



# 2013 Outcome Measurement System Report



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CHAPTER



## Overview

In 2012, The Michigan Chapter of the National Children's Alliance (MINCA) was one of 17 State Chapters accepted by the National Children's Alliance (NCA) to participate in the pilot project implementation of the Outcome Measurements System (OMS) with children's advocacy centers (CACs). The Michigan Chapter implemented the OMS project requiring all Michigan CAC's to participate at a level consistent with the level of service each CAC is providing.



The purpose of the Outcome Measurement System (OMS) is to help local centers evaluate their programs in order to increase the quality of services provided to children and families and elevate the collaborative efforts of the Multi-Disciplinary Team (MDT).

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

- The CAC facilitates healing for the child and the caregivers.
- The MDT approach results in more collaborative and efficient case investigations.

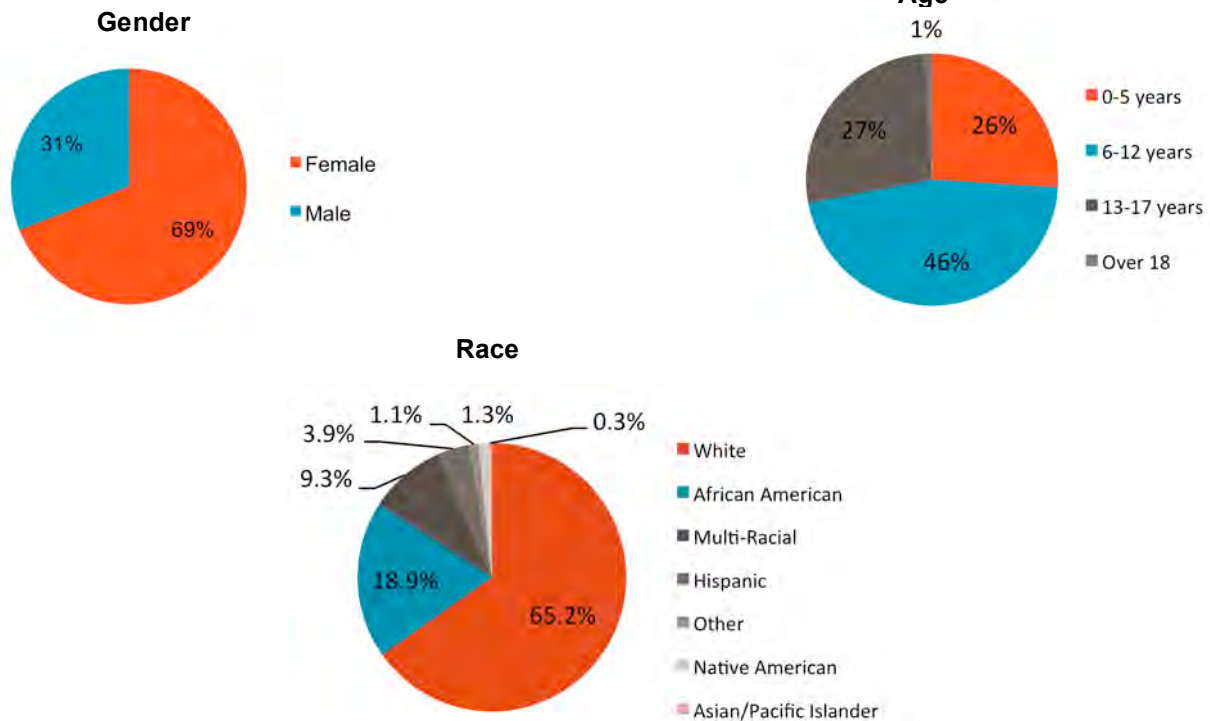
Two caregiver surveys are utilized to measure the first outcome and one multidisciplinary team (MDT) survey is utilized to measure the second outcome. In 2013, the 24 participating centers in Michigan collected approximately 2,495 completed surveys from caregivers and MDT members, which compares to 2,474 in 2012.

## 2013 Results

**91%** of caregivers felt that the CAC facilitated healing for the child and themselves.

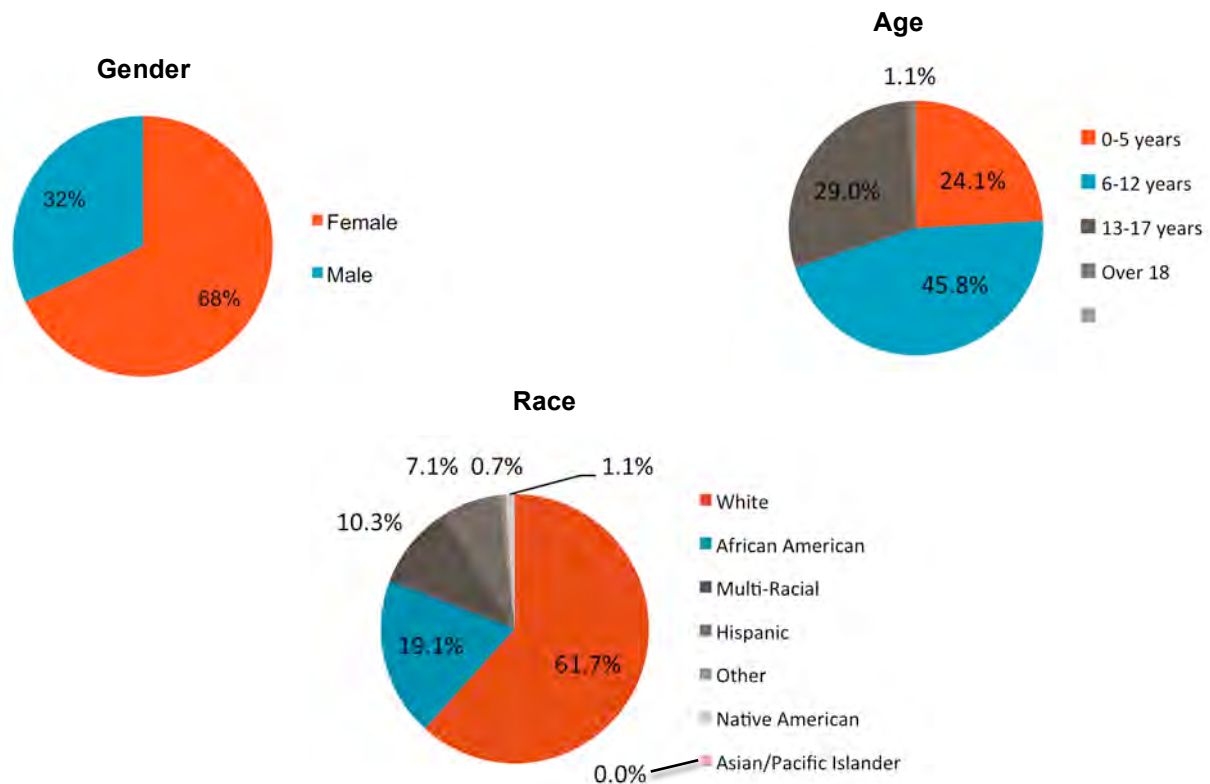
**97%** of MDT members felt that the CAC approach produced more collaborative and efficient case investigations.

## Initial Caregiver Survey Results



- 96%** Believed their child felt safe at the center.
- 86%** Felt their child's questions were answered to satisfaction.
- 91%** Felt their child was referred to services and/or programs that will meet his or her needs.
- 99%** Felt the center staff made sure caregivers understood the reason for their visit to the center.
- 99%** Felt when they came to the center, they were greeted and received attention in a timely manner.
- 98%** Felt they were given information about the various services and programs provided by the center.
- 99%** Felt their questions were answered to satisfaction.
- 98%** Felt the process for the interview of their child at the center was clearly explained.
- 93%** Felt they were given information about possible behaviors they might expect from their child after they left the center and in the days and weeks ahead.
- 95%** Felt they were referred to services and/or programs that will help support their child and meet his or her needs in the days and weeks ahead.
- 99%** Felt that overall, the staff and/or volunteers at the center were friendly and pleasant.
- 93%** Felt that after their visit at the center, they know what to expect with the situation facing their family.

## Follow-up Caregiver Survey Results



- 97%** Believed their child felt safe at the center.
- 87%** Felt their child's questions were answered to satisfaction.
- 76%** Felt their child received services that have helped him or her since their first visit.
- 99%** Felt the center staff and volunteers at the center were friendly and pleasant.
- 90%** Felt they knew what to expect in the days and weeks that followed the initial visit.
- 93%** Felt their questions were answered to satisfaction.
- 78%** Felt they had been referred to services and/or programs that have helped them deal with their child's situation.
- 86%** Felt that overall the services received from the center thus far have been helpful to their family.
- 92%** Felt they received information that has helped them understand how to best keep their child safe in the future.
- 93%** Felt the center has done everything it could to assist their family.
- 94%** Felt that if they knew anyone else who was dealing with a similar situation, they would tell that person about the center.

## MDT Survey Results



- 99%** Felt team members willingly share information relevant to their cases.
- 99%** Felt they had the opportunity to provide input into the forensic interview process, thereby securing the level of information needed to fulfill their area of responsibility.
- 99%** Felt members of the MDT demonstrate respect for the perspectives and informational needs of other team members throughout the process.
- 99%** Felt the CAC model fosters collaboration.
- 97%** Felt that team meetings were a productive use of time.
- 99%** Felt that case review team meetings are useful in development of cases.
- 99%** Felt that other team members demonstrate a clear understanding of their specific agency-related role and turn to them for information, expertise and direction as appropriate.
- 99%** Believe the clients served through the center benefit from the collaborative approach of the MDT.
- 99%** Felt their supervisor/agency is supportive of the CAC concept and the work of the MDT.
- 98%** Felt all members of the MDT, as defined by the needs of specific cases, are actively involved.
- 99%** Felt the center provides resources that help them work on these cases better.
- 99%** Felt the center provides an environment where they feel safe expressing their concerns or making suggestions about the functioning of the MDT.



**The Michigan Chapter of the National Children's Alliance would like to thank the following Children's Advocacy Centers for participating in this project:**

<b>City</b>	<b>Children's Advocacy Center</b>
Allegan	Safe Harbor Children's Advocacy Center
Alma	Children's Advocacy Center of Gratiot County
Battle Creek	Sexual Assault Services/CAC of Calhoun County
Bay City	CAN Council Great Lakes Bay Region – Bay CAC
Detroit	Kids-Talk Children's Advocacy Center
Flint	Weiss Advocacy Center
Grand Rapids	Children's Assessment Center of Kent County
Holland	Children's Advocacy Center of Ottawa County
Kalamazoo	Children's Advocacy Center of Kalamazoo
Lansing	Sparrow Children's Advocacy Center
Lapeer	Children's Advocacy Center of Lapeer County
Manistee	Manistee County Children's Advocacy Center
Midland	Midland County Safe and Sound Children's Advocacy Center
Mount Clemens	Macomb County Child Advocacy Center/Care House
Mt. Pleasant	Child and Family Enrichment Council
Muskegon	Child Abuse Council of Muskegon County
Owosso	Child Abuse Prevention Council of Shiawassee
Pontiac	CARE House
Port Huron	St. Clair County Child Abuse and Neglect Council
Saginaw	CAN Council Great Lakes Bay Region – Saginaw CAC
Southgate	Kids-Talk Children's Advocacy Center
St. Joseph	Children's Assessment Center of Berrien County
Traverse City	Traverse Bay Children's Advocacy Center
Ypsilanti	Washtenaw Children's Advocacy Center





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