

MAXIMUS[®]

VIRGINIA SUPPORTS INTENSITY SCALE[®] ACTIVITY REPORT

April 2021 - March 2022

OVERVIEW

Ascend Maximus is contracted with DBHDS to administer the Supports Intensity Scale® assessment to individuals receiving waiver services. In the last 12 months (April 2021- March 2022) Ascend conducted six hundred forty-seven (647) assessments. May 2021 marked the end of our annual contract term, and in June 2021 we began our new contract with DBHDS, continuing to complete assessments in the Southwest and Eastern Regions 3 & 5.

Over the last year, as a result of regulation changes affecting the assessment volume, we significantly reduced the number of assessors from nine (9) in April 2021 to three (3) beginning in June 2021. Additionally, the number of schedulers was reduced from three (3) to two (2) in the beginning of April 2021, and then down to one (1) in June 2021.

Over the last year, our overall quality scores of interviewers have remained very high and consistent, as we have retained a group of experienced veteran assessors. High quality scores, assessor knowledge, and well-qualified respondents have helped to ensure that completed interviews accurately reflect the person's support needs. During the last year, Ascend and DBHDS leadership have participated in scheduled weekly meetings, quarterly vendor meetings, quarterly AAIDD meetings, and many ad hoc communications.

In March 2020, we began completing virtual SIS assessments using HIPAA secure Zoom accounts. Since that time, we have continued to work closely with the State to monitor pandemic numbers and trends closely to ensure the safety of the people we support, as well as their support teams, and our assessors. As per DMAS and DBHDS guidance, we resumed the completion of face-to-face assessments, but provided a virtual platform for those persons who were potentially at risk of significant illness. We maintained documentation to verify and support requests for virtual assessments. We continued to ensure assessor and stakeholder safety during face-to-face interviews by adhering to the use of PPE and appropriate social distancing.

We worked to ensure assessment practices and results remained valid and consistent throughout the ebbs and flows of the pandemic. We worked together to address any COVID related concerns that would affect assessment administration in any way. We continued to update our policies and protocols to ensure safety was of the highest priority. PPE requirements were updated, as needed, as we returned to an in-person model.

TRAINING ACTIVITIES

IRQRs

Ascend began working with ten (10) assessors in April 2021 but decreased to three (3) in the month of June 2021. In December 2021, the number of assessors increased to (4). Each assessor has received quarterly IRQRs completed by the Regional Coordinator, Lisa Horan. During this review, the assessor's interview is measured for congruency with scoring of the items to ensure consistency with item definitions. These IRQRs verify assessor compliance with DBHDS and AAIDD SIS-A® and SIS-C® standards. Ascend completed a total of 19 IRQRs during the last 12 months.

In addition, assessors participated in 3 Periodic Drift Reviews (PDR), conducted by AAIDD and DBHDS, in an effort to ensure compliance to identified state standards and protocols.

New Assessors

Due to a decrease in the overall volume of the contract during this past year, there has not been a need to bring on any new assessors to date. It is anticipated that assessor numbers will increase as the volume of assessments begins to increase.

Existing Assessors

In addition to receiving regularly scheduled IRQRs, assessors participate in quality calls led by the Regional Coordinator. Team members participating on the call include the Program Manager, Scheduling Supervisor, and Quality Coordinators. Trends or concerns with scoring, quality, and scheduling are discussed. Also included are tips for remaining HIPAA compliant, and how to trouble shoot any errors with AAIDD's systems, to include Venture and SISOnline.

Assessors participated in multiple trainings associated with the Community of Practice between DBHDS, AAIDD, and SIS Vendors. Training opportunities were offered to assessors in the areas of SIS-A® and SIS-C® protocol and practices.

Quality Analysis

One hundred percent (100%) of all assessments are reviewed by Ascend quality staff for quality assurance. At least ten percent (10%) of all assessments are randomly selected for additional formal assessor evaluation to ensure consistency across the state. During the last 12 months, six hundred sixteen (616) interviews received a formal evaluation. The overall interviewer quality average for the last 12 months was 98.3%.

SCHEDULING

Schedulers

The scheduling team works closely with ICs to maximize their capacity and CSB contacts on daily matters. The team is comprised of:

- A full-time scheduling supervisor
- Two (2) full-time scheduling staff April-May'21; One (1) full-time scheduling staff June'21-Mar'22

Scheduling Priorities

Ascend established scheduling priority based on the Next SIS date and priority group specific to the individual. Vendor Report downloads occurred each week to ensure we had the most up to date information for scheduling. Our staff schedules assessments based on these priority groups;

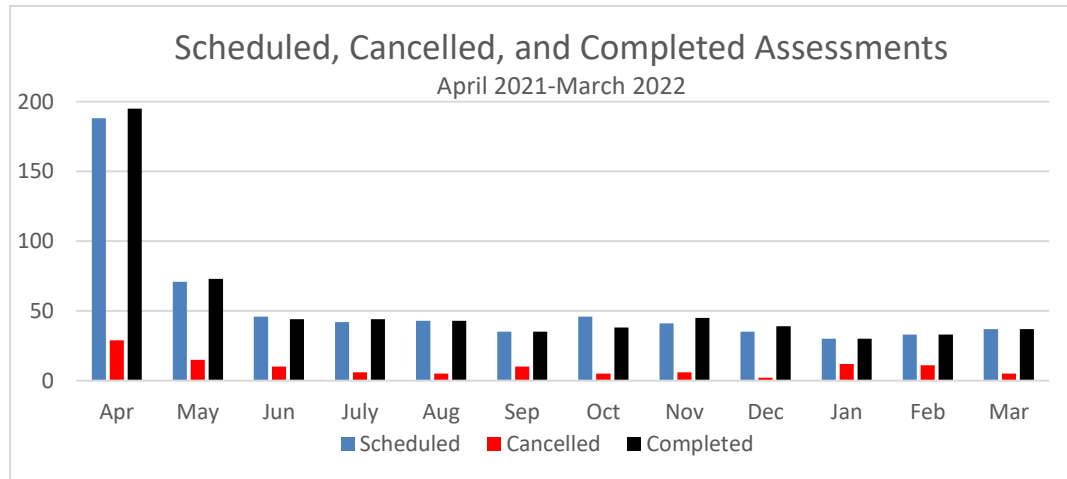
1. SIS Classics
2. Reassessment (Standard Operating Procedure Review or Change in Needs)
3. Initial SIS (with an Approved Service Authorization)
4. Regular SIS
5. Initial SIS (with no Approved Service Authorization)
6. Projected Status (in WaMS 90+ days without a SIS)

Month	Scheduled	Cancelled	Completed
Apr	188	29	195
May	71	15	73
Jun	46	10	44
July	42	6	44
Aug	43	5	43
Sep	35	10	35
Oct	46	5	38
Nov	41	6	45
Dec	35	2	39
Jan	30	12	30
Feb	33	11	33
Mar	37	5	37
Total	647	116	656

CANCELLATIONS

Cancellation Details

The average notice before the scheduled meeting is cancelled has been 2.18 days during the last 12 months. During the last 12 months there have been a total of one hundred sixteen (116) interviews cancelled. These are interviews where Ascend’s scheduling department must reach out to all respondents for the interview to reschedule for a different time and location.



PROGRESS TO DATE

Turnaround Times

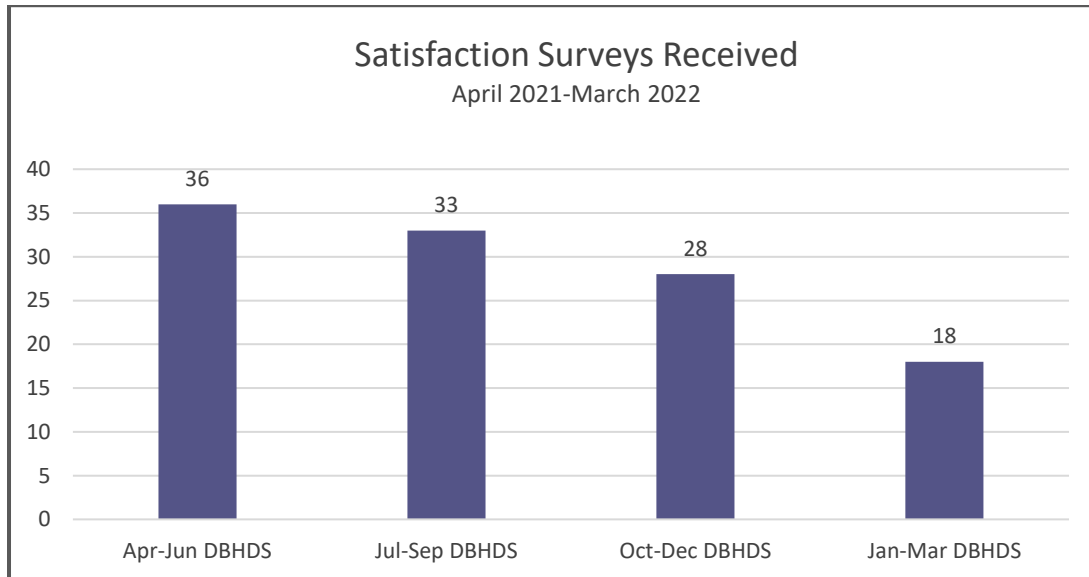
Turnaround time (TAT) for the VA SIS® contract is calculated in two stages; when the assessor (or IC) returns the assessment and when it is quality reviewed by an internal QA staff. The total TAT is calculated based on the sum of the assessor return date and the QA review. Each month Ascend completed assessments well within the contract TAT of 7 business days. The TAT average over the last 12 months is 3.01 out of 7 business days.

Month	IC TAT	QA TAT	TAT
Apr	1.4	1.21	2.61
May	1.8	0.82	2.62
Jun	1.85	0.73	2.58
July	1.97	1.06	3.03
Aug	1.35	1.98	3.33
Sep	1.41	1.58	2.99
Oct	1.53	1.55	3.08
Nov	1.59	1.44	3.03
Dec	2.14	1.49	3.63
Jan	1.46	1.1	2.56
Feb	1.83	1.81	3.64
Mar	1.53	1.44	2.97
Total	1.66	1.35	3.01
Percentage	55%	45%	100%

Satisfaction Surveys

Since July 2020, DBHDS has been collecting surveys to determine assessment satisfaction. Following each SIS® interview, all respondents including the recipient, family members and guardians, support coordinators, and providers are offered the opportunity to complete a DBHDS Satisfaction Survey and to submit their feedback regarding their experience. Participation is encouraged and multiple methods have been offered to respondents to include a paper survey or a QR code to access the survey online. For the period April 2021 through March 2022, 116 surveys were received. DBHDS has shared Satisfaction Survey results on both a monthly and quarterly basis.

Respondents are asked to identify their satisfaction for multiple questions on a Likert scale of 1 to 5, 1 being disagree and 5 being agree. The questions identify respondent satisfaction with the process, effectiveness, and professionalism of the scheduling department, as well as the professionalism and skill of the interviewer.



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The scheduler who made the appointment was friendly and communicated clearly	78%	12%	9%	0%	1%
	90	14	11	0	1
The interview was scheduled at a convenient time/date/place	86%	12%	2%	0%	0%
	99	14	2	0	0

The individual's support team was well represented	87%	12%	1%	0%	0%
	99	14	1	0	0
The assessor was patient, courteous and professional	97%	3%	1%	0%	0%
	111	3	1	0	0
The assessor took enough time to ask the questions	96%	3%	1%	0%	0%
	110	4	1	0	0
The assessor listened to my answers and comments	96%	3%	1%	0%	0%
	110	4	1	0	0
The assessor captured the individuals support needs	95%	4%	1%	0%	0%
	109	5	1	0	0
The assessor made an effort to speak directly with the individual	90%	10%	1%	0%	0%
	103	11	1	0	0