Outcomes Matrix for the Targeted Earlier Intervention Program

June 2021

This document will support TEI-funded service providers to measure and report client/community outcomes for the TEI program.

This template will support service providers to identify and articulate:

* how they plan to measure client/community outcomes, i.e. what questions will they ask or what tool will they use
* when they will measure client/community outcomes
* who will measure client/community outcomes

Use the examples provided to help complete the template. Please note, it is not possible to capture every possible scenario. Please use this document as a guide and apply the examples below to your situation.

For help completing this template please also see:

* [What is SCORE and how can I use it for the TEI program?](https://www.facs.nsw.gov.au/download?file=776048)
* [TEI short guide to develop surveys](https://www.facs.nsw.gov.au/download?file=776047)
* [What is Community SCORE and how can I use it for the TEI program?](https://www.facs.nsw.gov.au/download?file=778254)

**Real example: Sugarvalley Outcomes Matrix**

Sugarvalley Neighbourhood Centre, in the Central Coast, developed their own outcomes matrix to help them understand and communicate how they would measure and report client outcomes.

See the documents below:

* [Sugarvalley Neighbourhood Centre Program Logic](https://www.facs.nsw.gov.au/download?file=808026)
* [Sugarvalley Neighbourhood Centre Outcomes Matrix](https://www.facs.nsw.gov.au/download?file=808025)
* [Sugarvalley Neighbourhood Centre Client Survey](https://www.facs.nsw.gov.au/download?file=808027)

This document will be updated as we learn more about the best way to measure outcomes in the Data Exchange for the TEI program.

If you have feedback on or questions about this resource, please contact [TEI@facs.nsw.gov.au](mailto:TEI@facs.nsw.gov.au)

TEI Outcomes Matrix template

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Activities | TEI program client outcomes  (identified in program logic and schedule) | Service level outcomes  (identified in program logic) | How will this be measured? | When will this be measured? | Who is responsible for measuring this outcome? |
| List the program activity and service type.  Describe the activities that will be conducted. | List the domain and the TEI program client outcome. Add rows as needed. | List the specific client/community outcomes your activity is working towards. | Identify how these outcomes will be measured.  List the questions you will ask and/or the tool you will use.  List the SCORE domain the outcome will be recorded under in the Data Exchange. | Describe when the outcome will measured.  For example, when will you ask clients to complete the survey? | Describe who is responsible for measuring the outcome.  For example, will clients complete a survey or will a practitioner observe the client? |

Example 1: Community Strengthening Stream – Budgeting workshop

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| --- | --- | --- | --- | --- | --- | --- |
| Activities | TEI program client outcomes  (identified in program logic and schedule) | Service level outcomes  (identified in program logic) | How will this be measured? | | When will this be measured? | Who is responsible for measuring this outcome? |
| Program Activity 3: Community Support  Service type: Education and skills Training  Service description:   * Budgeting workshops | **Education and skills:**  Increase school attendance and achievement  **Empowerment:**  Increased client reported self-determination | Increase attendees budgeting skills  Increase attendees confidence with family budgeting | Attendees will be asked to complete a short survey:  How much do you agree or disagree with the following statements:   * I have the skills I need to manage my family’s budget * I feel confident that I can manage my family’s budget | Responses to each question will be reported in the following SCORE domains:  Goals SCORE: Skills  Goals SCORE: Empowerment | * First workshop * Last workshop | Workshop leader asks attendees to complete the questionnaire |
| Satisfaction will be measured using the following question:  How much do you agree or disagree with the following statement:   * I would recommend these workshops to other people   The result will be reported in the Satisfaction SCORE domain: I am satisfied with the services I received | | * Last workshop | Workshop leader asks attendees to complete the questionnaire |

Example 2: Wellbeing and Safety Stream - Playgroup

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Activities | TEI program client outcomes  (identified in program logic and schedule) | Service level outcomes  (identified in program logic) | How will this be measured? | | When will this be measured? | Who is responsible for measuring this outcome? |
| Program Activity 4: Targeted Support  Service Type: Supported Playgroup  Service description:   * Transition to School playgroup * Babies Playgroup (0-3 years) | **Social and Community:**  Increased participation in community events/increased sense of belonging to the community  **Empowerment:**  Increased client reported self-determination  **Education and Skills:** Increased school attendance and achievement | Parents increase informal and formal social networks  Increase confidence of parenting  Increase in age-appropriate development for children | Parents will be asked to complete a short survey:  How much do you agree or disagree with the following statements:   * I have a person I can lean on in times of trouble * I feel confident I can care for my child/ren * I am aware of my child’s stages of development for their age * I have a strong and positive relationships with my child | Responses to each question will be reporting in the following SCORE domains:  Circumstances: Community Participation  Goals SCORE: Empowerment  Goals SCORE: Knowledge  Circumstances SCORE: Family Functioning | * First week of attendance * Last week of attendance | Playgroup leader askes parents to complete the questionnaire. |
| Satisfaction will be measured using the following question:  How much do you agree or disagree with the following statement:   * I would recommend these workshops to other people   The result will be reported in the Satisfaction SCORE domain: I am satisfied with the services I received | | * Last week of attendance | Playgroup leader askes parents to complete the questionnaire. |

Example 3: Using Community SCORE – Parenting information session

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Activities | TEI program client outcomes  (identified in program logic and schedule) | Service level outcomes  (identified in program logic) | How will this be measured? | When will this be measured? | Who is responsible for measuring this outcome? |
| Program activity 2: Community Centres  Service type: Social participation  Service description:  Information session for parents about transitioning to school and services available in the community to support that transition. | **Social and Community:**  Increased participation in community events/increased sense of belonging to the community | Parents are supported to access services in their community | Attendees complete a short survey with 2 questions on a 5-point Likert scale:   * The session provided me with useful information * I have a better understanding of the services and facilities available in my community   Responses are averaged and a single score is entered directly into Community SCORE: Group/community knowledge, skills, attitudes and behaviours. | At the end of the session.  Attendees will be given the survey when they enter, and will be ask to hand back the completed survey as they leave the building. | Leader of the information session asks attendees to complete the short survey. |