



Keeping on with what's working or correcting the course

The role of outcomes and client voice data during active service-episodes

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BETTER
TOMORROWS

“An outcome evaluation... helps to answer the basic question ‘Is this program working?’ Its aim is to find evidence of changes [for] clients... and, if there are changes, show that they result directly from participants’ experience in the program.”

-Fratello et al. (2013), Vera Institute



What does it mean to look at client “outcomes”?

Outcomes analysis can operate on different levels

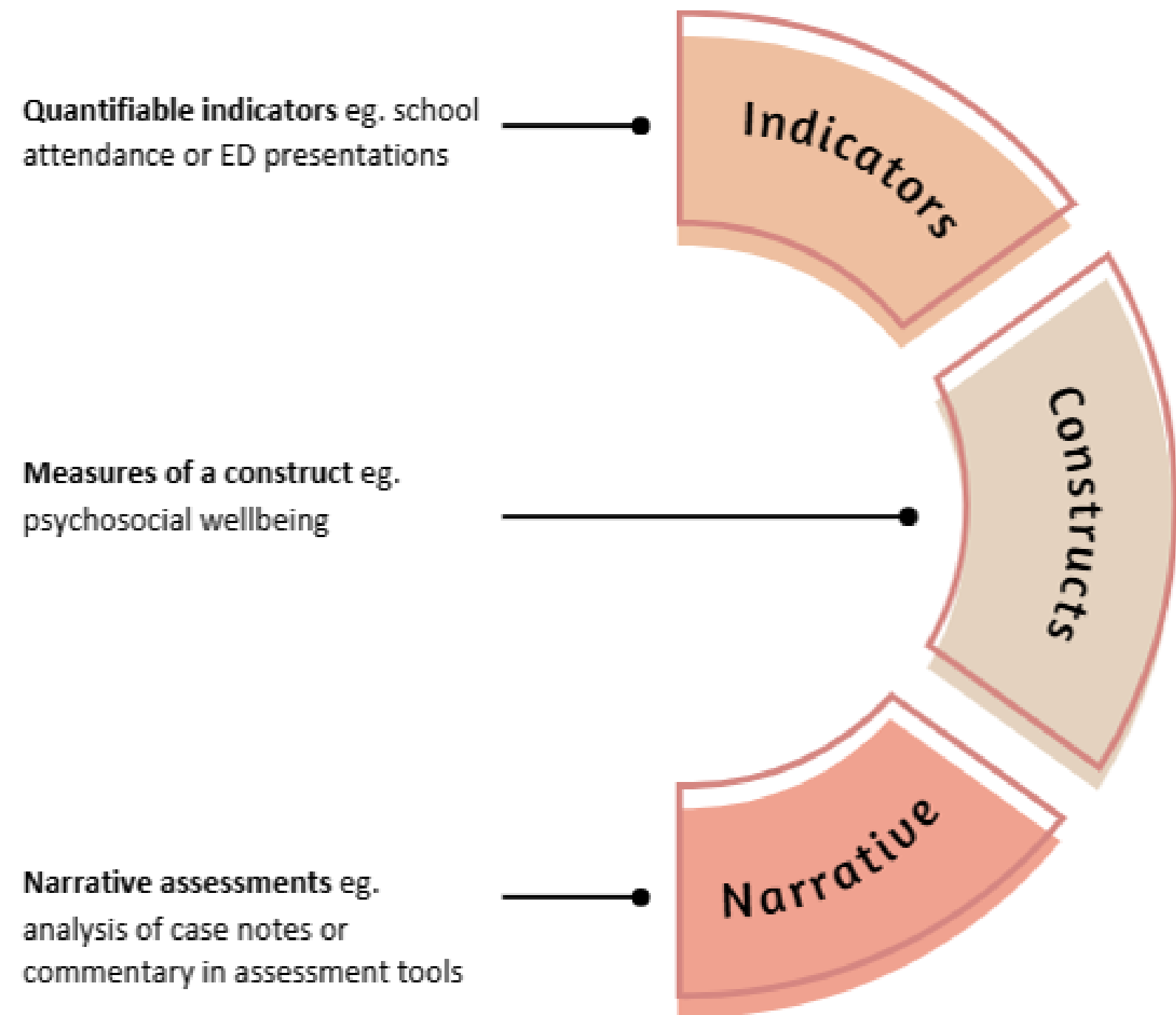
1. The aggregate level

Combining data from a sample or population of clients to make inferences about the effectiveness of a program

2. The individual level

This level of focus looks at the extent to which a client’s issues and needs have been addressed by a service; whether they have improved in terms of key metrics that are a central focus of the program, and any ongoing/emerging needs for them

**In our sector
we tend to
focus on three
types of
outcomes data**



Advantages and disadvantages – outcomes data

PROS AND CONS OF DIFFERENT APPROACHES				
	PROS			CONS
Quantifiable indicators	• Objective	✓	✗	• Can be difficult to gather
Validated measures of a construct	• Valid and Reliable	✓	✗	• Can be overly long, off-putting or not the right fit
‘Homegrown’ measures	• Better suited to context	✓	✗	• Might not be valid or reliable
Narrative assessments	• Rich, client-specific	✓	✗	• Challenging and time consuming to aggregate

What about the client voice?



Advantages and disadvantages – client voice

Validated client voice measures

‘Homegrown’ measures

Closed questions

Open questions

PROS AND CONS OF DIFFERENT APPROACHES				
	PROS			CONS
Validated client voice measures	Valid and Reliable	✓	✗	Can be overly long, off-putting or not the right fit
‘Homegrown’ measures	Better suited to context	✓	✗	Might not be valid or reliable
Closed questions	Faster and easier to complete, allow for quantitative analysis	✓	✗	Preclude opportunity to tell story in own words
Open questions	Provide opportunity to tell story in own words	✓	✗	Difficult for some clients to engage with

Anonymous vs. identified client voice surveys

Anonymous

Clients may be more likely to be frank and honest

Identified

Risk and service-improvement issues can be followed up

What do we do with information we gather from client voice surveying?

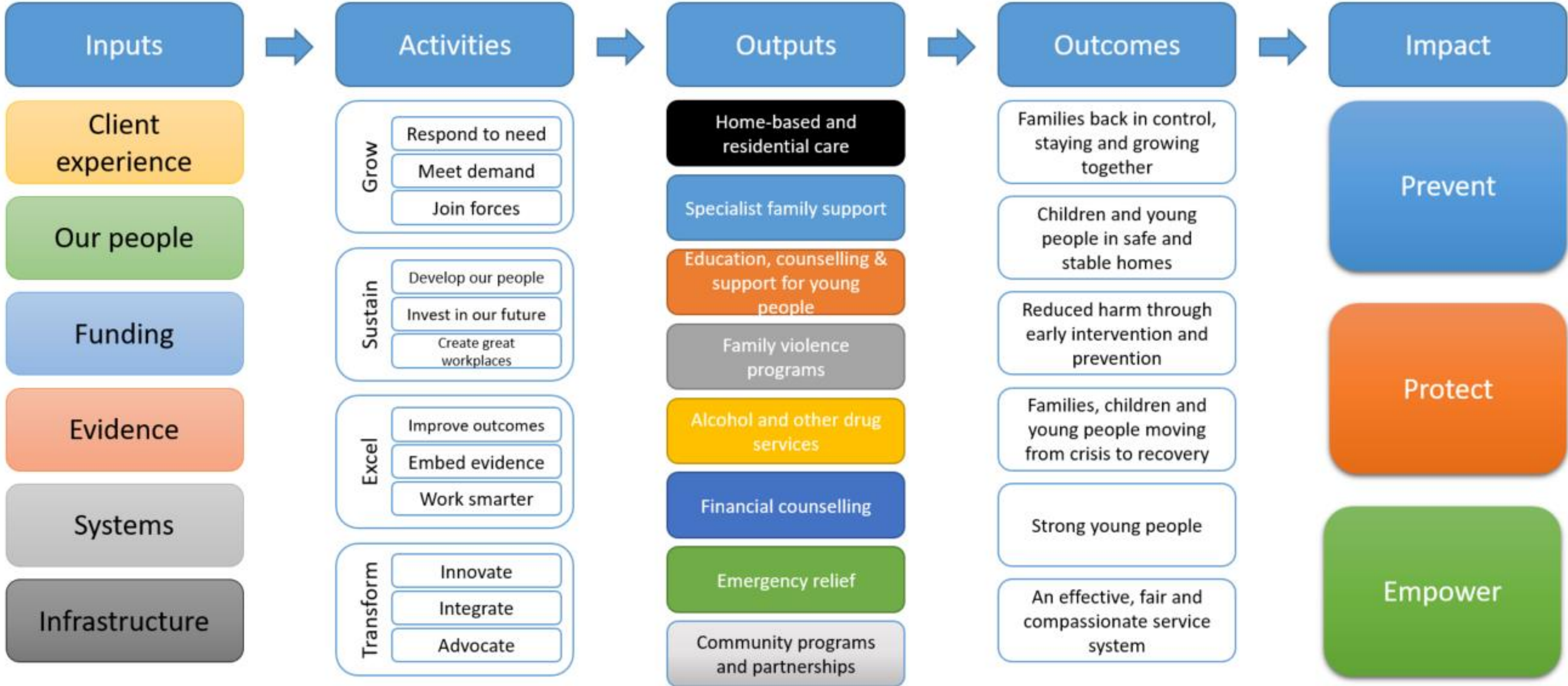
We need to avoid collecting it and not doing anything with it!



Example of the Anglicare Victoria approach: out- of-home care



Anglicare Victoria's six success areas



Strong young people

The seven LAC developmental domains

- Health
- Emotional and behavioural development
- Education
- Family and social relationships
- Identity
- Social presentation
- Self-care skills

Anglicare Victoria's OoHC outcomes survey

- Completed by case managers/house coordinators in lead-up to review of care and placement plan (DFFH required process) - every six months
- Provides for outcomes analysis at both aggregate and individual levels.
- Hosted by Orima



Anglicare Victoria's OoHC outcomes survey

Measures and issue-specific questions mapped to LAC developmental domains

- Health – diagnosed or suspected disability issues, major health issues
- Emotional/behavioural development – Strengths and Difficulties Questionnaire (Goodman, 1997)
- Education – kinder/school/alternative educational attendance, Engagement Versus Disaffection With Learning (Skinner et al., 2009), educational support service assistance, paid work
- Family and social relationships – frequency of contact with important others, impacts

Anglicare Victoria's OoHC outcomes survey

Measures and issue-specific questions mapped to LAC developmental domains

- Identity – engagement in extracurricular activities, personal goals, cultural connection and cultural safety, carer support of self-identified LGBTQIA+ clients (LGBT Ally Identity Measure (Jones et al., 2014) – knowledge and skills subscale
- Social presentation – SDQ used as a proxy measure
- Self-care skills – support young people are receiving to learn age-appropriate self-care/life skills

Residential Care Have a Voice and Be Heard survey

- Completed every 4 months
- Utilises one validated measure (more on this in a minute), and an open text field
- Clients are also asked whether they know a trustworthy adult outside their house that they can talk to if they are worried about something
- Survey is identified (not anonymous)
- Survey is hosted via Qualtrics
- Purpose of the survey is explained to clients via video



HAVE A VOICE & BE HEARD

31 MARCH TO 11 APRIL

Anglicare Victoria recognises that your voice matters. We want to hear from you so that we can improve the way we do things.

We're asking young people to complete a survey with 12 questions. There is also a section where you can tell us anything you like. We'll be doing this survey three times a year - March, July and November.

If you are unsure you can watch a video at the start of the survey before making a decision. You can also have someone help you complete the survey, if you like.

Use the link or QR code to access the survey and explanation video

<https://bit.ly/3LslqmA>

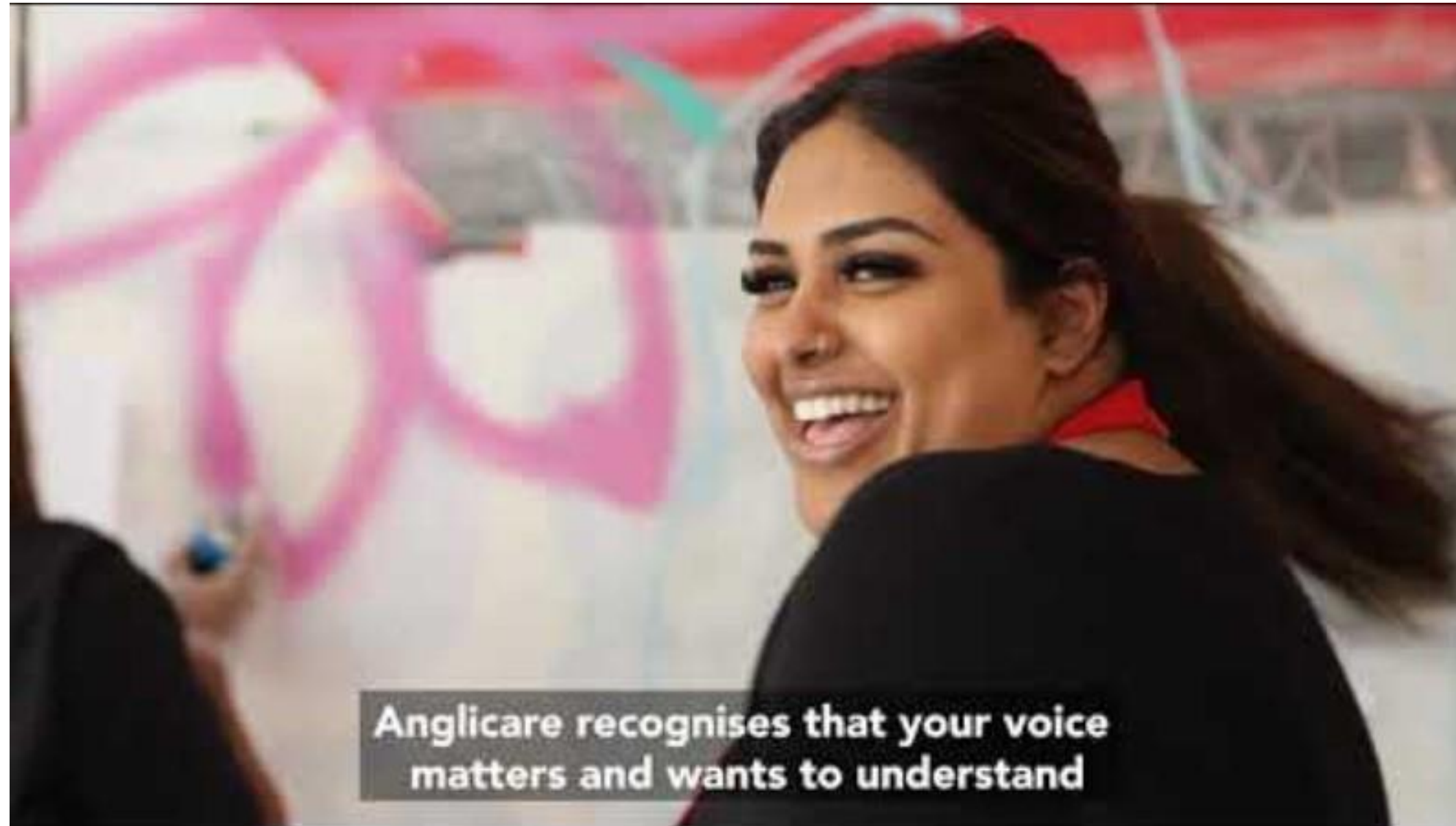
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Anglicare Victoria

For questions please reach out to Manager Client Engagement, Anna Connolly

Residential Care Have a Voice and Be Heard survey



Residential Care Have a Voice and Be Heard survey

- “Open climate” subscale (9 items) from the Group Climate Inventory for Children 8-15 (Strijbosch et al., 2014). Agreement rated on 5-point “star rating” scale
- Example items:
 - I can go to my carers if I need help
 - I think I’m working on my goals here
 - My carers are nice to me



Closing the loop with young people

- Qualtrics is configured to auto-generate a response report and email this to any email account/s we select
- This is forwarded to program managers if scores on any items are low, or risk issues/complaints/requests are recorded by client in open field
- Follow-up left to judgement of program management
- Report provided to programs at end of survey period

The overall process at the individual client level

