

What is SCORE and how do I use it for individual clients in the TEI program?

This document provides an overview of SCORE and how to use it for the TEI program. It includes a step-by-step guide to collect and report SCOREs for **individual clients** in the Data Exchange.

Please also see:

- [TEI Outcomes Matrix](#). This resource is a template you can use to document the outcomes you want to achieve and how you will measure them.
- [TEI Guide to Developing Surveys](#): This resource will support you to develop your own surveys to measure client outcomes. See Step 3.

Guidance for Community SCORE is available here: [What is Community SCORE and how do I use it for the TEI program?](#)

What is SCORE?

SCORE stands for ‘Standard Client/Community Outcomes Reporting’. SCORE is an outcomes reporting tool. It enables us to report client outcomes and satisfaction. In the Data Exchange, there are three different types of SCORE for individual clients:

- **Circumstances SCORE:** measures changes in client circumstances.
- **Goals SCORE:** measures progress in achieving specific goals.
- **Satisfaction SCORE:** measures client satisfaction.

Each type of SCORE has different domains that can be used to report client outcomes.

Circumstances SCORE	<ul style="list-style-type: none"> • Physical health • Mental health, wellbeing and self-care • Personal and family safety • Age-appropriate development 	<ul style="list-style-type: none"> • Material wellbeing and necessities • Community Participation and Networks • Family Functioning Financial resilience • Employment • Education and Skills training • Housing
Goals SCORE	<ul style="list-style-type: none"> • Knowledge and access to information • Skills • Behaviours 	<ul style="list-style-type: none"> • Empowerment, choice and control to make own decisions • Engagement with support services • Impact of immediate crisis
Satisfaction SCORE	<ul style="list-style-type: none"> • The service listened to me and understood my issues • I am satisfied with the services I have received • I am better able to deal with the issues I sought help with 	

How many clients do I need to collect SCOREs for?

The TEI program is part of the Data Exchange Partnership Approach. This means we agree to report SCORE for the majority of our clients. In the TEI program, you should report:

- an initial and at least one subsequent Circumstances SCORE for at least 50% of individual clients.
- an initial and at least one subsequent Goals SCORE for at least 50% of individual clients.
- a Satisfaction SCORE for at least 10% of individual clients.

You will not be penalised if you cannot meet these requirements.

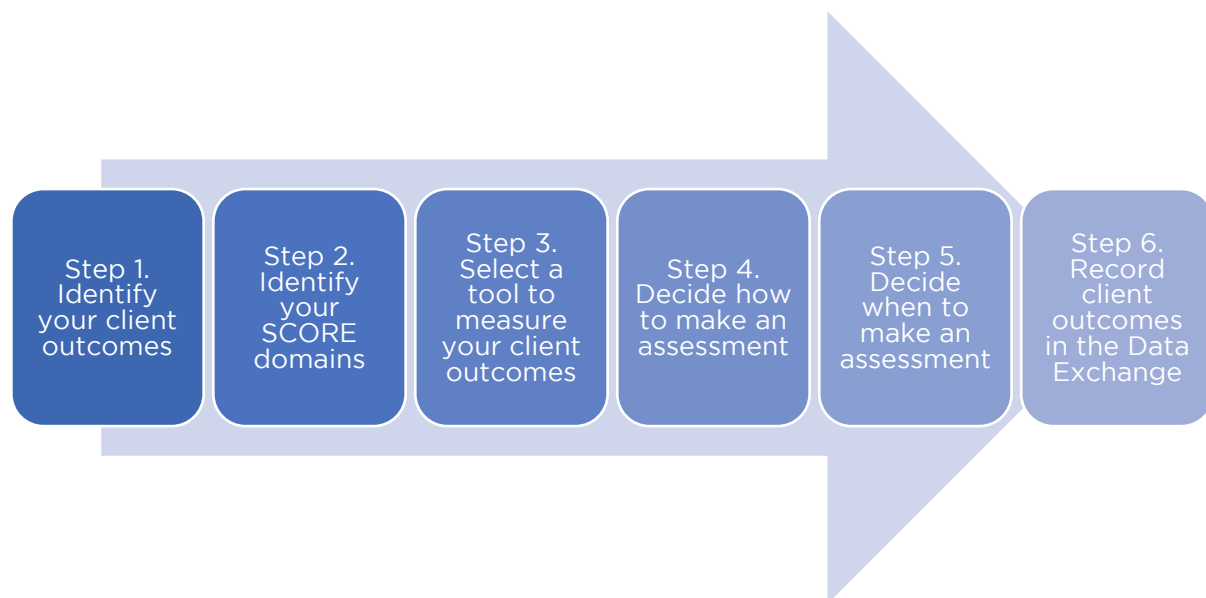
We encourage service providers to collect SCORE information, where appropriate, for more clients to ensure their sample is representative.

For more information about the TEI reporting requirements see the [Data Collection and Reporting Guide](#).

How do I collect and report SCOREs for individual clients?

We encourage you to collect and report client outcomes in a way that best suits your service delivery context.

Use the steps below to help you decide how to collect and report SCOREs in the Data Exchange. Each step is described in more detail in the remainder of this document.



Step 1. Identify your client outcomes

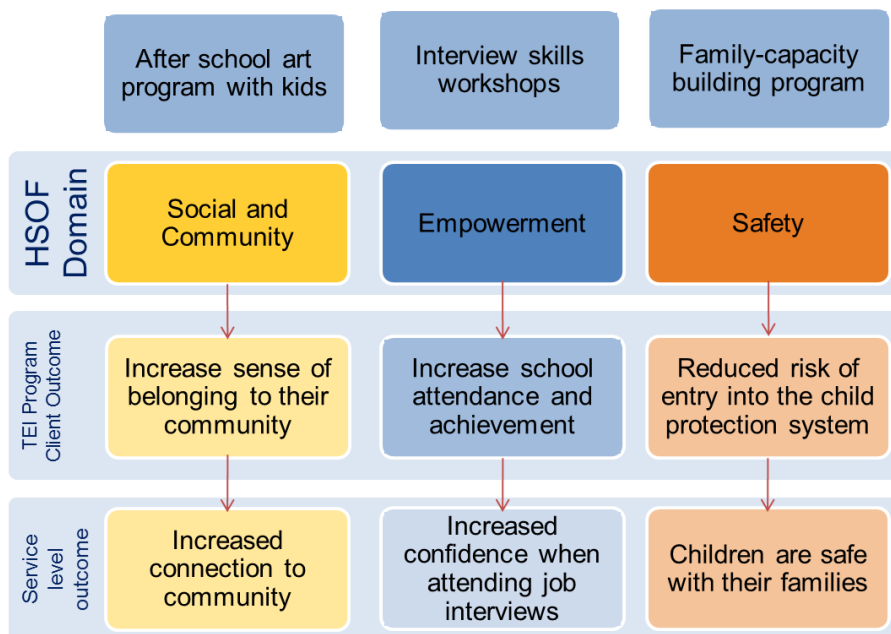
Review your program logic and identify the:

- relevant NSW Human Services Outcomes Framework domain(s)
- relevant TEI program client outcome(s)
- the service level outcome your specific activity will achieve.

These outcomes will inform the type of SCOREs you collect.

See Figure 1 below. Please note, these are just examples. When you do this for your own work, you might find that there are 2 or 3 domains that are relevant to a specific activity you deliver.

Figure 1. Examples of client outcomes



HOT TIP

Ensure the outcomes you are trying to achieve are realistic, and can be practically achieved. Will you be able to see a change in this outcome because of your activities? Think about:

- the type of activities you will conduct
- the intensity of your service
- how long clients will participate in the service

E.g. If you run a one-off workshop to help people find employment, you might see an increase in the clients' knowledge and skills. However, it is unlikely you will see a change in their behaviour and employment.

However, if you run 12 workshops over 6 months, with the same group of clients, you might see a change in their employment outcome.

Step 2. Identify your SCORE domains

Identify the SCORE domains that are relevant to outcomes you are trying to achieve. Descriptions of these domains are in Chapter 7 of the [Data Exchange Protocols](#).

Use Table 1 (pgs 5-6) to help you map your client outcomes to SCORE. See Figure 2 for example.

You do not need to record SCORE assessments for every domain. You only need to select the domains relevant to your specific activity.

Figure 2. Examples of client outcomes mapped to SCORE domains

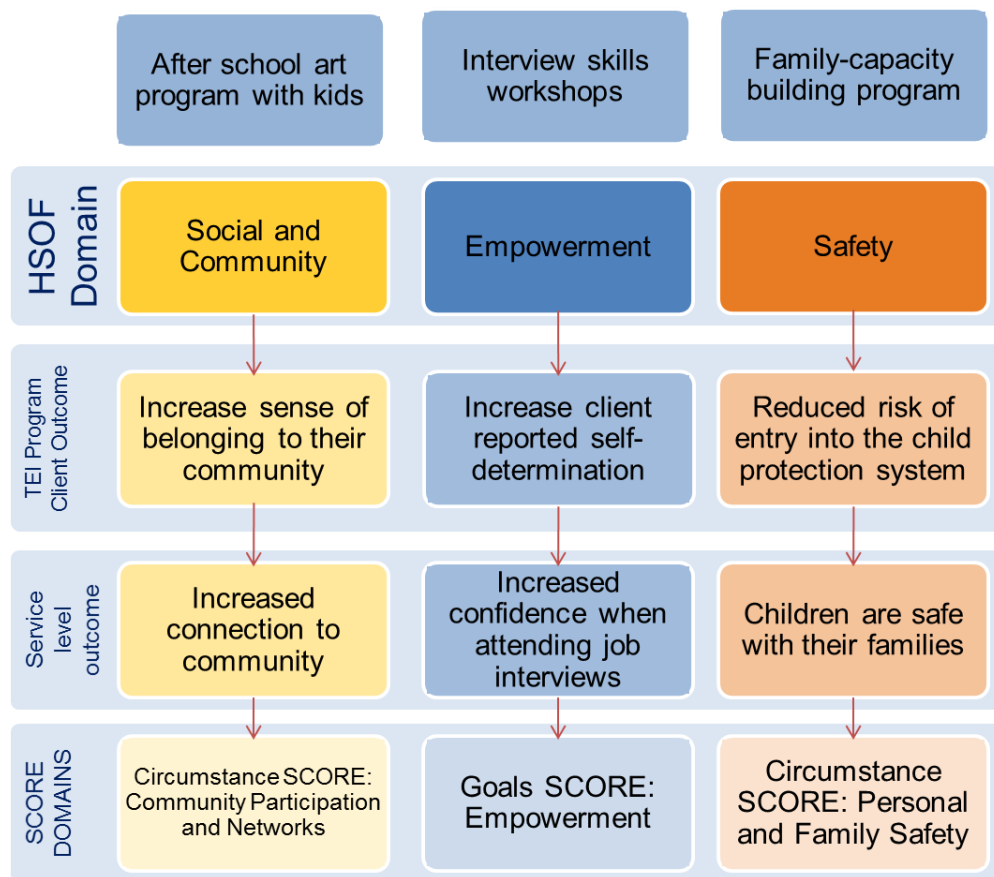


Table 1. TEI program client outcomes

NSW Human Services Outcomes Framework	Social and Community	Empowerment	Education & Skills	Economic	Safety	Health	Home
TEI program client outcomes	Increased participation in community events Increased sense of belonging to their community	Increased client reported self-determination	Increased school attendance and achievement	Sustained participation in employment	Reduced risk of entry into the child protection system	Improved health of children and young people Improved parental health	Sustained safe and stable housing
TEI program client outcome descriptions	People are supported to feel a part of the community and that they are making a contribution. For example, by participating in community events, parenting groups, and Aboriginal enterprises.	People are supported to exercise control over decisions that affect their lives. For example, through advocacy, supported referrals to relevant services or personalised training support.	Children and young people are supported to attend and engage in school. People are supported to participate in education and develop skills. For example, through mentoring or advocacy support as well as material aid and specialist support.	People are supported to have their basic needs met. For example, through attending education and training sessions or referral to employment agencies.	Families and communities are supported to keep children safe. For example, through community level educational events or specific targeted supports such as drug and alcohol counselling and parenting programs.	People are supported to access and receive the health services they need. For example, through referral to health services, participation in parenting programs.	People are supported to find or stay in safe and stable housing. People are supported to have close and healthy relationships with immediate family members. For example, through activities such as supported playgroups, parenting programs and family capacity building.
Circumstances SCORE domains	Community participation & networks		Age-appropriate development Education & skills training	Financial resilience Material well-being and basic necessities Employment	Personal and family safety	Physical health Mental health, wellbeing, and self-care	Family functioning Housing
Goals SCORE domains	Goals SCORE domains sit across all TEI program client outcomes Knowledge and access to information Skills Behaviours Empowerment, choice and control to make own decisions Engagement with support services Impact of immediate crisis						

<p>Possible validated instruments</p>	<p>Personal wellbeing index Q6</p>	<p>Parental empowerment and efficacy measure</p>		<p>Personal wellbeing Index Q1</p>	<p>Child neglect index Personal wellbeing Index Q5</p>	<p>Carers star Edinburgh postnatal depression scale Growth and empowerment measure Kessler Psychological Distress Scale (K10) Outcome rating scale Personal Wellbeing index Q2 Strengths and difficulties questionnaire</p>	
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Step 3. Select a tool to measure client outcomes

You can measure client outcomes a number of different ways. Pick a method that best suits your service and clients.

Use SCORE directly

DSS have 2 resources to use SCORE directly:

1. '[How to use SCORE with clients](#)' is a plain English survey for clients. Print this document or copy the questions for relevant domains into your own survey.
2. Practitioners/workers can use the matrixes in the [Data Exchange Protocols](#) to conduct an assessment (see Tables 3 and 4).

Use a validated instrument in the SCORE translation matrix

DSS have translated 11 existing validated instruments into SCORE. These instruments include:

- Personal Wellbeing Index (PWI)
- Child Neglect Index (CNI)
- Edinburgh Postnatal Depression Scale (EPDS)
- Growth and empowerment measure (GEM)
- Kessler Psychological Distress Scale (K10)
- Outcome Rating Scale (ORS)
- Parenting, Empowerment and Efficacy Measure (PEEM)
- Sessions Rating Scale (SRS)
- Strengths and Difficulties Questionnaire (SDQ)
- Carers Star (CS)

Table 1 shows which validated instruments you can use to measure outcomes in different SCORE domains. If an instrument is relevant to your outcome(s) and suitable for your clients we encourage you to use it.

Use the [SCORE Translation Matrix](#) to translate the validated instrument into SCORE.

Use your own tool or another validated instrument

You can use your own tool or a validated instrument that is not listed above to measure client outcomes.

You can translate another validated instrument in SCORE using a generic template developed by DSS (see Section 4 and 5 of the [SCORE Translation Matrix](#)).

If you use your own tool, you must ensure it is a suitable and accurate measure that can be interpreted consistently.

We have developed a [TEI guide to developing surveys](#). This document includes a list of questions and examples of tailored surveys for activities conducted in the TEI program.

Step 4. Decide how to make the assessment

We encourage you to conduct SCORE assessments in a way that best suits your unique service delivery context.

If you **use SCORE directly**, a SCORE may be determined by:

- A client's self-assessment: a client can complete the 'How to use SCORE with clients' survey.
- A support person (e.g. a carer): a support person can complete the survey on behalf of or with the client.
- Practitioner/worker's professional assessment: a practitioner uses their professional judgement to determine a client's SCORE..
- Joint assessment between the client and practitioner: the client and practitioner work together to determine the client's SCORE.

If you **use a validated instrument**, you should follow the instructions on how to use that tool. For example, the Child Neglect Index should be completed by a practitioner. The K10 and PWI are self-assessment tools that should be completed by the client.

See the [SCORE Translation Matrix](#) for information on how to administer each validated instrument.

If you **use your own tool**, we encourage you to think about the best way to administer it.

Step 5. Decide when to make the assessment

To measure client outcomes, you should conduct at least two assessments:

1. at the beginning of service delivery
2. at the end of service delivery

You should conduct your first SCORE assessment at the very beginning of service delivery. However, this may not always be possible. You may have to build a connection with your client for them to feel comfortable. In these circumstances, you should conduct the first assessment at the most appropriate time after service delivery has started.

If you deliver an ongoing or long-term service you can conduct SCORE assessments at regular intervals. This can be used to track client progress. For example, if you provide a counselling service, you could collect client outcome information on a monthly basis to see if your clients are improving.

Be careful not to burden your client with too many surveys.

Conducting an assessment at the end of service delivery may not always be possible. This is because clients can unexpectedly leave services. You should take this into consideration when deciding when to conduct your assessments.

Services will not be penalised if they are unable to collect follow up SCOREs.

Satisfaction information only needs to be recorded once: at the end of service delivery. However, as clients can unexpectedly leave a service, it might be a good idea to collect satisfaction information more frequently. You should do what is most practical for your service and client group.

Step 6. Record outcomes in the Data Exchange

Record each SCORE assessment in the Data Exchange.

If you use the Data Exchange web platform directly use these DSS resources to help you:

[Add a SCORE assessment - Module](#)

[Add a SCORE assessment - Task Card](#)

If your organisation transfers their data to the Data Exchange see:

[Web Services Technical Specifications](#)

[Bulk File Upload Technical Specifications](#)

[Bulk XML upload learning module](#)

Important note:

When you record SCOREs in the Data Exchange, the following information must match:

- Client ID
- Program Activity
- Service type
- Outcome type (e.g. Circumstances or Goals)
- Outcome domain (e.g. physical health)

If this information does not match, SCOREs will not be paired. This means, in the Data Exchange a client will only be 'partially assessed'.

Additional Resources

There are a number of resources from the Department of Social Services to help you use SCORE:

[Data Exchange Protocols](#)

[SCORE - at a glance](#)

[How to use SCORE with clients](#)

[SCORE translation matrix](#)