

# July to December 2013: Outcome Measurement System (OMS) Report



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## Overview of Washington's Participation in OMS

The purpose of the Outcome Measurement System (OMS) is to help Children's Advocacy Centers (CAC's) 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 was first developed in Texas and the National Children's Alliance adopted the system in 2012 to expand to other states. Over 30 states now participate and the number continues to grow every year. The Children's Advocacy Centers of Washington joined the project and began collecting data in July 2013.

The system allows local centers to report on two measurable outcomes:

1. The CAC facilitates healing for the child and the 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 receiving services from the CAC, caregivers are asked to complete a follow-up survey to provide feedback on their experiences during that time.

A total of **8** Washington centers participated in data collection from July to December 2013, submitting **214** Initial Caregiver Surveys, **57** Follow-Up Caregiver Surveys, and **65** MDT member surveys.

## Highlighted Results from Caregiver & MDT Surveys

**97% of caregivers agreed, if they knew anyone else dealing with a situation like the one their family faced, they would tell that person about the center.**

**100% of MDT members believed the clients served by their centers benefit from the collaborative approach of their multidisciplinary teams.**

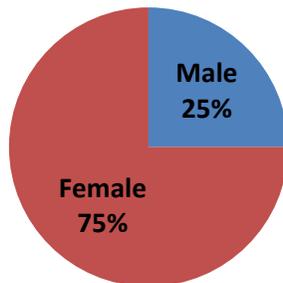
# Children's Advocacy Centers of Washington July to December 2013 Outcome Measurement System (OMS) Report

## Initial Caregiver Survey Results

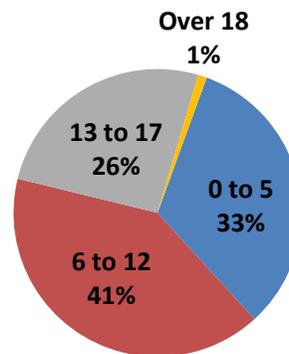
 Total surveys collected: 214

### Child Demographics

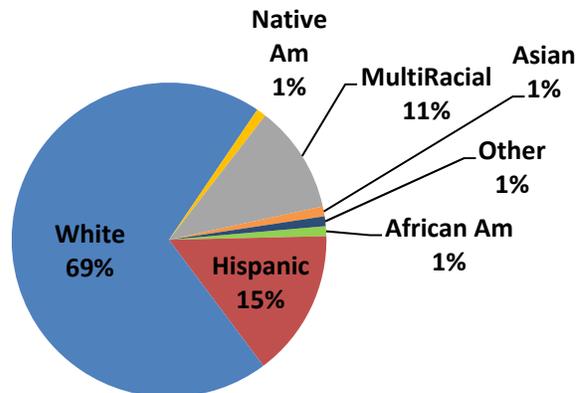
**Gender**



**Age**



**Race**



# Children's Advocacy Centers of Washington

## July to December 2013 Outcome Measurement System (OMS) Report

### Initial Caregiver Survey Results

#### The Child's Experience

- 99% of caregivers believed that their children felt safe at the center.
- 92% believed their children's questions were answered to their satisfaction.
  - 8% did not know whether their children's questions were fully answered.
- 91% believed their children were referred to services and/or programs that they felt would meet the children's needs.
  - 7% answered "Don't know," indicating either they were not sure if referrals had been made or they were not sure if the services would meet their children's needs.

#### Interactions with Center Staff

- 99.5% of caregivers said the center staff made sure they understood the reason for coming to the center.
- 99% agreed the staff and/or volunteers at the center were friendly and pleasant.
- 99% said they were greeted and received attention in a timely manner when they arrived at the center.

#### Caregiver Access to Information & Services

- 97% of caregivers agreed that their questions were answered to their satisfaction.
- 96% agreed the process for interviewing their children was clearly explained to them.
- 94% agreed that they were given information about the various services and programs provided by the center.

#### Preparing Caregivers for Future Possibilities

- 93% of caregivers agreed that they were referred to services and/or programs that would help them support their children and meet their children's needs in the days and weeks ahead.
- 93% felt like they knew what to expect with the situation facing them and their children after their visit at the center.
- 88% agreed that they were given information about possible behaviors to expect from their children in the days and weeks ahead.
  - 5% answered "Don't Know" and 7% disagreed, indicating some caregivers may not have received that information.

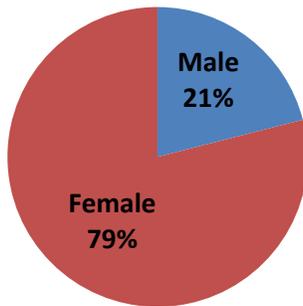
# Children's Advocacy Centers of Washington July to December 2013 Outcome Measurement System (OMS) Report

## Follow-Up Caregiver Survey Results

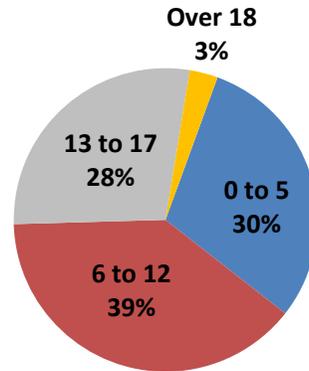
 Total surveys collected: 57

### Child Demographics

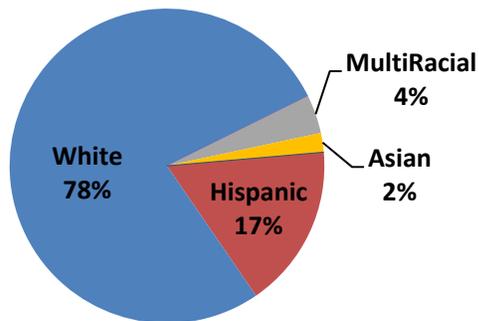
**Gender**



**Age**



**Race**



# Children's Advocacy Centers of Washington

## July to December 2013 Outcome Measurement System (OMS) Report

### Follow-Up Caregiver Survey Results

#### The Child's Experience

-  93% of caregivers believed that their children felt safe at the center.
-  85% believed their children had received services that helped them since their first visit.
  - 9% answered "Don't Know" and 6% disagreed, indicating either their children had not received services or the services their children received were not helpful.
-  82% believed their children's questions were answered to their satisfaction.
  - 16% did not know whether their children's questions were fully answered.

#### *Child Satisfaction with Services*

-  91% of caregivers believed their children were satisfied with the forensic interview.
-  90% of caregivers believed their children were satisfied with the mental health/therapy services they received.
  - 10% did not know whether their children were satisfied with mental health/therapy services.
-  80% of caregivers believed their children were satisfied with the medical examination.<sup>1</sup>
  - 20% did not know whether their children were satisfied with the medical exam.

#### Overall Impression of the Center and Staff

-  100% of caregivers felt that the staff and volunteers had been friendly and pleasant.
-  97% of caregivers agreed, if they knew anyone else who was dealing with a situation like the one their family faced, they would tell that person about the center.
-  91% thought the center had done everything it could to assist them and their children.
  - 7% disagreed, indicating they felt the center could have done more to help.

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<sup>1</sup> Note that only 10 out of 57 caregivers responded to this item.

# Children's Advocacy Centers of Washington

## July to December 2013 Outcome Measurement System (OMS) Report

### **Caregiver Access to Information and Services**

- ✚ 96% of caregivers said their questions had been answered to their satisfaction since their first contact with the center.
- ✚ 95% agreed that the services they had received from the center thus far had been helpful to them and their children.
- ✚ 87% said they had been referred to services and/or programs that helped them to deal with their children's situations.
  - 9% disagreed, indicating either referrals had not been made or the services were not helpful and 4% answered "Don't Know."

### *Caregiver Satisfaction with Services*

- ✚ 90% of caregivers were satisfied with the forensic interviews of their children.
- ✚ 88% of caregivers were satisfied with mental health/therapy services.<sup>2</sup>
  - 8% were dissatisfied and 4% answered "Don't Know."
- ✚ 83% of caregivers were satisfied with the availability of information and updates on the status of their children's cases.
  - 14% were dissatisfied, which may have been due to timing and/or content of the updates.
- ✚ 67% of caregivers were satisfied with the medical examinations of their children.<sup>3</sup>
  - 11% were dissatisfied and 22% answered "Don't Know."

### **Preparing Caregivers for Challenges**

- ✚ 96% of caregivers felt they had received information that has helped them to understand how they can best keep their children safe in the future
- ✚ 89% agreed that they knew what to expect in the days and weeks that followed their first visit, as a result of their contact with the center.
  - 7% disagreed, indicating they felt the center could have done more to prepare them. An additional 4% answered "Don't Know."

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<sup>2</sup> Note that only 25 out of 57 caregivers responded to this item.

<sup>3</sup> Note that only 9 out of 57 caregivers responded to this item.

# Children's Advocacy Centers of Washington

## July to December 2013 Outcome Measurement System (OMS) Report

### Open-Ended Responses from Caregivers

At the end of each survey, participants were given space to provide additional feedback.

#### **Initial Caregiver Survey:**

- ✚ Virtually all caregivers provided positive feedback about their first visit to the centers. Many used this space to say a general “thank you” to the CAC and named specific people they felt were especially helpful. None of the caregivers had negative comments, although a small number offered suggestions for improvement. For example, one parent thought that CAC staff should ask more about family dynamics.
  - *“These are difficult subjects to deal with and I feel like I've been heard here and respected here. I am comfortable with sharing any and all information.”*
  - *“Everyone was very friendly and empathetic. My questions were answered patiently and thoroughly. I left feeling hopeful and more educated and with resources to protect my children.”*
  - *“I really appreciate everything. You made me feel at ease knowing we are not alone and help is available to our whole family. Thank you.”*

#### **Follow-Up Caregiver Survey:**

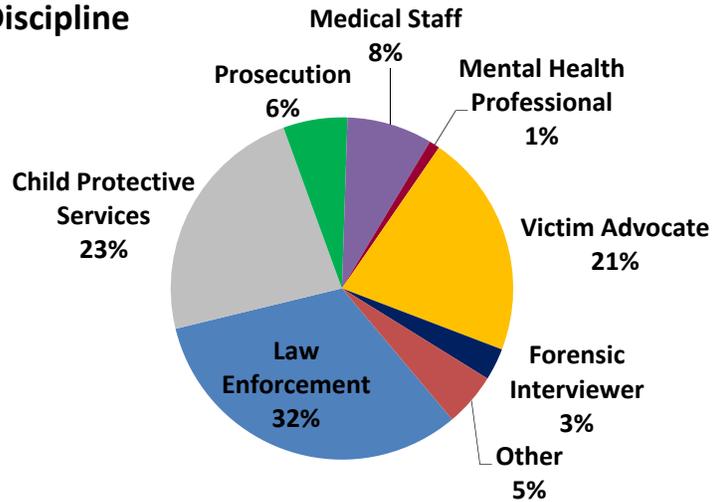
- ✚ Most comments were positive. Many caregivers felt like the CAC had a positive influence on their children and their families as a whole and were very thankful for the assistance.
  - *“An absolute pleasure and blessing for myself and my foster child to work with the CAC. I am extremely grateful.”*
  - *“I want you to know how much [CAC name] has impacted my life and how it has helped my life and my children's. We have received lots of referrals from your group and without them wouldn't be where we are today. I just want to say a huge thank you to [CAC name] and the opportunity to work with you guys and meet everyone and make friendships. I will and have referred people to [CAC name] already.”*
- ✚ Very few caregivers made negative comments. The most common complaint was lack of follow-up information after the initial visit, leaving some families feeling frustrated and confused. One possible solution could be to better inform caregivers about what information they should and should not expect to receive from the CAC and other systems during this process, as well as an approximate timeframe to receive that information.
  - *“Staff was very friendly however after my daughter interview I felt like we really were no longer thought about or given any options on what to do next. This has and continues to be a very trying experience for my daughter and our family.”*
  - *“Dissatisfied with information received post-interview & medical exam on case updates, would like copies of medical exam results and forensic interview.”*

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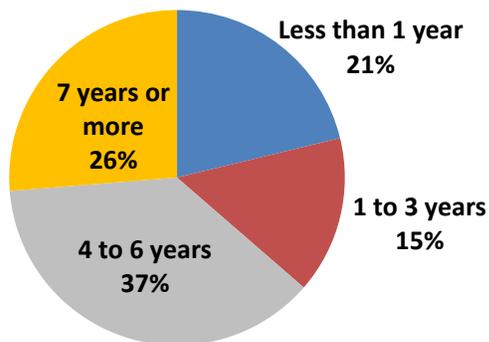
## Multidisciplinary Team (MDT) Survey Results

 Total surveys collected: 65

### Professional Discipline



### Time Worked with the CAC Model at the Center



# Children's Advocacy Centers of Washington

## July to December 2013 Outcome Measurement System (OMS) Report

### Multidisciplinary Team (MDT) Survey Results

#### Communication

- 100% of MDT members agreed that team members willingly share information relevant to the cases.
- 100% agreed they have the opportunity to provide input into the forensic interview process, thereby securing the level of information needed to fulfill their areas of responsibility.
- 98% agreed that team meetings were a productive use of their time.
- 97% agreed that all members of the MDT, as defined by the needs of specific cases, are actively involved.

#### Collaboration

- 100% of MDT members believed that the CAC model fosters collaboration.
- 100% agreed that MDT members demonstrate respect for the perspectives and informational needs of other team members throughout the process.
- 98% agreed that other team members demonstrate a clear understanding of their specific agency-related roles and turn to them for information, expertise and direction.

#### Structure

- 100% of MDT members agreed that their supervisors/agencies are supportive of the CAC concept and the work of the MDT.
- 100% agreed that the center provides an environment where they feel safe expressing their concerns or making suggestions about the functioning of the MDT.
- 100% agreed that the center provides resources to help them work on these cases better.
- 98% agreed that case review team meetings are useful in development of cases.

#### Overall Effectiveness of the MDT

- 100% of MDT members believed that the clients served through the centers benefit from the collaborative approach of their multidisciplinary teams.

# Children's Advocacy Centers of Washington

## July to December 2013 Outcome Measurement System (OMS) Report

### Open-Ended Responses from MDT Members

- ✚ Virtually all responses were positive, giving general praise or citing specific aspects of the centers that they found most valuable. Only one respondent commented that team members from one discipline did not participate consistently, which led to reviewing "many of the same cases redundantly."
  - *"Can't imagine working these cases without this system. Much better for the victims and their families."*
  - *"Our MDT is very compatible and effective."*
  - *"I really appreciate working with the multidisciplinary team. Other agency professionals always provide me greater insight about the cases I bring to the CAC."*

The Children's Advocacy Centers of Washington and the National Children's Alliance would like to thank the following centers for participating:

- Children's Justice and Advocacy Center**
- Monarch Children's Justice & Advocacy Center**
- NCW Child & Family Advocacy Center**
- Partners with Families & Children: Spokane**
- Rural Resources Community Action - Kids First Children's Advocacy Center**
- Skagit County Children's Advocacy Center**
- Support, Advocacy and Resource Center (SARC) - Kids Haven**
- Whatcom County Children's Advocacy Center**



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