



Outcome Measurement System Report

2022-2023

Acknowledgements

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This report displays actual quotes from caregivers whose child was served by Children's Advocacy Centers in Ohio from July 1, 2022 to June 30, 2023. Names of these caregivers are omitted and/or replaced with pronouns to protect their confidentiality.

This report also displays actual quotes from Ohio multidisciplinary team members from July 1, 2022 to June 30, 2023 survey responses. Multidisciplinary team surveys are collected anonymously by Ohio CACs.

Purpose

Each year, Ohio Children's Advocacy Centers engage in a data collecting effort coordinated under the Outcome Measurement System (OMS) to provide concrete insights to aid in the evaluation of their programs. By evaluating the impacts these programs have over the course of the previous year, we are able to continually adapt and increase the quality of services we bring to the children and families in our communities. By guiding our growth systematically and identifying optimum practices that yield sustained healing and just outcomes, we are able to improve Ohio Multidisciplinary team responses. In order to get feedback directly from caregivers of children served by Children's Advocacy Centers and their multidisciplinary team members, OMS uses standardized survey questions to measure how well they are providing care to children and families in Ohio across the following three core components:

- Safety and Healing: Restoring the lives of children and families after abuse
- Justice and Security: Striving toward just outcomes for victims of abuse and protecting all kids from abusers
- Dependability and Community Trust: Ensuring children, families, and multidisciplinary team members can trust their CAC, MDT, and the CAC model

The OMS in conjunction with ONCAC, works to evaluate efforts to continually enhance multidisciplinary team response capacity and increase accessibility throughout Ohio to the full-array of services provided. These findings simultaneously build stronger collaborative partnerships both throughout our network of multidisciplinary teams and with the larger Ohio service ecosystem. To effectively measure across the three aforementioned domains, the items on each survey are respectively designed to look at how well the CAC facilitates healing for children and caregivers as well as whether the multidisciplinary team approach results in more collaborative and efficient case investigations.

Introduction



88 Youth Responses



1,275 Initial Visit
Caregiver Responses
353 Follow-Up
Caregiver Responses



316 Multidisciplinary
Team Responses

Two caregiver surveys measuring outcome, one youth feedback survey and one MDT survey measuring outcome are utilized. A random sample of Caregivers complete an initial survey at the end of their first visit to the Children’s Advocacy Center and then complete a follow-up survey to provide feedback on their experiences. Multidisciplinary team surveys are given to members twice a year regarding team performance across all cases.

Every year, Ohio Children’s Advocacy Centers provide children and families with healing and justice in a child-focused, safe setting with a multidisciplinary team they can trust. In the following, we break down the data we have collected from July 1, 2022- June 30, 2023 and highlight key insights that demonstrate how Children’s Advocacy Centers achieve our three principle outcomes.

Support and Healing

98.7% of caregivers felt the Center staff provided them with resources to support their child and respond to their needs in the days and weeks ahead.

98.8% of youth felt people at Child Advocacy Centers were helpful in them feeling safe



Justice and Safety

99% of team members in Ohio believe that clients served through Children’s Advocacy Centers benefit from the collaborative approach of the multidisciplinary team.



Dependability and Community Trust

If caregivers in Ohio knew anyone else who was dealing with a situation like the one their family faced, 88.5% would tell that person about the Children’s Advocacy Center.





Support and Healing

CACs continue to help create a space in which children and caregivers can feel safe. Caregivers said the following about their experiences at their local Children’s Advocacy Centers:

They offered additional services for the whole family.

Everyone understood what I was going through and they were very helpful.

Staff uses open and frequent communication which allows me to feel that I am part of developing the care plan for my daughter. They are wonderful with my daughter and also validate my concerns and helps me with ways to deal with difficult situations.

My children were wrapped in love-given snacks, blankets, and fun crafts to make. They felt safe and comfortable.

The center is a great place for families or people to get help for difficult situations like ours

Youth Quote:
Everyone is nice and a little easier to talk to than I thought. They had snacks, water, and stress balls to make me a little more comfortable with being there.



98% of Caregivers in Ohio believed their child felt safe at the Children’s Advocacy Center and **98.7%** of caregivers felt the Center staff provided them with resources to support their child and respond to their needs in the days and weeks ahead.

96.1%

of caregivers felt they knew what to expect with the situation facing their family after visiting the Children’s Advocacy Center



99.2%

of caregivers agreed they were given information about Center services and programs

With a Children’s Advocacy Center, healing can begin the moment a child and their caregiver first arrives. It is clear from the response provided by Caregivers that their experience and the experiences of their children have been overwhelmingly positive. The two major contributing factors identified by caregivers that informed their favorable assessment of the Children’s Advocacy Center experience this year were the **child-friendly, comfortable home-like atmosphere found in Children’s Advocacy Centers and a staff that takes its time with both the caregiver and child making sure that you have all the information and resources you need in the moment and on the path ahead.**

At Children’s Advocacy Centers, our multidisciplinary teams are with them every step of the way.



94.6% of Caregivers in Ohio were satisfied with their child’s Medical Exam



95.8% of Caregivers in Ohio were satisfied with their child’s Mental Health Services



96.9% of Caregivers in Ohio were satisfied with their child’s Forensic Interview

Justice and Safety



Children's Advocacy Centers help partners work together to get justice for children as illustrated by these quotes from multidisciplinary team members:

The CAC is the most clean, comfortable place that I have ever worked in. The staff are genuine, knowledgeable, resourceful, and life-changing for victims and their families.

I think families benefit greatly when the collaborative approach works well

Everyone is super helpful. It's great having members of all different agencies who are all having contact with the same client in different capacities, together and share information thus create a global plan to help the client.

The team is very professional, and I enjoy working with them with our youth. Collaboration is very high with interview, exams, and needs of the youth/family. They also are very professional over the phone and quickly get information to all parties.

The center offers invaluable services to clients

The heart of the work of a Children's Advocacy Center is built around its multidisciplinary team (comprised of medical professionals, law enforcement, mental health providers, prosecutors, child welfare agencies, victim advocates, and other professionals). By coordinating the investigation and combining evidence on the child's case, the multidisciplinary team helps build a complete picture of every aspect of the abuse case, helping prosecutors build stronger cases against abusers, courts determine just outcomes to protect all children from the abuser, and dedicated agencies determine how to serve the best interests of the child based upon detailed aspects of the case.




99% team members believe that clients served through the Center benefit from the collaborative approach of the multidisciplinary team.

96.5% of multidisciplinary team supervisors/agencies are supportive of the work of the multidisciplinary team



91.1% of team members agree that team meetings are a productive use of their time and **92.9%** agreed that they help them with their work on cases

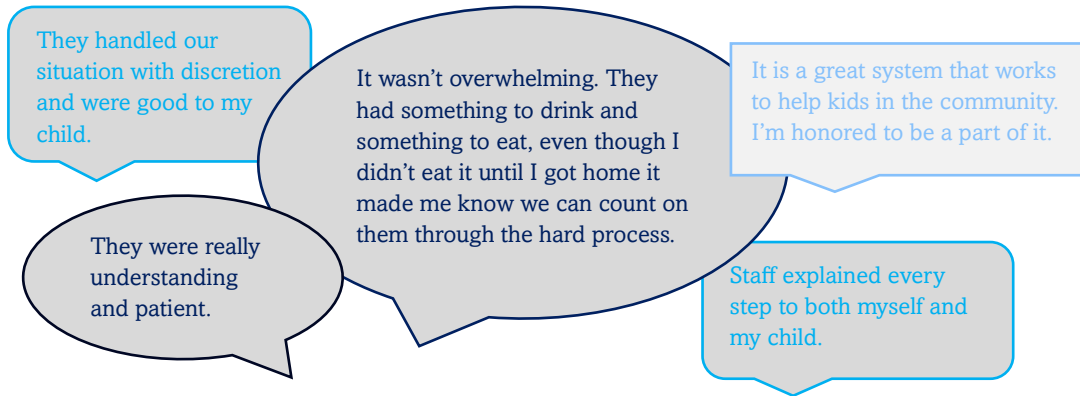
97.3% of team members who were involved in the forensic interview process felt they could provide input during the forensic interview process, thereby securing the level of information needed to fulfill their area of responsibility.

 Caregiver	 Youth	 Team Members
<ul style="list-style-type: none">96.7% of caregivers agreed that the Center did everything it could to assist their child and themselves93.8% of caregivers felt Center staff were available to answer questions they had since the first contact	<ul style="list-style-type: none">98.8% of youth felt people at the Center were good at listening to them85.7% of youth felt people at the Center were good at answering their questions	<ul style="list-style-type: none">96.2% of team members agree that the team demonstrates respect for the perspectives and informational needs of other team members96.9% of team members agreed that the Children's Advocacy Center model fosters collaboration on the multidisciplinary team



Dependability and Community Trust

Caregivers, youth, and team members said the following about their communities' trust in Children's Advocacy Centers in the most difficult of times:



Navigating systems of care and justice can be difficult. Ohio families, multidisciplinary members, and their agencies trust the Children's Advocacy Center model and each other. Our network of Children's Advocacy Centers are united in providing the best care for all Ohio families.

99.3% agreed that Center staff made sure they understood the reason for their visit to the Center.

99.1% of caregivers agreed that the process for the interview of their child at the center was clearly explained to them.

94.1% of caregivers felt they were given information about possible behaviors they might expect from their child in the days and weeks ahead.

94% of caregivers felt they received information that has helped them understand how to keep their child safe in the future.

Children and families served now they can trust their local Children's Advocacy Center and the Children's Advocacy Center model in Ohio.

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