



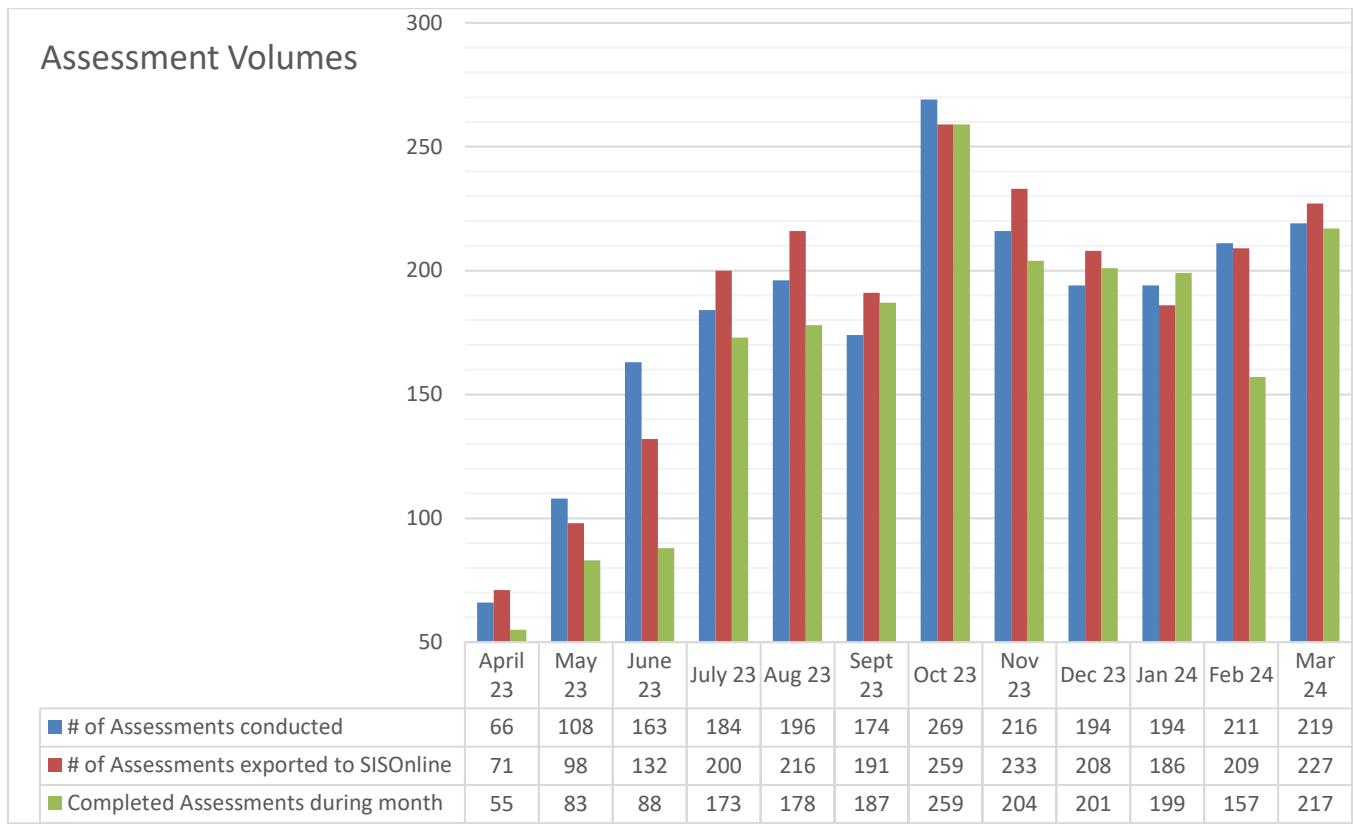
# Virginia Support Intensity Scale<sup>®</sup> (SIS<sup>®</sup>) Program

## Annual Report

4/1/2023 to 3/31/2024



## SECTION I: VOLUMES

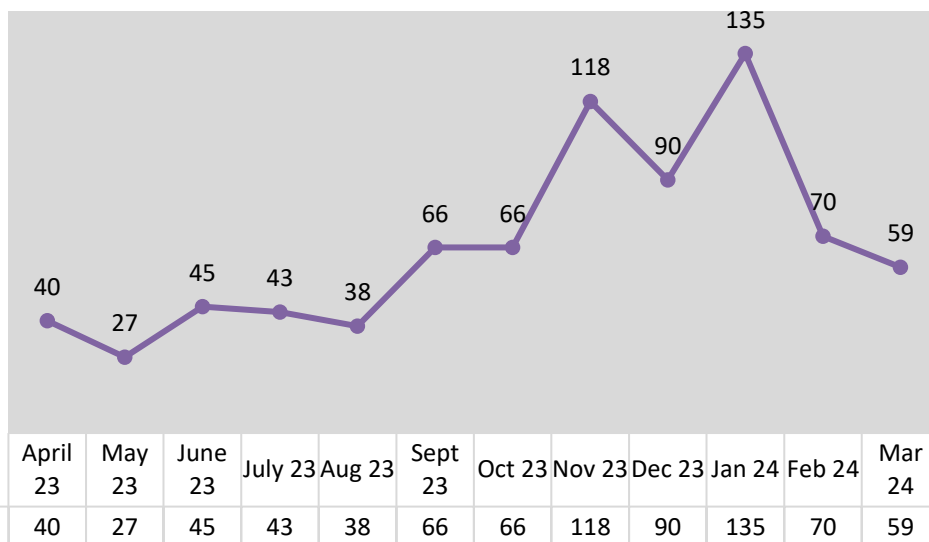


Telligen conducted 2230 SIS® assessments within the year. Specific volume breakdown is as follows. Please note that assessments must be exported to SISOnline® within seven days of the interview date.

- 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 March 29, 2024 would be due by April 5, 2024, 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 the turnaround time of seven calendar days.
- The total “completed” represents assessments which were conducted, underwent QA, and exported to SISOnline® all within the same month.



## Cancellations



We had 797 cancellations. The top three reasons for cancellation included schedule conflicts (32%), “other” reasons (32%), and assessor, respondent, or member illness (15%). A total of 60% of the “other” reason cancellations were due to Telligen assessor turnover with insufficient available staff to provide coverage; the remaining 40% were due to issues such as the individual being incarcerated or deceased, car accidents, waiver closures, or assessment attendees dealing with family emergencies. The team places reminder calls and emails 2 business days 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 2023 and March 2024. The turnover resulted in an unprecedented number of reschedules purely due to staffing changes.	<p>Telligen hired sixteen new assessors during the period of performance, but only nine of those sixteen remain on the team. The team currently has twelve assessors.</p> <p>Telligen modified our assessor job interview questions and talking points to enhance effectiveness of our screening process. It is our goal to place people in the assessor role who are a great fit in terms of personality and experience, though sometimes, the individuals most qualified to hold the role have significant conflicts of interest due to prior employment.</p> <p>Collaboration with DBHDS has allowed for further clarification of the conflict-of-interest procedure and has allowed us to increase capacity of the current assessor team.</p>



<p>Onboarding so many new assessors in a short time—twelve were hired between April 2023 and July 2023—created a significant issue with assessment timeliness. New assessors typically take a bit longer to complete documentation, and their quality assurance checks typically result in more revisions than experienced assessors’.</p>	<p>Telligen decreased average turnaround time from 10.9 calendar days in June 2023 to 3.0 calendar days in March 2024.</p> <p>The improved metric was achieved via close monitoring by the program manager and increasing the size of the Quality Assurance team to keep up with the increased assessment volume.</p>
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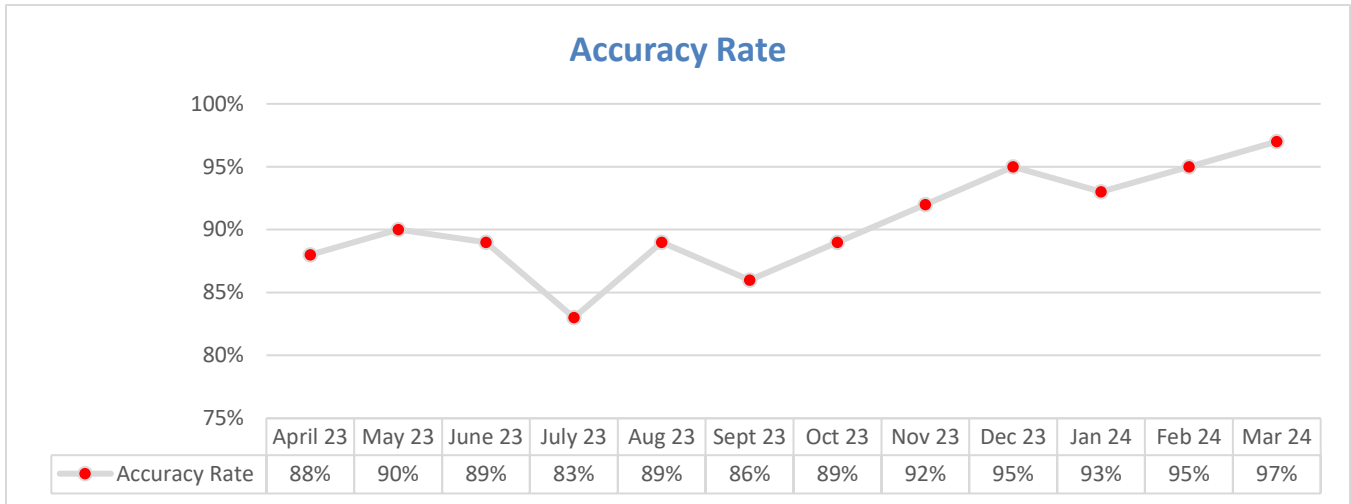
### SECTION III: QUALITY

As of 4/5/24 Telligen has twelve assessors who are SIS-A certified in Virginia with one certified as a SIS-C assessor.

Telligen Assessors	IRQR SIS-A	SIS C
Caity Greenway	2/26/2024	
Daniel Bairley	2/6/2024	
Dimetrice Jones	1/25/2024	
Kathryn Pettit	11/7/2023	
Kathryn Craig-Williams	11/2/2023	
Morgan Drankiewicz	2/14/2024	
Natasha Vaughan	1/5/2024	
Shannon Zaccaria	11/8/2023	
Sidanie Ing	4/2/2024	
Taryn Goodman	8/7/2023	
Ursula Kiel	3/19/2024	
Tammy Vencill	8/9/2023	10/11/2023

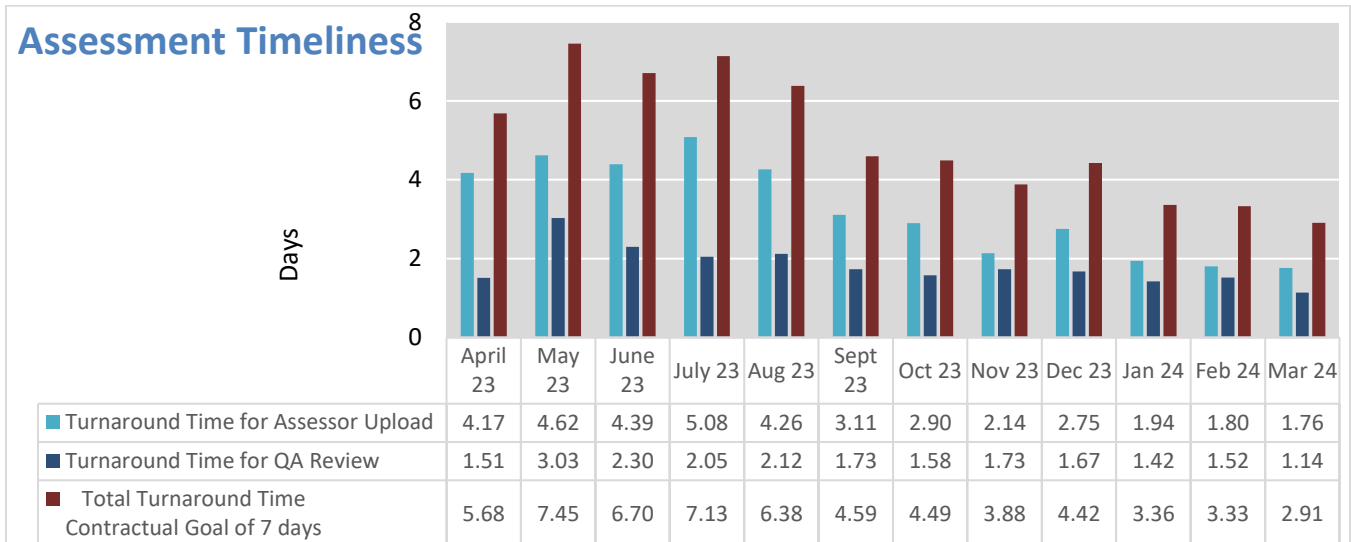


## Quality Assurance Process



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 5.03 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 piloted the “party time picker” feature of Qualitrac, which allows SCs to select available dates and times for a SIS assessment. There are still software bugs being corrected, but we are striving to correct everything possible prior to future go-live with full implementation. Telligen will notify DBHDS when we plan for this to occur.
- Telligen added a second Quality Lead to better address the greater training and quality assurance needs of a larger team.
- Telligen hired an assessor Team Lead to provide operational support to the program manager.
- Telligen implemented a more thorough scheduling internal audit process to enhance quality of confirmed assessments in terms of the most qualified respondents present and efficiency with assessor travel.

Data Source: SAM Database

Data as of 4/3/24

