregivers are asked to complete an initial survey at the end of their first visit to the CAC and then, after a period of time (approximately two months) receiving services from the CAC, caregivers are asked to complete a follow-up survey to provide feedback on their experiences during that time. MDT members complete surveys at least once a year, with many completing the surveys once every six months or quarterly, depending on the needs of each center.

In 2015, approximately **580** Children’s Advocacy Centers participated in OMS (up from 475 the previous year). These centers submitted a total of **34,006** Initial Caregiver Surveys, **7,587** Caregiver Follow-Up Surveys and **11,472** Multidisciplinary Team (MDT) surveys.

Summarized Results from Caregiver & MDT Surveys

95% of caregivers agreed with items measuring the extent to which the CAC facilitates healing for children and caregivers.



96% of MDT members agreed with items measuring the extent to which the MDT approach results in more collaborative and efficient case investigations.

The Child's Experience

95% of caregivers agreed their children felt safe at the first visit to the center.

Impressions of the Center & Staff

96% agreed, if they knew anyone else dealing with a situation like the one their family faced, they would tell that person about the center.

Initial Visit & Follow-Up Caregiver Surveys Highlighted Results

Caregiver Access to Information & Services

97% agreed they received information about services and programs provided by the center.

Preparing Caregivers for Challenges

93% felt they had received information that helped them understand how to best keep their children safe in the future.

Communication

97% of MDT members agree they have opportunities to provide input into the forensic interview process.

Collaboration

98% agree the Children's Advocacy Center Model fosters collaboration.

Multidisciplinary Team (MDT) Surveys Highlighted Results

Structure/Environment

97% agree that centers provide resources that improve team members' work on cases.

Overall Effectiveness

98% believe the clients served through the centers benefit from the collaborative approach of the multidisciplinary team.

Thank you!

The National Children's Alliance would like to thank the State Chapters and Children's Advocacy Centers for participating in the Outcome Measurement System (OMS) program. We greatly value your dedication to helping children, families, and the multidisciplinary team members in the communities you serve.