

# Supports Intensity Scale (SIS) Assessments

Statewide Scheduling Process

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# Introductions



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# Scheduling Process

PCG and DBHDS have collaborated to create a streamlined SIS® scheduling process. Scheduling can be initiated in one of two ways:

## Initiated by PCG

- Using the SIS Vendor Report provided by DBHDS, PCG contacts the Support Coordinator (SC) assigned in WaMS
- The PCG Scheduling Team will securely email the SC, prompting them to complete a secure, online SIS Scheduling Form for each individual requiring an assessment.

## Initiated by the SC

- SCs notified by DBHDS of past-due SIS assessments may initiate scheduling by completing and submitting the secure, online SIS Scheduling Form.



# Scheduling Process

Upon receipt of the Scheduling Form:

To secure a date and time that works best, the Scheduler sends a Doodle Poll to all Qualified Respondents via email using the preferred assessment date(s) and time(s) provided by the SC on the Scheduling Form.

Once a date and time have been agreed upon, the Scheduler generates an Outlook calendar invitation and sends it to the assigned Assessor and all Qualified Respondents invited to participate in the assessment.

# 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.
- Parents may be considered QRs as a last resort. A mother and father would be considered 2 respondents, provided they meet the criteria.



# Frequently Asked Questions

**Q: Can assessments be completed virtually?**

**A: Yes, PCG offers both in-person and virtual assessments based on the preference of the individual. Hybrid assessments must be approved by DBHDS in advance. Examples of extenuating circumstances that may be approved include out-of-state legal guardians or behavioral consultants providing service via telehealth.**

**Q: How do I reach PCG?**

**A: Contact the PCG Team at [VADBHDSSISupport@pcgus.com](mailto:VADBHDSSISupport@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: List all Qualified Respondents (QRs) and their availability on the Scheduling Form. Coordinating mutual availability and responding promptly to the Doodle Poll will help expedite scheduling.**

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

**A: No, all active supporters (Waiver service providers) must be invited and make every effort to attend.**

**Q: I submitted the Scheduling Form and completed the Doodle Poll. Should I add the assessment date/time chosen to my calendar?**

**A: No, SIS assessments should not be considered scheduled until the Respondent Team receives an Outlook invitation via email from [VADBHDSSISupport@pcgus.com](mailto:VADBHDSSISupport@pcgus.com).**

**Q: We are unable to find a time convenient for all members of the Respondent Team. How should we proceed?**

**A: Once the Doodle Poll has closed and the Scheduler has confirmed availability for the individual and the majority of the QRs, they will move forward with scheduling the assessment.**



# Scheduling Form Demo

[SIS Scheduling Form](#)

For SCs ONLY







# Questions



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