SETSCoP DEX Q&A Factsheet 2

This second factsheet is based on responses from the Department of Social Services (the Department) who are responsible for DEX on issues raised by SETSCoP members. The factsheet is a simplified version and easy reference guide by a Q&A format.

For more information and to see direct responses from the Department, you may wish to view the DEX and reporting concerns from [DEX and reporting concerns from SETSCoP – Responses for Providers (April 2021).]

1. What is SCORE?

SCORE is designed to measure the result of a client's interaction. It captures a point in time in the client's service journey and should be done when the practitioner notes changes during delivery of the service, or at logical review points.

2. **Is there further guidance on the scale of SCORE ratings?**

SCORE may be reported through a practitioner assessment, a client-self assessment, support person assessment or a joint assessment. The 5-point Likert Scale is used to measure where a client is believed to sit on a scale of 1 ('very poor') to 5 ('very good').

SCORE allows organisations to measure client outcomes using their own tools and methods, but to report these outcomes to the Data Exchange in a way that is consistent and comparable.

3. Where can we find more information on how to use SCORE with clients?

The Data Exchange website has a number of resources that explain SCORE including a document on How to Use SCORE with Clients. This document is designed as a user friendly, plain English version of SCORE. It is intended to help organisations moving towards outcomes measurement by presenting the SCORE domains for your client to undertake a self-assessment or support person assessment.

4. Is there a way that medium and/or long term outcomes can be reported on DEX?

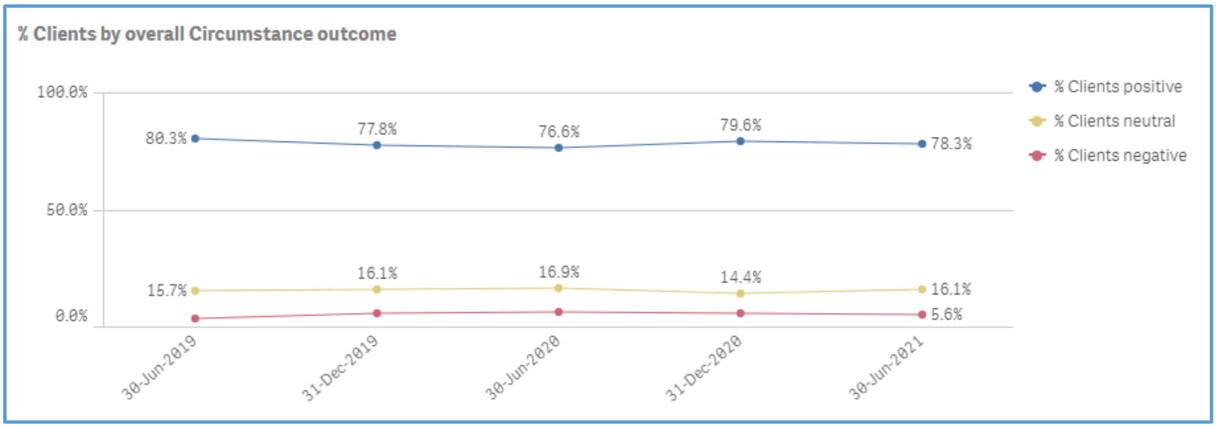
SCORE assessments capture a point in time in the client's service journey. Organisations are asked to complete a minimum of two SCORE assessments for a client; one towards the beginning of the client's service delivery and again towards the end of service delivery, with optional additional SCOREs throughout.

The Department recommend SCORE assessments when the practitioner notes changes during delivery of the service or at logical review points. This allows for tracking the client's progress over the medium and longer term.

5. Is it possible to view long-term progress for a client beyond a sole reporting period?

The Data Exchange reports include a Client Outcomes report, which displays averaged aggregate outcomes data for your organisation. There are a number of charts within this report that show trend information across reporting periods, however, this will only show if a specific reporting period is not selected as a filter.

Below is an example of the Circumstances trend chart.



6. How can a lead provider view their sub-contractors' SCORE data?

The Department is working on developing functionality within the existing standard DEX reports that allow lead organisations to view the data of their delivery partners. This is known as 'handshake' data.

7. Can a pre-score from a previous reporting period be used for the next reporting period?

When a SCORE assessment occur within the same domain, regardless of the reporting period, the most recent assessment is paired with the 'pre-SCORE' assessment and displayed within the Client Outcomes report.

If a filter is applied to narrow the data to a specific reporting period – the ‘clients assessed’ data shows any post-SCORES conducted in that reporting period that are paired with a pre-SCORE that occurred in the same domain in a prior reporting period.

The ‘partially assessed’ data is showing how many pre-score assessments occurred in the selected reporting period.

8. Would it be possible for DEX to have a function where providers can tick if the “client” they are entering data for is a community leader?

There are no plans at this stage to make this kind of change in DEX, but we will take this feedback on board for future system design changes.

9. What support is available for smaller organisations who have limited resources for training and staff to make DEX inputs?

The Data Exchange website has a number of resources available to support organisations such as short videos, recorded webinars, fact sheets and task cards. In addition, organisations can contact the Data Exchange Helpdesk on 1800 020 283 or dss.dataexchange.helpdesk@dss.gov.au.

SETSCoP is also a useful forum for small providers to get assistance from other SETS providers on any issues related to reporting requirements and to share best practice.

Organisations are encouraged to enter data to DEX regularly, to minimise the administrative burden of inputting 6 months’ data at the end of each reporting period.

10. What is considered a “session” that should be reported on DEX?

In the Data Exchange, a session is defined as *‘an individual instance or episode of service, stored within a case, which is ‘related’ to other sessions (when/if they occur)’.*

All sessions of service should be leading towards the client achieving a measureable outcome.

A Recording alternative forms of service delivery guide was developed during the COVID-19 pandemic to assist organisations in better understanding when an interaction with a client should/should not be recorded in the Data Exchange.

11. Can I see who has recently settled to a region and is SETS eligible on DEX?

All data submitted to the Data Exchange is de-identified and therefore, it is not possible to show individual information about a person's circumstances or where they reside.

12. Do we need to SCORE groups or only individuals who participate in the groups?

Organisations can report Community SCOREs when a group activity is held but it is not practical to record SCOREs for the individuals attending.

Organisations are able to determine how best to assess the outcomes for their events e.g. a survey, verbal feedback or observations.

For more information and support please refer to:

- The Data Exchange Protocols
- Program Specific Guidance
- DEX website
- DEX Training
- Email or call 1800 020 283 the Data Exchange Helpdesk
- Contact your SETS Funding Arrangement Manger (FAM) –for general reporting requirements for SETS

Other useful resources include:

- Using SCORE with a client
- Adding a SCORE assessment
- Measuring Outcomes: A beginner's guide
- View and Edit a SCORE assessment
- SCORE – at a glance
- Community Outcomes (SCORE)