



Virginia Department of
Behavioral Health &
Developmental Services

Supports Intensity Scale® (SIS®) Satisfaction Survey

Quarterly Report

October 1, 2022 – December 31, 2022

Virginia SIS Satisfaction Survey

Summary

COVID, flu, RSV, and staff turnover impacted the number of SIS assessments completed during the second quarter of FY 23. Both SIS vendors experienced increased cancellations through the end of the quarter. Even the offer of remote assessments was not enough to offset the increase in cancellations.

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.

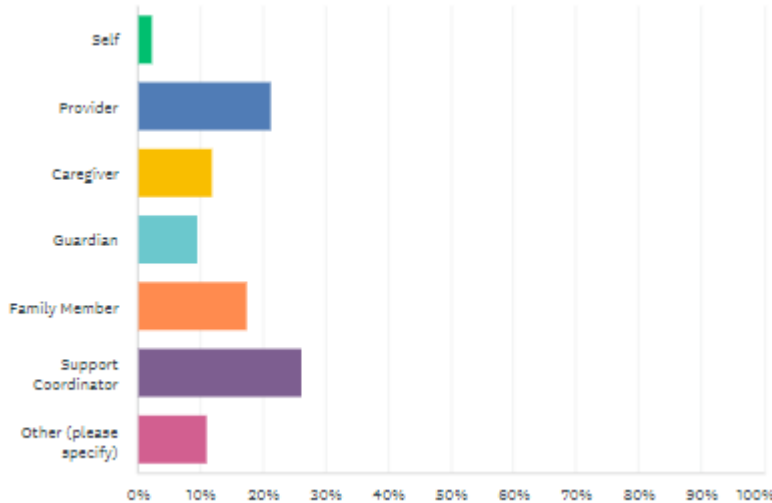
Results

The second quarter of FY23 yielded 676 SIS assessments and 126 SIS Satisfaction Surveys for a return rate of 19%. Forty-eight percent of the received surveys were completed by paid staff, including providers and support coordinators (SCs). Self-respondents, family members, and guardians submitted 29%. Individuals identifying as caregivers or others accounted for 23% of the total collected. Paid staff and non-paid supporters routinely identify as caregivers, so the category is isolated for calculation purposes.

The SIS Satisfaction survey collects information in three areas: satisfaction with scheduling, the Assessor, and the assessment process. Of the 126 surveys returned this quarter, 61% responded to the question, "Rate your overall satisfaction with the assessment process." Nine percent of these responses addressed the SIS process in Virginia. The process feedback revealed that people continue to be concerned about the length of the assessment. People value the option of virtual assessments; support coordinators would like to limit the number of SIS assessments each month, and people continue to ask why all questions are required. The remaining 88% of the comments were positive or completed with no comment response.

The following charts and tables, taken directly 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's relationship to SIS recipient



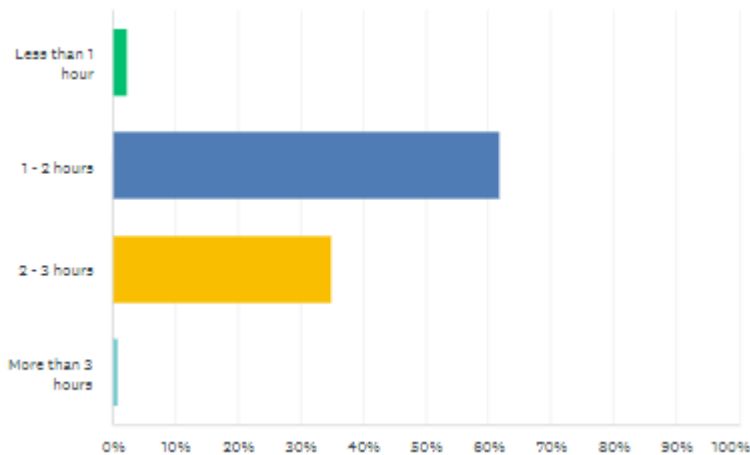
Questions	Self	Provider	Caregiver	Guardian	Family Member	Support Coordinator	Other
Choose one response that best describes your relationship to the Assessed Individual	3	27	15	12	22	33	14
	2%	21%	12%	10%	17%	26%	11%

Of the fourteen surveys that identified respondent relationships of "other," they further identified the relationship as mother & caregiver, unknown, direct support professional, sponsor (2), team coordinator, manager/residential, mom, day program coordinator, specialist, sponsored manager, program manager, residential coordinator (2)

Satisfaction Survey Questions

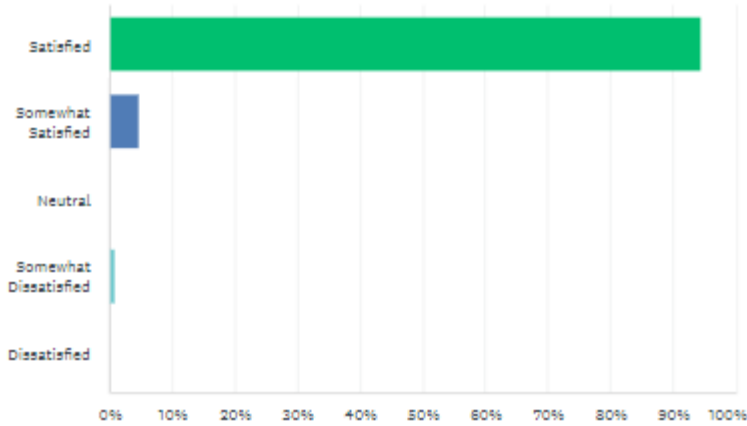
Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The scheduler who made the appointment was friendly and communicated clearly	101	21	3	0	1
	80%	17%	2%	0%	1%
The interview was scheduled at a convenient time/date/place	104	22	0	0	0
	83%	17%	0%	0%	0%
The Individual's support team was well represented	109	16	1	0	0
	87%	13%	1%	0%	0%
The Assessor was patient, courteous and professional	114	10	1	1	0
	90%	8%	1%	1%	0%
The Assessor took enough time to ask the questions	114	11	1	0	0
	90%	9%	1%	0%	0%
The Assessor listened to my answers and comments	116	9	1	0	0
	92%	7%	1%	0%	0%
The Assessor captured the Individual's support needs	114	12	0	0	0
	90%	10%	0%	0%	0%
The Assessor made an effort to speak directly with the Individual	114	11	1	0	0
	90%	9%	1%	0%	0%

Interview Length



Questions	Less than 1 hour	1 – 2 hours	2 – 3 hours	More than 3 hours
How long was the interview	3	78	44	1
	2%	62%	35%	1%

Overall Satisfaction



Questions	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied
Rate your overall satisfaction with the assessment process	119	6	0	1	0
	94%	5%	0%	1%	0%

Assessment Process Feedback and DBHDS Response

Assessment could exclude questions that the individual is unable to do.

Response: A completed SIS assessment requires all questions to be asked and answered; no question may be skipped or answered with a "not applicable" response. The rating should reflect the needed support for the individual's success if they had the opportunity to participate in the activity on a regular basis.

The assessment should be appropriate for an adult that functions at a six-month level OR doesn't require the assessor to read every question.

Response: The SIS assumes the individual has the same opportunity to participate in the items rated at the same frequency as peers who live in their community. An item rated at a higher level is not presumed to be something the individual will never do; instead, the higher rating indicates the needed support to accomplish the item. The SIS is a valid and reliable assessment; it measures what it says it will, the support needs of the individual. It also satisfies the need for a comprehensive assessment required by the Centers for Medicare & Medicaid Services (CMS) (12VAC30-122-200).

The Assessor didn't believe the team when the team was in agreement about where to rate items, the frequency, and the time taken for certain things.

Response: Those who've attended more than one SIS may feel they know where and how to rate items. However, only the SIS Assessor has completed the required initial SIS training and the required ongoing training, and they alone are endorsed by AAIDD. Using their training and information shared at the assessment, the Assessor will work with the team to arrive at final ratings. When the Assessor has questions, they will ask follow-up questions and may inquire if an item is in the current person-centered plan (PCP). The final rating determination is the responsibility of the SIS assessor.

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

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SIS Vendor	Primary DBHDS Region	Phone	Email
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Telligen	1, 2, 4	877-563-6972 #3	AssessmentsVirginia@telligen.com



Primary DBHDS Regions for Community Services Boards