



Steps In the Standardized Universal Assessment Process

Pennsylvania Office of
Developmental Programs

Ascend Management
Innovations
www.Ascendami.com

This handout tells about the key steps that will occur in the interview process.

Before the Interview

- Ascend's local assessor will call respondents to confirm the respondents, date, time, and place for the SIS[®] interview. (See Ascend's scheduling handout for details about the interview scheduling process)

When Ascend's Assessor Arrives for the Interview

- Ascend assessor will wear a badge that identifies him or her as working for Ascend.
- Ascend's assessor will want to make sure that the interview room will be quiet and comfortable for respondents.
- Ascend's assessor will introduce him/herself to respondents.

Before the Assessment Begins, the Assessor will:

- Talk about the goals for the standardized universal assessment and the SIS[®]
- Provide handouts for respondents to keep:
 - A Satisfaction Survey (this can be completed online at www.ascendami.com or mailed to Ascend)
 - A letter that explains the standardized universal assessment and gives contact information
- Ask the respondents to review and sign:
 - A form that lists the name and the relationship of each of respondent and says that everyone agrees to keep the personal information talked about in the interview confidential.
 - An Audio Consent Form – If all respondents agree, *some* of the interviews will be digitally recorded so that Ascend can monitor *the assessor's performance* in doing the interview. We will ask respondents to sign and/or mark whether or not they agree to let the interview be recorded. The form explains that the recordings are only for Ascend and ODP to be sure the assessor is interviewing to ensure statewide consistent quality. The recordings will be destroyed after we have graded the assessor's performance.
- Give Respondents a copy of the Cue Sheet to use during the interview to help answer questions and explain that this will need to be returned at the end of the interview.

After the Assessment

Ascend assessors will do the SIS[®] interview in the way that AAIDD SIS[®] experts taught. When the interview is over:

- Ascend's assessor will complete the SIS[®] booklet and notes taken during the interview.
- Respondents will be asked to complete the Customer Satisfaction Survey (either online at www.Ascendami.com or mailing or faxing it to Ascend).
- Respondents will be reminded that the letter given to them by the assessor includes contact people and resources for questions or concerns about the SIS[®], about Pennsylvania's standardized universal assessment project, or about the conduct of this assessment.
- Assessors will forward information to Ascend's home office so that it can be reviewed for quality. After the quality review, Ascend staff will enter the assessment information into the HCSIS system.
- ODP will provide planning information from the interview to the Supports Coordinators through the State's HCSIS system. Individuals and families can request a copy of the final summary report from the SC.

Information for Individuals, Family Members, and Providers Revised 4/1/08