Australian Government Department of Social Services

Data Exchange

Add a SCORE assessment

This task card discusses the following:

- What is SCORE?
- <u>Client SCORE or Community SCORE</u>
- SCORE icons
- Add a client SCORE
 - Method 1 Add SCORE in an existing session
 - Method 2 After adding a session
 - Method 3 From the Client ID field in the View SCORE section
 - Method 4 From the Add SCORE field in the View SCORE section
- Add a Community SCORE
 - Step 1 Select the session
 - o Step 2 Enter assessment details

KEY HIGHLIGHTS

- SCORE helps tell the story of what has been achieved for a client / group / community as a result of service delivery.
- You do not need to record SCORE assessments against each domain listed; only those applicable to the client.
- SCOREs should be recorded using the same domain to measure the changes experienced by clients over time.
- It is optional to record how the SCORE was assessed.

What is SCORE?

SCORE stands for Standard Client/Community Outcomes Reporting. It forms part of the Data Exchange partnership approach.

Client SCORE or Community SCORE

There are four different types of outcomes measured through SCORE to help tell the story of what has been achieved for an individual client and/or group/community activities. The SCORE components for individual clients are:

- Circumstances
- Goals
- Satisfaction

Once a session is recorded, an individual client SCORE can be added. If you wish to add a SCORE assessment for each client involved in the session, each assessment must be entered **separately**.

An individual client SCORE assessment should be recorded at least twice, towards the beginning of service delivery and again towards the end. Numerous SCORE assessments can be added if the client will be accessing the activity long term. These SCOREs should be recorded using the same domain to measure the changes experienced by clients over time.

The SCORE component for group / community activity is:

Community

The Community component has been designed to report outcomes being achieved for large group where it is not feasible to record changes for individuals. Community SCOREs is recorded in a similar way to client SCOREs.

You do not need to record SCORE assessments against each domain listed. Select the domains that are relevant for the client at the time of the assessment.

SCORE icons

Table 1 details the various SCORE icons and their meanings.

Table 1 – SCORE icons and their meanings

FIELD	DESCRIPTION
<u>_</u>	The SCORE 'outline' icon displays on a client record summary attached to a session. You can use this icon to add, delete or edit SCORE assessment types (Goal, Circumstance or Satisfaction) for a client resulting from a session.
	The SCORE 'coloured' icon displays when one SCORE assessment has been added to a client record at a session and another SCORE assessment can be added.
•	The SCORE 'tick' icon displays when the full quota of (two) SCORE assessments have been added to a client record at a session.
•	The SCORE icon displays on a client record advising a SCORE assessment has been added to the client. Displays in the Find a client screen.

Add a client SCORE

There are a number of methods to add an individual client SCORE assessment:

- Method 1 adding a SCORE in an existing session
- Method 2 after adding a session
- Method 3 from the Client ID field in the View SCORE section
- Method 4 from the Add SCORE field in the View SCORE section

Method 1 – Adding a SCORE in an existing session

From the home page select the **Add SCORE** icon. Refer Figure 1.





The Add a SCORE – Find a client screen will display. Refer Figure 2.

- 1. Select the outlet the client attended the service at
- 2. Select the activity that will be associated with the session.

Figure 2 – Add a SCORE – Find a client - Add outlet and activity

🐥 Add a SCOI	RE - Find a client
SCORE details	1
Outlet: *	2
Activity: *	Clear Outlet and Activity
Please record the registered client for this	
Select a client	
Given name:	
Family name:	
Client ID:	
	SEARCH Clear
Cancel	NEXT>

Once you have selected the Outlet and the Activity you are able to search for the Client by entering given name, family name or client ID in the Select a Client fields and select **SEARCH**. Refer Figure 3.

SCORE details	
Outlet: *	Bay Area Services
Activity: *	Community and Home Support
	Clear Outlet and Activity
	This search will return clients that have a session for the selected Outlet and Activity for th current reporting period (1/07/2018 to 31/12/2018)
Select a client	
Given name:	
Given name: Family name:	
Family name:	

Select the client using the tick box and click NEXT>. Refer Figure 4.

	istered client for th	is SCORE.			
Select a cli	ient				
	Given name:	Henry			
	Family name:	Nonden			
	Client ID:	004			
		SEARCH Cle	ear		
Results (1)					
Results (1) Name≎		Client ID 🗘	Date of Birth \$	Gender 🗘	Created on 🗘

The Add a SCORE - Find a session screen will display. Refer Figure 5.

🐥 Add a SCO	RE - Find a session
SCORE details	
Client ID:	004
Name:	Henry NONDEN
Activity:	Community and Home Support
SCORE type: *	~
Please record the session for this SCOR	E.
Find a session	
Session ID:	
Case ID:	
Conducted from:	m to: dd/mm/yyyy
	SEARCH <u>Clear</u>
< BACK <u>Cancel</u>	NEXT>

Note: There is no longer reference to 'pre' and 'post' SCOREs in the web-based portal. The Data Exchange system will recognise which SCORE assessment has been recorded first by the date and time the assessment was recorded or added in the web-based portal. Refer Figure 18.

Figure 5 – Add a SCORE – Find a session screen

Select the SCORE type from the drop down. Refer Figure 6.

Figure 6 –Selecting SCOR	RE type	
🐥 Add a SCOI	RE - Find a session	
SCORE details		
Client ID: Name: Activity: SCORE type: * Please record the sess pn for this SCORI	Circumstances Goals Satisfaction	
Find a session		
Session ID:		
Case ID:		
Conducted from:	In to: In dd/mm/yyyy SEARCH Clear	
< BACK Cancel		NEXT>

Select **SEARCH** to find the session to record the SCORE against.

The sessions that are associated with the client will display. Refer Figure 7.

Select the session that the SCORE is to be recorded against by clicking in the box and then selecting **NEXT**.

Please record the session for the	is SCORE.		
Find a session			
Sess	ion ID:		
Ca	ise ID:		
Conducted	from: I to:	🔳 dd/mm/yyyy	
	SEARCH Cle	<u>ear</u>	
Results (1)			
Session ID 🗢	Case ID 🗢	Service type \$	Session date 🗘
2 1001	Hot Meals on Wednesdays	Meals at Home	01/08/2018
< BACK Cancel			NE

The Add a SCORE - Client SCORE details screen will display. Refer Figure 8.

- 1. The client's case and session details will display along with an optional **Assessed by** field. Refer Table 2.
- 2. The domains that relate to the SCORE type will display.
- 3. For each domain there will be a numerical rating value of 1 to 5.
- 4. To view a description of the ratings select the definitions hyperlink in the top right hand corner of the domains table.

Ca	Hot M ion ID: 01/00 d date: Meals e type: Intak	NONDEN eals on Wednesdays 2018 at Home ee/assessment		1		
Domains Please rate at least (circumstances	domair	Definitions for	or client circumstances SCOREs	4
Cilent circumstances \ Ratings	1 Negative impact	2 Moderate negative impact	3 Middle ground	4 Adequate over the short term	5 Adequate and stable over the medium term	3
Age-appropriate development	0	0	۲	0	0	2
Community participation & networks	0	0	0	0	0	-
Education and skills training	0	0	0	0	0	
Employment	0	0	0	0	0	
Family functioning	0	0	0	0	0	
Financial resilience	0	0	0	0	0	
Housing	0	0	0	0	0	
Material wellbeing and basic	0	0	0	0	0	
necessities	0	0	0	0	0	
necessities Mental health, wellbeing and self-care			0	0	0	
Mental health, wellbeing and	0	0	· ·			

Table 2 – Assessed by field (Refer Figure 8)

FIELD	DESCRIPTION
Assessed by	 Select the appropriate assessed by for the client. The different options are: SCORE directly – client SCORE directly – practitioner SCORE directly – joint SCORE directly – support person Validated outcomes tool - client Validated outcomes tool - practitioner Validated outcomes tool - joint Validated outcomes tool - joint Validated outcomes tool - support person

Select the rating against the corresponding domain and select **NEXT**.

The **Add a SCORE – Review** screen will display detailing the SCORE type, domains and ratings selected. Refer Figure 9.

Figure 9 – Add a SCORE - Review screen

Personal details		
Client ID:	004	
Name:	Henry NONDEN	
Session details		
Case ID:	Hot Meals on Wednesdays	
Session ID:	0001	
Activity:	Community and Home Support	
Conducted Date:	1/08/2018	
Service type:	Meals at Home	_
SCORE details		
SCORE type:	Circumstances	
Domains		
Mental health	, wellbeing and self-care: 1 - Negative impact	
	Physical health: 1 - Negative impact	

Select SUBMIT.

The Add a SCORE - Finish screen will display. Refer Figure 10.

Figure 10 – Add a SCORE - Finish screen

Personal details	
Client ID:	004
Full name:	Henry NONDEN
Session details	
Case ID:	Hot Meals on Wednesdays
Session ID:	0001
Activity:	Community and Home Support
Conducted Date:	1/08/2018
Service Type:	Meals at Home
SCORE details	
SCORE type:	Circumstances
Domains	
Mental health	, wellbeing and self-care: 1 - Negative impact
	Physical health: 1 - Negative impact
What can you do no	w?
 Add another SCORE for this client a 	

Under the 'What can you do now?' heading, you can Add another SCORE for this client and this activity or Add another SCORE for a different client.

When you go to the **Find a client** screen, the client record will display the icon that indicates that a SCORE assessment has been recorded for this client. Refer Figure 11.

Figure 11 - Find a client - SCORE assessment made icon

1 Find a c	elient					
Given	name:					
Family	name:	_				
Cli	ent ID:	=				
Created	f from:		dd/mm/yyyy	,		
	Tags	+ AI	DD TO SEARCH	1		
	SEARCH	Clea	r			
Results (10)						
Results (10)	Client ID 🗘	Date of Birth 🗢	Gender 🗘 🛛 St	CORE present	Show 10 V Created on \Diamond	GO
Name 🗘	Client ID © 010	Date of Birth () 15/08/2000	Gender 🄉 St Male	CORE present		GO 【
Name 🗘				CORE present	Created on Ç	GO </th
Name 🗘	010	15/08/2000	Male	CORE present	Created on 🗘 20/08/2018	GO
Name © Jeremy TALBOT Mandy FRANKS	010	15/08/2000	Male Female	CORE present	Created on © 20/08/2018 17/08/2018	GO
Name © Jeremy TALBOT Mandy FRANKS Julie ADAM5	010 009 005	15/08/2000 05/07/1940 13/08/2018	Male Female Female	CORE present	Created on 20/08/2018 17/08/2018 13/08/2018	GO
Name © Jeremy TALBOT Mandy FRANKS Julie ADAMS Dion LATHAM	010 009 008 007	15/08/2000 05/07/1940 13/08/2018 07/09/2000	Male Female Female Male	CORE present	Created on 20108/2018 17/08/2018 13/08/2018 13/08/2018	GO
Name © Jeremy TALBOT Mandy FRANKS Julie: ADAMS Dion LATHAM Thomas JEFFRIES	010 009 008 007 006 006	15/08/2000 05/07/1940 13/08/2018 07/09/2000 17/08/1985	Male Female Male Male	CORE present	Created on > 20/08/2018 17/08/2018 13/08/2018 13/08/2018 09/08/2018	GO
Name © Jeremy TALBOT Mandy FRANKS Julie ADAMS Dion LATHAM Thomas JEFFRIES Buby HENDERSON	010 009 003 007 006 006	15/08/2000 05/07/1940 13/08/2018 07/09/2000 17/08/1985 08/08/1942	Male Female Male Male Female	CORE present	Created on 20/06/2018 13/08/2018 13/08/2018 13/08/2018 09/06/2018 03/08/2018	GO
Name © Jeremy TALBOT Mandy FRANKS Julie ADAMS Dion LATHAM Dion LATHAM Numera JEFFRIES Buby, HENDERSON Henry NONDEN	010 009 008 007 006 005 005	15/08/2000 05/07/1940 13/08/2018 07/09/2000 17/08/1985 08/08/1942 13/12/1939	Maie Female Female Male Female Female	¢	Created on Q 20/08/2018 17/08/2018 13/08/2018 13/08/2018 03/08/2018 03/08/2018 03/08/2018	GO 4 4 4 4 4 4 4 4 4 4 4 4

Method 2 - After adding a session

When you have completed adding a session the **Add a session – Finish** screen will display. Refer Figure 12.

Select the **Session ID** hyperlink to start to add a SCORE assessment.

Figure 12 – Add a session – Finish screen

Session ID: 0002 Session date: 08 August 2018 Service type: Meals at Home Service setting: Clients residence Interpreter present: Fees charged: 10.00	Session ID: 0002
Service type: Meals at Home Service setting: Clients residence Interpreter present: Fees charged: 10.00	
Service setting: Clients residence Interpreter present: Fees charged: 10.00	ession date: 08 August 2018
Interpreter present: Fees charged: 10.00	Service type: Meals at Home
Fees charged: 10.00	rvice setting: Clients residence
	eter present:
Amount of assistance provided	ees charged: 10.00
Clients attended session (1)	ded session (1)
	Name Client ID Date of Birth Gender Created on
Participation type Name Client ID Date of Birth Gender Created on	Henry NONDEN 004 13/12/1939 Male 03/08/2018

The **Session details** screen will display. Refer Figure 13.

Session ID: Session date: Service type: Service setting:	DELETE SEA		OPY SESSI	ONEDIT	SESSION DET	TAIL
Session ID: Session date: Service type: Service setting:	0002 8/08/2018 Meals at Home	esdays				
Session date: Service type: Service setting:	8/08/2018 Meals at Home					
Service type: Service setting:	Meals at Home					
Service setting:						
	Oliveta maidance					
	Clients residence					
Interpreter present:						
Fees charged:	\$10.00					
Clients attended the ses	ssion				EDIT ATTEND	EE
Participation type O Name O	Client ID O	Date of Birth		Referrals to other services	Clients SCOREs	

Select the Client SCOREs icon.

The Add client SCORE screen will display. Refer Figure 14.

Select the corresponding SCORE type form the drop down list.

Figure 14 - Add client SCORE - SCORE type

🐥 Ad	d client	SCORE	
Session details		All fields marked with an asterisk (\bigstar) are required.	
	Case ID:	Hot Meals on Wednesdays	
	Name:	Henry NONDEN	
	Client ID:	004	
	Session ID:	0002	
	Session date:	08/08/2018	
	Service type:	Meals at Home	
SCORE details	3		
	SCORE type: *	~ ·	
	Assessed by:	~	
			SHOW DOMAINS
CLEAR RATINGS	<u>Cancel</u>	SAVE	

Select the **Assessed by** drop down arrow to select how the assessment was made. Refer Figure 15.

Figure 15 - Add client SCORE - Assessed by field

Session details		All fields marked with an asterisk (*) are requ	uired.
Session details			
	Case ID:	004	
	Name:	Henry NONDEN	
	Client ID:	Hot Meals on Wednesdays	
	Session ID:	002	
	Session date:	08/08/2018	
	Service type:	Meals at Home	
SCORE details			
	SCORE type: *	Circumstances ~	
	Assessed by:		
		SCORE directly - client SCORE directly - practitioner	SHOW DOMAINS
		SCORE directly - joint SCORE directly - support person	
CLEAR RATINGS	Cancel	Validated outcomes tool - client Validated outcomes tool - practitioner	SAVE
		Validated outcomes tool - joint Validated outcomes tool - support person	

Select SHOW DOMAINS. Refer Figure 16.

- 1. The domains that relate to the SCORE type will display.
- 2. For each domain there will be a numerical rating value of 1 to 5.
- 3. To view a description of the ratings select the definitions hyperlink in the top right hand corner of the domains table.

Figure 16 - Add client SCORE – Domains section

SCORE		CORE directly - client		~		
100000		oral directly - client				
Domains		E	Definitions	for client circumstance	show domains	
Please rate at least o	ne client	circumstances	3 Middle	4	5 Adequate and stable over the	2
Client circumstances \ Ratings	impact	impact	ground	short term	medium term	2
Age-appropriate development	0	0	0	0	0	1
Community participation & networks	0	0	0	0	0	-
Education and skills training	0	0	0	0	0	
Employment	0	0	0	0	0	
Family functioning	0	0	0	0	0	
Financial resilience	0	0	0	0	0	
Housing	0	0	0	0	0	
Material wellbeing and basic necessities	0	۲	0	0	0	
Mental health, wellbeing and self-care	0	۲	0	0	0	
Personal and family safety	0	0	0	0	0	
Physical health	0	0	0	0	0	_
EAR RATINGS Cancel					SAVE	7

Select SAVE.

The Session details screen will display. Refer Figure 17.

Figure 17 – Session details screen with Client SCORE assessment made

No SC	COREs found.						
Co		SCORES	004	13/12/1939	maie		
•	Participation type \$		Client ID \$	Date of Birth		ferrals to other vices Clier	TATTENDE
Cli	ents atten	ded the se	ession				
		Quantity:	1				
Am	ount of assi	stance prov	ided				
		Fees charged:	\$10.00				
	Ir	terpreter present:	010110100100				
		Service type: Service setting:	Meals at Home Clients residence				
		Session date:	8/08/2018				
		Session ID:	0002				
		Case ID:	Hot Meals on Wedn	esdays			
					OPY SESSION		

Select to expand and collapse to view the completed **SCORE assessment**. Refer Figure 18.

The SCORE assessments recorded will display. If two SCORE assessments are recorded for the one SCORE component i.e. Circumstances, the second SCORE will display with the number (2) after the SCORE component name. This will be counted as the 'post' SCORE.

Figure 18 – Session details – SCORE details section

	DELETE SESSION COPY SESSION EDIT SESSION DETAILS
Case ID:	Hot Meals on Wednesdays
Session ID.	0002
Session date:	8/06/2018
Service type:	Meals at Home
Service setting	Cilients residence
Interpreter present.	
Fees charged:	\$10.00
Amount of assistance provi	ided
Quantity:	1
Climate and a later	
Clients attended the se	ession
	EDIT ATTENDEES
	Referrals to other
Participation type 0 Name 0	Clent ID © Date of Birth Gender services Clents SCOREs
Chant Bency, NONOEN	884 53121839 Male 🖄 🛼 🍸
Referrals	SCORE details
No referrals found.	Corounstances Assessed by: SCORE directly - client
	Family functioning 2
	Mental health, wellbeing and self-care 3
	Assessed by: SCORE directly - client
	Family functioning 1
	Mental health, wellbeing and self-care 1
	Coats / 🖹
	Assessed by: SCORE directly - client Changed knowledge and access to information 1
	Changed knowledge and access to information 1
	Changed knowledge and access to information 1 Goals (2) CORE directly - client
	Changed knowledge and access to information 1 Geals (7) C 🖌 📋
Community SCOREs	Changed knowledge and access to information 1 Goals (2) C X 1 Assessed by: SCORE directly - client
Community SCOREs	Changed knowledge and access to information 1 Goals (2) C X 1 Assessed by: SCORE directly - client
Community SCOREs	Changed knowledge and access to information: 1 Geak (2) Assessed by SCORE directly - client Changed knowledge and access to information: 2

Method 3 – from the Client ID field in the View SCORE section

From the Data Exchange web-based portal home page, select the **View SCORE** tile. Refer Figure 19.



The View client SCORE screen will display. Refer Figure 20.

🕴 View client	SCORE
Activity: *	~
Client Id:	
Given name:	
Family name:	
Session conducted from:	III to: IIII dd/mm/yyyy
Client has no SCOREs:	
	SEARCH <u>Clear</u>

Figure 20 – View client SCORE screen

Refer Figure 21.

- 1. Select the relevant Activity from the drop down list.
- 2. Select SEARCH.
- 3. The **Client IDs** will display under the Results section.

Figure 21 – Selecting relevant items on the View client SCORE screen

	w clie	ent SCORE			
	Activ	ity: * Community and Horr	ne Support		· 1
	Client	Id:			
	Given nan	ne:	_		
	Family nan	ne:			
Session co	onducted fro	om: 🔳 to		dd/mm/yyyy	
Client ha	s no SCOR	Es:			
		SEARCH	2		
Results (6)		SEARCH	2		
Results (6)		SEARCH	2		Show 10 V GO
Results (6) Client ID≎	2	SEARCH	2 Gender≎	Date of Birth ≎ SCOF	Show 10 V GC
	3			Date of Birth \$ SCOP 13/06/2018	
Client ID 💠	3	Full name \$	Gender≎		RE present Add SCORE
Client ID ≎	3	Full name ≎ Julie ADAMS	Gender ≎ Female	13/08/2018	RE present Add SCORE Add
Client ID ≎ 908 903	3	Full name ≎ Julie ADAMS Helen CRIGHTON	Gender ≎ Female Female	13/08/2018 05/12/1940	RE present Add SCORE Add Add
Client ID \$ 008 003 005	3	Full name ¢ Julie ADAMS Helen CRIGHTON Ruby HENDERSON	Gender ¢ Female Female Female	13/08/2018 05/12/1940 08/08/1942	RE present Add SCORE

Select the relevant Client ID hyperlink. Refer Figure 22.

Figure 22 – Select relevant Client ID hyperlink

	Activity: * Community and Hon	ne Support		~
	24. 			
(Client Id:			
Give	en name:			
Famil	ly name:			
Session conducte	ed from:		dd/mm/yyyy	
Client has no S				
	_			
	SEARCH	Clear		
	SEARCH	Clear		
Results (6)	SEARCH	Clear		
Results (6)	SEARCH	<u>Clear</u>		
Results (6)	SEARCH	Clear		Show 10 ~
Client ID &	SEARCH	<u>Clear</u> Gender≎	Date of Birth SCORE	
			Date of Birth \$ SCORE 13/08/1950	
Client ID ≎	Full name ≎	Gender≎		present Add SCORE
Client ID 🗘	Full name ≎ Julie ADAMS	Gender≎ Female	13/08/1950	present Add SCORE
Client ID \$ 998 993	Full name 🔷 Julie ADAMS Helen CRIGHTON	Gender≎ Female Female	13/08/1950 05/12/1940	present the Add SCORE

The Client profile screen will display. Refer Figure 23.

The cases that the client has been attached to for this activity will display under the Cases heading.

The most recent sessions that the client has attended for those cases will display under the **Sessions** heading.

Select Select set the top of the column/s to sort the records.

Figure 23 – Client profile screen

L	Clien	t profi	le						
					DELETE	CLIENT	EDIT CL	IENT DET/	AILS
Ru	by HEN	DERSO	N						
,		d Date of Birth: Date of birth: Gender: RES available:	No	42					
M	DRE V	Tags			+ ADD S	SAVE TAGS	5		
MC	JRE V						VIEW C	LIENT SC	ORE
Ca	SCS (6)							ADD A C	ASE
Ca:	SCS (6) Case ID 0 20113355	Outlet © Catchment Te	455	Fina	gram activity () secial Crisis and Material Aid -	Sessions	Created or 09/08/201	1¢	ASE
Ca:	Case ID 🗘			Fina Eme	ancial Crisis and Material Aid - ergency Relief			10 8	ASE
Ca:	Case ID ZB113366	Catchment Te Bay Area Serv	rices	Fina Eme Fina Eme	ancial Crisis and Material Aid ergency Relief ancial Crisis and Material Aid - ergency Relief ancial Crisis and Material Aid -	4	09/08/201	1.Ģ 8	ASE
Ca:	Case ID ¢ ZB113355 A28001	Catchment Te Bay Area Serv	vices	Fina Eme Fina Eme	ancial Crisis and Material Aid - ergency Relief ancial Crisis and Material Aid - ergency Relief	4	09/08/201	1.Q 8 8 8	ASE
Ca:	Case ID © ZB113355 AZ8001 Community Event	Catchment Te Bay Area Servi 1 Bay Area Servi	vices vices	Fina Ener Fina Ener Corr Fina	ancial Crisis and Material Aid - repency Relief ancial Crisis and Material Aid - repency Relief ancial Crisis and Material Aid - repency Relief ancial Crisis and Home Support ancial Crisis and Material Aid -	4 1 2	09/08/2011	1.Q 8 8 8 8	ASE
Ca:	Case ID © ZB113355 A20001 Community Event Transport- Taendaya	Catchment Te Bay Area Serv Bay Area Serv Bay Area Serv	rices rices rices	Fina Eme Fina Eme Corr Fina Eme	ancial Crisis and Material Aid - ergency Relief ancial Crisis and Material Aid - rgency Relief ancial Crisis and Material Aid - ergency Relief mmunity and Home Support	4 1 2 2	09/08/2011 09/08/2011 08/08/2011 03/08/2011	2 Q 8 8 8 8 8 8	ASE
	Case ID © ZB11355 AZ0001 Community Event Transcott- Tuendars Food parcels Hot Meets on Weednesdays	Catchment Te Bay Area Serri Bay Area Serri Bay Area Serri Bay Area Serri Bay Area Serri	rices rices rices	Fina Eme Fina Eme Corr Fina Eme	ancial Crisis and Material Aid - repency Relief ancial Crisis and Material Aid - repency Relief ancial Crisis and Material Aid - repency Relief ancial Crisis and Material Aid - repency Relief	4 1 2 2 0	09/06/2011 09/06/2011 08/06/2011 03/06/2011	2 Q 8 8 8 8 8 8	ASE
	Case ID © ZB11355 AZ0001 Community Event Transcott- Tuendars Food parcels Hot Meals on Weednasdays SSIONS (4) Session ID ©	Catchment Te Bay Area Sen 1 Bay Area Sen Bay Area Sen Bay Area Sen Bay Area Sen	vices vices vices vices Session date	Fina Eme Fina Eme Corr Fina Eme Corr	ancial Crisis and Material Aid - regency Relief ancial Crisis and Material Aid - regency Relief mounty and Home Support ancial Crisis and Material Aid - regency Relief mounty and Home Support ancial Crisis and Material Aid - regency Relief	4 1 2 2 0 3 2 2 0 2 3	09/08/2611 09/08/2611 03/08/2611 03/08/2611 03/08/2611	1 Q 8 8 8 8 8 8 8 8 8 8 8 8 7 7 8 7 8 7	
	Case ID © ZB113355 AZ0001 Community Event Transport Transport Transport Transport Second parcents Hot Meetin an Weichnesiders SSIONS (4) Second ID © C	Catchment Te Bay Area Sen 1 Bay Area Sen Bay Area Sen Bay Area Sen Bay Area Sen Cato ID O fot Meah on Wednesdays	vices vices vices vices vices Session date 01/03/2018	Fina Eme Fina Eme Corr Fina Eme Corr	ancial Crisis and Material Aid - rrgency Relief ancial Crisis and Material Aid - regency Relief ancial Crisis and Material Aid - rrgency Relief ancial Crisis and Material Aid - rrgency Relief ancial Crisis and Material Aid - regency Relief ancial Crisis and Material Aid - regency Relief ancial Crisis and Material Aid - second State St	4 1 2 2 0 3 7 8 78 78 78	09/08/2011 09/08/2011 03/08/2011 03/08/2011 03/08/2011 03/08/2011 03/08/2011	200 8 8 8 8 8 8 8 8 8 8 8 8 7 7 7 7 8 7 7 8 7 8 7 7 7 8 7 8	
	Case ID © ZB113355 AZ001 Community Event Interdent Food parcents Hot Meadins SSIONS (4) Session ID © (9992) 9919 2 9922 1	Catchwent Te Bay Area Sen 1. Bay Area Sen Bay Area Sen Bay Area Sen Bay Area Sen Bay Area Sen	vices vices vices vices Session date	Fina Eme Fina Eme Corr Fina Eme Corr	ancial Crisis and Material Aid - regency Relief ancial Crisis and Material Aid - regency Relief mounty and Home Support ancial Crisis and Material Aid - regency Relief mounty and Home Support ancial Crisis and Material Aid - regency Relief	4 1 2 2 0 3 7 8 78 78 78	09/08/2011 09/08/2011 03/08/2011 03/08/2011 03/08/2011 03/08/2011 03/08/2011 03/08/2011 03/08/2011 03/08/2011 03/08/2011	1 Q 8 8 8 8 8 8 8 8 8 8 8 8 7 7 8 7 8 7	

Select the **Session ID** hyperlink where the SCORE assessment is to be added. Refer Figure 24.

Figure 24 – Session ID hyperlink

							ADD A CA	SE
	Case ID &	Outlet ©	P	ogram activity Ö	Sessions	Created or	0	
	28113365	Catchment Team	n	nancial Crisis and Material Aid - mergency Relief	4	09/08/201		1
	AZ0001	Bay Area Service		nancial Crisis and Material Aid - mergency Relief	1	09/05/201	8	-
	Community Event 1	Bay Area Service		nancial Crisis and Material Aid - mergency Relief	2	08/06/201	8	1
	Transport Tuesdays	Bay Area Service	• •	ommunity and Home Support	2	03/08/201		-
	Food parcels	Bay Area Service		nancial Crisis and Material Aid - mergency Relief	0	03/06/201		-
	Hot Meals on Wednesdays	Bay Area Service		ommunity and Home Support	3	03/06/201	8	1
Se			ession date () 108/2018	Service type Q Meals at Home		Participation () Client	Created on () 22/08/2018	•
Se	Section ID A Car 9993 Ho We	d Meals on 01 ednesdays						• •
Se:	Session ID O Ce 9993 Ho 9919 ZB 9912 To	d Meals on 04 ednesdaws 11 112265 12	108/2018	Meals at Home		Client	22/08/2018	× × ×

The Session details screen will display. Refer Figure 25.

Figure 25 – Session details screen

Session detail	ls					
	DELETE SESS	SION CO	OPY SESSI	DN EDIT	SESSION DET	AILS
Case ID:	Hot Meals on Wednes	days				
Session ID:	0003					
Session date:	1/08/2018					
Service type:	Meals at Home					
Service setting:	Clients residence					
Interpreter present:	No					
Fees charged:	\$10.00					
Clients attended the s	ession				EDIT ATTEND	FES
Participation type 🗘 Name 🗘	Client ID \$	Date of Birth		Referrals to othe services		LEU
Client Ruby HENDERSON	005	08/08/1942	Female	28+	Q+	-
Community SCOREs				ADD CC	MMUNITY SCO	DRE
No SCOREs found.						

Find your client (if more than one).

Select to add a SCORE assessment. The Add client SCORE screen will display. Refer Figure 26.

	26	8 4 4	allant	SCODE	
Figure	20 -	Auu	chent	SCORE	screen

🐥 Ad	d client	SCORE
Session details		All fields marked with an asterisk (\star) are required.
	Case ID:	Hot Meals on Wednesdays
	Name:	Ruby HENDERSON
	Client ID:	005
	Session ID:	0003
	Session date:	01/08/2018
	Service type:	Meals at Home
SCORE details		
	SCORE type: *	~ ·
	Assessed by:	~ ~
		SHOW DOMAINS
CLEAR RATINGS	<u>Cancel</u>	SAVE

Refer to the <u>Method 2 from the Add client SCORE screen</u> on page 10 on how to add a SCORE assessment from this screen.

Method 4 – from the Add SCORE field in the View SCORE section

From the Data Exchange web-based portal home page, select the View SCORE tile. Refer Figure 27.



The View client SCORE screen will display. Refer Figure 28.

🛉 View client	SCORE
Activity: *	×
Client Id:	
Given name:	
Family name:	
Session conducted from:	III to: IIII dd/mm/yyyy
Client has no SCOREs:	
	SEARCH <u>Clear</u>

Figure 28 – View client SCORE screen

Refer Figure 29.

- 1. Select the relevant Activity from the drop down list.
- 2. Select SEARCH.
- 3. The **Client IDs** will display under the Results section.

Figure 29 – Selecting relevant items on the View client SCORE screen

🛉 View clien	t SCORE					
Activity:	Community and Home Si	upport		~	1	
Client Id: Given name:						
Family name:]				
Session conducted from:	In to:	Ū	dd/mm/yyyy			
Client has no SCORES:	SEARCH	2		S	how 10 ~ GO	
Client ID 🗇	Full name 🗢	Gender 🗘	Date of Birth 🗢	SCORE present	Add SCORE	3
008	Julie ADAMS	Female	13/08/2018		Add	3
1 003	Helen CRIGHTON	Female	05/12/1940		Add	
1 005	Ruby HENDERSON	Female	08/08/1942		Add	
1 <u>001</u>	Lucy JONES	Female	01/08/2018		Add	
1 009	Mandy FRANKS	Female	05/07/1940	•	Add	
1 004	Henry NONDEN	Male	13/12/1939	•	Add	

Select the Add hyperlink for the relevant client from the View client SCORE screen. Refer Figure 30.

Figure 30 – View client SCORE screen – Add SCORE hyperlink

	Activity: * Community and Hon	ne Support		~
	Client Id:			
Give	en name:			
Fami	ily name:	=		
Session conduct	ed from:		dd/mm/yyyy	
Client has no S	SCORES:			
	SEARCH	01		
Posulte	SEARCH	<u>Clear</u>		
Results (6)				Show 10
Client ID ≎	Full name≎	Gender≎	Date of Birth \$ SCORE	present Add SCOF
Client ID ≎ 008	Full name ≎ Julie ADAMS	Gender≎ Female	13/08/1950	present Add SCOF
Client ID \$ 008 003	Full name ≎ Julie ADAMS Helen CRIGHTON	Gender ≎ Female Female	13/08/1950 05/12/1940	present Add SCOF
Client ID 008 003 005	Full name ≎ Julie ADAMS Helen CRIGHTON Ruby HENDERSON	Gender ≎ Female Female Female	13/08/1950 05/12/1940 08/08/1942	present the Add SCOF
Client ID \$ 008 003	Full name ≎ Julie ADAMS Helen CRIGHTON	Gender ≎ Female Female	13/08/1950 05/12/1940	present Add SCOF

The Add a SCORE - Find a session screen will display. Refer Figure 31.

Figure 31 – Add a SCORE –	Find a session screen
📫 Add a SCO	RE - Find a session
SCORE details	
Client ID:	008
Name:	Julie ADAMS
Activity:	Community and Home Support
SCORE type: *	~
Please record the session for this SCOR	E.
Find a session	
Session ID:	
Case ID:	
Conducted from:	m to: dd/mm/yyyy
	SEARCH <u>Clear</u>
< BACK <u>Cancel</u>	NEXT>

Refer to the <u>Method 1, Add a SCORE – Find a session</u> on page 4 on how to add a SCORE assessment from this screen.

Add a Community SCORE

A Community SCORE can be added to any community case session that has been created. Refer to the <u>Add a case</u> and <u>Find and edit a case</u> task cards if required.

The Community SCORE is linked to three ratings which reflect changes that may occur for a group or community rather than individual clients. Community SCORE uses the same 1 to 5 numerical value scale as client SCOREs.

Step 1 – Select the session

You can add a Community SCORE after adding a session or by selecting the session from within a case.

Open the session record.

Select ADD COMMUNITY SCORE

The Add community SCORE screen will display. Refer Figure 32.

Step 2 – Enter assessment details

Figure 32 - Community SCORE table

Session details	All fi	elds marked with an asterisł	(*) are required.		
Case ID:	Hot Meals	- Mondays			
Session ID:	0001				
Session date:	05/08/2018				
Service type:	General Ho	ouse Cleaning			
Assessed by:	SCORE d SCORE d	lirectly - client lirectly - practitioner lirectly - joint lirectly - support person			
Domains Please rate at least one cli	Validated Validated Validated	outcomes tool - client outcomes tool - client outcomes tool - practitioner outcomes tool - joint outcomes tool - support per		nt group/comm	unity SCORE:
	Validated Validated Validated	outcomes tool - client outcomes tool - practitioner outcomes tool - joint		4 Moderate change	5 Significant change
Please rate at least one cli	Validated Validated Validated Validated No change	outcomes tool - client outcomes tool - practitioner outcomes tool - joint outcomes tool - support per 2 Limited change with	son 3 Limited change with	4 Moderate	5 Significant
Please rate at least one cli	Validated Validated Validated Validated No change	outcomes tool - olient outcomes tool - practitioner outcomes tool - joint outcomes tool - support per 2 Limited change with emerging engagement	son 3 Limited change with strong engagement	4 Moderate change	5 Significant change
Please rate at least one cli Client group/community \ Ratings Community infrastructure and networks Group / community knowledge, skills,	Validated Validated Validated Validated Validated	outcomes tool - bitent outcomes tool - practitioner outcomes tool - practitioner outcomes tool - support per autoomes tool - support per 2 Limited change with emerging engagement	son 3 Limited change with strong engagement	4 Moderate change	5 Significant change

Select the Assessment by if required, from the drop down box.

The domains within the Community SCORE will display.

For each rating there will be a numerical value of 1 to 5.

Select a numerical value for one or all three ratings in the Community domain, then select SAVE.

The ratings and numerical values chosen will be listed under the client record on the **Community SCOREs** section. Refer Figure 33.

Figure 33 – Community score ratings

Community SCOREs	+ ADD COMMUNITY SCORE
Group/Community Community infrastructure and networks	3 🖍 🛱

For more information on SCORE go to the <u>Data Exchange Protocols</u>, and <u>Training</u> page.

For system support, contact the Data Exchange Helpdesk by email <u>dssdataexchange.helpdesk@dss.gov.au</u> or on 1800 020 283.