

**Summary of State Wide Information
SIS Interviewer Survey
April, 2007**

1. Do you have a SIS trainer?	<p>There are 18 trainers across the state 12 at the CCBs, 3 at the Regional Centers, and 3 at DDD</p>
2. How many people are you currently serving in the Comprehensive waiver?	<p>Approximately 3600 across the CCBs and 270 at the RCs</p>
3. What is the total number of SIS interviewers you have trained/had trained?	<p>Approximately 153 Interviewers were trained</p>
4. How did you decide on that number of interviewers? Do you anticipate the number of interviewers changing as you move forward?	<p>CCBs varied considerably in deciding how many people to train. Following are some representative examples:</p> <p>“Given the large number of interviews required this fiscal year, and the short amount of time given to complete the sample, we needed a pool of staff that could do interviews and still complete their current assignments.”</p> <p>“Tried to have the smallest number of interviewers for quality control purposes.”</p> <p>“The only way we could ask people to do more was to spread it out so that people could have time to fit in SIS with their current workload. We had planned that Interviewers would complete no more than 2 interviews per week so they would have time to complete their regular job assignments.”</p> <p>“It was decided that the case managers that worked with adult individuals would become the SIS interviewers.”</p> <p>“We wanted one, but the short time frame made it necessary to add a few more.</p> <p>“Our original decision to recruit such a high number of interviewers was due to the limited time. We are changing to having 1 employee with the full-time task of SIS. We will have our agency trainer and 3 other interviewers available as back-up coverage as determined necessary.”</p> <p>Initially, we wanted all adult Case Managers to become certified interviewers. We have decided to reduce the number of interviewers to 3. This decision was made in an effort to deal with the reliability issue.</p>

<p>5. Of that total number of interviewers you originally trained, how many are no longer conducting SIS interviews?</p>	<p>Approximately 50 to 55 trained interviewers were no longer conducting interviews by June 2007.</p>
<p>6. If your answer to #5 was one or more, why are those individuals no longer conducting SIS interviews?</p>	<p>Some were no longer employed at the agency, some returned to normal duties as fewer number of interviewers took on doing more interviews.</p>
<p>7. What are the positions (such as case manager) and qualifications of your SIS interviewers?</p>	<p>Case Managers were predominant others included, Program Coordinators, Day program coordinators, vocational coordinators, Day program Lead Counselor, Residential Coordinators, Program Quality Specialist, Associate Director of Program Quality, Associate Director of Special Projects, Behavior Specialist, etc.</p> <p>The vast majority had a BA and several years of experience in the field. Representative comments follow:</p> <p>“All interviewers have at least a BA in a human services related field and all have years of experience working with adults with DD.”</p> <p>“We looked at experience, leadership, stability and knowledge of clients.”</p>
<p>8. How well is your choice of interviewers working for you, with respect to both number of interviewers and type of position?</p>	<p>Several reported that their decision was working well, several stated that they needed additional interviewers to complete the work in the compressed timeframes, several were switching over to having 1 or 2 people do the majority of the interviews rather than having a larger number try to do interviews in addition to their regular duties.</p> <p>Several CCBs liked having CM do the interviews but found it to be difficult for them to do that in addition to other CM duties.</p> <p>One CCB reported that day program staff members proved not to be a good choice for interviewers as the time commitment to both complete interviews and be respondents for others was overwhelming.</p>
<p>9. How long, on the average, does it take your SIS interviewers to conduct an interview?</p>	<p>Range was 1.25 to 2.5 hours</p> <p>Average was just over 2 hours</p>

<p>10. How much has average SIS interview length changed since the interviews began?</p>	<p>Range was no change to 2 hours shorter Average was .75 hours shorter</p>
<p>11 How long, on the average, does it take your SIS interviewers to score an interview after it is completed?</p>	<p>Range was 10 to 30 minutes Average was about 20 minutes</p> <p>One agency did not have interviewers add up the scores and only scored on line</p>
<p>12. How long, on the average, does it take to enter the results of a SIS interview into SIS Online?</p>	<p>Range was 10 to 30 minutes Average was just over 20 minutes</p>
<p>13. If your interviewers are not entering their results, who is?</p>	<p>About half had administrative assistants entering data others had case managers or the CM Director, one reported using the trainer to enter data and also to look at the interviews for quality control, others selected a small number of their interviewers do all entry.</p>
<p>14. Are there other issues around SIS scoring that you have had difficulty with?</p>	<p>Issues and concerns with maximization was mentioned most frequently. Other comments included: “Yes - ongoing concerns with IRR, changing guidelines since inception, medical behavioral scoring, requires excessive practice to score reliably”</p>

<p>15. Are there other concerns regarding the SIS administration that you would like to share with the Division?</p>	<p>Comments included:</p> <p>It is time consuming for all involved.</p> <p>Compressed timeframes were a problem.</p> <p>SIS On-line can be slow (note more recently we have heard that this has improved)</p> <p>There was a lack of consistency in the training.</p> <p>Need second round of inter-rater reliability.</p> <p>Not enough resources to pay for surveys</p> <p>Test not designed for purpose for which it is being used, SIS is to be augmented with other tools/process to determine tier/rate levels, unclear what other tools are and how it interacts</p> <p>Ideally, the rules for scoring would be decided upon in final form, put into writing, and no longer changed nor allow for various interpretations.</p> <p>Initial training for SIS trainers and for SIS interviewers was much too brief, requiring everyone to absorb and retain a large amount of information much too quickly in order to assure this got off the ground in the original timelines. Additional observation of trained interviewers in action, as well as practice interviews with trainers providing feedback (perhaps a “practice” Inter Rater Reliability) prior to the Inter Rater Reliability would have afforded better trained interviewers and would have helped to address issues that may not be apparent with one Inter Rater Reliability.</p>
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