



**A S C E N D**  
MANAGEMENT INNOVATIONS

## **VIRGINIA SIS<sup>®</sup> SATISFACTION SURVEY REPORT**

April 2019 – June 2019

# VIRGINIA SIS<sup>®</sup> SATISFACTION SURVEY

This report compiles the results of Ascend Management Innovations' Supports Intensity Scale<sup>®</sup> satisfaction surveys for the time period of April 2019 through June 2019.

## Background

Ascend, A MAXIMUS Company, contracts with the Department of Behavioral Health and Developmental Services (DBHDS) to perform SIS<sup>®</sup> 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<sup>®</sup> assessment to establish individual resource allocation. The Virginia SIS<sup>®</sup> project began in October 2014. As a part of Ascend's continuous quality improvement model, satisfaction data is collected for SIS<sup>®</sup> 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<sup>®</sup> interview, all respondents including SIS<sup>®</sup> recipients, family members and guardians, support coordinators, and providers are offered a SIS<sup>®</sup> 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 review and trending. Result outliers, significant positive or negative feedback, are immediately forwarded to the VA SIS<sup>®</sup> 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.

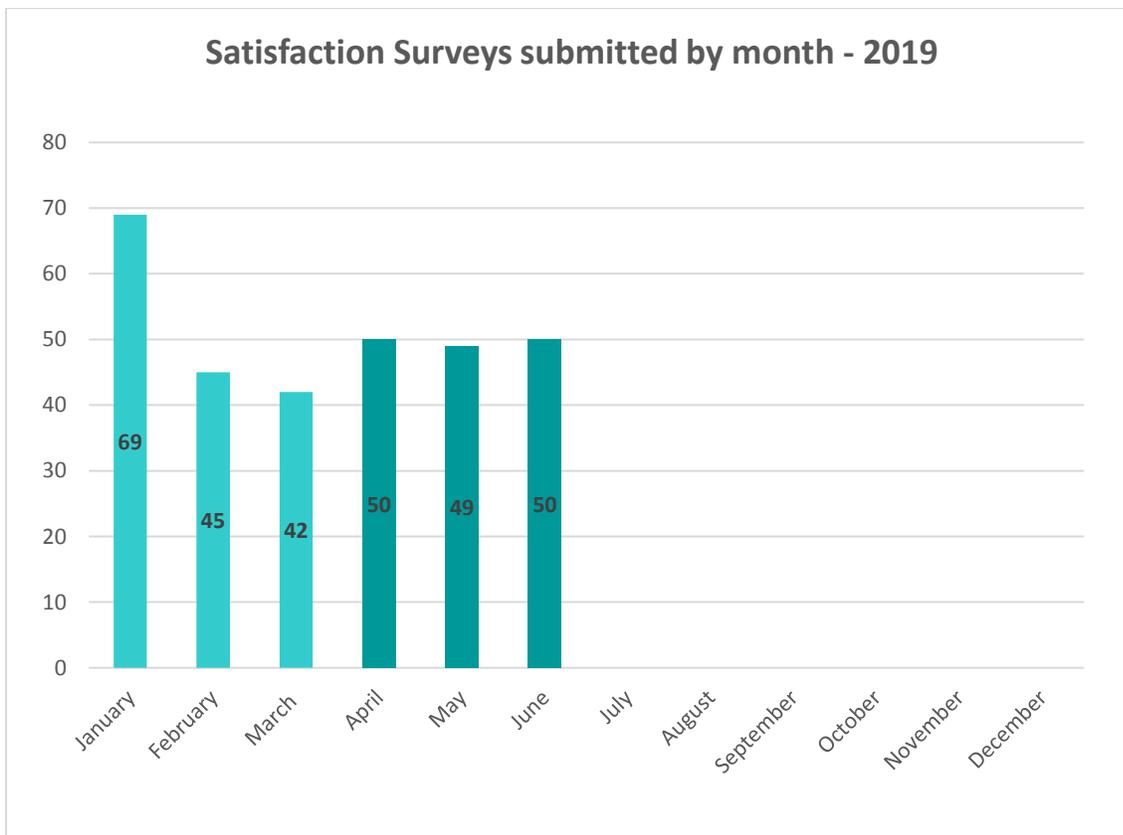
- The interviewer conveyed interest and took the time to learn about the individual’s support needs.
- The interviewer effectively captured the individual’s support needs.

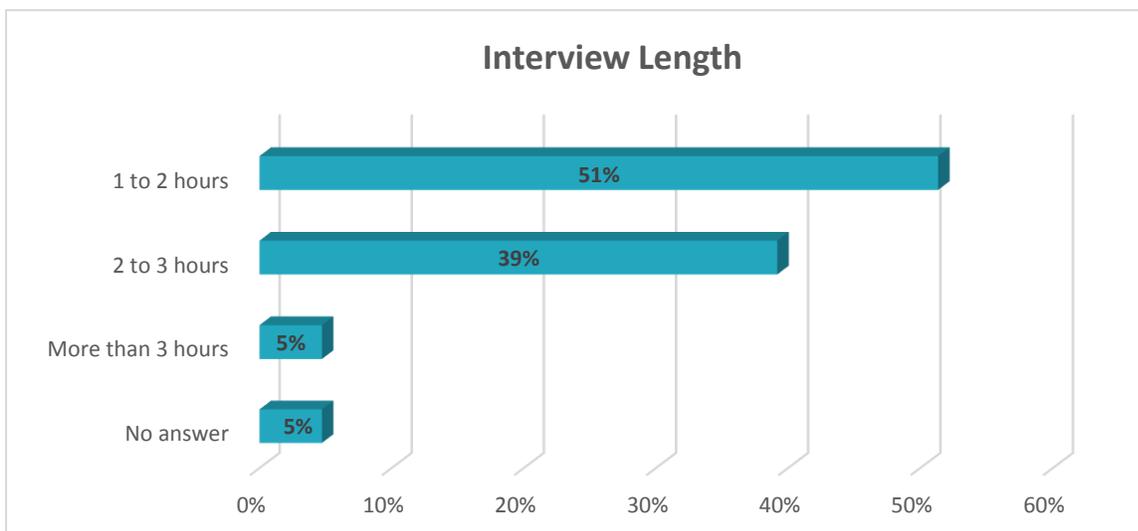
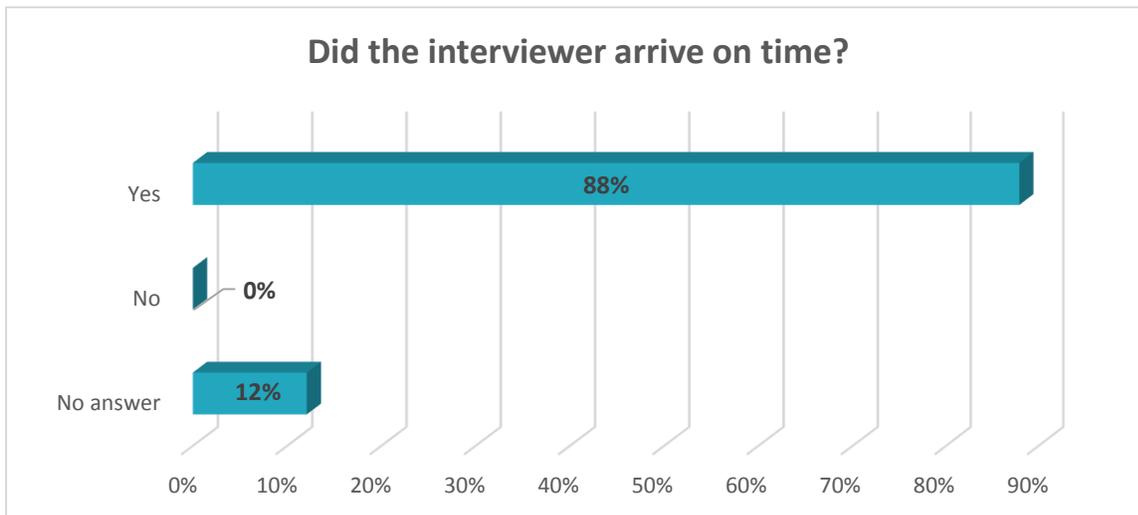
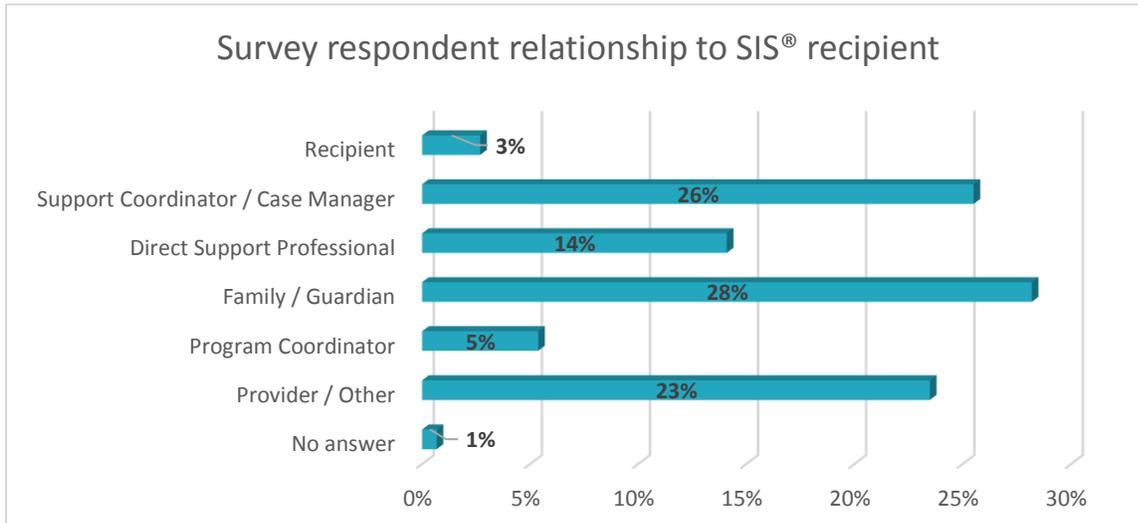
In addition, respondents are asked to identify if the interviewer arrived on time to the interview and the length of the interview. These data points gauge the interviewer’s ability to meet professional expectations and his or her interview administration skills.

Finally, respondents are invited to provide narrative feedback regarding:

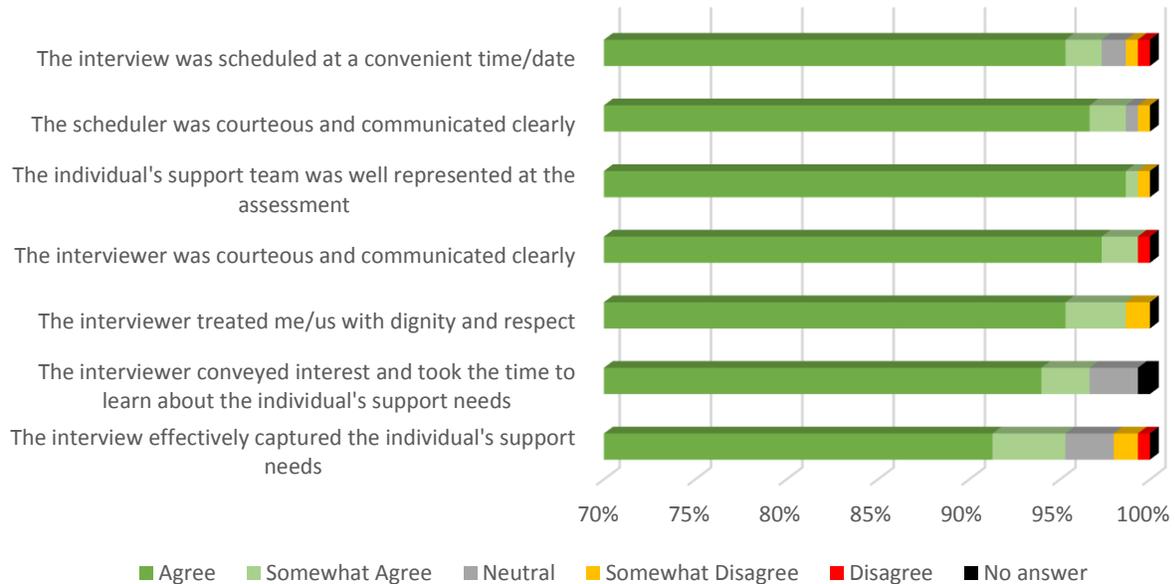
- The assessment tool and its uses (feedback to the state)
- Scheduling
- The interviewer

This report will detail the results of **149** satisfaction surveys received or **10%** of the 1,452 SIS assessments completed from April 2019 through June 2019.





### Level of Satisfaction by Question



|  | Agree | Somewhat Agree | Neutral | Somewhat Disagree | Disagree | No answer |
|--|-------|----------------|---------|-------------------|----------|-----------|
| <b>The interview was scheduled at a convenient time/date</b>   | 95%   | 2%             | 1%      | 1%                | 1%       | 0%        |
|  | 142   | 3              | 2       | 1                 | 1        | 0         |
| <b>The scheduler was courteous and communicated clearly</b>  | 97%   | 2%             | 1%      | 1%                | 0%       | 0%        |
|  | 144   | 3              | 1       | 1                 | 0        | 0         |
| <b>The individual's support team was well represented at the assessment</b>                              | 99%   | 1%             | 0%      | 1%                | 0%       | 0%        |
|  | 147   | 1              | 0       | 1                 | 0        | 0         |
| <b>The interviewer was courteous and communicated clearly</b>  | 97%   | 2%             | 0%      | 0%                | 1%       | 0%        |
|  | 145   | 3              | 0       | 0                 | 1        | 0         |
| <b>The interviewer treated me/us with dignity and respect</b>  | 95%   | 3%             | 0%      | 1%                | 0%       | 0%        |
|  | 142   | 5              | 0       | 2                 | 0        | 0         |
| <b>The interviewer conveyed interest and took the time to learn about the individual's support needs</b> | 94%   | 3%             | 3%      | 0%                | 0%       | 1%        |
|  | 140   | 4              | 4       | 0                 | 0        | 1         |
| <b>The interview effectively captured the individual's support needs</b>                                 | 91%   | 4%             | 3%      | 1%                | 1%       | 0%        |
|  | 136   | 6              | 4       | 2                 | 1        | 0         |

**Assessment tool and its uses:**

- “Still feel the SIS is not appropriate for individuals with autism”
- “Most of the questions asked are impossible to answer with severe handicaps. Where is it accurate for when people need constant supervision?”
- “Most meetings are too long, especially for the individual. Should not be the only tool used for reimbursement”
- “I believe it is difficult for parents to determine duration at time of supports that are compared to others in an actual “5<sup>th</sup> grade” classroom for example”
- “The assessment tool and its uses were okay. The team was not given a copy of the questions that was being asked as was three years ago”
- “Somewhat complicated for laymen, but interviewer and staff were helpful”
- “The assessment is lengthy. I’m glad to know that it is only required every 3 years”
- “I feel the SIS is a great tool to determine the needs and intensity of individuals”
- “Thought the assessment tools used were great, questions were easy to understand, and we were able to answer where interviewer could get a clear picture of individual”

**Scheduling:**

- “Lack of notice and lack of understanding to the prep time needed”
- “No meeting should be scheduled after 1pm due to the length of the meeting. Most Day Support programs close at 4pm and overtime is costly”
- “We had made a later appt, then needed to change it to an earlier date. Interviewer was able to accommodate the change which was much appreciated”
- “Easy to schedule”
- “Worked well with everyone’s schedule”
- “Ascend scheduled the meeting well in advance”

**The Interviewer:**

- “Very organized and knowledgeable about test. Test went much smoother than first one. Much more pleasant experience”
- “I enjoyed working with interviewer, she’s a great assessor and very thorough”
- “Very professional, listened to all participants, let my daughter speak on her own behalf”
- “Was great and clear when explaining different sections”
- “Assessor was an excellent interviewer! She explained things well and provided good examples to assist us in providing accurate information”
- “Extremely patient and professional”
- “She is excellent connecting with families”
- “Assessor is great! Thorough and person centered 😊”