



Virginia Department of
Behavioral Health &
Developmental Services

Supports Intensity Scale® (SIS®) Satisfaction Survey

Quarterly Report

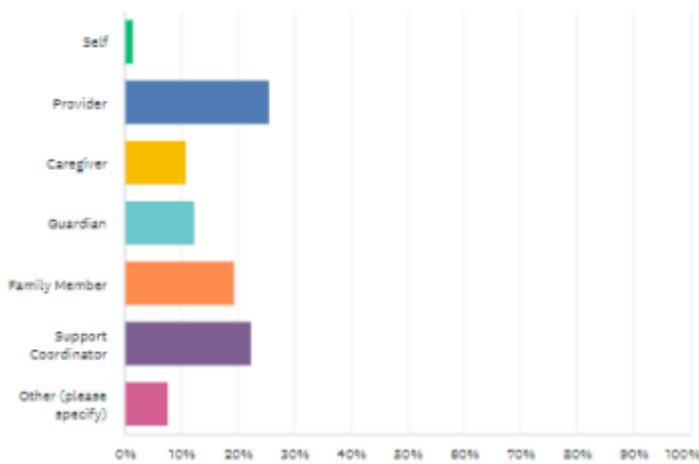
January 1, 2023 – March 31, 2023

Virginia SIS Satisfaction Survey

Individuals and respondents who participate in a SIS Assessment are given an opportunity to participate in a SIS Satisfaction Survey. Surveys are made available prior to the assessment and once the SIS is completed. The survey includes questions about scheduling, the SIS assessment, and the SIS Interviewer.

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



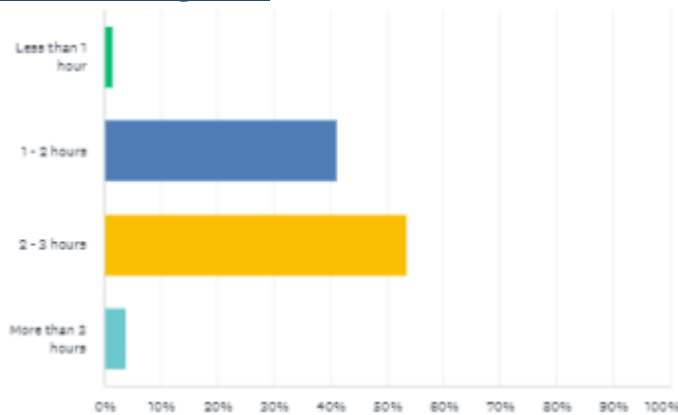
Questions	Self	Provider	Caregiver	Guardian	Family Member	Support Coordinator	Other
Choose one response that best describes your relationship to the Assessed Individual	2	33	14	16	25	29	10
	2%	26%	11%	12%	19%	22%	8%

*Advocate, Granddaughter, Program Manager, Provider, Agency Nurse, DSP, In-home Services, Special Education Teacher, not identified

Satisfaction Survey Questions

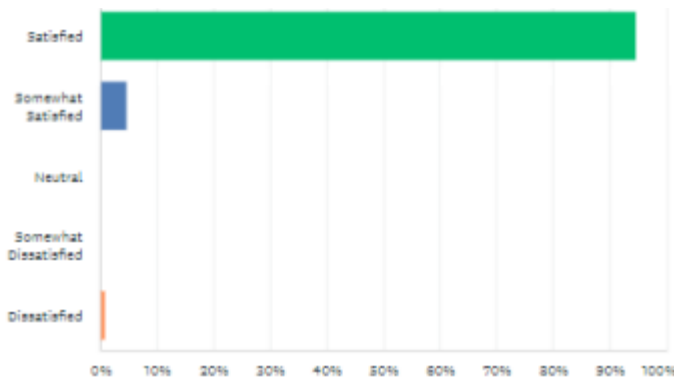
Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The scheduler who made the appointment was friendly and communicated clearly	102	22	4	0	1
	79%	17%	3%	0%	1%
The interview was scheduled at a convenient time/date/place	104	21	3	0	1
	81%	16%	2%	0%	1%
The Individual's support team was well represented	98	27	3	0	1
	76%	21%	2%	0%	1%
The Assessor was patient, courteous and professional	114	14	0	0	1
	88%	11%	0%	0%	1%
The Assessor took enough time to ask the questions	116	12	0	0	1
	90%	9%	0%	0%	1%
The Assessor listened to my answers and comments	118	10	0	0	1
	91%	8%	0%	0%	1%
The Assessor captured the Individual's support needs	112	14	2	0	1
	87%	11%	2%	0%	1%
The Assessor made an effort to speak directly with the Individual	110	13	5	0	1
	85%	10%	4%	0%	1%

Interview Length%



Questions	Less than 1 hour	1 – 2 hours	2 – 3 hours	More than 3 hours
How long was the interview	2	53	69	5
	2%	41%	53%	4%

Overall Satisfaction



Questions	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied
Rate your overall satisfaction with the assessment process	122	6	0	0	1
	95%	5%	0%	0%	1%

Assessment Process Feedback and DBHDS Response

Can some of the hypothetical questions be bypassed if they do not apply to the individual being assessed?

Response: The SIS identifies what support is necessary for the individual to participate in the given activity fully. The assessor may ask follow-up questions so they can arrive at the appropriate rating. The SIS assessors is endorsed by AAIDD, which uniquely qualifies them to administer the SIS and arrive at the correct ratings with the group's input.

After a SIS is scheduled, who do I contact with questions?

Response: Once scheduled, your support coordinator (SC) should be able to provide answers to questions about the SIS interview. Another resource is your DBHDS Regional Supports Specialist or the appropriate SIS Vendor.

There is NO need to reach out to schedule an initial, regularly occurring, or approved SIS assessment.

Having a list of questions or categories would help prepare thoughts and answers

Response: The American Association on Intellectual and Developmental Disabilities (AAIDD), the copyright holder and sole owner of the Supports Intensity Scale, prohibits both the vendors and DBHDS from providing copies of the SIS assessment. In advance of the assessment, respondents receive a copy of the Virtual/Remote Interview Respondent Guide, which AAIDD provides as a rating key for virtual SIS interviews

If you have questions, AAIDD has made available information . The aim is to explain what to expect during the interview, the SIS Family Friendly Report, and provide a SIS Respondent Handbook. These are great resources for SIS respondents who desire additional information.

SIS-A Respondent Resources: <https://www.aaid.org/sis/sis-a/sis-a-resources>

SIS-C Respondent Resources: <https://www.aaid.org/sis/sis-c/sis-c-resources>

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