



Outcome Measurement System (OMS)

Center Participation Agreement

- A. Our center is willing and has the capacity to designate an individual to be the key contact person representing the center for OMS with our State Chapter and the National Children's Alliance (NCA).** This individual is expected to utilize all available OMS-related training materials, including but not limited to webinars, in-person trainings, and written documentation. Additional staff may work on the program, but this person will be the primary contact for communication about the program.
- B. Our center is willing and has the capacity to attend trainings and request technical assistance to ensure that we are participating effectively in the program.** Training and technical assistance may be provided by State Chapters, NCA staff, or other providers depending on your location and needs.
- C. Our center understands that OMS materials may be revised periodically by NCA.** As such, our center is willing and has the capacity to ensure that we are using the most recent OMS survey materials, including the designated online system, as well as the OMS Administrative Guide and documents referring to policies and procedures.
- D. Our center is willing and has the capacity to make every effort to collect data electronically and report all results electronically through the NCA-designated online system, regardless of the collection method used.** Electronic collection of surveys should be the default method of collecting OMS data to conserve CAC staff time and resources. Paper surveys should only be used as a back-up method when electronic options are not feasible or when paper copies are requested by participants. All CACs must ensure they are using the most recent paper version of the survey, as old versions may not be compatible with revised electronic versions. Even when paper surveys are used, results must be entered into the designated online system on a regular basis. If our center chooses to use paper surveys, we will have a clear procedure and timeline in place for entering those paper survey results into the OMS online system. At a minimum, this means entering the results no later than July 15th for the January to June collection period and no later than January 15th for the July to December collection period. However, best practices dictate that paper surveys should be entered much more frequently, ideally once or twice a month, to ensure feedback is being reviewed and recorded on a regular basis. We will enter all responses from surveys collected on paper into the system and we will not withhold any survey responses from the national database.
- E. Our center agrees to contact our State Chapter and/or NCA in the event of any changes to center leadership or staff working on the OMS program.** This includes notifications for the purpose of updating contact lists, as well as updates to the online system, if applicable.
- F. Our center understands that, as a membership benefit, OMS is intended to be used by NCA member CACs.** If our center is currently a non-member or drops to non-member status at any point in our participation in OMS, we understand that NCA may choose to limit participation in the program to members only and we will no longer be able to participate in the program if we do not choose to be NCA members.
- G. Our center is willing and has the capacity to monitor OMS performance at our center.** This will include our center using the online system to periodically review the performance indicators (number of surveys collected and average satisfaction ratings on survey items) for our center. Although there are no minimum requirements set by NCA for either the number of surveys that must be collected or the average satisfaction ratings for those surveys, our Chapter or center may set targets for these performance indicators. Our center is aware that we can request assistance from our State Chapter or NCA if these performance indicators fall below our expectations, in an effort to improve survey collection methods and/or CAC procedures related to these performance indicators.
- H. Our center understands that we may only use the OMS surveys, online accounts and other related materials for the intended purposes of this NCA OMS Program.** In the event that our center decides to permanently leave the OMS program (in the sense we will no longer provide data to NCA through the designated online system), we understand that continued use of OMS-related materials is prohibited. We understand that we must notify our State Chapter and/or NCA in writing that we will no longer be participating so NCA may deactivate our center's access to the online system. We understand that such notification should only be made to NCA if we have no intention of participating in the program in the future - i.e. official notification and deactivation of the account is not necessary if a center is experiencing a temporary lapse in participation due to staff transitions or other problems at the center.

However, we understand that it is best practice to inform our State Chapter and/or NCA if such temporary barriers occur, as extra assistance may be provided. If we decide to permanently leave the OMS program, a copy of our data collected to-date will be provided within 60 days of notification to NCA. The data itself remains the property of NCA and non-identifying data may be used for aggregate State, Regional, and National reports. We understand that we may rejoin the OMS program at any time if we reconsider and are still current members of NCA in good standing.

Although OMS is a free membership service provided by NCA, my center understands that the OMS surveys and the question items they contain are the property of NCA and, as such, non-participating centers are not permitted to use NCA's OMS items (in whole or in part) to create their own alternative surveys.

- I. Our center understands that we can request additional items to be added to our surveys, but existing items cannot be removed or reworded.** The surveys have been tested for reliability and validity in their current configuration and altering the existing items could impact their statistical integrity. Results may also be used for state and national purposes, which requires participating CACs to ask the same core questions, otherwise results cannot be compared across locations. However, our center understands that we can contact our Chapter or NCA's OMS Coordinator at OMScoordinator@nca-online.org to request additional items for local purposes, such as requests from a specific funder or to monitor outcomes of a unique aspect of our local program.
- J. Our center is willing and has the capacity to utilize OMS results.** OMS is only effective if the results are used to improve CAC services. This may involve periodically creating reports or making presentations regarding OMS performance, such as including results in annual reports or public awareness campaigns.
- K. Our center will preserve the integrity of the survey data collected and will not willingly alter or falsify responses from survey participants.** If it is found that our center is falsifying OMS data, we understand that corrective action may be taken, up to and including expulsion from the OMS program. We will report any staff misconduct regarding OMS survey collection and data entry to our State Chapter and NCA. This may include, but is not limited to, staff purposely denying feedback opportunities for select caregivers and team members, purposely altering responses or otherwise entering false data into the OMS online system, and purposely withholding survey responses from the online system.
- L. Our center is willing and has the capacity to participate in any future evaluation/assessment of the OMS program conducted by NCA.** This may involve completing periodic satisfaction surveys or using other outlets to provide feedback for the improvement of OMS.