



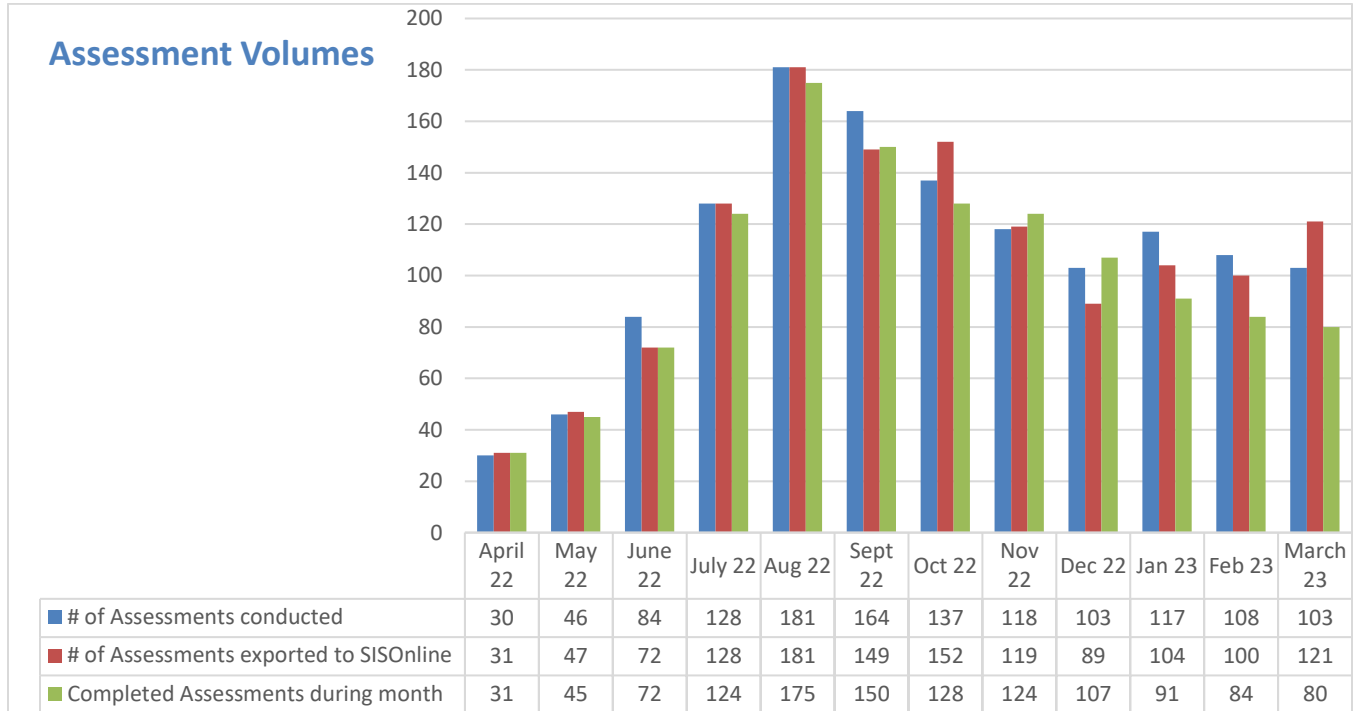
# Virginia Support Intensity Scale<sup>®</sup> (SIS<sup>®</sup>) Program

## Annual Report

April 2022 – March 2023



## SECTION I: VOLUMES

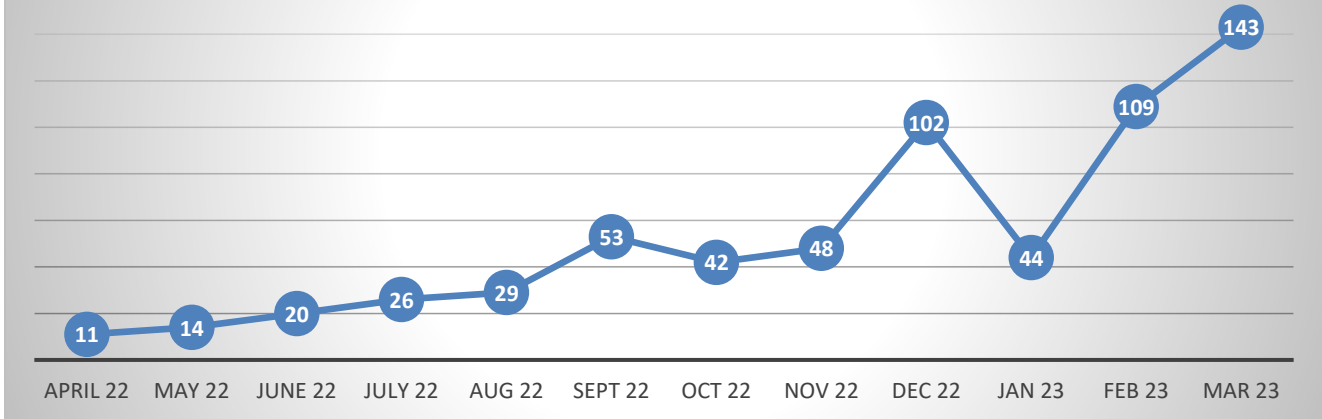


Telligen conducted 1319 SIS® assessments within the year. Specific volume breakdown is as follows. Please note that assessments must be exported to SISOnline® within seven days of the interview date.

- The number of assessments “conducted” represents the interviews that occurred during each month of data collection but underwent QA and were exported to SISOnline® the following month.
  - For instance, an assessment conducted on April 29, 2022 would be due by May 6, 2022, and could be submitted anytime during that time frame.
- The total number “exported” represents all assessments exported to SISOnline® during each 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 641 cancellations. The top three reasons for cancellation included schedule conflicts (34%), assessor resignations with insufficient remaining staff to provide coverage (31%), and assessor, respondent, or member illness (15%). 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
Telligen experienced significant staff turnover during the performance period. A total of nine SIS assessors left Telligen between April 2022 and March 2023.	<p>Telligen hired eight new assessors during the period of performance to replace the nine lost, but only four of those eight remain on the team.</p> <p>Telligen is committed to providing adequate staffing levels to address our customers' needs. We are evaluating our approach to recruitment, training, and staffing needs projection to proactively address the growing backlog of assessments.</p> <p>We plan to engage multiple staffing agencies in recruitment and pursue direct hire candidates to encourage retention. We are also developing a predictive model to project necessary staffing levels more accurately, particularly in response to fluctuations in volume caused by new waiver slots and turnover slots.</p>



<p>There was an extended and significant decrease in assessment referral volume from September 2021-June 2022 due to changes in state regulations and delays with waiver slot approval.</p> <p>Following the interruption in work, full volume returned gradually between summer and fall of 2022.</p>	<p>Telligen gradually onboarded more staff in accordance with gradual return of work volume.</p> <p>Unfortunately, Telligen was unable to onboard enough staff to immediately and adequately address the large influx of assessments which occurred in summer and fall of 2022, when 2021 Medicaid waiver slots were approved and released, and immediately were followed by the on-schedule release of the 2022 new waiver slots.</p>
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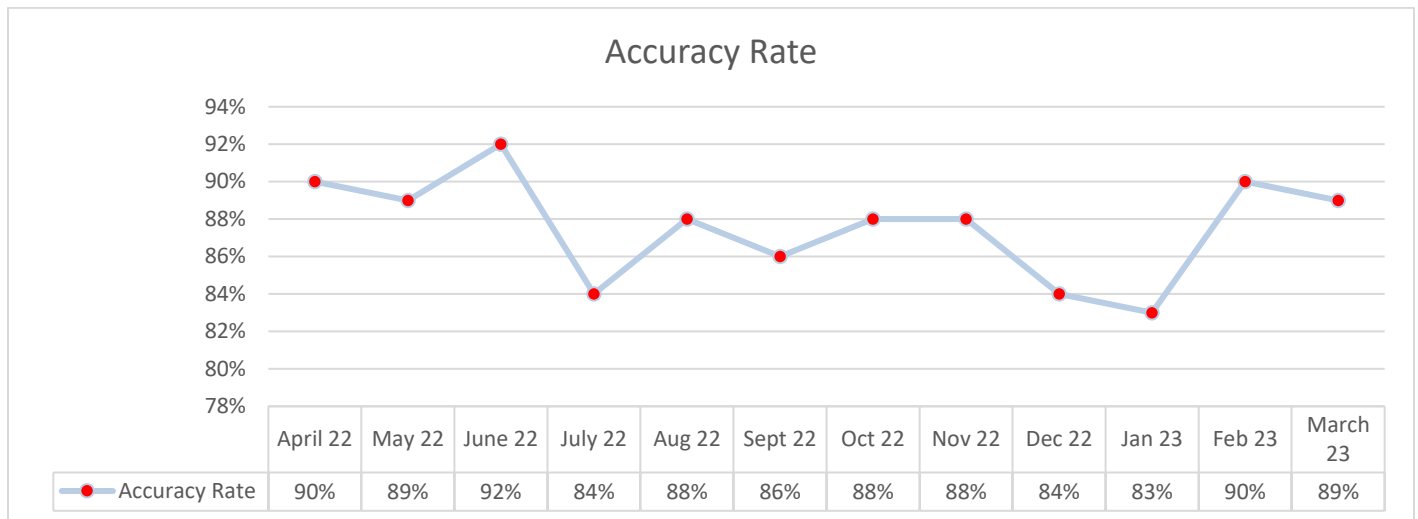
### SECTION III: QUALITY

As of 4/5/23 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	SIS C
Caity Greenway	2/28/2023	
Shaniqua Hall	11/4/2022	
Danielle Kramer	2/23/2023	
Matthew Hulcher	12/8/2022	
Taryn Goodman	11/29/2022	
Tammy Mahan	7/19/2022	10/15/2020
Tammy Vencill	7/26/2022	10/14/2020
Miguel Hernandez	10/11/2022	

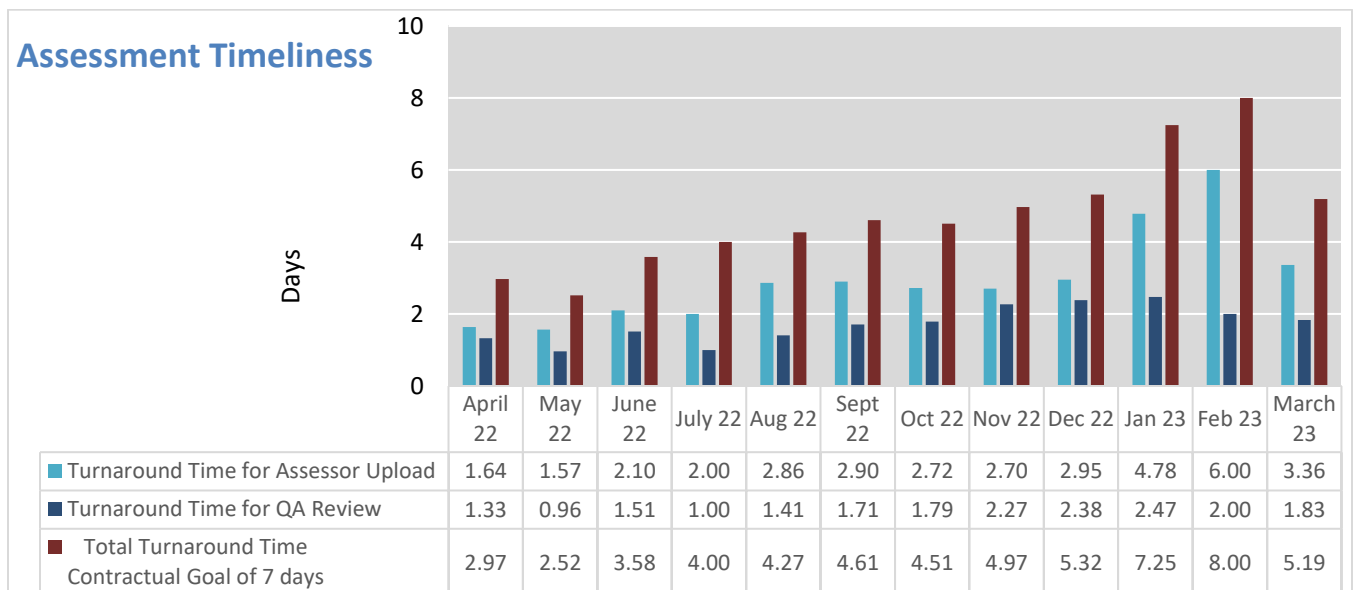


## Quality Assurance Process



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 4.56 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 has developed and begun testing phase 2 of Qualitrac, which includes geomapping features to automatically suggest the closest assessor to the desired assessment location. Future phases of Qualitrac will allow respondents to select from available time slots, and integration with assessors' Outlook calendars.
- Telligen implemented automated reminder calls to all confirmed respondents for each SIS assessment.

Data Source: SAM Database

Data as of 4/4/23

