



Virginia Department of
Behavioral Health &
Developmental Services

Supports Intensity Scale® (SIS®) Satisfaction Survey

Quarterly Report

July 1, 2021 – September 30, 2021

Virginia SIS Satisfaction Survey

Summary

July 1, 2021, the Department of Behavior Health and Developmental Health (DBHDS) begins the second year of collecting SIS Satisfaction Surveys. The finalization of the Developmental Disability (DD) Waiver regulations (3/31/21) changed the time between SIS assessments for individuals 22 years of age and older to at least every four years. Supports Intensity Scale-Children (SIS-C) assessments are now only completed for individuals receiving tiered DD waiver services. These changes resulted in fewer SISs completed during the first quarter of 2021 – 2022 compared to the first quarter of 2020 – 2021.

Ascend/Maximus has formally changed their name to Maximus.

Methodology

Both SIS vendors, Maximus and Telligen, provided the SIS Satisfaction Surveys during the scheduling process and, if needed, following the SIS assessment. To increase survey numbers for data collection, assessors remind respondents to complete a survey following the interview. Respondents can enter information directly into the SurveyMonkey website via the link provided or mail completed surveys to DBHDS for entry into SurveyMonkey by the SIS Quality Manager.

Results

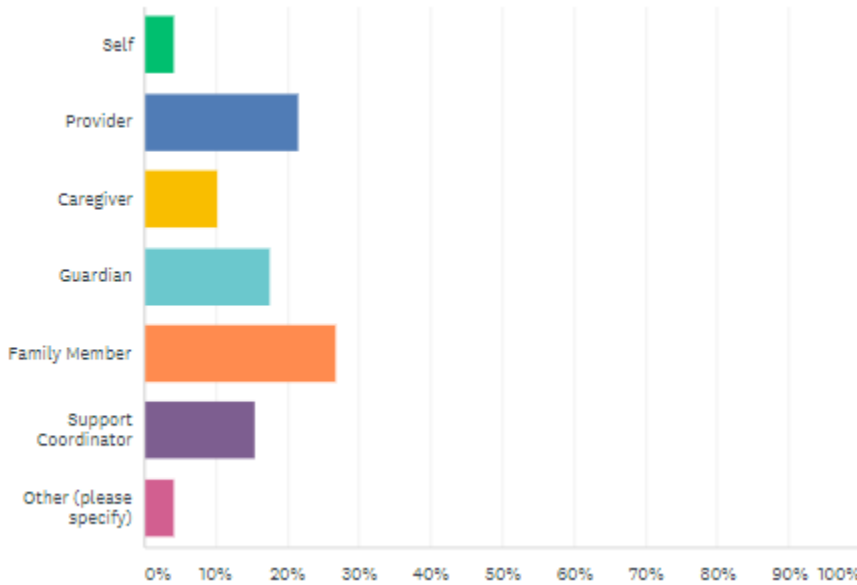
Maximus and Telligen completed 471 SIS assessments during the first quarter of 2021. For the second quarter in a row, there has been an increase in the survey return rate. Ninety-seven returned SIS Satisfaction surveys yield a response rate of 21%, a rise of 4% over the last quarter. Self-respondents, family members, and guardians represent the majority of survey respondents (49%). Paid supporters, providers, and support coordinators submitted 37% of the collected surveys. Individuals who identify as caregiver or other accounted for 14% of the total collected. Both paid staff and non-paid supporters identify as caregivers, so the category is isolated for calculation purposes.

SIS Satisfaction Surveys collect feedback, using a Likert scale response, about scheduling, the assessor, and the assessment. Of the surveys received, 65% responded to an open-ended final question, which inquires how the overall assessment process can be improved. Of those who responded to that question, 74% reported a positive SIS experience. The remaining 26% of responses fall into one of four categories; assessment time, the SIS interview questions not applying, desiring the SIS questions to be provided before the assessment, and challenges experienced during SIS assessment specific to the writer. DBHDS continues to look for methods to address the length of the SIS assessment. Some time saving strategies have been implemented, such as, on September 1, 2021, assessors began using more abbreviated introductory SIS questions to gather information before the SIS assessment. Last quarter, 13% reported interviews more than three hours; 8% had the same experience this quarter. Another September 1, 2021 process improvement was that SIS assessors started using a revised introductory script that more clearly addresses that the SIS is the required comprehensive assessment to maintain the individual's DD waiver. The script explains that the SIS is a standardized assessment and all

questions must be asked and answered, as well as that information garnered should be used to inform the person-centered plan. It explains the role of the assessor and the respondent, acknowledging that the assessor is endorsed by the American Association on Intellectual and Developmental Disabilities (AAIDD) to administer the SIS.

The following charts and tables, directly excerpted from SurveyMonkey, 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



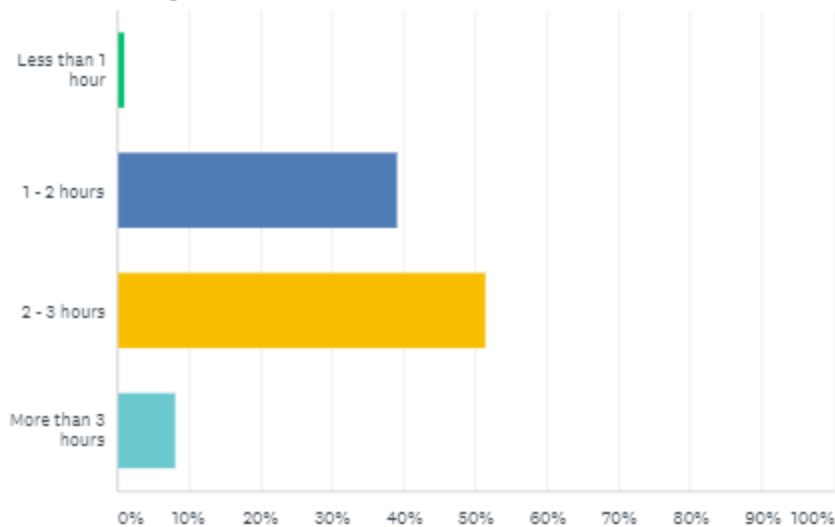
Questions	Self	Provider	Caregiver	Guardian	Family Member	Support Coordinator	Other
Choose one response that best describes your relationship to the Assessed Individual	4	21	10	17	26	15	4
	4%	22%	10%	18%	27%	15%	4%

Of the four surveys that identified respondent relationships of “other,” they further identified the relationship as: Employment Specialist (2), Program Manager, and Group Home/Site Manager.

Satisfaction Survey Questions

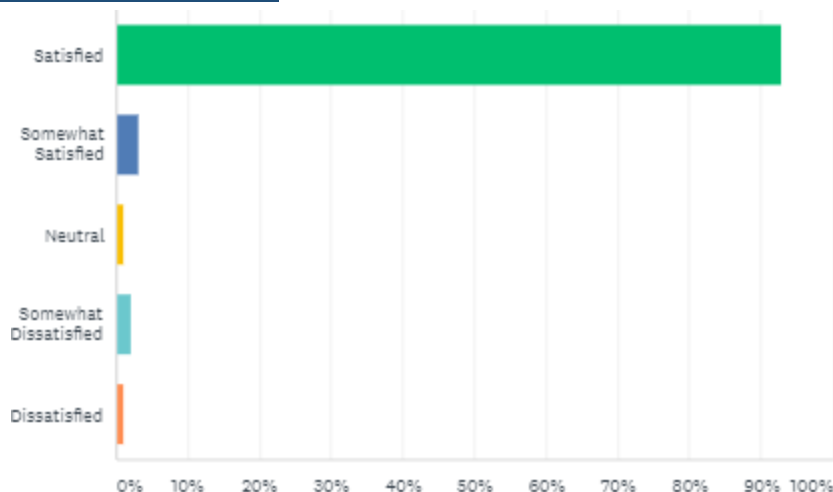
Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The scheduler who made the appointment was friendly and communicated clearly	78	14	4	0	1
	80%	14%	4%	0%	1%
The interview was scheduled at a convenient time/date/place	83	12	1	0	1
	86%	12%	1%	0%	1%
The individual's support team was well represented	81	12	3	1	0
	84%	12%	3%	1%	0%
The assessor was patient, courteous and professional	90	4	1	2	0
	93%	4%	1%	2%	0%
The assessor took enough time to ask the questions	91	4	1	1	0
	94%	4%	1%	1%	0%
The assessor listened to my answers and comments	89	5	3	0	0
	92%	5%	3%	0%	0%
The assessor captured the individuals support needs	89	5	3	0	0
	92%	5%	3%	0%	0%
The assessor made an effort to speak directly with the individual	87	4	4	2	0
	90%	4%	4%	2%	0%

Interview Length



Questions	Less than 1 hour	1 – 2 hours	2 – 3 hours	More than 3 hours
How long was the interview	1 1%	38 39%	50 52%	8 8%

Overall Satisfaction



Questions	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied
Rate your overall satisfaction with the assessment	90 93%	3 3%	1 1%	2 2%	1 1%

Assessment Process Feedback and DBHDS Response

Some of the questions cover areas that my son/daughter can't do

Response: Remember, the SIS identifies what support is necessary for your son/daughter to participate in the given activity fully. The assessor may ask follow-up questions so they can arrive at the appropriate rating. Our SIS assessors are endorsed by AAIDD, which uniquely qualifies them to administer the SIS and arrive at the correct ratings with the group's input.

Having a list of questions or categories would help prepare thoughts and answers

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 receive a copy of the Virtual/Remote Interview Respondent Guide, which AAIDD provides as a rating key for virtual SIS interviews.

AAIDD has recently made available information for respondents who have questions. The aim is to explain what to expect during the interview, the SIS Family Friendly Report, and provide a SIS Respondent Handbook. These are great resources for SIS respondents who desire additional information.

SIS-A Respondent Resources: <https://www.aaid.org/sis/sis-a/sis-a-resources>

SIS-C Respondent Resources: <https://www.aaid.org/sis/sis-c/sis-c-resources>

After a SIS is scheduled, who do I contact with questions?

Response: *Once scheduled, your support coordinator (SC) should be able to provide answers to questions about the SIS interview. Another resource is your DBHDS Regional Supports Specialist or the appropriate SIS Vendor.*

There is NO need to reach out to schedule an initial, regularly occurring, or approved SIS assessment.

SIS Vendor	Primary DBHDS Region	Phone	Email
Ascend/Maximus	3,5	844.968.2747	Ascend-VASIS@maximus.com
Telligen	1, 2, 4	877-563-6972 #3	AssessmentsVirginia@telligen.com
DBHDS Staff	Primary DBHDS Region	Phone	Email
Lisa Zwecker	1	804 920-3410	lisa.zwecker@dbhds.virginia.gov
Stephanie Mote	2	804-205-6767	stephanie.mote@dbhds.virginia.gov
Melissa Sullivan	2	804-221-9442	melissa.sullivan@dbhds.virginia.gov
Anne Camporini	3	804 621-3032	anne.camporini@dbhds.virginia.gov
Kira Graves	4	804 807-3580	kira.graves@dbhds.virginia.gov
Brandy Martin	5	804-221-2749	brandy.martin@dbhds.virginia.gov
Kenneth Haines	Regional Supports Manager	804-337-5709	kenneth.haines@dbhds.virginia.gov
Maureen Kennedy	SIS Quality Manager	804-317-1652	maureen.kennedy@dbhds.virginia.gov



Primary DBHDS Regions for Community Services Boards