The Supports Intensity Scale

Saint John of God Community Services
Presentation Outline

- What is SIS
- Strengths of SIS
- What it means to be successful
- Administering the SIS
- What the SIS measures
- How does SIS ‘fit in’?
- Why we selected SIS
- A story about ‘support’
- Within service resource allocation
- Building a residential ‘rate’
- Implications and challenges
What is the Supports intensity scales?
What is the Supports Intensity Scales

A standardized assessment designed to measure the pattern and intensity of supports a person (16 years and older) with intellectual disabilities requires to be successful in community settings.
Where did it come from?

- Developed by AAIDD over 5 year period from 1998 to 2003 in response to changes in how society views and relates to people with disabilities. Released in 2004.
- Once administered properly it can provide a reliable framework to
  - Foster positive expectations
  - Focus on appropriate QoL enhancing activities
  - Identify the requirements for planning & delivering person centred individualised supports
Why was the SIS Developed?

AAIDD commissioned an *ad hoc* committee:

“The purpose of the Committee is to integrate current theoretical and applied literature on supports assessment; to develop a model for supports intensity assessment that can be used for multiple purposes, including clinical assessment, service delivery, and funding decisions; and to pursue a joint venture development of a supports intensity assessment system.” - May, 1998
SIS Development

• Normed with over 1300 people, in 33 states and 2 Canadian Provinces, with intellectual and developmental disabilities who had a variety of support needs
• Ranged in age from 16 to 72 and was culturally diverse
• Determined reliable and valid
Strengths of SIS
Strengths of SIS

• SIS is not an adaptive behavioural scale. Assessment tools of the past focused on skill deficits - what the person can’t do.

• The SIS is Strength Based. SIS reflects a new way of thinking about assessment, focusing on the support needs, not deficits.

• The Reliability and Validity of the SIS has been repeatedly demonstrated by research published in peer-reviewed journals.
Strengths of the SIS

1. The SIS is consistent with the **values** of community inclusion, self direction, individual choice/control, and person-centered services.

2. **It WORKS!** The ability of the SIS to measure, with precision, the intensity of support needs for a given person relative to others with similar disabilities has been repeatedly verified over time.
Major Influences on Needed Supports

Types of life activities

Medical support needs

Behavioural support needs

Types of Settings

Personal Competence

PATTERN & INTENSITY OF SUPPORT NEEDS
To Be Successful.....
Success is the Key

“Successful engagement” in an activity entails a level of performance, involvement, and participation in an activity that is comparable to that of typically functioning adults without disabilities.
Supported Success

*With the Right Supports in place…*

*people soar!*
What SIS Measures

Individual Being Assessed:
- Expectations
- Responsibilities
- Involvement in the activity

SIS measures the difference

1. Type of Support
2. Frequency of Support
3. Daily Support Time

Standard of a Typical Adult:
- Expectations
- Responsibilities
- Involvement in the activity
Administering the SIS
SIS Administration

- SIS is administered via a **semi-structured interview** with two or more respondents who know the individual well.

- The SIS, each section and domain of the tool should be introduced and explained prior to the interviewer asking item questions.

- The SIS is measuring what support or help a person needs to complete each task. Note- each task contains multiple steps. The SIS is not measuring whether a person can or can not do the task.
Supports Intensity Scale

- Administration Time: 1.5 to 2.5 hours
  - Section 1. Support Needs Scale (49 items; pp 2-5)
  - Section 2. Supplemental Protection and Advocacy Scale (8 items; p 5)
  - Section 3. Exceptional Medical (16 items; p 6) and behavioural (13 items; p 7) Support Needs
Section 1: Support Needs Scale

6 Activity Domains (49 life activities):

- Home Living Activities
- Community Living Activities
- Lifelong Learning Activities
- Employment Activities
- Health and Safety Activities
- Social Activities

Note: You may start the SIS administration with any item/section, as long as ALL items are completed.
SECTION 2: SUPPLEMENTAL PROTECTION AND ADVOCACY SCALE

• This section is supplemental to Section 1
  – Each activity is scored with regard to Frequency, Time, and Type of Support (as per Section 1)

• Items Focus On
  – Encouragement and acceptance
  – Opportunity and access
  – Exercising legal responsibilities
  – Assisting with acquisition and expression of skills
Section 3: Exceptional Medical and behavioural Support Needs

- This section consists of 16 medical conditions and 13 problem behaviours that typically require increased levels of support.
- The interviewer assesses the individual’s intensity of support need for each medical and behavioural item using a 3-point scale (0 = no support needed; 1 = some support needed; 2 = extensive support needed).
- Complete all items.
SIS ADMINISTRATION

• Fully Integrated Adult Activities
  – All items will be set in fully integrated settings not supported/sheltered settings
  – For example: leisure activities such as supports needed to go out dancing must look at dancing as any adult would do so such as a bar, club or local association; Life long learning activities and work are to be rated in settings any adult can access
What SIS Measures
What SIS Measures

Supported Success

Type Frequency Time
3 Dimensions of Support Needs: Frequency, Time, and Type

Type of Support: What kind of support should be provided?
- **0** = None
- **1** = Monitoring (reminders)
  - Checking in
  - Asking questions to trigger but not telling the person the step
- **2** = Verbal/gestural prompting (coaching)
  - Includes modeling, visual prompts, and walking through steps
- **3** = Partial physical assistance (help through doing)
  - Hand over hand for some steps but not all
  - Assistance by doing some steps but not all
- **4** = Full physical assistance (doing for)
  - Hand over hand for all, or nearly all steps
  - Assistance by doing all, or nearly all steps
3 Dimensions of Support Needs: Frequency, Time, and Type

**Frequency:** How frequently does this person need assistance that typically functioning adults would not need to participate in this activity?

- **0 = None or less than monthly**
- **1 = At least once a month, but not once a week**
- **2 = At least once a week, but not once a day**
- **3 = At least once a day, but not once a hour**
- **4 = Hourly or more frequent assistance**
3 Dimensions of Support Needs: Frequency, Time, and Type

**Daily Support Time:** On a typical 24-hour day when support in this area is needed, how much total time should be devoted?

- 0 = None
- 1 = Less than 30 minutes
- 2 = 30 minutes to less than 2 hours
- 3 = 2 hours to less than 4 hours
- 4 = 4 hours or more
Exceptional Medical and Behavioural Support Needs

0 = No Support Needed
   – Not an issue or no support needed to manage

1 = Some Support Needed
   – Continuously aware
   – Monitoring, minimal contribution
   – Episodic support

2 = Extensive Support Needed
   – Significant support: intense or time consuming
How Does SIS Fit In & What Does it Offer
How Does the SIS Fit In?

- The Council on Quality & Leadership
- **PERSONAL OUTCOME MEASURES**
- **MY SELF**: Who I am as a result of my unique heredity, life experiences and decisions.
- **MY WORLD**: Where I work, live, socialize, belong or connect.
- **MY DREAMS**: How I want my life (self and world) to be.
How Does SIS Fit In?

**Personal Outcomes**
- The focus on the person
- Service action is based on the person’s criteria
- Services and supports are designed for the person
- Expectations for performance are defined by the person

**SIS Interview & Data**
- Involves the person
- SIS asks what is need, not current supports
- All items are explored and rated
- SIS provides informed options
Key Factors And Success Indicators In Person-Centred Supports

FACTOR 1: Person-centered Assessment and Discovery

Indicators:

People feel welcomed and heard
Assessment of needs is fair and accurate
Assessment and discovery identify personally defined quality of life

CQL | The Council on Quality and Leadership

www.c-q-l.org
SIS offers Discovery!

- Broaden and Deepen a person’s opportunities
- Guided Discussion to explore “what it will take”
- Safe Environment to examine unfamiliar or untried
- Surrounded by People who know
SIS Interviews Provide Opportunity

- Discussion about topics important to or for you
- Plant a seed of interest in areas of life
- The team learns ways to help you
- The team and your family are educated about you & liberates your thinking
- Hear from important people in your life
- Provides an opportunity for difficult conversations
SIS Helps the Person

SIS provides important information

– Explores different aspects of your life
– Points out activities you may want to do
– Helps people understand how to provide meaningful support
– Provides an in-depth picture of the support needs
What SIS Provides

• Direct, reliable, and valid measure of supports needed across life areas
• Evaluation of the impact of significant medical and behavioral conditions
• A way to present the individual’s support needs in comparison to a national sample of adults with developmental disabilities
• Help in planning for individualized supports and services
• Information useful in developing individual budgets/resource allocation
• Takes the guess work out of determining needs
What SIS Provides

• An opportunity to introduce your staff teams to the cultural change required to provide ‘support’ to an individual
• As distinct from providing a service
• The focus moves away from the ‘business’ of the staff to what supports funded and unfunded an individual might require
What a Support Plan Involves

#1: Identify desired life experiences and goals

# 2: Determine the Intensity of Support Needs

# 3: Develop the Individualized Support Plan (ISP)

# 4: Monitor Progress
Merging SIS into Person-Centered Planning

- Important to or important for
- Activity or subcomponent of QOL
- Enjoyment or satisfaction
- Control (choice and participation)
- Potential Enhancement
Why we selected SIS
Why did we choose it

• Standard measures of measuring supports using dependency measurement & workload index problematic

• Congruent with an individualised model of support

• Compatible with our quality framework Personal Outcome Measures (2005)

• Goes beyond the budgetary – has other features that attracted us
• Developed specifically for people with intellectual & developmental disabilities
• Focuses on measuring supports not deficits
• It has high inter-rater reliability
• Evidence based, validated & uncomplicated – came with a pedigree
• Met the criteria for establishing individual funding strategies
What IB systems should be

- Logical – to those who use it
- Transparent – decisions are based on easily understood methods
- Equitable – it gives each individual equal opportunity to receive support
- Accurate – results of the funding methodology provide resources that meet the person’s needs
The Emerging Funding Framework

• Allocated at individual, not service or programme level
  – Enhances capacity for individualised supports
  – Contributes to ‘portability’ of available resources
  – Accordingly promotes choice in personal services
  – The person is not ‘slotted’ into a service, they choose & can purchase the service they require
  – Resources required that are both dependent & independent of funding are identified

(Smith & Fortune 2008)
Team Hoyt –
Support taken to the limit
Within service resource allocation based on intensity of support

Van Loon, 2008
Step 1

• Identify the total budget amount available for the total number of people in an organisation or house for example
### Location: Country cottage Jan-August 2009

#### Report Title

<table>
<thead>
<tr>
<th></th>
<th>Actual Jan-Aug09</th>
<th>Budget Jan-Aug09</th>
<th>Variance Jan-Aug09</th>
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<td><strong>Pay</strong></td>
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<td>Nursing</td>
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<td>Para-Medical</td>
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<td>Others</td>
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<td>Medical/Surg appliances</td>
<td>478.00</td>
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<td>12,875.00</td>
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<td>Heat/Light/Power</td>
<td>3,659.00</td>
<td>4,082.00</td>
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<td>Maintenance</td>
<td>11,832.00</td>
<td>9,850.00</td>
<td>1,982.00</td>
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<td>Grounds &amp; Garden</td>
<td>877.00</td>
<td>856.00</td>
<td>21.00</td>
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<td>Transport of Clients</td>
<td>403.00</td>
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<td>Meals &amp; Accommodation</td>
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<td>361,987.00</td>
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Step 2

- Identify the ‘stable costs’
- Basically the non-pay costs with once off capital expenses stripped out
  - Transportation
  - Overhead costs - indirect wages, management administration etc
  - Material costs
  - Housing etc
- Identify supports dependent budget – subtract the stable costs from the total costs
Example 1  (within service allocation)

- **Country cottage**
- No. Of Residents: 06
- Staff Complement: 4.5
- Total Budget (2008): €305,642.00
- Stable Cost (non-pay): 29,124.00 (4854.00/resident)
- Support-dependent cost = total budget – stable costs
  - 305,642 - 29,124.00 = 276,519.00
- Support-Dependent Cost €276,519.00
Step 3

• The supports dependent budget can be divided by services user based on SIS scores

• Key components
  – Add the scores of SIS section 1 (A-F) & Section 3 (medical & behavioural)
  – The resulting total score of an individual is then divided by the score of the whole population & multiplied by the total available supports dependent budget

• This gives us the key to equitably carve up existing / available resources across a service
Formula = Individual’s total SIS Raw Scores x Total support-dependent budget

Total SIS Raw Scores of All People

<table>
<thead>
<tr>
<th>Person</th>
<th>Age</th>
<th>Raw Scores</th>
<th>Med + Beh. Scores</th>
<th>Total Raw Scores</th>
<th>Index Score</th>
<th>Supports Intensity Level</th>
<th>Support-Dependent Cost/Year</th>
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<td>1.</td>
<td>59</td>
<td>196</td>
<td>2+3=5</td>
<td>201</td>
<td>82</td>
<td>I</td>
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<td>278</td>
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<td>5.</td>
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<td>1409</td>
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Support-dependent cost Person 1: \[
\frac{201}{1409} \times 276,519.00 = 39,446.00
\]
Building a resource allocation framework – residential rate
(Weber & Stern, 2008)
& zero based budget
Step One

• Establish a **Support Intensity Model** (see example)
• Adapt the descriptors in light of our own data
• The amount of services hours may vary based on
  – Who provides supports
  – Whether supports are shared
  – Refusal of supports
  – Intensity of supports needed at a particular point in time

(Weber and Stern, 2008)
Step 2 – Establish Base Hour Model

• Assume we will provide all paid supports
• None will be shared with others
• Using assessment responses individuals we determine the number of hours required in various life areas
• The predicted number of hours in each area of support will then become our base hour model rate
Step 3 – Economies of scale

• Base hours represent average support required in each life are for people who give similar responses to SIS questions

• In US states resource managers can adjust:
  – To reflect extraordinary circumstances not captured by the assessment (temporal)
  – To reflect additional data
  – Support provided by others
  – Supports refused
  – Number of other people supported in a location
Step 4

- From this information we can then develop an individualised, unit-based or service level resource allocation framework
ZBB using SIS

• Taking the average hours required by an individual
• Building the budget from the ground up for actual support requirements
• Adding in the agreed required additional budgetary items
Implications, challenges & other plans for SIS
Implications

- Use of SNI scores to ask service management questions
- Comparisons between units / services - using POMs to examine supports & outcomes from a value for money perspective
- Assist in the development of a standardised cost of standardised supports
- Equity in budget allocation using an objective measure based on service support need
- Capture funded & unfunded supports
- Transparency around service agreements
Financial & Reporting Challenges

• Our financial reporting system EDRs
• Cost-coding at individual level – unit level – service – corporate level
• Setting the individual up as a cost centre
• Ongoing review & administration of SIS to maintain current & accurate picture of people’s support needs
• Using objective measure of unmet supports / new services at funding meetings with HSE
Human Resources Challenges

• Linking with skill mix & standardising across services at different developmental levels
• Current National Employment Control framework
• Current reality of our professionalised workforce & its cost
• Post management & rostering – how can this be managed within our current ICT infrastructure
• Building a SJOG community services base model & standardised ‘rate’ for packages of support.
SIS Project 2011-2012

• Individual support planning
• Transition planning
• Resource allocation
• Admissions criteria / application for supports
Thanks for listening