



Using the SIS at administrative and managerial level. European experiences

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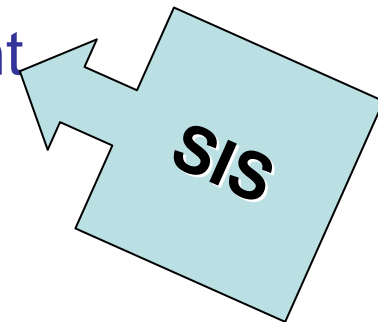
Using the SIS at administrative and managerial level

European experiences

1. SIS at the administrative level
2. Understanding the 'support need' construct
3. Relationship between SIS and resources
4. Experiences in the Netherlands
5. Experiences in Belgium
6. Conclusions

1. SIS at the administrative level

- Eligibility for support services
 - The *need* for services (reason for asking services)
 - The *right* to access services (compliance with regulations)
- Allocation of means
 - On the basis of *characteristics* (e.g. ‘level of functioning’- diagnosis – ICF problem in functioning)
 - On the basis of *needs assessment*



2. Understanding the 'support need' construct

1. What is a 'support need'?

Support need is based on the premise that human functioning is influenced by the extent of **congruence between personal competence and the environments** in which people function (person – environment fit).

2. Understanding the 'support need' construct

In typically functioning people, the demands of the environment are relatively equal to personal competence - no mismatch exists

Demands of the Environment

Personal Competence



2. Understanding the 'support need' construct

With people with intellectual disability, the demands of the environment are not aligned with personal competence - a mismatch exists which can be addressed by providing individualized supports

Demands of the Environment



Personal Competence

Need For Individualized Supports

2. Understanding the ‘support need’ construct

We define ‘support needs’ as a psychological construct referring to the **pattern and intensity of supports necessary for the person to participate in activities linked with normative human functioning**

Supports: A Bridge Between “What is” and “What can be”



2. Understanding the 'support need' construct

2. Are there different kinds of support needs?

Is it what people need, what they demand, what they ask for...?

- Support wants...
- Support needs...
- Support demands...
- Comparative support needs...

2. Understanding the 'support need' construct

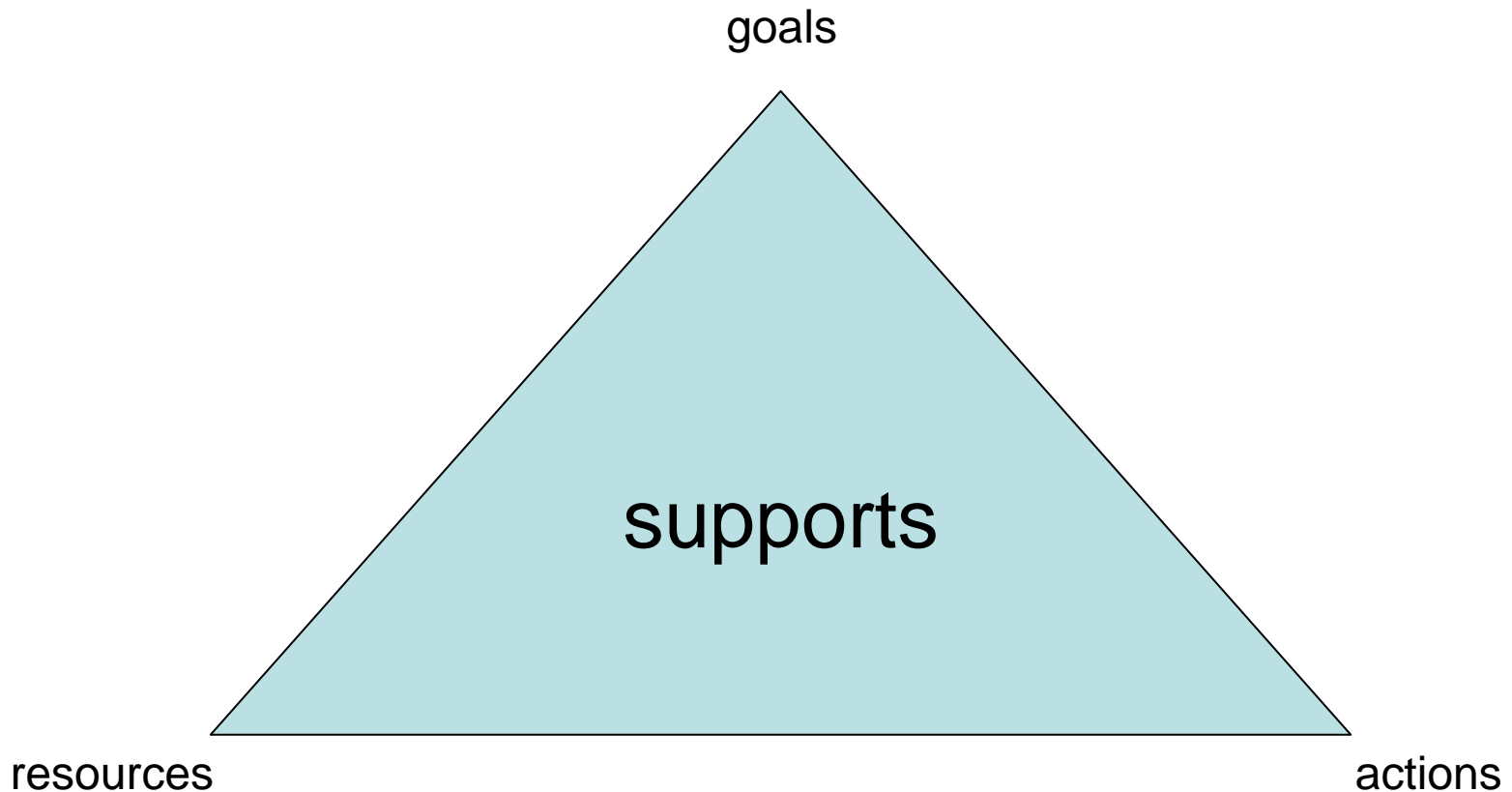


Support need according to SIS

- **Normative need or objective need:** what a professional, expert, or social scientist defines as need in a given situation; the actual situation is compared with a desirable standard.
- **Felt need:** what the person wants or perceives as needed. This felt need for support can be obtained by asking the person what is needed or what he wishes.
- **Expressed need or demand:** a felt need that has turned into action. An example is a person requesting services and having the right and the means to access it.
- **Comparative need:** obtained by studying the characteristics of a population in receipt of a particular service. If there are people with the same characteristics not receiving service, they are 'in need' of that service.

3. Relationship between supports and resources

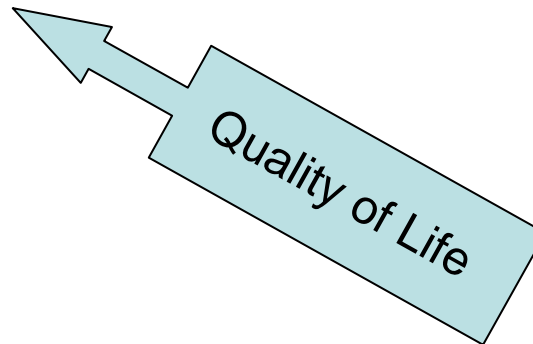
Three faces of supports



3. Relationship between supports and resources

Supports =
resources and strategies that aim to promote the development, education, interests, and personal well-being of a person and that enhance individual functioning... → **to enhance a person's Quality of Life**

Normative need or objective need: what a professional, expert, or social scientist defines as need in a given situation: the actual situation is compared with **a desirable standard**



3. Relationship between supports and resources

Three faces of supports

Quality of Life

goals

DOMAINS → QoL

→ SIS Section 1 & 2

supports

- Home activities
- Community activities
- Learning and development
- Work activities
- Health and safety
- Social Activities
- Advocay and rights

resources

Family, friends, volunteers,
professional staff. money...

actions

Education, training,
treatment, rehabilitation,
access to resources...

3. Relationship between supports and resources

Three faces of supports

Quality of Life

goals

DOMAINS → QoL

→ SIS Section 1 & 2

Relationship: professional resources and general support needs as assessed by SIS

- Home activities
- Community activities
- Learning and development
- Work activities
- Health and safety
- Social Activities
- Advocay and rights

supports

resources

actions

Family, friends, volunteers, professional staff. money...

Education, training, treatment, rehabilitation, access to resources...

3. Relationship between supports and resources

Use of SIS in resource allocation tasks

- presumes careful study of the relationship between SIS outcomes and successful use of resources by the norm population
- SIS can be linked to service profiles or to money

4. Experiences in the Netherlands

- No experiences at the national level
- 4 studies available: 2 pilot studies and 2 service organization explorative studies
- Brief overview of examples in service organizations: 1 & 2

4. Experiences in the Netherlands

Example 1

Organization serving 685 client with ID

SIS Data on 68 'groups' / teams – 47 on campus and 21 in the community

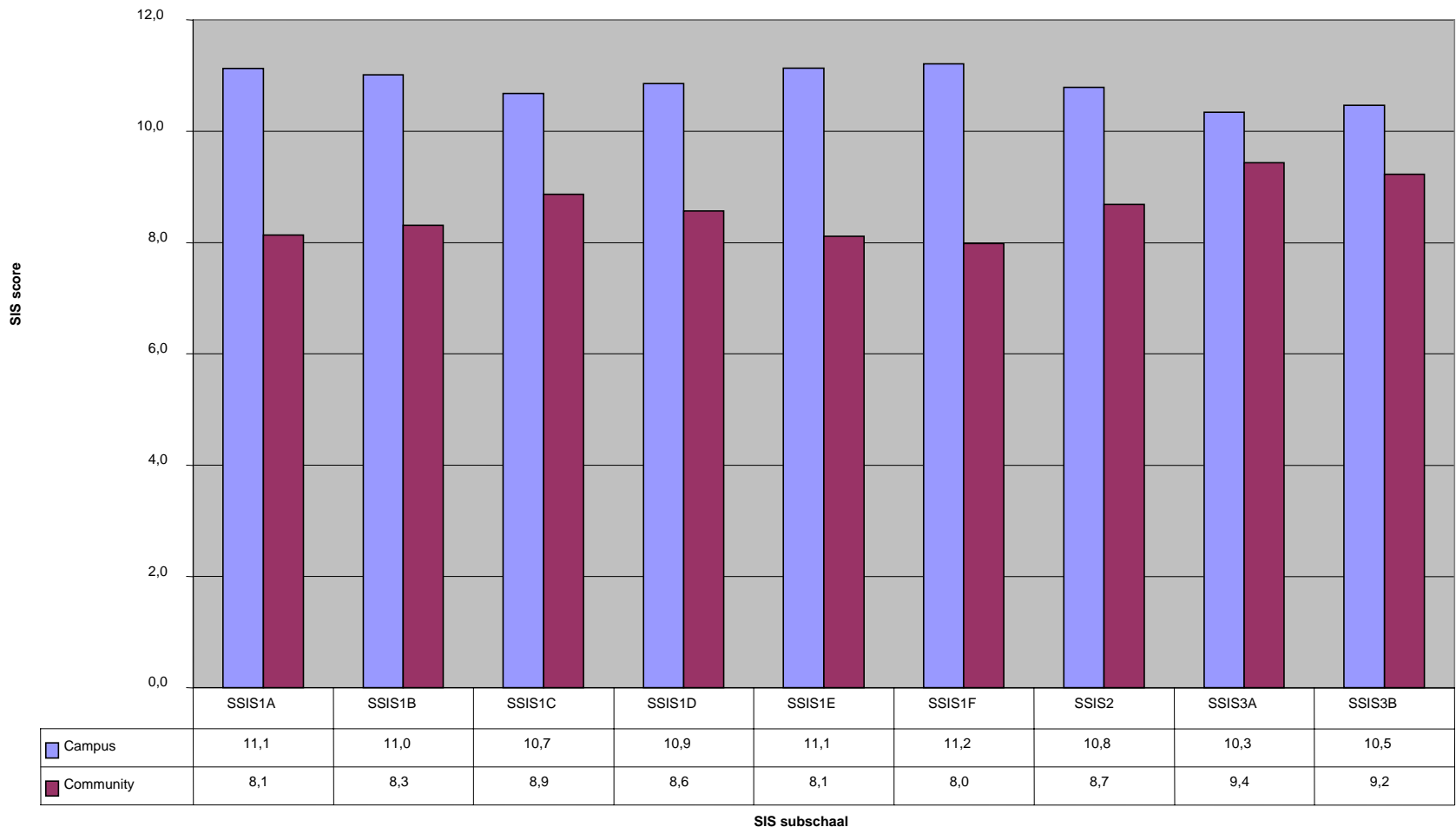
Number of Full Time Equivalent staff in team / team budget in €

Location		FTE team	€Team	FTE/Client	€Client
Campus living	Av.	6,28	130.282	0,82	17.166
	SD	1,36	26.782	0,42	9.201
Community living	Av.	9,74	201.228	0,71	14.884
	SD	4,89	8.7595	0,29	5.678

Question: are we allocating more STAFF / € per client in community arrangements
Compared with 'on campus' arrangements?

4. Experiences in the Netherlands

Average SIS subscale scores (Section 1 A-F; Section 2; Section 3 A-B) of client living 'on campus' and clients living in the community



4. Experiences in the Netherlands

68 living groups

47 'on campus'

21 in the community

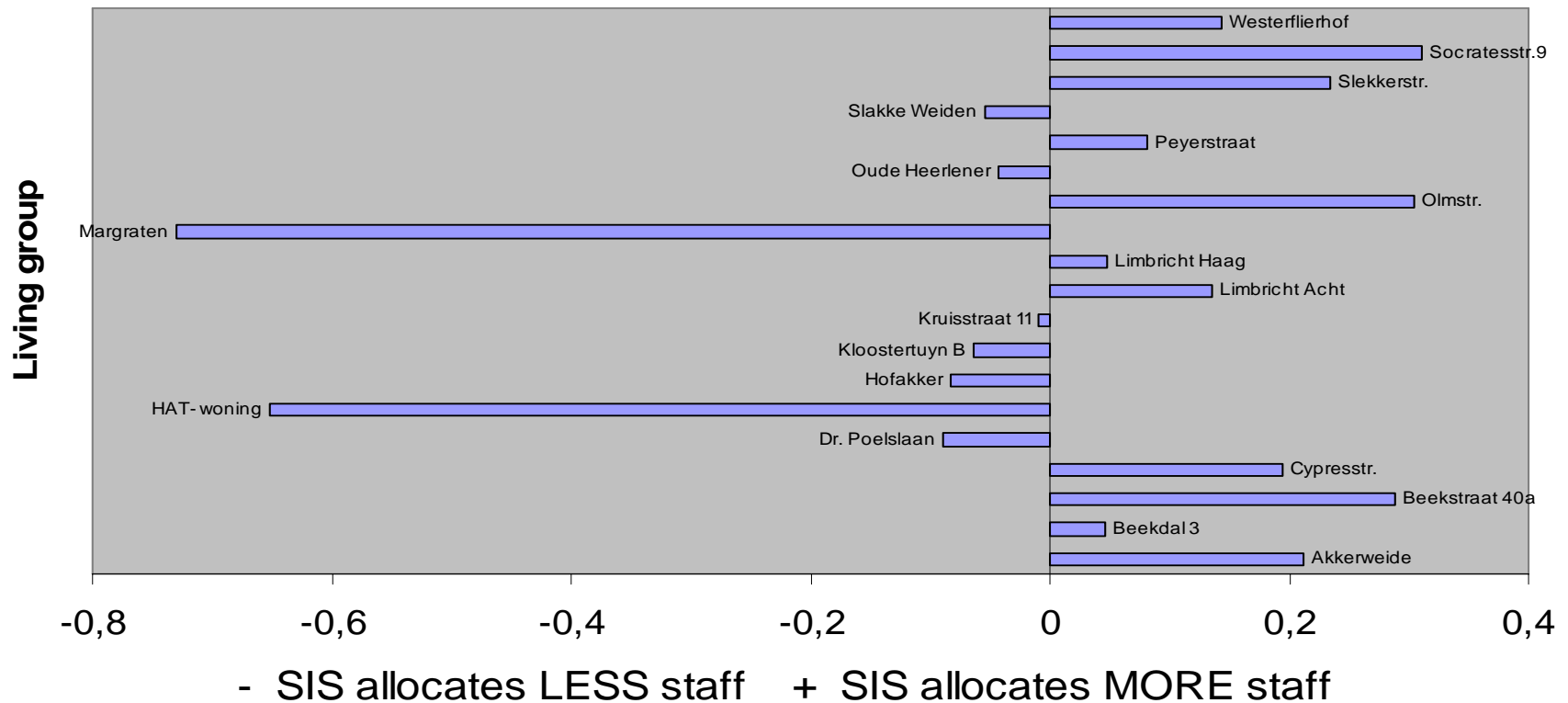
Differences between average SIS calculated and actual number of STAFF or € budget per client in living groups 'on campus' and in community

Location		Difference between STAFF allocated by SIS and actual staff budget /client	Difference between €budget allocated by SIS and actual € budget /client
Campus	Mean	0,0436 (5,3%)	€1.040 (6,1%)
	N groups	47	47
Community	Mean	0,0059 (0,8%)	€20 (0,1%)
	N groups	21	21

No significant differences

4. Experiences in the Netherlands

Differences between number of staff allocated on the basis of SIS and actual number of staff in 19 community based living groups



Stepwise regression with predictors SIS 3b, 3a and SIS Index
 dependent variable = number of staff allocated per client

Model	R	R Square	Change Statistics				
			R Square Change	F Change	df1	df2	Sig. Change
1	.607(a)	.368	.368	39.050	1	67	.000
2	.634(b)	.403	.034	3.795	1	66	.056
3	.635(c)	.403	.001	.077	1	65	.783

Model 1 = SIS 3b; model 2 = SIS 3b+3a; model 3 = SIS 3a+3b+SIS Index

SIS combination of section 3a and 3b explains 40% of actual staffing pattern
 In this particular organization

4. Experiences in the Netherlands

Example 2

Organization serving 567 client with ID

SIS Data on 567 and 19 'groups' / teams all in the community

Question: evaluate present allocation of resources (FTE and €) as a function of client support needs intensity

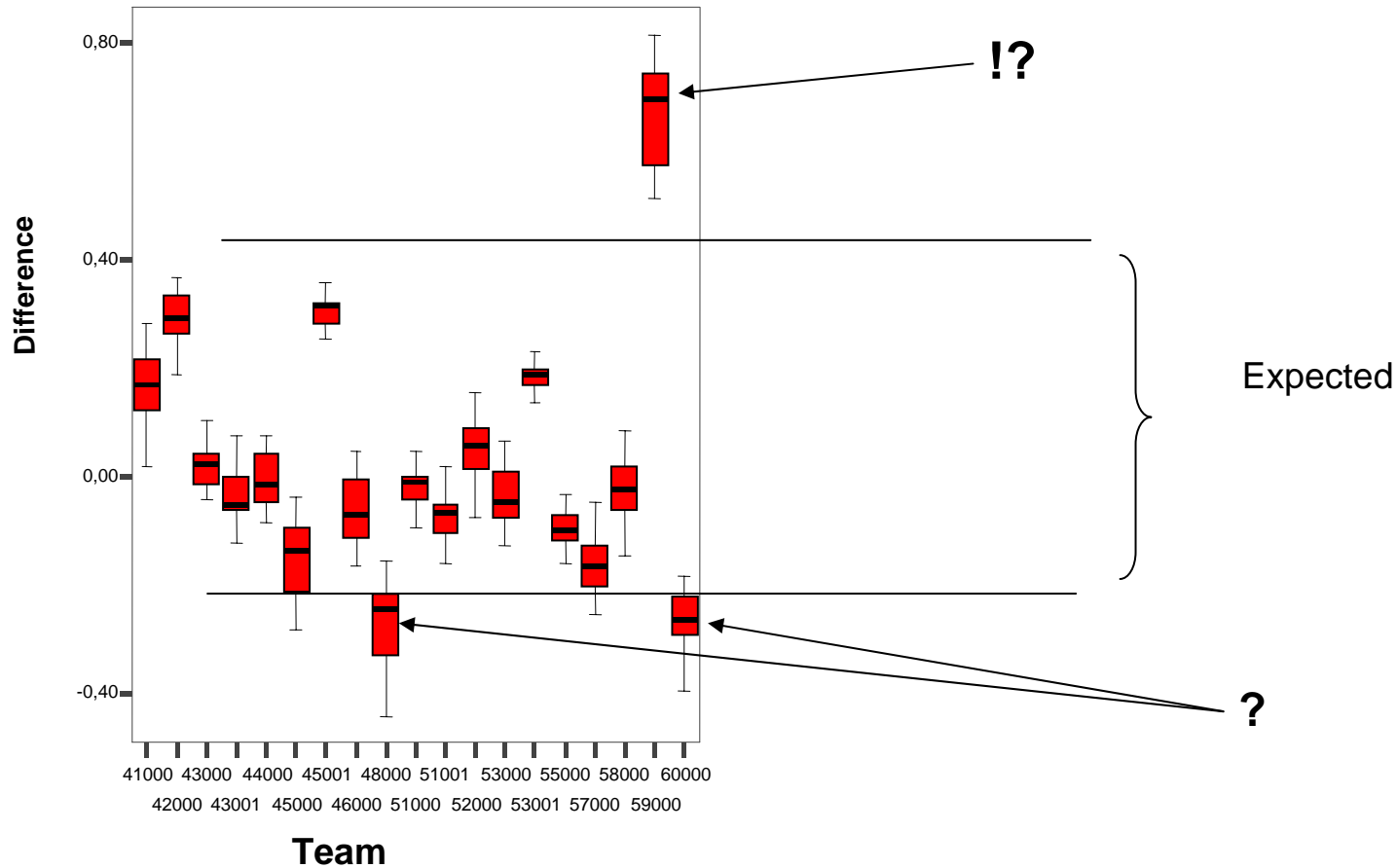
- Take present number of staff (FTE) and/or costs per team / client group
- Take SIS-Index of all clients in service
- Take total amount of available FTE (staff) and/or €
- Calculate 'value of 1 SIS-point' (in FTE or €)
- Recalculate allocation on the basis of SIS-Index
- Check differences – analyze differences

Example 2

Salary costs and Full Time Equivalent (FTE) Staff

Location Cluster WVZ code	Number of clients	Salary costs	Number of DS staff	Average cost /client	Average DS staff / client
HVL 41000	27	366.500	14,92	13574	0.5526
HVL 42000	27	476.350	19,75	17642	0.7315
HVL 43000	23	251.840	10,11	10949	0.4396
HVL 43001	29	296.450	12,40	10222	0.4276
HVL 44000	37	397.160	15,78	10734	0.4265
HVL 45000	33	377.440	12,76	11438	0.3867
HVL 45001	11	219.230	8,44	19930	0.7673
HVL 46000	31	307.430	12,01	9917	0.3874
HVL 48000*	33	97.410	5,27	2951	0.1597
OZL 51000	24	387.000	10,83	16125	0.4513
OZL 51001	41	380.000	15,15	9268	0.3695
OZL 52000	49	581.100	24,92	11859	0.5086
OZL 53000	27	329.000	12,17	12185	0.4501
OZL 53001	20	311.000	12,02	15550	0.6010
OZL 55000	32	326.350	10,83	10198	0.3384
OZL 57000	24	360.830	8,12	15034	0.3383
OZL 58000	54	528.910	22,27	9795	0.4124
OZL 59000	20	506.160	21,87	25308	1.0935
OZL 60000**	25	39.694	2,31	1588	0.0924
Total	567	6.539.854	251,93		

Discrepancies between actual allocation of Staff (FTE) and allocation on the basis of SIS-Index



5. Experiences in Belgium

- The 'Flemish Agency for Disabled Persons (FADP)' in Brussels is responsible for the allocation of financial budgets to service organizations and individual persons with ID in Flanders, involving over 20,000 persons.
- 16,000 SIS protocols were collected in a study to improve the present allocating instrument. Flemish standard norms were established in 2007.
- FADP intends to use the SIS as an instrument for budget allocation in both their service-based and client-based budget allocation system.
- A joint study by Maastricht University (Governor Kremers Center) and University of Leuven has been carried out in 2008
(publications in press)



5. Experiences in Belgium

Preliminary results

Factorial validity of the SIS

- The original 6 subscale structure of the SIS is strongly supported by confirmatory factor analysis and is far better than a 1 factor solution
- A 7 factor solution for the combined section 1 and 2 is strongly supported by confirmatory factor analysis and is far better than a 1 factor solution
- A 6 / 7 factor solution is completely valid when the support Frequency evaluation is left out
- In resource allocation applications, not all SIS items may contribute equally to the prediction of costs

6. Conclusions

Using the SIS in service organizations: managerial applications

- Consider carefully ALL client resources before allocating budgets to specific groups or teams. Clients use MORE support resources than (paid) professional resources
- General client support needs intensity (SIS-Index) is NOT the only factor that impacts on internal resource allocation (location of service, medical and behavioral needs...)
- Beware of homogeneity /heterogeneity of the service population: SIS is good predictor of costs in heterogeneous groups, not in homogeneous groups – e.g. correlations between SIS and budget can vary considerably
- No instrument is 100% perfect and no application is 100% perfect: decisions need careful consideration of context and impact on clients / staff.

6. Conclusions

Using the SIS in national budget allocation systems:

- It is possible to use the SIS as a ID population resource allocation aid
- Using the SIS for budget allocation is far more precise than using general levels of functioning and clinical diagnosis categories
- One of the major advantages of the SIS is that it is multi-applicable: the same instrument can be used to assist in the input of individual support plans and in the administrative process of the service organization or evaluation of eligibility for services
- The use of the SIS for resource allocation should always be supported by valid empirical evidence and transparent procedures



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