SP OUTCOMES – HOW TO GUIDE

The Police Referrals system allows Service Providers to record the outcome status of the client at the time of referral and (where appropriate) at the conclusion of intervention.

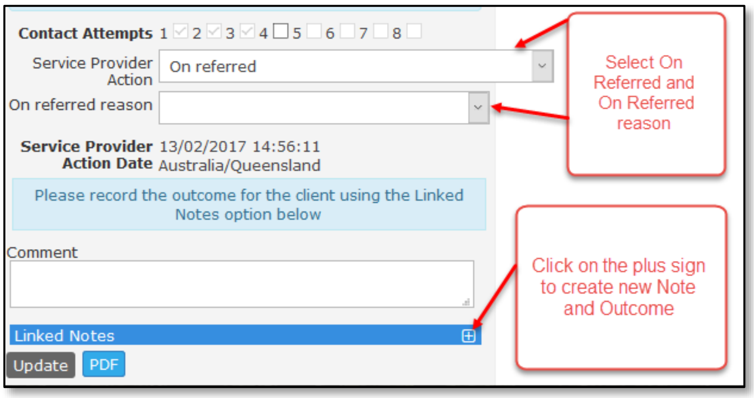
Please note at this time, not all Service Providers (for example, SHIP and ARC users) are able to access the new outcome measures.

COLLECTING A SERVICE PROVIDER OUTCOME

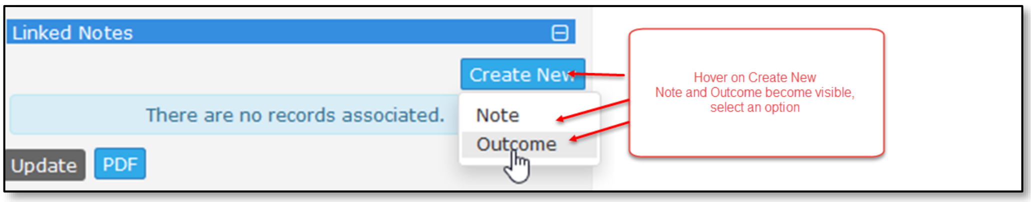
A referral outcome may be collected directly from the referral page. An outcome for a client may be collected for a client once:

- *Referral* has been **Accepted** AND
- *Service Provider Action* of **Client contacted – Service accepted** or **On-referred** is selected.

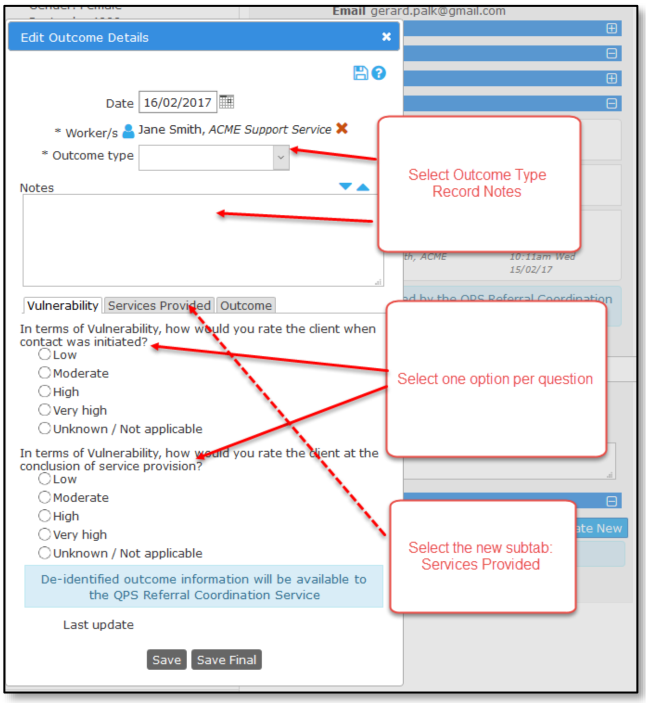
1. After accepting and selecting the appropriate Service Provider Action (Client contacted – services accepted or On referred), click on the plus sign to create a new Outcome.



2. Click on the Plus Sign in the Linked Notes Banner and a button "Create New" becomes visible. Click on the Create New button and two options, Note and Outcome appear. Click on "Outcome".



3. Enter Outcome details:



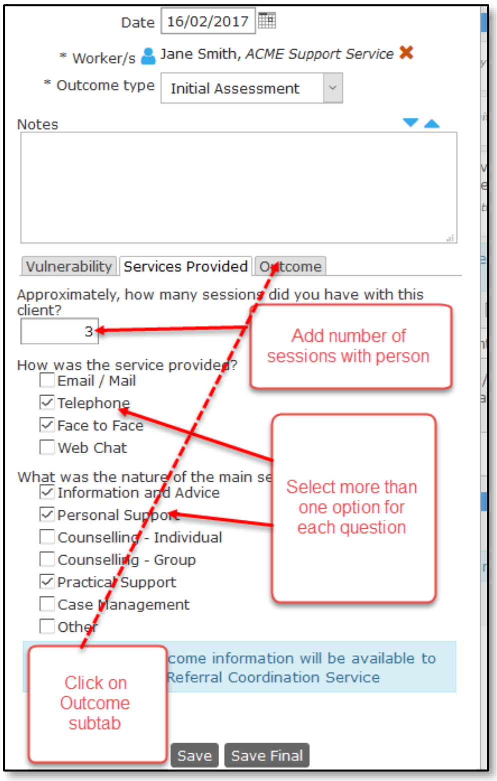
3.1 If applicable to your service, click on **Outcome Type** drop down menu and two options are available: Initial Assessment and Outcome Assessment. Select Initial Assessment. Note: if your service provides single interventions only, the Outcome Type option will not be displayed).

3.2 Add any notes

3.3 Select one response for each question on the Vulnerability subtab

3.4 Go the next subtab, **Services Provided**

4. On the **Services Provided** subtab add number of **sessions**

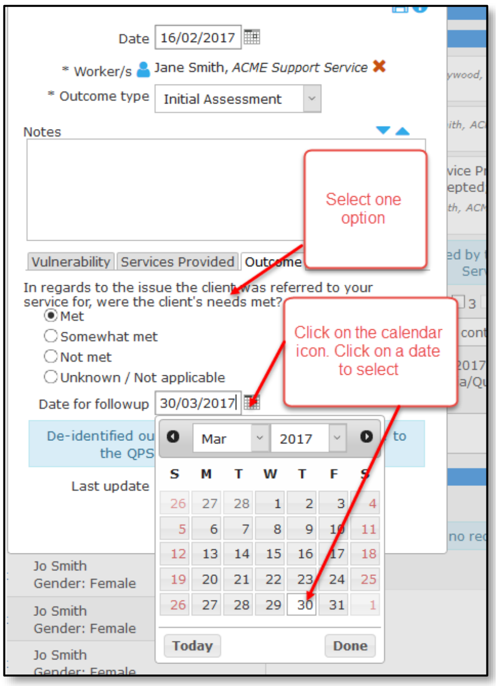


4.1 Answer the two questions; more than one option can be selected

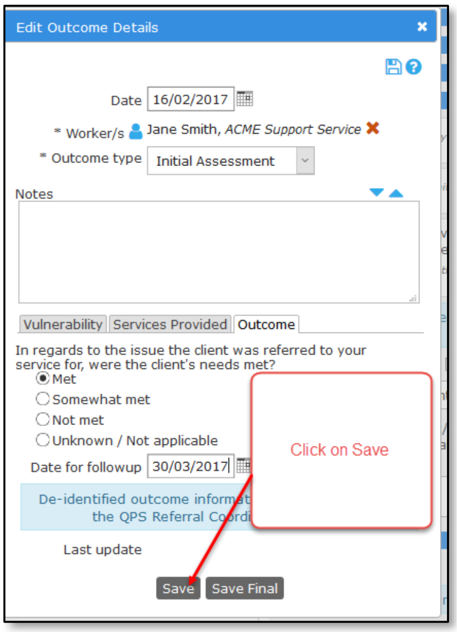
4.2 To go to next subtab, click on the **Outcome** tab

5. On the **Outcome** subtab, select one option to answer questions related to whether the service met the needs of the referred person.

6. To add a **Date for follow up** (if applicable), click on the calendar icon and a calendar appears. Click on a date inside the calendar to select.



7. Click Save



TRACKING OUTCOMES – DISPLAY CLIENTS THAT HAVE NOT HAD AN INTIAL OUTCOME OR FOLLOW UP OUTCOME

From the **Home** page, click on the **Follow Up** tab. This page will display all clients that have not had an initial or (if applicable) follow up outcome.

The blue column headings are sortable. The list can be **filtered** by using the **Select Column** button and **Apply Filter** buttons. **Person** records are highlighted blue when scrolling the list. Click inside the blue highlighted area to open up the **Person's** record.

The **'Date for follow up'** column is available only to **Ongoing Contacts Services** and is set to **Initial Assessment**.