Targeted Earlier Intervention Program

2021-2022 NSW Annual Report

Measure Description and Supplementary Guidelines

NSW GOVERNMENT

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1 Introduction

1.1 Purpose

This document has been prepared in conjunction with the 2021-22 Targeted Earlier Intervention (TEI) interactive dashboard and Annual report.

It presents key information, measure description, and guidelines for every published measure within the TEI program. It aims to increase readers' understanding and allow better exploration of different TEI measures within the interactive dashboard. For further technical details on the counting rules of the measures used, see the documentation contained in [Aristotle](https://facsnsw.aristotlecloud.io/item/6988/indicatorset/targeted-earlier-intervention-tei-interactive-dash)[1].

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[1] https://facsnsw.aristotlecloud.io/item/6988/indicatorset/targeted-earlier-intervention-tei-interactive-dash

2 Measure Descriptions and Guidelines[2]

2.1 Service Delivery Measures –Clients, Sessions, Providers and Referrals

Number of individual clients who received TEI services

A count of the number of unique individual clients who received a Targeted Early Intervention service during the financial year.

These clients have a client record created in the Data Exchange where client details and demographic information are collected. The client must receive a service under the TEI program and that service must lead to a measurable outcome. Only the most recent client record has to fall under the specified financial year for that particular client to be counted in this measure.

Individual client count will be unique at the highest level (Number of TEI individual clients in NSW). However, the number of individual clients across service streams and program activities does not add up to the total number of individual clients for the TEI program. This is because some clients have received services from both streams and across multiple program activities.

Number of unidentified group clients who received TEI services

An unidentified group client is a person who were recorded as attending a TEI service whose identifying information was not recorded. They may have attended a community event, or attended a drop in centre where identifying information is not collected. For these events or services, the total number of clients attending the event or dropping in over the course of a day/set period is collected. As clients are unidentified, some clients who received multiple services will be included as multiple counts under this measure.

Number of sessions of service delivery conducted

This measure shows the number of sessions provided to both individual clients and unidentified group clients throughout the selected period.

This measure does not take the number of TEI clients in that particular session into consideration. If twenty TEI clients attended a single session together, that session will still be counted as one session.

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[2] Some measures are currently under development and will be available in the Phase 2 release in early 2023.

Average number of sessions per individual client

This measure shows the average number of sessions for individual clients throughout the selected period. The average number of sessions is calculated by dividing the following numerator with the denominator:

Denominator: Total number of individual clients under the TEI program

Numerator: Total number of conducted sessions for every individual client. Note that the numerator for this measure is not a unique count of number of sessions e.g. if 10 individual clients attended the same session, the numerator for this measure will be 10 sessions, despite the fact that only 1 session was running.

The average number of sessions can only be calculated for individual clients as the TEI program does not record client details for unidentified group clients. This means the number of sessions an unidentified group client might attend cannot be calculated.

Number of TEI funded service providers where TEI services are delivered

This measure shows the number of TEI funded service providers which provided TEI services in each DCJ District in the specified financial year

Number of locations (outlets) where TEI services are delivered

This measure shows the number of outlets that provided TEI services in each DCJ District within the financial year. Outlets are the locations in which TEI services are delivered, or where staff travel from to deliver a service (for example, when conducting home visiting).

Reasons for seeking assistance for TEI individual clients

A count of the number of reasons for TEI individual clients to seek assistance from the TEI service during the financial year. This measure informs service planning to better respond to clients' presenting needs. It allows organisations to reflect that individual clients go to different activities to address different clients' needs.

The sum of the number of reasons for seeking assistance for TEI individual clients will not match the number of unique TEI individual clients as individual clients can have multiple reasons for seeking assistance recorded.

Referral source for TEI individual clients

This measure is a count of the referral sources recorded for TEI individual clients.

The referral source is the person or agency responsible for referring a client to a TEI funded service or activity. This measure shows the client pathways and access points into TEI services.

The sum of the number of referrals will not match the number of unique TEI individual clients as individual clients can have multiple referral sources recorded. Additionally, not all clients have referral sources recorded. In 2022-23, 45% of individual clients did not have a referral source recorded. This should be considered when interpreting the data.

Number of referrals out of the TEI program

This measure shows the number of internal and external referrals out of the TEI program. Internal and External referrals out of the TEI program shows referrals made to other services to reflect a client's need for help outside the scope of TEI funded activities.

Internal referrals are referrals made to another service offered within the same organisation while **external referrals** were made to a service that is provided by another organisation.

A single TEI individual client can have multiple reasons for a referral out of the TEI service.

2.2 Service Delivery Measures – Clients' Demographics

Number of TEI individual clients who received TEI services by Aboriginal status

A count of the number of unique individual clients who received a Targeted Early Intervention service during the financial year who identify as either Aboriginal or Torres Strait Islander. The count of Aboriginal clients includes those who identified as Aboriginal and/or Torres Strait Islander.

This measure provides an important understanding of whether Aboriginal clients are accessing TEI services. DCJ has a commitment to improve the outcomes of Aboriginal families and communities, and to ensure that all Aboriginal people in NSW have access to the resources and opportunities they need to achieve their goals.

It should be noted that the number of Individual clients who identify as Aboriginal could represent an undercount due to the 11% of individual clients with Aboriginal status of 'not stated' in 2022-23.

Number of TEI individual clients who received TEI Services by Age

This measure shows a unique count of the number of TEI individual clients who received a service during the specified financial year by age and age group breakdown.

Clients' age is part of the standard demographic profile. 0–5 year-olds are recognised as one of the most important key client cohorts in the TEI Program.

Each individual client will only be counted once. The client's age at the last session they attended before the end of the financial year is used to reflect their age in the financial year. The sum of all clients in every age group will match the unique number of TEI individual clients.

Number of TEI individual clients by the Top 10 countries of birth

This measure shows record of country of birth indicated by individual clients. Only the top 10 countries are shown while 'Other' includes every other client's records for countries that fall outside the top 10 countries.

Unknown records are excluded from the top ten count.

Number of TEI individual clients who received TEI Services by Cultural and Linguistic Diversity (CALD) status

This measure provides an important understanding whether CALD clients are accessing the TEI services. This information is beneficial for organisations in determining whether the engagement of translating services or bilingual staff may assist in better service delivery for their clients.

In order to identify as CALD, individual clients have to classify as being born overseas and also spoke a language other than English at home.

Individual clients with 'unknown' country of birth and/or 'unknown' language spoken at home are categorised as unknown CALD status. This unknown count is different and not comparable to the Data Exchange reports where individual clients who have 'unknown' country of birth and/or 'unknown' language spoken at home are automatically categorised as non-CALD. With 4% of individual clients having 'unknown' CALD status in 2022-23, it is possible the number of Individual clients with a CALD background may be slightly higher.

Number of TEI individual clients who received TEI Services by Disability status

This measure provides an important understanding of whether clients with self-identified disabilities are accessing the TEI services. This information ensures that clients with disabilities have appropriate access to the services.

Each individual client will only be counted once. The sum of all clients' reported disability status will match with the unique number of TEI individual clients.

Individual clients who self-identified as living with a disability, impairment or condition may have one or more disabilities, impairments or conditions recorded. The sum of reported disabilities, impairments or conditions will not match the number of individual clients who identified themselves as living with a disability, impairments or conditions.

With 10% of individual clients having 'unknown' Disability status in 2022-23, it is possible the actual number of Individual clients with a Disability may be higher.

Number of TEI individual clients who received TEI Services by Gender

This measure shows a unique count of the number of TEI individual clients who received a service during the specified financial year with gender breakdown.

A client's gender is recorded as it forms part of the statistical linkage key (SLK) and is recorded based upon how the client self identifies. This is different to sexuality and sexual orientation which are not recorded in the Data Exchange.

Each individual client will only be counted once. The sum of all clients' reported genders will match with the unique number of TEI individual clients.

Number of TEI individual clients who received TEI Services by Homelessness status

A unique count of the number of TEI individual clients who received a service during the financial year with Homelessness status breakdown during the financial year. This measure provides information on client's housing situation. Clients are recorded as homeless if they do not have a suitable accommodation alternative and their current living arrangement is inadequate, has no tenure, and/or does not allow them to have access to social relations.

Individual client will only be counted once. The sum of all clients' reported homelessness status will match with the unique number of TEI individual clients. With 37% of individual clients having 'unknown' Homelessness status in 2022-23, it is possible the actual number of Individual clients identified as homeless or at risk of homelessness may represent an undercount.

2.3 Outcome Measures: Individual Clients

Number of TEI individual clients with either Circumstances and/or Goals SCORE

This measure provides a count of the number of TEI individual clients who have either Circumstances, Goals and/or Satisfaction SCORE assessed during the specified financial year.

It provides information on recorded outcome data. As per the TEI Data Collection and Reporting guide[3], funded services should record Circumstances and/or Goals SCORE for at least 50% of their individual clients and 10% for Satisfaction SCOREs.

Number of fully assessed individual clients for Circumstances and/or Goals SCOREs

Individual clients who are fully assessed have both a pre and post SCORE recorded in an outcome domain for a particular service type. This could be either a circumstances SCORE reflecting the client's circumstances, or a goals SCORE, reflecting the progress of a client toward their goals. Individual clients who are partially assessed do not have any paired scores, but have only one SCORE in an outcome domain for at least one particular service type.

Average earliest and average latest SCORE of fully assessed individual clients for Circumstances and/or Goals SCOREs

This measure shows a numerical value of TEI individual clients' earliest and latest SCOREs from different service types which have been assessed during the specified financial year.

It provides information on clients recorded SCOREs before and after receiving TEI services. This demonstrates the effects which the TEI program has on clients' outcomes.

Earliest and latest SCOREs for different service types (under each program activity) are calculated by taking an average of earliest and latest SCOREs i.e. the sum of all earliest or latest recorded SCOREs divide by the number of unique clients who have accessed that particular service type with a SCORE recorded.

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[3] https://facs-web.squiz.cloud/__data/assets/pdf_file/0019/727030/TEI-Data-Collection-and-Reporting-Guide.pdf

Net shifts in outcomes of fully assessed individual clients for Circumstances and/or Goals SCOREs

This measure provides information on potential impacts and changes which the TEI program has on clients' outcomes.

The net shifts in SCOREs are the difference between earliest and latest SCOREs (circumstances and/or goals) from the same outcomes domain under the same service types. A positive shift in outcomes signifies an improvement in outcomes.

The number and proportion of individual TEI clients in the safety and wellbeing stream with positive net shifts in outcome

This measure has been developed for Outcome Budgeting reporting to Treasury for 2021-22 onwards.

It shows the proportion of individual clients who have reported improvement in their circumstances following receipt of TEI service or have made progress towards their goals.

An individual client can attend multiple services and be scored on multiple domains for each of these services. The net shift in outcome is the average of the clients' first recorded scores across all services and domains, minus the average of the client's last recorded scores across all services and domains.

An individual client will be counted as having positive shifts if the difference between the client's average latest SCORE and the average earliest SCORE is positive.

The proportion of individual TEI clients in the safety and wellbeing stream with positive net shifts in outcome is calculated by dividing the numerator with the denominator:

Denominator: Total number of individual clients in the safety and wellbeing stream who have been assessed before and after receiving services.

Numerator: Number of individual clients in the safety and wellbeing stream with positive shift/s in outcome.

The Number of individual clients who reported that they were satisfied with the services they received

The proportion of individual clients who were satisfied with the Targeted Early Intervention (TEI) service. It provides information on individual clients' satisfaction with the TEI service they received.

The proportion is calculated by dividing the numerator with the denominator:

Denominator: Total number of clients who completed a survey

Numerator: Number of clients who responded 'agree (5)' to the statement "I am satisfied with the service provided".

2.4 Outcome Measures: Unidentified Group Clients

Number of sessions with Single Community SCOREs

Community SCOREs are used to report collective outcomes for unidentified group clients. A single community SCORE is used for a one-off session, for example, community events, information nights or forums and a one-off class or workshop. It can also be used to report SCOREs across multiple sessions when different group of clients attended the services e.g. drop-in centre, breakfast club and weekly classes.

Average SCORE of sessions with single community SCORE

Community SCORE reports collective outcomes for groups of clients. Single community SCOREs measure changes in client outcomes for groups or communities using a 5-point rating scale at the end of the session. Each session can be rated in one outcome domain or across multiple outcome domains.

The average Community SCORE is calculated by summing all Community SCOREs for that particular service type (under each program activity) and divided by the number of unique clients who have accessed that particular service types (under each program activity).

Number of cases with paired community SCORE

A paired community SCORE is measured at the beginning and the end of service provision. This could be at the beginning and end of a one-off session, or a series of recurring sessions. A paired community SCORE reports initial and follow up Community SCOREs for multiple sessions. For example: a series of workshops, forums, or information sessions. It is only to be recorded when the same group of clients attend 2 or more sessions, or it is not practical or relevant to collect information from individual clients (e.g. interagency).

Case ID, program activity, service type, SCORE type and SCORE domain need to match, otherwise, SCOREs will not be paired, and they will appear as single Community SCOREs in the Data Exchange reports.

Average earliest and average latest SCORE of cases with paired community SCOREs

A group can be rated in one outcome domain or across multiple outcome domains. The average difference between the first and last score is shown to demonstrate change over the course of service provision.

2.5 Aboriginal clients

Number of Aboriginal service providers

This measure shows the number of TEI funded service providers identified as Aboriginal Community-Controlled Organisations (ACCOs) which provided TEI services in the specified financial year.

The identification of ACCOs have been provided by TEI program and TEI contract managers.

Number and proportion of Aboriginal clients who received TEI services by Aboriginal service providers

This measure shows the number and proportion of TEI individual clients who identified as Aboriginal and received services from Aboriginal service providers during the financial year.

The proportion is calculated by dividing the numerator with the denominator:

Denominator: Total number of TEI individual clients who identified as Aboriginal and received services

Numerator: Number of TEI individual clients who identified as Aboriginal and received services from Aboriginal service providers

Individual clients who identified as Aboriginal and received services across multiple service providers, where at least one service providers identified as Aboriginal service providers will be counted in the numerator