



Manawanui
Individualised Funding

GoodMeasure results
15 March 2022



Manawanui helps people live their life their way with the widest possible choice, flexibility and independence.



How can you know the good you do?

Impact is uncertain and hard to quantify.

Together, we **estimated** your social impact.



Understand
impact in a
new way



Demonstrate the
value you create



Find the next
opportunities to
invest in change

Your GoodMeasure Journey

 Zoom/Phone touchpoint
  Workshop
  Offline review

Month



How can good be measured?

How do you do good?

What parts of the good you do can be measured quantitatively?

What is your social return on investment?

Collect program data

Build impact logic

Research global evidence base

Conduct SROI analysis



Welcome call

Onboarding call

Impact Building workshop

Receive draft impact profile

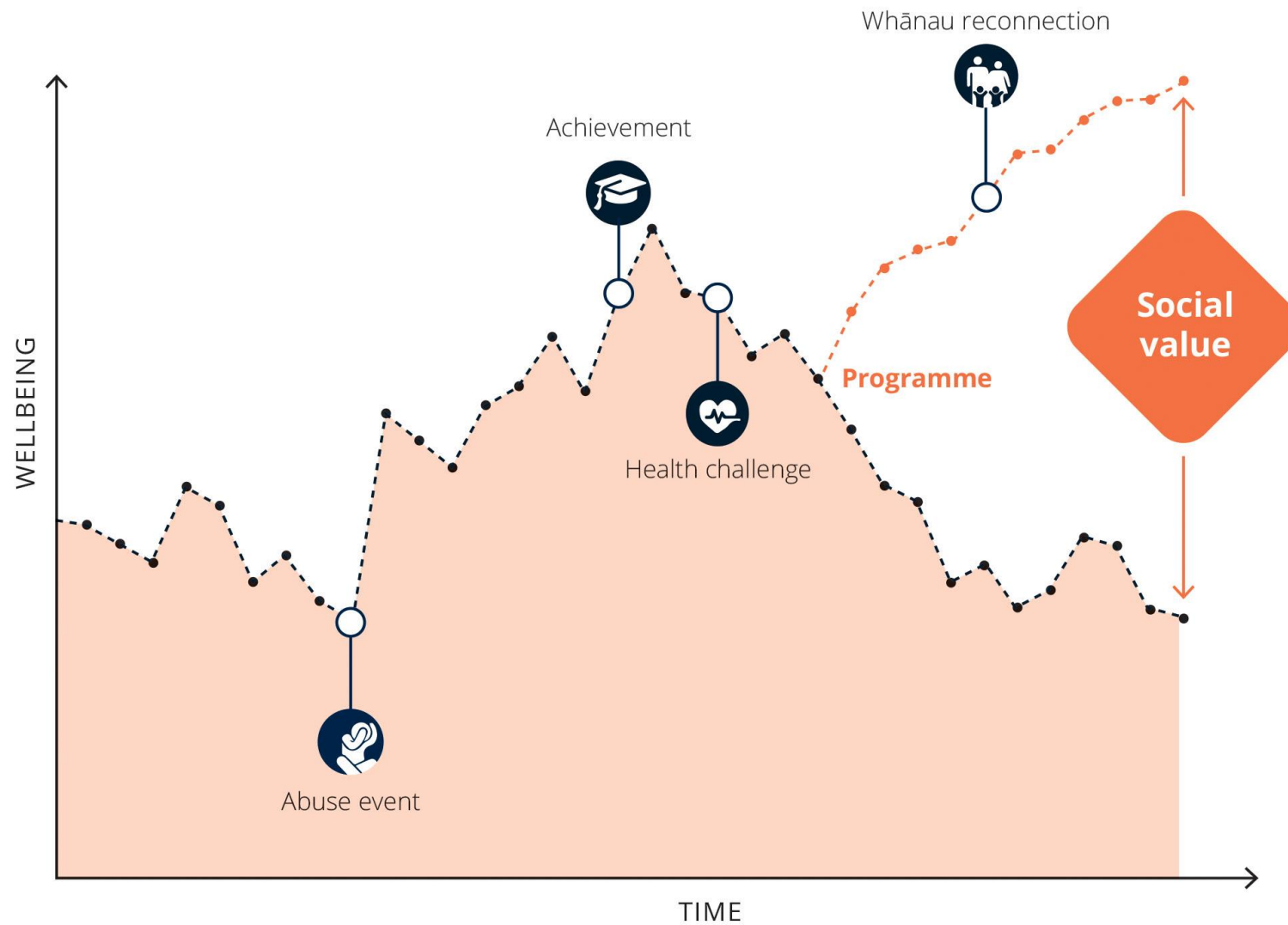
Review and return draft impact profile

Final presentation

Check-in call

GoodMeasure update next year – analyse trends

How ImpactLab measures social value



What positive long-term changes in peoples' lives does this programme help to create?

How effective do we expect the programme to be at creating those changes, based on the available evidence?

Who does the programme serve, and what is the opportunity to make a difference for those people?

How many people does the programme reach, and how many people engage long enough to meaningfully benefit?



Impact



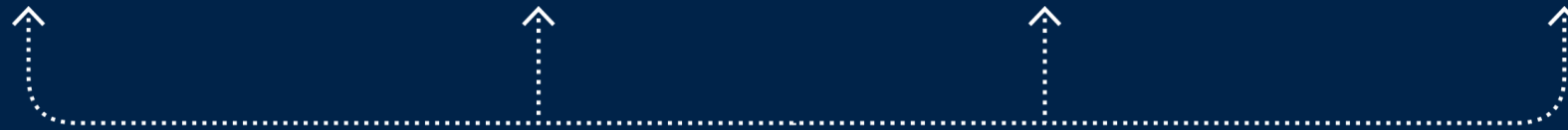
Effectiveness



Opportunity



Population



Social



value



GoodMeasure

by ImpactLab

\$20,280,429



Estimated lifetime social value that this programme generated for participants during the measurement period

\$1,689



Average social value estimated per participant

\$1:\$3.20



When we divide your social value by your operational costs the result is your SROI: the measurable social value as a proportion of programme costs

Onboarding

- Needs Assessment Service Co-ordination Agency (NASC) determines if someone is eligible for IF and allocates their funding, reviewed annually
- If the person does not have capacity to self-direct on their own, an 'agent' is nominated to act on their behalf.
- A Manawanui setup coordinator supports the customer through their onboarding
- Additional help is available where needed from Manawanui's Customer Experience Centre and coaches
- Customers are prepared to self-direct, with education including learning how to be an employer.

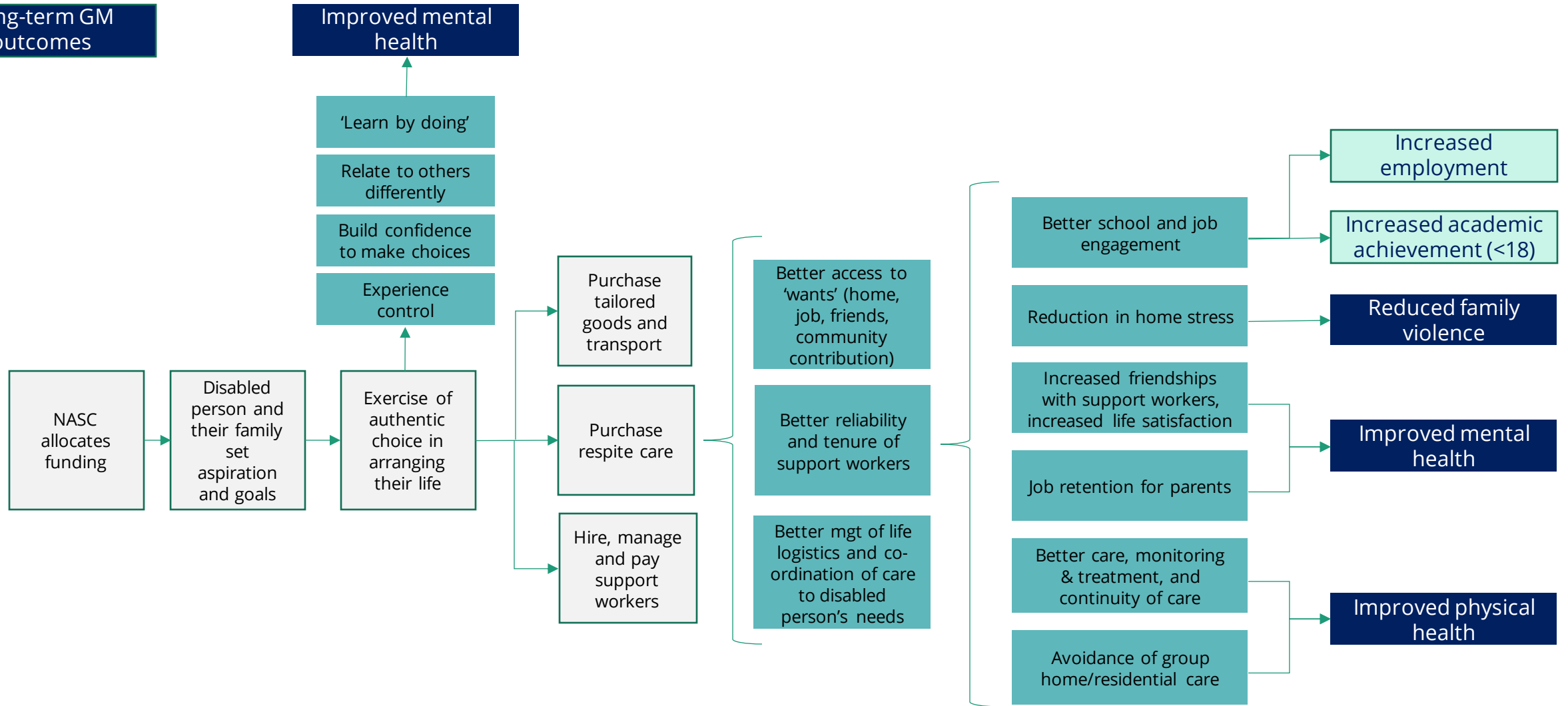
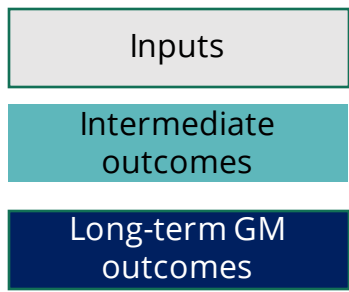
Supporting authentic choice

- Customers set their own aspirations and decide how to use their funding. This can include hiring and paying support staff, paying for respite, and buying items
- Customers buy what they need, and use Manawanui's digital platform to claim for reimbursement, view their budget and manage their payroll
- Based on Ministry of Health guidelines, an item can be purchased if it:
 - Helps people live their life or makes their life better
 - Is a disability support
 - Is reasonable and cost-effective
 - Isn't subject to a limit or exclusion
- Manawanui educates customers on these guidelines and support them to flexibly manage funding to meet their priorities

Enabling self-direction

- Over time, customers build confidence and capacity to make choices, by exercising choice over their funding allocation
- Changes often start in the home environment. This enables customers and their family members to engage with education, employment and/or hobbies, build friendships and start to contribute to the community
- Manawanui provides intensive coaching as needed, and a range of other services including Employer Protection Insurance, an NZQA qualification for support staff and eEmploy, an online carer recruitment platform
- Customers build community together through regular network meetings around the country and an online community

Intervention Logic



GoodMeasure outcomes

These outcomes contribute directly to this year's SROI

Customers, Agents and Resident Family Carers

Increase mental health

Customers

Increase physical health

Reduce family violence

Additional outcomes

These outcomes do not contribute directly to this year's SROI

Increase productivity

Increase health engagement

Increase health literacy

Increase employment

Increase academic achievement

Reduce emergency benefit

GoodMeasure Outcomes	Definitions
Improve physical health	intrinsic measurement of an improvement in physical health
Improve mental health	intrinsic measurement of an improvement in mental health
Reduce family violence	measures government costs associated with family violence

Flexibility

- The programme gives recipients flexibility: support at the desired times (i.e. weekends); the ability to reschedule and get the type of support required; and logistical flexibility.
- The programme encourages customers to exercise their freedoms and market power to: select best-value services, remove intermediaries, and be confident in exercising their agency.
- The programme identifies customers who might require (or want) extra assistance to manage and use their funding and develops products tailored to their needs (for example workforce scheduling, or pre-existing service packages).

Simplicity

- The programme gives customers continuity of care whereon they can receive support from the same people over time - building trust and familiarity with state of disability.
- The programme makes it simple for customers to use their funding via permissionless guidelines within annual budget.
- The complexity of individualised funding is maximally reduced for customers during their transition period in the first 6 months, and customer sentiments are canvassed after 9 months.
- The programme prevents undue delays in customer claims whilst assuring claims integrity.

Data-trends

- The programme collects data on trends as to customer funding allocation vs utilisation over time, and captures information on demographics and household composition of users.

Training

- The programme gives care-workers opportunities for training suited to individualised funding, such as in: decision-making and risk-management skills; business management skills and market awareness skills, and customer service skills.
- Agents of customers are given resources that give guidance on how funding can be used.
- People who are providing services to customers are educated on the background and philosophy of individualised funding
- The programme trains agents and customers on employment practices that will enable them to recruit and retain quality care.

In-person information

- The programme develops peer networks who can provide customers with 'in-person' information and assistance.
- The programme's website is optimised to be user-friendly and programme particulars are also communicated to people in customer channels like early child-hood centers.



Impact



Effectiveness



Opportunity



Population



Cost

Inputs to this SROI	<p>ImpactLab’s library of quantified impacts</p> <p>Applied outcomes to three participant groups: customers, resident family carers, and agents</p>	<p>Findings from programmes in the global evidence base</p>	<p>Intellectual disability population - 32% - per PDH breakdown</p>	<p>Manawanui treated as a 12-month programme. Therefore, all customers receiving IF in the year-in-scope (even those who started prior to the in scope) included.</p> <p>Completion rate equal to those who exited in first 4 weeks of onboarding - 92%.</p>	<p>Total costs for year in scope</p>
Key assumptions	<p>‘Lifetime’ impact is conservatively valued over a 5-year period</p>	<p>Self-directed funding research is analogous to IF</p>	<p>PDH breakdown of population is reflective of Manawanui population – data shows disability breakdown for an accepted eligibility assessment across country</p>	<p>All customers included as 'participants' due to nature of intervention - actual distribution of durations is unknown, it is not a defined time period intervention, and unable to distinguish in terms of effectiveness 12mos vs more than 12mos of intervention at this stage.</p>	



Impact



Effectiveness



Opportunity



Population



Cost

<p>Potential levers to grow understanding of impact</p>	<p>How many customers are engaged in education or employment, and how does that change over time with IF?</p> <p>How many people are using their IF funding for health, education or employment-related purchases?</p>	<p>What does the purchase line item in the spend breakdown consist of? E.g. does it consist of a specialised wheelchair, or exercise bands?</p> <p>What are the commonly purchased items? Are there correlations between disability types and purchases?</p> <p>Do customers spend their full allocation?</p> <p>How much support do customers require? Can you collect data from the Customer Experience Centre e.g., # queries?</p>	<p>What is the breakdown of disability for Manawanui population?</p> <p>How much IF are customers getting, and what is their household income / what other benefits are they getting?</p> <p>What support were they receiving before Manawanui?</p>	<p>What is the churn rate/tenure of caregivers?</p> <p>What are the number of carers over time per customer?</p>	
<p>Potential impact questions</p>		<p>Is overall care and quality of life improving with IF? And is it leading to improved outcomes? How do you measure this e.g. survey data?</p>	<p>What do needs, aspirations, and the journey through IF with Manawanui look like for people with different disability types?</p>	<p>Why are people dropping out within first 4 weeks? What is the proportion of people for whom IF is the right service, but aren't receiving adequate transition support? Can data on the number of queries / errors help unpack this?</p>	



Manawanui
Doing good, better.