ASCEND
MANAGEMENT INNOVATIONS

VIRGINIA SIS® SATISFACTION SURVEY REPORT
April 2018 – June 2018

VIRGINIA SIS® SATISFACTION SURVEY

This report compiles the results of Ascend Management Innovations' Supports Intensity Scale® satisfaction surveys for the time period of April 2018 through June 2018.

Background

Ascend, A Maximus Company, contracts with the Department of Behavioral Health and Developmental Services (DBHDS) to perform SIS® interviews to transform Virginia's Intellectual and Developmental Disability (IDD) service system by expanding service capacity, strengthening community-focused services, promoting self-determination, and encouraging individuals to actively participate in all aspects of community life. Virginia uses the conflict-free, objective SIS® assessment to establish individual resource allocation. The Virginia SIS® project began in October 2014. As a part of Ascend's continuous quality improvement model, satisfaction data is collected for SIS® interviews. Satisfaction data is used to identify training opportunities and procedural changes for Ascend's scheduling department and the independent contractor interviewers. Respondent feedback is also provided to DBHDS for program analysis and planning.

Methodology

Following each SIS® interview, all respondents including SIS® recipients, family members and guardians, support coordinators, and providers are offered a SIS® Satisfaction Survey form and invited to submit their feedback. Respondents may fax or mail the completed surveys to Ascend's corporate office. Survey results are compiled and analyzed by Ascend's Quality Improvement Department for trending. Result outliers, significant positive or negative feedback, are immediately forwarded to the VA SIS® Manager for review, action planning, or complaint resolution as appropriate.

Stakeholders are asked to identify their satisfaction for seven questions on a Likert scale of 1 to 5, 1 being disagree and 5 being agree. The questions identify respondent satisfaction with the process, effectiveness, and professionalism of Ascend's scheduling department, as well as the professionalism and skill of the interviewer:

- The interview was scheduled at a convenient time/date.
- The scheduler was courteous and communicated clearly.
- The individual's support team was well represented at the assessment.
- The interviewer was courteous and communicated clearly.
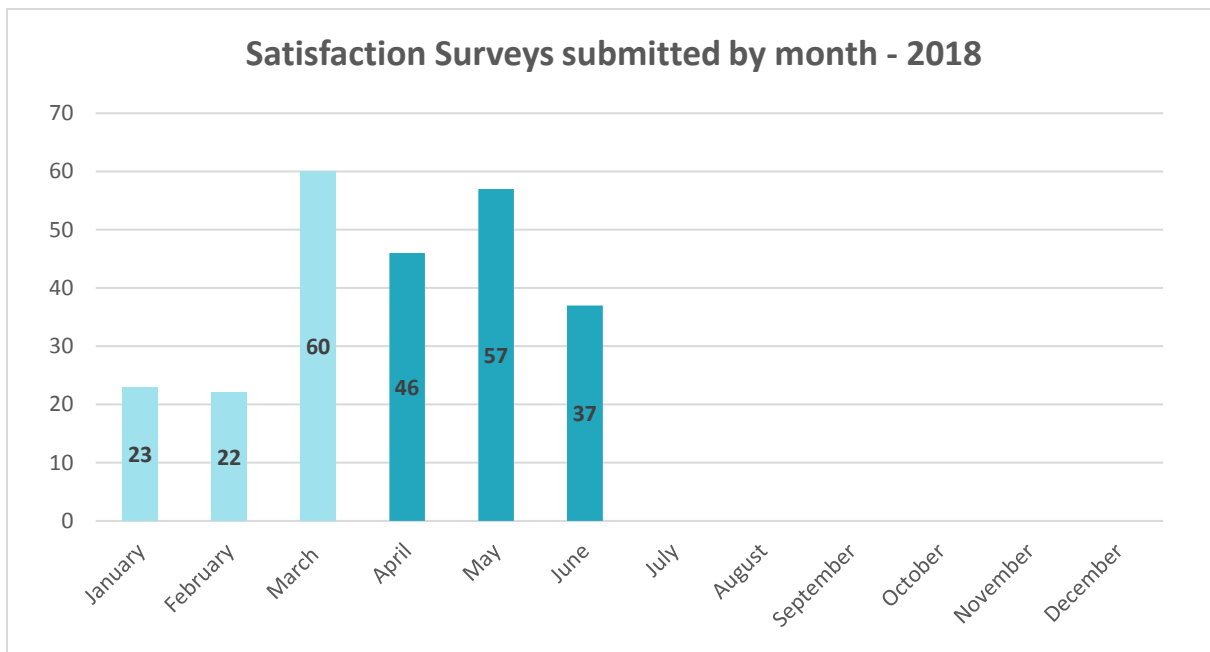- The interviewer treated me/us with dignity and respect.

- The interviewer conveyed interest and took the time to learn about the individual's support needs.
- The interviewer effectively captured the individual's support needs.
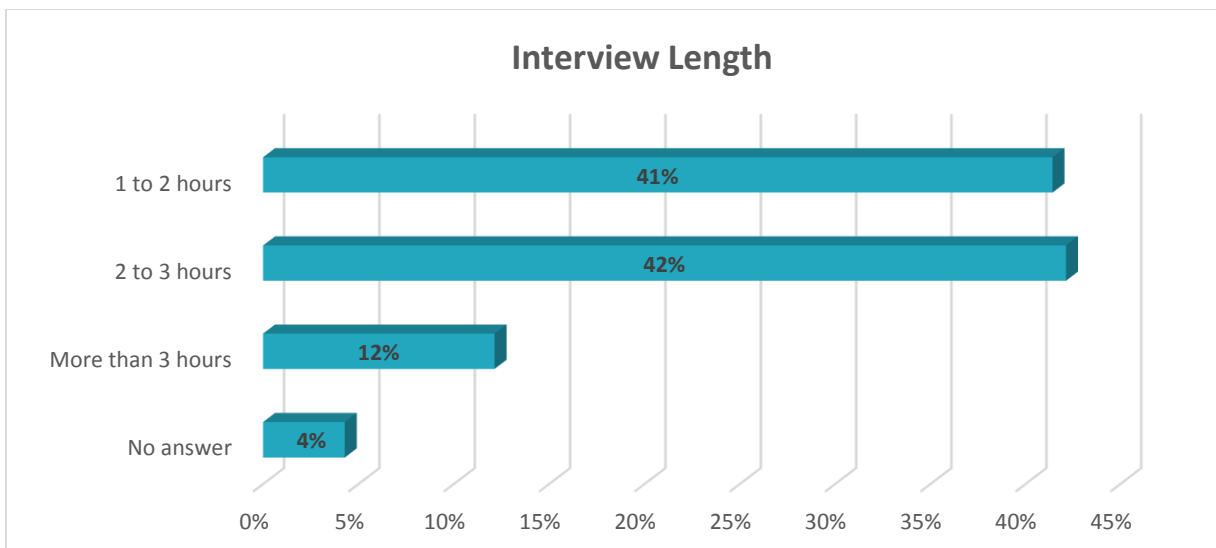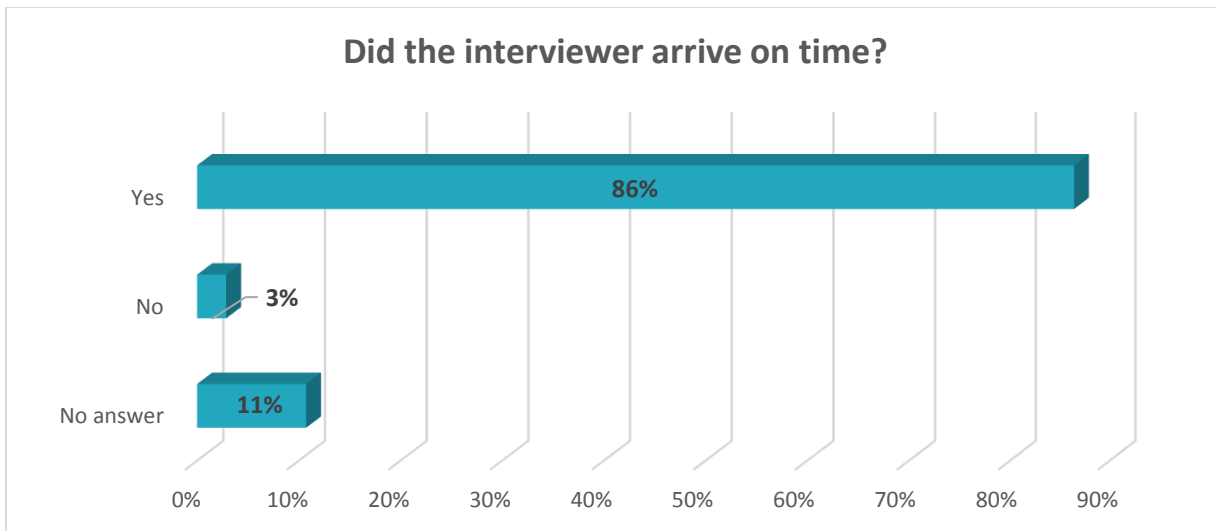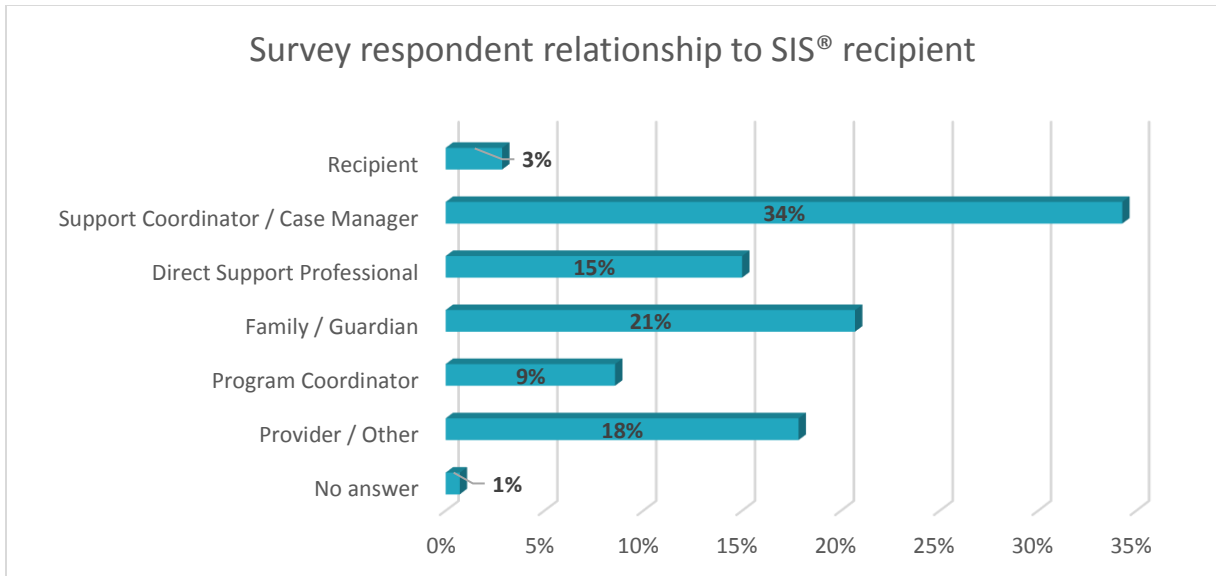
In addition, respondents are asked to identify if the interviewer arrived on time to the interview and the length of the interview. These data points gauge the interviewer's ability to meet professional expectations and his or her interview administration skills.

Finally, respondents are invited to provide narrative feedback regarding:
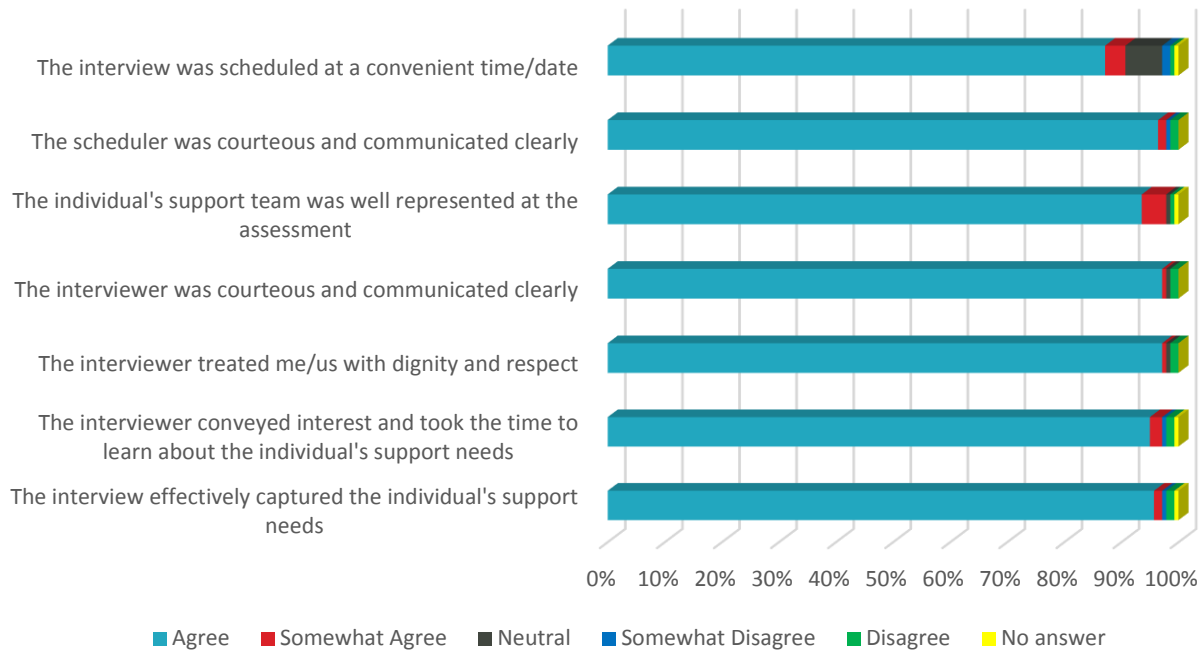
- The assessment tool and its uses (feedback to the state)
- Scheduling
- The interviewer

This report will detail the results of **140** satisfaction surveys received or **15%** of the 961 SIS assessments completed from April 2018 through June 2018.

Satisfaction Surveys submitted by month - 2018

Survey respondent relationship to SIS® recipient

Recipient	3%
Support Coordinator / Case Manager	34%
Direct Support Professional	15%
Family / Guardian	21%
Program Coordinator	9%
Provider / Other	18%
No answer	1%

Did the interviewer arrive on time?

Yes	86%
No	3%
No answer	11%

Interview Length

1 to 2 hours	41%
2 to 3 hours	42%
More than 3 hours	12%
No answer	4%

Level of Satisfaction by Question

	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	No answer
The interview was scheduled at a convenient time/date	87%	4%	6%	1%	1%	1%
	122	5	9	2	1	1
The scheduler was courteous and communicated clearly	96%	1%	0%	1%	1%	0%
	135	2	0	1	2	0
The individual's support team was well represented at the assessment	94%	4%	1%	0%	1%	1%
	131	6	1	0	1	1
The interviewer was courteous and communicated clearly	97%	1%	1%	0%	1%	0%
	136	1	1	0	2	0
The interviewer treated me/us with dignity and respect	97%	1%	1%	0%	1%	0%
	136	1	1	0	2	0
The interviewer conveyed interest and took the time to learn about the individual's support needs	95%	2%	0%	1%	1%	1%
	133	3	0	1	2	1
The interview effectively captured the individual's support needs	96%	1%	0%	1%	1%	1%
	134	2	0	1	2	1

Representative Comments

Assessment tool and its uses:

- "Not sure this tool allowed the support teams to really give an accurate depiction of the individual"
- "It was hard to answer some questions"
- "I have spent many years completing a variety of assessments. The SIS is the only measurement instrument I have encountered that generates scores based on hypothetical situations. Please advise what methodology was used to standardize the scoring based on what someone might do"
- "rather confusing at times"
- "It's a good tool"
- "Captures the person"
- "provides accurate snap shots regarding the support needed for the person supported"
- "Assessment tool appears to function as a means to fully identify individual support needs and the actual provided supports"

Scheduling:

- "There is a lot of scheduling and rescheduling, not a smooth process at all"
- "Took months after submitting to actually be scheduled"
- "Scheduling was planned ahead of time giving sufficient time to plan and be available in the event we had other plans"
- "Proper notice was given for assessment meeting date and time, options were given to schedule the dates"
- "Good communication between schedule and family"
- "During school hours when students are present can be difficult, but it worked out on this day"

The Interviewer:

- "Please review the ratings for each question not after the sections is complete"
- "Interviewer was late"
- "The interviewer was polite and very detailed in her work"
- "She gave great examples so the questions were well understood"
- "Well versed, clear, informative, helpful, kind"
- "She made the client feel at ease and an important part of the process"
- "Great job, very professional, but managed to keep it fun, and got everyone's input"
- "Very understanding of need to explain sometimes"