The following are examples of *Circumstance* and *Goal* SCOREs that you could collect to enter into the Data Exchange (DEX) for TEI funded programs. You would use these as a guide or choose the most appropriate to cut and paste on your own format. Most of the scaled questions are the same or similar to those in the DEX document ‘How to use SCORE with clients’, Version 2 – November, 2019. This document is also useful and can be used directly with clients.

Please do not think that you need to measure all of those domains on SCORE. One to two in both *Circumstances* and *Goals* (of the most appropriate domain), and all three in Satisfaction, or a combination of the three, is more than sufficient. These SCOREs are used when you are able to identify a client on DEX (ie: you are able to collect the personal information you need from participants in your programs to enter into DEX).

DCJ (FACS) have also developed some very useful tools that include surveys and information on how you would set up your activities in DEX. These will be **available at the end of February** and you may wish to wait for those before you finalise your survey documents and the SCORE domains that you will be measuring.

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| EVENTS - Knowledge and access to information (Goal) F*or unidentified participants this question informs Community SCORE – Group/community knowledge, skills attitudes and behaviours* | | | | | |
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| These questions are asking you 1. what you knew about services or information in your community to help you before this event and 2. whether the ones at this event were helpful to you. | | | | | |
| Tick the answer that best describes your access to information and support services to address your needs **before** this event? | I didn’t know any services that could help me get information and address my needs. | I knew little about services to get information and address my needs. | I knew of some places to get information and address my needs. | I knew where to go to get information or find services to address my needs. | I knew what services and where to go to get information and would make contact with them if I needed help. |
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| Tick the answer that best describes how **this event** helped you to find places in your community to get information or address your needs? | No there was nothing that could help me. | There were services there that I was interested in but I didn’t collect any information about them. | I have found a number of useful services and have taken information and details for when I need them. | I have found one or more services to help me and have the information I need or intend to visit them after this event. | One or more services were able to help me today and/or I have made an appointment to speak to them again. |
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| EVENTS – Engagement with relevant support services (Goal) F*or unidentified participants this question informs Community SCORE – Community infrastructure and networks* | | | | | |
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| These questions are asking you 1. how you currently engage with services and 2. whether the event you attended has connected you with services or activities to help you. | | | | | |
| Tick the answer that best describes how you worked or engaged with community services **before** **this event**. | I didn’t engage with services at all. | I had a lot of difficulty engaging with services. | I had some difficulty engaging with services. | I found it easy to engage with services. | I found it very easy to engage with services. |
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| Tick the answer that best describes how you engaged with services **at this event**. | I didn’t feel I could engage with the services at all. | I had a lot of difficulty engaging with the services. | I had some difficulty engaging with the services. | It was easy to engage with the services. | It was very easy to engage with the services |
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| EVENTS - Community participation and networks (Circumstances) F*or unidentified participants this question informs Community SCORE – Social cohesion* | | | | | |
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| These questions are asking you 1. how connected to community you are currently and 2. did this event help you to feel connected. | | | | | |
| Tick the answer that best describes how connected and supported by your community you felt **before this event**. | No connection and/or support. | Very little connection and/or support. | Some connection and/or support. | Good connection and/or support. | Great connection and/or support. |
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| Tick the answer that best describes your connection to or support by community **because of this event.** | I do not feel any more connected or supported. | The event did little to make me feel more connected or supported. | This event has helped me to start to feel connected to and supported by my community. | This event has helped me to feel more connected and supported to attend other community events and activities. | This event has helped me to feel very connected to and supported by my community and I have met new people. |
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| GROUPS – Skills (Goal) F*or unidentified participants this question informs Community SCORE – Group/community knowledge, skills attitudes and behaviours* | | | | | |
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| These questions are asking you 1. what you new previously about …………. and 2. did you learn something new at the activity/group. | | | | | |
| Tick the answer that best describes your skills in **………………………. before you attended this group**. | I had very poor skills in …………….. to help me ………………………………… | I had poor skills in ………… to help me ……………………………………… | I had reasonable skills in …………….. to help me ………………………………….. | I had good skills in ……………………… to help me …………………………… | I had very good skills in ………………………… to help me ………………………… |
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| Tick the answer that best describes your skills **after attending this group.** | I still have very poor skills in this area to help me. | I still have poor skills in this area to help me. | I now have reasonable skills in this area to help me. | I now have good skills in this area to help me. | I now have very good skills in this area to help me. |
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| GROUPS - Knowledge (Goal) F*or unidentified participants this question informs Community SCORE – Group/community knowledge, skills attitudes and behaviours* | | | | | |
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| These questions are asking you 1. What you knew previously about ……. and 2. whether the activity you attended or group you have been coming to has given you information to help you. | | | | | |
| Tick the answer that best describes what you knew about ………………….. **before you attended this group**. | I knew nothing about ……… or how it could improve my current circumstances. | I knew a little about …………… to meet my needs and improve my current circumstances. | I had reasonable knowledge about …………. to meet my needs and improve my current circumstances. | I had good knowledge about ………….. to meet my needs and improve my current circumstances. | I had very good knowledge about ………….. to meet my needs and improve my current circumstances. |
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| Tick the answer that best describes what you now know **after attending this group.** | I still know nothing about ………. or how it could improve my current circumstances. | I know a little about …………… to meet my needs and improve my current circumstances. | I now have reasonable knowledge about …………. to meet my needs and improve my current circumstances. | I now have good knowledge about …………. to meet my needs and improve my current circumstances. | I now have very good knowledge about ………… to meet my needs and improve my current circumstances. |
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| GROUPS – Engagement with relevant support services (Goal) F*or unidentified participants this question informs Community SCORE – Connection/Community infrastructure and networks* | | | | | |
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| These questions are asking you 1. how you currently engage with services and 2. whether the activity you attended or group you have been coming to has connected you with services or activities to help you in other areas. | | | | | |
| Tick the answer that best describes how you worked or engaged with community services **before this group or activity**. | I didn’t engage with community services to help me. | I had a lot of difficulty engaging and working with services to help me. | I had some difficulty engaging and working with services to help me. | I rarely had difficulty engaging and working with services to help me. | I very rarely had difficulty engaging and working with services to help me. |
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| Tick the answer that best described how you engaged **with this group or activity.** | I didn’t feel I could engage at all. | I had a lot of difficulty engaging. | Sometimes I had difficulty in engaging. | It was easy to engage. | It was very easy to engage. |
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| GROUPS – Behaviour (Goal) F*or unidentified participants this question informs Community SCORE – Group/community knowledge, skills attitudes and behaviours* | | | | | |
| This is a question that is asked at least twice. An initial SCORE is recorded for the client earlier in the group or program in addition to a subsequent SCORE on exit or at a nominated time towards the end of a group or program. | | | | | |
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| Choose the most appropriate answer for how you feel your behaviour impacts an area of your life at the moment.  This question is asked as an initial question at a time nominated by you early in the client’s access to the ongoing group or activity. | My behaviour has a very negative impact on my (mental health/physical health/personal and family safety/my ability to participate and engage/my family generally etc.) to improve my circumstances. | My behaviour has a negative impact on my (mental health/physical health/personal and family safety/my ability to participate and engage/my family generally etc.) to improve my circumstances. | Sometimes my behaviour has a negative impact on my (mental health/physical health/personal and family safety/my ability to participate and engage/my family generally etc.) to improve my circumstances. | My behaviour generally has a positive impact on my (mental health/physical health/personal and family safety/my ability to participate and engage/my family generally etc.) to improve my circumstances. | My behaviour has a positive impact on my (mental health/physical health/personal and family safety/my ability to participate and engage/my family generally etc.) to improve my circumstances. |
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| Choose the most appropriate answer for how you feel your behaviour has changed during this group or program.  This question is asked as a subsequent question at a time nominated by you during a group or activity or towards the end/on exit. This question can be asked more than once ie: in the middle week of a 10 week program and at the end. | My behaviour continues to have a very negative impact on my (mental health/physical health/personal and family safety/my ability to participate and engage/my family generally etc.) to improve my circumstances. | My behaviour continues to have a negative impact on my (mental health/physical health/personal and family safety/my ability to participate and engage/my family generally etc.) to improve my circumstances. | My behaviour on sometimes has a negative impact on my (mental health/physical health/personal and family safety/my ability to participate and engage/my family generally etc.) to improve my circumstances. | My behaviour now generally has a positive impact on my (mental health/physical health/personal and family safety/my ability to participate and engage/my family generally etc.) to improve my circumstances. | My behaviour now has a positive impact on my (mental health/physical health/personal and family safety/my ability to participate and engage/my family generally etc.) to improve my circumstances. |
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This example could be used for other programs where it is conducive to collecting individual client information and outcomes (initial/subsequent - pre/post).

See below for an example for Empowerment choice and control to make own decisions (using a slightly altered version of the DEX SCORE scale).

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| GROUPS – Empowerment choice and control to make own decisions (Goal) | | | | | |
| This is a question that is asked at least twice. An initial SCORE is recorded for the client earlier in the group or program in addition to a subsequent SCORE on exit or at a nominated time towards the end of a group or program. | | | | | |
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| Tick the answer that best describes how you feel about the choices you are able to make to improve your life.  This question is asked as an initial question at a time nominated by you early in the client’s access to the ongoing group or activity. | I have no confidence to make decisions that improve my circumstances. This lack of confidence has significant negative impacts on my life. | I have limited confidence and power to make decisions that improve my circumstances. This lack of confidence has negative impacts on my life. | I have some confidence and control in making decisions that improve my circumstances. At times a lack of confidence and choice has a negative impact on my life. | Most of the time I have high confidence and feel better empowered to make decisions that improve my circumstances. A lack of confidence rarely has negative impacts on my life. | I have very good confidence and feel empowered to make decisions that improve my circumstances. |
|  |  |  |  |  |
| Tick the answer that best describes how you now feel about the choices you are able to make to improve your life after coming to this program, group or activity.  This question is asked as a subsequent question at a time nominated by you during a group or activity or towards the end/on exit. This question can be asked more than once ie: in the middle week of a 10 week program and at the end. | I still have no confidence to make decisions that improve my circumstances. This lack of confidence has significant negative impacts on my life. | I still have limited confidence and power to make decisions that improve my circumstances. This lack of confidence has negative impacts on my life. | I now have some confidence and control in making decisions that improve my circumstances. At times a lack of confidence and choice still has a negative impact on my life. | Most of the time I now have high confidence and feel better empowered to make decisions that improve my circumstances. A lack of confidence rarely has negative impacts on my life. | I now have very good confidence and feel empowered to make decisions that improve my circumstances. |
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| GROUP - Community participation and networks (Circumstances) F*or unidentified participants this question informs Community SCORE – Social cohesion* | | | | | |
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| Tick the answer that best describes how connected to and supported by your community you felt by your community before this group. | No connection and/or support | Very little connection and/or support | Some connection and/or support | Good connection and/or support | Great connection and/or support |
|  |  |  |  |  |
| Tick the answer that best describes your connection to community and/or support because of this group. | I do not feel any more connected or supported. | The group did little to make me feel more connected or supported. | This group has helped me to start to feel more connected or supported. | This event has helped me to feel more connected, and supported to attend other community groups, events and activities. | This event has helped me to feel very connected to and supported by community and I have met new people. |
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| Client Satisfaction SCORE | | | | | |
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| After receiving a service, pease tick the box under the statement that best describes your circumstance/experience. | | | | | |
| The service listened to me and understood my issues. | Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree |
|  |  |  |  |  |
| I am satisfied with the services I have received. | Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree |
|  |  |  |  |  |
| I am better able to deal with issues that I sought help with. | Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree |
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| GROUPS – *choose appropriate (Circumstance) for group – Physical health; Mental health, wellbeing and self-care; Personal and family safety; Age appropriate development (child/YP or parent); Community participation networks, Family functioning; Financial assistance; Material well-being; Employment, Education & training; Housing* ***(write 5 statements about physical health mental health/wellbeing, community participation scaled from 1 to 5 – see DSS Examples is Using SCORE with clients)*** | | | | | |
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| GROUPS – Cooking healthy meals at home | | | | | |
| This is a question about your health at the beginning of this program. Choose the one closest to you now. |  |  |  |  |  |
|  |  |  |  |  |
| This is a question about your health at the end of this program. Choose the one closest to you now. |  |  |  |  |  |
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You could use some of the examples in this document if you have clients (already entered in the DEX system and that you identify at the large events) and collect the information later – say the following week. It would be good practice to ask in all your groups or if people drop in “Did you come to our Community Fun Day on the weekend?” and if the answer is Yes, “would you mind answering a few questions about that event?” You would then count this person as Identified and attach their SCORE to the session probably named Community Fun Day.

You may think that it is appropriate to ask a larger group of identified or unidentified participants questions with a simpler scale 1-5. This would inform the *Community SCORE* that you rate the event in DEX and could also be used for those Identified clients. DCJ has developed some very helpful and easy to understand/use survey tools for this purpose. These will be available on their website soon. <https://www.facs.nsw.gov.au/providers/children-families/early-intervention/TEI-program> The above scores are developed in a similar way (often the same) to the *Using SCORE directly with Clients* guide from DSS. They are also intended to get an initial AND subsequent SCORE at the same time however this practice has not been encouraged by DCJ Central Office. You would need to think about how you set up your sessions or report these SCORES as you cannot enter 2 scores for a single client on the one session.

DCJ are also encouraging organisations to think about the best outcomes (most meaningful) to collect for large events and shifting from collecting client level outcome information. Recording unidentified numbers of participants could be accompanied with reporting outcomes for either the group of services or volunteers who met to arrange the community event. Sessions would be created not only for the event but for the meetings that took place and the SCORE outcomes could then be recorded for the group of people who organised the event rather than the participants. You can also simply report one measure where your observation of the event informs a *Community* SCORE.

These tables are ideas if you want to collect information similar to that on DEX, however, unless you can attach that outcomes information to a ‘client’ on DEX, the information will inform one single SCORE for the event that is either observational by a single coordinator or combined group or informed by any method that you decide to collect outcomes/feedback for that group/event. These suggestions are a way to try to mimic DEX so that organisations can talk to their Management Committee/Board, community and CPO about the outcomes that they are able to collect anonymously but unable to report in SCORE because getting individual information from their service users is problematic.

You could also collect data by asking one question such as “My access to services has improved because of this event” or “This event has helped me engage with services”: strongly disagree, disagree, neither agree or disagree, agree or strongly agree. However, this will not mimic SCORE with a difference in the scale ie: this is not an initial/subsequent or pre/post method of collection. The question is only asked once at the end of the program, activity or event.

This method could also be considered for ‘services coordinated at the hub or centre’. Unidentified numbers of people using those services could be entered in DEX and then the SCORE Outcomes are reported as the service provider (who you have partnered with or sourced to deliver a particular program) reports a shift in community knowledge, cohesion etc. You would report this in the *Community SCORE*.

You could also break up those questions (ie: not ask them both together) and ask before questions when people fill in their enrolment information at the start of the group and then post the activity or event. This would be difficult at activities that have large numbers of people but manageable at others. These are the things to think about when deciding how you will measure an activity and what you will report to in DEX SCORE.

**It should also be noted that it is not mandatory for organisations to collect client level outcome data for events or group activities.** You can report Community SCOREs which use your own professional judgement and observation of the session. However, you should realise that regardless of whether there are 3 participants or 999, there is only one communal SCORE reported if you do it in this way and you will not meet any of the targeted ‘identified client’ %s indicated on the TEI Data Collection Guide.

The Satisfaction Survey (with the three questions reported on SCORE) can be asked at any event, activity or group where it is appropriate. This box can be added to the appropriate outcomes *Circumstance* or *Goal* SCORE question and asked at the same time.

**NOTE:** FOR ALL outcomes survey questions you can use the scale: Strongly Disagree; Disagree; Neither Disagree or Agree; Agree; Strongly Agree rather than the statements given as examples above.