



Virginia Department of
Behavioral Health &
Developmental Services

Supports Intensity Scale® (SIS®) Satisfaction Survey

Quarterly Report

January 1, 2021 – March 31, 2021

Virginia SIS Satisfaction Survey

Summary

During the third quarter of 2020 - 2021, the Department of Behavioral Health and Developmental Services (DBHDS) continued collecting Supports Intensity Scale® (SIS) Satisfaction Surveys. During the quarter DBHDS saw an increase in both the number of SIS assessments and the number of satisfaction surveys received.

Methodology

SIS Satisfaction surveys are made available to all respondents via email or United States Postal Service (USPS) prior to or during scheduled SIS interviews. Respondents rate agreement in areas of scheduling, the assessment process, and overall satisfaction. Respondents rate satisfaction using a Likert scale (strongly agree, agree, neutral, disagree, and strongly disagree) to measure agreement with each question asked. Respondents enter responses directly into Survey Monkey or return responses to DBHDS via USPS. Surveys returned to DBHDS are entered into Survey Monkey by the SIS Quality Manager. Survey results are collected, queried, and shared by DBHDS.

Results

During the third quarter, 1609 SIS assessments were completed between the two vendors (Ascend/Maximus and Telligen). DBHDS received 242 satisfaction surveys, resulting in a response rate of 15%. Self-respondents, guardians, and family members continue to be the largest number of survey respondents (49%). Paid staff including providers and support coordinators represented 33% of survey submissions. In addition, when asked if respondents were satisfied or somewhat satisfied with their overall SIS interview they reported a 94% positive response. Of the 242 responses 64% provided additional comments. All comments were reviewed by the SIS Quality Manager. Comments are shared with the appropriate vendor.

A result of survey feedback has been an examination of the time spent to complete SIS assessments. Prior to March assessors listened to respondents describe the supports provided and recorded what was described in the assessment during sections 1A (Exceptional Medical Support Needs) and 1B (Exceptional Behavioral Support Needs). This information became a part of the SIS Family Friendly Report (FFR). Starting in March, assessors began asking if items identified in sections 1A and/or 1B as needing exceptional support are captured somewhere in the individual's person centered plan (PCP). Assessors are looking to confirm the inclusion of this information in the record. This is an effort to move the assessment along faster and to start a discussion for items that are *not* identified in the PCP.

The following charts and tables, directly excerpted from Survey Monkey, demonstrate the categories of respondents, respondents' level of satisfaction regarding specific elements, length of interview time, and overall satisfaction. Finally, comments/suggestions regarding the process are included.

Respondent relationship to SIS recipient

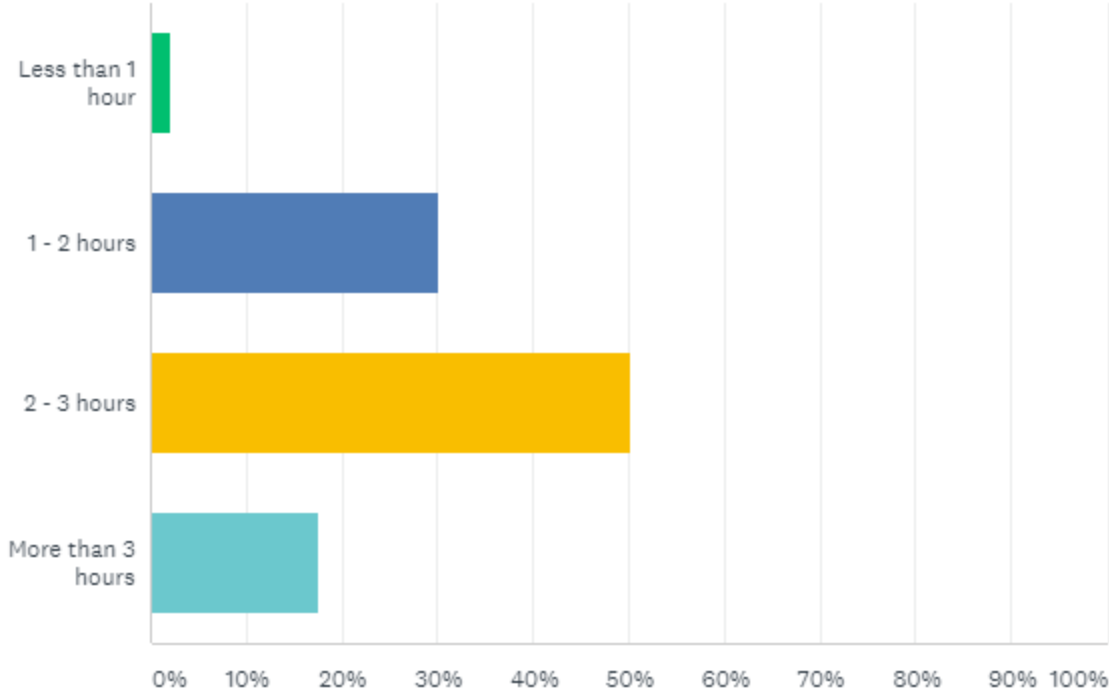
Questions	Self	Provider	Caregiver	Guardian	Family Member	Support Coordinator	Other
Choose one response that best describes your relationship to the Assessed Individual:	7	42	36	43	68	37	9
	3%	17%	15%	18%	28%	15%	4%

Of the 9 respondents who identified respondent relationships of other, they further identified the relationship as: Parent (3), Direct Support Professional (3), Assessor (1), Advocate (1) Sponsored Home Provider (1), and Teacher (2).

Satisfaction Survey Questions

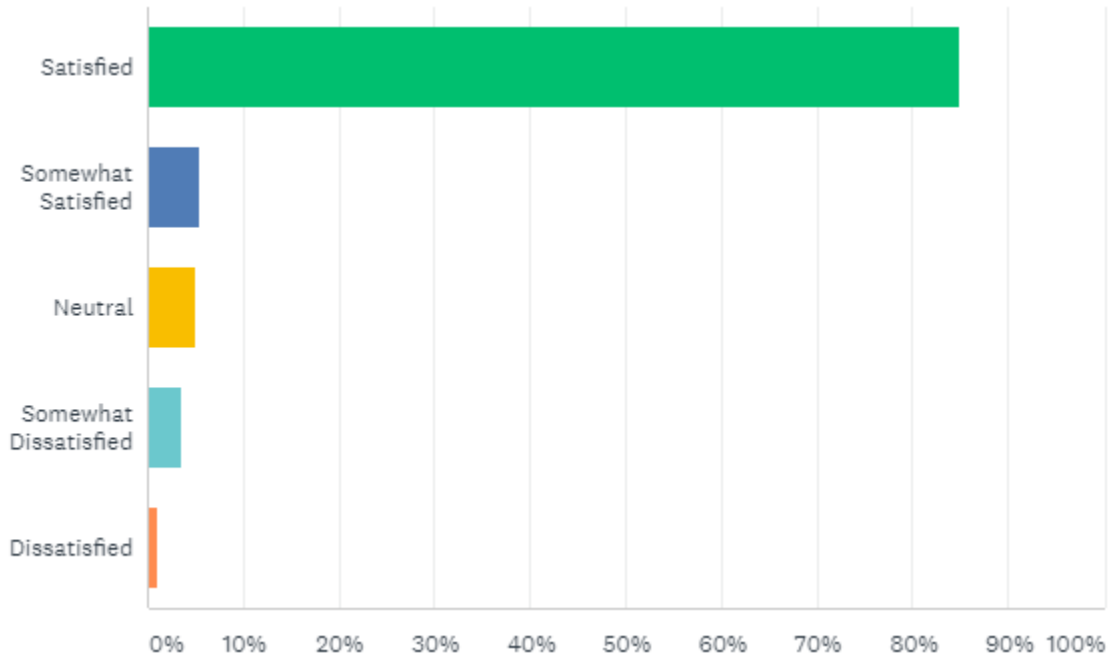
Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The scheduler who made the appointment was friendly and communicated clearly	183	42	15	1	1
	76%	17%	6%	0%	0%
The interview was scheduled at a convenient time/date/place	183	47	7	2	3
	76%	19%	3%	1%	1%
The individual's support team was well represented	191	44	3	3	1
	79%	18%	1%	1%	0%
The assessor was patient, courteous and professional	200	29	9	4	0
	83%	12%	4%	2%	0%
The assessor took enough time to ask the questions	199	36	4	2	1
	82%	15%	2%	1%	0%
The assessor listened to my answers and comments	202	33	4	3	0
	83%	14%	2%	1%	0%
The assessor captured the individuals support needs	195	36	9	2	0
	81%	15%	4%	1%	0%
The assessor made an effort to speak directly with the individual	187	39	13	2	1
	77%	16%	5%	1%	0%

Interview Length



Questions	Less than 1 hour	1 – 2 hours	2 – 3 hours	More than 3 hours
How long was the interview	5	61	125	51
	2%	25%	52%	21%

Overall Satisfaction



Questions	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied
Rate your overall satisfaction with the assessment	214 88%	13 5%	6 2%	6 2%	3 1%

Assessment Process Feedback and DBHDS Response

Some of the providers were not informed and were not invited to the meeting. We discovered it out of the blue as someone already invited mentioned it. We had a conflict in our schedule and we could not attend. This is not the first time that a SIS meeting is scheduled without including some members of the team.

Response: *SIS vendors rely on Support Coordinators (SCs) to provide all required respondent information to the appropriate SIS vendor within 10 business days of the date of the request. If the individual receives residentially-oriented or day services, the SC must identify a respondent/participant from each of these services. 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. DBHDS has determined that scheduled SIS interviews will proceed as long as two qualified respondents are available.*

Communicating to families that the SIS does not affect their funding. A lot of parents tend to embellish during the SIS assessment with the belief if they do not 'pass', like the VIDES, they may lose their waiver.

Response: *The results of the SIS will not result in an individual's loss of his/her waiver slot. A statement to that effect will be included in SIS interviews.*

Perhaps the staff of the individual being assessed could review the questions prior to the meeting to have a better understanding what is being asked, if this were done the SIS might take less time.

Response: *The American Association on Intellectual and Developmental Disabilities (AAIDD), the copyright holder and sole owner of the Supports Intensity Scale, prohibits both the vendors and DBHDS from providing copies of the SIS assessment. DBHDS, Ascend/Maximus, Telligen and DBHDS have been actively working to reduce time spent during SIS interviews.*

Do it less frequently, have it be combined with the ISP when that occurs due to the overlap (i.e., so have the SIS occur every 4 years, and on the 4th year, have it occur as part of the ISP meeting).

Response: *With the approval of the new regulations, we will be adopting a new schedule for SIS assessments:*

- *every four years for adults 22 and older,*
- *every three years for those aged 16 through 21, and*
- *every two years for individuals five years through 15 years of age when the individual is using a tiered service*

Tiered services:

- *Group Residential Supports*
- *Sponsored Residential*
- *Independent Living Supports*
- *Group Day Support*
- *Community Engagement*
- *Supported Living*

This was the first time completing one of these assessments; it would have been helpful to have a little more background knowledge as to why this assessment occurs as well as what parts of the student's life does it impact and how (e.g., private service provider vs. government/Medicaid).

Response: *Prior to the SIS assessment, qualified respondents receive a copy "SIS & the Person Centered Planning Process" as a part of the information packet. The documents explains the role the SIS can play in planning and the role it potentially plays in reimbursement.*