Questions and Answers on Data Exchange (DEX) - SCORE questions

Context

DEX reporting is a key component of the Government's 2014 streamlined grants administration initiatives. DEX was introduced to focus on the collection of consistent data across all Government programs. Through the aggregated service delivery data items, government is seeking to build the evidence base regarding the effectiveness of client facing programs and service delivery approaches. SETS providers are also required to submit an annual Activity Workplan Report which is complementary to DEX reporting and was designed to capture qualitative reporting.

Q) 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.

Q) 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.

Q) 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.

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

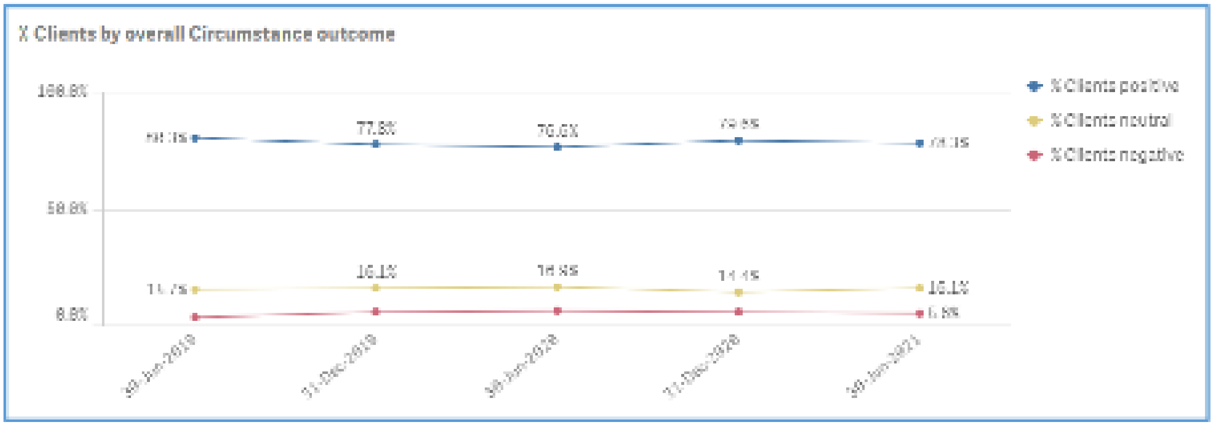
SCORE assessments capture a point in time in the client's service journey. Organisations are asked to complete a minimum of two SCORE assessments for a client; one towards the beginning of the client's service delivery and again towards the end of service delivery, with optional additional SCOREs throughout.

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.

Q) 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.



Q) 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.

Q) 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.

Q) What is a "full" SCORE assessment and what is a "partial" SCORE assessment on DEX.

A "full" SCORE assessment is when an initial SCORE and at least one subsequent SCORE is recorded for the same client for the same program activity and the relevant domain. A link is then established between these assessments, and it is possible to measure the shift between them.

A "partial" SCORE assessment means that a client has received a SCORE, but only one, and a subsequent SCORE has not yet been recorded for them. In this instance, they are considered "partially" assessed as there is not yet the ability to measure the shift or change between the SCOREs.

Q) Do we need to complete two SCORES for the same client in the same domain during the same reporting period? Or can we have an 'open' SCORE at the end of the reporting period and enter an end SCORE in the next reporting period once a particular issue has been finalised?

As per the SETS' Program Specific Guidance a *"client SCORE assessment is recorded at least twice – towards the beginning of the client's service delivery and again towards the end of service delivery. Where practical, you should also collect SCORE assessments periodically throughout service delivery.*" If a service delivery is longer than 6 months, then it is acceptable to have SCOREs span over these reporting periods, but if appropriate, consider entering a periodic score assessment as well.

Q) Should we be using the community SCORE function or the individual SCORE function to track SETS group work or community events?

Community SCORE reflects changes that may occur through the provision of large group or community engagement work.

For SETS – Community Capacity Building, if you are delivering group functions and it is not practical to collect individual data, you should use the Community SCORE to reflect the outcomes for all participants rather than individuals.

SETS – Client Services does not have Community SCORE reporting.

Q) 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.

When collecting a Community SCORE, there are four domains organisations can report against:

- Group/Community knowledge, skills, attitudes and behaviours for a group of clients or community members participating in the service (where it is not feasible to record the changes for individual members of the group or community)
- Organisational knowledge, skills and practices to better respond to the needs of targeted clients or communities.
- Community infrastructure and networks to better respond to the needs of targeted clients and communities.
- Social cohesion to demonstrate greater community cohesion and social harmony More information on Community SCORE is available in the DEX Protocols.

Q) How often should I undertake SCORE assessments?

- At least two SCORE assessments need to be conducted for a client (one at the start of service delivery and the other at the end). SCORE assessments however, may be conducted more often at the discretion of the SETS provider. For example, a provider may wish to undertake a SCORE assessment every 3 months for a medium client who is being supported for over 12 months.

Q) What constitutes good outcomes?

- An outcome in relation to service delivery, is the change that occurs for a client(s) as a result of an interaction with a SETS provider. They demonstrate value and impact, and can be positive, negative or neutral, intended or unintended.
- Negative outcomes do not mean organisations are delivering poor service, as a client's settlement journey is a complex process and there may be things that occur outside the provider's control.
- The important thing is to accurately assess where a client is at the time you are doing the SCORE assessment.

Q) Is there any further guidance or information on the scale of SCORE ratings (e.g. what does a 1 on the scale represent)?

SCORE is designed to measure the result of a client's interaction with a funded service. 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.

The 5 point Likert Scale is used to measure a person's opinion on where they believe they sit on a scale of 1 to 5. A Likert Scale typically ranges from one extreme to another, for SCORE this is 'very poor' to 'very good' where 1 equals 'very poor' and 5 equals '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. SCORE may be reported through a practitioner assessment, a client-self assessment, support person assessment or a joint assessment.

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 client 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. As way of example, below is a snapshot of two of the Circumstances domains.

SCORE Circumstance domain	1 Very Poor	2 Poor	3 Moderate	4 Good	5 Very Good
Physical Health	My physical health is very poor and this has a profound negative impact on my daily life.	My physical health is poor and this has a negative impact on my daily life.	My physical health is okay and only sometimes negatively impacts my daily life.	My physical health is quite good and only occasionally negatively impacts my daily life.	My physical health is very good and rarely if ever negatively impacts my daily life.
SCORE	☐	☐	☐	☐	☐
Mental health, wellbeing & self-care	My mental health is very poor and this has a profound negative impact on my daily life.	My mental health is quite poor and this has a negative impact on my daily life.	My mental health is okay and only sometimes negatively impacts my daily life.	My mental health is quite good and only occasionally negatively impacts my daily life.	My mental health is very good and rarely if ever negatively impacts my daily life.
SCORE	☐	☐	☐	☐	☐

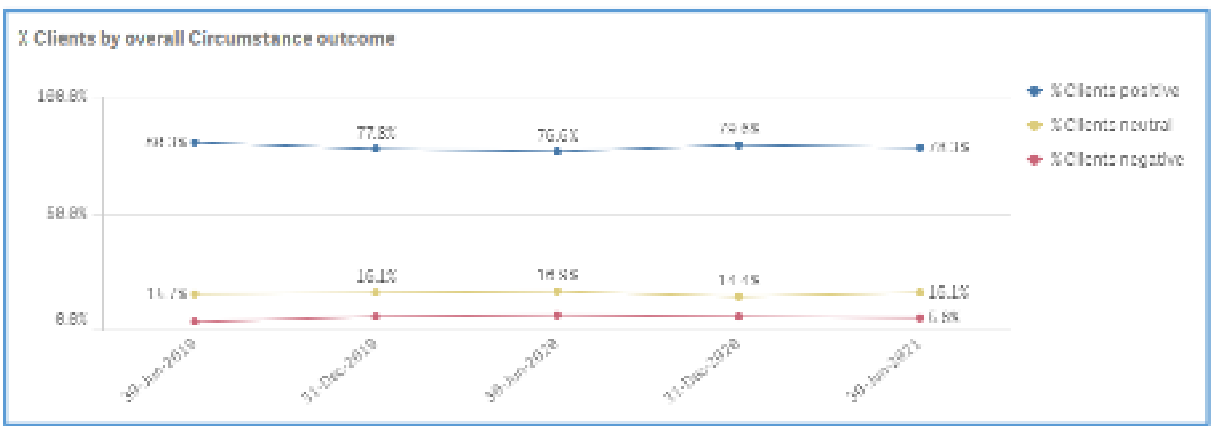
Q) It appears that DEX only tracks short-term outcomes. Is there a way that medium and/or long term outcomes can be reported on DEX?

SCORE assessments capture a point in time in the client's service journey. The Data Exchange Protocols and the Program Specific Guidance both ask organisations 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.

We recommend SCORE assessments be done 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.

Q) Is it possible to view long-term progress (i.e. track outcomes) for a client beyond a sole reporting period?

The Data Exchange reports includes 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.



Q) 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.

Phase one of this work was recently released in the Organisation Overview Report and the Organisation Data Quality Report where Lead Organisations can filter to view the handshake data.

Phase two includes accessing 'handshake' outcomes data. We are hoping to have this functionality available later this year.

Q) Is there a way that the pre-score from a previous reporting period can be used for the next reporting period? This would be useful if a client engages only once a year.

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.

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)