

# BIRP - BATTERY OF PERSONAL DATA INDICATORS



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# PRESENTATION

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## The need

FORMEM - Portuguese Federation of Professional Training and Employment of People with Disabilities has been promoting, over a dozen years, a very broad discussion on the indicators that can best reflect the impacts of the activity and intervention of organizations that support people with disabilities. disability and disability. In the years before the pandemic, benchmarking groups had a very relevant activity, providing great support for entities that continued to pursue quality certification, particularly following the EQUASS 2018 Standard.

This journey resulted in a significant set of documents:

1. Compilation of Result Indicators - Annexes K . Equass Excellence in Portugal, published in 2015;
2. FORMEM notebooks nº6 . Benchmarking Base, published in 2015;
3. Reissue of the Compilation of Result Indicators - Annexes K . Equass Excellence in Portugal, published in 2016;
4. Benchmarking Base for Social Sector Entities (2013/2014/2015), published in 2016;
5. Benchmarking in the Social Sector: A path taken and knowledge shared, published in 2018;
6. Benchmarking Base for Social Sector Entities (2018/2019/2020), published in 2021.

A glance at the publications mentioned above allows us to assess the effort made in searching for batteries of indicators with greater meaning for organizations that support people with disabilities. This evolution was only possible thanks to a continuous dynamic, started in 2012, of sharing and openness among peers, namely by arranging Benchmarking and Quality Meetings that involved dozens of organizations, and the creation of an auditor team, between FORMEM members, with the aim of carrying out reciprocal internal audits.

One of the conclusions of this decade-long debate, along with EQUASS's greater concern with measuring personal results, resulted in the realization that we had many indicators of organizational performance, also called effort indicators. We effectively had inputs and outputs, but we lacked outcomes - indicators of personal results. In 2020, and despite the constraints of the Covid-19 pandemic, an online discussion was launched on the issue of identifying and measuring these outcomes / personal results of

people who participate in professional training and employment support programs.

As a federative entity representing the sector, FORMEM needs data that characterizes the differentiated nature of Vocational Training and Employment activities in Portugal, and evaluates its impact on the quality of life of the people supported, in order to be able to conduct a fruitful dialogue and reasoned, with public policy decision-making bodies, legislators and financiers.

In this sense, the Battery of Personal Results Indicators (BIRP) we have been building has as its reference a set of nine domains defined by the National Disability Authority (NDA) of Ireland, a mandatory reference standard in this country for all the support services for people with disabilities.

Systematically, we state our Professional Training is not just aimed at knowing how to do it, but includes support in all areas of a person's life. BIRP has, among others, the goal of evaluating the impact of our activity in all these domains, which often escape traditional tools for evaluating and reporting activities, but which constitute the differentiated nature of the intervention we develop.

If at the beginning, BIRP was not necessarily intended to be an instrument with psychometric-type properties, the results of the test sample indicated very significant and interesting statistical properties, which we will seek to concretize and deepen in second and subsequent collections.

## BIRP BUILDING PROCESS

In the first instance, several associates were invited to participate in a working group that discussed the applicability and relevance of the nine domains proposed by the NDA, concluding that there was no justification for trying to invent a new wheel, because the domains and subdomains analyzed constituted an excellent guide and starting point.

Secondly, we asked the organizations participating in the FORMEM benchmarking groups to suggest indicators that objectively expressed the issues in each subdomain. This collection provided a set of several hundred possible indicators - some similar to each other, others with small differences, and many others that would later turn out not to measure personal results. From this indicator pool, a group of seven experts met with the aim of making a selection, applying the methodology of focus-group discussion, and analysis of the Content Validity Index (CVI). 91 items survived this intentional debugging process, in which a variation per item between 0.57 and 1 was verified, which determined their reanalysis and

reduction to 84 items. Regarding the full scale, a CVI of 0.92 was obtained - a very consistent result.

Still at this stage, and taking into account that EQUASS 2018 is the Quality assessment standard most used by FORMEM Associates, there was a concern to establish a correspondence between each indicator produced and, at least, one of the principles of the standard. This work was the subject of a communication presented at the XI Jornadas Científicas Internacionales de Investigación sobre Personas Com Discapacidad - Calidad de Vida y Apoyos - El Poder de la Evidência, organized by INICO of the University of Salamanca in March 2022.

After validating the indicators and domains, the BIRP was created, which is based on two main questionnaires, in which part of these indicators are collected through self-report, to be completed by the person supported (or, if necessary, in an individual interview, with the reference professional), and the others through a form, to be answered by the team that supports and knows the people. Because they evaluate different indicators, these questionnaires are complementary, making it essential to complete both.

The experimental application of the first version of the Personal Results Indicator Battery was carried out between June and July 2022, with associates and partner entities of the Benchmarking groups being asked to apply the questionnaires in their teams, to the people supported in the Training Professional and at the Qualification and Employment Resource Centers (CRQE). In order to also know the inputs and outputs of these organizations, we were also asked to fill out a form about activity data. To this request, we obtained responses from 17 entities, which provided a total sample of 760 people supported, combining the two types of services - a number of a very considerable size, which allowed us to come forward with a first portrait of interesting contours.

With the raw data from the first collection, an analysis of internal consistency/precision (Cronbach's Alpha) and an exploratory factor analysis were carried out, from which it was possible to discern which indicators had greater and lesser statistical relevance. Based on these results, the formulation of 12 less relevant indicators was revised - as a rule, when indicators have low statistical properties, this means that they are unclear, or that they are being interpreted in different ways by the people who respond to them.

Also in order to improve the study of the psychometric properties of BIRP, two sociodemographic characterization forms were added, in order to allow a portrait of the supported population, but also of the professionals who provide support and monitoring.

The way data was collected also underwent changes: the result summation forms were replaced by three Excel documents: Activity Data, CRQE Questionnaires, and Professional Training Questionnaires.

Having reached this point, the BIRP - Battery of Personal Results Indicators continues to be an instrument under construction, and FORMEM invites participants in data collection to share their impressions and suggestions.

## THE TOOL

BIRP is made up of the following parts:

### Battery of Personal Results Indicators

The indicators seek to measure the benefits of support for people. In addition to indicators, the battery contains:

- o Indication of the domain and its subdomains, in accordance with the National Disability Authority of Ireland;
- o Alphanumeric code to identify the indicator;
- o Metric;
- o Collection method;
- o Method of monitoring;
- o Scope of application;
- o Possible connection to EQUASS principles.

Form A1: Sociodemographic Characterization of People with Disabilities and Disabilities.

- Questionnaire that collects complementary elements for a sociodemographic characterization and analysis of the population we support.

Form A2: Sociodemographic Characterization of Support Technicians

- Questionnaire that requests additional elements for a characterization and sociodemographic analysis of professionals who provide support to people with disabilities.

Form B: Activity Data: Organizational Inputs and Outputs

- It asks for elements of the activity and means involved, which are typically already collected systematically by organizations.

Form C: Satisfaction Questionnaire and Evaluation of Professional Training Services (FP)

- To be answered by each trainee. The responses are compiled in an Excel form by the technical teams of each organization.

Form D: Satisfaction Questionnaire and Evaluation of Resource Center Services for Qualification and Employment (CRQE)

- To be answered by each person supported. The responses are compiled into an Excel form by the technical teams of each organization.

Form E: FP Indicator Registration and Assessment Form

- To be completed by the Professional Training Team using an interview or other means. The responses are compiled into an Excel form by the technical teams of each organization.

Form F: CRQE Indicator Registration and Assessment Form

- To be completed by the CRQE Team using an interview or other means. The responses are compiled into an Excel form by the technical teams of each organization.

## USE OF THE PERSONAL RESULT INDICATOR BATTERY (BIRP)

BIRP's result indicators seek to measure the impact of support services on the lives of this population, an essential process for improving the services provided and self-evaluating the capabilities of organizations. When the focus is on the impact generated in the various spheres of lives of the people supported, the objectives of the intervention change: the results are no longer measured in terms of the quantity of activities undertaken and services provided, and start to be directed towards changes produced in quality of life, well-being, autonomy and integration.

In addition to being a useful tool for planning and monitoring individual support and for the internal management of organizations, BIRP has enormous potential for active benchmarking and bench learning dynamics between entities that provide the same type of support. Based on a set of common and broadly aligned indicators, the work of comparison, learning and improvement between peers is much easier.

Last but not least, obtaining tangible data on the activity carried out and its impacts are the fundamental variable for the sustainability equation of social sector organizations. Being able to show, in an objective and legible way, to society, the results achieved is crucial for social sector organizations to be seen as fundamental and necessary to provide effective and efficient responses to the community.

Similar to previous experiences, FORMEM is committed to treating data confidentially and only sharing raw data with organizations that contribute data to BIRP, a logic of exclusive reciprocity that enhances peer comparison. Worked, edited and anonymized data will be used for public exhibitions, namely, annual "x-rays" of professional training and employment of people with disabilities in Portugal.

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