



**VIRGINIA
SUPPORTS INTENSITY SCALE®
ACTIVITY REPORT**

April 2017-March 2018

Overview

Ascend is contracted with DBHDS to administer the Supports Intensity Scale® assessment to individuals receiving waiver services. In the last 12 months (April 2017-March 2018) Ascend has conducted three thousand four hundred and eleven (3,411) SIS® assessments. One hundred percent (100%) of all assessments are reviewed by Ascend's quality staff for quality assurance. At least ten percent (10%) all assessments are randomly selected for and additional formal assessor evaluation to ensure consistency across the state. During the last year, five hundred ninety-one (591) interviews received a formal evaluation. The overall interviewer quality average for the last 12 months was 99.33%.

TRAINING ACTIVITIES

IRQRs

Ascend worked with 22 Independent Contractors during the last 12 months. Each receive a quarterly review by the Regional Coordinator, Lisa Horan, or by a lead IC trainer. During this review, the ICs interview is measured for congruency with scoring of the items to ensure consistency with DBHDS and AAIDD's item definitions. Once a year, each of these ICs must receive an IRQR from an AAIDD trainer.

**This chart includes active ICs within the VA SIS network*

Ascend ICs	Ascend Quality Control Initiatives (QCI)	Ascend IRQRs	AAIDD IRQRs	
			SIS-A	SIS-C
Keisha Barnes		5/3/17, 11/8/17	5/3/17	5/3/17
Teresa Bertsch		5/1/17, 7/13/17		
Marie Boyles	4/27/17	4/18/17, 7/14/17	5/5/17	
Amanda Carter			12/8/17	
Carmen DelToro		7/18/17	12/5/17	12/5/17
Kaia Flom		7/27/17	8/8/17	8/8/17
Shea Godwin		4/24/17, 11/27/17	12/7/17	12/7/17
Michelle Gorden	3/23/18			
Corenzo Horne		4/25/17, 9/26/17	12/4/17	
Cathy Keene		7/25/17	8/9/17	12/6/17
Patricia Lowery	10/30/17	11/17/17		
Michele McLeod		10/9/17		
Ruth Robertston-Gouge		10/5/17	12/6/17	
Kimberly Malvar		11/9/17		*12/4/17
Michele McLeod		3/22/18		
Natasha Vaughan		9/6/17		
Tammy Vencill		7/19/17	8/10/17	
Lisa Horan			8/11/17	

Quality Control

New Independent Contractors

Ascend ICs who are new go through a 2 week Quality Control Initiative (QCI) with Lisa Horan. This includes face-to-face classroom training and 8-10 training assessments, before the IC completes their final IRQR qualifying them to become a certified SIS assessor for Virginia.

Existing Independent Contractors

In addition to receiving regularly scheduled IRQRs, ICs participate in monthly quality calls lead by the Program Manager, Regional Coordinator, and Scheduling Supervisor. Trends or concerns with scoring, quality, and scheduling are discussed. Also included are tips for remaining HIPAA compliant and how to trouble shoot any system errors with Venture and SISOnline.

SCHEDULING

Schedulers

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

- A full time scheduling supervisor
- 5 full-time scheduling staff
- 2 temporary schedulers projected through June 2018

Scheduling Priorities

Ascend establishes scheduling priority based on the Next SIS date and criteria specific to the individual. Priority practices are based on;

1. New to waiver individuals (completion 60 days from notification)
2. Reassessments (individuals with a significant change)
3. Past due SIS-C, Children (under 16 years)
4. Past due SIS-A, Adults
5. Active assessments (up to 6 months before the Next SIS date)

Breakdown of Past Due Assessments

As of April 25, 2018 there are 172 assessments that are considered past due, these are individuals whose SIS has not been completed by Ascend or within 3 years of the last SIS. This date is captured in Ascend's database as the next SIS due date.

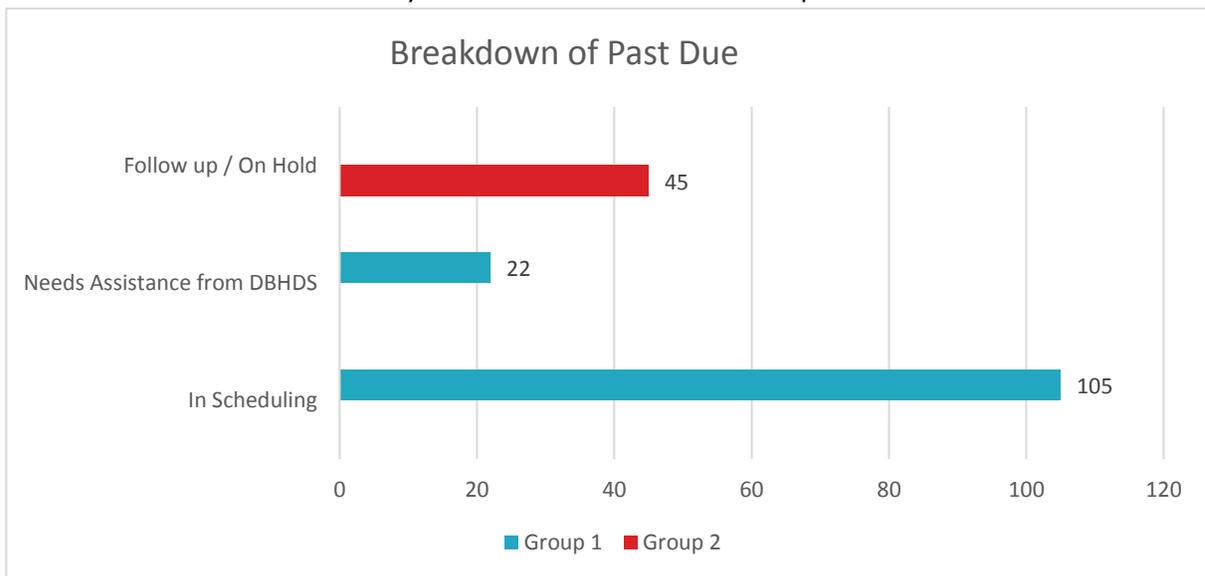
The 172 past due assessments have been separated into two groups; 45 of these are On Hold by an SC or RSS. Group 1 includes assessments that are actively being scheduled, specifically those that have been tentatively scheduled and those for which Ascend has the data to actively schedule. Group 2 includes assessments requiring follow up or are on hold per DBHDS instruction, specifically persons who are not currently receiving waiver services; persons who are hospitalized, incarcerated, or otherwise unavailable to receive waiver services; and persons receiving new waiver services or who have experienced a significant change. Ascend has been instructed by an SC or RSS to postpone the SIS 90 or more days to ensure current services and valid respondents.

Group 1: 127 individuals

- Scheduling in Progress:
 - Tentatively scheduled
 - Actively scheduling
- Need assistance from DBHDS:
 - Missing critical information needed to schedule
 - Multiple cancellations by SC, provider, family, or individual
 - Non-responsive SC, provider, family, or individual

Group 2: 45 individuals

- Follow Up / On hold by DBHDS:
 - Person not currently receiving waiver services
 - Person is hospitalized, incarcerated, location unknown/unclear
 - Receiving new waiver services or significant service change. Ascend is instructed to hold 90+ days to ensure valid services and respondents



PROGRESS TO DATE

Since January 2018, past due assessments declined by 61%, from 446 to 172 assessments (figure 1).

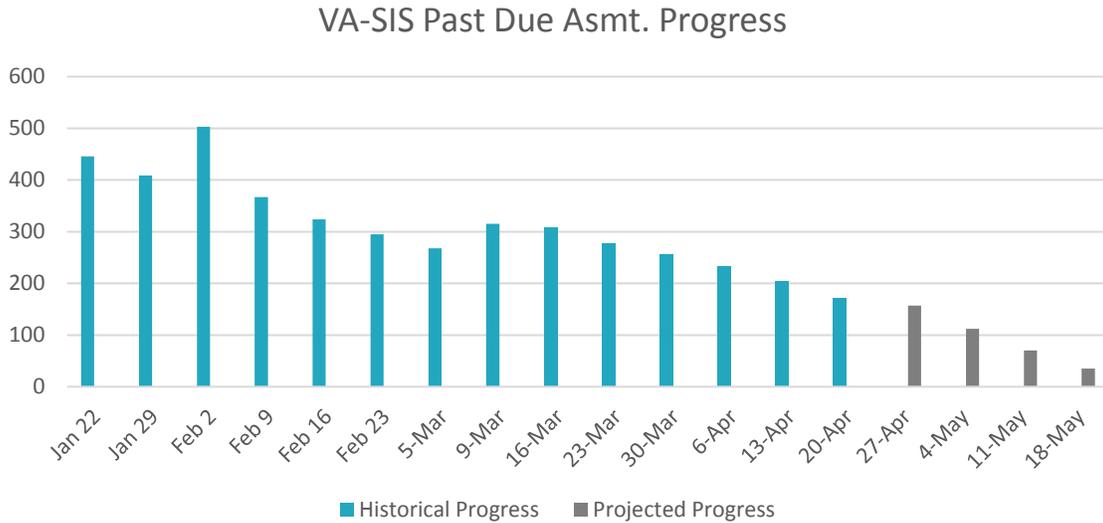


Figure 1

A concentrated effort between Ascend and CSB personnel resulted in favorable scheduling of past due assessments in the months of January, February, and March 2018. During this same time, unexpected events in the state with regards to inclement weather and illness generated an unusually high number of respondent cancellations, which slowed progress to reduce past due during the months of January and March 2018. Figure 2 illustrates the dramatic cancellation decrease. Efforts to schedule past due assessments will continue into May 2018, and completed by June and July 2018.

Number of Cancellations

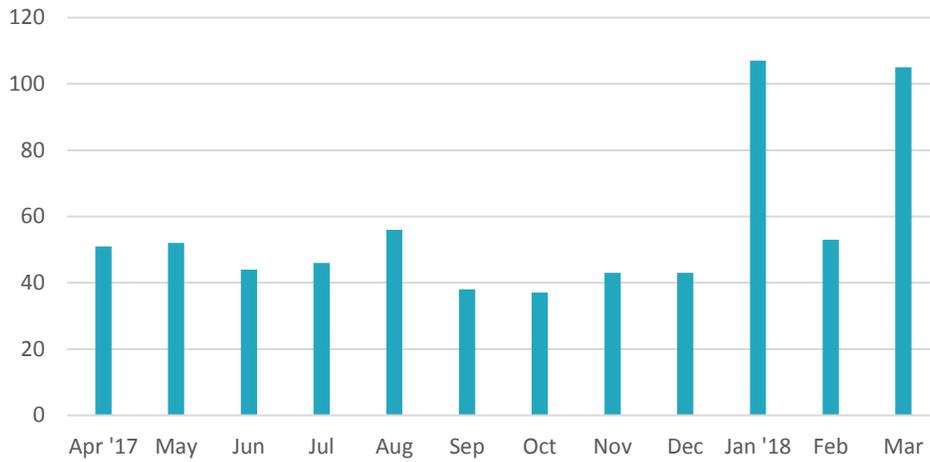


Figure 2

The average notice before the scheduled meeting is cancelled has been 3.5 days during the last 12 months. During the last 12 months there have been a total of six hundred seventy-five (**675**) interviews cancelled.