

# Department of Behavioral Health and Developmental Services Procedures for Scheduling of the Supports Intensity Scale® (SIS®)

## I. Identification of Needed SIS Assessments

- A. The Supports Intensity Scale® (SIS®) vendor will upload the names of persons targeted by DBHDS according to its order of priorities for upcoming SIS assessments to the vendor's database utilizing the DBHDS SIS Vendor Report.
  1. These names will then be provided by the vendor to the appropriate Community Services Boards/Behavioral Health Authorities (CSB/BHA) for the collection of respondent information.
- B. Information on the SIS Vendor Report is drawn directly from the Waiver Management System (WaMS). Thus, any erroneous information provided by the vendor to the CSB/BHA, such as the Social Security Number (SSN), Medicaid number, Date of Birth (DOB) and Support Coordinator (SC) assignment must be corrected by the CSB/BHA in WaMS.

## II. Provision of Respondent Information

- A. The SC will provide all required respondent information to the SIS vendor within 10 business days of the date it is requested.

Required respondent information includes:

1. likely location for the interview
  2. need for interpretation services and/or other accommodations
  3. the name, address, and contact information for the individual and the guardian, if one has been appointed
  4. a minimum of two qualified respondents to participate in the SIS interview and contact information for each.
- B. Criteria for a qualified respondent follows:

*Respondents need to have known the individual for at least the last three months and had recent opportunities to observe the person functioning in one or more settings for substantial periods of time.*

    1. Two qualified respondents, in addition to the individual, are typically required to ensure a complete picture of the person's supports needs are to be identified; however, if an individual is able to provide a complete picture of their supports needs, they may act as one of the two qualified respondents.
    2. Persons who do not meet the criteria above may attend but not participate as respondents, except with the approval of DBHDS.
    3. If the individual receives residentially-oriented<sup>1</sup> or day services, the SC must identify a respondent/participant from each of these services.
    4. If the individual does not receive residentially-oriented or day services, respondents/participants will be identified for each service providing more than 5 hours of support to the person weekly.

<sup>1</sup> For the purpose of identifying SIS respondents, "Residentially-oriented" services refers to the following DD waivers services: Shared Living, In-Home Supports, Independent Living Supports, Supported Living, Group Home Residential, and Sponsored Residential.

- C. The SC will report to the SIS vendor any changes that occur in the respondent pool after scheduling of the interview.

### **III. Scheduling**

- A. The SIS vendor scheduling staff will:
  - 1. Contact the SC for at least 3 available dates and times to conduct the SIS interview
  - 2. Contact qualified respondents to identify an interview date and time
  - 3. Confirm that at least two qualified respondents and the individual are committed to attending the interview
  - 4. Invite the guardian. If not able to reach the guardian by phone, an email invitation must be sent. If no email address is available, written notice of the interview time and date must be sent via USPS.
  
- B. After the interview time, date, and location are determined and all respondents are notified:
  - 1. SIS vendor arranges interpretation services as requested by the SC
  - 2. SIS vendor issues reminders to required respondents 5-7 business days prior to the interview

### **IV. Interview**

- A. The SIS vendor conducts the scheduled interview.
  - 1. DBHDS has determined that scheduled SIS interviews will proceed as long as two qualified respondents are available. (See II. A. 4. above.)
  - 2. Active participation by the individual is strongly encouraged.
  - 3. The individual must meet the interviewer face-to-face except when DBHDS has given permission for SIS interviews to be conducted via telehealth.
  - 4. When interviews are conducted via telehealth, (during the COVID 19 pandemic, for example), the interviewer will make a focused effort to speak directly to the individual at the beginning of the telehealth interview.
  - 5. The individual may choose his or her level of participation in the interview.
  
- B. At the interview, the SC will:
  - 1. Verify with the assessor that the individual's name, SSN, Medicaid number and DOB are correct on the SIS assessment form. If any of these items are inaccurate, the SC will ensure the information is corrected in WaMS
  - 2. Provide the CSB/BHA SIS username to which the SIS report should be assigned
  - 3. During face-to-face assessments, respondents are asked to sign the Virginia Standard Operating Procedures Checklist for the SIS Interview indicating their participation and agreement or disagreement with the SOP checklist.
  - 4. For interviews via telehealth, the interviewer will document participation by respondents and their verbal agreement/disagreement that the interview was conducted within "DBHDS-SIS Standard Operating Procedures and Review Process COVID 19 Version 09 04 20."

## **V. After the Interview**

- A. The interviewer reviews the assessment for errors and submits for quality review.
- B. SIS vendor quality review staff have 7 calendar days from the interview date to review and finalize the Family Friendly SIS Report (FFR) and assign it to the provided CSB/BHA username in SISOnline®.
- C. The CSB/BHA accesses the completed FFR in SISOnline and has 8 - 15 calendar days from the interview date to provide the FFR to family, guardians, and providers that support the individual.
- D. The SC saves a copy of the FFR and the Virginia Standard Operating Procedures Checklist for the SIS as part of the individual's electronic service record.

## **VI. CSB/BHA Responsibilities**

- A. Each CSB/BHA will appoint a primary SIS Point Person and an alternate. The Division of Developmental Services Regional Supports Specialist and SIS vendor should be informed of changes in point person assignments.
- B. The SIS Point Person is responsible for managing user access for the CSB/BHA in SISOnline, assigning individual names to SCs in the Ascend SC Portal and troubleshooting user issues in SISOnline before they are escalated to the SISOnline Help Desk.

## **VII. SC Responsibilities**

- A. Respond promptly to contacts from the SIS vendor.
- B. Provide respondent information to the vendor within 10 business days of the first request, unless this timeframe is waived by the vendor.
- C. Submit SIS Reassessment Requests with required justification to the appropriate DDS Regional Supports Specialist via secure email.
- D. Educate the individual and family about the SIS assessment and its role in supports planning.
- E. An information sheet titled, "SIS & the Person Centered Planning Process" is provided to individuals and families in advance of the SIS. This information, specific to each version of SIS, is also located on the last page of the SIS FFR.
- F. At the SIS interview, the SC should be prepared to facilitate introductions among respondents if the interviewer does not do so.