

# Identificació de persones en situacions de necessitats socials complexes - PNASC

**inclusió.cat**  
**I Congrés de l'Acció Social**  
**Atenció integrada social i sanitària des dels serveis socials**

**06 de juliol de 2017**

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Xavier Delgado - Generalitat de Catalunya. Departament de Treball, Afers Socials i Famílies.  
Ester Sarquella - Generalitat de Catalunya. Pla Interdepartamental d'Atenció i Interacció Social i Sanitària (PIAISS).  
Josep De Andres - Ajuntament de Sabadell. Àrea d'Acció Social i Cultura



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# Qui? - Institucions i equips líders



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Gerència de Serveis de Benestar Social  
Àrea d'atenció a les persones

## Fase I

- **Diputació de Barcelona**
  - Josep A. Domínguez
  - Marisa Arumí
  - Rosario Torres
  - Miquel Àngel Manzano Rodríguez
- **Generalitat de Catalunya**
  - **Departament de Treball, Afers Socials i Famílies**
    - Xavier Delgado
  - **Pla interdepartamental d'atenció i interacció social i sanitària (PIAISS)**
    - Ester Sarquella
- **Ajuntament de Sabadell**
  - Josep de Andrés
- **Ajuntament de Barcelona**
  - Marta Fabà

## Fase II

- **Diputació de Barcelona**
  - Francesc Henández
  - Iolanda Moragues
  - Marta Solé
  - Miquel Àngel Manzano Rodríguez
  - Eloi Mayordomo
- **Generalitat de Catalunya**
  - **Departament de Treball, Afers Socials i Famílies**
    - Xavier Delgado
    - Marta González-Pinto Arrillaga
  - **Pla interdepartamental d'atenció i interacció social i sanitària (PIAISS)**
    - Ester Sarquella
- **Ajuntament de Sabadell**
  - Josep de Andrés
- **Ajuntament de Barcelona**
  - Marta Fabà

Suport metodològic - Institut Universitari Avedis Donabedian - UAB  
Pilar Hilarión  
Marta Ballester



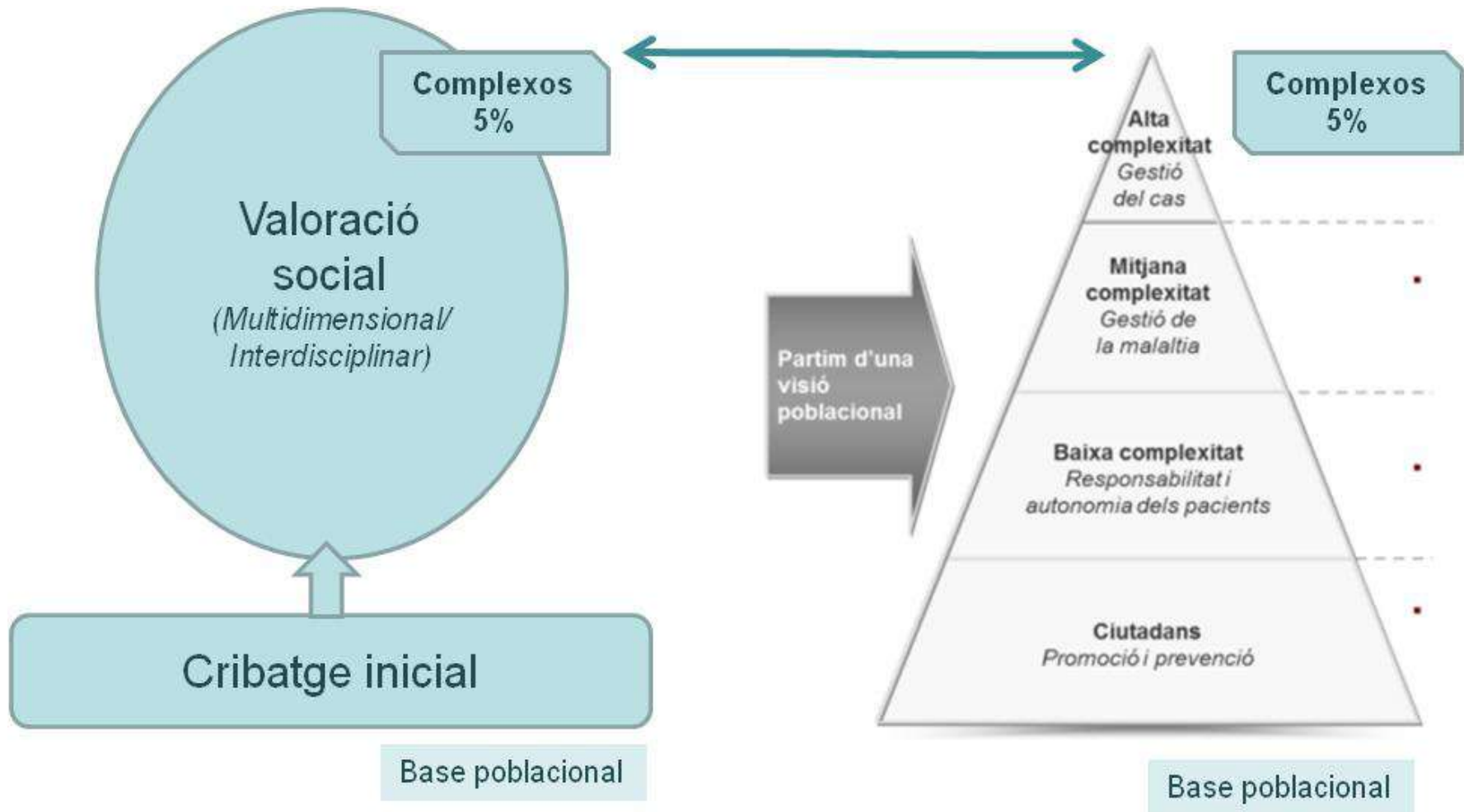
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# Objectiu del projecte



# Perspectiva general del projecte

## FASE 1: SELECCIÓ INSTRUMENT

- Revisió bibliografia
- Consulta experts
- Selecció escala



Fase completada

## FASE 2: TRADUCCIÓ TRANSCULT. I ADAPTACIÓ ESCALA

- Traducció transcultural del SSM al català i al castellà
- 1er Pilotatge ús de l'escala
- Prova de concordança interavaluador



Fase actual

## FASE 3: PILOTATGE I IMPLEMENTACIÓ A GRAN ESCALA

- Disseny material de formació
- Planificació implementació progressiva
- Validació psicomètrica de l'escala
- Elaboració constructe de complexitat
- Gestió del canvi



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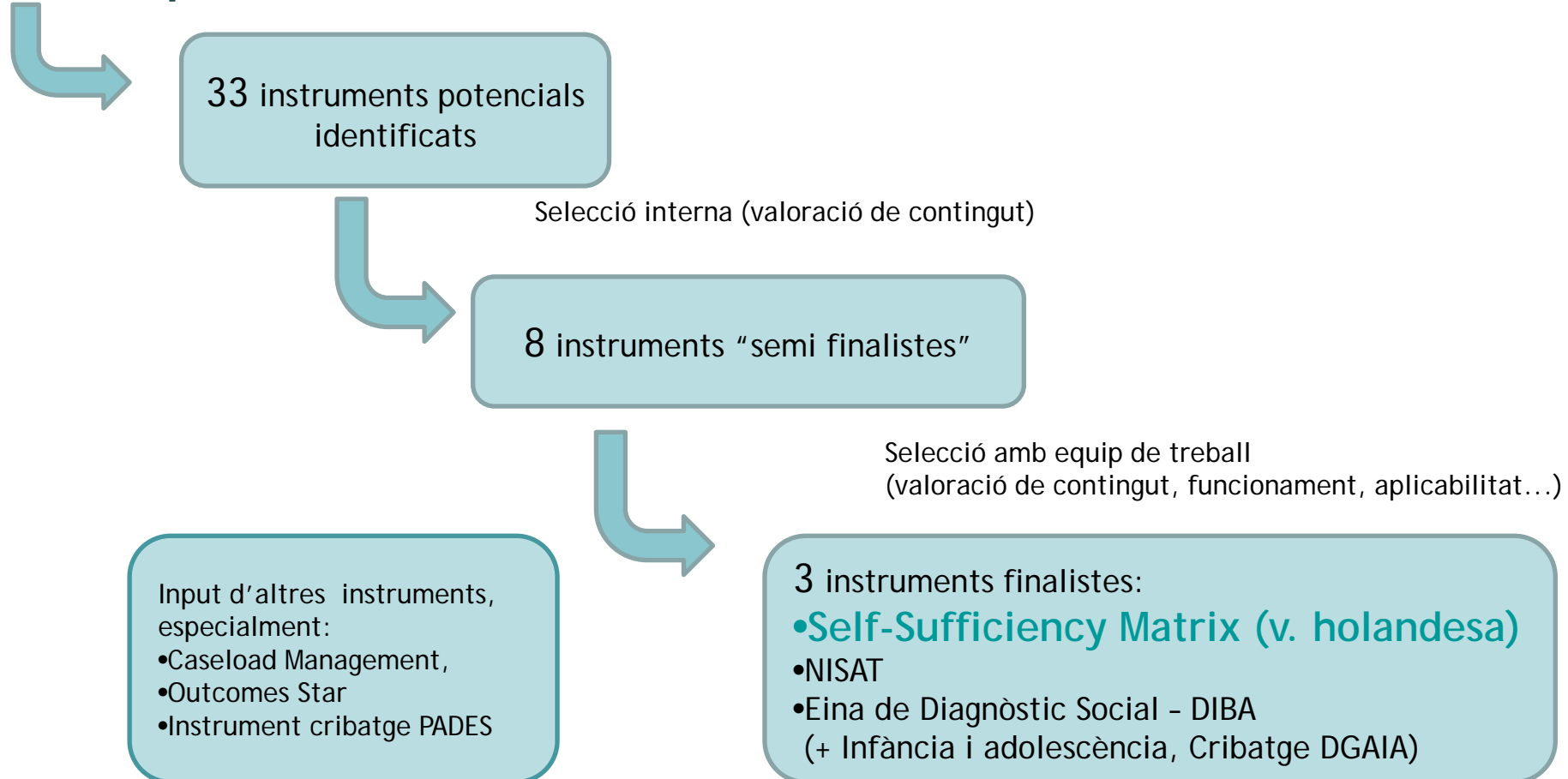
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# Procés per la selecció d'instruments

+200 documents (revisió documental)

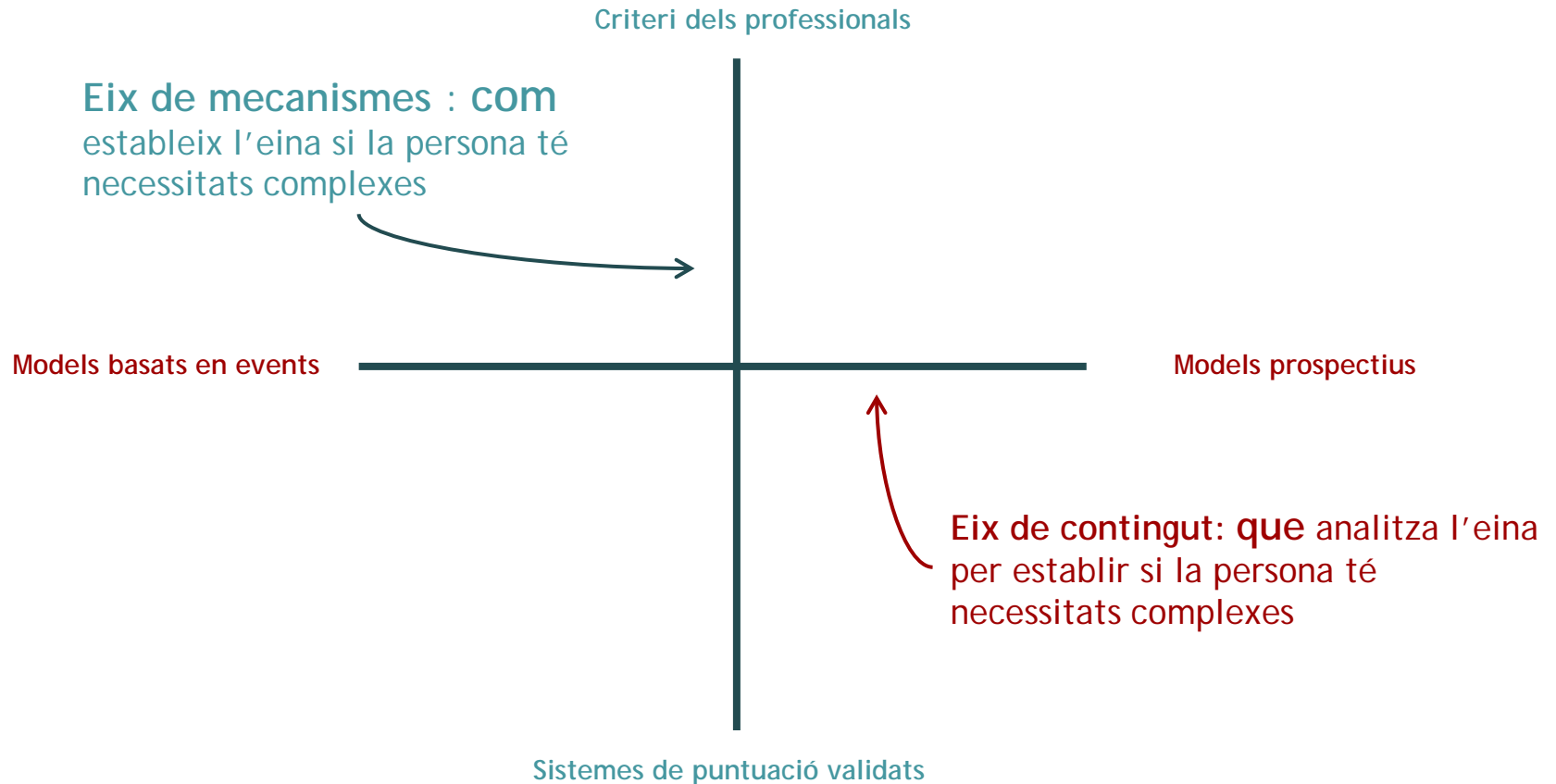
+50 experts contactats (nacionals i internacionals)



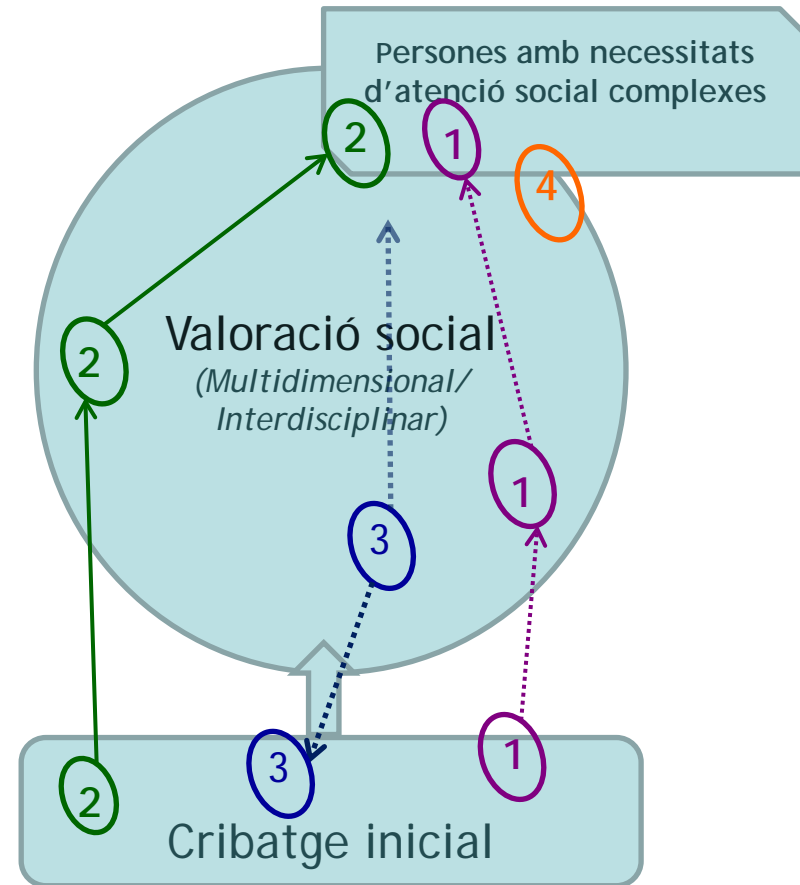
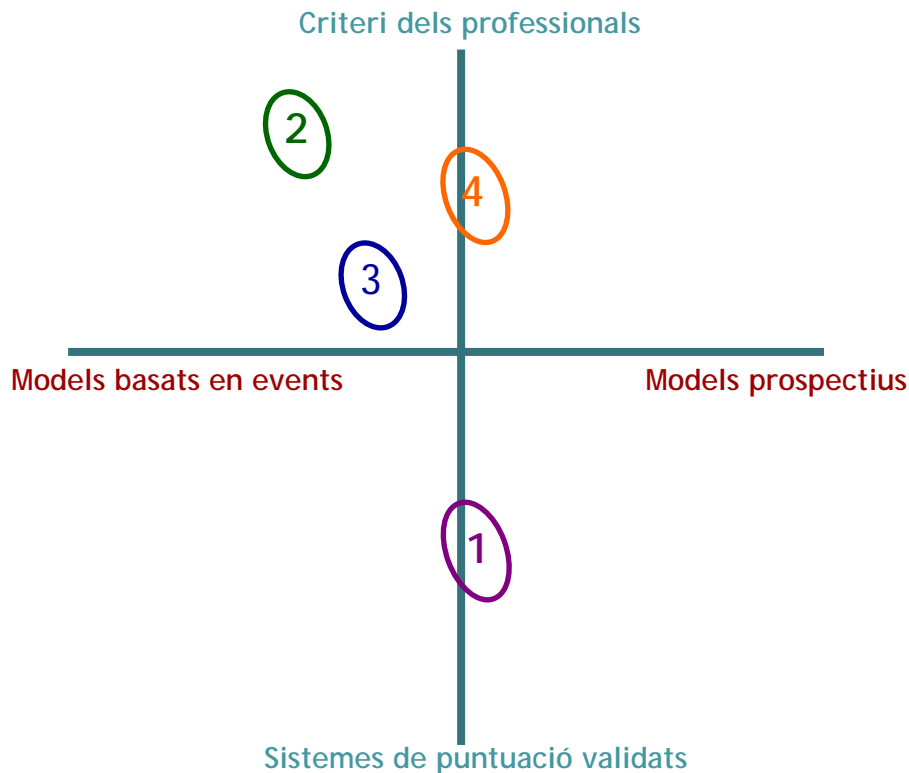
# Factors de complexitat identificats

Grups de factors	Factors	Nº factors	%
Característiques personals	Edat	31	5,7%
	Gènere		
	Història de vida.		
	Formació		
	Responsabilitat legal		
	Idioma i altres factors culturals		
Impacte de la salut en la vida diària de la persona	<i>Salut (Física, mental i emocional)</i>	159	29,3%
	Estat funcional (AVD)		
Condicions de vida	General	94	17,3%
	Situació econòmica		
	Situació laboral		
	Context residencial: habitatge i subministraments		
	Gestió d'altres necessitats		
	Entorn i context comunitari		
Xarxa relacional	Econòmics	159	29,3%
	Laboral		
	Habitatge		
	Educació		
	<i>Salut (Física, mental i emocional)</i>		
	<i>Relacions amb la família i/o entorn cuidador (Suport, parentatge, estrés, Maltractament/violència, ...)</i>		
Relació amb els serveis	Provisió i prestació de serveis	99	18,3%
	Relació de les persones amb el sistema		
	Relació entre els professionals		
	Relació entre serveis		
<b>Subtotal</b>		<b>542</b>	

# Aproximacions a la complexitat



# Instruments identificats: aproximacions a la complexitat



Legend	
1	Self-sufficiency matrix (SSM-D)
2	NISAT
3	DIBA - Eina de diagnòstic social
4	Caseload Management



# Instrument seleccionat: Self-sufficiency matrix SSM-D

- Característiques de SSM-D (adaptació holandesa):
  - 13 dimensions
    - 5 nivells: problemes aguts, no autosuficient, tot just autosuficient, completament autosuficient
  - Població adaptable
    - 13 dimensions per tota la població adulta + complements per sectors específics: adults amb menors a càrrec, gent gran...
  - L'adaptació holandesa s'utilitza a nivell local (Amsterdam, Rotterdam, Utrecht...)
  - Implica un canvi de paradigma (evolució del plantejament per problemes cap al de la suficiència i empoderament).

# Usos en diferents nivells

- **Macro:** Detecció de població amb necessitats més complexes. Planificació de la provisió de serveis. Control de resultats de la provisió
- **Meso:** planificació dels servei a nivell d'organització. Càrregues de treball dels equips.
- **Micro:** Suport a les decisions de cribatge de casos. Seguiment de l'evolució de la persona atesa.



# Instrument: Self-sufficiency matrix SSM-D

## Us en cas individual

SSM - adaptació holandesa  
13 àrees

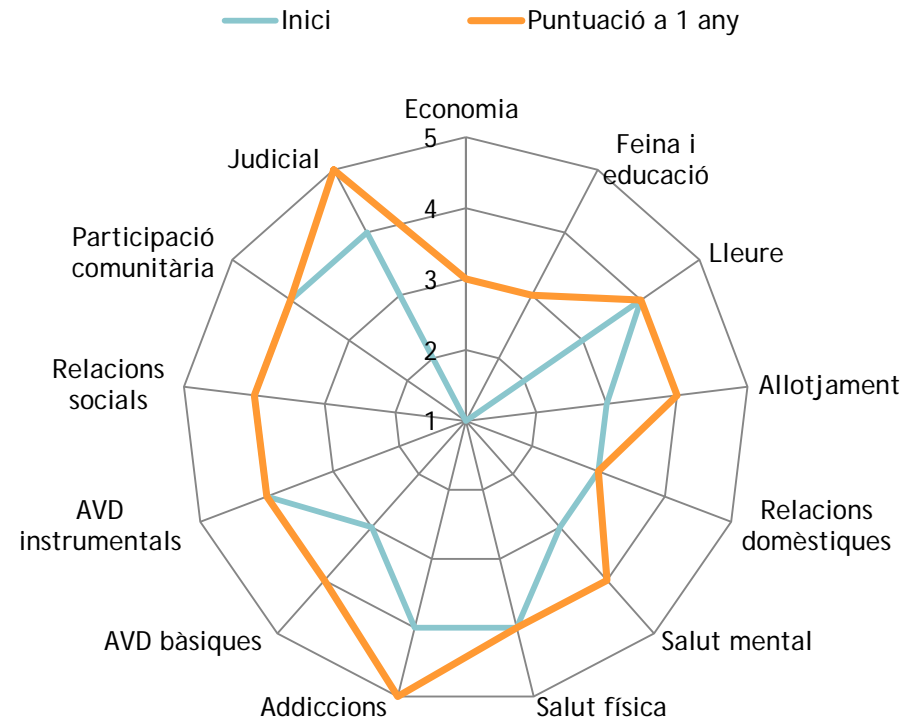
- Economia
- Feina i educació
- Lleure
- Allotjament
- Relacions domèstiques
- Salut mental
- Salut física
- Addiccions
- AVD bàsiques
- AVD instrumentals
- Relacions socials
- Participació comunitària
- Judicial

+

Complement d'adults que tenen menors a càrrec:

- Atenció física
- Suport socio-emocional
- Escolarització
- Llar d'infants

Possible representació de resultats  
Cas hipotètic



# SSM-D 2017

## Self-Sufficiency-Matrix 2017 GGD Amsterdam.



Instruction: assess current functioning (how is the client now) based on what you know (information from observation, not from interpretation) and start from complete self sufficiency (rate from right to left).

DOMAIN	1 – Acute problems	2 – Not self-sufficient	3 – Barely self-sufficient	4 – Adequately self-sufficient	5 – Completely self-sufficient
Finances	<ul style="list-style-type: none"> <li>no income</li> <li>complex and increasing debts</li> </ul>	<ul style="list-style-type: none"> <li>inadequate income for basic needs or spontaneous or inappropriate spending</li> <li>increasing debts</li> </ul>	<ul style="list-style-type: none"> <li>income from social security benefits to meet basic needs</li> <li>appropriate spending</li> <li>possible debts are at least stable or income/ debts are controlled by a third party</li> </ul>	<ul style="list-style-type: none"> <li>income from work/ state pension/ voluntary source of income to meet basic needs</li> <li>possible debts are managed independently</li> <li>possible debts are decreasing</li> </ul>	<ul style="list-style-type: none"> <li>income solely from work/ state pension/ voluntary source of income</li> <li>there is money left at the end of the month</li> <li>no debts</li> </ul>
Work and education	<ul style="list-style-type: none"> <li>no work (trajectory) / education or work with inadequate equipment or without insurance</li> <li>no work seeking activities</li> </ul>	<ul style="list-style-type: none"> <li>no work (trajectory) but work seeking activities or "paper" education (subscribed but no active participation) or dismissal/drop-out is imminent.</li> </ul>	<ul style="list-style-type: none"> <li>work trajectory aimed at participation or work below competence level or enrolled in education but behind on curriculum or voluntarily jobless without obligation to seek work .</li> </ul>	<ul style="list-style-type: none"> <li>work trajectory aimed at reintegration or temporary work or attends education for entry-level qualification (secondary school diploma or a two-year tertiary vocational training ) or exempt from participation or work</li> </ul>	<ul style="list-style-type: none"> <li>permanent job or attends education above entry-level (secondary school diploma or a two-year tertiary vocational training)</li> </ul>
Pastime	<ul style="list-style-type: none"> <li>absence of pleasurable/ useful activities and/or no structure in spending the days</li> <li>abnormal day-night rhythm</li> </ul>	<ul style="list-style-type: none"> <li>barely pleasurable/ useful activities</li> <li>barely structure in spending the days</li> <li>irregularities in day-night rhythm</li> </ul>	<ul style="list-style-type: none"> <li>insufficient pleasurable/ useful activities but enough structure in spending the days or some irregularities in day-night rhythm</li> </ul>	<ul style="list-style-type: none"> <li>enough pleasurable and/or useful activities and day-night rhythm does not negatively affect daily functioning</li> </ul>	<ul style="list-style-type: none"> <li>overall pleasurable and useful spending of time</li> <li>healthy day-night rhythm</li> </ul>
Housing	<ul style="list-style-type: none"> <li>homeless or in night shelter</li> </ul>	<ul style="list-style-type: none"> <li>in housing that is not suited for permanent habitation or current rent/mortgage payment is not affordable or impeding eviction</li> </ul>	<ul style="list-style-type: none"> <li>in stable safe housing but only marginally adequate or an illegal sub-let or non-autonomous housing</li> </ul>	<ul style="list-style-type: none"> <li>in stable, safe, adequate housing</li> <li>(rental) contract with clauses or partially autonomous housing or registered as lodger</li> </ul>	<ul style="list-style-type: none"> <li>in safe adequate housing standard (rental) contract autonomous housing</li> </ul>
Domestic relations	<ul style="list-style-type: none"> <li>domestic violence/child abuse/ neglect</li> </ul>	<ul style="list-style-type: none"> <li>persistent relational problems with members of the household or imminent violence in the household / child abuse / neglect is</li> </ul>	<ul style="list-style-type: none"> <li>acknowledges relational problems with members of household</li> <li>seeks to change negative behavior</li> </ul>	<ul style="list-style-type: none"> <li>relational problems with members of the household do not exist (anymore) or lives alone</li> </ul>	<ul style="list-style-type: none"> <li>supports and is being supported within the household</li> <li>communication between members of the household is consistently open</li> </ul>
Mental health	<ul style="list-style-type: none"> <li>mental emergency</li> <li>danger to self or others</li> </ul>	<ul style="list-style-type: none"> <li>recurrent mental illness but no danger to self or others</li> <li>functioning is severely impaired due to mental health problems</li> <li>no treatment</li> </ul>	<ul style="list-style-type: none"> <li>mental illness</li> <li>functioning is impaired due to mental health problems</li> <li>minimal treatment compliance or impairment exist despite treatment compliance</li> </ul>	<ul style="list-style-type: none"> <li>minimal signs of mental unrest that are a predictable response to life stressors and/or only slight impairment in functioning and/or good treatment compliance</li> </ul>	<ul style="list-style-type: none"> <li>mentally healthy</li> <li>only every day problems or concerns</li> </ul>

Physical health	<ul style="list-style-type: none"> <li>an emergency/critical situation</li> <li>requires immediate medical attention</li> </ul>	<ul style="list-style-type: none"> <li>(chronic) physical illness that requires medical treatment</li> <li>functioning is severely impaired due to physical health problem</li> <li>no treatment</li> </ul>	<ul style="list-style-type: none"> <li>physical illness</li> <li>functioning is impaired due to physical health problem</li> <li>minimal treatment compliance or impairment exist despite treatment compliance</li> </ul>	<ul style="list-style-type: none"> <li>minimal physical discomfort that is related to daily activities</li> <li>functioning is marginally impaired due to physical discomfort</li> <li>compliant with treatment or no treatment is required</li> </ul>	<ul style="list-style-type: none"> <li>physically healthy</li> <li>healthy lifestyle (eating healthy and sufficiently physically active)</li> </ul>
	<ul style="list-style-type: none"> <li>severe substance abuse disorder</li> <li>substance use causes physical/ mental health problems that require immediate medical attention such as overdose/ drug induced psychosis/ heart problems/ respiratory problems</li> </ul>	<ul style="list-style-type: none"> <li>substance abuse disorder (addiction)</li> <li>substance use causes/ worsens physical/ mental health problems</li> <li>no treatment</li> </ul>	<ul style="list-style-type: none"> <li>substance use</li> <li>problems at home/ at school/ at work but no physical or mental health problems due to substance use</li> <li>minimal treatment compliance or impairment exist despite treatment compliance</li> </ul>	<ul style="list-style-type: none"> <li>substance use or no substance use despite craving or treatment with potentially addictive medication without illicit use</li> <li>no problems related to substance use</li> </ul>	<ul style="list-style-type: none"> <li>no substance use other than alcohol</li> <li>possible use of alcohol is within the norms for drinking</li> <li>no craving</li> </ul>
Substance use	<ul style="list-style-type: none"> <li>an area of basic ADL is not executed</li> <li>starvation or dehydration or soiling/ dirtying</li> </ul>	<ul style="list-style-type: none"> <li>execution is limited on several areas of basic ADL</li> </ul>	<ul style="list-style-type: none"> <li>all areas of basic ADL are executed but execution is limited on a single area of basic ADL</li> </ul>	<ul style="list-style-type: none"> <li>no limitations in the execution of basic ADL</li> <li>use of support (tool) such as walking cane/ walker/ incontinence material/ help with eating</li> </ul>	<ul style="list-style-type: none"> <li>no limitations in the execution of basic ADL</li> <li>no use of support (tools)</li> </ul>
	<ul style="list-style-type: none"> <li>several areas of instrumental ADL are not executed</li> <li>home pollution or under-/ over medication or no administration or food poisoning</li> </ul>	<ul style="list-style-type: none"> <li>an area of instrumental ADL is not executed or execution is limited on several areas</li> </ul>	<ul style="list-style-type: none"> <li>all areas of instrumental ADL are executed</li> <li>execution on a single area of instrumental ADL is limited</li> </ul>	<ul style="list-style-type: none"> <li>no limitations in the execution of instrumental ADL</li> <li>use of support (tools) such as support when travelling with public transport/ managing finances/ small repairs around the house/ spring cleaning</li> </ul>	<ul style="list-style-type: none"> <li>no limitations in the execution of instrumental ADL</li> <li>no use of support (tools)</li> </ul>
Basic ADL	<ul style="list-style-type: none"> <li>serious social isolation</li> <li>no contact with family</li> <li>no supporting social connections or solely negative social connections</li> </ul>	<ul style="list-style-type: none"> <li>little contact with family</li> <li>hardly any supporting social connections</li> <li>many negative social connections</li> </ul>	<ul style="list-style-type: none"> <li>some contact with family</li> <li>some supporting social connections</li> <li>few negative social connections</li> </ul>	<ul style="list-style-type: none"> <li>sufficient contact with family</li> <li>sufficient supporting social connections</li> <li>hardly any negative social connections</li> </ul>	<ul style="list-style-type: none"> <li>healthy social network</li> <li>many supporting social connections</li> <li>no negative social connections</li> </ul>
		<ul style="list-style-type: none"> <li>isolated from the community or forms a nuisance</li> </ul>	<ul style="list-style-type: none"> <li>barely participates in the community (attend) or solely care activities</li> </ul>	<ul style="list-style-type: none"> <li>some community participation (take part) but there are barriers such as transportation/ care activities/ childcare</li> </ul>	<ul style="list-style-type: none"> <li>active community participation (contribute)</li> </ul>
Instrumental ADL	<ul style="list-style-type: none"> <li>not applicable due to crisis situation or in 'survival mode' or forms a severe nuisance</li> </ul>	<ul style="list-style-type: none"> <li>very frequent (monthly) contact with police or wanted by the police</li> </ul>	<ul style="list-style-type: none"> <li>incidental (once a year) contact with police or conditional penalty/ conditional release</li> </ul>	<ul style="list-style-type: none"> <li>sporadic (less than once a year) contact with the police or criminal record</li> </ul>	<ul style="list-style-type: none"> <li>no contact with police</li> <li>no criminal record</li> </ul>
		<ul style="list-style-type: none"> <li>no contact with family</li> <li>no supporting social connections or solely negative social connections</li> </ul>	<ul style="list-style-type: none"> <li>little contact with family</li> <li>hardly any supporting social connections</li> <li>many negative social connections</li> </ul>	<ul style="list-style-type: none"> <li>some contact with family</li> <li>some supporting social connections</li> <li>few negative social connections</li> </ul>	<ul style="list-style-type: none"> <li>sufficient contact with family</li> <li>sufficient supporting social connections</li> <li>hardly any negative social connections</li> </ul>
Social network	<ul style="list-style-type: none"> <li>not applicable due to crisis situation or in 'survival mode' or forms a severe nuisance</li> </ul>	<ul style="list-style-type: none"> <li>very frequent (monthly) contact with police or wanted by the police</li> </ul>	<ul style="list-style-type: none"> <li>incidental (once a year) contact with police or conditional penalty/ conditional release</li> </ul>	<ul style="list-style-type: none"> <li>sporadic (less than once a year) contact with the police or criminal record</li> </ul>	<ul style="list-style-type: none"> <li>no contact with police</li> <li>no criminal record</li> </ul>
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Community participation	<ul style="list-style-type: none"> <li>not applicable due to crisis situation or in 'survival mode' or forms a severe nuisance</li> </ul>	<ul style="list-style-type: none"> <li>very frequent (monthly) contact with police or wanted by the police</li> </ul>	<ul style="list-style-type: none"> <li>incidental (once a year) contact with police or conditional penalty/ conditional release</li> </ul>	<ul style="list-style-type: none"> <li>sporadic (less than once a year) contact with the police or criminal record</li> </ul>	<ul style="list-style-type: none"> <li>no contact with police</li> <li>no criminal record</li> </ul>
		<ul style="list-style-type: none"> <li>no contact with family</li> <li>no supporting social connections or solely negative social connections</li> </ul>	<ul style="list-style-type: none"> <li>little contact with family</li> <li>hardly any supporting social connections</li> <li>many negative social connections</li> </ul>	<ul style="list-style-type: none"> <li>some contact with family</li> <li>some supporting social connections</li> <li>few negative social connections</li> </ul>	<ul style="list-style-type: none"> <li>sufficient contact with family</li> <li>sufficient supporting social connections</li> <li>hardly any negative social connections</li> </ul>
Law and order	<ul style="list-style-type: none"> <li>not applicable due to crisis situation or in 'survival mode' or forms a severe nuisance</li> </ul>	<ul style="list-style-type: none"> <li>very frequent (monthly) contact with police or wanted by the police</li> </ul>	<ul style="list-style-type: none"> <li>incidental (once a year) contact with police or conditional penalty/ conditional release</li> </ul>	<ul style="list-style-type: none"> <li>sporadic (less than once a year) contact with the police or criminal record</li> </ul>	<ul style="list-style-type: none"> <li>no contact with police</li> <li>no criminal record</li> </ul>
		<ul style="list-style-type: none"> <li>no contact with family</li> <li>no supporting social connections or solely negative social connections</li> </ul>	<ul style="list-style-type: none"> <li>little contact with family</li> <li>hardly any supporting social connections</li> <li>many negative social connections</li> </ul>	<ul style="list-style-type: none"> <li>some contact with family</li> <li>some supporting social connections</li> <li>few negative social connections</li> </ul>	<ul style="list-style-type: none"> <li>sufficient contact with family</li> <li>sufficient supporting social connections</li> <li>hardly any negative social connections</li> </ul>

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# Supplement: Adults amb menors a càrrec

DOMAIN	1 – acute problems	2 – not self-sufficient	3 – barely self-sufficient	4 – adequately self-sufficient	5 – completely self-sufficient
<b>Physical care</b>	The physical safety of child(ren) is at direct risk due to physical abuse or neglect of basic physical care and/or child had more than 3 serious accidents in the past year in or around the house.	Limitations in basic physical care, but the safety of child(ren) is not directly at risk as a result. Child had frequent (3 times in past year) accidents in or around the house. Indications of physical abuse.	No report of physical abuse or neglect. Basic physical care is usually in order. Child has several (twice in the past year) accidents in or around the house <i>and/or</i> some avoidable risk for physical safety	Basic physical care (clothes, nutrition, hygiene and medical care) are always in order. Sporadic (once in the past year) accidents in or around the house <i>and</i> no avoidable risks for physical safety,	Basic physical care is in order. No accidents in or around the house and safe physical environment. Parents stimulate a healthy life style of the child (healthy nutrition, sufficient exercise).
<b>Social-emotional support</b>	The mental well-being of child(ren) is at direct risk. Emotional abuse or neglect. Parent isolates the child(ren) <i>and/or</i> encourages unwanted/bad behaviour	Parent does not set boundaries or sets them not age appropriately <i>and/or</i> limits relationships between child(ren) and other children of similar ages <i>and/or</i> parents discourages ~behavior desired by society. Signs of emotional abuse.	No report of emotional abuse or neglect. Parent sets age-appropriate boundaries but is not consistent <i>and/or</i> shows no interest in relationships between child(ren) and other children of similar ages <i>and/or</i> is not actively involved in the development of the child(ren).	Parents consistently sets age-appropriate boundaries and shows interest in relationships between the child(ren) and other children of similar ages.	Parent consistently sets age appropriate and reasonable boundaries. Stimulates relationships between the child(ren) and other children of similar ages. Acts as a roll model.
<b>Schooling</b>	One or more school-age children are not registered at a school <i>and/or</i> do not attend class.	One or more school-age children are frequently (more than 5 times a month) absent without a valid reason <i>and/or</i> have no possibility to do schoolwork at home. Parents are not involved in the schooling of the child(ren).	One or more school-age children are regularly (2-5 times per month) absent from class without a valid reason <i>and/or</i> have limited possibilities to do schoolwork at home. Parents show minimal involvement in schooling of child(ren).	There are no school-age children or school-age children are sporadically (max one a month) absent from class without a valid reason and have sufficient ability to do schoolwork at home. Parents are sufficiently involved in schooling of child(ren).	School-age children are never absent from class without a valid reason. Child(ren) have good possibilities to do schoolwork at home. Parents are very involved in schooling of the child(ren).
<b>Daycare</b>	Daycare for one or more children is necessary but not available or daycare is seriously limited in (almost) all areas of basic physical care and upbringing.	Necessary daycare of one or more children is barely available or there is an important problem in one or more areas of basic physical care and several tasks related to upbringing are not performed by the daycare.	Necessary daycare provided in all aspects of basic care but is unreliably available. Basic physical care is in order but one or more tasks related to upbringing are not performed by the daycare.	Daycare is not necessary or is sufficiently and reliably available. Daycare meets all aspects of basic physical care and adequately performs the tasks of upbringing	High quality daycare of choice is available and meets a requirement of well developed basic care and upbringing.

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# Identificació de persones en situacions de necessitats socials complexes - PNASC

## FASE 1: SELECCIÓ INSTRUMENT

- Revisió bibliografia
- Consulta experts
- Selecció escala

## FASE 2: TRADUCCIÓ TRANSCULT. I ADAPTACIÓ ESCALA

- Traducció transcultural del SSM al català i al castellà
- 1er Pilotatge ús de l'escala
- Prova de concordança interavaluador

## FASE 3: PILOTATGE I IMPLEMENTACIÓ A GRAN ESCALA

- Disseny material de formació
- Planificació implementació progressiva
- Validació psicomètrica de l'escala
- Elaboració constructe de complexitat
- Gestió del canvi



Projecte actual



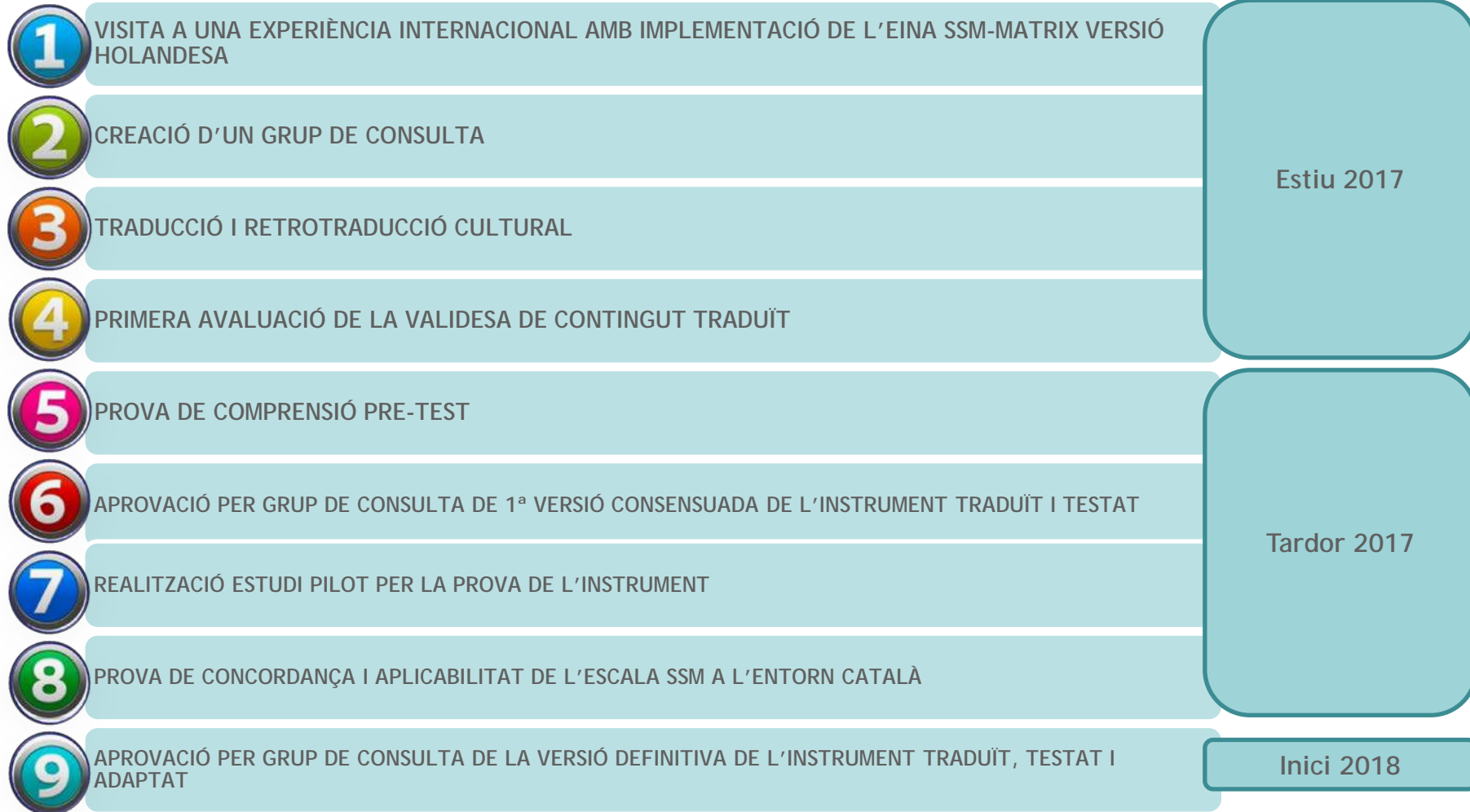
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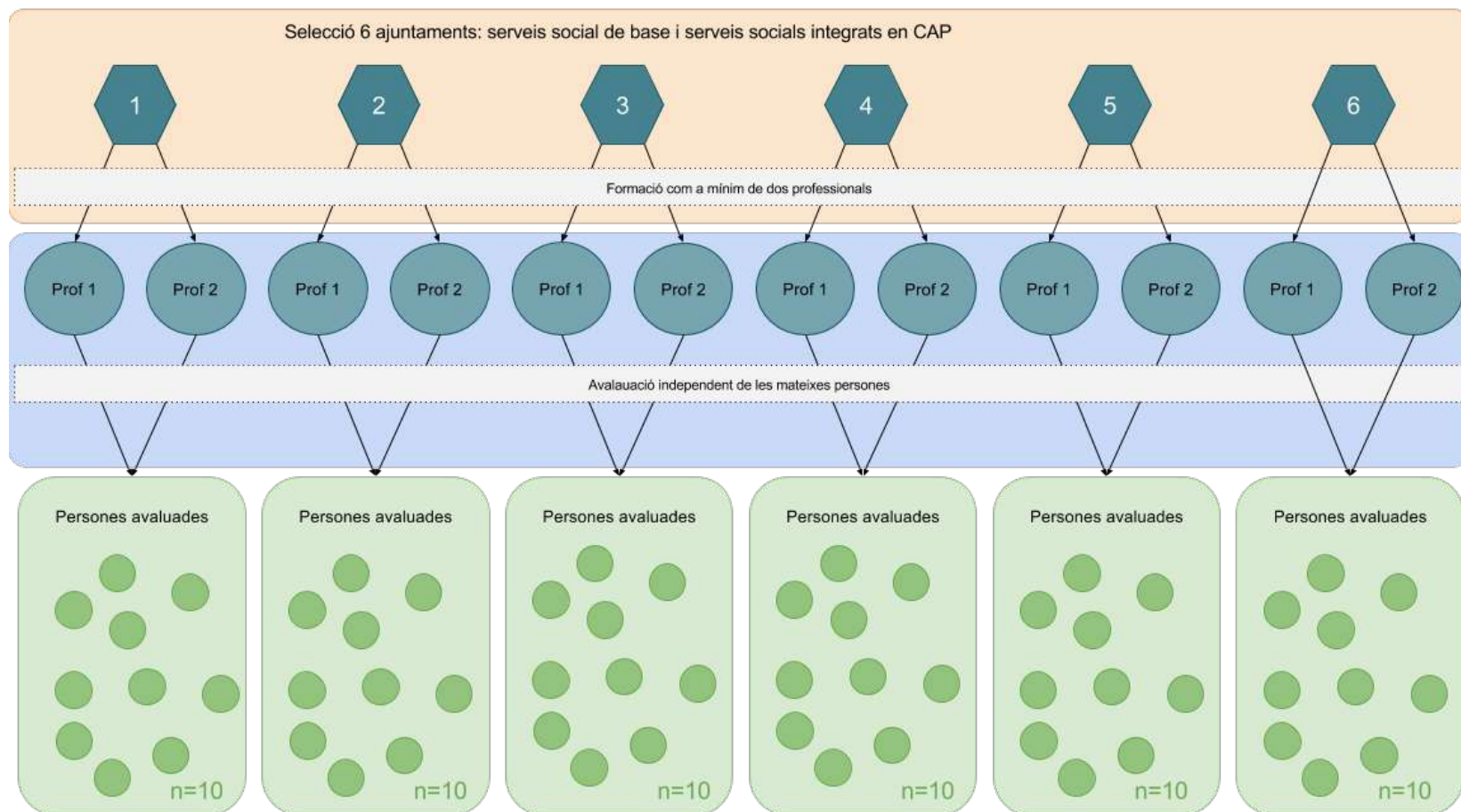
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de Barcelona

# Fase II - Accions





# Fase II - Disseny estudi pilot



Els dos professionals avaluen a partir d'una història social i/o presentació

Selecció aleatòria: assegurant casos considerats complexos i casos no complexos

# Resultats previstos

El principal resultat que s'espera obtenir d'aquest projecte és disposar de la Traducció transcultural de l'Instrument SSM-Matrix Versió holandesa (SSM-D) al Castellà i al Català.

- Aquest instrument s'haurà pilotat per identificar la seva adequació a l'entorn català i s'haurà efectuat una prova de concordança interavaluador durant el procés de pilotatge.





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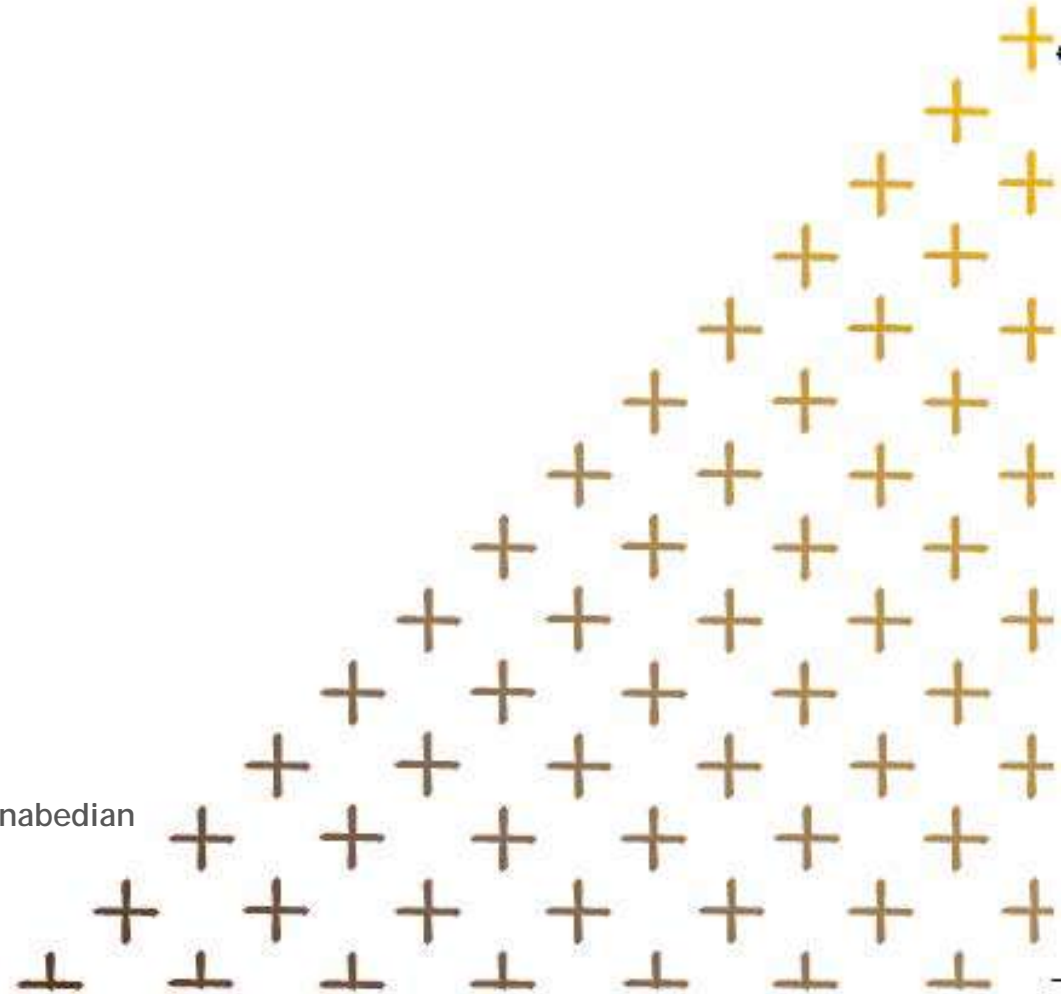
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