



## NCA Outcome Measurement System (OMS) Chapter Participation Agreement – Effective through December 2021

- A. Our Chapter is willing and has the capacity to designate one key contact person representing the Chapter with NCA and participating Children's Advocacy Centers (CACs) in our state regarding the OMS program.** This individual is expected to utilize all available OMS-related training materials, including but not limited to webinars, in-person trainings, and written documentation.
- B. Our Chapter is willing and has the capacity to provide ongoing OMS technical assistance to CACs in our state participating in the OMS Program, with support from NCA's OMS Coordinator.** The Chapter should routinely access CAC-level training information provided by NCA, in order to provide effective technical assistance to participating CACs. Advanced questions can be referred to the NCA OMS Coordinator.
- C. Our Chapter understands that OMS materials may be revised periodically by NCA.** As such, our Chapter is willing and has the capacity to ensure that all CACs in our state are using the most recent OMS survey materials, including the designated online system, as well as printable copies of the surveys, the OMS Administrative Guide, and other potential documents referring to best practices, policies, and procedures.
- D. Our Chapter is willing and has the capacity to assist CACs with the electronic collection of OMS data.** Electronic collection of surveys should be the default method of collecting OMS data in order to conserve CAC staff time and resources. Paper surveys can 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.
- E. Our Chapter is willing and has the capacity to conduct (or otherwise arrange for) trainings** on implementation and utilization of OMS for individual CACs within the state, including CACs already participating in OMS as well as CACs that may join in the future. This includes distributing information about NCA webinars/online trainings and ensuring CACs attend those trainings. In the event that the Chapter identifies widespread OMS training needs at multiple CACs in the state, the Chapter will arrange for state-specific webinars and/or in-state trainings by the NCA OMS Coordinator.
- F. Our Chapter is willing and has the capacity to pass on information from NCA to the participating CACs.** This includes general guidelines for participation as well as specific information/announcements, when necessary. Chapters must always maintain a list of participating CACs with up-to-date contacts for the purpose of distributing information about OMS. If all centers in a state are participating in the OMS program, an existing member list can be used for distribution and Chapters should encourage these CAC Directors to forward OMS announcements to additional staff working on the program.
- G. Our Chapter understands that, as a membership benefit, OMS is intended to be used by NCA member CACs.** Chapters should provide information about NCA membership options as a first step to secure CAC access to OMS as a member benefit. Effective June 2018, non-members requesting access to OMS are required to pay a \$300 annual fee for access to the program and must join NCA as a member of any level (Accredited, Associate/Developing, Affiliate, or Satellite) within 5 years of account creation. Centers participating in the program prior to June 2018 are grandfathered in and not subject to these fees or participation term limits. It is the Chapter's responsibility to ensure that non-member centers are actively participating in the program. Inactive non-member accounts cannot be maintained in the OMS online system for long periods of time, as we must ensure that an adequate number of accounts are available for NCA members.
- H. Our Chapter is willing and has the capacity to manage OMS-related requests or other information provided by CACs and pass these requests/information on to NCA, when appropriate.** If a center requests an addition to their OMS surveys, Chapters should pass this information on to NCA for set-up in the online system. Chapters should also pass along requests for changes to login credentials and these changes should be handled by NCA to ensure they are made correctly in all aspects of the online system.

- I. Our Chapter is willing and has the capacity to monitor CAC participation within our state.** This will include our Chapter using the online system to periodically review the performance indicators (number of surveys collected and average satisfaction ratings) for the state, as well as individual CACs when appropriate. 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, Chapters may wish to set targets for these performance indicators within their own states, depending on what is reasonable given the constraints of individual CACs. The Chapter's role may involve contacting CACs to offer assistance if these performance indicators are below what would be expected for a particular CAC.
- J. Our Chapter is willing and has the capacity to promote the use of OMS within our state.** This will involve periodic recruitment activities for CACs not already participating in OMS, as well as efforts to improve survey collection and data usage at centers already participating in the program. All members of NCA (Accredited, Associate/Developing, Affiliate, and Satellite Members) should be highly encouraged to participate. The Chapter may ask for assistance from NCA to help with these recruitment and improvement activities.
- K. Our Chapter understands that it is responsible for ensuring the OMS surveys, online accounts and other related materials are used only for the intended purposes of this NCA OMS Program.** The Chapter will communicate this expectation to its participating CACs. In the event that a CAC decides to permanently leave the OMS program and will no longer provide data to NCA through the designated online system, the Chapter will advise the CAC that continued use of OMS-related materials outside of the program is prohibited. The Chapter will also advise the CAC that they must notify NCA in writing that they will no longer be participating in the program so NCA may deactivate that center's access to the online system. Notification should only be made to NCA if the CAC states that they have no intention of participating in the program in the future (i.e. notification is not necessary if a center is experiencing a temporary lapse in participation due to staff transitions or other problems at the center). A copy of the data collected to-date by that center will be provided within 60 days of notification to NCA. The data itself remains the property of NCA and may be used for aggregate State, Regional, and National reports. CACs may rejoin the OMS program at any time if they reconsider and are still current members of NCA in good standing. **Although OMS is a free membership service provided by NCA, my Chapter 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.**
- L. Our Chapter is willing and has the capacity to utilize OMS results within our state.** OMS is only effective if the results are used to improve CAC services and the State Chapter should have an active role in supporting these efforts. This may involve periodically creating reports or making presentations regarding OMS performance for the state. This could also involve assisting CACs to create their own reports or using other methods to distribute information, such as incorporating OMS results into public awareness campaigns.
- M. Our Chapter is willing and has the capacity to participate in any future evaluation/assessment of the OMS program conducted by NCA.** This may involve periodic satisfaction surveys or using other outlets to provide feedback for the improvement of OMS.

By signing below, I am attesting that our Chapter has reviewed the requirements outlined in this document in its entirety regarding participation in the NCA OMS Program, understands the expectations of Chapters participating in the program, and is willing and able to fulfill those expectations.

CHAPTER ORGANIZATION NAME: \_\_\_\_\_

STATE: \_\_\_\_\_

AUTHORIZED AGENCY REPRESENTATIVE NAME (Printed): \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

ADDITIONAL NOTES ABOUT OUR CHAPTER'S PARTICIPATION IN OMS, INCLUDING NAMES/EMAILS OF ANY ADDITIONAL CHAPTER STAFF ASSIGNED TO THE OMS PROGRAM IN OUR STATE

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