

# BIRP – SET OF PERSONAL PERFORMANCE INDICATORS



Developed by:



Co-funded by IDiPD I.P.



## Index

Domain – Living in One’s Own Home in the Community .....	2
Domain – Making Choices and Having Control in Daily Life .....	3
Domain – Social and Civic Participation.....	4
Domain – Meaningful Personal Relationships.....	6
Domain – Education and Personal Development .....	7
Domain – Work and Other Socially Valued Roles .....	8
Domain – Quality of Life .....	9
Domain – Health and Well-being .....	10
Domain – Feeling Safe, Being Safe and Free from Abuse .....	11

### Captions for the tables:

<sup>1</sup> According to the NDA – National Disability Authority of the Republic of Ireland.

<sup>2</sup> Merely indicative. Each organization should apply, monitor, and evaluate according to its internal functioning dynamics.

<sup>3</sup> Related to Vocational Training.

<sup>4</sup> Related to Resource Centres for Qualification and Employment (CRQE – Centros de Recursos para a Qualificação e Emprego) – specialized organization funded by the public employment centres to provide specialized support to citizens with disability that pretend to enter the labour market.

<sup>5</sup> Possible correspondence to EQUASS principles.

Domain <sup>1</sup> - LIVING IN ONE'S OWN HOME IN THE COMMUNITY (VCC)								
Subdomain	Indicators	Code	Metric	Method of collection	Monitoring <sup>2</sup>	FP <sup>3</sup>	CR <sup>4</sup>	EQ <sup>5</sup>
1. Having a home	% of persons who did not have a home and, expressing the desire for one, were helped by the organization to obtain housing.	VCC.1.1	Number of persons who secured housing with the organization's support / Number of persons who requested assistance x 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	3 and 7
	% of persons who live in a home (their own, family, or rented) with adequate living conditions.	VCC.1.2	Number of persons living in their own home, a family home, or a rented home / Total number of persons supported x 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	3
	% of persons who live alone by their own choice.	VCC.1.3	Number of persons living alone by choice / Total number of persons supported x 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	3 and 6
	% of persons who consider that their home has the adequate conditions.	VCC.1.4	Number of persons who are satisfied with their housing / Total number of persons supported x 100.	Questionnaire: "I am satisfied with my home."	Annual	X	X	3
	% of persons identified as needing housing improvements who achieved them.	VCC.1.5	Number of persons who were able to make improvements to their housing / Number of persons identified x 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	3 and 7
2. Being able to choose who to live with	% of persons who say they live with whom they want to.	VCC.2.1	Number of persons who say they live with whom they want / Total number of persons supported x 100.	Questionnaire: "I live with the people I want to live with."	Annual	X	X	6
3. Managing one's own home	% of persons who manage their household with their own money (even if only partially).	VCC.3.1	Number of persons supported who manage the household with their own money / Total number of persons supported x 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	6
	% of persons who have a key to their home.	VCC.3.2	Number of persons who have a house-key / Total number of persons supported x 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	6
	% of persons who do some shopping on their own (at usual places; local and nearby stores; or at large retail stores).	VCC.3.3	Number of persons who do some shopping on their own / Total number of persons supported x 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	6
	% of persons who say they are responsible for doing some household tasks.	VCC.3.4	Number of persons who say they are responsible for doing some household tasks / Total number of persons supported x 100.	Questionnaire: "I am responsible for doing some tasks at home."	Annual	X	X	6
	% of persons who contribute regularly, and by mutual agreement, to the household budget (for example, part of their stipend/salary is given to the family to help with household expenses).	VCC.3.5	Number of persons who regularly contribute, through mutual agreement, a portion of their monthly stipend or salary toward household expenses / Total number of persons supported x 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	6
	% of persons with whom some type of action was taken that resulted in an increase in their participation in household management.	VCC.3.6	Number of persons who have improved their household management skills / Number of persons supported in developing these skills x 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	6
4. Having privacy	% of persons who feel that their privacy is respected.	VCC.4.1	Number of persons who say they have a space where they can be alone / Total number of persons supported x 100.	Questionnaire: "I have a space that is just mine."	Annual	X	X	4

Domínio <sup>1</sup> – MAKING CHOICES AND TAKING CONTROL IN DAILY LIFE (EC)								
Subdomain	Indicators	Code	Metric	Method of collection	Monitoring <sup>2</sup>	FP <sup>3</sup>	CR <sup>4</sup>	EQ <sup>5</sup>
1. Making choices	% of persons who say they have the freedom to decide what time to go to bed.	EC.1.1	Number of persons who say they can choose when to go to sleep / Total number of persons supported x 100.	Questionnaire: "I can choose what time I go to bed."	Annual	X	X	3
	% of persons who say they have the freedom to choose what clothes to wear.	EC.1.2	Number of persons who say they can choose their own clothes / Total number of persons supported x 100.	Questionnaire: "I can choose what clothes to wear."	Annual	X	X	3
	% of persons who say they have the freedom to choose how to spend their free time.	EC.1.3	Number of persons who say they can choose how to spend their free time / Total number of persons supported x 100.	Questionnaire: "I can choose what to do in my free time."	Annual	X	X	3
	% of persons who say that the choices they make in their lives are respected.	EC.1.4	Number of persons who say their choices are respected / Total number of persons supported x 100.	Questionnaire: "I can make choices and stick to them even if others disagree."	Annual	X	X	6 or 7
	% of persons who improved their score on the Self-Determination dimension of the Quality-of-Life Scale.	EC.1.5	Number of persons who increased their score on the Self-determination dimension of the Quality-of-Life scale (yes responses on forms E and F) / Number of persons assessed x 100.	Collected by the professionals.	Year-end collection	X	X	3
2. Having daily routines	% of persons who say that participating in vocational training programs or work experience helped them organize their daily routine.	EC.2.1	Number of persons who say that training or work has helped them organize their routines / Total number of persons supported x 100.	Questionnaire: "The training course / My job has helped me organize my life."	Annual	X	X	6
	% of persons who say they contribute to planning their daily lives.	EC.2.2	Number of persons who report contributing to the planning of their routines / Total number of persons supported x 100.	Questionnaire: "I can choose what I do outside of vocational training or work hours."	Annual	X	X	7
3. Being able to make important life decisions and take calculated risks	% of persons who say their decisions are respected, even if they involve some level of risk.	EC.3.1.	Number of persons who report being able to make decisions and take some risks / Total number of persons supported x 100.	Questionnaire: "My tutors and/or family members let me try new things or do activities I want to do, even if they involve some risks."	Annual	X	X	3

Domain <sup>1</sup> – SOCIAL AND CIVIC PARTICIPATION (PSC)									
Subdomain	Indicators	Code	Metric	Method of collection	Monitoring <sup>2</sup>	FP <sup>3</sup>	CR <sup>4</sup>	EQ <sup>5</sup>	
1. Participate in social life	% of persons who say they are invited to and participate in social events with their family and community (e.g., family lunches, baptisms, religious festivals, cultural groups).	PSC.1.1	Number of persons who report being invited to and participating in social events with their family / Total number of persons supported × 100.	Questionnaire: "I am invited to and participate in family gatherings and activities in the community."	Annual	X	X	6	
	% of persons who say they are invited to and participate in various activities with colleagues or friends.	PSC.1.2	Number of persons who report being invited to and participating in various activities with colleagues and friends / Total number of persons supported × 100.	Questionnaire: "I am invited to and participate in various activities with colleagues and friends."	Annual	X	X	6	
	% of persons who report having friends among their classmates, internship peers, or coworkers.	PSC.1.3	Number of persons who report having friends among their colleagues / Total number of persons supported × 100.	Questionnaire: "I have friends among my classmates or coworkers."	Annual	X	X	6	
	% of persons who report having friends outside the context of the organization, and outside the places where they study or work.	PSC.1.4	Number of persons who report having friends outside the context of the organization or educational setting or workplace / Total number of persons supported × 100.	Questionnaire: "I have friends outside of school or work."	Annual	X	X	6	
2. Community activities	% of persons who participate in at least one community activity (sports, social, recreational, cultural, etc.) outside the scope of the institution's activities.	PSC.2.1	Number of persons who participate in at least one community activity / Total number of persons supported × 100.	Data collected by the professionals through interviews or other means.	Year-end collection	X	X	6	
	% of persons who report being able to attend public spaces and community events (clubs, museums, fairs, concerts, festivals).	PSC.2.2	Number of persons who report being able to visit public spaces and attend community events / Total number of persons supported × 100.	Questionnaire: "I go to clubs, museums, fairs, concerts, festivals, or other places when I can."	Annual	X	X	1 and 6	
	% of persons who score above the median percentile for Quality-of-Life on the Social Inclusion subscale.	PSC.2.3	Number of persons with a score above the median percentile on the Social Inclusion subscale of the Quality-of-Life scale / Total number of persons assessed × 100.	Data collected by the professionals.	Year-end collection	X	X	1 and 7	
3. Civic activities	% of persons who say they exercise their right to vote.	PSC.3.1	Number of persons who report voting / Total number of persons supported × 100.	Questionnaire: "I usually vote."	Annual	X	X	1 and 3	
	% of persons who say they know where to go to file a complaint if their rights are not respected.	PSC.3.2	Number of persons who report knowing how to file a complaint / Total number of persons supported × 100.	Questionnaire: "I know what to do to file a complaint."	Annual	X	X	3	

	% of persons who volunteer to help others in the community.	PSC.3.3	Number of persons participating in volunteer activities / Total number of persons supported x 100.	Data collected by the professionals through interviews or other means.	Year-end collection	X	X	4 and 6
<b>4. Attend a religious service of your faith if you wish</b>	% of persons who have the opportunity, if they wish, to attend a religious service of their faith.	PSC.4.1	Number of persons who say they can attend a religious service if they wish / Total number of persons receiving support x 100.	Question: "Whenever I want, I can go to my church, temple, synagogue, or mosque."	Annual	X	X	3 and 6
<b>5. Be able to access the community (accessibility, transportation, and mobility)</b>	% of persons who get around independently.	PSC.5.1	Number of persons who get around independently / Total number of persons receiving support x 100.	Data collected by the professionals through interviews or other means.	Year-end collection	X	X	3 or 6
	% of persons who use public transportation to get around.	PSC.5.2	Number of persons who use public transportation / Total number of persons receiving support x 100.	Data collected by the professionals through interviews or other means.	Year-end collection	X	X	6
	% of persons who have a driver's license and drive when necessary.	PSC.5.3	Number of persons who have a driver's license and drive when necessary / Total number of persons supported x 100.	Data collected by the professionals through interviews or other means.	Year-end collection	X	X	6
	% of persons who say they are able to access public services in person or online.	PSC.5.4	Number of persons who report being able to access public services / Total number of persons supported x 100.	Question: "I am able to go to public services (tax office, post office, bank) or do things online."	Annual	X	X	6
	% of persons who say they are able to use electronic payment methods.	PSC.5.5	Number of persons who say they are able to use electronic payment methods / Total number of persons supported x 100.	Questionnaire: "I usually use a debit card for payments, or another digital method (e.g., MBway)."	Annual	X	X	6

Domain <sup>1</sup> – MEANINGFUL PERSONAL RELATIONSHIPS (RP)									
Subdomain	Indicators	Code	Metric	Method of collection	Monitoring <sup>2</sup>	FP <sup>3</sup>	CR <sup>4</sup>	EQ <sup>5</sup>	
1. With family	% of persons who have children.	RP.1.1.	Number of persons who have children / Total number of persons receiving support × 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	3	
	% of persons who have children and take responsibility for their upbringing.	RP.1.2.	Number of persons who take responsibility for their children's education / Total number of persons who have children × 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	3 and 6	
	% of persons who consider themselves to have a good relationship with their family.	RP.1.3	Number of persons who consider themselves to have a good relationship with their family / Total number of persons receiving support × 100.	Questionnaire: "I get along well with my family."	Annual	X	X	6 and 7	
	% of persons who say they can see, visit, and communicate with their family whenever they want.	RP.1.4	Number of persons who report staying in touch with their family whenever they wish / Total number of persons receiving support × 100.	Questionnaire: "I can talk to and spend time with my family whenever I want."	Annual	X	X	3 and 7	
2. With friends and close relationships	% of persons who say they have friends and can meet with them whenever they want.	RP.2.1	Number of persons who report having friends and seeing them when they want to / Total number of persons supported × 100.	Questionnaire: "I have friends and can spend time with them whenever I want."	Annual	X	X	3 and 7	
	% of persons who say they can have intimate encounters or relationships.	RP.2.2	Number of persons who report being able to maintain intimate relationships / Total number of persons supported × 100.	Questionnaire: "I can date or be in a relationship with whomever I want."	Annual	X	X	3	
	% of persons who say they can maintain conjugal or marital relationships.	RP.2.3	Number of persons who state they are able to maintain conjugal or marital relationships / Total number of persons supported × 100.	Questionnaire: "I think my family would let me move in with a boyfriend or girlfriend or get married."	Annual	X	X	3	

Domain <sup>1</sup> – EDUCATION AND PERSONAL DEVELOPMENT (EDP)									
Subdomain	Indicators	Code	Metric	Method of collection	Monitoring <sup>2</sup>	FP <sup>3</sup>	CR <sup>4</sup>	EQ <sup>5</sup>	
1. Have access to education and training and be able to achieve personal goals, both short-term and long-term	% of persons who say they have the opportunity to learn new things and become more independent.	EDP.1.1	Number of persons who say they have the opportunity to learn new things and become more independent / Total number of persons supported × 100.	Questionnaire: "I have the opportunity to learn new things and become more independent."	Annual	X	X	1 and 7	
	% of persons who say they are taking training in the field that is their first choice.	EDP.1.2	Number of persons who say they are undergoing training in their first-choice field / Total number of persons undergoing vocational training × 100.	Questionnaire: "I am receiving training in the field I wanted and enjoy the most."	Annual	X		3 and 7	
	% of persons who believe that training helps them achieve their aspirations, dreams, and expectations.	EDP.1.3	Number of persons who believe that vocational training helps them achieve their aspirations / Total number of persons undergoing vocational training × 100.	Questionnaire: "The training has helped me achieve my dreams."	Annual	X		7	
	% of persons who say they are supported in seeking additional training aligned with their interests (e.g., online courses).	EDP.1.4	Number of persons who report having support in seeking additional training / Total number of persons supported × 100.	Questionnaire: "I am helped in finding short courses in areas of interest to me (e.g., online courses)."	Annual	X	X	8	
	% of persons who, given the choice, say they selected the training provider because it offered their preferred course.	EDP.1.5	Number of persons who report having chosen the training provider because it offered the course they wanted / Total number of persons in training × 100.	Questionnaire: "I chose to come to this organization because it offered the course I liked best."	Annual	X		3 and 7	
	% of employed individuals (with an employment contract and post-placement support) who participated in continuing education provided by their employer.	EDP.1.6	Number of persons who state they have completed or are currently taking continuing education provided by their employer / Total number of persons with employment contract and post-placement support × 100.	Collected by the professionals through interviews or other means.	Year-end collection			X	5
	% of workers (with employment contract and post-placement support) who completed structured training in areas unrelated to their professional activity.	EDP.1.7	Number of persons who state they have completed or are currently taking structured training in areas unrelated to their work / Total number of persons with employment contract and post-placement support × 100.	Collected by the professionals through interviews or other means.	Year-end collection			X	8
	% of persons who score above the median percentile for Quality-of-Life on the Personal Development subscale.	EDP.1.8	Number of persons with a score above the median percentile on the Personal Development subscale of the Quality-of-Life scale / Total number of persons assessed × 100.	Collected by the professionals through interviews or other means.	Year-end collection	X		X	7

Domain <sup>1</sup> – WORK AND OTHER SOCIALLY VALUED ROLES (TPS)								
Subdomain	Indicators	Code	Metric	Method of collection	Monitoring <sup>2</sup>	FP <sup>3</sup>	CR <sup>4</sup>	EQ <sup>5</sup>
1. Having a job	% of supported individuals who are employed (work placement, short-term contract, or work contract) in the field in which they received training.	TPS.1.1	Number of persons employed in the field in which they received training / Total number of supported individuals who are employed × 100.	Collected by the professionals through interviews or other means.	Year-end collection		X	3 and 9
	% of supported individuals who are satisfied with their job (work placement, short-term contract, or work contract).	TPS.1.2	Number of persons who report being satisfied with their job / Total number of supported individuals in a work placement, short-term contract, or work contract × 100.	Questionnaire: "I am satisfied with my work."	Annual		X	9
	% of individuals in work placements or short-term contract whose status has progressed to an employment contract.	TPS.1.3	Number of persons whose situation has progressed to an employment contract / Number of persons in an integration internship or short-term contract + x100.	Collected by the professionals through interviews or other means.	Year-end collection		X	9
	% of persons who, through post-placement support, maintained or renewed their employment contracts.	TPS.1.4	Number of persons who have maintained or renewed their employment contracts / Total number of persons with fixed-term contracts x100.	Collected by the professionals through interviews or other means.	Year-end collection		X	9
2. Other socially valued roles (doing things for others)	% of persons who volunteer to help neighbours or others in the community on a regular basis.	TPS.2.1	Number of persons who voluntarily help neighbours or others in the community on a regular basis / Total number of supported individuals x100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	4 and 6
	% of persons who regularly participate in local associations, clubs, events, etc.	TPS.2.2	Number of persons who collaborate with local associations and organizations / Total number of persons supported x 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	1 and 6
	% of persons who are informal caregivers for others.	TPS.2.3	Number of persons who are informal caregivers for others / Total number of persons supported x 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	4

Domain <sup>1</sup> – QUALITY OF LIFE (QdV)								
Subdomain	Indicators	Code	Metric	Method of collection	Monitoring <sup>2</sup>	FP <sup>3</sup>	CR <sup>4</sup>	EQ <sup>5</sup>
1. Life Satisfaction	% of persons who score above the median percentile on Quality-of-Life Scales or Life Satisfaction Scales.	QdV.1.1	Number of persons scoring above the median percentile on the respective scale / Total number of persons assessed × 100.	Collected by the professionals.	Year-end collection	X	X	7
	% of persons who believe that the vocational training program improved their quality of life.	QdV.1.2	Number of persons who state that the vocational training program improved their quality of life / Total number of persons supported through vocational training × 100.	Questionnaire: "I feel that vocational training has improved my life."	Annual	X		7 and 9
	% of persons who believe that securing a supported job improved their quality of life.	QdV.1.3	Number of persons who state that securing a supported job improved their quality of life / Total number of persons supported with employment × 100.	Questionnaire: "I feel that receiving support to find a job has improved my life."	Annual		X	7 and 9
	% of persons who report being happy and enjoying their lives.	QdV.1.4	Number of persons who say they are happy and enjoy their lives / Total number of persons supported × 100.	Questionnaire: "I am happy and I like my life."	Annual	X	X	7
	% of persons who report having financial resources adequate to their needs.	QdV.1.5	Number of persons who say they have adequate financial resources / Total number of persons supported × 100.	Questionnaire: "I have enough money for what I need."	Annual	X	X	3 and 7
	Change in the Quality-of-Life percentile (analysis of the change in the overall score on the Quality-of-Life scale at least two different points in time).	QdV.1.6	Overall Quality-of-Life percentile at Time 2 – Overall Quality of Life percentile at Time 1.	Collected by the professionals.	Year-end collection	X	X	9

Domain <sup>1</sup> - HEALTH AND WELLNESS (SBE)									
Subdomain	Indicators	Code	Metric	Method of collection	Monitoring <sup>2</sup>	FP <sup>3</sup>	CR <sup>4</sup>	EQ <sup>5</sup>	
1. Be in good physical and mental health	% of persons who say they feel well most of the time.	SBE.1.1	Number of persons who report feeling well most of the time / Total number of persons supported × 100.	Questionnaire: "I feel good most of the time."	Annual	X	X	7	
	% of persons who score above the median percentile for Quality-of-Life on the Physical Well-being subscale.	SBE.1.2.	Number of persons with a score above the median percentile on the Physical Well-being subscale of the Quality-of-Life scale / Total number of persons assessed × 100.	Collected by the professionals.	Year-end collection	X	X	7	
	% of persons who score above the median percentile for Quality-of-Life on the Psychological and Emotional Well-being subscale.	SBE.1.3	Number of persons with a score above the median percentile on the Psychological and Emotional Well-being subscale of the Quality-of-Life scale / Total number of persons assessed × 100.	Collected by the professionals.	Year-end collection	X	X	7	
	% of persons who need and receive support to access primary health care.	SBE.1.4	Number of persons who need and receive support to access primary health care / Total number of persons supported × 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	3	
	% of persons whose attendance or performance in education or work has been impaired by a change in their physical or mental health.	SBE.1.5	Number of persons whose attendance or performance was impaired by a change in their health / Total number of persons supported × 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	7	
	% of persons whose consumption of alcohol or other substances disrupts their performance in education or work.	SBE.1.6	Number of persons with disruptive substance use / Total number of persons supported × 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	7	
	% of persons who consider themselves healthy.	SBE.1.7	Number of persons who report being healthy / Total number of persons supported × 100.	Questionnaire: "I am in good health."	Annual	X	X	7	
	% of persons who engage in regular physical activity (at least once a week).	SBE.1.8	Number of persons who engage in regular physical activity / Total number of persons supported × 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	7	
	% of persons who report maintaining a healthy, varied, and balanced diet.	SBE.1.9	Number of persons who report maintaining a balanced diet / Total number of persons supported × 100.	Questionnaire: "I eat a healthy, varied, and through a balanced diet."	Annual	X	X	7	

Domain <sup>1</sup> - FEELING SAFE, BEING SAFE, AND FREE FROM ABUSE (SEG)									
Subdomain	Indicators	Code	Metric	Method of collection	Monitoring <sup>2</sup>	FP <sup>3</sup>	CR <sup>4</sup>	EQ <sup>5</sup>	
1. Feeling safe	% of persons who say they feel safe in the places they frequent, in various everyday situations (home, work, on the street).	SEG.1.1	Number of persons who say they feel safe in everyday situations / Total number of persons supported x 100.	Questionnaire: "I feel safe at home, on the street, at work or school, and in other places I usually go."	Annual	X	X	4	
	% of persons who say they have someone they trust and can turn to when they need to make an important decision.	SEG.1.2	Number of persons who say they have someone to turn to and trust to make an important decision / Total number of persons supported x 100.	Questionnaire: "I have persons I trust and can talk to when I need to make an important decision in my life."	Annual	X	X	4	
	% of persons who say they have someone to turn to when they feel afraid.	SEG.1.3	Number of persons who say they have someone to turn to when they are afraid / Total number of persons supported x 100.	Questionnaire: "I have persons I can count on when I feel afraid."	Annual	X	X	4	
2. Reliability and trustworthiness	% of persons who say they feel confident and that the future is predictable.	SEG.2.1	Number of persons who say they feel confident and that the future is predictable / Total number of persons supported x 100.	Questionnaire: "I feel at ease about the future."	Annual	X	X	8	
	% of persons who say they feel confident in the continuity of the organization's services.	SEG.2.2	Number of persons who say they feel confident that services will continue / Total number of persons supported x 100.	Questionnaire: "I believe that <i>(insert name of organization)</i> will always be there for me and will continue to support me as long as I need it."	Annual	X	X	8	
3. Being respected	% of persons who trust that the organization's staff will keep their personal life, personal data, and private matters confidential.	SEG.3.1	Number of persons who trust that staff maintain professional confidentiality / Total number of persons supported x 100.	Questionnaire: "I trust that the professionals at <i>(insert name of organization)</i> do not talk about my life."	Annual	X	X	4	
4. Being heard and feeling safe from abuse	% of persons who say they feel safe, protected, and free from abuse in all the places they frequent.	SEG.4.1	Number of persons who report feeling protected in all the places they frequent / Total number of persons supported x 100.	Questionnaire: "I feel safe and protected everywhere I go."	Annual	X	X	4	
	% of persons suspected of being victims of financial abuse.	SEG.4.2	Number of persons suspected of being victims of financial abuse / Total number of persons supported x 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	4	
	% of persons suspected of being victims of financial abuse whose situation improved after structured intervention.	SEG.4.3	Number of persons whose situation improved after structured intervention / Number of persons suspected of being victims of financial abuse x 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	1, 4 and 9	
	% of persons with "Supervised Adult" status.	SEG.4.4	Number of persons with "Supervised Adult" status / Total number of persons supported x 100.	Collected by the professionals through interviews or other means.	Year-end collection	X	X	1 and 3	

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COQUALITY

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