Supports Intensity Scale (SIS) Assessments

Statewide Scheduling Process

January 2026

PUBLIC CONSULTING GROUP

Solutions that Matter

Agenda

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Scheduling Workflow

PCG and DBHDS developed a SIS scheduling process that includes:

Assessment Priority Identification

Scheduling Form Submission

Scheduling Team Outreach

Notification of Scheduled SIS

Scheduling Workflow

1. Priority Identification

PCG provides each CSB with a priority list of due and overdue SIS assessments.

2. Scheduling Form Submission

Support Coordinators (SCs) submit a Scheduling Form for individuals identified as due or overdue.

3. Scheduling Outreach

Upon receipt of the Scheduling Form, PCG initiates outreach to schedule the SIS date and time:

- Contact Qualified Respondent (QR) 1 listed on the form.
- Proceed to Qualified Respondent (QR) 2.

Qualified Respondents (QR 1 & QR 2)
People most familiar with and involved in the individual's day-to-day activities

Legal Guardian	Person accompanying the Individual to the SIS	Home support representative	Community support representative	Support Coordinator	Other QRs identified by the SC

4. Notification

All additional Qualified Respondents are notified of the scheduled SIS date and time and invited to participate.

Process Overview

PCG provides CSB with Priority List

SC submits Scheduling Form

PCG outreaches QR 1 and QR 2

PCG coordinates SIS date/time with QR 1 & QR 2

PCG sends Outlook invitation with SIS date/time to all respondents

Qualified Respondents

Criteria: A Qualified Respondent (QR) is someone who has known the individual for **at least 90 days** and has recently had the opportunity to **observe and support** them in one or more environments for extended periods (several hours per setting). A Support Coordinator **(SC)** is also considered a qualified respondent after being assigned to the individual in the Waiver Management System (WaMS) for at least 90 days.

When completing the Scheduling Form, the SC must include respondents from all active services

(ex: day services, residential supports, employment supports, etc.)

QRs should reflect a variety of perspectives:

- If the SC is not a QR, two individuals from the same provider are not allowed to be sole respondents (without DBHDS approval).

- A provider delivering both residential and day support services **MUST** send a representative from **EACH** service (1 from day support, 1 from residential). Each respondent must meet the QR criteria.

Scheduling Form

The Scheduling Team will reach out to the first two (2) Qualified Respondents (QRs) listed to schedule the date and time of the assessment.

All subsequent QRs listed will be informed of the date and time of the assessment and invited to attend.

Ensure the first two (2) QRs listed are the people most involved in the individual's day-to-day activities. Examples: legal guardians, residential support provider, day support provider, support coordinator, natural supports accompanying the individual to the SIS

*The form submission receipt should be uploaded to your EHR. If copies are needed, contact PCG.

Qualified Respondents 1 & 2: *

Respondent's First & Last * Name	Respondent's Relationship * to Individual	Agency (if applicable)	Respondent's Email*

Respondent's Phone #*	Number of Months/Years Known and * Supported the Individual	Consent to Txt Msg Reminders*
		Please Select

Respondent's First & Last * Name	Respondent's Relationship * to Individual	Agency (if applicable)	Respondent's Email*

Respondent's Phone #*	Number of Months/Years Known and * Supported the Individual	Consent to Txt Msg Reminders*
		Please Select

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Frequently Asked Questions

Q: Can assessments be completed virtually?

A: SIS assessments are typically conducted in person. However, if the individual requests a virtual SIS for their own purposes, the assessment will be scheduled virtually. <u>Hybrid assessments must be approved by DBHDS in advance</u>. Examples of extenuating circumstances that may be approved include legal guardians residing out-of-state or behavioral consultants providing service via telehealth.

Q: How do I reach PCG to schedule an assessment?

A: Contact the PCG Team at VADBHDSSISSupport@pcgus.com or 276-230-0056. PCG will also reach out using this email and phone number.

Q: As an SC, how can I expedite and streamline the scheduling process?

A: By taking an active role in the coordination of scheduling, it tends to increase respondent response rates. As an SC, if you wish to do this, please indicate in the "preference for scheduling" text box at the end of the Scheduling Form. Coordinating mutual availability and responding promptly will help expedite scheduling.

Q: Since there is a minimum requirement of two QRs, should I enter only two on the Scheduling Form?

A: No, all Qualified Respondents should be identified on the SIS scheduling form.

Upcoming Process Improvements

Scheduling software will go live in early Spring.

Support Coordinators will receive training as the new scheduling software is rolled out.

Questions