

Supports Intensity Scale Case Review Protocol

If an individual who receives services and his/her family question whether the standard operating procedures included on attached checklist were followed, they may request a review of procedures by submitting in writing the attached checklist noting issues.

Process for Case Resolution Review:

1. The person / family submit a letter and Standard Operating Procedures checklist to the Support Coordination Agency with 10 business days of the SIS assessment date.
2. The Support Coordination Lead Master SIS trainer has 10 business days to contact the person/ family to address and work out issues. If issues are resolved, no further action is necessary. If issues cannot be resolved, the support coordination agency forwards a copy of the procedures checklist and a summary of what has transpired thus far to the Lead Regional SIS Master Trainer, and copies the Intake and Evaluation Manager
3. The Lead Regional SIS Master trainer has 10 business days to contact the person/ family and address identified issues. If issues are resolved no further action is necessary.
4. If not, within 10 business days all stakeholders come to the table, discuss issues, and work out a solution The solution may be to re-administer the SIS if the team is in agreement that the SIS was not administered correctly. If there are no issues with the SIS Standard Operating Procedures the team will address other issues and work out a solution.
5. All requests for case resolution are addressed within 60 days of SIS assessment.
6. If the person or family still has concerns they may follow the Administrative Review and Complaint process by sending a written letter to the Regional Office Administrative Review Team.

Standard Operating Procedures for the SIS

1. The SIS is administered by a Certified SIS Administrator as outlined in the SIS Protocol.
Requirements of a Certified SIS Administrator:
 - a. The persons administering the SIS meets Interviewer Reliability Review; the person administering the SIS must have one year of direct work experience with people with developmental disabilities and know how to request and verify information from respondents.
 - b. All Support Coordination Agencies, Regional Offices, and Hospitals with DD Units have at least one **Master Trainer** available to train staff on the SIS. **Master Trainers** have attended SIS Train the Trainer Training with AAIDD, as well as have been certified by an AAIDD Master Trainer. **Master Trainers** provide reliability training to other agency staff who attended the AAIDD SIS Training. Once these staff achieve an Interviewer Reliability Review of 89% or better on the SIS and 19 or more point on the strength and/or satisfaction out of 23 Interviewer Technique items, they are approved **Certified SIS Administrators**.


- c. For information on Interviewer Reliability Procedures see *AAIDD SIS Interviewer Reliability Review Procedures*.
2. The SIS Interviewer discusses with the person who he/she wants to participate in the SIS interview. The following guidelines are in place related to respondents:
 - a. The SIS is administered with 2 or more respondents who know the person well, preferably in a group setting.
 - b. The individual receiving services is always the first choice of respondents. The individual should always be invited and should be present for as much of the interview as possible. Should the individual act as a respondent they should meet the respondent criteria listed below.
 - c. People who may know the person well and understand his/her support needs and be part of the interview and/may include: Parent, siblings, spouse, other family members, boyfriend, friend, neighbor, roommate, employer, Direct Support Professional staff, other provider staff who know person well. If the Support Coordinator knows the individual well, they may count as one of the respondents. Note- At no time should the SIS take place with just the Individual and the Support Coordinator, at least one other respondent is needed.
 - d. Respondents must have known the person being rated for three or more months
 - e. Respondents must have had recent opportunities to observe the person in one or more environments for at least several hours per setting.
 - f. Respondents must understand and be able to speak to the sorts of supports a person needs to be successful in current and potential situations.
 - g. Respondents must be open to thinking , with and about, the individual being assessed in potentially new ways
 3. The family and/or legal guardian should be informed about the SIS meeting and be invited to attend. The person scheduling SIS should note the date the guardian/ family were informed and invited to participate in the SIS in the individual's support notes. Should the guardian or family not be able to attend, it should be noted on the progress notes.
 4. When possible, the team should strive to schedule and administer the SIS, 90 – 120 days prior to the ISP expiration date or date of birth. At a minimum the SIS should be administered 45 days before the ISP expiration date.
 5. The SIS will be administered in its entirety in person. It is acceptable to make phone calls to get additional information for a SIS, but the SIS should never be completed in its entirety via telephone.
 6. Within 2 weeks, a copy of the SIS report will be provided to the family if the individual provides written consent for this release of information. A copy of the SIS report will be provided to the legal guardian. In both cases the request for a copy of the report must be documented on the Copy Confirmation form.
 7. For all individuals a SIS is valid for 12 months.

Individual or Family Checklist for Supports Intensity Scale Case Review Protocol

Name of Person Who Receives Services: _____

The following items are the basis for a Case Review.

Please check the item(s) that occurred during the SIS interview that you participated in.

	PLEASE CHECK ALL THAT APPLY
	Standard Operating Procedures were not followed
	Parents and guardians: I was not informed of the meeting.
	Were at least two individuals invited that know the support needs of the person being rated? Appropriate individuals for a SIS interview consist of: The person being rated who can communicate verbally or through some other communication device, parents, siblings, other family members, friends, neighbors, roommates, employer, Direct Support Professionals, spouse or any other person who knows the individual well. Note- if the support coordinator knows the individual well, they can count as one respondent.
	Was the SIS interview completed face to face? Note- phone calls might be necessary to get additional information for a SIS, but the SIS should never be completed in its entirety via telephone.
	Was the final report provided to me as documented by the Copy Confirmation form?

Name/ Relationship to Individual Receiving Services

Date