



**National  
Children's  
Alliance®**

*The Force Behind  
Children's Advocacy Centers*

# The Outcome Measurement System

## What is OMS and how does it work?

Outcome Measurement System (OMS) is a standardized, research-based set of surveys designed to measure Children's Advocacy Center (CAC) performance based on feedback from families and multidisciplinary team (MDT) members. The program is coordinated by the National Children's Alliance (NCA), the accrediting body and membership association for CACs in the United States and beyond. It is provided free of charge to all NCA members and by annual fee to non-members.

In 2012, NCA acquired OMS from the original developers, Children's Advocacy Centers of Texas, and began expanding the program to other states. Since then, over 400,000 OMS surveys have been collected by over 800 CAC locations. The survey questions and technology have been improved multiple times to meet the evolving needs of CACs, and all OMS surveys have been tested for reliability and validity. All participating CACs measure the same core items, allowing CACs to benchmark their performance against state, regional, and national results. CACs can also request to add items to their surveys for their own programmatic or funding requirements.

OMS helps CACs

- ① **increase the quality of services provided to children and families, and**
- ② **improve the collaborative efforts of MDT members through four primary surveys:**
  - Initial Visit Caregiver Survey
  - Caregiver Follow-Up Survey
  - Multidisciplinary Team Survey
  - Youth Feedback Survey (starting in 2020)

Each survey takes only a few minutes and can be offered through many methods, including:



- Computer or tablet at the center
- Paper surveys on-site or by mail
- Email, text, or handouts with survey links
- Phone calls with staff, interns, or volunteers





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## How can CACs use OMS results?

OMS participation is not required for membership with NCA, although the surveys can be used to meet components of NCA Accreditation related to client and team member feedback. Centers may also use survey results to meet feedback requirements from state, local, and private funders who require measurable outcomes to ensure that their investments result in quality services for clients.

CACs, State Chapters, Regional CACs, and NCA all use the data from OMS to support the mission of CACs. Here are just some of the many ways to use the results:

- Improve service delivery by identifying strengths and challenges.
  - Boost staff/team morale by demonstrating areas of excellence.
  - Redirect unsuccessful work practices by identifying areas for improvement.
- Be part of a nationwide system and compare an individual CAC's results to state, regional, and national data.
- 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.
- Enhance the public image of the CAC by including results in public awareness campaigns to show how clients benefit from services.

## Questions? Interested in using OMS? Contact us!

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