

QUESTIONS	ANSWERS
<b>Contact Information and Resource Access</b>	
<p><b>How do I contact the Maine SIS Assessments Help Desk at Maximus?</b></p>	<p>Contact by phone: 833.771.4639</p> <p>Contact by email: <a href="mailto:Maine-SIS@maximus.com">Maine-SIS@maximus.com</a></p> <p>Additional resources: <a href="https://maximusclinicalservices.com/svcs/maine_sis">https://maximusclinicalservices.com/svcs/maine_sis</a></p>
<p><b>Who should I contact with any questions about the referral process?</b></p>	<p>To find answers to your program process questions, call Maine SIS Assessments Help Desk: <i>phone support coming soon</i> or email: <a href="mailto:Maine-SIS@maximus.com">Maine-SIS@maximus.com</a>.</p>
<p><b>When I leave a voicemail for the Maine SIS Assessments Help Desk team at Maximus, what turnaround time should I expect for a call-back?</b></p>	<p>We thank you for your patience as we address calls in the order in which we receive them. Our standard practice is to return them as soon as the next Help Desk agent is available, or during the next business day, if a voicemail is left outside of business hours – Monday-Friday 8 a.m. - 5 p.m. EST.</p>
<p><b>Where can I find Maine SIS Assessments support materials online?</b></p>	<p>Explore the Maine SIS Assessments Tools &amp; Resources page, which has a growing list of content that will eventually include a broad range of support content, including contact information, recent announcements, helpful guides and training materials, and relevant state links. You can find these resources at: <a href="https://maximusclinicalservices.com/svcs/maine_sis">https://maximusclinicalservices.com/svcs/maine_sis</a>.</p> <p>You can also find Program updates and resources on the State of Maine Department of Health and Human Services – Office of Aging and Disability Services (OADS) website: <a href="https://www.maine.gov/dhhs/oads/about-us/initiatives/needs-assessment-implementation-project">https://www.maine.gov/dhhs/oads/about-us/initiatives/needs-assessment-implementation-project</a>.</p>
<p><b>Where can I learn more about the SIS assessment?</b></p>	<p>You can find more information about the SIS on the website for the developers of the SIS assessment, the American Association on Intellectual and Developmental Disabilities (AAIDD): <a href="https://www.aaid.org/">https://www.aaid.org/</a>.</p>
<p><b>Is the Help Desk service available on the weekends?</b></p>	<p>Help Desk staff are not available to return calls on the weekends, however all support resources are always available for review through the Maine SIS Assessments Tools and Resources page: <a href="https://maximusclinicalservices.com/svcs/maine_sis">https://maximusclinicalservices.com/svcs/maine_sis</a>.</p>
<b>Understanding the SIS Assessment Process</b>	
<p><b>What is the SIS-A?</b></p>	<p>The Supports Intensity Scale for Adults (SIS-A) is a conflict-free tool used for member assessments for the State of Maine’s “A Path for ME” Waiver Program. Developed and maintained by the Association for Intellectual and Developmental Disabilities (AAIDD), the SIS-A is a comprehensive planning tool that measures support needs in the areas of home living, community living, lifelong learning, employment, health and safety, and social activities.</p>

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<p><b>Who is Maximus?</b></p>	<p>Maximus is the vendor selected by the State of Maine and OADS to conduct assessments using the SIS-A statewide. We are a conflict free entity, third party entity who has been partnering with the SIS authors (AAIDD) and conducting the SIS across various states for over 15 years.</p> <p>We do also provide other clinical and assessment services in Maine and across the country. You can learn more about us here: <a href="https://maximus.com/clinical-services">https://maximus.com/clinical-services</a>.</p>
<p><b>Is a SIS required?</b></p>	<p>Participation is currently voluntary but strongly encouraged so members, families, case managers and others can better understand the experience and contribute to the information gathered. The SIS produces high quality information to generate conversations among families, caregivers and providers and supports the person-centered planning process.</p> <p>It can help the member and their team meet identified needs and more toward goals and desired outcomes.</p>
<p><b>What if the member cannot join a long meeting?</b></p>	<p>It's always preferred that the member be present for the interview and participate as much as they choose. However, we understand that some members may choose not to participate for the entire interview or at all. In these circumstances, we ask to meet the person prior to the beginning of the interview. Please share this information with the scheduler when scheduling the SIS assessment.</p>
<p><b>How often will the SIS-A need to be completed for a member?</b></p>	<p>The initial plan is that the SIS-A will be completed for each individual no more than once every three years. If a significant life altering event occurs that may change the member's support needs, a decision to potentially perform a new SIS-A will be made by OADS.</p>
<p><b>Who should participate in the SIS-A assessment?</b></p>	<p>AAIDD requires 2 participants be present for each SIS. It is preferred to include the member, guardians, family, friends, direct support staff from residential, day or other providers. Participants should have known the member for at least 3 months. The Community Case Manager should also participate.</p>
<p><b>How does this introduction of the SIS-A differ from the previous SIS assessments performed several years ago in Maine?</b></p>	<p>AAIDD is publishing an updated version of the SIS-A in January 2023, call the SIS-A 2nd edition. There are minimal changes from the original SIS-A version and assessors will be trained and certified to complete the SIS-A 2nd addition.</p>
<p><b>Are the questions the same as the previous SIS assessment that was used in Maine several years ago?</b></p>	<p>Most of the standardized questions included in the newest edition of the SIS-A assessment will be the same. However, this updated version contains additional questions around medical needs and now includes the Protection and Advocacy section as part of the normed data.</p>
<p><b>How long does the SIS assessment take?</b></p>	<p>The process can vary depending upon on a variety of factors including but not limited to the number of participants, the level of cooperation or understanding, the number of disruptions, the complexity of the person's needs, etc. The SIS typically takes 2-3 hours to properly complete and gather the information needed.</p>
<p><b>If the assessment takes an average of 2-3 hours, how will a SIS-A be scheduled for deaf individuals?</b></p>	<p>The scheduler will ask at the time of scheduling if there are any accommodations needed – hearing impairment, different language, or other accommodation needs. For hearing impaired, more than one interpreter may</p>

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	sometimes be scheduled to allow for possible fatigue during the length of the assessment, so that they can hand off that responsibility.
<b>Where will the assessment occur?</b>	The goal is for the assessment to occur where confidential information can be shared, in a location that is best and most appropriate for the individual – at home, at a day program, etc.
<b>Who covers the cost for any interpreters that are needed?</b>	The State of Maine (OADS) covers the cost of any interpreters required.
<b>Where can I get more information about the SIS?</b>	AAIDD is the publisher, copyright holder and owner of the SIS suite of tools. You can find more info on their website:  <a href="https://www.aaid.org/sis">https://www.aaid.org/sis</a> .
<b>What is the Lifespan Project?</b>	The Lifespan Project is a waiver that is being planned by OADS for 2025, which is intended to serve the member across the entire lifespan with services attuned to different needs cross the lifespan. It will support self-direction, community inclusion and the implementation of innovations and innovative service options.  To learn more about it, you can go to the OADS website: <a href="https://www.maine.gov/dhhs/oads/about-us/initiatives/needs-assessment-implementation-project">https://www.maine.gov/dhhs/oads/about-us/initiatives/needs-assessment-implementation-project</a> .
<b>Are there any resources where I can learn more about the SIS process?</b>	You can find information and handouts on the Maximus website: <a href="https://maximusclinicalservices.com/svcs/maine_sis">https://maximusclinicalservices.com/svcs/maine_sis</a> .