# Measuring client outcomes

The new Client Measurement Tool from MSD has been developed from a strength-based approach. It measures…. And supports the client in goal setting and self-evaluation. It gives a financial mentor important information about their journey and the effectiveness of the service and support they are receiving.

### Client led outcomes

As you can see in page 10 and 11 of your book, the Client led outcomes starts with the client goal and then they evaluate and measure how the session has progressed them towards their goal. This uses a simple tick approach so that clients with lower literacy are not prevented from being able to contribute their thinking. Over a few sessions you can see and measure any progress. If there is no progress, then you can return to your strength-based questions to discuss client’s motivations and needs and replan. This could include, “What would need to happen to help you move to a higher score?”

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