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| Better Futures and Home Stretch outcomes measurement |
| practice advice June 2024  |
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| To receive this publication in an accessible format email the betterfuturescentral@dffh.vic.gov.au <betterfuturescentral@dffh.vic.gov.au>Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.© State of Victoria, Department of Families, Fairness and Housing June 2024**ISBN** 978-1-76130-603-7 **(pdf/online/MS word**) Available at https://providers.dffh.vic.gov.au/better-futures <https://providers.dffh.vic.gov.au/better-futures> |

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# Introduction

The Department of Families, Fairness and Housing (the department) is committed to measuring the impact of service delivery to support service planning and design and to improve outcomes for all Victorians.

# Audience

Better Futures Development Coaches, Better Futures Team Leaders and Managers, Agency Performance and System Support (APSS) staff, departmental Better Futures/Home Stretch Senior Project Officers and other stakeholders supporting young people in scope of Better Futures.

Young people may also find this information useful.

# Purpose

The Better Futures and Home Stretch Outcomes Measurement Practice Advice aims to support practitioners working with young people supported by Better Futures and Home Stretch to complete the outcomes questions with young people and record responses in the Outcomes Tracking System (OTS formerly known as OTIS and also referred to as EOTS).

# Background

OTS was developed by the department to support the collection of outcomes data as part of the Family Services Outcomes Test, with an initial pilot rolled out in May 2018. The Family Services Outcomes Test was a success, with positive user experience reported.

Subsequent to the success of the pilot, the OTS Enhancement Project was implemented to strengthen existing functionality within the system and to ensure it could be adopted as a solution for outcomes measurement across Family Services, Better Futures and Home Stretch and multiple programs funded via Family Safety Victoria.

## Better Futures and Home Stretch

Better Futures aims to support young people transitioning from care to achieve successful and independent adult lives. Home Stretch is delivered via the Better Futures model and provides young people with a more gradual and supported transition from care, until 21 years.

The Outcomes Tracking System supports implementation of Better Futures and Home Stretch by collecting outcomes data across five service offers:

* Connections
* Housing and Living Skills
* Health and Wellbeing
* Education
* Employment

# Better Futures Outcomes Measurement - Policy and Practice context

A commitment to continuous improvement and to learning from research evidence and practice underpins Better Futures and Home Stretch policy and program design and implementation.

To achieve best practice, it is critical that we continue to build the evidence regarding “what works”. One way to do this is to measure the effectiveness of program implementation via the tracking of client outcomes.

The Victorian Commission for Children and Young Peoples’ (CCYP) *Keep Caring* report, published in 2020 found that, “at present, the Victorian Government does not track the life outcomes of people who have been in out-of-home care. The absence of monitoring means that:

* the true state of the challenges facing care leavers remains largely hidden from the public and policy makers
* government’s policy makers and the public have a limited understanding of the current effectiveness of leaving care supports”.

The department has accepted a recommendation from the Commission’s Keep Caring report to track outcomes and to make this data publicly available. Whilst acquittal of this recommendation will involve drawing upon linked administrative data with a focus on “hard” outcomes (an outcome that can be objectively and independently measured) it is important that we also measure and track “soft” outcomes (outcomes that draw upon subjective measurement, such as an individual's self-assessment) at an individual level to inform support planning and goal setting.

The department is committed to measuring outcomes to:

* Assess if anything is changing in the lives of the young people we work with and if we are making a difference.
* Learn about what is working well and what we could do better.
* Be accountable for what we say we will do.
* Produce data and evidence to support our claims.
* Strengthen monitoring and evaluation activities.

## Outcomes questions

The outcomes questions are based on the Better Futures service offers:

* Person centred and sustainable (Domain)
* Connections
* Housing and Living Skills
* Health and Wellbeing
* Education
* Employment

The number of outcome questions vary depending on answers to diversity questions (such as those relating to Aboriginal status, Cultural and Linguistic Diversity, Disability, LGBTQI+) and whether the young person is receiving in-care or post-care support. These topics help us to understand the mix of young people receiving support from Better Futures and Home Stretch.

There are also “How important is this to you?” questions. By asking this question for each topic we can measure what is important to young people and what they consider to be success (positive outcome).

The questions have been developed through consultation with a working group of Better Futures providers (including an ACCO) and have been reviewed by the following groups/people:

* Transitions from Care Youth Expert Advisory Group.
* Centre for Evaluation and Research Evidence (CERE)
* Academics
* Principal Practice Leader Better Futures & Home Stretch - Community Operations & Practice Leadership
* Divisional Better Futures & Home Stretch Senior Project Officers
* Principal Adviser, Children, Families and NDIS Coordination, Disability Services Policy and Support

The outcomes questions are available in the OTS User Guide.

# How outcomes data collection works

Better Futures Development Coaches support young people to plan for and achieve their goals across the five “service offers”. All young people should be supported to participate in outcomes data collection, regardless of the level of Better Futures support they are accessing.

The *My Voice* planning resources in the *Better Futures (Advantaged Thinking) Practice Framework* are aimed at instilling the voice of young people into practice and planning for their future.

The outcomes data is collected through discussions between the young person and their Better Futures Development Coach as part of planning and case work support. This approach takes the form of a semi-structured interview, with the defined question set, focussed around key outcomes areas. A semi-structured interview approach will support the collection of outcomes data in an informal and sensitive manner.

The data collection should not interfere with the positive relationship between the young person and the Better Futures Development Coach.

The outcome question responses are to be from the young person’s perspective.

Outcomes data collection is voluntary for the young person, and they can choose to participate or not. Without their agreement (consent) outcomes question data collection cannot occur. If the young person gives their agreement, and then withdraws agreement, responses to outcome questions are not recorded.

Better Futures Development Coaches **must** discuss the Outcomes questions with every young person they are supporting, including those on active hold, and must obtain their verbal **agreement** to participate in outcomes tracking.

Consideration should be given to the young person’s capacity to understand what the information collection entails, and therefore whether their agreement to participate is sufficient. Professional judgement should be used to determine capacity to understand outcomes tracking.

Better Futures Development Coaches should provide advice to carers of young people regarding the data collection where appropriate.

Certain reports are suitable to be shared with young people, such as the Client Planning Report and Individual Client Responses Report.

Case notes and records of outcomes data collection in a Portable Document Format (pdf) file can be uploaded onto the young person’s CRISSP record (CRISSP remains the primary case management system).

Practitioners will use OTS alongside their existing organisational IT platforms, and the resulting data will be analysed alongside other administrative data to measure and understand impact.

The Outcomes Tracking System collects personal and sensitive information about the young person for the nominated purpose which includes:

* creating and updating client details
* providing client consent at case level, as well as
* creating/closing/re-opening service cases and
* completing the outcomes questions sets
* managing outcomes reports.

Outcomes data collection will become part of the service agreement data collection requirements for Better Futures providers from 1 August 2024 (and for Aboriginal Community Controlled Organisations - ACCOs from 1 July 2025).

OTS is a Microsoft Azure database that can be accessed through a standard Internet web browser; no specific software needs to be downloaded. Reports are generated via Power BI and can be accessed by registered users. Refer to the Outcomes Tracking User Guide for more information.

There is an onboarding and offboarding process for agencies and users and a monthly auditing report reviewed by Agency Leads.

# When to measure outcomes

Better Futures Development Coaches should invite each young person to participate in completing the Better Futures outcomes questions, including those on active hold and those in receipt of limited support.

Better Futures Development Coaches are required to record baseline (entry) outcomes data at the point of initial referral (or shortly thereafter) and then complete a series of reviews annually, including at the point of final closure (usually when the young person turns 21 years).

The data collection can occur over a number of sessions, however, needs to be completed within a discrete timeframe of approximately one month.

## Young people in-care

In most circumstances, when the young person is aged between 16 years and 17 years, the Better Futures Development Coach will work with them to complete the baseline (entry) outcomes question set.

While the young person is in-care, the Better Futures Development Coach:

* develops a positive relationship with the young person
* creates an in-care case in OTS, with response type of Better Futures
* discusses outcomes tracking, and gains the young person agreement to participate in the completion of the question set
* completes an entry (baseline) question set (usually between 16 years and 17 years)
* closes the OTS in-care case at the date the young person’sorder ceases (usually 18 years).

## Young people post-care

Once the young person’s child protection order ceases for the final time and they leave care, the Better Futures Development Coach has primary responsibility for supporting them to achieve their transition goals.

Young people are provided with flexible levels of support depending on their needs, circumstances and existing support systems, which can often change over time. Young people may receive active hold support, limited support, or active support from Better Futures.

During this time, the Better Futures Development Coach:

* seeks the young person’s consent to participate in Outcomes Tracking and records this in OTS and CRISSP. If the young person’s answer is no, a case note is required to be recorded in CRISSP.
* If the young person’s answer is yes, then using OTS the Better Futures Development Coach:
	+ searches OTS for the existing client record
	+ creates a post-care case in OTS, records the Response Type where required i.e. Better Futures – only, Home Stretch – active, Home Stretch – on hold.
	+ completes one question set with the young person at the point of transition to “post care” (baseline/entry)
	+ completes a review question set annually, for example at 19 years and 20 years
* If the young person initially participated in the data collection, then changed their mind, the OTS case will remain open, and will display number of days (Phase Duration) since last review i.e. 365 days. The Better Futures Development Coach can ask again in 12 months’ time. If the young person’s answer is yes, the question set is completed.
* When the young person completes the exit (final) question set at 21 years, the Better Futures Development Coach finalises and closes the case.
* If the young person transfers to a new provider (external referral), the Development Coach closes the case once the referral is accepted by the new provider.
* Development Coaches must open a new case on OTS when supporting incoming external referrals.
* For young people in receipt of support via a Targeted Care Package, and on active hold, the Better Futures Development Coach should engage with the young person once Better Futures recommences to complete post care baseline and annual reviews.
* If the young person is on 18+ education allowance, and on active hold, the Better Futures Development Coach should engage with the young person, once Better Futures recommences to complete post care baseline and annual reviews.
* The Overview practitioner and cases report displays the duration or days taken since the last review, this will indicate those young people not participating in the Outcomes Tracking.
* In circumstances where young people decline to participate in OTS data collection, note that their OTS record (which may be substantially blank) remains open until 21 years of age.
* Record a CRISSP case note on the young person’s CRISSP case if they decline request to participate.

# Outcomes Tracking System

## OTS Client[[1]](#footnote-2) Record

The OTS client record contains basic personal administrative information relating to the young person, for example, the young person’s name, date of birth, gender and whether they have given their agreement to participate (consent).

The Better Futures Referral Checklist, Home Stretch Application and CRISSP Better Futures service provision record can be used to source client specific administrative data.

Better Futures Development Coaches must obtain a young person’s agreement (consent) prior to collecting responses to outcomes questions and entering this data into OTS.

Before creating a client record in OTS, users should first search using relevant demographic data to check if a young person is already recorded on the system.

Agencies can see all client records in OTS, including first name, last name, gender, D.O.B, and agency name (latest agency) (except for those client/case records which are restricted).

Note: Questions marked with an asterisk \* are mandatory.

* Has the client given consent: Yes/No
* First name\*:
* Last Name\*:
* Preferred name:
* Gender\*:
* Date of birth:
* DOB estimated\*: Yes/No

## OTS Case Record (Service Provision)

The case record holds essential data relating to specific programs that the young person is involved with. A combination of the response type (for example Home Stretch Active), client role (for example young person), and responses to the diversity questions determine the full extent of questions which will be contained within the question set for each young person.

Note: Questions marked with an asterisk \* are mandatory.

The case record captures key data such as:

* Start Date and End Date of the case. There are two cases for Better Futures; one in the “in care” phase and one in the “post care” phase.
* Service Type\*: Better Futures for all cases
* Program Type\*: Better Futures – In Care or Better Futures – Post Care
* Client Role Type\*: Young Person for all Better Futures cases
* Case Management Code\*: CRISSP number
* Response Type\*: appears only for a program type of Better Futures – Post Care. The response can be changed during the case and practitioners should select only one response type:
	+ Better Futures only—use for Active Hold, Limited Support or Active Support
	+ Home Stretch active—select for Home Stretch service
	+ Home Stretch on hold —use when the young person is temporarily not receiving Home Stretch
* Agency Case Code: for agencies to record their own code (NB – only used for Family Services, not applicable for the Better Futures program)
* Local Program name: For agencies to record local program name within their agency (NB – only used for Family Services, not applicable for the Better Futures program)
* Diversity & Inclusion: questions are included as they give us an indication of the mix of young people within the Better Futures population. These questions are optional and can be edited as responses may change over time. The Diversity & inclusion questions may determine additional core questions relating to each of these options:
	+ Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, or Intersex – record where the young person identifies that any of these apply.
		1. Note: currently there is no specific question on this topic, except for this question which is available for all participants: “I am confident that if I have any questions about my sexuality, I know where I can get support”.
	+ Aboriginal and/or Torres Strait Islander—to be used where the young person identifies as Aboriginal and/or Torres Strait Islander
	+ Culturally and Linguistically Diverse—check this box for young people who identify as being from culturally and linguistically diverse backgrounds.
	+ Disability—check this option if an individual is restricted in everyday activities, that other people in a similar age group would normally be able to carry out, due to a long-term health condition or disability that has lasted, or is expected to last, 6 months or more.

Note: The question set also includes “Division and Local Area” - this question is designed to indicate the young person’s geographic location, i.e. metropolitan versus rural.

## Change to young person details

In conversations with young people, it may become apparent that their diversity and inclusion characteristics have changed; the diversity and inclusion indicators can be edited.

## Changes to Better Futures or Home Stretch service

Where the young person changes program i.e. Better Futures to Home Stretch within the same agency i.e. from one local area to another, or to a new agency, similar steps to what happens now in CRISSP should occur for OTS:

* For change of **program** from Better Futures to Home Stretch, the OTS user can edit the Response type field, from Better Futures to Home Stretch.
* For change **within agency**, i.e. Provider Group 1 (West) to Provider Group 2 (East), an internal change to team allocation should occur. The Team leader should be advised and can change team allocation within OTS.
* For change to **new agency,** the Team Leader should complete an OTS early exit process at approximately the same time as the CRISSP service provision is closed.

## Early closure

If the young person changes agency, the Team Leader can complete an early closure. The new agency will search for and create the client within their agency.

If the young person initially decided to participate, and then changed their mind and they no longer wish to participate in outcomes data collection and tracking, the case can stay open. The field titled Phase Duration (days) keeps count of the number of days since last review. Once the young person reaches 21 years of age, the case can be closed.

Normally once the questions are completed, OTS asks users if they want to complete the phase; if yes, OTS then starts a new phase with fresh questions.

## Core outcomes question set

Most questions marked with an asterisk \* are mandatory.

Goal set (Yes/No) and Comment (Free Text) questions are optional.

There are some questions, for example about “accessing support to get back to school”, which would not apply if the young person is already attending school; in these circumstances users should choose the option of “support not required”.

In the OTS reports, the Better Futures questions are referred to as:

* TFC (Transitions from Care) – Better Futures in-care – young person or
* TFC (Transitions from Care) – Better Futures post-care – young person

## Phases and reviews

Upon creation of each case, the Better Futures Development Coach enters the young person’s outcomes question set responses. The initial responses to the core questions are referred to as the **baseline**, the starting position for the young person.

Each **phase** has a start date and an end date, questions can be answered at any time between the two dates, i.e. can be answered over a series of meetings/conversations.

At regular intervals throughout the young person’s journey with Better Futures, reviews are conducted where the questions are repeated, and responses recorded.

The **reviews** are each given a number (e.g., Review #1, Review #2 etc).

The date the review is recorded is used in reports in order to compare different responses at different times and to see change. Reviews occur within a Phase (for example, the Post Care Phase) and can be edited while the Phase is open.

## Reports

Client Planning reports and Individual Client Responses reports are particularly useful for young people and Better Futures Development Coaches, and display responses for each data collection occurrence.

The Overview Practitioners and Cases report is designed for team leaders and displays teams, roles, client status, phase dates; this report can show either open cases or closed cases.

The Aggregated Baseline and Exit report and the Aggregated Change report may be useful for operations managers.

The Full Data Extract requires users to have advances Microsoft Excel skills, including in the use of pivot tables.

Refer to the Outcomes Tracking System User Guide for more information on reports.

# Key roles and responsibilities

Department staff in operations divisions, along with Better Futures Development Coaches, Team Leaders and Managers all have important roles and responsibilities relating to the OTS system.

## DFFH - Operations Divisions

### Better Futures and Home Stretch Senior Project Officers

The Better Futures and Home Stretch Senior Project Officers will be responsible for generating reports to strengthen their understanding and knowledge of client outcomes at a divisional level and to support program implementation.

## Better Futures Development Coaches (OTS practitioners)

Better Futures Development Coaches are allocated the OTS role of Practitioner and are responsible for the completion of outcomes questions data collection.

**Practitioner** – With this level of access, users can create cases and view, edit and complete cases that are assigned to them. They cannot edit cases that are assigned to others in their team or agency.

**In care**

* seek the young person’s consent to participate in outcomes tracking and record this in OTS and CRISSP
* record the young person’s response to the invitation to participate in outcomes tracking in a CRISSP case note.
* complete the Better Futures outcomes questions once while the young person is in care, close to the point of referral, to establish a baseline record.
* comply with OTS terms of use.

**Post care**

* seek the young person’s consent to participate in outcomes tracking and record in OTS and CRISSP.
* record Better Futures planning goals and activities in a CRISSP case note.
* complete the Better Futures outcomes questions on an annual basis, including at the point of transition from care and at closure.
* comply with OTS terms of use.

## Team Leader

Team Leader – these roles:

* can view and edit any cases that belong to their Team, and
* monitor for duplicate cases, where there is a duplicate case complete an ‘early closure’.
* restrict and un-restrict access to client
* reassign a case to a user within their agency (depending on agency/team set up).
* use Overview of Practitioners & Cases report and have access to team specific aggregated reports,
* comply with OTS terms of use.

## Operations Manager

Operations Manager –these roles haveaccess to agency specific aggregated reports, and:

* can view but not edit case and client details
* must ensure policy and procedures comply with service agreement requirements i.e. privacy policy.
* must ensure onboarding and offboarding procedures are complied with and maintain record of users and teams.
* can analyse and compare outcomes across cohorts, areas and different programs
* support workforce development and enhance organisations’ capacity to make informed decisions and provide effective services.
* comply with OTS terms of use.

## Outcomes Tracking Systems Agency Lead

Outcomes Tracking Systems Agency Lead –this agency role is responsible and accountable for:

* ongoing onboarding/offboarding authorisation of users
* requesting users to be made inactive/active, where user is temporarily not in OTS role, for example acting in another role.
* maintaining a list of users onboarded/offboarded
* undertaking monthly review of each user’s need to access OTS and request de-registering users who no longer require access for their role within 5 business days.
* submitting requests to onboard/offboard users to DFFH Program Administrator
* liaise with Program Lead
* comply with OTS term of use

## DFFH Central

## Program Administrator

Receives onboarding/offboarding requests from the Outcome Tracking System Agency Leads and actions requests. To contact the program administrator email betterfuturescentral@dffh.vic.gov.au <betterfuturescentral@dffh.vic.gov.au>

# Key DFFH divisional contact

**Better Futures/Home Stretch Senior Project Officers** have been appointed in each division to provide operational support and coordination of Better Futures and Home Stretch.

| Division | Contact email |
| --- | --- |
| South Division | betterfuturessouth@dffh.vic.gov.au <betterfuturessouth@dffh.vic.gov.au> |
| East Division | betterfutureseast@dffh.vic.gov.au <betterfutureseast@dffh.vic.gov.au> |
| West Division | betterfutures&homestretchwest@dffh.vic.gov.au <betterfutureswest@dffh.vic.gov.au> |
| North Division | betterfuturesnorth@dffh.vic.gov.au <betterfuturesnorth@dffh.vic.gov.au> |

# DFFH helpdesk

For technical support Phone: 1300 799 470 (option 5) Email: eots.support@support.vic.gov.au

# Related information

This document should be read in conjunction with the below related guidance and practice advice which can be found on [the providers website](https://providers.dffh.vic.gov.au/home-stretch) <https://providers.dffh.vic.gov.au/home-stretch>

OTS Training videos <https://fac.dffh.vic.gov.au/enterprise-outcomes-tracking-system-eots>

[[Better Futures (Advantaged Thinking) Practice Framework](https://www.bsl.org.au/services/youth/better-futures/)](https://www.bsl.org.au/services/youth/better-futures/) <https://www.bsl.org.au/services/youth/better-futures/>

[Outcomes Tracking System Resources - Home (sharepoint.com)](https://dhhsvicgovau.sharepoint.com/sites/Outcomes) <Outcomes Tracking System Resources - Home (sharepoint.com)>

## Additional information

More information about Better Futures and Home Stretch can be accessed at the DFFH websites

[providers.dffh.vic.gov.au/better-futures](https://providers.dffh.vic.gov.au/better-futures) <https://providers.dffh.vic.gov.au/better-futures>

[providers.dffh.vic.gov.au/home-stretch](https://providers.dffh.vic.gov.au/home-stretch) <https://providers.dffh.vic.gov.au/home-stretch>

[providers.dffh.vic.gov.au/leaving-care](https://providers.dffh.vic.gov.au/leaving-care) <https://providers.dffh.vic.gov.au/leaving-care>

[services.dffh.vic.gov.au/leaving-care](https://services.dffh.vic.gov.au/leaving-care) <https://services.dffh.vic.gov.au/leaving-care>

# Appendix 1: Outcomes definitions

| Term | Definition |
| --- | --- |
| Aboriginal | A person of Aboriginal descent. The term Aboriginal within this document includes Aboriginal and Torres Strait Islanders. |
| ACAC | Aboriginal Children in Aboriginal Care |
| Aboriginal Community Controlled Organisation  | An ACCO is an organisation established and operated by the local Aboriginal community to deliver holistic, comprehensive, and culturally appropriate services to the community which controls it, through a locally elected Board of Management. |
| APSS advisers | Are part of the local area Agency Performance and System Support (APSS) teams, they are the department’s point of contact for funded organisations and assume the lead role in performance monitoring and contract management.  |
| Local Area | Within the department there are four operations divisions that oversee and coordinate the delivery and funding of services and initiatives across 17 local areas of the State.  |
| Advantaged Thinking | [Better Futures (Advantaged Thinking) Practice Framework](https://www.bsl.org.au/services/youth/better-futures/). <https://www.bsl.org.au/services/youth/better-futures/> |
| Client | Young person |
| CRIS | The Client Relationship Information System (CRIS) is the electronic client and case record management system used by Child Protection and by Care Services staff with case contracting responsibilities.  |
| CRISSP | The Client Relationship Information System for Service Providers (CRISSP) is the electronic client and case record management system used by all funded organisations providing out-of-home care and Better Futures.  |
| CRISSP Service Provision Record | When setting up a case in CRISSP, a Service Provision record must be created to link the client with Better Futures. The Service Provision record in CRISSP records when the client commenced receiving a Better Futures service response, as well as the date they exited from the service.  |
| Division | A division of the department. Four divisions (East, North, South, West) across the State provide strategic oversight and coordination for the local areas within them. Each division covers a mix of rural, outer-metropolitan, and inner-metropolitan Victoria.  |
| The department | The Department of Families, Fairness and Housing (Victoria). |
| Client | In OTS the client is the young person. |
| Case | In OTS the case (episode of care). For Better Futures 2 cases in-care + post-care = 1 Better Futures service provision in CRISSP |
| Outcomes | Outcomes are changes for or benefits experienced by an individual after accessing a Better Futures service response (including Home Stretch). These changes may relate to a young person’s skills, attitude, knowledge, values, condition, circumstances or attributes. Outcomes are the changes made as a result of the activities undertaken (written from the young person’s perspective). |
| Outcome indicator(aka Key Results Area) | An indicator is a measure that tells you whether the planned outcome has been achieved. It is a simple statistic recorded over time.  |
| Outcomes collection tool | A tool that enables the collection and tracking of outcomes data i.e. Outcomes Tracking System (OTS) |
| Outputs | Outputs are what we produced to create outcomes, for example: goals, talents, aspirations are identified and recorded in the Better Futures Support plan. The output is the development and implementation of the plan.  |
| Response Scale code | Response scale number i.e. 1-5 |
| Response | 5 point scale text i.e. I am confident, I am very confident etc. |
| Theory of change | Theory of change is a description and illustration of how and why a desired change is expected to happen in a particular context. |
| YP | Young person |

|  |  |
| --- | --- |
| **Subject** | **Details** |
| Guide author | Transitions from Care Team, Care ServicesChildren and Families DivisionDepartment of Families Fairness and Housing |
| Authorised by  | Transitions from Care Team, Care ServicesChildren and Families Division |
| Guide created/last reviewed | June 2024 |
| Version number  | V2 |

1. Client is used throughout this document in the context of OTS system terminology. Young person/people is the preferred term used in a programmatic context. [↑](#footnote-ref-2)