



Virginia Department of Behavioral Health
and Developmental Services

DBHDS SIS[®] Satisfaction Survey Quarterly Report

July 1, 2023 – September 30, 2023

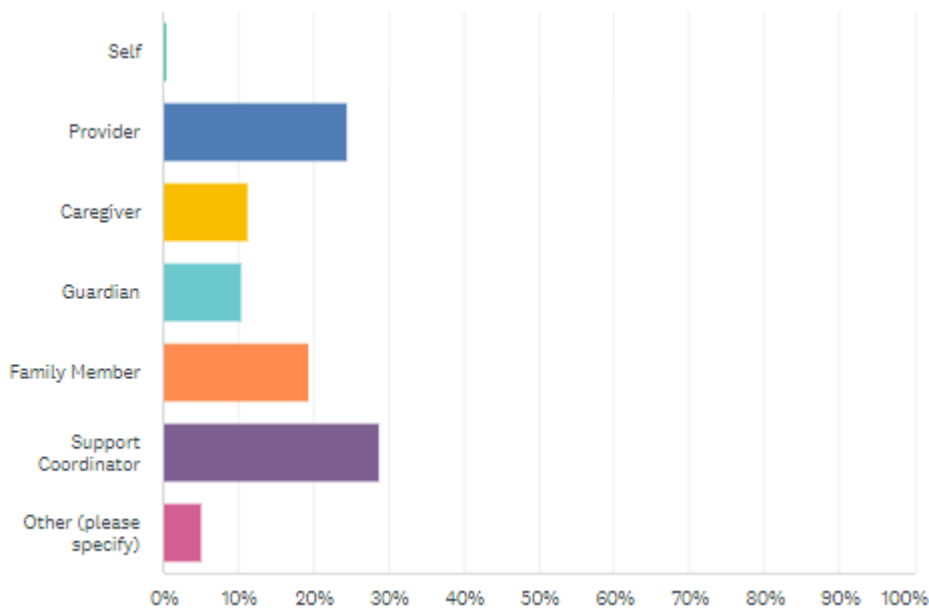
A Life of Possibilities for All Virginians

Virginia SIS Satisfaction Survey

Individual's and respondents who participate in a SIS Assessment are given an opportunity to participate in a SIS Satisfaction Survey. Surveys are made available before 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

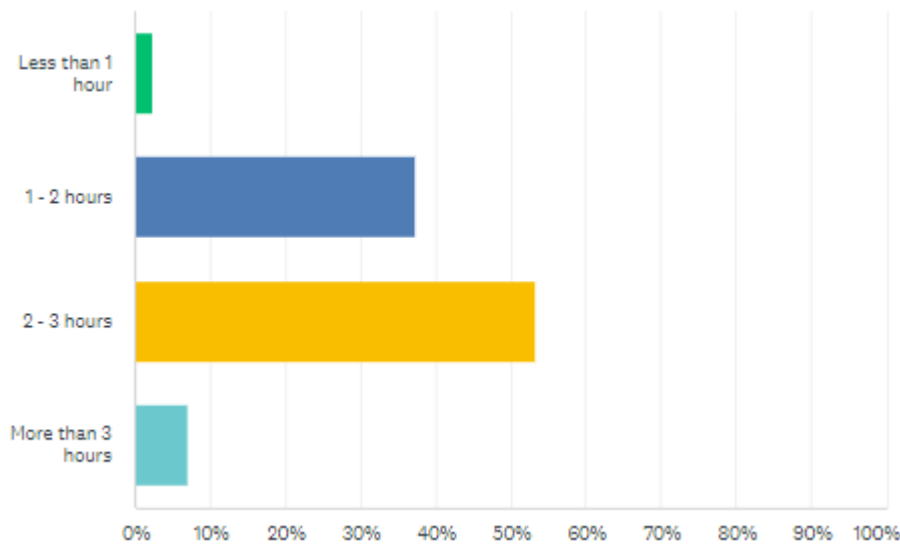


Questions	Self	Provider	Caregiver	Guardian	Family Member	Support Coordinator	Other
Choose one response that best describes your relationship to the Assessed Individual	1	52	24	22	41	61	11
	0%	25%	11%	10%	19%	29%	5%

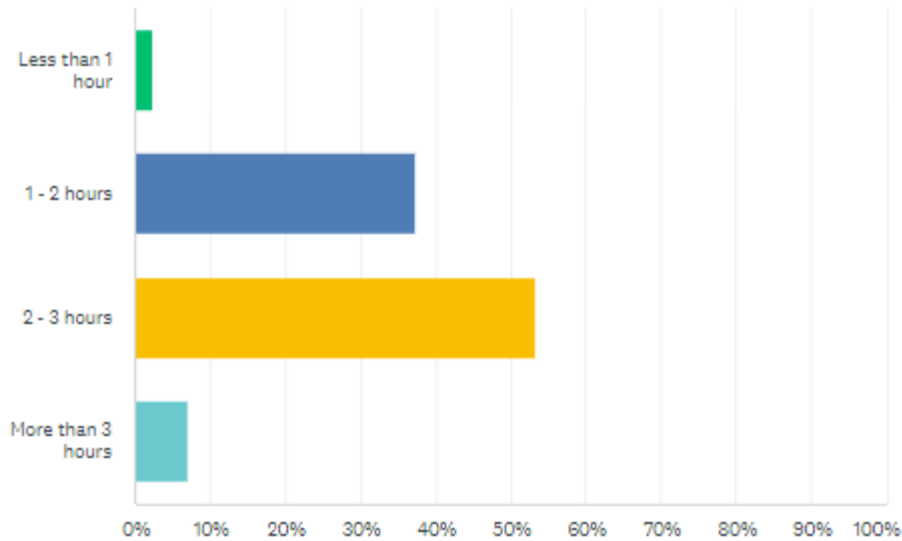
Satisfaction Survey Questions

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The scheduler who made the appointment was friendly and communicated clearly	165	38	9	0	0
	78%	18%	4%	0%	0%
The interview was scheduled at a convenient time/date/place	170	40	0	1	1
	80%	19%	0%	0%	0%
The Individual's support team was well represented	179	30	2	0	1
	84%	14%	1%	0%	0%
The Assessor was patient, courteous and professional	193	17	1	0	1
	91%	8%	0%	0%	0%
The Assessor took enough time to ask the questions	194	16	1	0	1
	92%	8%	0%	0%	0%
The Assessor listened to my answers and comments	188	20	2	0	2
	89%	9%	1%	0%	1%
The Assessor captured the Individual's support needs	184	24	3	0	1
	87%	11%	1%	0%	0%
The Assessor made an effort to speak directly with the Individual	181	28	2	0	1
	85%	13%	1%	0%	0%

Interview Length

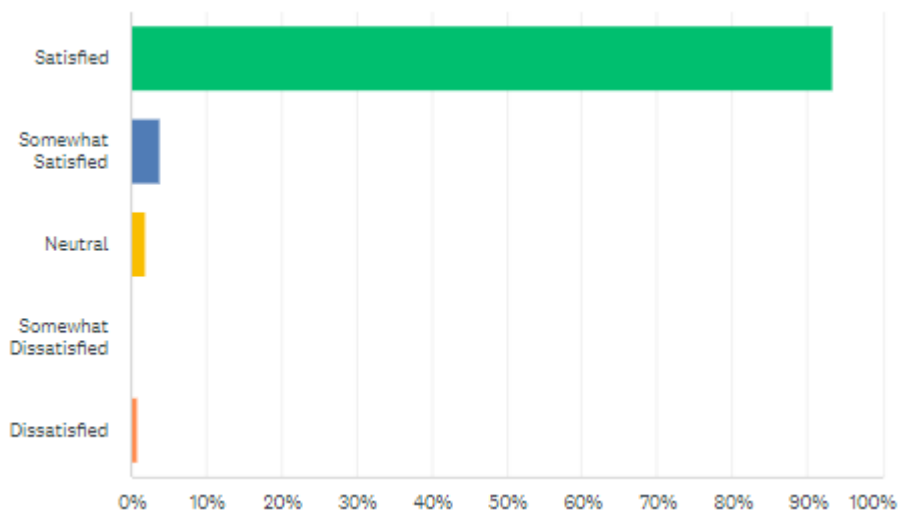


Questions	Less than 1 hour	1 - 2 hours	2 - 3 hours	More than 3 hours
How long was the interview	5	79	113	15
	2	37	53	7



Overall Satisfaction

Questions	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied
Rate your overall satisfaction with the assessment process	198	8	4	0	2
	93	4	2	0	1



Assessment Process Feedback and DBHDS Response

Some of the questions are difficult to answer using the current scoring system.

Response: SIS assessors are trained to listen to respondents described provided supports. The Assessor may ask follow-up questions to better understand the need. . This allows the assessor to identify the correct rating.

Do a shorter assessment geared towards the individual’s disability.

Response: The SIS does not rate an individual’s disability. While the individual’s disability may influence needs, only the needed supports are rated. .

Schedule SIS in a timelier matter so the prior SIS doesn’t expire.

Response: SIS assessments do not expire. Like the annual review, each SIS includes the individual, support coordinator (SC), providers, family, and potentially others who provide support. Unlike the annual review, both scheduling and the SIS assessment are completed by contracted SIS vendors. SIS vendors rely on respondent information from the assigned support coordinator before scheduling can begin. Because Scheduling is done months before the actual assessment, a confirmation email is sent before the SIS.

If you have questions about your SIS or the SIS Family Friendly Report, you can always contact your SC, Regional Supports Specialist (RSS), Regional Supports Manager, or SIS Quality Manager.

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