

Purpose:

To use a valid assessment tool to identify the support needs for all adult individuals receiving funded services through Community Living disABILITY Services (CLDS) with Manitoba Families. The Support Intensity Scale (SIS) assessment, published by the American Association on Intellectual and Developmental Disabilities (AAIDD) has been chosen by Manitoba to fulfill this purpose.

Legislative Framework:

The Vulnerable Persons Living with a Mental Disability Act is enabling legislation that recognizes the rights of individuals to make their own decisions and receive advice, support or assistance, where necessary, in a manner that respects their independence, privacy and dignity.

Part 2 – Support Services of *The Vulnerable Persons Living with a Mental Disability Act* provides the legislative authority for the Department to provide or arrange for support services for vulnerable persons as defined by the Act. Supports to vulnerable adults are primarily provided on a discretionary basis and eligibility does not confer entitlement to funding or services.

Definitions

American Association on Intellectual and Developmental Disabilities (AAIDD): AAIDD is responsible for the creation, development, implementation and ongoing monitoring of the SIS assessments.

Eligible: Individuals with an intellectual disability and who have met the eligibility criteria for CLDS.

Person Centered Planning: A process, directed by the individual served and their support network, intended to identify the strengths, capacities, preferences, needs and desired outcomes of the individual. The SIS process supports person centered planning goals by monitoring progress and identifying support needs in order to achieve success.

Qualified SIS Facilitator: CLDS staff who has been trained and endorsed by AAIDD to conduct SIS assessments.

Supplemental Questions: A series of questions within the SIS related to extraordinary medical and behavioral support needs experienced by some CLDS individuals.

Supports Intensity Scale (SIS): A reliable, valid, standardized assessment designed to measure the pattern and intensity of supports required for persons with intellectual disability to be successful in community settings. The SIS was developed by the American Association on Intellectual and Developmental Disabilities (AAIDD) between 1998 and 2003 and was released for use in 2004. Both formal and informal supports are considered when completing the SIS and are relied upon as respondents to complete the assessment.

Policy

This policy applies to eligible CLDS individuals receiving case management and funded services.

The SIS acknowledges the important role that natural supports and person centered planning plays and incorporates these processes and information into the level of support a person will require to be successful in the community. As a result, the person centered planning process which identifies the individual's goals and desires will continue to be highly valued along with other factors such as the person's, existing "natural" supports, such as family, friends, resources available in their community and other relevant assessment information.

The SIS assessment process will:

- Ensure the CLDS Program is more responsive to the identified needs of individuals;
- Ensure the process for determining individual support needs, resource provision and funding allocation is more transparent, equitable, consistent and accountable;
- Ensure the service system is more responsive to, and directed by, the needs of individuals; and,
- Support individuals to be as independent as possible and included in community life; and
- Ensure that services are fair and equitable and that the CLDS service delivery system is sustainable.

Procedures

CLDS has established a centralized team of SIS Facilitators who will be responsible for administering the SIS. The SIS Facilitators will prioritize assessments with the following individuals based on available resources:

- All new intake referrals to CLDS including all age of majority individuals entering the CLDS system from Child and Family Services and Children's disABILITY Services (CDS).
- New Transitional Youth entering CLDS Day Services for the first time;
- Individuals transitioning to the community from the Manitoba Developmental Centre;
- Existing CLDS participants with changing or increasing support needs;
- Individuals receiving funded residential services and/or day services

The SIS Facilitator coordinates and schedules each SIS assessment by contacting the individual, family and/or agency to make all necessary meeting arrangements, including ensuring that requested accommodations are provided and that at least two qualified respondents, who know the individual well, are present throughout the SIS assessment. The facilitator will advise the assigned CSW of the date, time and location of the assessment.

Procedure Related to Conducting the SIS Interview

The SIS interview is conducted in accordance with the guidelines specified in the *Supports Intensity Scale Users Manual* and training provided by AAIDD's SIS Trainers to the CLDS SIS Facilitators.

At the SIS assessment, the Facilitator will provide introductions; explain the purpose, principles and components of the tool. The facilitator will explain how the components are scored and relate to each other. Supplemental questions may also be asked if support needs go beyond what can be captured in the assessment.

If an individual needs special accommodations, those accommodations must be in place at the time of the interview.

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The SIS Facilitator must explain the SIS process prior to starting the assessment including the role of the respondents in the assessment process.

The SIS interview must be face to face unless there are exceptional circumstances. Pre-approval from SIS Program manager must take place for telephone or video respondents.

At least two individuals (respondents) must be present throughout the full SIS assessment.

The following guidelines are in place related to respondents:

- The SIS is administered with two or more respondents who know the individual well and work supporting the person on a regular basis in a group setting or individually.
- Those providing support services and the individual are always the first choice of respondents. People who may know the individual well and understand his/her support needs may be part of the interview and include: parents(s), siblings, other family members, friends, neighbor, support network member(s), roommate, employer, Community Services Worker (CSW) and other staff who know the individual well.
- If the assigned CSW knows the individual well, he or she may count as one of the respondents.

All questions must be asked and be answered in the interview process.

Answers to the questions are based on the supports that the individual would need if he or she were to engage successfully in each activity whether or not the supports are being currently provided.

The scores for each question are discussed and agreed to by the individuals present. An overall consensus is reached for each question by the respondents. The SIS Facilitator makes the final determination based on the information presented by identified respondents and shares this determination with the respondents and individuals.

If the facilitator cannot score a question and needs additional information from another respondent, the facilitator should discuss this with the group.

In general, a SIS interview will be:

- Approximately 2 hours in duration;
- Conducted in a group setting at a location agreeable to all participants; and
- Completed in one session.

It is acceptable for the SIS facilitator to make phone calls to obtain additional information for a SIS assessment after the interview has concluded, but the SIS interview should never be completed in its entirety via telephone.

The SIS Facilitator will use professional judgment in determining whether a SIS interview should be cancelled or terminated mid-session. Some of the reasons for cancellation or termination include:

- A key responder who was identified to participate is not in attendance;
- There are not a minimum of two respondents (other than the Support Coordinator) in attendance; and
- The location set for the interview is deemed to not be conducive for conducting the interview.

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- Respondents are tired and are not able to continue
- Tension between respondents makes it so that consensus is not able to be reached

If applicable, the SIS Facilitator discusses exceptional medical or behavioral needs with the qualified respondents by administering the Supplemental Questions when required.

The SIS Facilitator can meet with respondents separately to gather information that they did not feel comfortable disclosing in a group setting. If this has an impact on the scoring of the segment, consensus still needs to be met.

The SIS Facilitator is responsible to enter all data from the SIS assessment into the SIS Online within five business days and enters the scoring information into the inFACT system within two business days after uploading the assessment to the SIS Online.

The SIS facilitator will provide the SIS report to the individual and/or SDM, CSW and to the service provider if applicable within 14 business days, including a brief overview and explanation of what the score means.

Rescheduling/Cancellation:

Individuals in CLDS are required to have a SIS assessment completed and will be contacted by the SIS Scheduler or designate to schedule the SIS appointment.

Rescheduling will be considered only for the following issues:

- The Individual participant will not attend the interview and the facilitator has not been able to observe him/her in a familiar setting prior to or after the interview,
- The Individual is ill or in extreme distress.
- Inclement weather prevents traveling to the interview site, and/or
- The family or other key respondents plan to attend but are unable to do because of similar reasons above and do not want the meeting to occur without them.

A scheduling conflict on the part of the CSW and/or one of the respondents is not sufficient reason for cancelling the SIS interview. Cancellation is requested 48 hours prior to the interview to minimize unnecessary travel.

Where two attempts have been made to schedule an appointment and key respondents do not attend as scheduled, the third attempt will progress without the respondent as long as there are respondents with knowledge of the individual in attendance.

Emergency cancellation by the Individual being served:

The Individual or the parent/SDM or service provider will contact the Facilitator/Scheduler as soon as possible to determine if the SIS interview can or should be held. The Facilitator/Scheduler will contact the respondents as soon as possible to let them know the decision.

Emergency cancellation by the Facilitator:

The Facilitator will make every possible attempt to contact another Facilitator to conduct the interview in his or her absence. If this is not possible, the Facilitator will contact the CSW and other respondents to notify of the cancellation.

Cancellation by a Respondent:

The respondent will notify the Facilitator/Scheduler who will determine if there are still enough respondents (generally at least 2 people in addition to the Individual) and the assessment will continue. In some cases, the Facilitator/Scheduler may consult with the Case Manager about other respondents that could fill in.

SIS Consent for Release of Information Form:

The SIS Facilitator will share and explain the SIS Consent for Release of Information form at the time of the SIS interview. The Consent for Release of Information Form can be signed at the time of the assessment or after the assessment to allow for the review of the results prior to releasing the information.