

NSW TEI Activity Report

Partnership approach report



This report is only available to organisations funded by the Department of Communities and Justice (DCJ) in the Targeted Earlier Intervention (TEI) program.

DCJ staff and TEI service providers can both see this report to facilitate contract management and to improve service delivery and client outcomes.

Purpose

This report will enable TEI service providers and DCJ staff to monitor and evaluate their services over time. This report will support users to:

- keep track of key performance measures
- clearly understand who our clients are and what they need, in real time
- understand what activities are effective and what outcomes they contribute to
- identify key data quality issues

Unique features

This is the only Data Exchange report that brings together output and outcome data. It combines all the data a TEI service provider needs to report to DCJ.

How can we use the data in this report?

The data in this report can be used a several different ways. The way you use it will depend on your role in your organisation.

Workers and frontline staff can use this data to:

- Understand who their clients are, what client groups are coming to their programs and activities and what needs they have
- Understand what outcomes clients are achieving and if their programs and activities are making a positive difference
- Look at patterns in client numbers and attendance and plan service delivery accordingly

Managers can use this data to:

- Demonstrate performance in accordance with their TEI contract
- Monitor and assess service provision and staff

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- Identify programs and activities that may not be effective and plan how to address this
 - Ensure key target groups are being reached
 - Official reporting within their organisation (e.g. to the Board, AGM Report)
 - Planning and forecasting service delivery

Boards and Management Committees can use this data to:

- Demonstrate the reach and impact of their organisation
- Advocate for community groups and issues
- Showcase the work their organisation does to key stakeholders
- Submit grant and funding applications


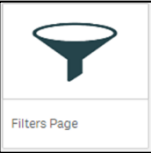
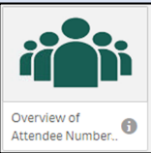
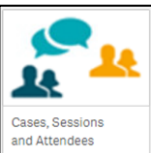
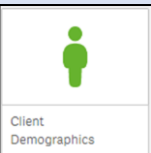
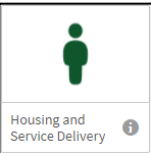
See Table 1 for more detailed information.

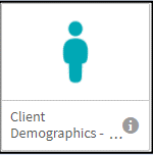

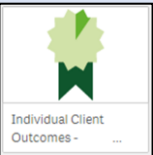
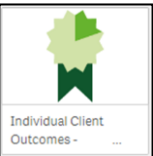
Change history


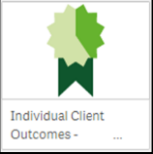

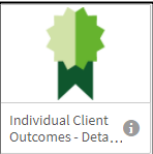

On the 8 July 2021, Version 2 of the TEI NSW Activity report was released. Version 2 incorporated the following changes:


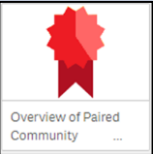
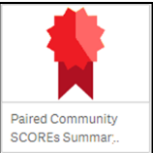

- a) Filters sheet revised - added session month, outlet suburb and client LGA
- b) Client LGA filter added to numerous sheets
- c) 'Group clients' changed to 'unidentified clients' throughout the report
- d) Program Activity added to 'Clients and Support Persons per service type' table
- e) 'Unknown' category added to CALD status pie chart
- f) 'Housing and Service Delivery' sheet added, includes household composition, service setting and attendance profile
- g) Number of individual clients who are partially assessed added to Summary table
- h) Assessment method added
- i) SCORE Domain graph added for each type of SCORE
- j) 'Individual Client Outcomes – Details' sheet added
- k) Community SCORE sheets consolidated

Table 1. Sheet information for the NSW TEI Activity Report

Sheets	What data does it show?	What questions can this data answer?
 <p>User Guide</p>	<ul style="list-style-type: none"> Description of the report Information about changes made to the report Data sources and when it was last updated. 	
 <p>Filters Page</p>	<p>Key filters, including:</p> <ul style="list-style-type: none"> Financial years, reporting periods and months DCJ Districts, LGAs and Suburbs (outlet + client locations) Lead and delivery organisations Outlets Program Activities and Service types 	
 <p>Overview of Attendee Numbers</p>	<ul style="list-style-type: none"> Total number of individual clients, unidentified clients and support persons Clients and support persons per activity and service types Clients and support persons per month 	<ul style="list-style-type: none"> How many clients do we have overall? How many clients do we have per program activity and service type? Are we reporting under the correct activities and service types? Do our client numbers increase or decrease throughout the year?
 <p>Cases, Sessions and Attendees</p>	<ul style="list-style-type: none"> Attendances per month Summary of cases, sessions and attendees 	<ul style="list-style-type: none"> How often are clients receiving a service (attendances)? Do attendance numbers increase or decrease throughout the year? How many cases and sessions are there? On average, how many clients attend a session? On average, how many sessions does a client attend?
 <p>Client Demographics</p>	<p>Individual clients and support persons by:</p> <ul style="list-style-type: none"> gender Indigenous status disability status CALD status age 	<ul style="list-style-type: none"> Are we reaching our key client groups? How old are our clients? What % of our clients are Aboriginal and/or Torres Strait Islander? What % of our clients have a disability? What kind of disability? What % of our clients are culturally and linguistically diverse?
 <p>Housing and Service Delivery</p>	<p>Individual clients and support persons by:</p> <ul style="list-style-type: none"> LGA Homelessness status Household composition 	<ul style="list-style-type: none"> Are we reaching our key client groups? What LGAs do our clients live in? Are we reaching the people who need us most? What % of our clients are homeless or at risk of homelessness? What is the household composition of our clients?

	<p>Number of sessions by service setting + number of clients</p> <p>Number of cases by attendance profile + number of clients</p>	<ul style="list-style-type: none"> • What is the most common setting our services are delivered in (e.g. online service, education facility)? • What is the most common 'attendance profile' (e.g. families, couples)?
 <p>Client demographics – attendance rates</p>	<p>Average number of sessions by:</p> <ul style="list-style-type: none"> • gender • Indigenous status • homelessness • disability status • CALD status • age 	<ul style="list-style-type: none"> • On average, how many sessions does a client attend? • Are clients with different characteristic more likely to attend more sessions?
 <p>Referrals</p>	<ul style="list-style-type: none"> • Referrals in – source • Referral in – reason for seeking assistance • Referral out – type • Referral out - purpose 	<ul style="list-style-type: none"> • How are clients coming in to contact with our service? Who is referring clients to our service? • Why are clients coming to our service? What are the key presenting issues? • How many referrals are we conducting? Are these referrals internal or external? • Why are we referring clients to other services?
 <p>Individual client outcomes – Overview</p>	<ul style="list-style-type: none"> • Number of clients with sessions, assessed and partially assessed • Number of clients assessed for Circumstances, Goals and Satisfaction • Average shift in outcomes for Circumstances and Goals • Average SCORE for Satisfaction • Number of clients assessed per reporting period 	<ul style="list-style-type: none"> • How many and what % of clients have had a SCORE assessment? • How many and what % of clients are partially assessed? • Have the number of assessments improved over time? • How many and what % of clients are assessed in Circumstances, Goals and Satisfaction SCORE? • What is the average shift in outcomes for Circumstances and Goals? • What is the average SCORE for Satisfaction? • Has the average shift in Circumstances and Goals improved over time?
 <p>Individual client outcomes – summary</p>	<ul style="list-style-type: none"> • Individual client outcomes by outlet, activity and service type • Number and % of clients assessed and partially assessed • Average number of sessions • Earliest and latest SCOREs • Shift from earliest to latest SCORE • % of individual clients with positive, negative and neutral outcomes 	<ul style="list-style-type: none"> • How many and what % of clients have had a SCORE assessment per program activity and service type? • What is the average number of sessions these clients have attended? • What is the average earliest SCORE and the average latest SCORE for each service type? • What is the shift between the average earliest and latest SCORE? What changes can we see in client outcomes? Are clients better off? • What % of clients have an overall positive, negative or neutral outcome?

 <p>Individual Client Outcomes – Service type and domain</p>	<p>Number of clients by assessment method Earliest and latest SCOREs by:</p> <ul style="list-style-type: none"> • service type • Circumstances SCORE domain • Goals SCORE domain • Satisfaction SCORE domain 	<ul style="list-style-type: none"> • How are client outcomes measured (e.g. SCORE, validated tool)? • What is the average earliest SCORE and the average latest SCORE for each service type? • What outcome domains are being used to measure outcomes? • What is the average earliest SCORE and the average latest SCORE for each outcome domain? • What changes can we see in client outcomes? Are clients better off?
 <p>Individual client outcomes - demographics</p>	<p>Individual client outcomes by:</p> <ul style="list-style-type: none"> • Gender • Age group • CALD status • Homelessness • Disability status 	<ul style="list-style-type: none"> • What % of clients have an overall positive, negative or neutral outcome? Does this differ based on gender, age, disability status, CALD status and homelessness status? • Are clients with certain characteristics achieving better outcomes than others?
 <p>Earliest & latest SCOREs by demographics</p>	<p>Earliest and latest SCOREs by:</p> <ul style="list-style-type: none"> • Gender • Age group • CALD status • Homelessness • Disability status 	<ul style="list-style-type: none"> • What is the average earliest SCORE and the average latest SCORE for different groups of clients? • Do average earliest and latest SCOREs change based on gender, age, disability status, CALD status and homelessness status?. • Are clients with certain characteristics achieving better outcomes than others?
 <p>Individual client outcomes - details</p>	<ul style="list-style-type: none"> • Number of clients with sessions • Number and % of clients assessed, partially assessed and not assessed for Circumstances SCORE, Goals SCORE and Satisfaction SCORE • Session and assessment details for each individual clients • Paired/unpaired Circumstance and Goal domains for each individual clients 	<ul style="list-style-type: none"> • How many clients have been assessed and partially assessed? • How many paired and unpaired Circumstance and Goal SCORE domains does each client have? • What domains do we need to record follow-up SCOREs for?
 <p>Overview of Single Community SCOREs</p>	<ul style="list-style-type: none"> • Number of sessions with Community SCORE • Number of sessions with Community SCORE per month • Average Community SCORE • Average Community SCORE per month • Average Community SCORE by service type • Average Community SCORE by outcome domain 	<ul style="list-style-type: none"> • How many sessions have a Community SCORE recorded? Has this changed over time? • What is the average Community SCORE? Has this changed over time? • What is the average Community SCORE for each service type? • What outcome domains are being use to report outcomes for each service type? • What is the average Community SCORE across the outcome domains?

 <p>Single Community SCOREs Summary</p>	<ul style="list-style-type: none"> • Number of sessions with unidentified clients • Number and % of sessions with Community SCORE • Single Community SCOREs by outlet, activity, service type and domain • Number of sessions with Community SCOREs • Number of group and individual clients • Average Community SCORE • % of sessions with 'no change', 'limited change, emerging engagement', 'limited change, strong engagement', 'moderate change', 'significant change'. 	<ul style="list-style-type: none"> • How many sessions have unidentified clients recorded? Of those sessions, how many have a Community SCORE? • How many sessions have Community SCORE recorded, per service type and outcome domain? • How many individual and group clients attend these sessions? • What is the average Community SCORE per service type and outcome? • What % of session with community scores were 'no change', 'limited change, emerging engagement', 'limited change, strong engagement', 'moderate change', 'significant change'?
 <p>Overview of Paired Community SCOREs</p>	<ul style="list-style-type: none"> • Number of cases with paired Community SCOREs • Number of cases with paired Community SCOREs per month • Average earliest and latest SCORE • Average earliest and latest SCORE per month • Average earliest and latest SCORE by service type • Average earliest and latest SCORE by outcome domain 	<ul style="list-style-type: none"> • How many cases have paired Community SCOREs? Has this changed over time? • What is the average earliest Community SCORE and the average latest Community SCORE? Has this changed over time? • What are the average earliest and latest Community SCOREs for each service type? • What outcome domains are being recorded for each service type? • What are the average earliest and latest Community SCOREs for each outcome domain?
 <p>Paired Community SCOREs Summary</p>	<ul style="list-style-type: none"> • Paired Community SCOREs by outlet, activity, service type and outcome domain • Number of cases with paired Community SCOREs • Average number of group clients • Earliest and latest Community SCOREs • Shift from earliest to latest Community SCORE • % of cases with overall positive, negative and neutral outcomes 	<ul style="list-style-type: none"> • How many and what % of cases have a Community SCORE assessment? • How many sessions are in each case? • How many clients attend these sessions? • What is the average earliest SCORE and the average latest SCORE for each service type? • What is the shift between the average earliest and latest SCORE? • What % of cases have an overall positive, negative or neutral outcome? • What changes can we see in Community outcomes? Are clients better off?
 <p>Information page</p>	<ul style="list-style-type: none"> • Glossary of terms • Change history of the report 	