



Virginia Department of
Behavioral Health &
Developmental Services

Supports Intensity Scale® (SIS®) Satisfaction Survey

Quarterly Report

July 1, 2022 – September 30, 2022

Virginia SIS Satisfaction Survey

Summary

The first quarter of FY23 saw an increase in the number of completed SIS Satisfaction Surveys. Near the end of FY 2022, DD Waiver slots had been assigned to individuals and were starting to increase the number of SIS assessments scheduled.

Methodology

Both SIS vendors, Ascend/Maximus and Telligen, provide the SIS Satisfaction Survey during the scheduling process and, if requested, at the SIS assessment. 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

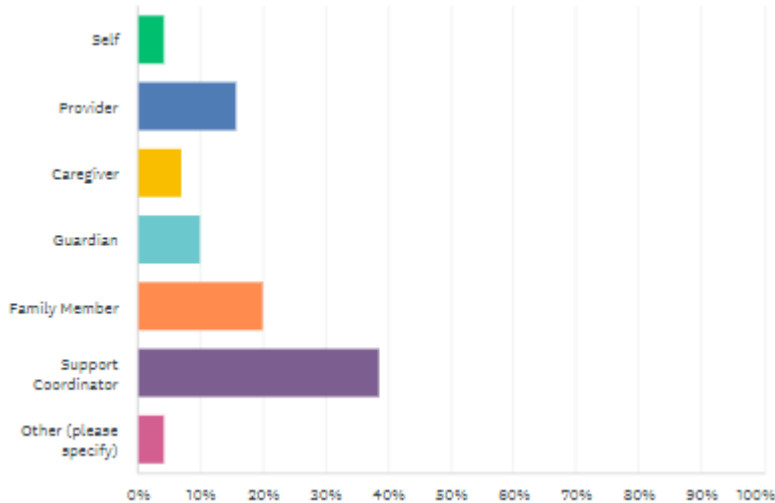
During the first quarter of FY23, both SIS vendors completed 826 SIS assessments. Respondents who participated submitted 183 SIS Satisfaction Surveys for a survey return rate of 22%. Of the collected surveys, self-respondents, family members, and guardians completed 38%. Paid staff, including providers and support coordinators (SCs), 49%; and, Individuals identifying as caregivers or others accounted for 13% of the total collected. Paid staff and non-paid supporters routinely identify as caregivers, so the category is isolated for calculation purposes.

The survey collects feedback in three areas, the respondents' satisfaction with scheduling, the assessor, and the assessment process. Of the 183 surveys, 62% responded to the final question, "Rate your overall satisfaction with the assessment process." Of those responses, 25% spoke directly to the SIS process in Virginia. Of the process feedback: SIS scheduling concerned 29%, and 18% expressed a desire to see SIS questions before the assessment. Aside from the comments on how the SIS process works, the remaining 75% were positive or completed with N/A responses.

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.

DBHDS SIS Satisfaction Survey Quarterly Results

Respondent's relationship to SIS recipient



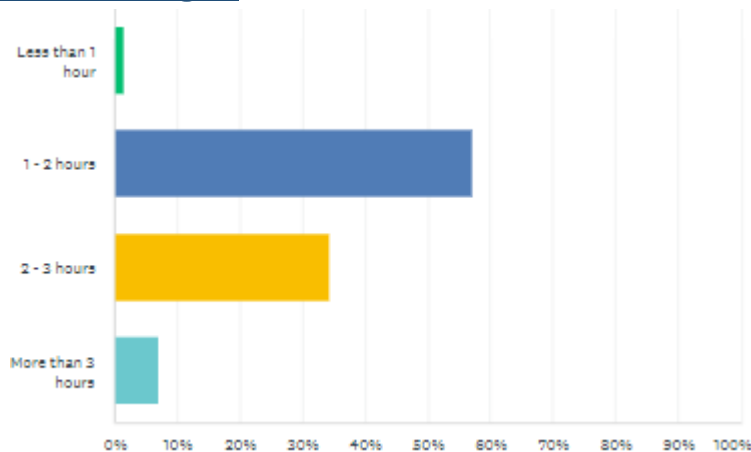
Questions	Self	Provider	Caregiver	Guardian	Family Member	Support Coordinator	Other
Choose one response that best describes your relationship to the Assessed Individual	4	42	14	27	39	48	9
	2%	23%	8%	15%	21%	26%	5%

Of the four surveys that identified respondent relationships of "other," they further identified the relationship as: Day Support, AR (Aunt), Case Manager, Supervisor, Manager, Employment Specialist, daughter, Residential, Agency RN

Satisfaction Survey Questions

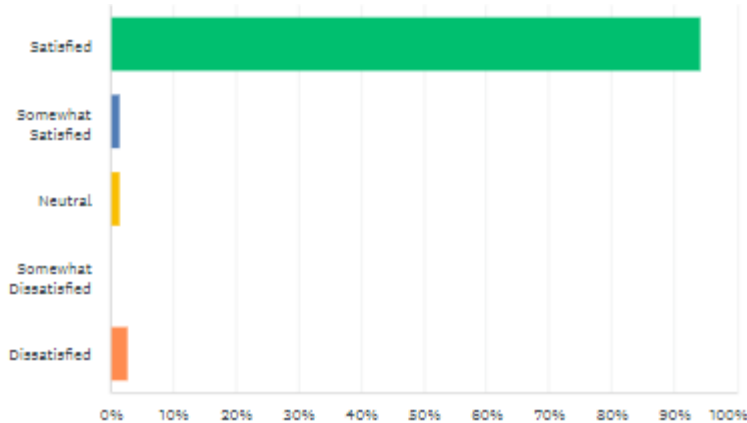
Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The scheduler who made the appointment was friendly and communicated clearly	143	28	11	1	0
	78%	15%	6%	1%	0%
The interview was scheduled at a convenient time/date/place	151	27	3	2	0
	83%	15%	2%	1%	0%
The individual's support team was well represented	155	25	1	2	0
	85%	14%	1%	1%	0%
The assessor was patient, courteous and professional	166	13	1	3	0
	91%	7%	1%	2%	0%
The assessor took enough time to ask the questions	165	16	2	0	0
	90%	9%	1%	0%	0%
The assessor listened to my answers and comments	167	10	2	4	0
	91%	5%	1%	2%	0%
The assessor captured the individual's support needs	159	18	2	2	2
	87%	10%	1%	1%	1%
The assessor made an effort to speak directly with the individual	151	23	8	1	0
	83%	13%	4%	1%	0%

Interview Length



Questions	Less than 1 hour	1 – 2 hours	2 – 3 hours	More than 3 hours
How long was the interview	0	100	74	9
	0%	55%	40%	5%

Overall Satisfaction



Questions	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied
Rate your overall satisfaction with the assessment process	168	7	2	2	4
	92%	4%	1%	1%	2%

Assessment Process Feedback and DBHDS Response

I would have liked to know more about the questions before the assessment.

Response: DBHDS has worked with AAIDD and has come to an agreement that will allow DBHDS to post a copy of a sample SIS-A Family Friendly Report. DBHDS has not decided how the sample report will be made available.

Will my SIS be done face-to-face?

Response: Per the DMAS memo (DMAS, 03/17/2022, updated 7/11/2022), DMAS will exercise a limited period of non-enforcement for the face-to-face visit requirements (August 30, 2021, through the expiration of the Federal PHE for COVID-19). The non-enforcement period is intended to provide flexibility only to **individuals and families** with ongoing concerns about **COVID-19** and the safety of having outside individuals in their homes. This flexibility is not for the convenience of the providers. SIS Vendors will document all efforts made with the individual and family to conduct the SIS face-to-face, and then it may be completed virtually.

Individuals who find it challenging to attend the entirety of their own SIS assessment have always had the option of leaving. If there is a thought they may want or need to leave; arrangements should be made for additional support to accommodate that

need. Qualified Respondents participating in the SIS should not be the person to leave the assessment. Anyone in attendance may ask for a break anytime during a SIS assessment.

What do I do if I have questions or concerns about a SIS assessment?

Response: *If an issue arises during your SIS that you need to discuss. If you are the Individual, Parent, or Legal Guardian who attended the SIS and feel like the Standard Operating Procedures (SOPs) were not followed, you can submit a SOP Review Request. DBHDS must receive the request within 30 days of the day you received the SIS Family Friendly Report.*

If you would like to speak to someone at DBHDS, the first point of contact is your Regional Supports Specialist (RSS) for your region (see the charts below). After speaking to you, the RSS may ask you to email your concern so it can be addressed and reviewed by others.

If you have questions about your upcoming SIS or the SIS Family Friendly Report, you can always reach out to your SC, RSS, Regional Supports Manager, or SIS Quality Manager.

DBHDS Staff	Primary DBHDS Region	Phone	Email
LaTrina Goulbourne	1	804 688-7704	latrina.goulbourne@dbhds.virginia.gov
Chevonne Doby	2	804-546-7768	chevonne.doby@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
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

