



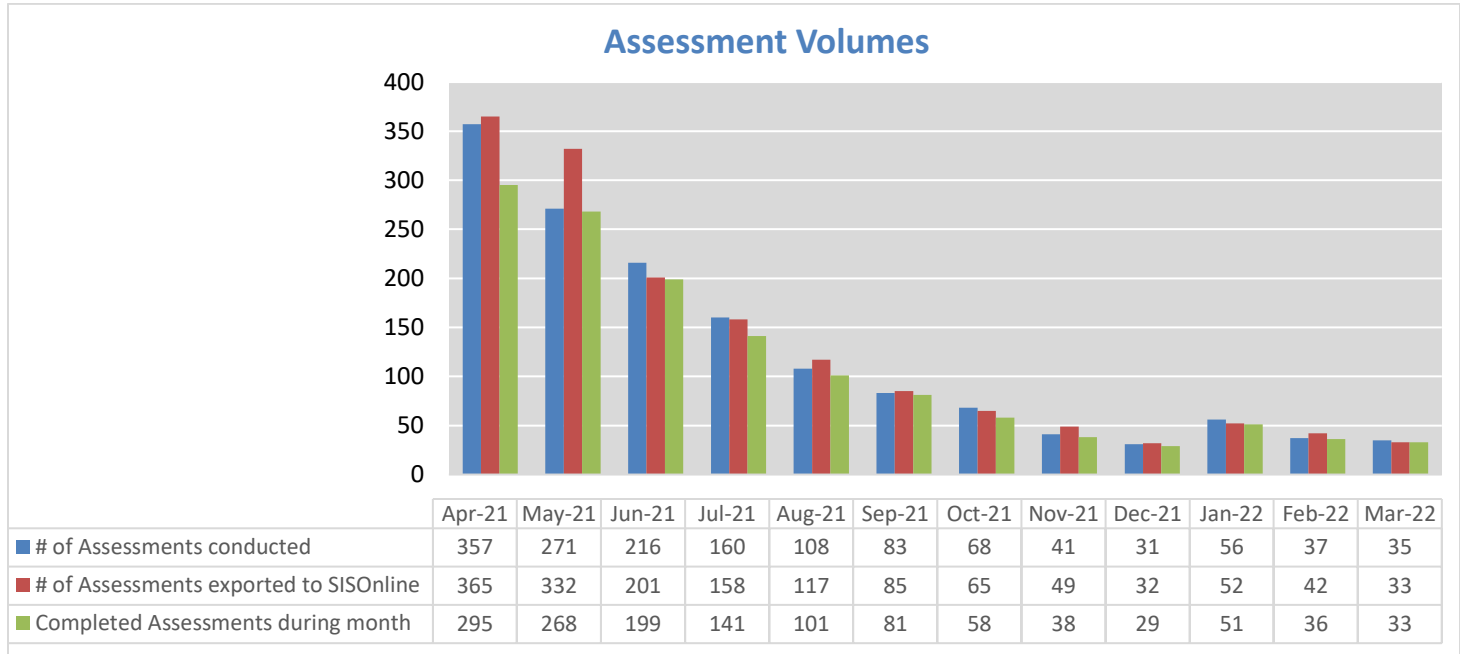
Virginia Support Intensity Scale[®] (SIS[®]) Program

Annual Report

April 2021 – March 2022



SECTION I: VOLUMES

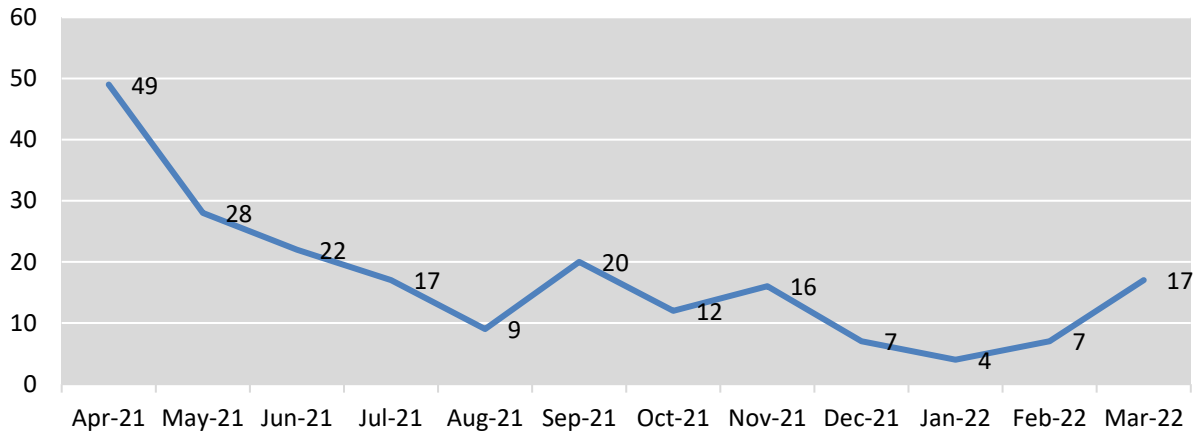


Telligen conducted 1463 SIS® assessments within the year. Specific volume breakdown is as follows. Please note that assessments must be exported to SISOnline® within seven days of the interview date.

- The number of assessments “conducted” represents the interviews that occurred during the month of data collection but underwent QA and were exported to SISOnline® the following month.
 - For instance, an assessment conducted on April 30, 2021 would be due by May 7, 2021, and could be submitted anytime during that time frame.
- The total number “exported” represents all assessments exported to SISOnline® during the month. This total includes carryover from the prior month due to seven-day turnaround time.
- The total “completed” represents assessments which were conducted, underwent QA, and exported to SISOnline® all within the same month.



Cancelled Assessments



We had 208 cancellations. The top three reasons for cancellation included schedule conflict (40%), illness (17%), and respondent “no shows” (16%). The team places reminder calls and emails 48 hours prior to the interview date.

SECTION II: CHALLENGES AND SOLUTIONS

We experienced the following challenges and worked to identify solutions:

Challenge	Solution/Plan
The public health emergency due to COVID-19 caused changes in operations and procedures. Although virtual assessments have been a viable solution to maintain health and safety, hesitation to schedule face-to-face meetings exists to date.	DBHDS has maintained a strong collaborative partnership with Telligen throughout the emergency and transition back to face-to-face interviews to ensure smooth and safe service delivery. Telligen schedules face-to-face assessments by default, but if respondents decline this option, Telligen documents the reason for refusal and schedules virtual assessments instead.
There was an extended and significant decrease in assessment referral volume due to changes in state regulations and delays with waiver slot approval.	DBHDS granted permission for Telligen to increase the “due date” range from which referrals are pulled to schedule. They also discovered an algorithm issue that excluded “young adult” referrals and corrected it. Telligen adjusted staffing levels to accommodate lower volume.

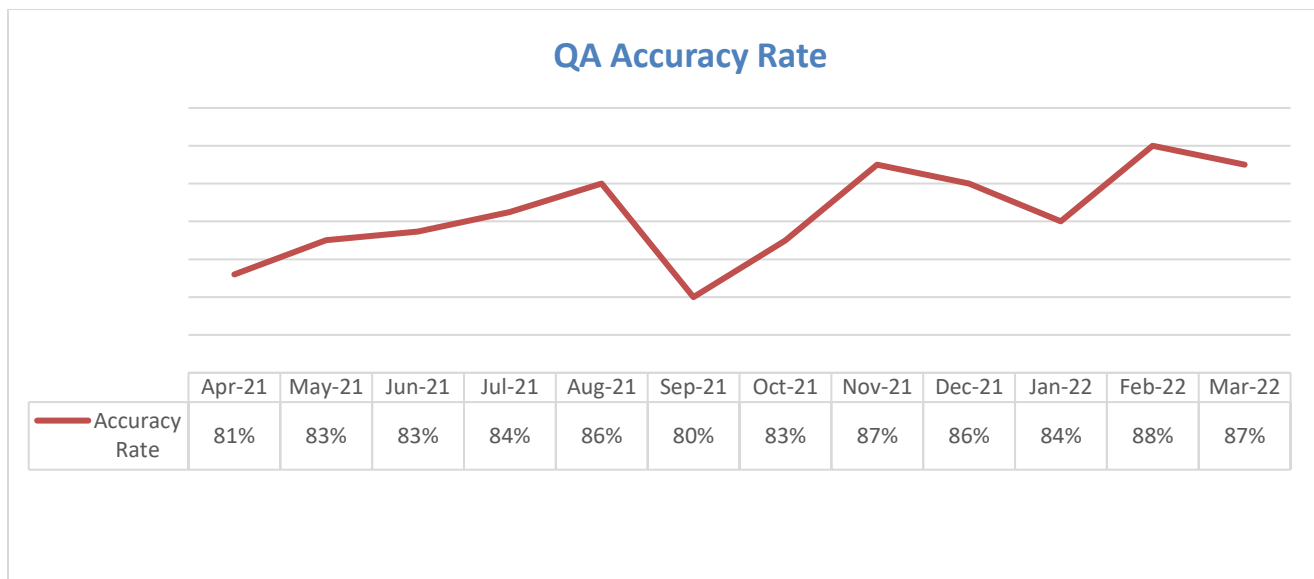


SECTION III: QUALITY

As of 4/8/22 Telligen has eight assessors who are SIS-A certified in Virginia with two 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	4/22/2021	N/A
Joann Crawford	7/29/2021	N/A
Miguel Hernandez	3/26/2021	N/A
Natasha Vaughan	5/4/2021	N/A
Renata Isaac	4/9/2021	N/A
Shaniqua Hall	11/2/2021	N/A
Tammy Mahan	7/29/21	10/15/2020
Tammy Vencill	4/29/2021	10/14/2020

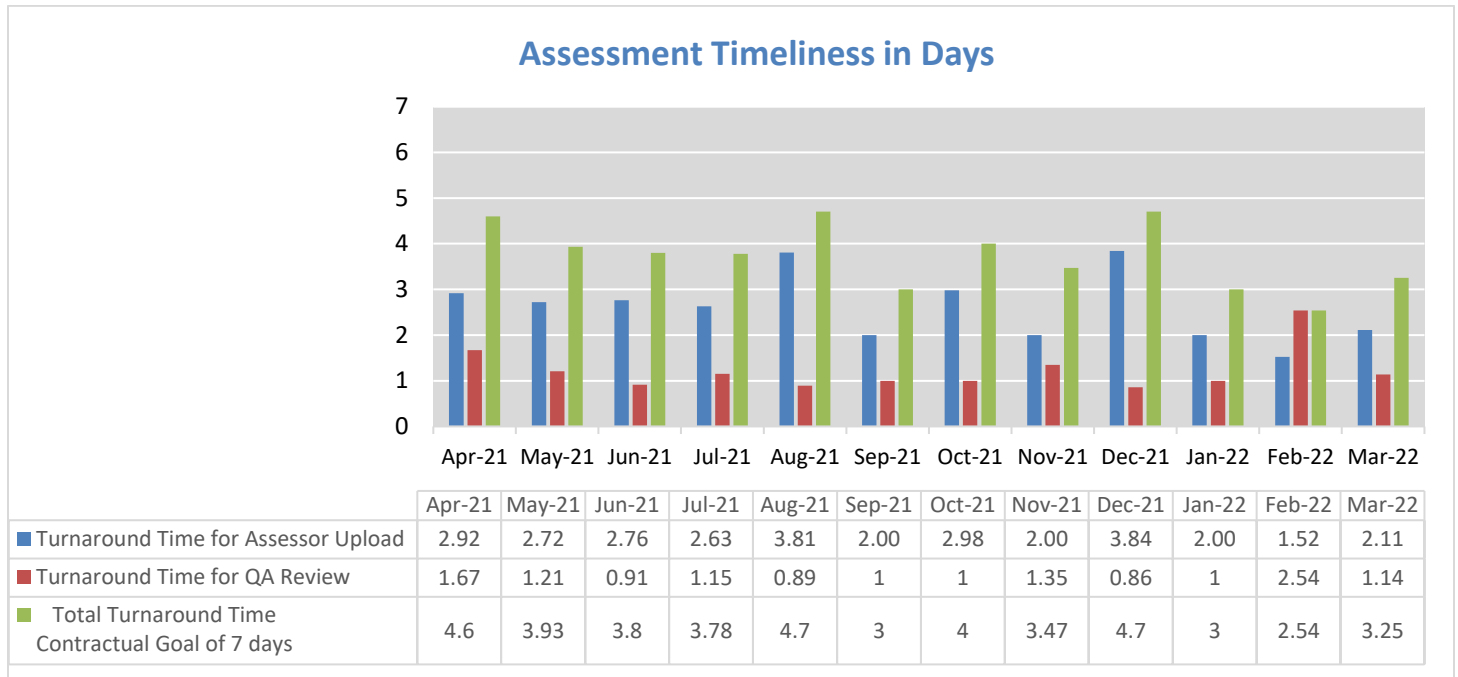
Quality Assurance Process



All Telligen SIS® Assessments go through our Quality Assurance (QA) Auditing process by our AAIDD certified SIS® Trainers. 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. Our contract goal is 80% which was met or exceeded every month of this contract year. Feedback and coaching are provided 1:1 during QA and at team meetings.



Timeliness



Our total average turnaround time for the year to exported into SISOnline® was 3.73 days which achieved our contractual requirement of a seven (7) day turnaround.

SECTION IV: IMPROVEMENTS

Listed below are enhancements Telligen has made in the last year.

- Telligen implemented Qualitrac, a new web-based software program which allows automation of initial outreach to Support Coordinators. Telligen plans to conduct a user experience survey in summer 2022 and make improvements to the system based on that feedback.
- Telligen transitioned from using a VDI to a VPN. Though this was a company-wide decision, it has achieved more stable internet connection and improved the virtual assessment experience.
- The team implemented a new QA checklist at the end of the prior contract year which provides more accurate data than the prior pass/fail system. April 2021 was the first full month of data.

Data Source: SAM Database
Data as of 4/5/22

