

Division of Developmental Services
Virginia Supports Intensity Scale® Administration
Quick Reference: Virginia SIS® Process Flow and Timeframes for Providers

Steps	Timing & Communication
<p>1. Ascend uploads names of persons targeted for upcoming SIS® assessments to the online portal at the Ascend website.</p>	<p>It is anticipated first cycle SIS® interviews will be completed early in FY 2018.</p>
<p>2. CSB/ Private SC Agency Point Person:</p> <p>A. Logs into the portal and confirms the individual’s CSB unique identifier, correct SSN and Medicaid number, ISP date</p> <p>B. Assigns each individual to the appropriate Support Coordinator (SC).</p>	<p>The Point Person will log in at least weekly and assign any unassigned individuals to the SC.</p> <p>Method: web-based data entry.</p>
<p>3. SC :</p> <p>A. Logs into the portal and, for each person assigned to his/her caseload, identifies all required items which include:</p> <ol style="list-style-type: none"> 1. likely location for the interview 2. need for interpretation services and/or other accommodations 3. the name, address, and contact information for the individual and the guardian, if there is one. 4. a minimum of two primary respondents for SIS® interview and contact information for each. <ol style="list-style-type: none"> a. If the individual receives residentially-oriented or day services, the SC must identify a respondent/participant from each of these services. b. If the individual does not receive residentially-oriented or day services, respondents/participants will be identified for each service providing more than 5 hours of support to the person weekly. <p>B. When contacted by Ascend, the SC will report any changes in the respondent pool and confirm the SSN, Medicaid number, and the ISP date.</p> <p>C. At the interview, the SC will:</p> <ol style="list-style-type: none"> 1. Confirm the information above is correctly reflected on the SIS® form. 2. Confirm the username to which the SIS® report should be assigned (without assignment to a SIS® username, the SIS® report will be unavailable for viewing by the CSB/Private SC Agency). 	<p>The SC should log in and check his/her portal queue a minimum of once weekly, to enter respondent information, requesting revisions to his/her caseload as needed.</p> <p>Method: web-based data entry.</p>
<p>4. Ascend scheduler:</p> <p>A. Contacts the SC for at least 3 available dates and times to conduct the SIS® interview.</p> <p>B. Contacts potential primary respondents to identify an interview date</p>	<p>Ascend finalizes scheduling at least two weeks before the interview date.</p> <p>Primarily accomplished</p>

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<p>and time.</p> <p>C. Confirms that at least two primary respondents and the individual are committed to attending the interview.</p> <p>D. Must invite the guardian. If not able to reach the guardian by phone, an email invitation must be sent. If no email address is available, written notice of the interview time and date must be sent via USPS.</p> <p>E. After the interview time, date, and location are determined and all respondents are notified:</p> <ol style="list-style-type: none"> 1. Ascend arranges interpretation services as requested by the SC 2. Ascend issues reminders to required respondents 5-7 business days prior to the interview. 	<p>through phone contacts and by email as addresses are available.</p> <p>Reminders will be sent by email when an email address is available.</p> <p>A written invitation to the interview is issued to the guardian, if there is one, via USPS when no email address is available.</p>
<p>5. Ascend conducts scheduled interviews.</p> <p>A. DDS requires 48 hours' notice to Ascend for cancellation of confirmed participation in a scheduled SIS[®] assessment, except in the event of unsafe travel conditions or illness of the individual or unpaid caregiver.</p> <p>B. DDS has determined that scheduled SIS[®] interviews will proceed as long as two primary respondents are available. Active participation by the individual is strongly encouraged. The individual must meet with the interviewer. The individual may choose his or her level of participation in the interview.</p> <p>C. Respondents are asked to sign the <i>Virginia Standard Operating Procedures Checklist for the SIS[®] Interview</i>.</p>	<p>Ideally 180 to 54 days before the ISP end date.</p>
<p>After the interview, Ascend:</p> <p>A. Interviewer finalizes scoring and comments.</p> <p>B. Ascend Quality Reviewers finalize SIS[®] in SIS[®] Online, assigning the SIS[®] Report to the username provided.</p>	<p>Within 7 business days of SIS[®]</p>
<p>SC:</p> <p>A. Accesses the completed SIS[®] in SIS Online,</p> <ol style="list-style-type: none"> 1. Distributes a copy of the Family Version SIS[®] Report to family members, guardians, and providers that support the individual. 2. Saves a copy of the Family Version SIS[®] Report to the individual record. 3. Downloads the signed <i>Respondent Information Form/SIS[®] Checklist</i>. Ensures a copy is saved as part of the individual's electronic service record. 	<p>Between 8 and 15 business days after the date of the SIS[®] interview</p>

CSB/Private SC Agency Responsibilities

1. Each CSB/Private SC agency will appoint a primary SIS® Point Person and a back-up. The DDS Regional Supports Specialist and Ascend should be informed of changes in point person assignments.
2. SCs and SIS® Point Persons should respond to requests for information from Ascend in a timely manner.

SC Responsibilities

1. Ideally, the SIS® interview is completed prior to the ISP meeting, based on the ISP date entered by the SC in WaMS. If an ISP date is not available, scheduling will be based on the SIS® due date.
2. When an individual is newly assigned to a waiver, search the Ascend portal for the individual. If the individual's name is listed in the portal, promptly complete the required information and click "Send to scheduling." If the individual is **not** listed in the portal, submit a SIS® Initial Request form to the appropriate DDS Regional Supports Specialist via secure email.
3. Submit SIS® Reassessment Requests with required justification to the appropriate DDS Regional Supports Specialist via secure email.
4. Educates the individual and family about the SIS® assessment and its role in supports planning.
5. At the SIS® interview, the SC should be prepared to facilitate introductions.
6. Ensure completion of required information in the portal in a timely manner.

Ascend Responsibilities

1. Maintain master list of persons to be assessed and set assessment rotation.
2. Set rotation such that assessments typically occur between 90 days and 45 days prior to ISP end date as recorded in WaMS. Initial year assessments occur according to multiple criteria set forth by DDS.
3. Most interviews will be scheduled during typical work hours, though evenings and Saturday times can be scheduled to accommodate individuals' needs.
4. Interviewers will be identified by Ascend badges.

Virginia Department Of Developmental Services	
Contact Info	Contact About
www.dbhds.virginia.gov	General project information posted
Joan Bender, DDS Regional Supports Supervisor 804-774-4469, joan.bender@dbhds.virginia.gov	Questions concerning DDS SIS [®] procedures or requirements
DDS Regional Supports Specialists Central Region: Maureen Kennedy, 804-774-2276 maureen.kennedy@dbhds.virginia.gov Northern Region: Melissa Sullivan, 804-221-2454 melissa.sullivan@dbhds.virginia.gov Northern Region: Stephanie Mote, 804-205-6767 stephanie.mote@dbhds.virginia.gov Southeastern Region: Brandy Martin, 804-221-2749 brandy.martin@dbhds.virginia.gov Southwestern Region: Jason Perkins, 804-221-2454 jason.perkins@dbhds.virginia.gov Western Region: Ken Haines, 804-337-5709 kenneth.haines@dbhds.virginia.gov	<ul style="list-style-type: none"> • Requests for SIS[®] assessment or re-assessment • Requests for removal of individuals from Ascend portal and SIS Online • Troubleshooting SIS[®] issues • Requests for provider and SC Respondent Training. • Requests for SIS[®] Admin or Super-user training
Cheri Stierer, Waiver Data and Assessment Manager , cheri.stierer@dbhds.virginia.gov , 804-786-0803	Questions concerning the SIS [®] and DDS SIS [®] policies
DBHDS-SIS [®] Standard Operating Procedures and Review Process (with forms) is available through your Regional Support Specialist.	Review Process of the SIS [®]
Ascend Management Innovations	
Contact Info	Contact About
Ascend Main SIS [®] Scheduling Phone Number: 877-431-1388 x 3465	Confirm scheduling
Ascend Scheduling Manager Phone Number: 877.431.1388 x 3236	After contacting the Regional Supports Specialist for their area, changes in CSB assignments or contact numbers
Ascend Manager of Interviewers Ascend Quality Division Phone Number: 877.431.1388 x 3447	Feedback, Commentary, Quality Concerns
vasis@ascendami.com	General inquiries about Ascend and the SIS [®] program in Virginia; issues or concerns
www.ascendami.com	General information about Ascend; SIS [®] resources