



## Add a SCORE assessment

This task card discusses the following:

- [What is SCORE?](#)
- [Client SCORE or Community SCORE](#)
- [SCORE icons](#)
- [Add a client SCORE](#)
  - [Method 1 – Add SCORE in an existing session](#)
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  - [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](#)
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### 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
	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

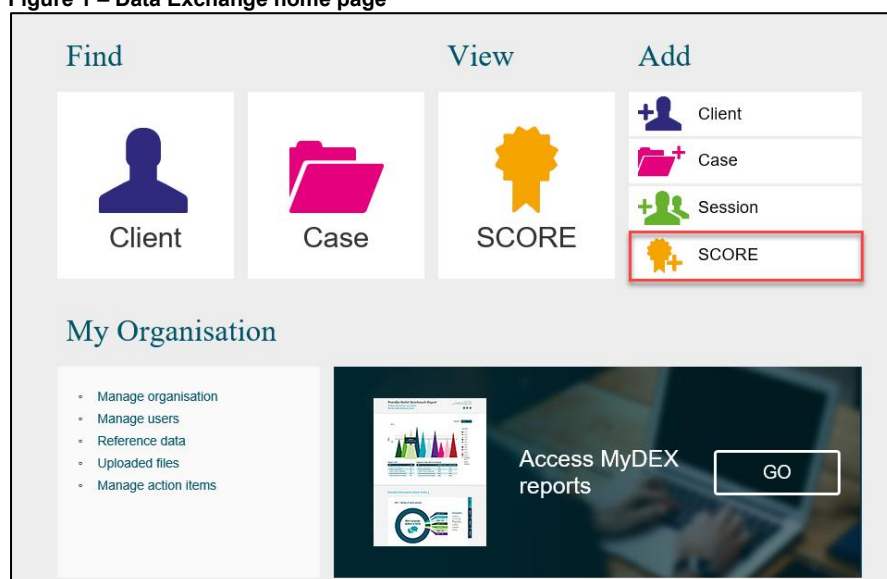
There are a number of methods to add an individual client SCORE assessment:

- 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.

Figure 1 – Data Exchange home page



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 SCORE - Find a client**

SCORE details

Outlet: \*  1

Activity: \*  2

[Clear Outlet and Activity](#)

Please record the registered client for this SCORE.

Select a client

Given name:

Family name:

Client ID:

[Cancel](#)

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.

Figure 3 - Find a client

**Add a SCORE - Find a client**

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 the current reporting period (1/07/2018 to 31/12/2018)

Please record the registered client for this SCORE.

Select a client

Given name:

Family name:

Client ID:

[Cancel](#)

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

Figure 4 - Select client tick box

Please record the registered client for this SCORE.

### Select a client

Given name:

Family name:

Client ID:

[Clear](#)

Results (1)

<input type="checkbox"/>	Name	Client ID	Date of Birth	Gender	Created on
<input checked="" type="checkbox"/>	Henry NONDEN	004	13/12/1939	MALE	03/08/2018

[Cancel](#)

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

Figure 5 – Add a SCORE – Find a session screen

### Add a SCORE - Find a session

#### SCORE details

Client ID: 004

Name: Henry NONDEN

Activity: Community and Home Support

SCORE type:

Please record the session for this SCORE.

#### Find a session

Session ID:

Case ID:

Conducted from:  to:  dd/mm/yyyy

[Clear](#)

[< BACK](#) [Cancel](#)

**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.

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

Figure 6 –Selecting SCORE type

**Add a SCORE - Find a session**

**SCORE details**

Client ID: 004  
Name: Henry NONDEN  
Activity: Community and Home Support

SCORE type: \*  
Circumstances  
Goals  
Satisfaction

Please record the session for this SCORE

**Find a session**

Session ID:   
Case ID:   
Conducted from:  to:  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**.

Figure 7 – Session selected

Please record the session for this SCORE.

**Find a session**

Session ID:   
Case ID:   
Conducted from:  to:  dd/mm/yyyy

**SEARCH** [Clear](#)

**Results (1)**

Session ID	Case ID	Service type	Session date
<input checked="" type="checkbox"/> 0001	Hot Meals on Wednesdays	Meals at Home	01/08/2018

< **BACK** [Cancel](#) **NEXT** >

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.

Figure 8 – Add a SCORE – Client SCORE details screen

**SCORE details**

Client ID: 004  
 Name: Henry NORDEN  
 Case ID: H21 Meals on Wednesdays  
 Session ID: 0001  
 Session conducted date: 01/06/2019  
 Service type: Intake/assessment  
 Assessed by: [dropdown]

**Domains** [Definitions for client circumstances SCOREs](#)

Please rate at least one client circumstances domain

Client 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
Age-appropriate development	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community participation & networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education and skills training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family functioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial resilience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Material wellbeing and basic necessities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health, wellbeing and self-care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal and family safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CLEAR RATINGS

< BACK Cancel **NEXT >**

Table 2 – Assessed by field (Refer Figure 8)

FIELD	DESCRIPTION
Assessed by	<p>Select the appropriate assessed by for the client. The different options are:</p> <ul style="list-style-type: none"> <li>• SCORE directly – client</li> <li>• SCORE directly – practitioner</li> <li>• SCORE directly – joint</li> <li>• SCORE directly – support person</li> <li>• Validated outcomes tool - client</li> <li>• Validated outcomes tool - practitioner</li> <li>• Validated outcomes tool - joint</li> <li>• Validated outcomes tool – support person</li> </ul>

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

**Add a SCORE - Review**

**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

< BACK [Cancel](#) [SUBMIT](#)

Select **SUBMIT**.

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

Figure 10 – Add a SCORE - Finish screen

**Add a SCORE - Finish**

**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 now?**

- [Add another SCORE for this client and this activity](#)
- [Add another SCORE](#)

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

**Find a client**

Given name:

Family name:

Client ID:

Created from:  to:  dd/mm/yyyy

Tags:  **+ ADD TO SEARCH**

**SEARCH** [Clear](#)

**Results** (10)

Show 10 **GO**

Name	Client ID	Date of Birth	Gender	SCORE present	Created on
<a href="#">Jeremy TALBOT</a>	010	15/08/2000	Male		20/08/2018
<a href="#">Mandy FRANKS</a>	009	05/07/1940	Female	💡	17/08/2018
<a href="#">Julie ADAMS</a>	008	13/08/2018	Female		13/08/2018
<a href="#">Dion LATHAM</a>	007	07/09/2000	Male		13/08/2018
<a href="#">Thomas JEFFRIES</a>	006	17/08/1985	Male		09/08/2018
<a href="#">Ruby HENDERSON</a>	005	08/08/1942	Female		03/08/2018
<a href="#">Henry NONDEN</a>	004	13/12/1939	Male	💡	03/08/2018
<a href="#">Helen CRIGHTON</a>	003	05/12/1940	Female	💡	03/08/2018
<a href="#">Frederick JAMESON</a>	002	05/11/1941	Male	💡	03/08/2018
<a href="#">Lucy JONES</a>	001	01/08/2018	Female		03/08/2018

## 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

**Add a session - Finish**

Case ID: [Hot Meals on Wednesdays](#)

Session ID: **0002**

Session date: 08 August 2018

Service type: Meals at Home

Service setting: Clients residence

Interpreter present:

Fees charged: 10.00

**Amount of assistance provided**

Quantity: 1

**Clients attended session (1)**

Participation type	Name	Client ID	Date of Birth	Gender	Created on
CLIENT	Henry NONDEN	004	13/12/1939	Male	03/08/2018

**What can you do now?**

- [Copy session](#)
- [Add another session](#) to this case
- [Add another session](#)

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

Figure 13 – Session details screen

**Session details**

[DELETE SESSION](#) [COPY SESSION](#) [EDIT SESSION DETAILS](#)

Case ID: Hot Meals on Wednesdays

Session ID: 0002

Session date: 8/08/2018

Service type: Meals at Home

Service setting: Clients residence

Interpreter present:

Fees charged: \$10.00

**Amount of assistance provided**

Quantity: 1

**Clients attended the session**

[EDIT ATTENDEES](#)

Participation type	Name	Client ID	Date of Birth	Gender	Referrals to other services	Clients SCORES
Client	Henry NONDEN	004	13/12/1939	Male		

**Community SCORES**

[ADD COMMUNITY SCORE](#)

No SCOREs found.

[< BACK](#)

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

The screenshot shows the 'Add client SCORE' form. At the top left is a gear icon and the title 'Add client SCORE'. Below the title is a note: 'All fields marked with an asterisk (\*) are required.' The form is divided into two sections: 'Session details' and 'SCORE details'.  
Session details:  
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:  
SCORE type: \* (dropdown menu)  
Assessed by: (dropdown menu)  
At the bottom, there are buttons for 'CLEAR RATINGS', 'Cancel', 'SHOW DOMAINS', and '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

This screenshot shows the same 'Add client SCORE' form, but with the 'Assessed by' dropdown menu open. The 'SCORE type' is now set to 'Circumstances'. The dropdown menu lists the following options:  
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 - support person  
The 'SHOW DOMAINS' button is now highlighted in green.

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 details

SCORE type: \* Circumstances

Assessed by: SCORE directly - client

**SHOW DOMAINS**

Domains: Definitions for client circumstances SCOREs **3**

Please rate at least one client circumstances domain

Client circumstances 1 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	<b>2</b>
Age-appropriate development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>1</b>
Community participation & networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Education and skills training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Family functioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Financial resilience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Material wellbeing and basic necessities	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Mental health, wellbeing and self-care	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Personal and family safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Physical health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

**CLEAR RATINGS** [Cancel](#) **SAVE**

Select **SAVE**.

The **Session details** screen will display. Refer Figure 17.

Figure 17 – Session details screen with Client SCORE assessment made

**Session details**

**DELETE SESSION** **COPY SESSION** **EDIT SESSION DETAILS**

Case ID: Hot Meals on Wednesdays

Session ID: 0002

Session date: 8/08/2018

Service type: Meals at Home

Service setting: Clients residence

Interpreter present:

Fees charged: \$10.00

Amount of assistance provided

Quantity: 1

Clients attended the session

**EDIT ATTENDEES**

Participation type	Name	Client ID	Date of Birth	Gender	Referrals to other services	Clients SCOREs
Client	Henry NONDEN	004	13/12/1939	Male		

**Community SCOREs**

**ADD COMMUNITY SCORE**

No SCOREs found.

**< BACK**

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

**Session details**

DELETE SESSION COPY SESSION EDIT SESSION DETAILS

Case ID: Hot Meals on Wednesdays  
 Session ID: 0002  
 Session date: 8/08/2018  
 Service type: Meals at Home  
 Service setting: Clients residence  
 Interpreter present:  
 Fees charged: \$110.00

Amount of assistance provided  
 Quantity: 1

Clients attended the session

EDIT ATTENDEES

Participant type	Name	Client ID	Date of Birth	Gender	Referrals to other services	Clients SCOREs
Client	Steve BORDEN	884	11/12/1938	Male		

**SCORE details**

**Reerrals**  
No referrals found.

**Circumstances**  
 Assessed by: SCORE directly - client  
 Family functioning: 2  
 Mental health, wellbeing and self-care: 3

**Circumstances (2)**  
 Assessed by: SCORE directly - client  
 Family functioning: 1  
 Mental health, wellbeing and self-care: 1

**Goals**  
 Assessed by: SCORE directly - client  
 Changed knowledge and access to information: 1

**Goals (2)**  
 Assessed by: SCORE directly - client  
 Changed knowledge and access to information: 2

**Community SCOREs**

ADD COMMUNITY SCORE

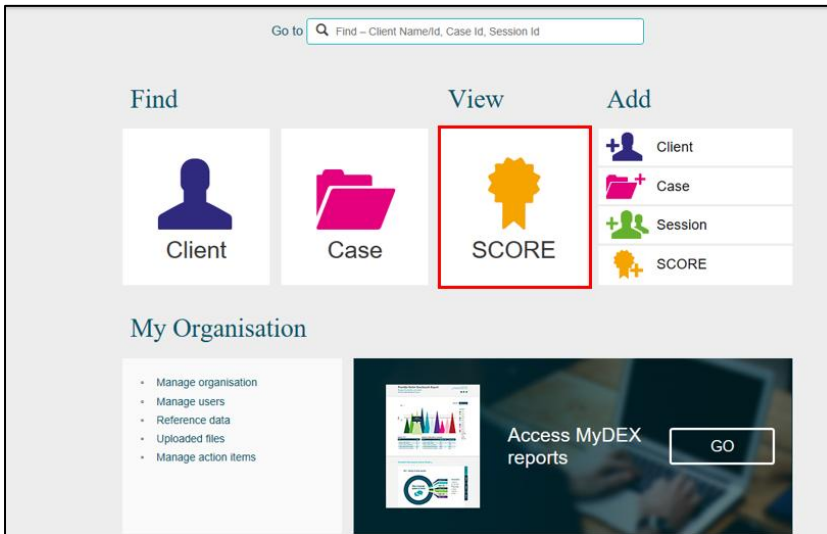
No SCOREs found

< BACK

### 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.

Figure 19 - Data Exchange home page



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

Figure 20 – View client SCORE screen

The screenshot shows the "View client SCORE" screen. At the top left, there is a gold medal icon and the text "View client SCORE". Below this, there is a search form with the following fields: "Activity: \*" (a drop-down menu), "Client Id:" (a text input field), "Given name:" (a text input field), "Family name:" (a text input field), "Session conducted from:" (a date input field) and "to:" (a date input field) with a "dd/mm/yyyy" format indicator. At the bottom left, there is a checkbox labeled "Client has no SCOREs:". At the bottom center, there is a teal "SEARCH" button and a "Clear" link.

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

**View client SCORE**

Activity: \* Community and Home Support 1

Client Id:

Given name:

Family name:

Session conducted from:  to:  dd/mm/yyyy

Client has no SCORES:

SEARCH 2

**Results** (6)

Show 10 GO

Client ID	Full name	Gender	Date of Birth	SCORE present	Add SCORE
<span style="border: 1px solid red; padding: 2px;">008</span>	Julie ADAMS	Female	13/08/2018		Add
003	Helen CRIGHTON	Female	05/12/1940		Add
005	Ruby HENDERSON	Female	08/08/1942		Add
001	Lucy JONES	Female	01/08/2018		Add
009	Mandy FRANKS	Female	05/07/1940		Add
004	Henry NONDEN	Male	13/12/1939		Add

Select the relevant **Client ID hyperlink**. Refer Figure 22.

Figure 22 – Select relevant Client ID hyperlink

**View client SCORE**

Activity: \* Community and Home Support

Client Id:

Given name:

Family name:

Session conducted from:  to:  dd/mm/yyyy

Client has no SCORES:

SEARCH [Clear](#)

**Results** (6)

Show 10 GO

Client ID	Full name	Gender	Date of Birth	SCORE present	Add SCORE
<span style="border: 1px solid red; padding: 2px;">008</span>	Julie ADAMS	Female	13/08/1950		Add
003	Helen CRIGHTON	Female	05/12/1940		Add
005	Ruby HENDERSON	Female	08/08/1942		Add
001	Lucy JONES	Female	01/08/1955		Add
009	Mandy FRANKS	Female	05/07/1940		Add
004	Henry NONDEN	Male	13/12/1939		Add

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 at the top of the column/s to sort the records.

Figure 23 – Client profile screen

**Client profile**

DELETED CLIENT EDIT CLIENT DETAILS

**Ruby HENDERSON**

Client ID: 005  
 Name provided is a pseudonym: No  
 Estimated Date of Birth: No  
 Date of birth: 08/08/1942  
 Gender: Female  
 SCORES available: No

Tags  + ADD SAVE TAGS

MORE ▾ VIEW CLIENT SCORE

**Cases (6)** ADD A CASE

Case ID	Outlet	Program activity	Sessions	Created on
ZB113355	Catchment Team	Financial Crisis and Material Aid - Emergency Relief	4	09/06/2018
AZ0001	Bay Area Services	Financial Crisis and Material Aid - Emergency Relief	1	09/06/2018
Community_Event_1	Bay Area Services	Financial Crisis and Material Aid - Emergency Relief	2	08/06/2018
Transport - Tuesdays	Bay Area Services	Community and Home Support	2	03/06/2018
Food parcels	Bay Area Services	Financial Crisis and Material Aid - Emergency Relief	0	03/06/2018
Hot Meals on Wednesdays	Bay Area Services	Community and Home Support	3	03/06/2018

**Sessions (4)**

Session ID	Case ID	Session date	Service type	Participation	Created on
0003	Hot Meals on Wednesdays	01/08/2018	Meals at Home	Client	22/06/2018
0018	ZB113355	13/06/2018	Intake/assessment	Support Person	13/06/2018
0002	Transport - Tuesdays	10/07/2018	Meals at Home	Client	09/06/2018
0002	Community_Event_1	08/06/2018	Material Goods	Client	08/06/2018

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

Figure 24 – Session ID hyperlink

**Cases (6)** ADD A CASE

Case ID	Outlet	Program activity	Sessions	Created on
ZB113355	Catchment Team	Financial Crisis and Material Aid - Emergency Relief	4	09/06/2018
AZ0001	Bay Area Services	Financial Crisis and Material Aid - Emergency Relief	1	09/06/2018
Community_Event_1	Bay Area Services	Financial Crisis and Material Aid - Emergency Relief	2	08/06/2018
Transport - Tuesdays	Bay Area Services	Community and Home Support	2	03/06/2018
Food parcels	Bay Area Services	Financial Crisis and Material Aid - Emergency Relief	0	03/06/2018
Hot Meals on Wednesdays	Bay Area Services	Community and Home Support	3	03/06/2018

**Sessions (4)**

Session ID	Case ID	Session date	Service type	Participation	Created on
0003	Hot Meals on Wednesdays	01/08/2018	Meals at Home	Client	22/06/2018
0018	ZB113355	13/06/2018	Intake/assessment	Support Person	13/06/2018
0002	Transport - Tuesdays	10/07/2018	Meals at Home	Client	09/06/2018
0002	Community_Event_1	08/06/2018	Material Goods	Client	08/06/2018

The **Session details** screen will display. Refer Figure 25.

Figure 25 – Session details screen

**Session details**

DELETE SESSION COPY SESSION EDIT SESSION DETAILS

Case ID: Hot Meals on Wednesdays  
Session ID: 0003  
Session date: 1/08/2018  
Service type: Meals at Home  
Service setting: Clients residence  
Interpreter present: No  
Fees charged: \$10.00

**Amount of assistance provided**

Quantity: 1

**Clients attended the session**

EDIT ATTENDEES

Participation type	Name	Client ID	Date of Birth	Gender	Referrals to other services	Clients SCOREs
Client	Ruby HENDERSON	005	08/08/1942	Female		

**Community SCOREs**

ADD COMMUNITY SCORE

No SCOREs found.

< BACK

Find your client (if more than one).


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

Figure 26 – Add client SCORE screen

**Add client SCORE**

All fields marked with an asterisk (\*) are required.

**Session details**

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:

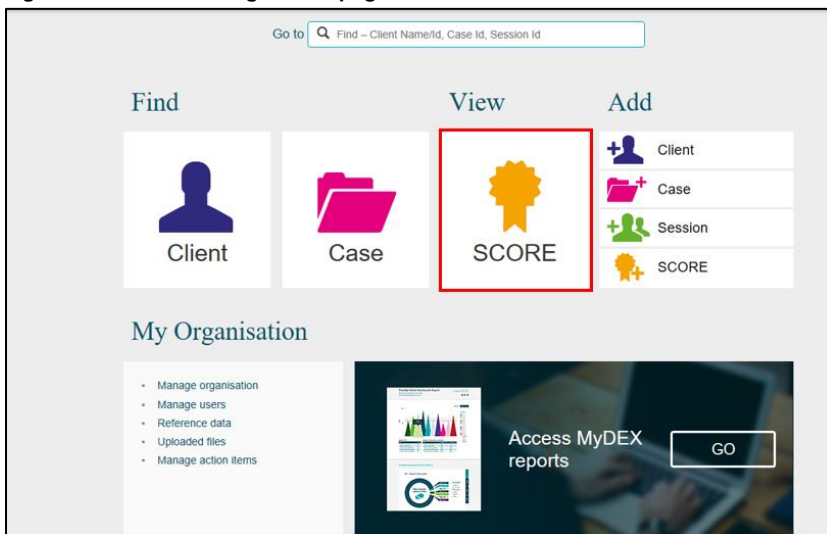
CLEAR RATINGS Cancel SHOW DOMAINS SAVE

Refer to the [Method 2 from the Add client SCORE screen](#) 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

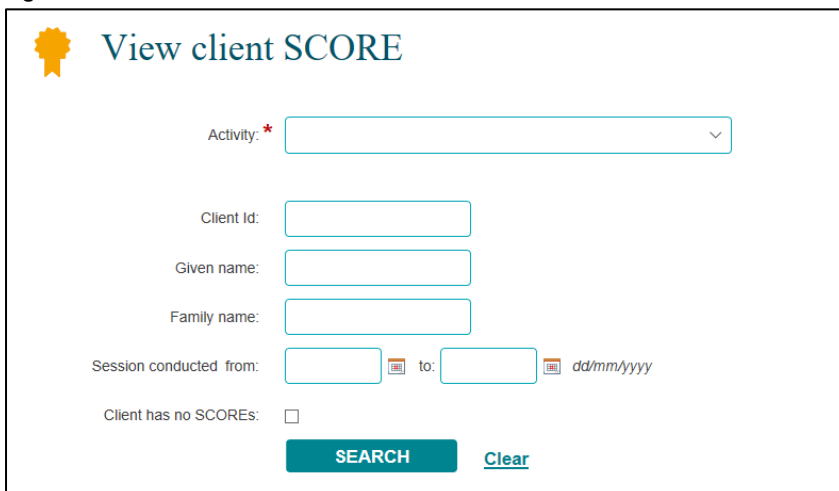
From the Data Exchange web-based portal home page, select the **View SCORE** tile. Refer Figure 27.

Figure 27 - Data Exchange home page



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

Figure 28 – View client SCORE screen

The screenshot shows the 'View client SCORE' screen. At the top left, there is a gold medal icon and the title 'View client SCORE'. Below the title, there is a search form with the following fields: 'Activity: \*' (a dropdown menu), 'Client Id:' (a text input field), 'Given name:' (a text input field), 'Family name:' (a text input field), 'Session conducted from:' (a date input field) and 'to:' (a date input field) with a 'dd/mm/yyyy' format indicator. At the bottom left, there is a checkbox labeled 'Client has no SCOREs:'. At the bottom center, there is a teal 'SEARCH' button and a 'Clear' link.

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 client SCORE**

Activity: \* Community and Home Support 1

Client Id:

Given name:

Family name:

Session conducted from:  to:  dd/mm/yyyy

Client has no SCOREs:

SEARCH 2

Results (6)

Show 10 GO

Client ID	Full name	Gender	Date of Birth	SCORE present	Add SCORE
008	Julie ADAMS	Female	13/08/2018		Add
003	Helen CRIGHTON	Female	05/12/1940		Add
005	Ruby HENDERSON	Female	08/08/1942		Add
001	Lucy JONES	Female	01/08/2018		Add
009	Mandy FRANKS	Female	05/07/1940		Add
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

**View client SCORE**

Activity: \* Community and Home Support

Client Id:

Given name:

Family name:

Session conducted from:  to:  dd/mm/yyyy

Client has no SCOREs:

SEARCH [Clear](#)

Results (6)

Show 10 GO

Client ID	Full name	Gender	Date of Birth	SCORE present	Add SCORE
008	Julie ADAMS	Female	13/08/1950		Add
003	Helen CRIGHTON	Female	05/12/1940		Add
005	Ruby HENDERSON	Female	08/08/1942		Add
001	Lucy JONES	Female	01/08/1955		Add
009	Mandy FRANKS	Female	05/07/1940		Add
004	Henry NONDEN	Male	13/12/1939		Add

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

Figure 31 – Add a SCORE – Find a session screen

**Add a SCORE - Find a session**

**SCORE details**

Client ID: 008  
Name: Julie ADAMS  
Activity: Community and Home Support  
SCORE type: \*

Please record the session for this SCORE.

**Find a session**

Session ID:   
Case ID:   
Conducted from:  to:  dd/mm/yyyy

[Clear](#)

[Cancel](#)

Refer to the [Method 1, Add a SCORE – Find a session](#) 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 [Add a case](#) and [Find and edit a case](#) 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

**Add community SCORE**

All fields marked with an asterisk (\*) are required.

**Session details**

Case ID: Hot Meals - Mondays  
Session ID: 0001  
Session date: 05/08/2018  
Service type: General House Cleaning  
Assessed by:

**Domains**

Please rate at least one client group/community SCORE

Client group/community \ Ratings	1 No change	2 Limited change with emerging engagement	3 Limited change with strong engagement	4 Moderate change	5 Significant change
Community infrastructure and networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group / community knowledge, skills, attitudes and behaviours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organisational knowledge, skills and practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social cohesion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**CLEAR RATINGS** [Cancel](#) **SAVE**

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	Rating
Community infrastructure and networks	3

For more information on SCORE go to the [Data Exchange Protocols](#), and [Training](#) page.

For system support, email the [Data Exchange Helpdesk](#) use our [online contact form](#).