



Virginia Department of
Behavioral Health &
Developmental Services

Supports Intensity Scale® (SIS®) Satisfaction Survey

Quarterly Report

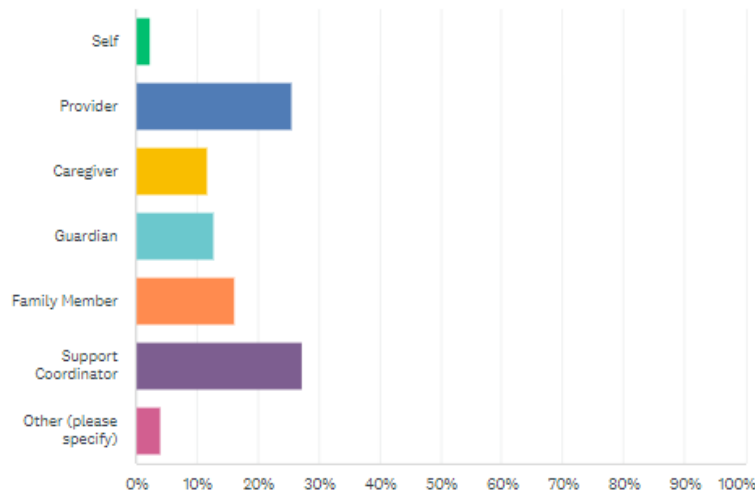
April 1, 2023 – June 30, 2023

Virginia SIS Satisfaction Survey

Every SIS assessment respondent can participate in a SIS Satisfaction Survey. Links to the SurveyMonkey Survey are made available before the assessment and again after the SIS. If needed, the Interviewer can arrange a paper version of the survey. The survey includes questions about scheduling, the SIS assessment, and the SIS Interviewer.

DBHDS contracts with two SIS vendors, Maximus and Telligen. During the fourth quarter of fiscal year 2023, they completed 787 SIS assessments; SIS Respondents submitted 172 SIS Satisfaction surveys. The following charts and tables, taken directly from SurveyMonkey, demonstrate the categories of respondents, respondents' level of satisfaction regarding specific SIS elements, length of interview time, and overall satisfaction. For each question listed below, the darker row of numbers represents the total number of responses received, and the lighter rows the percentages for the same question. Finally, DBHDS responds to a few comments taken from the SIS Satisfaction Surveys.

Respondent's relationship to SIS recipient



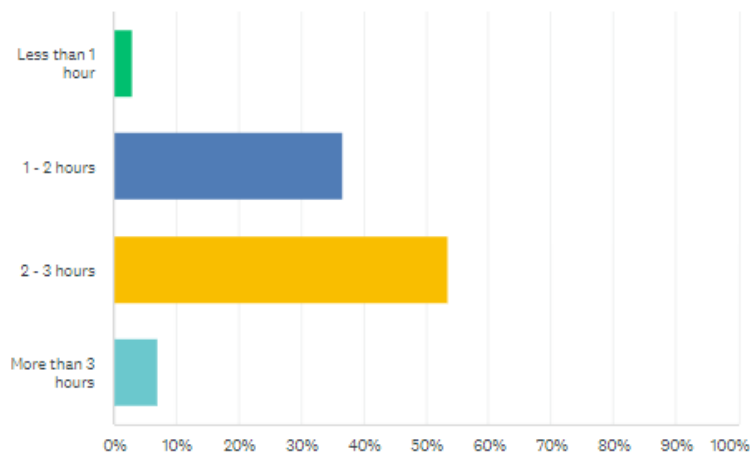
Questions	Self	Provider	Caregiver	Guardian	Family Member	Support Coordinator	Other*
Choose one response that best describes your relationship to the Assessed Individual	4	44	20	22	28	47	7
	2%	26%	12%	13%	16%	27%	4%

*Program Manager, Residential Coordinator, Sponsor provider, supervisor, Residential Program Manager, Program Director, and school

Satisfaction Survey Questions

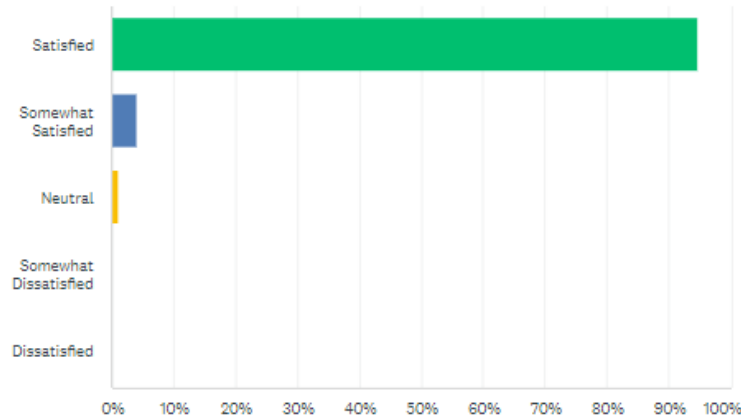
Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The scheduler who made the appointment was friendly and communicated clearly	126	35	7	2	2
	73%	20%	4%	1%	1%
The interview was scheduled at a convenient time/date/place	136	31	4	0	1
	79%	18%	2%	0%	1%
The individual's support team was well represented	153	17	0	0	2
	89%	10%	0%	0%	1%
The Assessor was patient, courteous and professional	157	14	0	0	1
	91%	8%	0%	0%	1%
The Assessor took enough time to ask the questions	159	11	1	0	1
	92%	6%	1%	0%	1%
The Assessor listened to my answers and comments	156	14	1	0	1
	91%	8%	1%	0%	1%
The Assessor captured the individual's support needs	153	17	1	0	1
	89%	10%	1%	0%	1%
The Assessor made an effort to speak directly with the Individual	156	14	0	1	1
	91%	8%	0%	1%	1%

Interview Length



Questions	Less than 1 hour	1 - 2 hours	2 - 3 hours	More than 3 hours
How long was the interview	5	63	92	12
	3%	37%	53%	7%

Overall Satisfaction



Questions	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied
Rate your overall satisfaction with the assessment process	163	7	2	0	0
	95%	4%	1%	0%	0%

Assessment Process Feedback and DBHDS Response

My son/daughter is 100% disabled – many questions will never relate to him/her.

Response: For each question asked, the SIS assumes everyone has the same opportunity to participate in every item. The SIS rates for the type of support, frequency of the support, and daily support time each person needs to successfully participate. Even if respondents must assume the opportunity to participate, ratings should reflect the person's needed support.

The school should be involved (in the SIS assessment).

Response: Supports Intensity Scale Children's Version (SIS-C) is completed for children ages 5 – 15 who receive a tiered waiver service. This version of the SIS has two sections dedicated to education, and it is appropriate for a teacher to participate. However, SIS Vendors rely on the Support Coordinator (SC) to provide respondent names and contact information, including that for teachers. So please make sure your SC is aware of your desire for the teacher to participate. Alternately, during the scheduling process, inform the scheduler so the teacher can be involved.

People with developmental disabilities do not get well and stop being disabled. I can see the value of this instrument if a significant change happens for the individual, but to continue to reassess that individual repeatedly is a waste of time and causes undue stress on the support provider.

Response: The SIS is a required assessment in the following situations.

12VAC30-122-200 *The SIS® is an assessment tool that identifies the practical supports required by individuals to live successfully in their communities. DBHDS shall use the SIS® Children's Version (SIS-C) for individuals who are five years through 15 years of age. DBHDS shall use the SIS Adult Version® (SIS-A®) for individuals who are 16 years of age and older.*

- a. At least every four years for those individuals who are 22 years of age and older.*
- b. At least every three years for those individuals who are 16 years of age through 21 years of age.*
- c. Every two years for individuals five years through 15 years of age when the individual is using a tiered service*
- d. For a, b, and c of this subdivision A 2, when the individual's support needs have been deemed to have changed significantly for a sustained period of at least six months.*

In addition, individuals' support needs do change over time due to gaining more abilities which may lead to the need for fewer supports or due to the aging process, which may result in the need for additional supports.

We all know the assessment is used to determine the pay scale of the individual providing the support. Essentially what this assessment can do is tell a service provider that they've done a good job, so now we're going to cut your pay.

Response: Each provider independently sets their staff pay rate. The SIS determines the reimbursement level within one of four existing reimbursement tiers providers receive for providing certain services through Medicaid. Community engagement, group day support, group home, independent living, sponsored residential support, and supported living residential are the only services reimbursed based on level and tier (12VAC30-122-210).

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

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Primary DBHDS Regions for Community Services Boards