



Virginia Department of
Behavioral Health &
Developmental Services

Supports Intensity Scale® (SIS®) Satisfaction Survey

Quarterly Report

July 1, 2020 – September 30, 2020

Virginia SIS[®] Satisfaction Survey

Summary

Beginning July 1, 2020 The Department of Behavior Health and Developmental Services (DBHDS) began collecting Supports Intensity Scale[®] (SIS) Satisfaction Surveys. Prior to this date, each of the two vendors contracted to complete SIS assessments, Ascend/Maximus and Telligen, independently collected and shared survey results.

SIS interview respondents are invited to submit a satisfaction survey following participation in a SIS assessment. Throughout the quarter, SIS assessments continued to be conducted virtually due to the COVID-19 pandemic. This flexibility will remain in place through January 26, 2021 (per Medicaid Memo dated 8/11/2020).

Methodology

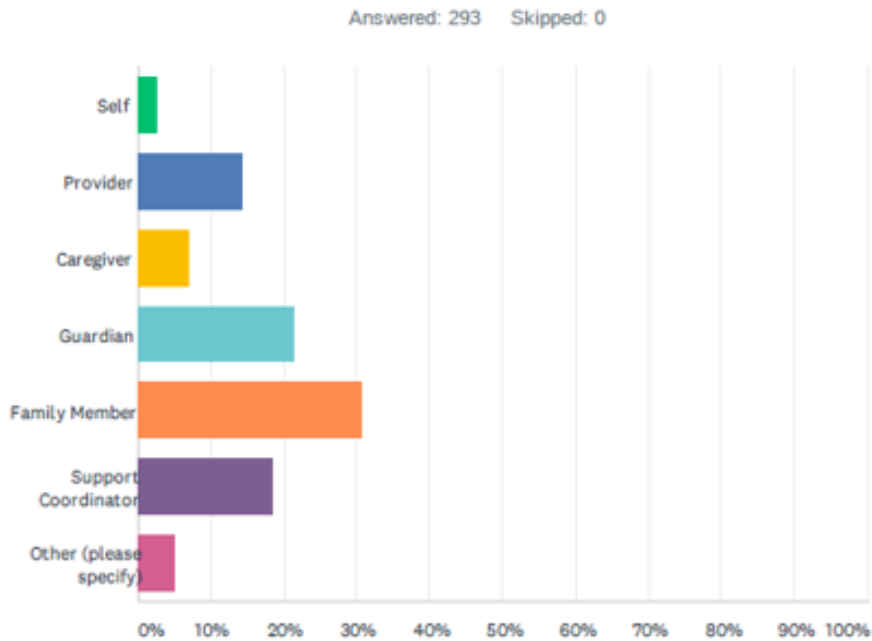
DBHDS collects SIS Satisfaction Survey results via Survey Monkey, which allows results to be easily queried and shared. Respondents rate agreement in areas of scheduling, the assessment process and overall satisfaction. Respondents receive surveys via email and United States Postal Service (USPS) prior to the interview. Survey responses are collected 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. Those returned to DBHDS are entered into Survey Monkey by the SIS Quality Manager.

Results

During the first quarter of 2020, 1600 SIS assessments were completed between the two vendors. Of the 1600 assessments conducted, DBHDS received 293 satisfaction surveys, resulting in a response rate of 18%. The largest number of respondents (56%) were unpaid participants in the person's life. This included self, guardian, and family member. Paid staff represented 39% of the respondents to the survey and included providers, and the support coordinator. In addition, respondents reported a 95% positive response when asked if they were satisfied or somewhat satisfied with their overall SIS interview. Of the 293 responses 55% provided additional comments. All comments were reviewed by the SIS Quality Manager, any requests for follow up identified, and then shared with the vendors..

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



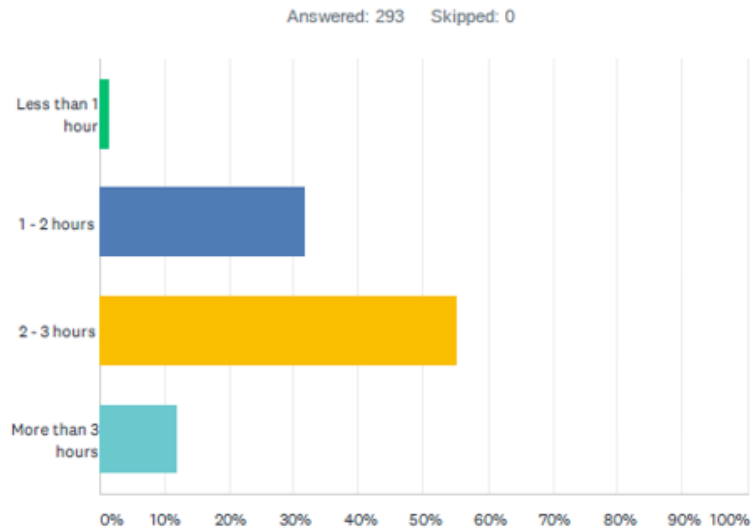
Questions	Self	Provider	Caregiver	Guardian	Family Member	Support Coordinator	Other
Choose one response that best describes your relationship to the Assessed Individual:	8	42	21	63	90	54	15
	3%	14%	7%	22%	31%	18%	5%

Of the 15 respondents who identified respondent relationships of other, they further identified the relationship as: Provider (9), Family member (3), Family friend (1), Teacher (1) and Unknown relationship (1).

Satisfaction Survey Questions

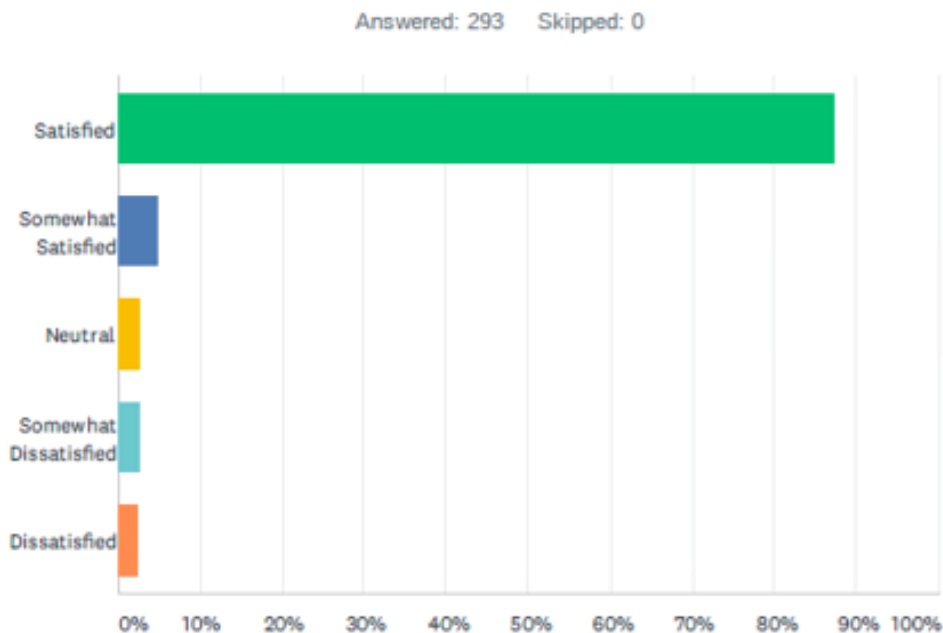
Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The scheduler who made the appointment was friendly and communicated clearly	216	61	10	2	4
	74%	21%	3%	1%	1%
The interview was scheduled at a convenient time/date/place	213	70	7	1	2
	73%	24%	2%	0%	1%
The individual's support team was well represented	224	59	7	1	2
	76%	20%	2%	0%	1%
The assessor was patient, courteous and professional	244	38	5	1	5
	83%	13%	2%	0%	2%
The assessor took enough time to ask the questions	246	33	6	4	4
	84%	11%	2%	1%	1%
The assessor listened to my answers and comments	239	39	10	2	3
	82%	13%	3%	1%	1%
The assessor captured the individuals support needs	231	47	10	3	2
	79%	16%	3%	1%	1%
The assessor made an effort to speak directly with the individual	209	53	21	2	8
	71%	18%	7%	1%	3%

Interview Length



Questions	Less than 1 hour	1 – 2 hours	2 – 3 hours	More than 3 hours
How long was the interview	4	93	161	35
	1%	32%	55%	12%

Overall Satisfaction



Questions	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied
Rate your overall satisfaction with the assessment	216	61	10	2	4
	74%	21%	3%	1%	1%

Assessment Process Feedback and DBHDS Responses

Shorter/Condensed and more spread out! EVERY 5 to 6 YEARS!!!

Response: The proposed permanent regulations include a “more spread out” 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.

It may be better to send questionnaire before appointment so I can better prepare and save time for assessor to read the questions.

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. In advance of the assessment, respondents will receive a copy of the Virtual/Remote Interview Respondent Guide, which is provided by AAIDD as a rating key for virtual assessments.

I found video quality and mic to not be well which caused issues to delay meeting. I understand it is difficult to figure out the best way to navigate around Covid 19 restrictions. Maybe look at other video methods in future to ensure a smoother process if possible.

Response: Both contracted vendors will soon utilize Zoom for Healthcare, offering a toll free dial-in number. Efforts should first be made to connect via video before resorting to a telephonic assessment.