

Finnish Institute of
Occupational Health

The Abilitator handbook

Utilisation of the Abilitator self-report method in
client work and service impact assessment



SOLMU-KOORDINAATIOHANKE



Leverage from
the EU
2014–2020

Finnish Institute of
Occupational Health

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Foreword

This Abilitator handbook collects the most important information required for using the Abilitator self-report method with clients. The handbook was prepared with the aim of making it as user-friendly and clear as possible.

The Abilitator handbook was produced in the Social Inclusion and Change in Work Ability and Functioning (Solmu) co-ordination project of the Finnish Institute of Occupational Health, which was funded by the European Social Fund and carried out in 2014–2023.

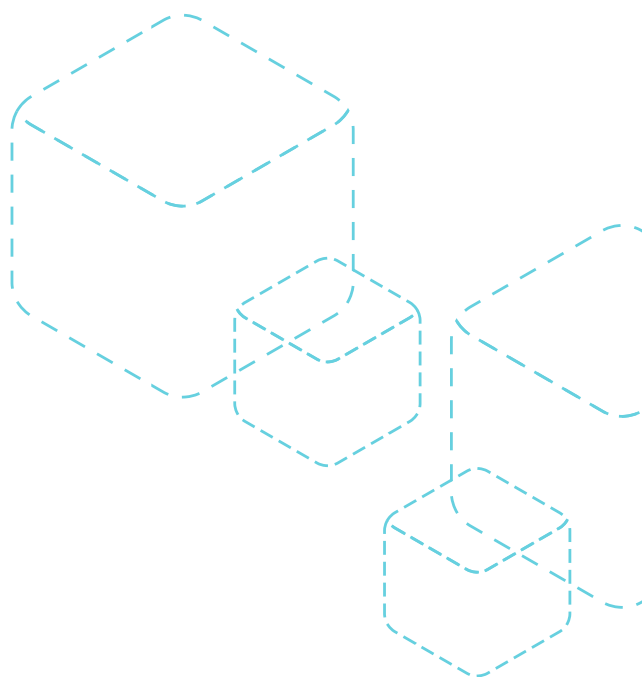
We would like to extend our warmest thanks to all the employees of the Solmu project and service system experts who contributed to the handbook by commenting on it.

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1.

What is the Abilitator?



THE ABILITATOR® IS a self-report questionnaire that any working-age person can use to assess their own work ability and functioning. When completed via the Abilitator online service, it provides the respondent with feedback that is designed to be easy to understand, encouraging and safe to receive. The feedback provides the respondent with personal insight and can help them reflect on their current situation from the perspective of their strengths and challenges related to work ability and functioning.

The Abilitator questionnaire can also be used to assess and make visible changes in the respondent's situation by having the respondent complete the questionnaire a second time. This can be done as part of services that use the Abilitator questionnaire to assess and monitor clients' work ability and functioning, for example. A person can also complete the Abilitator questionnaire a second time independently, without being a client of any particular service.

The Abilitator serves as an instrument for measuring work ability and functioning and as a tool in client work as well. The Abilitator questionnaire is often utilised in services for the unemployed and persons whose position in the labour market is challenging. These comprise a very diverse group of working-age people who may have experienced extended periods of unemployment, have gaps in their work history or education and training or other competence-related challenges, varying degrees of health problems, disabilities or an immigrant background. The Abilitator was developed for assessing the work ability and functioning of these client groups in particular.

Using the Abilitator questionnaire does not require any specific professional or educational background, making it an effective shared tool for multidisciplinary and cross-sectoral networks. The Abilitator is not a diagnostic method. Instead, it is designed to provide a general assessment of the respondent's situation from multiple perspectives. If the results of the Abilitator questionnaire indicate that the respondent has challenges, their situation can be further assessed using other methods or they can be referred to undergo more detailed examinations.

The Abilitator also serves as a tool for organisations, decision-makers and researchers. The Abilitator questionnaire can be used to collect reliable data on work ability and functioning, which can then be used for the situational assessment of different client groups and compared to similar data collected from the entire population.

In addition to this, the data collected via the Abilitator questionnaire can be utilised in the assessment of the impact and effectiveness of services, the appropriate allocation of service resources and knowledge-based decision-making, for example.

The Abilitator works best in client work when the professional using it is able to utilise it first and foremost as a tool, interpreting and assigning meaning to its results in collaboration with their client. The Abilitator questionnaire can be used in client work for

- appreciative client interaction
- identifying the client's individual situation
- identifying service needs
- situational assessment
- broaching subjects
- setting goals
- planning service paths
- assessing changes in work ability and functioning
- monitoring a client's progress
- exchanging information between the client and the professional
- promoting the client's participation in improving their own situation
- exchanging information between professionals.

2.

Instructions for the user of this Abilitator handbook

This handbook collects instructions and practices for using the Abilitator questionnaire in client work. In addition to this, the handbook also provides assistance to persons who utilise the data produced by the Abilitator questionnaire for service impact assessments.

The third chapter of the handbook (p. 8) details matters that you should take into account before you start using the Abilitator questionnaire. The fourth chapter (p. 10) describes how to use the Abilitator questionnaire in individual-level client work, while the fifth chapter (p. 21) describes how to use the Abilitator questionnaire with client groups. Chapter six (p. 29) focuses on the use of the Abilitator questionnaire at the organisation level and in knowledge-based management. The final chapter of the handbook (p. 38) collects some useful tips for using the Abilitator questionnaire. The handbook also includes all the questions of the Abilitator questionnaire and their scoring as appendices. They are referenced in sections concerning the interpretations of results, for example.

This handbook is intended primarily for those working in client work ability support services. This is why the handbook focuses on the use of the Abilitator questionnaire in client work. Clients are also referred to in the handbook as respondents.

Work ability support services are often multidisciplinary activities. In this handbook, multidisciplinary activities are understood as meaning work that involves public, private and third sector organisations and service providers from multiple administrative branches. Multidisciplinary activities are also characterised by the client's participation and consideration of the client's perspective.

3.

Before you start using the Abilitator questionnaire

The Abilitator questionnaire is often used in services for working-age people provided by public, private or third sector organisations that aim at supporting the work ability of individual people and their participation in work. There are a number of things that you should take into account and plan before you start using the Abilitator questionnaire in client work. These include the method and place for responding to the questionnaire and the processing of its feedback.

Before you start using the Abilitator, you should first plan at which point of the client process the client will be taking the questionnaire. The Abilitator can

1. add a completely new step to the client process, such as an interim assessment
2. replace an existing step in the client process, such as a preliminary information form
3. serve as the way in which the entire client process is carried out in accordance with the Abilitator model.

Even if you plan the steps for taking the Abilitator questionnaire well, the introduction of new operating methods is sure to cause some friction. Because of this, you should make sure that those engaged in client work understand the purpose of using the Abilitator questionnaire and the benefits that it can provide in client work. Questions worth exploring include: What do we want to know and why do we use the Abilitator questionnaire to find out this information? Do we want to know more about our clients' initial situation or facilitate broaching, guidance or the client's participation in setting personal goals? Or do we use the Abilitator questionnaire solely to assess changes in work ability and functioning? The purpose for which the Abilitator questionnaire is used ultimately determines its place in the client process.

In addition to purpose, you should think about your own client base. Do you need different language versions of the Abilitator questionnaire, for example? The Abilitator is available in eight different languages: Finnish (including easy Finnish and easy Finnish for people with intellectual disabilities), Swedish, English, Arabic, Somali, Sorani, Russian and Dutch.

There are three key things to take into account when using the Abilitator questionnaire as part of client work (Table 1). Firstly, you need to tell the respondent

why you are using the Abilitator questionnaire. Being informed of this will motivate the client and make their responses more meaningful. The better the employee engaging in client work understands the purpose of using the Abilitator questionnaire, the more effectively they can explain it to the client and motivate them to respond.

Secondly, the respondents must be allowed to choose the way they respond to the Abilitator questionnaire. This is because focusing too much on the handling of digital devices, for example, can make it difficult for the respondent to actually answer the questions.

Thirdly, the results must be processed together. The respondent should be provided with help for interpreting the results and insight on what they mean. Interpreting the results together and engaging in discussion about them makes the client interaction more equal and promotes the client’s participation in the process. Making the client feel like they are participating in their own process in terms of assessing the situation or setting goals increases their motivation to participate in services and work towards improving their situation.

TABLE 1. The three key things that need to be taken into account when using the Abilitator questionnaire.

1. TELL THE RESPONDENT WHY YOU ARE USING THE ABILITATOR	2. LET THE RESPONDENT CHOOSE HOW TO RESPOND	3. PROCESS THE RESULTS TOGETHER
The purpose for which we are using the Abilitator questionnaire	Ease of use, respecting the client's own wishes	The information should be interpreted together
Information motivates the respondent to respond	Helps the respondent focus on responding without distractions	Promotes client participation and equality
Provides the client with a sense of meaning	Helps the respondent focus on responding without distractions	Motivates change

4.

Using the Abilitator in individual-level client work

This chapter describes how to utilise the Abilitator questionnaire at the individual level. In addition to this, we examine the use of the questionnaire in identifying a client's service needs and in broaching. We also examine setting goals with clients, aligning activities, monitoring changes in an individual's work ability and functioning and the impact assessment of client work. The utilisation of the Abilitator questionnaire in the different stages of services is outlined in the individual-level operating model of the Abilitator questionnaire below (Image 1).

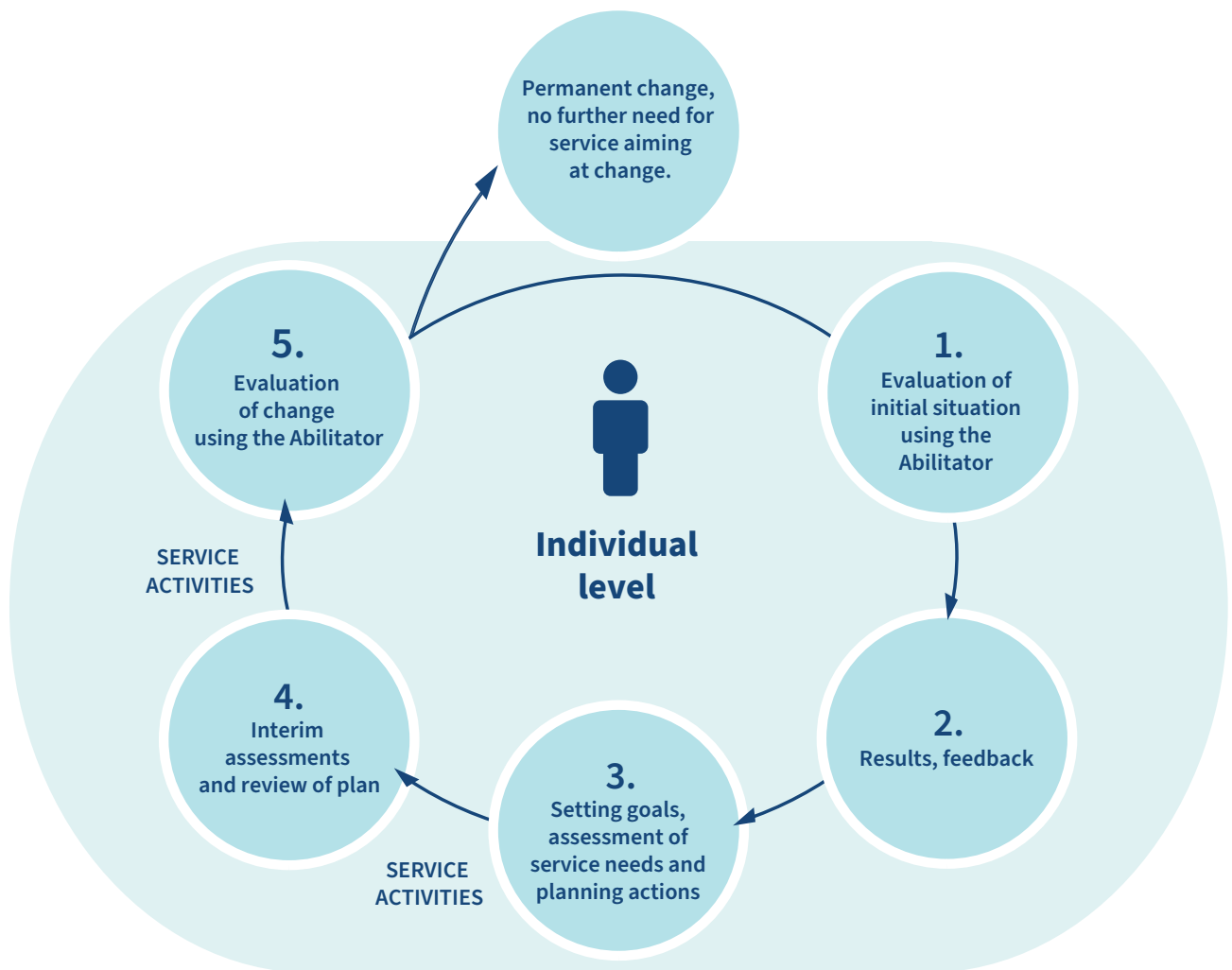


Image 1. The Abilitator operating model at the individual level.

The first step in the process is the evaluation of the initial situation using the Abilitator questionnaire, followed by the processing of the results and feedback. Next comes the formulation of a meaningful goal in collaboration with the client and the planning of services for achieving said goal. If the duration of the service is longer than six months, an interim assessment should be carried out. At the end of the service, the client retakes the questionnaire so that the change in their work ability and functioning can be assessed. If a permanent change was achieved, there is no longer a need for a service aiming at change..

Using the Abilitator to quickly identify a client's service needs

The identification of service needs is a collaborative effort between the client and an employee. Support needs can be identified quickly with the help of questions B4 and B5 of the Abilitator questionnaire.

Question B4 of the Abilitator questionnaire (Image 2) asks the respondent to assess their work ability by comparing it to when it was at its best. If the respondent does not currently work, they can assess their work ability in relation to their last job or occupation. If the respondent has never worked, they can assess the situation in relation to the work that they would like to do.

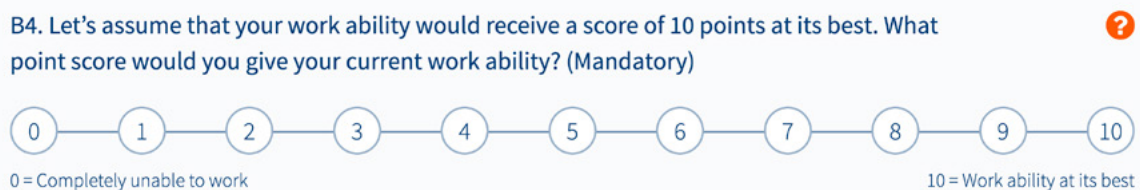


Image 2. Work ability score 0–10, question B4 of the Abilitator questionnaire.

The work ability score ranges are:

- 0–5 = poor
- 6–7 = moderate
- 8–9 = good
- 10 = excellent work ability.

If the respondent's response falls within the 0–7 range, the client's needs in relation to work ability and employment support should be assessed further. First, however, you should make sure that the respondent did not make a mistake by asking the respondent about it directly, for example. If the client stands by their response, the question serves as a good tool for identifying work ability support needs and guiding the client to undergo further assessments. Asking the client to explain their assessment can also serve as a good broaching method.

Another question that is effective for identifying service needs is question B5 on relation to work life (Image 3). It can be used to determine how far away the respondent feels that they are from work life. The imaginary threshold between being in gainful employment and being without gainful employment is set between scores five and six. A more detailed description of how to interpret responses to question B5 is provided below in Table 2.

B5. How do you feel in relation to work life at the moment? Choose the number that best matches your situation.

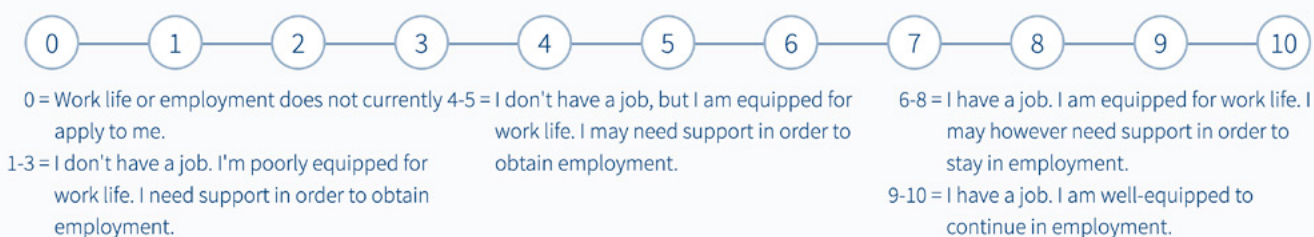


Image 3. Question B5 of the Abilitator questionnaire. For a more detailed interpretation of responses, please refer to Table 2.

For question B5, the client first answers whether they are currently employed or not. In addition, the client is asked to assess both their capacity to enter or participate in work life and the amount of support that they would need to do so. The client's response to this question should be examined taking into account their individual circumstances, as their response may be affected by factors such as age, life situation, job situation and health. It is also a good idea to examine the client's response to question B5 side by side with their response to question I12, which concerns their belief of whether they will find paid work. When assessing the necessary support, the question also serves as a good broaching tool.

When it comes to interpreting the scale of question B5, you can also ask follow-up questions from the respondent. If the respondent is not employed, you can ask them what kind of support they think they would need in order to move to the right towards employment on the scale, for example. This is an example

of how the Abilitator questionnaire can be used to gain a comprehensive picture of the client's/respondent's work ability and functioning in addition to identifying service needs.

Using the Abilitator to assess a client's work ability and functioning

In addition to quickly identifying support needs, the Abilitator questionnaire can be used to assess the client's perceived work ability and functioning from multiple perspectives. This involves making more comprehensive use of the results and feedback that the questionnaire provides to the client. The online version of the Abilitator questionnaire provides both written and numerical feedback (Images 4 and 5). The written feedback consists of the result, things to think about and some general solution proposals. The written feedback concerning general work ability and functioning is based on responses to section B. Well-being questions B3 on everyday coping and B4 on perceived work ability. The evaluation of the respondent's overall situation is based on the combined average of the percentages from sections C, D, E, F and G of the Abilitator questionnaire and can range from 0 to 100%. The results of the Abilitator questionnaire can also be interpreted in more detail using Tables 2 and 3 below. More detailed instructions for calculating the scores are provided in the appendices to this handbook.



Image 4. An example of the written feedback concerning general work ability and functioning. Next to the written feedback is the numerical evaluation of the respondent's overall situation, which can range from 0 to 100%. In addition to these, the respondent is provided with written and numerical feedback for each individual section (Figure 5).

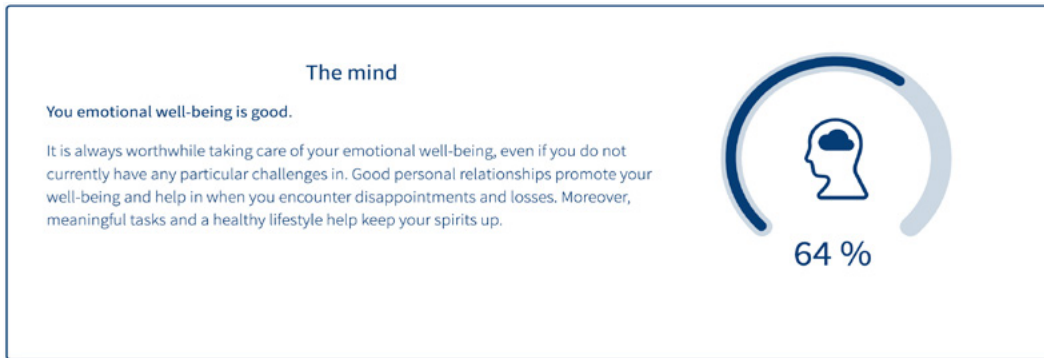


Image 5. An example of the Abilitator questionnaire’s feedback from section D. Mind.

Table 2 below provides instructions on how to interpret the results from section B. Well-being. Results falling in the **poor** and **fairly poor** categories necessitate intervention and a more thorough assessment of the situation. Results falling in the **fairly good** category also deserve attention, follow-up questions and discussion on how to improve the situation. Results falling in the **good** category indicate that the client should be praised. If the respondent feels unsatisfied with their life, you should ask them about their situation. If the respondent perceives their health, functioning and work ability to be poor, this also gives the employee a good reason to broach the subject.

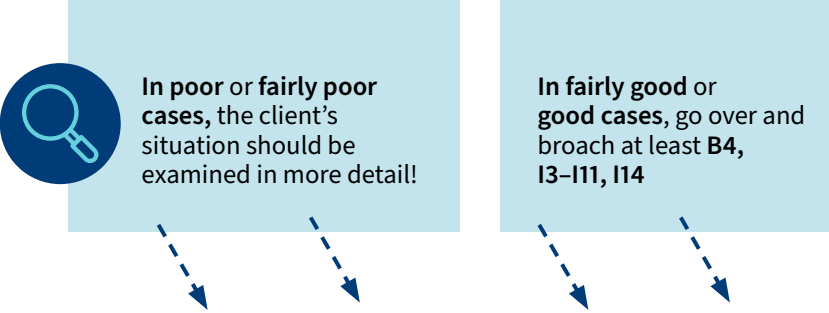
Table 2. Results from section B. Well-being of the Abilitator questionnaire and how to interpret them.

	Poor	Fairly poor	Fairly good	Good
B1 Satisfaction with life	1–2	3	4	5
B2 Perceived health	1–2	3	4	5
B3 Everyday coping	0–5	6–7	8	9–10
B4 Perceived work ability	0–5	6–7	8	9–10
B5 Relation to work life	0, 1–3	4–5	6–8	9–10

Scores corresponding to the written response options of questions **B1** and **B2**. **B1** 1–2 points = very or fairly dissatisfied, 3 points = not satisfied, but not dissatisfied either, 4–5 points = fairly or very satisfied, **B2** 1–2 points = poor or fairly poor, 3 points = average, 4–5 points = fairly good or good.

Table 3 below provides instructions on how to interpret the results from the different sections of the *Abilitator* questionnaire. Results falling in the **poor** and **fairly poor** ranges indicate that intervention is essential. Results falling in the **fairly good** ranges require clarification and indicate a need to broach the subject. Results falling in the **good** ranges indicate that the situation is good. If the respondent's situation is good, you should state this out loud when processing the results and provide them with feedback and encouragement for maintaining the situation.

Table 3. Instructions for interpreting the results from the different sections of the *Abilitator* questionnaire and associated points of intervention.



	Poor	Fairly poor OR possible challenges	Fairly good OR possible challenges	Good
C. Inclusion	0-23 %	25-48 %	50-73%	75-100 %
D. Mind	0-22 %	25-56 %	58-70%	71-100 %
E. Everyday life	0-23 %	25-48 %	50-73 %	75-100 %
F. Skills	0-48 %	50-60 %	61-73 %	75-100 %
G. Body	0-30 %	40-60 %	61-80 %	90-100 %

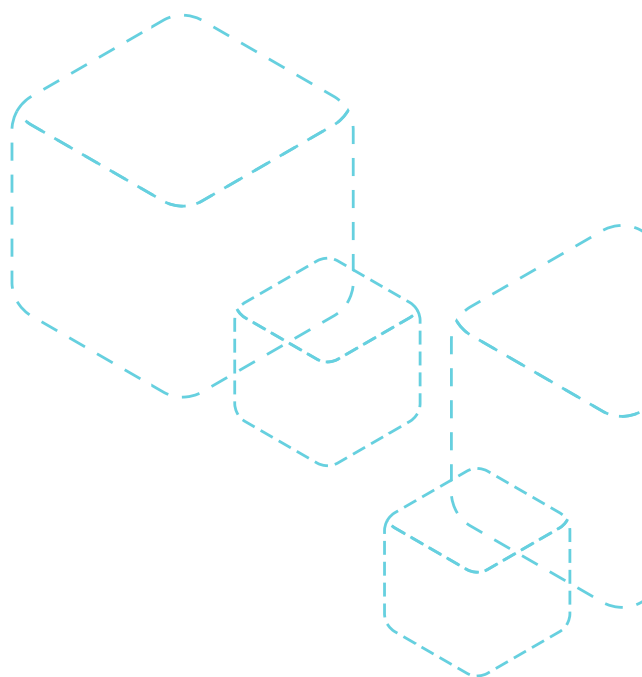
The overall situation is the combined average of the percentages from sections C, D, E, F and G (0-100%). There are no limit values for this, and the data is mainly used to monitor change in the respondent's overall situation.

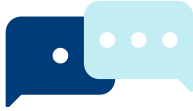
Sometimes the client's responses may contradict the employee's assessment of the situation. In regard to this, it is important to take into account the respondent's individual circumstances and the nature of the self-report when carrying out a situation assessment of their work ability and functioning. After all, the respondent answers the questions from their perspective, taking into account facilitating factors in their own operating environment, for example. Because of this, contradictory assessments should be considered good opportunities for joint discussion.

The questions of section **I. Work and the Future** of the Abilitator questionnaire can also facilitate joint discussions. While responses to these questions do not affect the actual assessment of work ability and functioning provided by the Abilitator questionnaire, they provide good background information for processing the results. For example, the responses to questions **I3–I11** can shed light on the client's view of why they are not employed. Questions **I12** and **I13** also ask the respondent to assess their belief in finding work and education and training. This information should be used to promote the client's future orientation. The next step after the assessment is to set goals, which we talk about more in the next chapter.

Discussing the results together and broaching

At the individual level, the Abilitator serves as a broaching tool, giving a voice to the client. In addition to this, the Abilitator also provides a comprehensive assessment of the client's work ability and functioning. Furthermore, it can provide guidance to the employee in terms of what kind of support to offer to the client and serve as a basis for discussing the client's situation with other professionals working with them.





When the respondent receives their personal feedback from the Abilitator questionnaire, you should interpret and go over the results with the client.

Make sure to reserve enough time for processing the results:

1. Ask the respondent what it felt like to take the Abilitator questionnaire, whether they had any difficulties, whether there were things that they were unsure about.
2. Discuss the results and the feedback received by the respondent and what they felt like.
3. Examine the results at a general level at first; areas where the respondent is doing well, areas where they face challenges.
4. Examine the areas of life where the respondent faces challenges question by question.
5. Discuss which areas of life the respondent would like to see change in.
6. Discuss the respondent's goals together.
7. Agree on actions for achieving the goals.
8. Agree on the follow-up monitoring.

You should also ask the respondent about the situation and conditions in which they responded to the Abilitator questionnaire, as their responses may have been influenced by various factors, such as a stressful situation or disruptive conditions. In addition to this, it is advisable to ask the client whether they think that their results are correct.

The results should be examined at a general level at first. The client should first be praised for the sections where their results are good/fairly good. After this, you can proceed to examining the sections where the client seems to be facing challenges. The challenging sections should preferably be examined in detail together with the client. For example, section C. Inclusion question C9 on perceived loneliness is good for broaching.

Information helps set goals at the individual level

Service needs assessment and operational planning require comprehensive information on the client's situation. For the best results, this information should consist of a combination of information produced by the client, information produced by the employee and possible register data, which is then professionally interpreted, incorporating multiple perspectives. However, reaching a common understanding of the situation also requires dialogue between the employee and the client. Taking information produced by the client into consideration increases client orientation and appreciation and the client's motivation for change.

After the results of the Abilitator questionnaire have been processed, the next step is to set goals for upcoming activities and change. When doing so, it can be helpful to refer to question I14 of the Abilitator questionnaire 'Which areas of your life do you wish to change?' and focus the operational planning on advancing a specific wish.

When setting goals, it is a good idea to keep in mind the SMART framework, according to which goals should be

S – specific

M – measurable

A – achievable

R – realistic

T – time-bound.

The progress towards achieving goals should be gradual. You should start by setting a main goal, such as employment or education. After this, you can set smaller **subgoals** that contribute to the main goal. Both the **main goal** and the subgoals should be recorded in the client information system being used. After this, you can start thinking about the methods, actions and services for achieving the smaller subgoals.

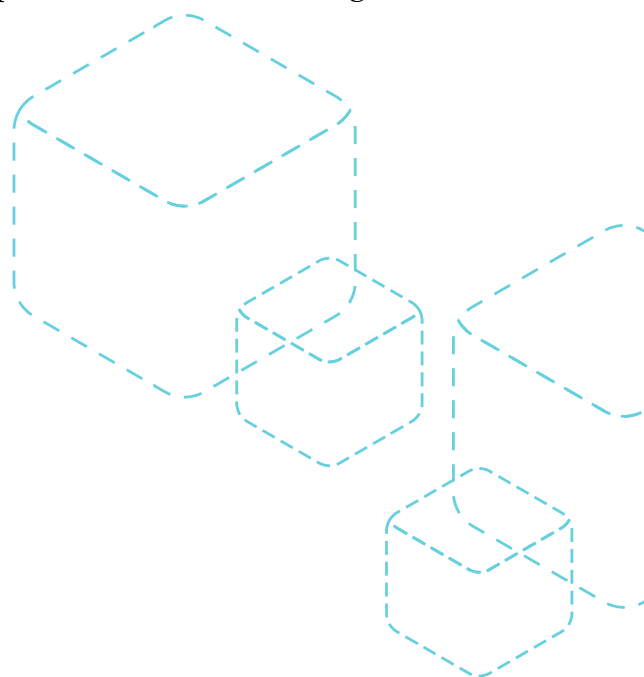
You should also agree with the client on how progress towards their goals will be made. Once the objectives and services have been agreed upon, you may need to negotiate with the client about how their Abilitator data will be utilised in or transferred to the next service. In addition to this, you also need to agree on where and when to carry out a follow-up assessment, i.e. retake the Abilitator questionnaire. If the duration of the planned activities is long (6–12 months), you should also carry out an interim assessment midway through.

Once the follow-up session has been scheduled, the natural time for retaking the Abilitator questionnaire is right before the planned appointment or contact. This way the results can be processed and discussed during the planned session. Although every service process is different, it is generally a good idea to retake the Abilitator questionnaire every 6–12 months. The results of the second Abilitator questionnaire will reveal how the client’s work ability and functioning have changed since the initial assessment. The results will also show changes by area. After this, you can discuss with the client whether things are progressing in the right direction or whether the plan should be adjusted. In addition to this, you can also assess whether the client’s services are correctly timed.

The client should be provided with assistance throughout the service process to ensure that the planned activities and services are correctly timed and that progress towards the agreed upon goals can be made. The service needs assessment should change, become clearer and be updated throughout the client process. The client’s responses to the second Abilitator questionnaire help ensure that they are progressing in the right direction and provided with help to find suitable services.

Monitoring change at the individual level

The Abilitator questionnaire can be taken multiple times by the same client. Comparing the results of several Abilitator questionnaires side by side makes it possible to illustrate the change that has taken place to the client in concrete terms. Comparing results also makes it possible to monitor the client’s progress towards the mutually agreed upon work ability goals. This change monitoring can be carried out using the digital tools that the Abilitator implementations of different suppliers offer for comparing results at the individual level. Alternatively, you can simply print out the client’s responses to two specific questionnaires and compare them. Whatever the approach, it is important to discuss the changes that have taken place together with the client.

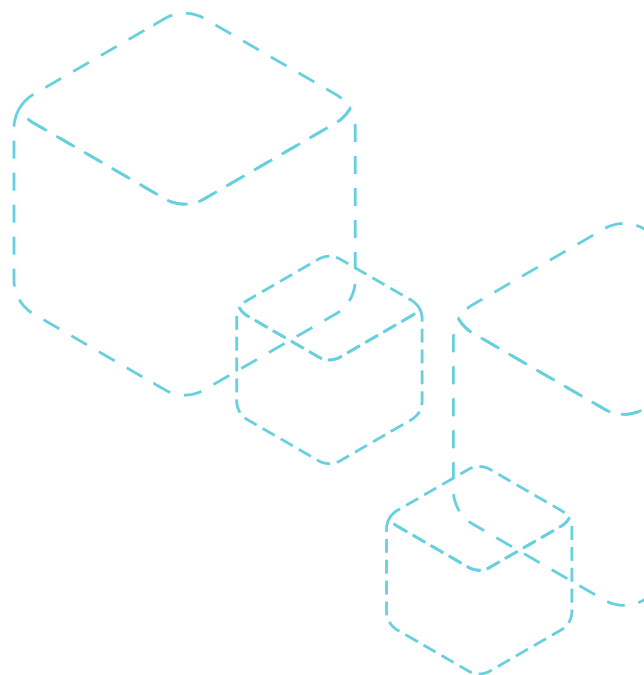


Examination of results at the individual level

1. Examine the change in the client's responses to **section B. Wellbeing** questions **B4** and **B5**. These indicate changes in the information used to identify the client's service needs.
2. Examine the client's responses to section **B. Well-being** questions **B2** and **B3** and the change in the percentages from sections C, D, E, F and G.

(Please note! The response to question B1 describes the client's perceived satisfaction in life at the moment of taking the questionnaire only, as a result of which it cannot be used to reliably assess change in satisfaction.)

3. Examine the evaluation of the **Overall situation** (0-100%), which helps monitor overall change in Abilitator results. While there are currently no limit values for the overall situation percentage, it illustrates the extent and direction of the net change in sections C–G of the Abilitator questionnaire at a general level.
4. If necessary, examine changes in the responses **question by question**.



5. Using the Abilitator at the group level

In this chapter, we explain how to use the Abilitator questionnaire at the group level. In addition to this, we also explain how to utilise the results in the planning of activities and services for different client groups. The group-level Abilitator operating model is presented in Image 6 below.



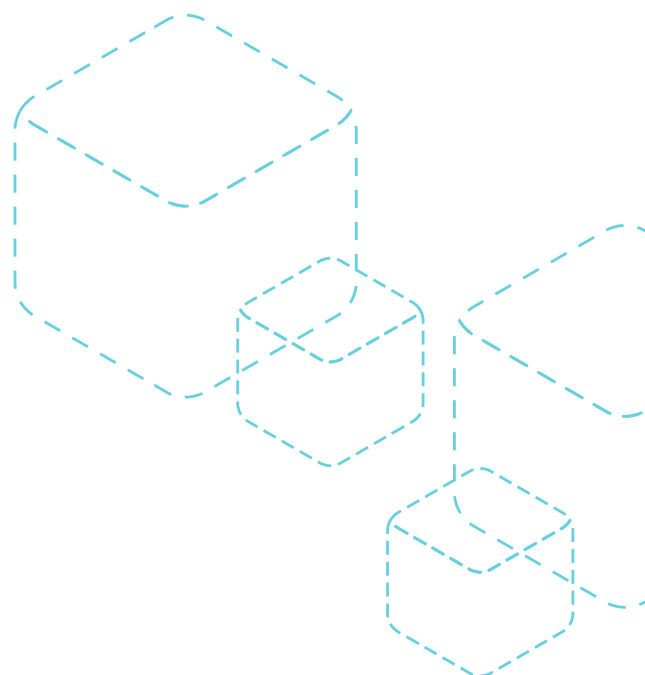
Image 6. The Abilitator operating model at the group level.

When the Abilitator questionnaire is systematically used at the individual level, it also generates group-level data on clients. This data can be combined to produce group profiles for assessing common challenges and service needs among clients. This information can, in turn, help in the planning of various group activities. When clients retake the Abilitator questionnaire, changes in work ability and functioning can also be examined at the group level.

Situation assessment at group level

When the Abilitator questionnaire is systematically used at the individual level, it also generates group-level data on the work ability and functioning of clients. This group-level data can be generated about individual clients participating in a specific service, such as rehabilitative work activities, or about services specifically designed to be group-based, such as various rehabilitation groups.

The data generated by the Abilitator questionnaire can be very useful when effectively utilised. The data can be used to monitor the general situation of clients referred to a particular service. For example, the data could reveal that an employment service is having clients with significant health or competence challenges referred to it and thus prompt discussion about whether the clients are being referred to the right service or whether the service should be supplemented with employment support measures and services focusing on these specific areas.



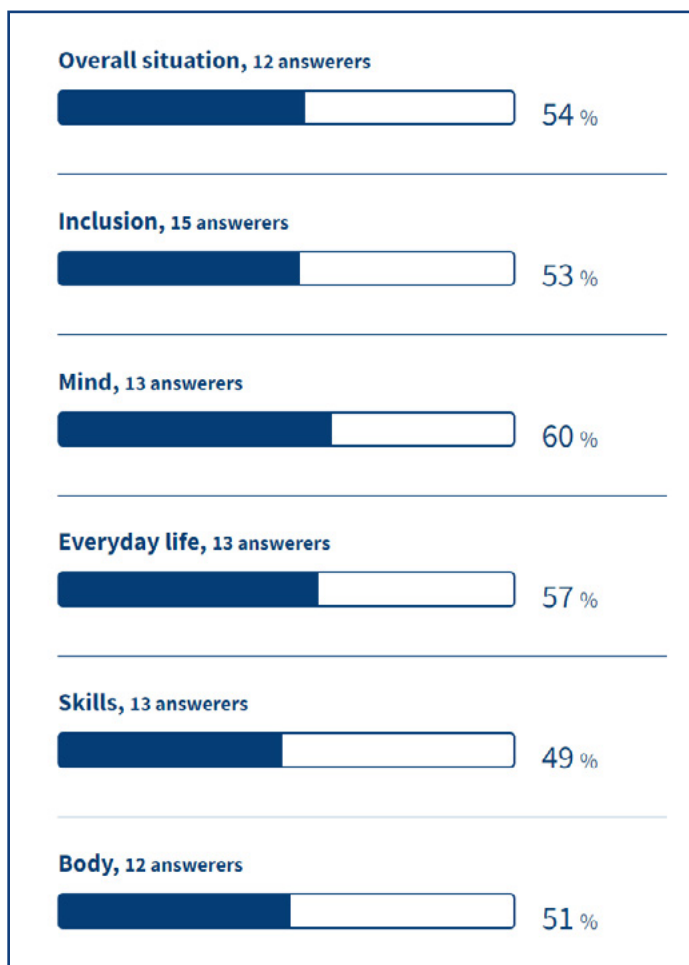


Image 7. Group profile, example of an Abilitator group report.

Group-specific data can be utilised as in image 7, which depicts the combined results of an imaginary client group participating in a specific service. Combining the data of individual clients provides an overview of a specific group, providing information about the clients' perceived work ability, functioning and general well-being, for example. Responses to the questions in section I. Work and the future of the Abilitator questionnaire can also provide useful background information to supplement a group's work ability and functioning data, such as information on the duration of unemployment, obstacles to employment and needs for change.

In addition to the client profile, it is worth examining responses to question I14 of the Abilitator questionnaire, which asks the respondent to specify which areas of their life they wish to change. This can help an organisation to establish a systematic way of collecting information on clients' change goals and comparing it to the organisation's prior information. Client profiles can be generated on the clients of a specific employee, service or area, for example.

Group-level data helps adapt offered services and resources to suit different groups. A client profile can also help set group-specific goals by area, for exam-

ple. It is worth keeping in mind that it is a good idea to involve clients in the planning of services aimed at them. This makes visible the fact that the data that they generate on work ability and functioning is being taken into consideration, which increases motivation for participating in activities.

Interpreting results at the group level

1. First, examine the group profile based on the Abilitator's section B. Welfare (Table 4):

B2 (1–5)

Group averages that give cause for concern are Poor (1 or 2) or Average (3). These scores indicate that the client group may have some health challenges.

B3 and B4 (0–10)

Group averages that give cause for concern are 0–5: Poor, 6–7: Fairly poor. These scores indicate that the client group may have challenges related to general functioning and work ability. The section-specific results of the questionnaire may help identify the areas that more detailed assessments and measures should focus on.

B5 (0–10)

How far the client group is on average from the employment threshold. Group averages that give cause for concern are 1–3: the clients are quite far away from employment, they need a great deal of support and rehabilitation may take a long time, 4–5: the clients are fairly close or close to the employment threshold, 6–7: the clients are employed, but may have challenges staying employed and require support. 0: this average is very rare at the group level.

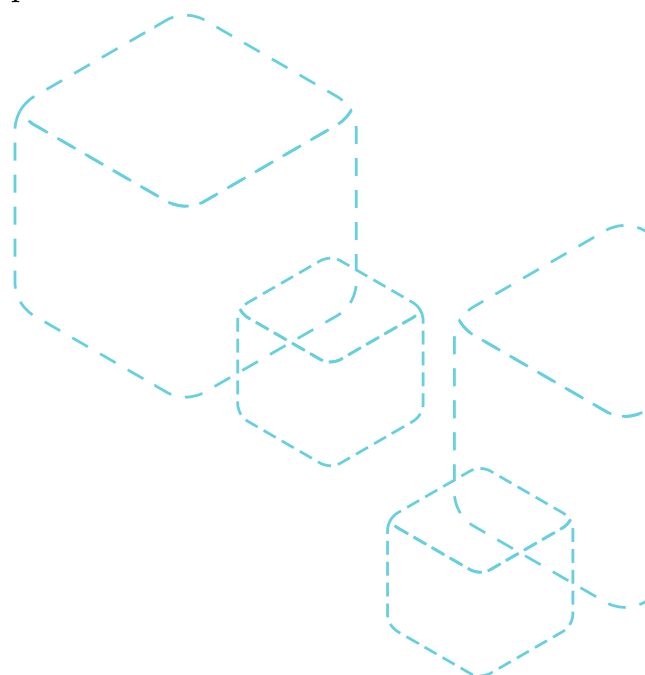


Table 4. Results from section B. Well-being of the Abilitator questionnaire and how to interpret them at the group level.

	Poor	Fairly poor	Fairly good	Good
B1. Satisfaction with life	1-2	3	4	5
B2. Perceived health	1-2	3	4	5
B3. Everyday coping	0-5	6-7	8	9-10
B4. Perceived work ability	0-5	6-7	8	9-10
B5. Relation to work life	0, 1-3	4-5	6-8	9-10

Scores corresponding to the written response options of questions B1 and B2. B1 1-2 points = very or fairly dissatisfied, 3 points = not satisfied, but not dissatisfied either, 4-5 points = fairly or very satisfied, B2 1-2 points = poor or fairly poor, 3 points = average, 4-5 points = fairly good or good.

2. Next, examine the group profile based on the section-specific results of the Abilitator questionnaire.

If the group average falls within the poor or fairly poor range in one or multiple sections, it is important to examine the possibility of allocating resources to services and measures for supporting these weaker areas in particular (Table 5).

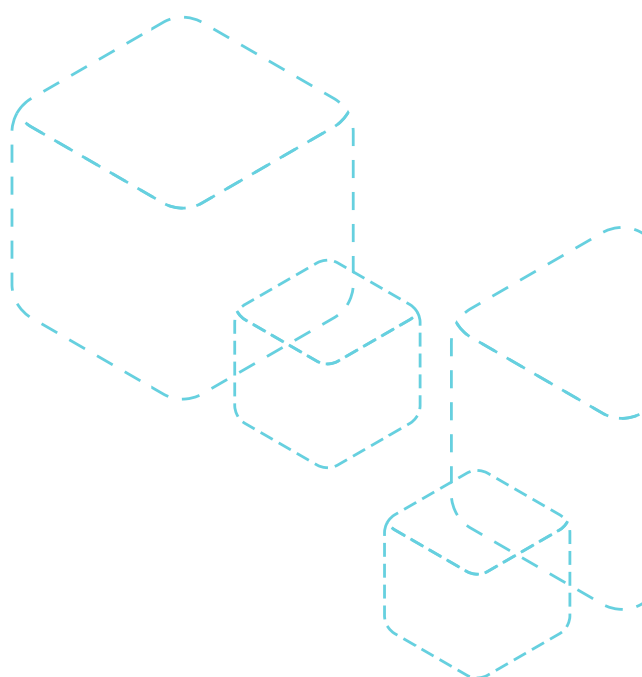


Table 5. Instructions for interpreting the results from the different sections of the Abilitator questionnaire at the group level.

	Poor	Fairly poor OR possible challenges	Fairly good OR possible challenges	Good
C. Inclusion	0-23 %	25-48 %	50-73%	75-100 %
D. Mind	0-22 %	25-56 %	58-70%	71-100 %
E. Everyday life	0-23 %	25-48 %	50-73 %	75-100 %
F. Skills	0-48 %	50-60 %	61-73 %	75-100 %
G. Body	0-30 %	40-60 %	61-80 %	90-100 %

The overall situation is the combined average of the percentages from sections C, D, E, F and G (0-100%). There are no limit values for this, and the data is mainly used to monitor change in the respondent's overall situation.

Identifying service needs at the group level

A client profile makes it possible to examine the different aspects of clients' work ability and functioning at the group level and helps with the alignment of offered services. In addition to this, a client profile facilitates the setting of group-specific goals. It is typical for a group profile to reveal that individual group members have certain things in common in terms of their initial situations. Identifying these common traits makes it possible to plan services in accordance with the needs of the specific group. This facilitates the comprehensive supporting of the client group and speeds up the group's progress towards set goals, such as employment, rehabilitation or training.

It is a good idea to verify that the measures and services that you are implementing actually correspond to the needs and goals of the client group. This can be done by carrying out interim assessments using the Abilitator questionnaire and reviewing plans. If the duration of the service that your clients are participating in is long (6–12 months), you should reserve the opportunity to carry out interim assessments. Interim assessments make group-level changes in work ability and functioning visible. In addition to this, they provide information on whether the service is focusing on factors relevant to the client group. In other words, interim assessments can help examine whether change is occurring in the areas that the service is focusing on.

After an interim assessment, you can start thinking about whether the services being provided to the client group should be updated or re-aligned.

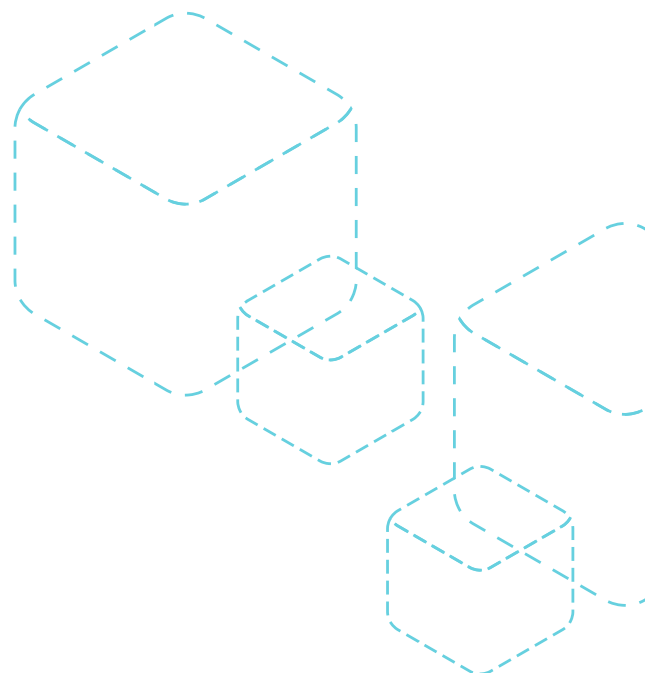
Monitoring change at the group level

The data collected as a result of the systematic use of the Abilitator questionnaire can be used to monitor changes in Abilitator results at the group level. The changes in the results can be examined in the following ways:

- 1) By examining automatic group reports based on averages. Available reporting functions depend on the user interface used.
- 2) By analysing Excel data collected from respondents at the group level.
- 3) The provider of the Abilitator questionnaire may also provide group reporting services in accordance with the client's wishes.

In this context, a group refers to the average results of at least 10 people, from which individual respondents cannot be identified even indirectly. Group-level changes in work ability and functioning can be examined from several perspectives:

- an employee's own clients
- clients participating in a particular service
- clients who participated in a service during a specific period
- clients who participated in a service in a specific area.

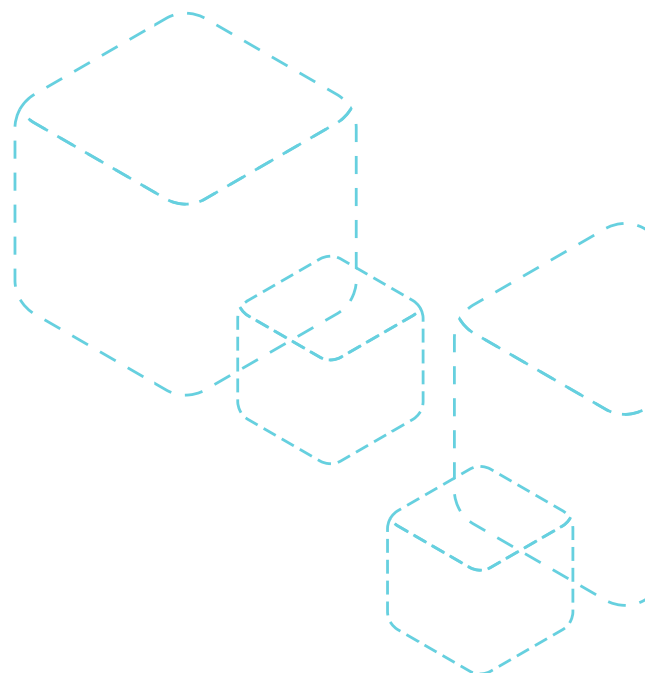




Interpreting results

1. Examine the change in responses to **section B. Wellbeing** questions **B2–B5**. (Please note! The responses to question B1 describe the group's perceived satisfaction in life at the moment of taking the questionnaire only, as a result of which they cannot be used to reliably assess change.)
2. Examine the change in the percentages from sections C, D, E, F and G of the Abilitator at the group level.
3. Examine the evaluation of the **Overall situation** (0-100%), which helps monitor the overall change in Abilitator results at the group level. While there are currently no limit values for the overall situation percentage, it illustrates the extent and direction of the net change in sections C–G of the Abilitator questionnaire at a general level.
4. With the help of an Excel file, raw Abilitator data can also be imported to other statistical applications, which can be used to examine changes in responses **by question**, for example.

All changes in Abilitator results, whether positive or negative, are important data. At the group level, it is also possible to identify statistically notable changes. This is done by means of power calculations, which are significantly affected by the size of the group. This requires using specialised statistical methods. .



6. Using the Abilitator at the organisation level and in knowledge-based management

In this chapter, we describe how the Abilitator questionnaire can be utilised by organisations and in knowledge-based management. The operating model for utilising the Abilitator questionnaire in this manner is depicted in Image 8.

Effective operational planning, monitoring, steering and decision-making require reliable information on the subject of operations. When the Abilitator questionnaire is systematically used in all the operations of an organisation, individual group-level client profiles can be combined to form an organisation-level client profile. This data can then be used in operational planning and management.

Abilitator data can be used to examine the situation of the organisation's clients or, more broadly, on regional or national level. At the organisation level, the data makes it possible to set different objectives for different client groups and align services based on identified needs. At the national level, the data can be used to assess the work ability and functioning of the users of specific services and make visible differences between regions, for example. Abilitator data can also be utilised in resource allocation and operational planning.

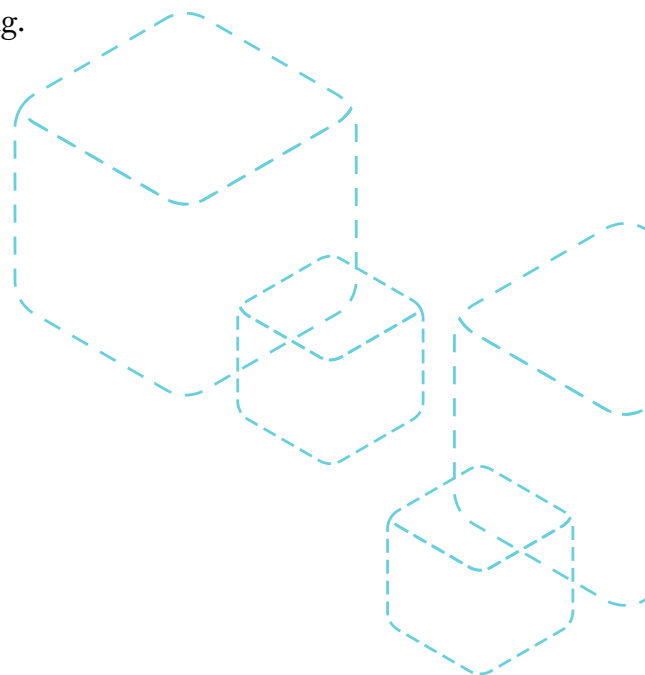




Image 8. The Abilitator operating model for supporting decision-making.

Organisation-level situation assessment using accumulated data

At the organisation level and in decision-making, the Abilitator questionnaire can be used to **identify** and **assess the situation** of different client groups, clients participating in different services or clients in different regions. The data on work ability and functioning accumulated using the Abilitator questionnaire can be utilised in this context in the same way as at the group level, but data on different groups can also be compared. Instructions for this type of identification and assessment are provided in Tables 6 and 7 below.

Interpreting results at the organisation level

1. Examine the situation of different client groups based on section B. Well-being of the Abilitator questionnaire (Table 6):

B2 (1–5)

Group averages that give cause for concern are Poor (1 or 2) or Average (3). These scores indicate that the client group may have some health challenges.

B3 and B4 (0–10)

Group averages that give cause for concern are **0–5**: Poor, **6–7**: Fairly poor. These scores indicate that the client group may have challenges related to general functioning and work ability. The section-specific results of the questionnaire may help identify the areas that more detailed assessments and measures should focus on.

B5 (0–10)

How far the client group is on average from the employment threshold. Group averages that give cause for concern are **1–3**: the clients are quite far away from employment, they need a great deal of support and rehabilitation may take a long time, **4–5**: the clients are fairly close or close to the employment threshold, **6–7**: the clients are employed, but may have challenges staying employed and require support. 0: this average is very rare at the group level.

Table 6. Results from section B. Well-being of the Abilitator questionnaire and how to interpret them.

	Poor	Fairly poor	Fairly good	Good
B1 Satisfaction with life	1-2	3	4	5
B2 Perceived health	1-2	3	4	5
B3 Everyday coping	0-5	6-7	8	9-10
B4 Perceived work ability	0-5	6-7	8	9-10
B5 Relation to work life	0, 1-3	4-5	6-8	9-10

Scores corresponding to the written response options of questions B1 and B2. B1 1-2 points = very or fairly dissatisfied, 3 points = not satisfied, but not dissatisfied either, 4-5 points = fairly or very satisfied, B2 1-2 points = poor or fairly poor, 3 points = average, 4-5 points = fairly good or good.

2. Examine the situation of different client groups based on the section-specific results of the Abilitator questionnaire.

If the group average of a client group falls within the poor or fairly poor range in one or multiple sections, it is important to examine the possibility of allocating resources to services and measures for supporting these weaker areas in particular. (Table 7.)

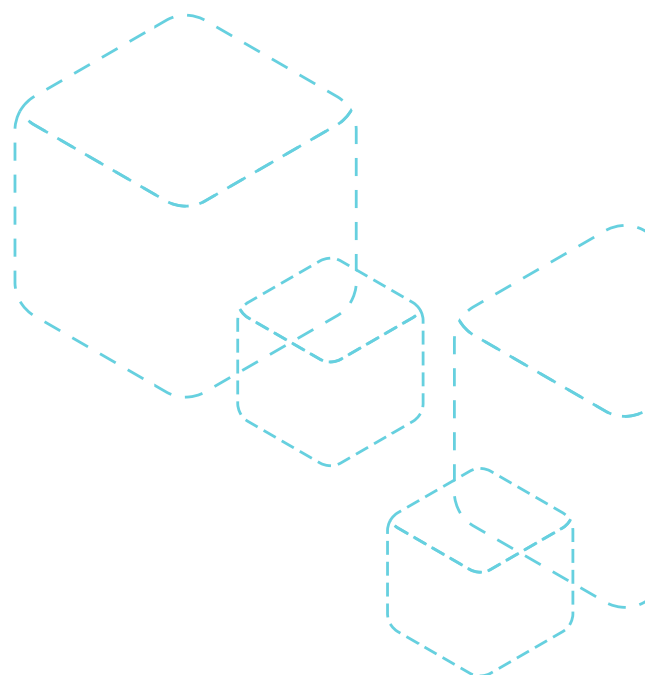


Table 7. Instructions for interpreting the results from the different sections of the Abilitator questionnaire.

	Poor	Fairly poor OR possible challenges	Fairly good OR possible challenges	Good
C. Inclusion	0-23 %	25-48 %	50-73%	75-100 %
D. Mind	0-22 %	25-56 %	58-70%	71-100 %
E. Everyday life	0-23 %	25-48 %	50-73 %	75-100 %
F. Skills	0-48 %	50-60 %	61-73 %	75-100 %
G. Body	0-30 %	40-60 %	61-80 %	90-100 %

The overall situation is the combined average of the percentages from sections C, D, E, F and G (0-100%). There are no limit values for this, and the data is mainly used to monitor change in the respondent's overall situation

Service needs of an organisation's client groups

Once a sufficient amount of data on different client groups (minimum 10 person per group) has been accumulated using the Abilitator questionnaire, the data can be utilised in organisation-level operational and service planning. Systematic use of the Abilitator operating model ensures that operational development and planning are also client-oriented.

With the help of Abilitator data, an organisation can set different goals for different client groups and align services based on identified needs. The accumulated data makes visible the work ability and functioning of clients who use different services. Furthermore, the data makes it possible to compare client groups regionally or nationally. The accumulated data also helps examine how to effectively align different services and resources.

Organisations should also carry out interim assessments and review plans at regular intervals. Interim assessments can also include service impact assessments to determine whether the services being offered are having the desired effect. Other things that can be examined as part of interim assessment include how the client base is divided across different services and whether different services cause any changes in client groups. It should also be noted that a single organisation can have several different services to assess. On the other hand, one organ-

isation can also provide the same type of services at several different locations, which can be assessed side by side. It is also possible to assess how specific client groups or services differ across different organisations.

The results of the interim assessment can be used to realign operations. Monitoring the development of client profiles and the indicators of the different sections of the Abilitator questionnaire helps assess whether the services being provided are having the desired impact.

Monitoring change at the organisation level

The data collected as a result of the systematic use of the Abilitator questionnaire can be used to monitor changes in Abilitator results at the organisation or regional level, for example. The changes in the results can be examined in the following ways:

- 1) By examining automatic group reports based on average scores, which are provided by various providers of the Abilitator service.
- 2) By analysing saved Excel data at the group level.
- 3) The supplier of the Abilitator service can also provide group reporting services based on the wishes of the client organisation.

Each group that is reported on should include the average results of at least 10 people so that individuals cannot be identified based on the data. A group can consist of clients of a specific age, client groups participating in a specific service, clients who participated in a service over the course of a specific time period or clients who participated in a service in a specific area, for example.

Interpreting results

1. Examine the change in responses to section B. Wellbeing questions B2–B5. (Please note! The responses to question B1 describe the group's perceived satisfaction in life at the moment of taking the questionnaire only, as a result of which they cannot be used to reliably assess change.)
2. Examine the change in the percentages from sections C, D, E, F and G of the Abilitator at the group level.
3. Examine the evaluation of the Overall situation (0-100%), which helps monitor the overall change in Abilitator results at the group level. While there are currently no limit values for the overall situation percentage, it illustrates the extent and direction of the net change in sections C–G of the Abilitator questionnaire at a general level.

4. With the help of an Excel file, raw Abilitator data can also be imported to other statistical applications, which can be used to examine changes in responses by question, for example.

All changes in Abilitator results, whether positive or negative, are important data. At the organisation and broader levels, it is also possible to identify statistically notable changes. This is done by means of power calculations, which are significantly affected by the size of the group. This requires using specialised statistical methods.

Utilising the Abilitator questionnaire in resource allocation and operational planning

The data collected using the Abilitator questionnaire can also be more broadly utilised in resource allocation and operational planning. The Abilitator collects data produced by clients themselves, providing a valuable perspective on the service needs experienced by the organisation's client base and on the general impact of services on work ability and well-being. Some of the questions that the Abilitator can provide answers to are described in Table 8 below.

The greater the number of clients who have taken the Abilitator questionnaire at least twice at different times, the more reliable the data produced by the clients on the impacts of the services is. However, if the aim is to assess the effectiveness of services, other aspects, such as the resources invested, should also be taken into account alongside the Abilitator data collected over time.

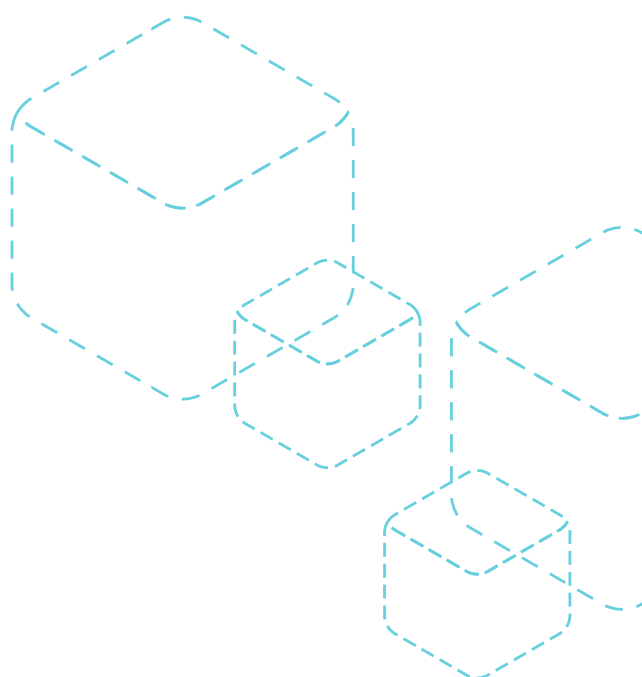
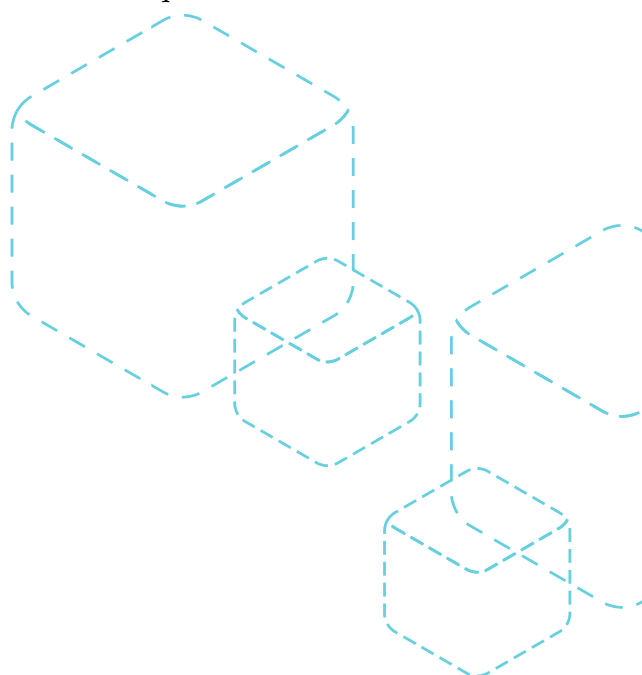


Table 8. Questions concerning work ability that the data collected using the Abilitator questionnaire can provide answers to.

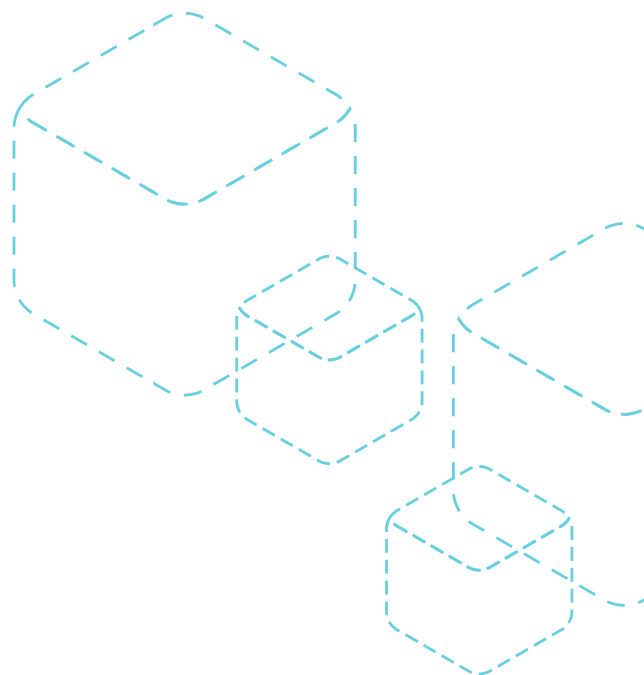
Question	Service level	Organisation level
What are the initial circumstances and needs of the client base?	Does the service focus on factors relevant to the client base?	How is the client base divided across different services?
What is the impact of the service?	<ul style="list-style-type: none"> • How big of a change does the service cause for clients? • Does change occur in the factor that the service focuses on? 	Do changes occur as a result of different services?
What is the effectiveness of the service?	<ul style="list-style-type: none"> • How big of a change is achieved in relation to invested resources? • How big would the change be without the service or if services were arranged differently (control group)? 	<ul style="list-style-type: none"> • One organisation, different services. • One organisation, same service provided at multiple locations. • Comparison between several organisations. • Regional differences in the same service.

The data collected using the Abilitator questionnaire can also be compared to data collected from working-age people at the population level. For example, the national FinHealth Study carried out by the Finnish Institute for Health and Welfare (THL) has used similar questions as in the Abilitator questionnaire.



These include the following:

- Perceived health (question B2 of the Abilitator questionnaire)
- Perceived work ability (question B4 of the Abilitator questionnaire)
- Perceived loneliness (question C9 of the Abilitator questionnaire)
- Cognitive functioning (questions F1–F3 of the Abilitator questionnaire)
- Short-distance running (question G6 of the Abilitator questionnaire)
- Long-term illness (question G8 of the Abilitator questionnaire)



7.

Good tips for using the Abilitator questionnaire

This chapter collects good practices and tips for utilising the Abilitator questionnaire in different services and activities. The featured good practices and tips were collected from actors that have used the Abilitator questionnaire in practice. Feel free to pick elements that are suitable for your operations from the examples.

The Abilitator in project work

When it comes to project work, things that need to be taken into account include the fact that projects have a finite duration and that the length of client relationships varies. In projects, the Abilitator can be used to assess the perceived work ability and functioning of clients, survey their life situation and set potential goals for change, for example. On the other hand, the Abilitator can also serve as a tool for steering client work and opening discussions. In addition to this, the Abilitator can help with the monitoring, assessment and reporting of project objectives.

Setting objectives and monitoring results are integral parts of project work. If a project has objectives related to the work ability and functioning of project participants, their progress can be assessed and monitored with the help of Abilitator data. The point of the service process at which it is most natural to take the Abilitator questionnaire should be discussed together. Ideally, the questionnaire should be retaken in 3–6 months to provide follow-up data.

The data accumulated using the Abilitator questionnaire does not automatically travel with the client. If a client is transferred to another service after the project, you should therefore make sure that their Abilitator data also carries over to the new service.

Projects are about developing something new. As such, you should not hesitate to try out different measurement instruments, such as the Abilitator questionnaire, and adapt them to your client process or development efforts – or simply determine whether they work for you.

The Abilitator in supporting immigrant integration

This section details things that you should take into account when using the Abilitator questionnaire in immigrant integration. If the immigrants you are working with have poor Finnish language skills and are not yet familiar with how Finnish society operates, it can be difficult to find a suitable assessment method that provides reliable results.

The Abilitator questionnaire is available in Finnish, Swedish, English, Russian, Dutch, Somali, Arabic and Sorani. In addition to these, there is an easy Finnish version and an Easy Finnish for people with intellectual disabilities version available. The translated versions of the questionnaire have been prepared taking cultural sensitivity into account. If a suitable language version is not available, it should be noted that the Finnish Abilitator questionnaire requires fairly good Finnish language skills to comprehend.

Trust is everything. As such, it is essential to build a trusting relationship between the client and the instructor before the client takes the Abilitator questionnaire. With immigrants, building a trusting relationship is especially important to ensure accurate responses and feedback. As part of this, it is important to discuss things like cultural differences and terminology together. To maintain a trusting relationship, it is also important to reserve time for going over the responses together with the instructor.

The cultural background of the respondent should also be taken into account, as measurement instruments and methods for assessing functioning are generally developed for specific cultural contexts and can include culture-specific concepts. As a result, some of the more abstract concepts can be difficult to understand and require clarification, even if the questions have been translated into the respondent's native language. It should also be noted that many cultures around the world emphasise a community-oriented view of the world that differs from the western, individual-oriented way of thinking. In such cultures, the needs, norms and honour of the local community can take precedence over those of the individual. The norms of the local community can also define what kind of personal things are appropriate to share outside of the family, which can make self-reporting challenging.

Be sure to reserve enough time for taking the Abilitator questionnaire. Completing the Abilitator questionnaire in one sitting can be time-consuming if the respondent does it in Finnish despite having poor Finnish language skills and is unfamiliar with self-reporting.

The order of the questions can also affect the comprehensibility of the questionnaire. For example, questions related to work ability can be difficult if they are asked right at the start without explaining the words and themes. If necessary, feel free to change the order of the questionnaire's sections and start with some of the easier and more concrete themes (everyday life, body) before moving on to the more abstract and challenging questions (e.g. minds, inclusion).

The Abilitator in social rehabilitation

The Abilitator questionnaire can be utilised in various group activities related to rehabilitation. For example, you can try incorporating some of the perspectives of the Abilitator questionnaire into group activities in social rehabilitation. The content of the Abilitator can also be utilised to plan the content of group activities. Here are some examples:

- 1.** Using the sections of the Abilitator questionnaire as the themes of group activities in rehabilitation: holding meetings with introductions and group discussions related to work ability, mood, health, sports and exercise, everyday life, social relationships and employment.
- 2.** Holding themed meetings during which participants complete a section of the Abilitator corresponding to the theme instead of taking the questionnaire in its entirety. This can be done by having the participants fill in the paper questionnaire form or take the Abilitator questionnaire via the online service, which saves the responses.
- 3.** In this example, the Abilitator serves as a tool for group coaching, allowing respondents to self-report their functioning in each themed meeting. The Abilitator questionnaire has also been used in these types of activities as a broaching tool.

The Abilitator in multidisciplinary work ability support activities

Effective work ability support activities require a multidisciplinary approach and information on the work ability, functioning and personal goals of clients. Multidisciplinary activities also require shared working methods and operating models. The Abilitator questionnaire can be built into a shared working method for multidisciplinary activities that also ensures client participation.

In multidisciplinary work, the Abilitator can serve as a preliminary information form for clients. The Abilitator can be sent to the client in advance so that they can take the questionnaire at home. There are two ways to receive the client's responses: the client can either bring the filled-in Abilitator questionnaire form with them to a meeting or the client's designated worker and/or working group can go over the client's responses in advance.

Using the Abilitator questionnaire in client work does not require any specific professional background, which makes it ideal for multidisciplinary work. In multidisciplinary work, it is important that at least the client's designated employee goes over the results of the Abilitator questionnaire with the client. This employee can also prepare a summary of the results for the rest of the working group. Due to its multidisciplinary nature, the Abilitator provides a good basis for activities, as its sections comprehensively represent the areas of expertise of different health care and social services professionals.

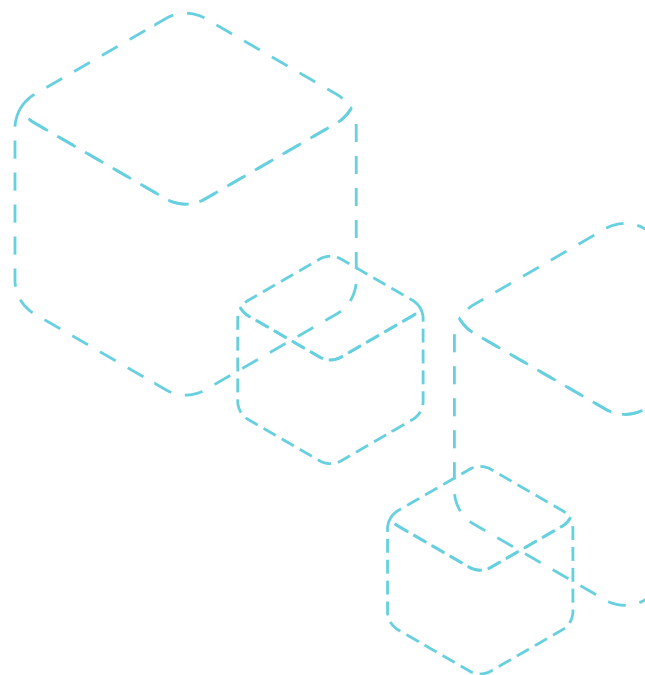
Multidisciplinary work typically involves building an individual service path for the client. A smooth service path is dependent on the effective exchange of information. Ideally, and with the client's permission, the client's Abilitator data can also follow them along their individual service path. This can be done by printing out the client's Abilitator responses and results on paper or, where possible, giving the relevant professionals access to the client information system where the client's Abilitator questionnaire is stored. Making sure that the client's Abilitator data accompanies them throughout their individual service path is also important for carrying out follow-up assessments every 6–12 months and assessing the impact of services on the client's perceived work ability and functioning.

Integrating the Abilitator questionnaire into operations

Integrating new measurement instruments and operating methods into practice takes time. Perspectives that support the effective use of the Abilitator questionnaire include:

- the need for a tool
- a new approach
- a process planned in advance
- systematic use and operating method
- employees' attitude
- exchange of experiences
- positive expectations.

You can also discuss and think about how to promote the use of the Abilitator questionnaire in your own activities.





Quick tips for using the Abilitator in client work

Tip 1: make the client's voice heard. Focus on question I14 of the questionnaire 'Which areas of your life do you wish to change?' This question helps shed light on the client's own thoughts about their greatest perceived challenges. If the client has not responded to the question, it can nevertheless be useful to review the response options together to determine the client's needs and wishes for change. It can also be useful to discuss the areas where the client is doing well to strengthen their confidence and their perception of their own strengths. Even minor and concrete issues should be highlighted.

Tip 2: if your time is limited, focus on the mandatory questions B3 (How well do you cope with your everyday activities and tasks?) and B4 (What score would you give your current work ability?). This will allow you to quickly gain a general understanding of how the client is coping with everyday life and identify potential work ability challenges.

Tip 3: remind the client about the benefits of the Abilitator questionnaire. It may be useful to remind the client that the Abilitator is a shared tool that serves as a basis for discussion and helps make changes in ability to work and functioning visible. In addition to this, it also makes strengths and challenges visible so that they can be discussed together.

8. Appendices

Appendix 1. The questions and response scales of the Abilitator questionnaire

THE QUESTIONS OF ABITATOR QUESTIONNAIRE	SCALE
B1. How satisfied are you with your life at this moment?	5= Very satisfied --> 1 = Very dissatisfied
B2. In your opinion, is your health currently ?	5= Good --> 1 = Poor
B3. How well do you cope with your everyday activities and tasks? Choose the number that best matches your situation.(Mandatory)	0 = I cope very poorly --> 10 = I cope very well
B4. Let's assume that your work ability would receive a score of 10 points at its best. What point score would you give your current work ability? (Mandatory)	0 = Completely unable to work --> 10 = Work ability at its best
B5. How do you feel in relation to work life at the moment? Choose the number that best matches your situation.	0 = Work life or employment does not currently apply to me.--> 9-10 = I have a job. I am well-equipped to continue in employment..
C1. I get help when I need it	1 = Completely disagree 5 = Completely agree
C2. I am necessary to others	1 = Completely disagree 5 = Completely agree
C3. I am allowed to express my opinions and they are taken into account	1 = Completely disagree 5 = Completely agree
C4. I am appreciated	1 = Completely disagree 5 = Completely agree

THE QUESTIONS OF ABITATOR QUESTIONNAIRE	SCALE
C5. I have experienced success	1 = Completely disagree 5 = Completely agree
C6. I am in charge of the course of my life	1 = Completely disagree 5 = Completely agree
C7. I feel part of society	1 = Completely disagree 5 = Completely agree
C8. I am happy with my relationships	1 = Completely disagree 5 = Completely agree
C9. Do you feel lonely?	5= Never --> All the time = 1
C10. Do you have someone with whom you can openly discuss personal issues and problems?	Yes = 1, No = 0, I don't know = -1
C11. Do you have a pet or animal you care for, that makes you happy?	Yes = 1, No = 0, I don't know = -1
C12. Do you have hobbies, or something to do that you enjoy?	Yes = 1, No = 0, I don't know = -1
C13. How often do you meet or are you in contact with friends, relatives or acquaintances, with whom you do not live?	5= Daily or almost daily--> 1= Never
C14. I get on well with those close to me	1 = Completely disagree 5 = Completely agree
C15. I find it easy to get to know new people	1 = Completely disagree 5 = Completely agree
C16. I find it easy to get to know new people	1 = Completely disagree 5 = Completely agree
C17. I find it easy to socialize with people I do not know	1 = Completely disagree 5 = Completely agree

THE QUESTIONS OF ABITATOR QUESTIONNAIRE	SCALE
D1. I've been feeling optimistic about the future	Never 1 --> All the time 5
D2. I've been feeling useful	Never 1 --> All the time 5
D3. I've been feeling relaxed	Never 1 --> All the time 5
D4. I've been dealing with problems well	Never 1 --> All the time 5
D5. I've been thinking clearly	Never 1 --> All the time 5
D6. I've been feeling close to other people	Never 1 --> All the time 5
D7. I've been able to make up my own mind about things	Never 1 --> All the time 5
D8. I've been able to take the initiative with my personal affairs	Never 1 --> All the time 5
D9. I've taken pleasure in things that are important to me	Never 1 --> All the time 5
E1. Housework	Unable to cope 1 --> Coping well 5
E2. Shopping	Unable to cope 1 --> Coping well 5
E3. Using public services	Unable to cope 1 --> Coping well 5
E4. Using the internet, searching for information	Unable to cope 1 --> Coping well 5
E5. Taking care of personal finances	Unable to cope 1 --> Coping well 5
E6. Looking after your own health and well-being	Unable to cope 1 --> Coping well 5
E7. Maintaining a regular daily routine and sufficient sleep	Unable to cope 1 --> Coping well 5
E8. Taking care of personal hygiene	Unable to cope 1 --> Coping well 5

THE QUESTIONS OF ABITATOR QUESTIONNAIRE	SCALE
E9. Using health services	Unable to cope 1 --> Coping well 5
E10. Getting about outside your home	Unable to cope 1 --> Coping well 5
E11. Looking after others	Unable to cope 1 --> Coping well 5
F1. Are you normally able to concentrate on things?	5 = Very well --> 1 = Very poorly
F2. Are you able to take in new knowledge and learn new skills?	6 = Very well --> 1 = Very poorly
F3. How would you currently rate your memory?	7 = Very good --> 1 = Very poor
F4. Have you been diagnosed with a learning, concentration or perception difficulty?	Yes = 1, No = 0, I don't know = 2
F5. I feel positive about the future	1 = Completely disagree, 5 = Completely agree
F6. I have dreams and hopes for the future	1 = Completely disagree, 5 = Completely agree
F7. I am ready to make an effort and take action in order to make my dreams come true	1 = Täysin eri mieltä, 5 = Täysin samaa mieltä
F8. I have skills that I can use in work life	1 = Completely disagree, 5 = Completely agree
F9. I am able to verbally express myself in different situations	1 = Completely disagree, 5 = Completely agree
F10. I am able to express myself in different situations in writing	1 = Completely disagree, 5 = Completely agree
G1. In your opinion, is your level of physical fitness:	5 = Good --> 1 = Poor

THE QUESTIONS OF ABITATOR QUESTIONNAIRE	SCALE
G2. Do you exercise? Exercise includes all leisure-time physical activity, general physical movement or other physical effort that causes breathlessness and sweating.	5 = I exercise at least three times a week --> 1 = I don't exercise
G3. Do you regularly use any aids or equipment for moving around, for example a wheel chair or a walking stick?	No = 0, Yes = 1
G4. Are you able to walk about a kilometre without having to rest?	4 = Yes, with no difficulties --> 1 = I cannot do this at all
G5. If you use a manual wheelchair or other aid, are you able to spin this or walk about a kilometre without having to rest?	5 = Yes, with no difficulties --> 1 = I cannot do this at all
G6. Can you run a reasonably short distance (about a hundred meters, 100 m)?	6 = Yes, with no difficulties --> 1 = I cannot do this at all
G7. If you use a manual wheelchair or other aid, are you able to spin this or walk fast for a short distance?	7 = Yes, with no difficulties --> 1 = I cannot do this at all
G8. Do you suffer from one or more prolonged physical or psychological illness, symptom or injury?	No = 0, Yes = 1
G9. Leisure-time activities	0 = No impediment --> 10 = Worst possible impediment or huge impediment
G10. Housework	0 = No impediment --> 10 = Worst possible impediment or huge impediment
G11. Work or possible work	0 = No impediment --> 10 = Worst possible impediment or huge impediment
G12. Personal relationships	0 = No impediment --> 10 = Worst possible impediment or huge impediment
H1. What is your personal status? You may choose more than one option.	Multiple choice

THE QUESTIONS OF ABITATOR QUESTIONNAIRE	SCALE
H2. Does the total income of your household cover your costs:	6 = Very easily --> 1 = Very poorly
H3. Basic education:	Multiple choice
H4. Post-comprehensive education: You may choose more than one option.	Multiple choice
I1. Which of the following best describes your current work situation? You may choose more than one option.	Multiple choice
I2. How long has your current period of unemployment lasted? If you are in rehabilitation etc., consider the duration of your unemployment before this.	1 = Less than a year --> 8 = I am not currently unemployed
I3. Lack of job opportunities	Extremely difficult 1 --> Not difficult at all 5, I don't know-1
I4. Commuting difficulties	Extremely difficult 1 --> Not difficult at all 5, I don't know-1
I5. Lack of training and skills	Extremely difficult 1 --> Not difficult at all 5, I don't know-1
I6. Diminished work motivation or desire to work	Extremely difficult 1 --> Not difficult at all 5, I don't know-1
I7. Problems connected to health or functional capacity	Extremely difficult 1 --> Not difficult at all 5, I don't know-1
I8. Personal life situation	Extremely difficult 1 --> Not difficult at all 5, I don't know-1
I9. Substance dependence and other addictions	Extremely difficult 1 --> Not difficult at all 5, I don't know-1
I10. Criminal or drugs record	Extremely difficult 1 --> Not difficult at all 5, I don't know-1
I11. Financial situation	Extremely difficult 1 --> Not difficult at all 5, I don't know-1

THE QUESTIONS OF ABITATOR QUESTIONNAIRE	SCALE
I12. Do you believe you will find paid work?	5 = Yes, definitely --> 1= This question is not relevant to me at the moment
I13. Do you believe you will find a meaningful study programme or a training course?	5 = Yes, definitely --> 1= This question is not relevant to me at the moment
I14. Which areas of your life do you wish would change? You can choose more than one option.	Multiple choice

Appendix 2. Questions that affect the scores of the Abilitator questionnaire's feedback

This document explains how the scores provided as part of the Abilitator questionnaire's feedback, i.e. the numerical feedback, are calculated. This document does not cover how the written feedback is determined.

Numerical feedback is provided on five sections of the questionnaire: C, D, E, F and G. The respondent receives a separate score for each of these sections, provided that they respond to all the questions in each section that are included in the score calculation. The scores are presented to the respondent in the form of percentages. The percentages corresponding to the scores are presented in Appendix x Scores and percentages of the Abilitator questionnaire.

Additionally, if the respondent received feedback on all the sections, they are also provided with an overall situation percentage, which is the combined average of the section-specific percentages.

The questions included in the score calculation of each section are listed below.

Questions included in the score calculation of the Inclusion section (C) and their response scales

THE QUESTIONS OF ABITATOR QUESTIONNAIRE	SCALE
C1. I get help when I need it	1 = Completely disagree, 5 = Completely agree
C2. I am necessary to others	1 = Completely disagree, 5 = Completely agree
C3. I am allowed to express my opinions and they are taken into account	1 = Completely disagree, 5 = Completely agree
C4. I am appreciated	1 = Completely disagree, 5 = Completely agree
C5. I have experienced success	1 = Completely disagree, 5 = Completely agree
C6. I am in charge of the course of my life	1 = Completely disagree, 5 = Completely agree
C7. I feel part of society	1 = Completely disagree, 5 = Completely agree
C8. . I am happy with my relationships	1 = Completely disagree, 5 = Completely agree
...	
C14. I get on well with those close to me	1 = Completely disagree, 5 = Completely agree
C15. I find it easy to maintain my friendships	1 = Completely disagree, 5 = Completely agree
C16. I find it easy to get to know new people	1 = Completely disagree, 5 = Completely agree
C17. I find it easy to socialize with people I do not know	1 = Completely disagree, 5 = Completely agree

Add up the points $C1 + C2 + C3 + C4 + C5 + C6 + C7 + C8 + C14 + C15 + C16 + C17 = x$ points. Please refer to Appendix 2, Table 3 for the percentage corresponding to the score and its classification.

Questions included in the score calculation of the Mind section (D) and scales

THE QUESTIONS OF ABITATOR QUESTIONNAIRE	SCALE
D1. I've been feeling optimistic about the future	Never 1 -> All the time 5
D2. I've been feeling useful	Never 1 -> All the time 5
D3. I've been feeling relaxed	Never 1 -> All the time 5
D4. I've been dealing with problems well	Never 1 -> All the time 5
D5. I've been thinking clearly	Never 1 -> All the time 5
D6. I've been feeling close to other people	Never 1 -> All the time 5
D7. I've been able to make up my own mind about things	Never 1 -> All the time 5
D8. I've been able to take the initiative with my personal affairs	Never 1 -> All the time 5
D9. I've taken pleasure in things that are important to me	Never 1 -> All the time 5

Add up the points $D1 + D2 + D3 + D4 + D5 + D6 + D7 + D8 + D9 = x$ points. Please refer to Appendix 2, Table 3 for the percentage corresponding to the score and its classification.

Questions included in the score calculation of the Everyday life (E) section and their response scales

THE QUESTIONS OF ABITATOR QUESTIONNAIRE	SCALE
E1. Housework	Uncable to cope 1 -> Coping well 5
E2. Shopping	Uncable to cope 1 -> Coping well 5
E3. Using public services	Uncable to cope 1 -> Coping well 5
E4. Using the internet, searching for information	Uncable to cope 1 -> Coping well 5
E5. Taking care of personal finances	Uncable to cope 1 -> Coping well 5
E6. Looking after your own health and well-being	Uncable to cope 1 -> Coping well 5
E7. Maintaining a regular daily routine and sufficient sleep	Uncable to cope 1 -> Coping well 5
E8. Taking care of personal hygiene	Uncable to cope 1 -> Coping well 5
E9. Using health services	Uncable to cope 1 -> Coping well 5
E10. Getting about outside your home	Uncable to cope 1 -> Coping well 5
E11. Looking after others	Uncable to cope 1 -> Coping well 5

Add up the points E1 + E2 + E3 + E4 + E5 + E6 + E7 + E8 + E9 + E10 + E11 = x points. Please refer to Appendix 2, Table 3 for the percentage corresponding to the score and its classification.

Questions included in the score calculation of the Skills (F) section and their response scales

Please note! The calculation includes question E4 from the E section.

THE QUESTIONS OF ABITATOR QUESTIONNAIRE	SCALE
F1. Are you normally able to concentrate on things, for example, reading a book or newspaper, listening to others, filling in forms?	5 = Very well --> 1 = Very poorly
F2. Are you able to take in new knowledge and learn new skills?	5 = Very well --> 1 = Very poorly
F3. How would you currently rate your memory? Is it:	5 = Very well --> 1 = Very poorly
...	
F5. I feel positive about the future	1 = Completely disagree, 5 = Completely agree
F6. I have dreams and hopes for the future	1 = Completely disagree, 5 = Completely agree
F7. I am ready to make an effort and take action in order to make my dreams come true	1 = Completely disagree, 5 = Completely agree
F8. I have skills that I can use in work life	1 = Completely disagree, 5 = Completely agree
F9. I am able to verbally express myself in different situations	1 = Completely disagree, 5 = Completely agree
F10. I am able to express myself in different situations in writing	1 = Completely disagree, 5 = Completely agree
...	

Questions included in the score calculation of the Body (G) section and their response scales

Question G3 is not included in the score calculation, but the response to this question determines which questions are presented to the respondent and included in the score calculation as follows:

If $G3 = 0$, add up the points $G1 + G4 + G6 = x$ points. Please refer to Appendix 2, Table 3 for the percentage corresponding to the score and its classification.

If $G3 = 1$, add up the points $G1 + G5 + G7 = x$ points. Please refer to Appendix 2, Table 3 for the percentage corresponding to the score and its classification.

THE QUESTIONS OF ABITATOR QUESTIONNAIRE	SCALE
G1. In your opinion, is your level of physical fitness:	5= Good-> 1= Poor
...	
G3. Do you regularly use any aids or equipment for moving around, for example a wheel chair or a walking stick?	No = 0, Yes = 1
G4. Are you able to walk about a kilometre without having to rest?	4 = Yes, with no difficulties --> 1 = I cannot do this at all = 1
G5. If you use a manual wheelchair or other aid, are you able to spin this or walk about a kilometre without having to rest?	4 = Yes, with no difficulties --> 1 = I cannot do this at all = 1
G6. Can you run a reasonably short distance (about a hundred meters, 100 m)?	4 = Yes, with no difficulties --> 1 = I cannot do this at all = 1
G7. If you use a manual wheelchair or other aid, are you able to spin this or walk fast for a short distance?	4 = Yes, with no difficulties --> 1 = I cannot do this at all = 1

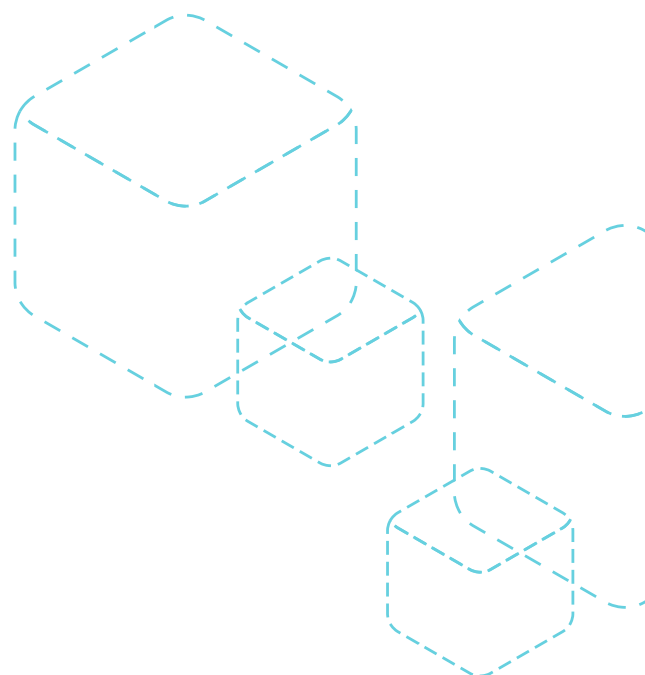
Appendix 3. Scores and percentages of the Abilitator questionnaire

Work Ability & Functioning	
Points (sum of options from either B3 and B4)	Description (only written feedback given)
0-5	Poor situation
6-7	Fairly poor situation
8-9	Good situation
10	Excellent situation

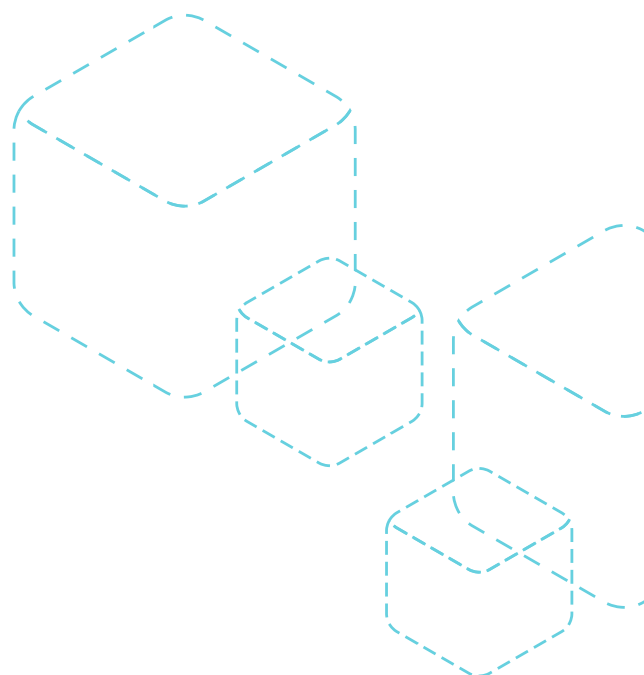
C. Inclusion		
Points (sum of C1-C8 and C14-C17)	Given percent value (0-100%)	Description
12	0	Poor situation
13	2	
14	4	
15	6	
16	8	
17	10	
18	13	
19	15	
20	17	
21	19	
22	21	
23	23	

C. Inclusion		
Points (sum of C1-C8 and C14-C17)	Given percent value (0-100%)	Description
24	25	Fairly poor situation
25	27	
26	29	
27	31	
28	33	
29	35	
30	38	
31	40	
32	42	
33	44	
34	46	
35	48	

C. Inclusion		
Points (sum of C1-C8 and C14-C17)	Given percent value (0-100%)	Description
36	50	Fairly good situation
37	52	
38	54	
39	56	
40	58	
41	60	
42	63	
43	65	
44	67	
45	69	
46	71	
47	73	



C. Inclusion		
Points (sum of C1-C8 and C14-C17)	Given percent value (0-100%)	Description
48	75	Good situation
49	77	
50	79	
51	81	
52	83	
53	85	
54	88	
55	90	
56	92	
57	94	
58	96	
59	98	
60	100	



D. Mind		
Points (sum of D1-D9)	Given percent value (0-100%)	Description
9	0	Poor situation
10	3	
11	6	
12	8	
13	11	
14	14	
15	17	
16	19	
17	22	
18	25	Possible challenges
19	28	
20	31	
21	33	
22	36	
23	39	
24	42	
25	44	
26	47	
27	50	
28	53	
29	56	

D. Mind		
Points (sum of D1-D9)	Given percent value (0-100%)	Description
30	58	Good situation
31	61	
32	64	
33	67	
34	69	
35	72	
36	75	
37	78	
38	81	
39	83	
40	86	
41	89	
42	92	
43	94	
44	97	
45	100	

E. Everyday life		
Points (sum of E1-E11)	Given percent value (0-100%)	Description
11	0	Poor situation
12	2	
13	5	
14	7	
15	9	
16	11	
17	14	
18	16	
19	18	
20	20	
21	23	
22	25	Fairly poor situation
23	27	
24	30	
25	32	
26	34	
27	36	
28	39	
29	41	
30	43	
31	45	
32	48	

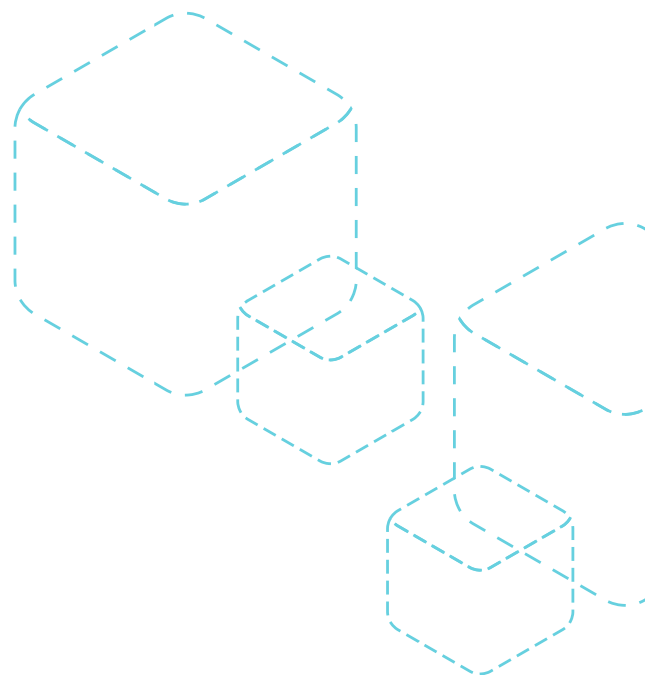
E. Everyday life		
Points (sum of E1-E11)	Given percent value (0-100%)	Description
33	50	Fairly good situation
34	52	
35	55	
36	57	
37	59	
38	61	
39	64	
40	66	
41	68	
42	70	
43	73	

E. Everyday life		
Points (sum of E1-E11)	Given percent value (0-100%)	Description
44	75	Good situation
45	77	
46	80	
47	82	
48	84	
49	86	
50	89	
51	91	
52	93	
53	95	
54	98	
55	100	

F. Skills		
Points (sum of options F1-F3, E4 and F5-F10)	Given percent value (0-100%)	Description
10	0	Poor situation
11	3	
12	5	
13	8	
14	10	
15	13	
16	15	
17	18	
18	20	
19	23	
20	25	
21	28	
22	30	
23	33	
24	35	
25	38	
26	40	
27	43	
28	45	
29	48	

F. Skills		
Points (sum of options F1-F3, E4 and F5-F10)	Given percent value (0-100%)	Description
30	50	Possible challenges
31	53	
32	55	
33	58	
34	60	
35	63	
36	65	
37	68	
38	70	
39	73	
40	75	Good situation
41	78	
42	80	
43	83	
44	85	
45	88	
46	90	
47	93	
48	95	
49	98	
50	100	

G. Body		
Points (sum of options from G1, G5 and G7 or G1, G4 and G6)	Given percent value (0-100%)	Description
3	0	Poor situation
4	10	
5	20	
6	30	
7	40	Possible challenges
8	50	
9	60	
10	70	
11	80	Good situation
12	90	
13	100	



Other
The questions not taken into account in the Abilitator's respondent's feedback, but are analysed separately according to the instructions given in the Abilitator user manual.
Personal information: entirely
Well-being: B1,B2, B5
Inclusion: C9-C13
Skills: F4
Body: G2, G9-G12
Background information: entirely
Work & the Future: entirely

