Virginia Support Intensity Scale® (SIS®) Program
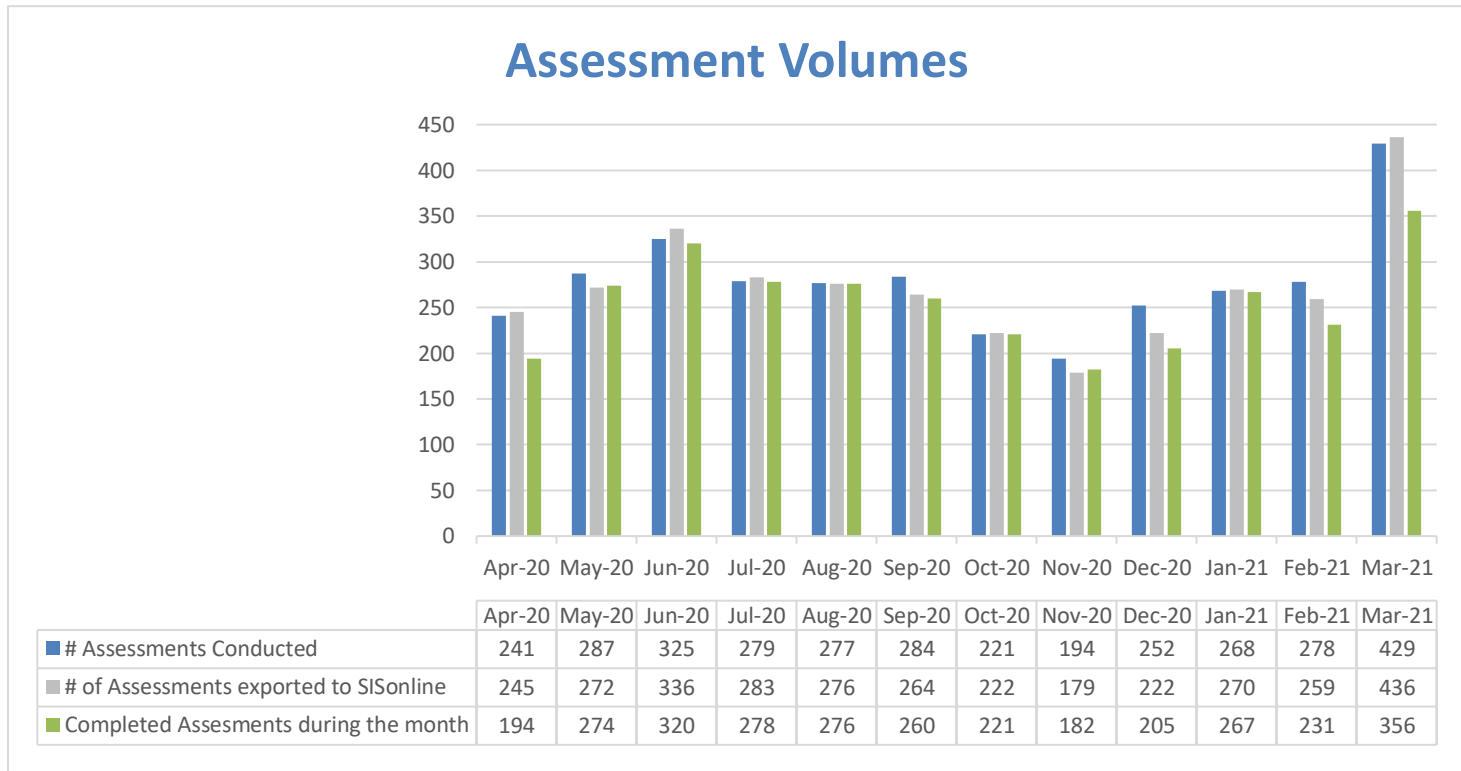
Annual Activity Report

April 2020-March 2021
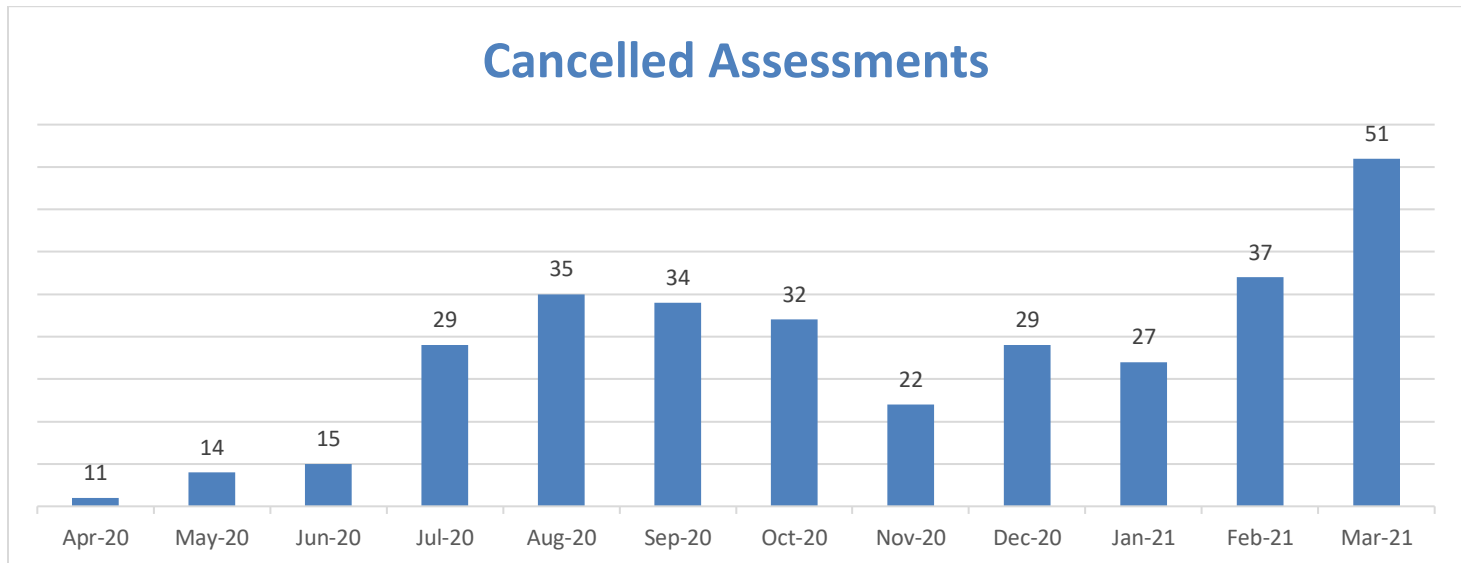
Section I: Volumes

Assessment Volumes

	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
# Assessments Conducted	241	287	325	279	277	284	221	194	252	268	278	429
# of Assessments exported to SISonline	245	272	336	283	276	264	222	179	222	270	259	436
Completed Assesments during the month	194	274	320	278	276	260	221	182	205	267	231	356

Data Source: SAM Database
Data as of 4/9/21

Telligen conducted 3064 SIS® assessments within the year. We had 336 cancellations. Cancellations tend to increase in accordance with increase in assessment volume. The Schedulers have been working to ensure confirmation of all respondents through various methods of communication and Assessors continue to conduct reminder calls and/or emails 48 hours prior to the interview date.

Cancelled Assessments

Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
11	14	15	29	35	34	32	22	29	27	37	51

SECTION II: CHALLENGES AND SOLUTIONS

We experienced the following challenges and worked to identify solutions:

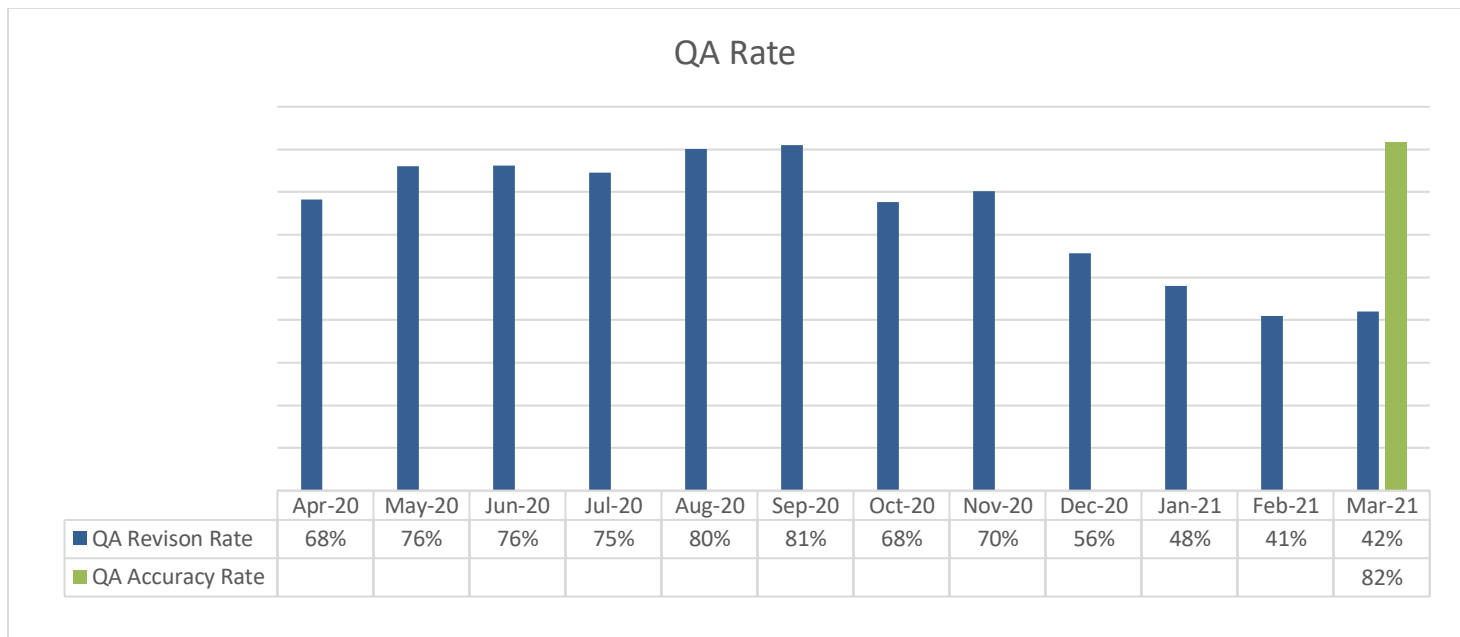| Challenge	Solution/Plan
Backlog of SIS-C assessments	Three assessors received SIS-C training and passed IRQRs in Q4. Status update regarding the backlog is as follows: • 177 SIS-C assessments have been completed since November • 90 are scheduled and confirmed • 64 are in scheduling status
Pandemic and resignations affected staffing and productivity.	• Telligen was able to temporarily increase the size of the assessor team by 42% due to the flexibility the virtual platform allows. • This growth compensated for resignations and assessors' varying schedule needs due to pandemic-related circumstances such as virtual schooling. • Assessor team growth has supported a 96% increase in billable assessments over Q4.
Ratio of schedulers to assessors was temporarily out of balance due to significant additions to the assessor team in December and January.	• The scheduler team has increased by 67% to support assessor team growth. • The number of confirmed assessments per month grew by 108% over Q4 in accordance with the growth of the scheduling team.

SECTION III: QUALITY

As of 4/9/21 Telligen has 19 assessors who are SIS-A certified in Virginia with 3 certified as SIS-C assessors. An IRQR extension was granted due to Covid-19.

Telligen Assessors	IRQR SIS-A	IRQR SIS-C
Alice Jenkins-Briscoe	8/7/2020	
Grace Gaye	12/8/2020	
Jen Williams	2/1/2021	
Joann Crawford	12/1/2020	
LaToya Wilson	1/29/2021	
Laura Rankin	1/19/2021	
Michelle Tietz	12/22/2020	
Miguel Hernandez	3/26/21	
Natasha Vaughan	4/28/2020	
Neal Tidman	9/4/2020	10/16/2020
Paula Hill	12/22/2020	
Renata Isaac	1/7/2021	
Sam Bernstein	1/27/2021	
Shaniqua Hall	12/9/2020	
Shelley Sheets	9/25/2020	
Tammy Mahan	1/8/2021	10/15/2020
Tammy Vencill	4/1/2020	10/14/2020
Trisha Bough	12/2/2020	
Tylesa Allen	2/1/2021	

Data as of 4/9/21

Quality Assurance Process

QA Rate

	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
■ QA Revison Rate	68%	76%	76%	75%	80%	81%	68%	70%	56%	48%	41%	42%
■ QA Accuracy Rate												82%

Data Source: SAM Database
Data as of 4/9/21

All Telligen SIS® Assessments go through our Quality Assurance (QA) Auditing process. We utilize this QA process to ensure compliance with all state and AAIDD standards and to track and trend for any patterns that may require additional education and training.
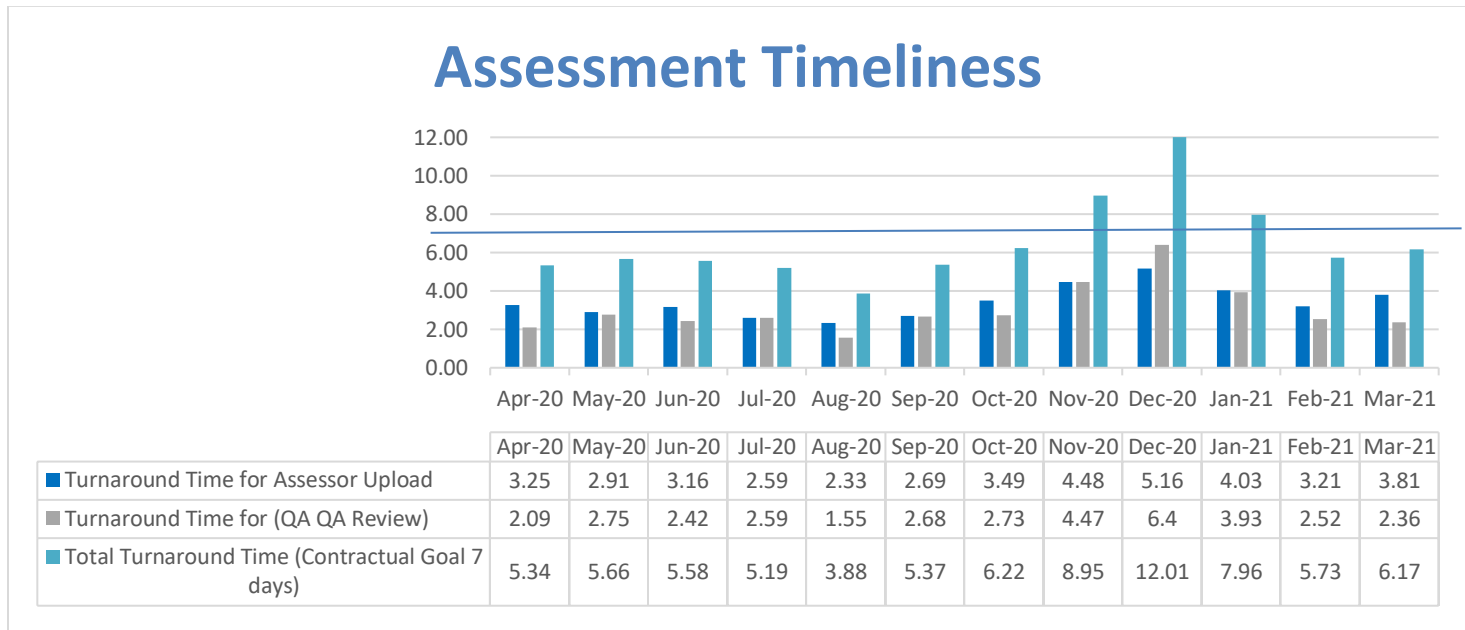
We attribute decreased QA accuracy in Q4 to the onboarding of new interviewers who are learning the SIS. To address the low accuracy rate, we implemented a new method of completing quality assurance review in March 2021. This method uses a checklist with detailed error descriptions and allows assessments to be scored out of a set number of points in various categories, whereas the previous method was a pass/fail system and counted the entire assessment entirely "wrong," or 0% accurate, if the assessor made any error requiring revision.

After implementing the new QA method in mid-March 2021, the team's overall QA rate increased to **82%**, surpassing the contractual requirement of 80%.

Moving forward, the previously used "QA accuracy rate" will now be considered a "revision rate," which calculates how many assessments needed any revision prior to submission versus the true accuracy and quality of the content.

Timeliness

Assessment Timeliness

	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
■ Turnaround Time for Assessor Upload	3.25	2.91	3.16	2.59	2.33	2.69	3.49	4.48	5.16	4.03	3.21	3.81
■ Turnaround Time for (QA QA Review)	2.09	2.75	2.42	2.59	1.55	2.68	2.73	4.47	6.4	3.93	2.52	2.36
■ Total Turnaround Time (Contractual Goal 7 days)	5.34	5.66	5.58	5.19	3.88	5.37	6.22	8.95	12.01	7.96	5.73	6.17

Data Source: SAM Database
Data as of 4/9/21

Our total average turnaround time for the year to exported into SIS® online was 6.49 days which achieved our contractual requirement of a seven (7) day turnaround time.

SECTION IV: IMPROVEMENTS

Listed below are enhancements Telligen has taken on since gaining the contract in October of 2019.

- The QA team has grown from 1 assessor to 6.
- The assessor team has temporarily increased from 6 to 19, which includes a combination of part-time and full-time interviewers. The virtual platform allows for experienced interviews based in other states to complete the one-time supplemental volume of 440 assessments.
- The scheduler team increased from 3 to 5.
- Three assessors were trained on the SIS-C.
- Following the COVID guidelines/protocols from DBHDS and recommendations from AAIDD, Telligen transitioned to virtual assessments in March of 2020.
- Telligen began periodic drift reviews in collaboration with AAIDD and DBHDS in October 2020.
- Implemented use of Zoom application to smoothly integrate with our translation services and better support the ASL community.