



Virginia Department of  
Behavioral Health &  
Developmental Services

Supports Intensity Scale® (SIS®) Satisfaction Survey

Quarterly Report

January 1, 2022 – March 31, 2022

# Virginia SIS Satisfaction Survey

## Summary

Third-quarter SIS Satisfaction Surveys continue to result in positive returns. FY 2022 DD Waiver slot assignment began during the third quarter. New DD Waivers will increase SIS assessments and SIS Satisfaction Survey numbers over the coming months.

## 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.

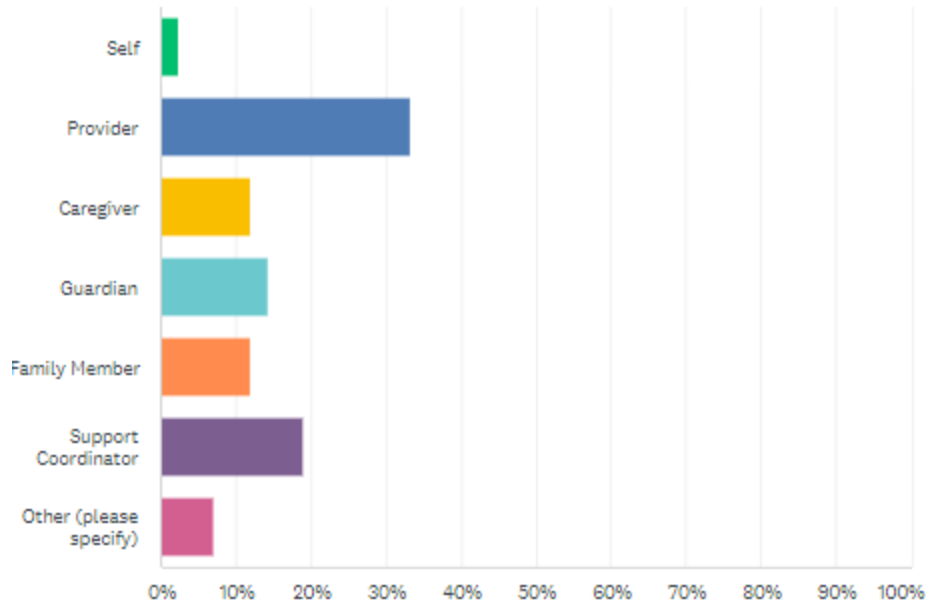
## Results

Combined SIS vendors completed 228 SIS assessments during the third quarter of FY 2022. Forty-two returned SIS Satisfaction Surveys resulted in a survey return rate of 18%. Self-respondents, family members, and guardians completed 29% of the surveys collected. Once again, paid supporters, providers, and support coordinators (SC) submitted just over half (52%) of the surveys. Individuals who identify as caregivers or others accounted for 19% 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, 64% responded to an open-ended final question about how the overall assessment process can be improved. 15% of those responses fall into one of four categories: assessors had a "goal" during the assessment; the assessment was too long; questions seemed not to pertain to the subject; the interview dealt with sensitive questions. The remaining 85% of those responses were positive or completed with N/A.

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	1	14	5	6	5	8	3
	2%	33%	12%	14%	12%	19%	7%

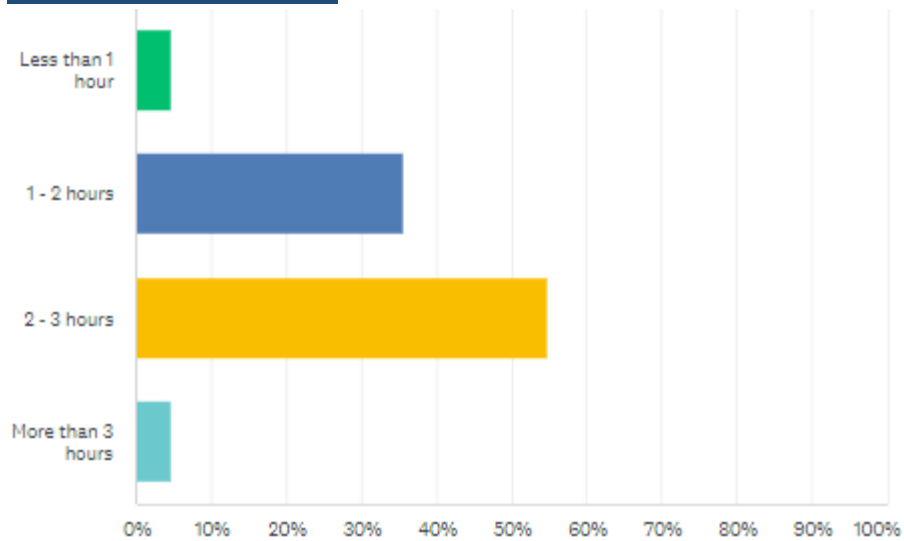
Of the four surveys that identified respondent relationships of "other," they further identified the relationship as: LPN, Admission and Discharge Coordinator, N/A, and Behavior Specialist

## Satisfaction Survey Questions

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The scheduler who made the appointment was friendly and communicated clearly	31	5	5	0	1
	74%	12%	12%	0%	2%

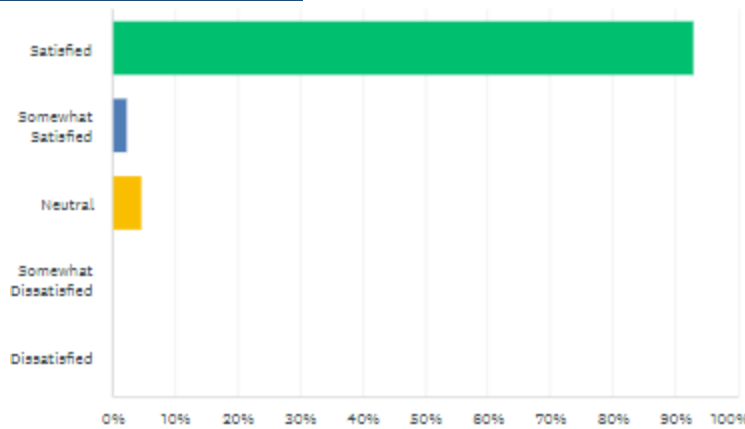
The interview was scheduled at a convenient time/date/place	34	8	0	0	0
	81%	19%	0%	0%	0%
The individual's support team was well represented	36	5	1	0	0
	86%	12%	2%	0%	0%
The assessor was patient, courteous, and professional	40	2	0	0	0
	95%	5%	0%	0%	0%
The assessor took enough time to ask the questions	40	2	0	0	0
	95%	5%	0%	0%	0%
The assessor listened to my answers and comments	39	3	0	0	0
	93%	7%	0%	0%	0%
The assessor captured the individuals support needs	36	6	0	0	0
	86%	14%	0%	0%	0%
The assessor made an effort to speak directly with the individual	36	6	0	0	0
	86%	14%	0%	0%	0%

## Interview Length



Questions	Less than 1 hour	1 – 2 hours	2 – 3 hours	More than 3 hours
How long was the interview	2	15	23	2
	5%	36%	55%	5%

## Overall Satisfaction



Questions	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied
Rate your overall satisfaction with the assessment	39	1	2	0	0
	93%	2%	5%	0%	0%

## Assessment Process Feedback and DBHDS Response

**We could have appreciated more explanation of the ramifications/importance of the assessment for my brother.**

*Response:* Individuals scheduled for a SIS assessment will receive a copy of “The SIS and the PCP” and the “DBHDS SIS Standard Operating Procedures” from the SIS vendor. While a SIS assessment does not determine service eligibility, the team should use it to inform planning for services. Your SC should be able to answer additional questions.

Links for the DBHDS website:

**SIS & PCP Process in VA**

<https://dbhds.virginia.gov/assets/doc/BH/oss/sis-pcp-process-in-va-7-22-20-sis-a-sis-c.pdf>

**DBHDS SIS Standard Operating Procedures and Review Process**

<https://dbhds.virginia.gov/assets/doc/DS/rsu/waiver/dbhds-sis-standard-operating-procedures-and-review-process-covid-19-version-01.12.2021.pdf>

**The assessment contains numerous questions; is there information available for families to prepare for the assessment?**

*Response:* “The SIS and the PCP” prepares individuals for the SIS. Individuals may also reach out to their SC, who may have experience with multiple SIS assessments. In addition, DBHDS Regional Supports Specialist (RSS) for your region are also available to answer questions (see chart below).

**At times, it felt as if the assessor was steering the answers downwards and minimizing the significance/impact to get the outcome/s desired.**

*Response: VA SIS interviewers are endorsed as SIS assessors by the American Association on Intellectual and Developmental Disabilities (AAIDD); their role is to listen to input and determine the most accurate rating. They may need to ask additional questions to arrive at the most objective rating and conduct a conflict-free assessment. Assessors do not know the outcome of the SIS or the impact, nor do they have a vested interest in the result. If there are concerns that the standard operating procedures (SOP) were not followed, the guardian, family member, or individual in attendance may request a review of standard operating procedures (SOP).*

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Vacant	1	804 920-3410	<a href="mailto:vacant@dbhds.virginia.gov">vacant@dbhds.virginia.gov</a>
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SIS Vendor	Primary DBHDS Region	Phone	Email
Ascend/Maximus	3,5	844.968.2747	<a href="mailto:Ascend-VASIS@maximus.com">Ascend-VASIS@maximus.com</a>
Telligen	1, 2, 4	877-563-6972 #3	<a href="mailto:AssessmentsVirginia@telligen.com">AssessmentsVirginia@telligen.com</a>



**Primary DBHDS Regions for Community Services Boards**