

MAXIMUS[®]

VIRGINIA SUPPORTS INTENSITY SCALE[®] ACTIVITY REPORT

April 2020 - March 2021

OVERVIEW

Ascend Maximus is contracted with DBHDS to administer the Supports Intensity Scale® assessment to individuals receiving waiver services. In the last 12 months (April 2020- May 2021) Ascend conducted three thousand eighteen (3,018) SIS® assessments. May 2020 marked the end of our annual contract term, and in June 2020 we began our new contract with DBHDS, continuing to complete assessments in the Southwest and Eastern Regions 3 & 5. During the last year, our overall quality scores of interviewers have remained very high through various efforts. In addition, we have had very little turnover and maintained the same core group of assessors. High quality scores, and well-qualified respondents have helped to ensure that completed interviews accurately reflect person's support needs. During the last year, Ascend and DBHDS leadership have participated in scheduled weekly meetings, quarterly vendor meetings, quarterly AAIDD meetings, and many ad hoc communications.

In March of 2020, we began completing virtual SIS assessments using HIPAA secure Zoom accounts. We worked closely with the State to resume the completion of some face-to-face assessments during the months of August- December, ensuring assessor and stakeholder safety with using PPE and requiring social distancing. We resumed availability of scheduling face-to-face assessments in February.

In a study published by AAIDD in October 2020, VA SIS had the most consistent scoring (in comparison with 8 other states) when comparing face-to-face and virtual assessments completed during April 2019 - May 2020. Our partnership with DBHDS and quick problem-solving during the COVID-19 pandemic resulted in a data analytic variance of .01 in scoring, related to completion of these two methods of assessments.

TRAINING ACTIVITIES

IRQRs

Ascend worked with 15 assessors during the last 12 months. Each assessor receives quarterly or more frequent IRQRs completed by the Regional Coordinator, Lisa Horan, or by a lead trainer. During this review, the assessor's interview is measured for congruency with scoring of the items to ensure consistency with DBHDS and AAIDD's item definitions. These IRQRs ensure that assessor consistency in scoring and item interpretation, in compliance with DBHDS and AAIDD SIS-A® standards.

Ascend and AAIDD completed a total of 61 IRQRs during the last 12 months.

QUALITY CONTROL

New Assessors

Ascend assessors who are new go through a two-week Quality Control Initiative (QCI) with Lisa Horan. This includes face-to-face classroom training and 8-10 live training assessments, before the assessor completes their final IRQR qualifying them to become a certified SIS assessor for Virginia.

Existing Assessors

In addition to receiving regularly scheduled IRQRs, assessors participate in monthly quality calls led by the Regional Coordinator. Team members participating on the call include the Program Manager, Regional Quality Lead, Scheduling Supervisor, and Quality Coordinators. Trends or concerns with scoring, quality, and scheduling are discussed. Also included are tips for remaining HIPAA compliant, and how to trouble shoot any system errors with AAIDD's systems- Venture and SISOnline.

Quality Analysis

One hundred percent (100%) of all assessments are reviewed by Ascends quality staff for quality assurance. At least ten percent (10%) all assessments are randomly selected for and additional formal assessor evaluation to ensure consistency across the state. During the last 12 months, two thousand two hundred fifty-seven (2,257) interviews received a formal evaluation. The overall interviewer quality average for the last 12 months was 98.4%.

SCHEDULING

Schedulers

The scheduling team works closely with ICs to maximize their capacity and CSB contacts on daily matters. The team is comprised of:

- A full-time scheduling supervisor
- 4 full-time scheduling staff April-July; 3 full-time August-March

Scheduling Priorities

Ascend established scheduling priority based on the Next SIS date and priority group specific to the individual. Vendor Report downloads occurred each week to ensure we had the most up to date information for scheduling. Our staff schedules assessments based on these priority groups;

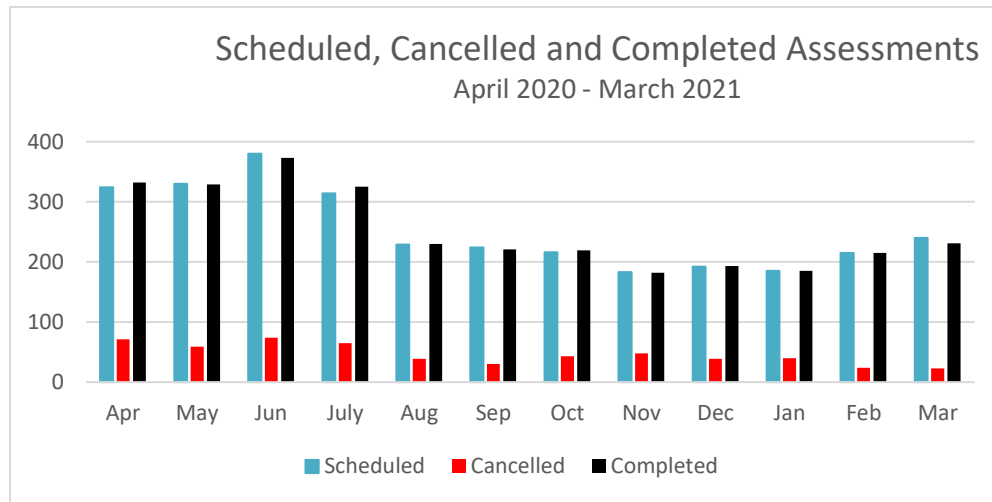
1. SIS Classics
2. Reassessment (Standard Operating Procedure Review or Change in Needs)
3. Initial SIS (with an Approved Service Authorization)
4. Regular SIS
5. Initial SIS (with no Approved Service Authorization)
6. Projected Status (in WaMS 90+ days without a SIS)

Month	Scheduled	Cancelled	Completed
Apr	324	71	332
May	330	59	329
Jun	380	74	373
July	314	65	325
Aug	229	39	230
Sep	224	30	221
Oct	216	43	219
Nov	183	48	182
Dec	192	39	193
Jan	185	40	185
Feb	215	24	215
Mar	240	23	231
Total	3032	555	3035

CANCELLATIONS

Cancellation Details

The average notice before the scheduled meeting is cancelled has been .99 days during the last 12 months. During the last 12 months there have been a total of five hundred fifty-five (555) interviews cancelled. These are interviews where Ascend’s scheduling department must reach out to all respondents for the interview to reschedule for a different time and location.



PROGRESS TO DATE

Turnaround Times

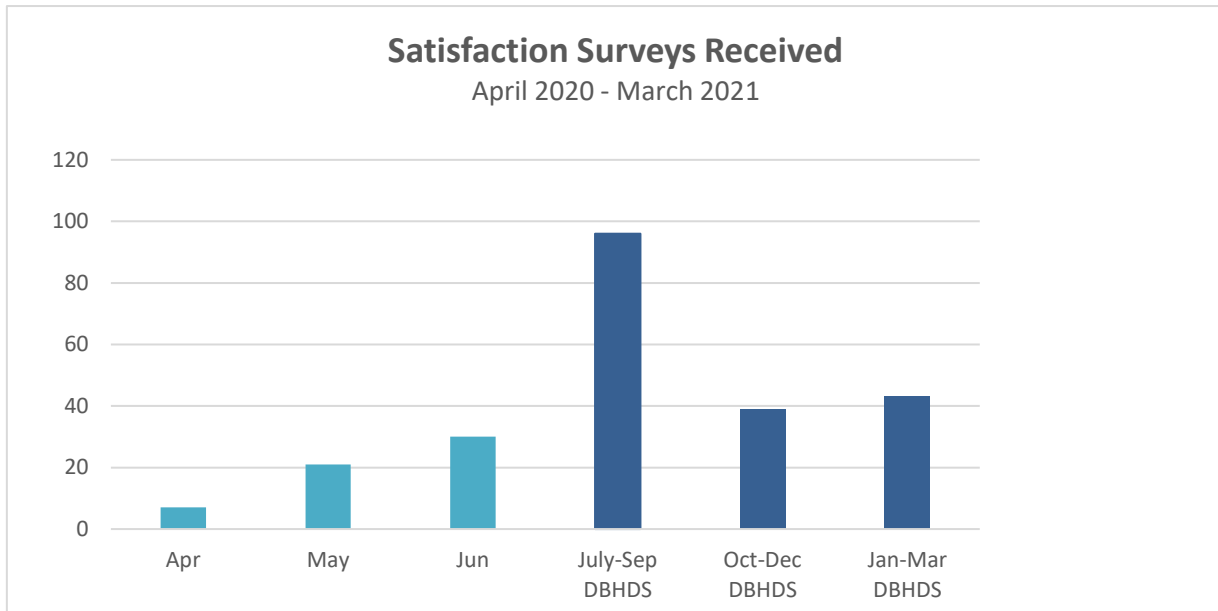
Turnaround time (TAT) for the VA SIS® contract is calculated in two stages; when the assessor (or IC) returns the assessment and when it is quality reviewed by an internal QA staff. The total TAT is calculated based on the sum of the assessor return date and the QA review. Each month Ascend completed assessments well within the contract TAT of 7 business days. The TAT average over the last 12 months is 3.75 out of 7 business days.

Month	IC TAT	QA TAT	TAT
Apr	1.91	1.54	3.45
May	2.37	2.06	4.43
Jun	1.96	1.64	3.60
July	2.16	2.19	4.35
Aug	1.81	1.87	3.68
Sep	1.85	1.99	3.84
Oct	1.72	1.67	3.39
Nov	1.64	2.08	3.72
Dec	2.40	2.01	4.41
Jan	2.23	1.11	3.34
Feb	1.86	1.79	3.65
Mar	1.94	1.17	3.11
Total	1.99	1.76	3.75
Percentage	53%	47%	1.00

Satisfaction Surveys

Following each SIS® interview, all respondents including the recipient, family members and guardians, support coordinators, and providers are offered a Satisfaction Survey form and invited to submit their feedback. For the period April 2020 through March 2021, 236 surveys were received. In July 2020, DBHDS began collecting surveys.

Respondents are asked to identify their satisfaction for multiple questions on a Likert scale of 1 to 5, 1 being disagree and 5 being agree. The questions identify respondent satisfaction with the process, effectiveness, and professionalism of the scheduling department, as well as the professionalism and skill of the interviewer.



Data April 2020 – June 2020 (Maximus)

	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	No answer
The interview was scheduled at a convenient date, time and location.	95%	2%	3%	0%	0%	0%
	55	1	2	0	0	0
The interviewer met the person face-to-face.	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0
The scheduler was courteous and communicated clearly.	88%	5%	2%	2%	3%	0%
	51	3	1	1	2	0

The person's support team was well represented.	91%	7%	0%	0%	2%	0%
	53	4	0	0	1	0
The interviewer was patient, courteous and professional.	93%	2%	0%	2%	3%	0%
	54	1	0	1	2	0
The interviewer took enough time asking the questions.	93%	3%	0%	2%	2%	0%
	54	2	0	1	1	0
The interviewer listened to my answers and comments.	93%	3%	0%	2%	2%	0%
	54	2	0	1	1	0
The interview effectively captured the individuals support needs.	95%	3%	0%	0%	2%	0%
	55	2	0	0	1	0

Data July 2020 – March 2021 (DBHDS)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The scheduler who made the appointment was friendly and communicated clearly	70%	20%	8%	1%	2%
	124	35	14	2	3
The interview was scheduled at a convenient time/date/place	69%	25%	5%	0%	1%
	122	45	9	0	2
The individual's support team was well represented	73%	21%	4%	1%	1%
	130	37	8	2	1
The assessor was patient, courteous and professional	82%	12%	3%	1%	2%
	146	22	5	2	3
The assessor took enough time to ask the questions	80%	15%	2%	2%	2%
	142	26	3	3	4

April 2020 - March 2021

The assessor listened to my answers and comments	78%	16%	4%	1%	1%
	139	28	7	2	2
The assessor captured the individuals support needs	78%	17%	3%	1%	1%
	138	31	5	2	2
The assessor made an effort to speak directly with the individual	71%	16%	9%	1%	3%
	126	29	16	1	6