



VIRGINIA
SUPPORTS INTENSITY SCALE®
ACTIVITY REPORT

April 2022 - March 2023

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 2022 - March 2023) Maximus conducted one thousand, one hundred, seventy-nine (1179) assessments. May 2022 marked the end of our annual contract term, and in June 2022 we began our new contract with DBHDS, continuing to complete assessments in the Southwest and Eastern Regions 3 & 5.

Over the last year, as assessment volume has increased, we have adjusted the number of assessors from two (2) in April 2022 to five (5) full-time assessors in the beginning of March 2023. Additionally, the number of schedulers was increased from two (2) to three (3).

Over the last year, our overall quality scores of interviewers have remained high and consistent. 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, Maximus and DBHDS leadership have participated in scheduled weekly meetings, vendor meetings, quarterly AAIDD meetings, and many ad hoc communications.

In January 2022, we transitioned from virtual SIS assessments using HIPAA secure Zoom accounts to a face-to-face platform. During the last year, we continued to work closely with the State to monitor COVID numbers and adjusted our practices as numbers have decreased. We have remained vigilant to ensure the safety of the people we support and are following current CDC guidance regarding the use of PPE, particularly masking. We have adhered to the guidance of the locations we frequent and follow policies and requests as needed.

TRAINING ACTIVITIES

Conducting IRQRs

Maximus conducts quarterly IRQRs completed by the Operations Manager, Lisa Horan. Long-time assessor Kaia Flom was certified as a Quality Lead for the contract and has also conducted IRQRs. During an IRQR, the assessor's interview is measured for congruency with scoring of the items to ensure consistency with item definitions. These IRQRs verify an assessor's compliance with DBHDS and AAIDD SIS-A® and SIS-C® standards and protocols. Maximus completed 21 IRQRs in the last year.

Assessors participated in Periodic Drift Reviews (PDR) throughout the year, conducted by AAIDD and DBHDS, to ensure compliance and consistency with identified state standards and protocols.

QUALITY CONTROL

New Assessors

Due to an increase in the overall volume of the contract during this past year, we increased assessor recruitment efforts to meet the need across both Regions 3 & 5. It is anticipated that assessor numbers will increase as the volume of assessments continues to increase, particularly as we add additional work in Region 4.

Existing Assessors

In addition to receiving regularly scheduled IRQRs, assessors participate in quality calls led by the Operations Manager. Additional team members participating during the call include the

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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, as well as guidance and troubleshooting for AAIDD’s system use, to include Venture and SISOnline.

Assessors participated in multiple training opportunities 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 Maximus 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, four hundred and forty-nine (449) interviews received a formal evaluation. The overall interviewer quality average for the last 12 months was 95.85%.

SCHEDULING

Schedulers

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

- A full-time scheduling supervisor
- Two (2) full-time schedulers
- One (1) part-time scheduler

Scheduling Priorities

Maximus 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;

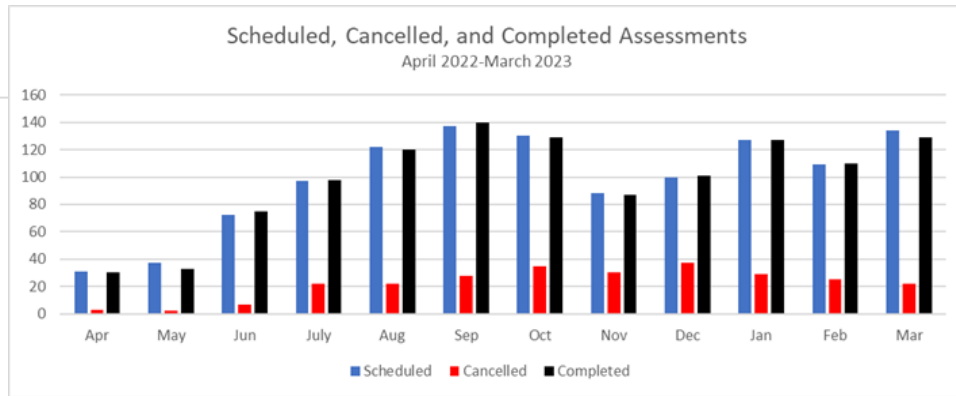
1. SIS Classics
2. Reassessment (Standard Operating Procedure Review or Change in Needs)
3. Initial SIS (with an Approved Service Authorization)
4. Regular SIS
5. Initial SIS (with no Approved Service Authorization)
6. Projected Status (in WaMS 90+ days without a SIS)

Month	Scheduled	Cancelled	Completed
Apr	31	3	30
May	37	2	33
Jun	72	7	75
July	97	22	98
Aug	122	22	120
Sep	137	28	140
Oct	130	35	129
Nov	88	30	87
Dec	100	37	101
Jan	127	29	127
Feb	109	25	110
Mar	134	22	129
Total	1184	262	1179

CANCELLATIONS

Cancellation Details

The average notice before the scheduled meeting is cancelled has been 3.3 days during the last 12 months. During the last 12 months there have been a total of two hundred sixty-two (262) interviews cancelled. These are interviews where Maximus’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

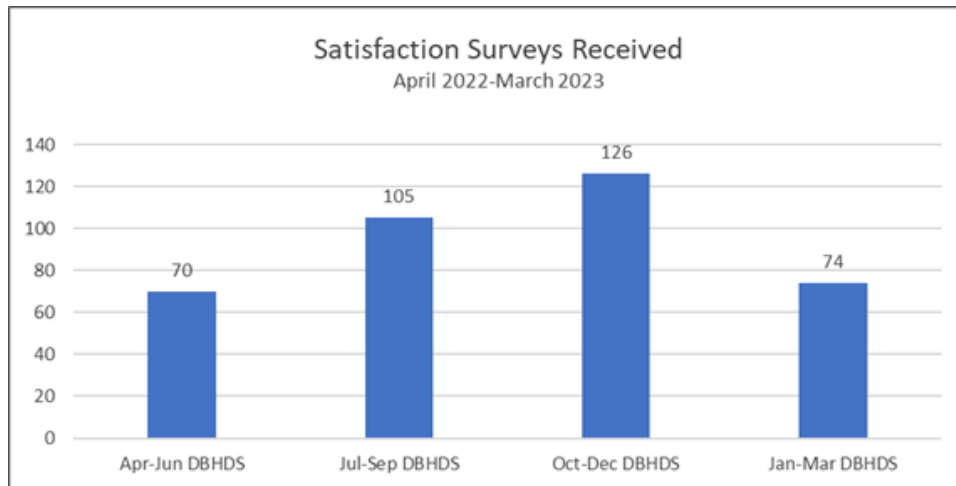
Turnaround time (TAT) for the VA SIS® contract is calculated in two stages; when the assessor (or IC) returns the assessment and when it is quality reviewed by an internal QA staff. The total TAT is calculated based on the sum of the assessor return date and the QA review. Each month Maximus completed assessments well within the contract TAT of 7 business days. The TAT average over the last 12 months is 3.5 out of 7 business days.

Month	IC TAT	QA TAT	TAT
Apr	1.3	0.8	2.1
May	1.7	1.6	3.3
Jun	1.7	1.3	3
July	2.1	2.1	4.2
Aug	1.6	1.7	3.3
Sep	1.7	1.4	3.1
Oct	2.2	1	3.2
Nov	1.9	1.2	3.1
Dec	2.7	3.4	6.1
Jan	2.1	1.5	3.6
Feb	2.2	1.5	3.7
Mar	2.2	1.2	3.4
Average	2.0	1.6	3.5
Percentage	56%	44%	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 2022 through March 2023, 375 surveys were received. DBHDS has shared Satisfaction Survey results monthly and quarterly.

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, and the interviewer's professionalism and skill.



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The scheduler who made the appointment was friendly and communicated clearly	82%	14%	4%	0%	0%
	307	52	15	0	1
The interview was scheduled at a convenient time/date/place	84%	15%	2%	0%	0%
	314	55	6	0	0
The individual's support team was well represented	87%	12%	1%	0%	0%
	325	44	5	0	1
The assessor was patient, courteous and professional	93%	6%	1%	0%	0%
	349	24	2	1	0
The assessor took enough time to ask the questions	93%	7%	1%	0%	0%
	348	25	2	0	0
The assessor listened to my answers and comments	94%	5%	1%	0%	0%
	349	20	2	0	0
The assessor captured the individuals support needs	91%	9%	0%	0%	0%
	340	34	0	1	0
The assessor made an effort to speak directly with the individual	88%	9%	3%	0%	0%
	331	33	11	0	0