



Virginia Department of Behavioral Health
and Developmental Services

DBHDS SIS[®] Satisfaction Survey Quarterly Report

October 1, 2023 – December 31, 2023

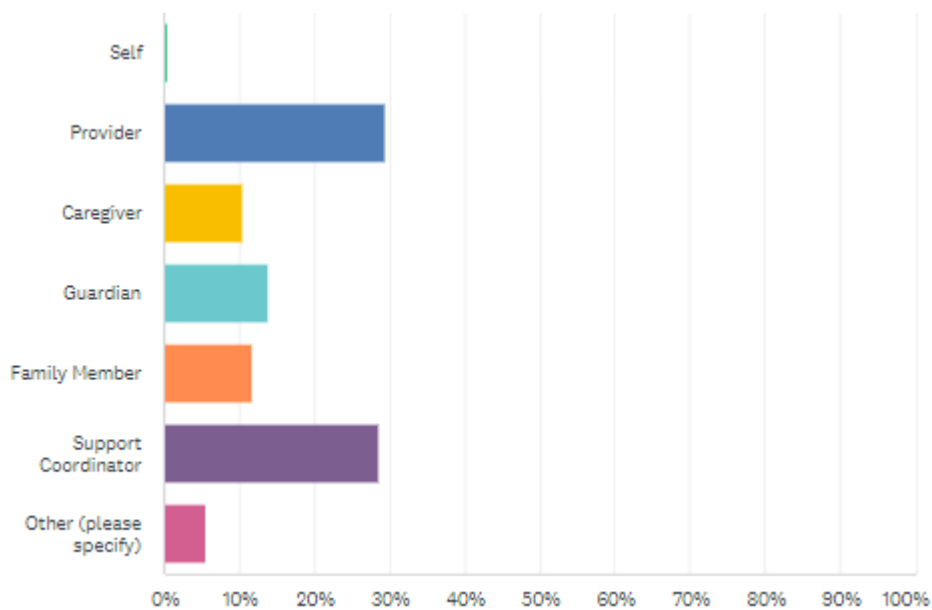
A Life of Possibilities for All Virginians

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

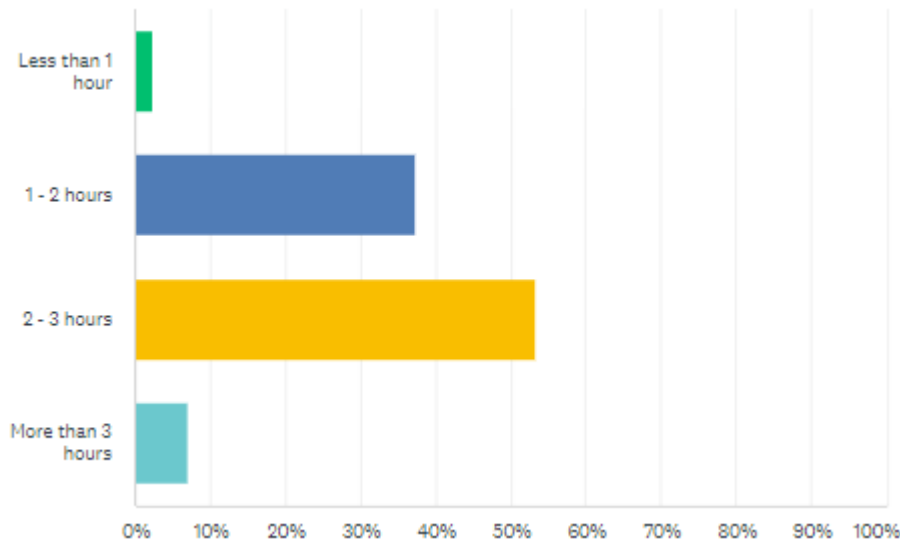


Questions	Self	Provider	Caregiver	Guardian	Family Member	Support Coordinator	Other
Choose one response that best describes your relationship to the Assessed Individual	1	78	28	37	31	76	15
	0%	29%	11%	14%	12%	29%	6%

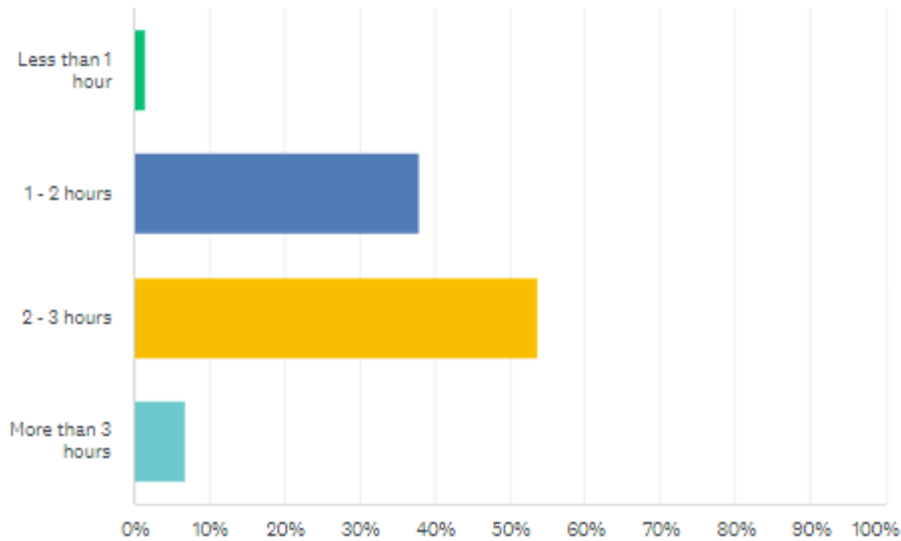
Satisfaction Survey Questions

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The scheduler who made the appointment was friendly and communicated clearly	198	46	18	3	1
	74%	17%	7%	1%	0%
The interview was scheduled at a convenient time/date/place	215	44	5	1	1
	81%	17%	2%	0%	0%
The Individual's support team was well represented	229	30	4	1	2
	86%	11%	2%	0%	1%
The Assessor was patient, courteous and professional	236	18	4	2	6
	89%	7%	2%	1%	2%
The Assessor took enough time to ask the questions	234	21	7	1	3
	88%	8%	3%	0%	1%
The Assessor listened to my answers and comments	232	20	6	6	2
	87%	8%	2%	2%	1%
The Assessor captured the Individual's support needs	229	23	6	4	4
	86%	9%	2%	2%	2%
The Assessor made an effort to speak directly with the Individual	221	34	7	2	2
	83%	13%	3%	1%	1%

Interview Length

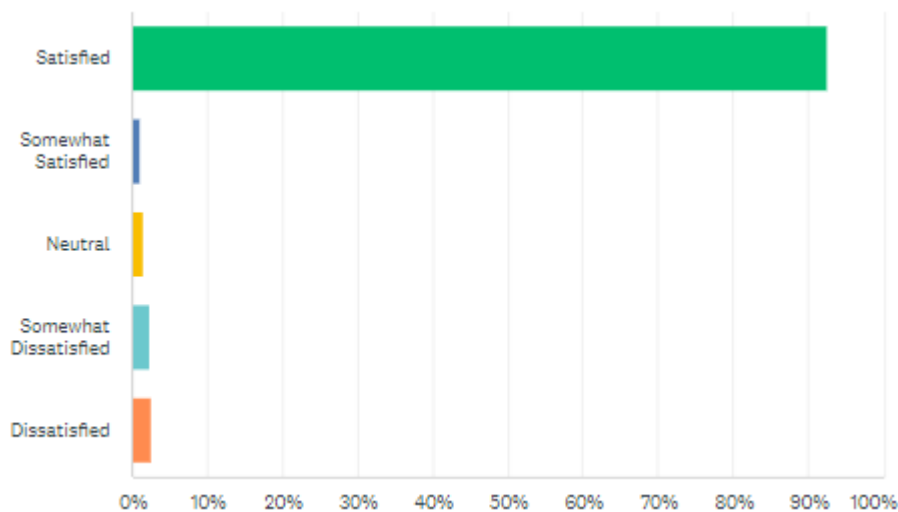


Questions	Less than 1 hour	1 - 2 hours	2 - 3 hours	More than 3 hours
How long was the interview	4	101	143	18
	2%	38%	54%	7%



Overall Satisfaction

Questions	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied
Rate your overall satisfaction with the assessment process	246	3	4	6	7
	92%	1%	2%	2%	3%



Assessment Process Feedback and DBHDS Response

If the SIS questions were given ahead of time I could prepare.

Response: DBHDS has been granted permission by the American Association on Intellectual and Developmental Disabilities to make available on our website a copy of the SIS Family Friendly Report (FFR). Knowing the individual, reviewing person-centered plans, and reviewing the SIS FFR will assist in preparing respondents for upcoming SIS assessments.

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 their needs, only the needed supports are rated. Those needed supports must be described accurately for the assessor to arrive at the correct rating.

His need for a tremendous amount of assistance though he has no physical challenges does not seem to ever be captured accurately in the SIS..

Response: The SIS rates for the type, amount, and frequency of support needed for the individual to fully participate in each item rated. It is important to describe the needed support during the SIS so the assessor can understand the support necessary and help the team arrive at the most accurate rating.

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

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Primary DBHDS Regions for Community Services Boards