

Children's Advocacy Centers of Washington



Measuring Outcomes for Kids 2018 Report

What is a Children's Advocacy Center (CAC)?

Children's Advocacy Centers are child-focused, child-friendly facilities where children and their families feel safe enough to get the help they need to stop abuse and begin the process of healing. Representatives from many disciplines meet to discuss and make decisions about investigation, treatment and prosecution of child abuse cases. They also work to prevent further victimization of children.

This multidisciplinary team approach brings together all the professionals and agencies needed to offer comprehensive services; law enforcement, child protective services, prosecution, mental health, the medical community and advocacy.

This comprehensive approach, with follow-up services provided by the CAC, ensures that children receive child-focused services in a child-friendly environment - one in which the child's needs come first!

How does it work?

When police or child protective services believe a child is being abused, the child is brought to the CAC—a safe, child-focused environment—by a caregiver or other “safe” adult. At the CAC, the child tells their story once to a trained interviewer who knows the right questions to ask. Then, based on the interview, a multidisciplinary team (MDT) that includes medical professionals, law enforcement, mental health providers, prosecution, child protective services, victim advocates, and other professionals make decisions together about how to help the child. Finally, they offer a wide range of services like therapy, medical exams, courtroom preparation, victim advocacy, case management, and more.

Without a CAC, a child may end up having to tell the worst story of his or her life over and over again, to doctors, police, lawyers, therapists, investigators, judges and others. They may not get the help they need to heal once the investigation is over, either.

CACs provide healing, justice, and trust for child victims of abuse

Healing: **93%** of caregivers agree that CACs provide them with resources to support their children.

Justice: **97%** of team members believe clients benefit from the collaborative approach of the MDT.

Trust: If caregivers knew anyone else who was dealing with a situation like the one their family faced, **100%** would tell that person about the CAC.



What is the Outcomes Measurement System (OMS)?

The Outcomes Measurement System (OMS) helps CACs demonstrate their success to funders, lawmakers, and stakeholders, while helping centers to benchmark themselves against the field to internally identify areas for improvement. OMS allows CACs to report on survey items designed to capture two measurable outcomes:

1. The CAC facilitates healing for children and 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.

- Initial Visit Caregiver Survey – given at the end of the family’s first visit to the center or within 10 days
- Caregiver Follow-Up Survey – given approximately 2 months after the first visit
- Multidisciplinary Team (MDT Survey) – given to all team members twice a year, approximately 6 months apart

The information in this report highlights survey responses from a portion of the nearly 7,000 children who utilized CAC services between July 2017 and June 2018 and highlights the overwhelmingly positive feedback regarding our team’s service to young children in need of hope and healing from the trauma of abuse.

➤ Caregiver Survey Results

Initial Caregiver Survey Results

The Child’s Experience

97% believed that their child felt safe at the center.

72% said they received information about how to get services like counseling or family support for themselves and their child.

Interactions with Center Staff

99% agreed that they were greeted and received attention in a timely manner when they arrived at the center.

99% agreed that the staff and/or volunteers at the center were friendly and pleasant.

98% agreed that the center staff made sure they understood the reason for their visit to the center.

Caregiver Access to Information & Services

98% agreed that their questions were answered to their satisfaction.

97% agreed that the process for interviewing their child was clearly explained to them.

95% agreed that they were given information about the various services and programs provided by the center.

Preparing Caregivers for Future Possibilities

92% agreed that they felt like they knew what to expect with the situation facing them and their child after their visit at the center.

93% agreed that the center staff provided them with resources to support their child and meet their child’s needs in the days and weeks ahead.

83% agreed that they were given information about possible behaviors to expect from their child in the days and weeks ahead.

Follow-up Caregiver Survey Results

Caregiver Satisfaction with Services

86% agreed they were satisfied with the forensic interview.

85% agreed they were satisfied with the medical examination.

89% agreed they were satisfied with the mental health services they and their child were provided.

Overall impression with Center and Staff

98% agreed that the staff and volunteers had been friendly and pleasant.

100% 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.

97% agreed they felt like the center had done everything it could to assist them and their child.

Caregiver Access to Information & Resources

98% agreed that center staff was available to answer any of their questions since their first contact with the center.

96% agreed overall, the services they had received from the center had been helpful to them and their child.

73% said they received information about how to get services like counseling or family support for themselves and their child.

Preparing Caregivers for Challenges

89% agreed they felt they had received information that has helped them to understand how they can best keep their child safe in the future.

85% agreed that they knew what to expect in the days and weeks that followed, as a result of their contact with the center.

What are caregivers saying about our work?

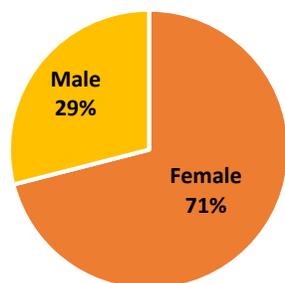
- *"I didn't know that we could get such excellent & fast friendly service. You all are a blessing to our family in such a great way, more than words could say. You have given us hope & a future."*
- *"Felt welcoming, helped child feel at peace. Loved the fact that child was addressed first."*
- *"Our experience here was phenomenal. Everyone was very respectful & treated us well."*
- *"Interviewer did so much for us. We appreciate her commitment to us & our children and our case."*
- *"The Center has helped me start to regain my life. I can't thank them enough."*
- *"Exceptional experience for both children and for myself."*
- *"We are so grateful for the staff and your facility in our community."*

➤ Who is being served?

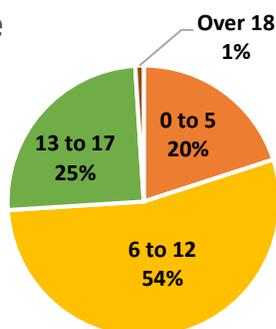
Child Demographics

The following graphs break down the demographics of children whose caregivers responded to the OMS survey between July 2017 and June 2018. This information was collected from 13 of our centers who conducted surveys during that time.

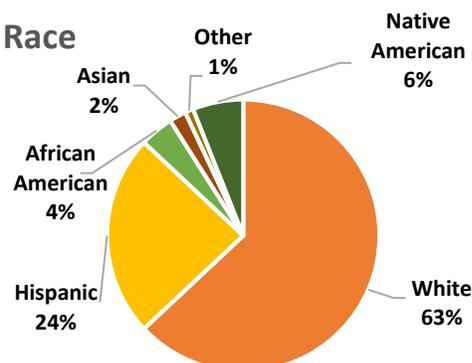
Gender



Age



Race



➤ Multidisciplinary Team (MDT) Survey Results

Collaboration

100% agreed 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.

97% agreed that other team members understand their agencies role on the team.

98% agreed that other team members turn to their agencies for information, expertise and direction as appropriate.

100% agreed that their supervisor/agency was supportive of the work of the MDT.

97% agreed that the center provides resources that help them work on their cases better.

97% agreed that the center provides an environment where they feel safe expressing their concerns or making suggestions about the functioning of the MDT.

96% agreed that case review team meetings are helpful with their work on cases.

Communication

100% agreed that team members willingly share information relevant to their cases.

100% agreed they have the opportunity to provide input during the forensic interview process.

100% agreed that they have access to the information needed to fulfill their areas of responsibility on cases.

97% agreed that team meetings were a productive use of their time.

92% agreed that all members of the MDT are actively involved in cases relevant to their role.

Overall Effectiveness of the MDT

99% agreed that the clients served through the centers benefit from the collaborative approach of their MDT.

What are MDT members saying?

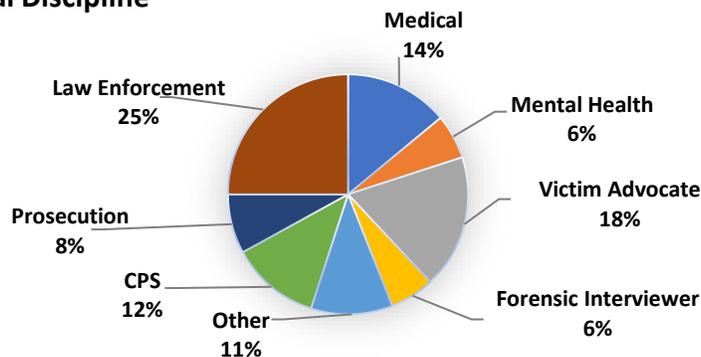
- “I feel welcome and look forward to coming and sharing each meeting. The team concept is a great fix for this county.”
- “The MDT and child advocacy center facilitate appropriate collaboration to benefit victims and, more importantly, reduce further traumatization of families.”
- “Outstanding CAC. MDT are very helpful in my work and provide very professional members to assist through and after the investigation. Thank you for all you do”
- “I cannot express enough how beneficial the CAC is to my investigations and the support I see given to the victims as well. Keep it up!”

➤ Who is collaborating?

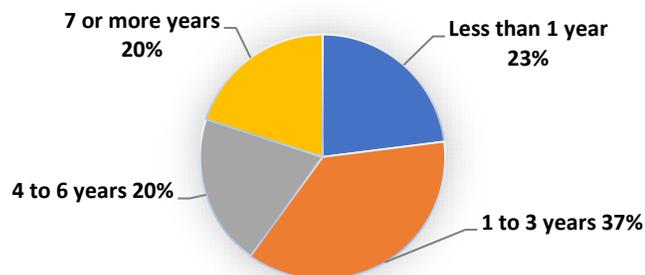
MDT Demographics

Our Multidisciplinary Teams (MDT) are comprised of professionals from at least 7 different disciplines. These professionals are a key component to bringing healing and hope to the children and families that come into our facilities. We are grateful for the unique skills and perspective each of our MDT members bring to each child’s journey toward healing.

Professional Discipline



Time Worked with the CAC Model at the Center



If you have questions about this report or would like more information about Children’s Advocacy Centers, please contact:



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