

# January to June 2014: Outcome Measurement System (OMS) Report



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## Overview of North Dakota's Participation in 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 was first developed in Texas and the National Children's Alliance adopted the system in 2012 to expand to other states. North Dakota was one of the first states to participate in OMS once it was made available nationally.

OMS allows Children's Advocacy 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, caregivers are asked to complete a follow-up survey approximately two months later to provide feedback on their experiences with the CAC during that time.

All **3** North Dakota centers participated in data collection from January to June 2014, submitting **73** Initial Caregiver Surveys, **16** Follow-Up Caregiver Surveys, and **17** MDT member surveys.

## Highlighted Results from Caregiver & MDT Surveys

**100%** 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.

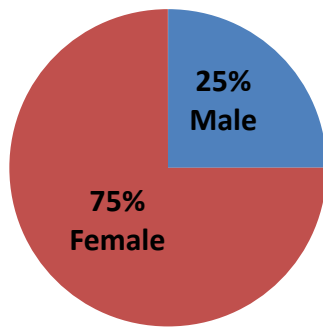
# Children's Advocacy Centers of North Dakota January to June 2014 Outcome Measurement System (OMS) Report

## Initial Caregiver Survey Results

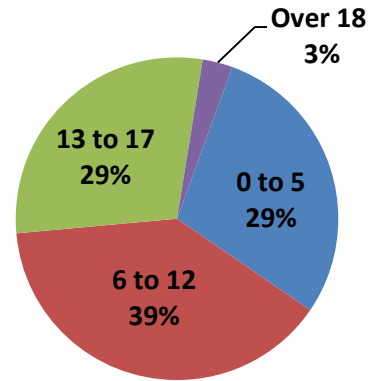
✚ Total surveys collected: 73

### Child Demographics

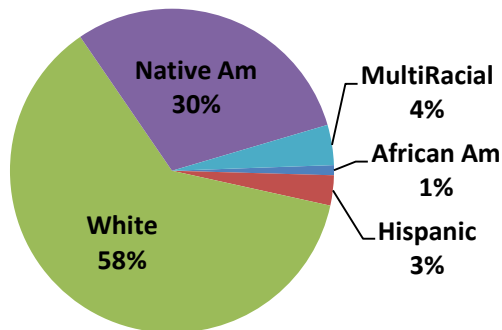
Gender



Age



Race



# Children's Advocacy Centers of North Dakota

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### Initial Caregiver Survey Results

#### The Child's Experience

- ✚ 100% of caregivers believed that their children felt safe at the center.
- ✚ 96% agreed their children were referred to services and/or programs that they felt would meet the children's needs.
- ✚ 90% believed their children's questions were answered to their satisfaction.
  - 10% answered "I Don't Know" to this item.

#### Interactions with Center Staff

- ✚ 100% of caregivers reported that the staff and/or volunteers at the center were friendly and pleasant.
- ✚ 100% said the center staff made sure they understood the reason for coming to the center.
- ✚ 100% said they were greeted and received attention in a timely manner when they arrived at the center.

#### Caregiver Access to Information & Services

- ✚ 100% of caregivers agreed that their questions were answered to their satisfaction.
- ✚ 100% agreed that they were given information about the various services and programs provided by the center.
- ✚ 99% of caregivers agreed that the process for interviewing their children was clearly explained to them.

#### Preparing Caregivers for Future Possibilities

- ✚ 99% of caregivers agreed that they were referred to services and/or programs that would help them support their children in the days and weeks ahead.
- ✚ 96% felt like they knew what to expect with the situation facing them and their children after their visit at the center.
- ✚ 90% agreed that they were given information about possible behaviors to expect from their children in the days and weeks ahead.

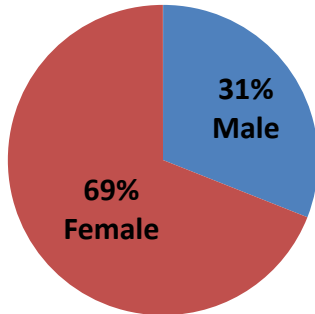
### Follow-Up Caregiver Survey Results

# Children's Advocacy Centers of North Dakota January to June 2014 Outcome Measurement System (OMS) Report

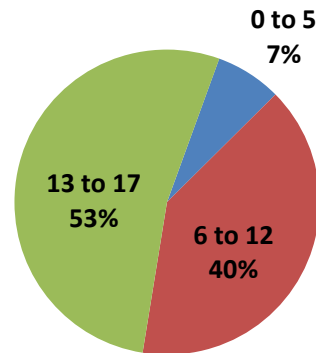
✚ Total surveys collected: 16

## Child Demographics

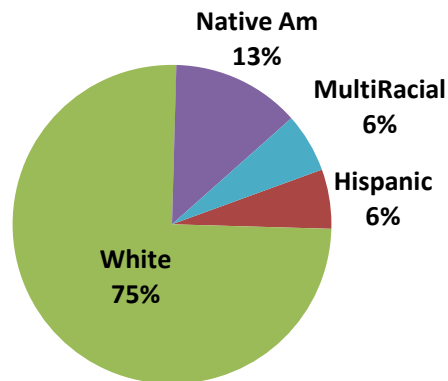
Gender



Age



Race



## Follow-Up Caregiver Survey Results

# Children's Advocacy Centers of North Dakota

## January to June 2014 Outcome Measurement System (OMS) Report

### **The Child's Experience**

- ✚ 100% of caregivers believed that their children felt safe at the center.
- ✚ 100% agreed their children had received services that helped them since their first visit.
- ✚ 94% believed their children's questions were answered to their satisfaction.

### **Child Satisfaction with Services**

- ✚ 100% of caregivers believed their children were satisfied with mental health/therapy services.
- ✚ 94% of caregivers believed their children were satisfied with the medical examination.
- ✚ 80% of caregivers believed their children were satisfied with the forensic interview.

### **Overall Impression of the Center and Staff**

- ✚ 100% of caregivers felt that the staff and volunteers had been friendly and pleasant.
- ✚ 100% 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.
- ✚ 100% thought the center had done everything it could to assist them and their children.

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

- ✚ 100% of caregivers agreed that the services they had received from the center thus far had been helpful to them and their children.
- ✚ 100% said their questions had been answered to their satisfaction since their first contact with the center.
- ✚ 96% said they had been referred to services and/or programs that helped them to deal with their children's situations.

### **Caregiver Satisfaction with Services**

- ✚ 100% of caregivers were satisfied with mental health/therapy services.
- ✚ 100% of caregivers were satisfied with the medical examinations of their children.
- ✚ 80% of caregivers were satisfied with the forensic interviews of their children.
  - 20% of caregivers were dissatisfied.

### **Preparing Caregivers for Challenges**

- ✚ 97% 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.
- ✚ 94% of caregivers felt they had received information that has helped them to understand how they can best keep their children safe in the future.

## **Open-Ended Responses from Caregivers**

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

# Children's Advocacy Centers of North Dakota

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### **Initial Caregiver Survey:**

- ✚ All of the comments from caregivers contained positive feedback about the centers, staff members, and the overall experience. Many used this space to say a general “thank you” to the center.
  - *“It was a very friendly place that treated us with respect.”*
  - *“I enjoyed how welcoming your staff was to our family. We felt comfortable and the children enjoyed the playroom.”*
  - *“Your staff and facility were very welcoming and very comfortable atmosphere!”*
  - *“Everyone was very polite and visited with my child on her level. Thank you for that.”*

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

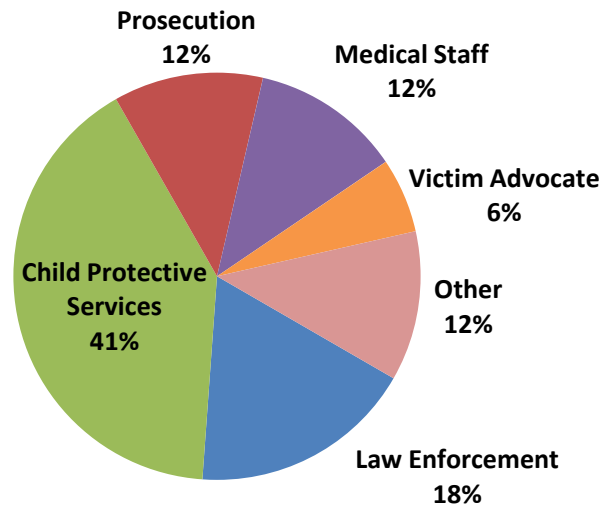
- ✚ Due to the small number of surveys collected, there were only a few comments. However, all of these comments were positive and caregivers often identified specific services or staff members that were most helpful.
  - *“Appreciate the follow up calls and connection.”*
  - *“Our foster child felt very safe and verbalized he felt like a thousand pounds was lifted off his shoulder.”*
  - *“We have been very pleased with the counseling and safety plan [staff name] has worked with my son on. He feels very safe and comfortable talking to [staff name].”*
  - *“During our time with this center my family has been very satisfied. We would like to say that since you've employed [staff name], you have gained another wonderful counselor. Thanks for everything your center has done help our family during this time.”*

## **Multidisciplinary Team (MDT) Survey Results**

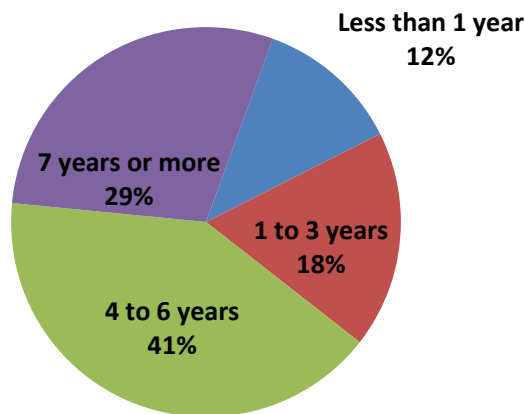
- ✚ Total surveys collected: 17

# Children's Advocacy Centers of North Dakota January to June 2014 Outcome Measurement System (OMS) Report

## Professional Discipline



## Time Worked with the CAC Model at the Center



## Multidisciplinary Team (MDT) Survey Results

**\*Please note that, due to the small number of surveys completed, results may not be representative of all MDT members.**

# Children's Advocacy Centers of North Dakota

## January to June 2014 Outcome Measurement System (OMS) Report

### **Communication**

- ✚ 100% of MDT members agreed that team members willingly share information relevant to the cases.
- ✚ 100% agreed that all members of the MDT, as defined by the needs of specific cases, are actively involved.
- ✚ 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.
- ✚ 100% agreed that team meetings were a productive use of their time.

### **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.
- ✚ 100% 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 resources to help them work on these cases.
- ✚ 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 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.



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**The Children's Advocacy Centers of North Dakota would like to thank the National Children's Alliance for their work in coordination OMS and the following centers for participating:**



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