

The Exigence DP created what it called an "individual guided talk for the evaluation of the situation of people with disabilities". The guide was usually operated by experts from the seven partners in the DP and was basically a software database where actions such as individual pathways, evaluation and training were recorded with the aim of supporting an holistic approach to provision of services.

The database offered:

- An integration of all fields of intervention: personal and family situation, health, housing, spare time and employment;
- A better knowledge of the individual situation of service-users;
- Centralised provision of information for professionals;
- A record of all interviews and measures taken;
- The opportunity to follow-up files of service-users;
- An evaluation of all the measures carried out;
- An auto-evaluation of the activity of the social workers;
- An evaluation of the structure of the project;
- Statistics and periodical assessments for the management of quality and the change.

Secure access to the "individualised guided talk" was provided through the Exigence intranet site. All the partners could consult the site to extract data or to make their own input. The tool covered the pathways of the users that were made up of three parts: reception (general information); diagnosis (complementary to reception, actions considered for the user); follow-up and evaluation (actions carried out, situation at the end of the assumption of responsibility).

In addition, more than 70 different types of actions related to the social and vocational integration of users were included in the database. All these actions and the changes that they caused were kept in the memory and this made it possible to visualise progress along the pathways of individual service-users on an on-going basis.

The advantages of the tool for the professional staff could be seen in terms of the accessibility of information and better management of user files and, of course, in time savings in daily management and periodical assessments. For people with disabilities, the positive aspects were deeper discussions with social workers, improved speed and quality of responses and resulting action that was better adapted to their needs.

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