

Division of Developmental Services

Virginia Standard Operating Procedures for the SIS® and Review Process

What is the Supports Intensity Scale® (SIS®)?

The Supports Intensity Scale® is a standardized and norm-referenced assessment which was developed in 2004 by the American Association on Intellectual and Developmental Disabilities (AAIDD). This assessment has been tested nationwide to ensure validity and reliability. More information can be found on the AAIDD web site: www.aidd.org.

The SIS® is an assessment of an individual's support needs at the time of the interview. The SIS® gathers information through a face-to-face interview with the individual and people who know the individual well, and with whom they have frequent contact. The people who answer interview questions are called "Respondents."

A "Primary Respondent" is defined as a person who has known the individual well for at least the last 3 months and has observed the individual closely in one or more environments for substantial periods of time. A trained Interviewer collects information from respondents and/or the individual on many aspects of community living. The interview questions focus on the supports an individual would need if he/she were to do these activities like any other person his/her age living in the community without a disability.

A copy of the SIS® report, which includes explanation and background on the SIS®, is sent to the family and providers within 15 business days of the SIS® interview by the Support Coordinator/Case Manager (SC/CM). A copy of the SIS® report is maintained in the individual's record by the Support Coordinator/Case Manager and providers.

Virginia Standard Operating Procedures for the SIS®

1. The SIS® is administered by an AAIDD endorsed SIS® Interviewer. Only an AAIDD SIS® with the Virginia Supplemental Questions will be utilized.
2. Unless otherwise indicated, it is expected that the individual participate as a respondent in his/her interview. The individual is free to choose his or her level of participation in the interview. Regardless of the individual's participation level, the SIS® Interviewer must meet the individual. Guardians must be invited to participate in the SIS® interview.
3. The SIS® Interviewer will explain the reason for the SIS®, the assessment process, and the role of respondents prior to starting the interview.
4. The SIS® interview must be conducted face-to-face with at least two primary respondents who are defined as people who have known the individual well for at least the last 3 months and have observed the individual closely in one or more environments for substantial periods of time.
5. At least two of the primary respondents must be present throughout the full SIS® interview.
6. Each question on the assessment must be asked and opportunity for discussion given during the assessment. Each item in the assessment must be described before it is rated.
7. The individual's support needs will be described and discussed for each question. The Interviewer will guide the discussion. An overall consensus is sought, but not required, for each question. Based upon the information shared by respondents and the Interviewer's professional training, the Interviewer will make an item rating determination. The final rating of each question will be shared with the respondents.
8. Individuals' medical or behavioral support needs are identified in Sections 1A and 1B of the SIS®. The Virginia SIS® Supplemental Questions will be completed as indicated by specific medical and behavioral support needs identified.
9. Everyone at the interview will be asked to sign the Virginia SIS® Interview Attendance Log before the interview and the Virginia SIS® Interview Standard Operating Procedures (SOPs) Checklist immediately following the session. If a respondent must leave before the interview has ended, he/she will be asked to sign the form before leaving, indicating his/her agreement or disagreement that SOPs were followed while he/she was present.

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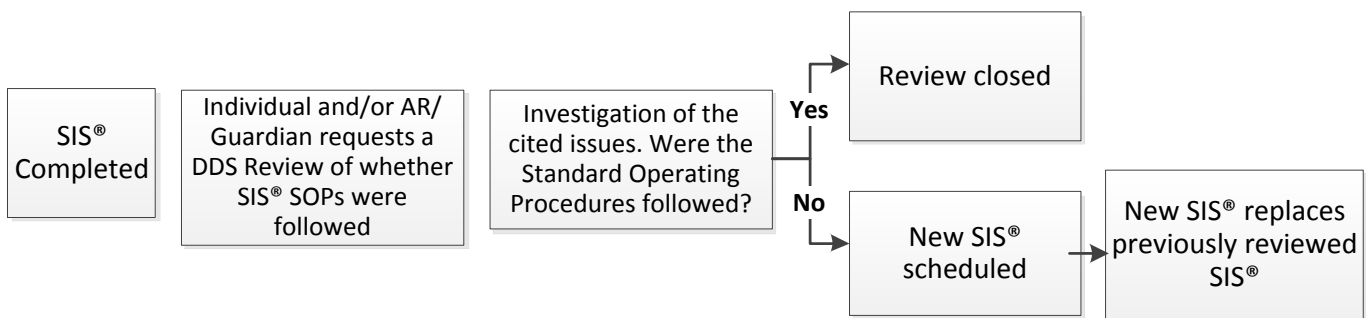
What if there are concerns about how the SIS® was conducted?

The individual, and/or his/her guardian/authorized representative who were in attendance at the interview may request DBHDS to review whether the Virginia Standard Operating Procedures for administration of the SIS® were followed. A SIS® score itself is not appealable as professional training is required to assign an accurate rating.

Process for Individuals and Guardians to Seek Review of Compliance with the Virginia Standard Operating Procedures:

1. If a review is desired, the individual, and/or his/her guardian/authorized representative who were in attendance at the interview, shall request review within 30 business days of the date of receipt of the SIS® results by submitting a completed and signed copy of the Virginia SIS® Review form along with a letter that details the specific ways in which the requestor believes the Virginia Standard Operating Procedures were not followed.
2. The Review form, letter, and any supporting documentation shall be mailed to the SIS® Review Unit DBHDS Division of Developmental Services (DDS), PO Box 1797, Richmond, Virginia 23218-1797.
3. The DDS SIS® Regional Support Supervisor for Virginia, in consultation with Ascend, the SC/CM, and the Virginia State SIS® Coordinator will investigate the issues raised. DDS will issue a decision finding that the Virginia Standard Operating Procedures were either followed or not followed. A final decision will be rendered within 60 business days of the date the Review form is received by DBHDS. Notification to the requestor and SC/CM will be sent within 3 business days of the decision.
4. If it is found by DDS that the Virginia Standard Operating Procedures for the administration of the SIS® were not followed, a new SIS® will be requested and scheduled with an AAIDD endorsed Interviewer within 90 business days of the decision rendered by DDS. If it is found by DDS that the Virginia Standard Operating Procedures were followed, the review will be closed with no further action.
5. The DDS determination regarding compliance with the Virginia Standard Operating Procedures is final.

Review Process Flow Chart



DBHDS/Division of Developmental Services

Virginia SIS® Review Form

Please send a completed and signed copy of this form with a letter detailing the specific ways in which the Virginia Standard Operating Procedures for the administration of the SIS® were not followed to DDS SIS® Review Unit at the address listed below. Information about the Review process is available at www.dbhds.virginia.gov under Individuals and Families/Developmental Services/Supports Intensity Scale

Name of individual who receives services: _____

CSB/Training Center/Support Coordination Agency: _____

Please check the item(s) that were not followed during the SIS® interview in which you present and participated.

<input checked="" type="checkbox"/> Check those items that were NOT followed during the SIS®	Standard Operating Procedures for Conducting a SIS®
	The SIS® Interviewer met the individual.
	The SIS® Interviewer explained the reason for the SIS®, the assessment process, and the role of respondents prior to starting the interview.
	The SIS® interview was conducted face-to-face with at least two primary respondents who are defined as persons who have known the individual well for at least the last 3 months and have observed the individual closely in one or more environments for substantial periods of time. (Phone calls might be necessary to get additional information for a SIS®, but the SIS® should never be completed in its entirety via telephone.)
	Each question on the SIS® was asked and opportunity for discussion was given during the assessment.
	Each item in the assessment was described before it was rated.
	Based upon the information shared by respondents, the SIS® Interviewer made an item rating determination.
	The final rating of each question was shared with the respondents.
	Medical and behavioral support needs were discussed with the respondents.

Print Name

Signature

Date

Relationship to Individual Receiving Service

Contact Information: Phone number, mailing address

Mail this form, letter and any supporting documentation to:

**DDS SIS® Review Unit
DBHDS
PO Box 1797
Richmond, VA 23218**

DBHDS/Division of Developmental Services

SIS® Interview Information for Respondents

- In order to achieve a current and accurate picture of needed supports, it is requested that respondents not bring the following:
 - Copies of old SISs®
 - Copies of SIS® expanded clarifications or
 - Other assessments like the Virginia Individual Developmental Disabilities Eligibility Survey (VIDES), Inventory for Client and Agency Planning (ICAP), etc., as they are not needed.
- In order to assure the interview is conducted with full attention on accurate and timely completion of the SIS®, any laptops or tablets that are brought to the interview should be turned off and put away for the duration of the interview, unless being utilized as a personal communication device. The one exception to this policy is that the interviewer may use a laptop to conduct the interview.
- All cell phones should be turned off or set to vibrate and should not be answered unless the respondent has informed the interviewer, prior to the interview, that he expects to receive an emergency call. Texting is not permitted during any part of the interview.
- No audio or video recording is permitted at the SIS® interview unless authorized with prior approval by DBHDS for training purposes and with the individual's or his authorized representative's consent.
- During the interview, it is the responsibility of the respondent to answer questions asked by the interviewer in order to ensure that accurate and complete information is reflected in the results.
- To ensure that the interviewer has a clear picture of the supports needed for the individual, he/she will ask follow-up questions. The interviewer, based on the answers of the respondents and his/her training and knowledge of the SIS®, will determine the appropriate rating. It is the respondent's responsibility to accurately and honestly describe needed/provided supports so the interview may determine an accurate rating.
- Important To's and Important For's should be identified for this coming plan year only. Additional or replacement To's and For's will be addressed at subsequent Individual Support Plan meetings.
- At least 2 primary respondents must remain for the entire interview or it will be rescheduled.
- Everyone at the interview will be asked to sign the Virginia SIS® Interview Attendance Log before the interview and the Virginia SIS® Interview Standard Operating Procedures (SOPs) Checklist immediately following the session. If a respondent must leave before the interview has ended, he/she will be asked to sign the form before leaving, indicating his/her agreement or disagreement that SOPs were followed while he/she was present.