

Schedulers	Telligen's Response
"Why is my child receiving another test? We've had so many done on him/her; I don't understand why he/she needs another one."	Redirect to DDA/CCS.
"Why did DDA select this assessment tool? It doesn't apply to my child and feels too standardized."	"The standardization of the SIS allows research to prove that it is a valid and reliable tool for measuring support needs." Redirect to DDA/CCS for additional details.
"What happens after the SIS occurs? How will the assessment affect my child's DDA services and funding?"	"The SIS is a tool that is used in service planning." Redirect to DDA/CCS for details.
"Who are you and how did you get my personal contact information?"	Explain that Telligen contracts w/ DDA to provide a conflict-free assessment
"How long will the SIS last?"	"One to three hours"
"How long is the SIS good for?"	"Five years"
"Can you just send me paperwork rather than sitting in on a long meeting I don't have time for?"	"No; the assessment tool is a face-to-face interview which we are conducting virtually at this time."
"Why do you have to have two people?"	"The assessment tool requires two respondents that have known the person for at least 90 days."
"Why can't I just do this and get it over with now, while I'm already on the phone?"	"The assessment tool is a face-to-face live interview which we are conducting virtually at this time."
Assessors	Telligen's Response
"What is the process of the SIS in MD?"	"Telligen contracts with DDA and receives an assessment referral. Telligen schedules and conducts the assessment, and reports results to CCS/DDA." Redirect to DDA/CCS for additional information.

Family members of individuals are stating that assessments are bothersome and that DDA already knows their service needs. Service needs have not changed and they do not feel it is necessary to have a 3-hour interview to discuss things of which DDA is already aware. "How does this benefit my child/client/loved one today?"	"The SIS is a requirement for individuals who receive waiver services, but will be used as one tool in service planning, in conjunction with other tools." Redirect to DDA/CCS for additional details.
Family members are airing grievances about services and asking Telligen assessors to recommend another provider.	"The purpose of this meeting is to conduct your child's/client's SIS assessment." Redirect to DDA/CCS.
"My child lost their MA/SSI benefits; how do I apply for these services again?"	"The purpose of this meeting is to conduct your child's/client's SIS assessment." Redirect to DDA/CCS.
"I have difficulty reaching my child's CCS; how do I request a new one?"	Redirect to DDA/CCS agency supervisor.
"How will the SIS impact funding? Will my child/client/loved one be declined for services or lose existing services as a result of this assessment?"	"The SIS is a requirement for individuals who receive waiver services, but will be used as one tool in service planning, in conjunction with other tools." Redirect to DDA/CCS for additional details.
"Is DDA looking to reduce services?"	Redirect to DDA/CCS.
"Why do you need identifying information such as SSN? Why can't we give you the last 4 digits?"	"The SIS requires SSN in its entirety unless it is not available." Telligen includes AAIDD-approved phrasing in the SIS respondent form, that AAIDD uses demographic information to improve the SIS.
"What happens if the respondents do not agree with results?"	"We try to make every effort to reach consensus during the assessment, but if you do not feel the assessment accurately reflects the individual's needs, reach out to your CCS."
"What is the individual's: SSN, MA#, DOB?"	Telligen can confirm DOB only, but the SIS assessment requests full SSN, MA, DOB, and PCP date.