



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

March 2020

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.

Additional guidance for Community SCORE will be published soon.

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, e.g. mental/physical health, community participation, age-appropriate development.
- **Goals SCORE:** measures progress in achieving specific goals, e.g. developing skills or knowledge, increasing confidence, adapting behaviours.
- **Satisfaction SCORE:** measures if the client is satisfied with the service they received.

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, from 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.

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 specific client outcomes you're working towards

These outcomes will inform the type of SCOREs you collect.

Step 2. Identify your SCORE domains

Each type of SCORE (circumstances, goals and satisfaction) has a number of different domains - see Table 1.

Review Table 1 and 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](#).

You do not need to record SCORE assessments for every domain. You only need to select the domains relevant to your clients and the service you deliver.

HOT TIP

Ensure the outcome you are trying to achieve is 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.

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 | | | | | | |
| Possible validated instruments | Personal wellbeing index Q6 | Parental empowerment and efficacy measure | | Personal wellbeing Index Q1 | Child neglect index Personal wellbeing Index Q5 | 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 | |

Step 3. Select a tool to measure client outcomes

You can measure client outcomes using a number of different tools/instruments. 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. Do not change the rating scale.
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.

Depending on your client group, a survey may not be the best way to collect outcome information. You should use your professional judgement to determine what is appropriate and will work best.

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 every month to see if your clients are improving.

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



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](#)

[IT webinar](#)

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](#)