



**PROVIDER REPORT
FOR**

**Autism Services Association
47 Walnut St Bld #1
Wellesley Hills, MA 02481**

November 19, 2025

Version

Public Provider Report

**Prepared by the Department of Developmental Services
OFFICE OF QUALITY ENHANCEMENT**

SUMMARY OF OVERALL FINDINGS

Provider Autism Services Association

Review Dates 10/20/2025 - 10/24/2025

Service Enhancement Meeting Date 11/6/2025

Survey Team Mark Boghoian (TL)
David Bullard

Citizen Volunteers

Survey scope and findings for Employment and Day Supports

| Service Group Type | Sample Size | Licensure Scope | Licensure Level | Certification Scope | Certification Level |
|------------------------------------|-------------------------------|------------------------|---|----------------------------|--|
| Employment and Day Supports | 3 location(s) 14 audit (s) | Full Review | 61/62 2 Year License 11/06/2025 - 11/06/2027 | | 40 / 42 Certified 11/06/2025 - 11/06/2027 |
| Community Based Day Services | 2 location(s) 9 audit (s) | | | Full Review | 14 / 15 |
| Employment Support Services | 1 location(s) 5 audit (s) | | | Full Review | 20 / 21 |
| Planning and Quality Management | | | | Full Review | 6 / 6 |

EXECUTIVE SUMMARY :

Autism Services Association (ASA) is a non-profit human services agency based in Wellesley and Waltham Massachusetts. The agency provides Community-Based Day Supports (CBDS), Employment Supports and Day Habilitation services to adults with Autism and Intellectual and Developmental Disabilities. For this 2025 Department of Developmental Services (DDS) Licensing and Certification Survey, the agency underwent a full Licensing and Certification review conducted by the DDS Metro Region Office of Quality Enhancement. The scope of the survey included a review of the agency's organizational systems and the supports provided to individuals receiving services through its CBDS and Employment programs.

The survey findings yielded many positive results. Relative to Licensure at the organizational level, ASA had an effective system for screening and hiring employees. The agency tracked mandated staff training, ensuring that staff had received requisite training at the time of hire and on an ongoing basis. A review of complaints and investigations revealed that when required, the agency took precautionary measures to ensure people's safety when allegations of abuse/neglect were made, and it was able to evidence that corrective actions were implemented at the conclusion of investigations and administrative reviews. Since the 2023 DDS Licensing and Certification survey, the agency had recruited a master's level clinician and several individuals that receive services, to serve as mandated members of its Human Rights Committee (HRC). The committee has remained fully constituted with required members in attendance for the past year. The HRC meeting minutes revealed that it reviewed all topics that fall under its purview on a quarterly basis and agenda items requiring more information or pending further review were carried over to future meetings.

Within the domain of Certification at the organizational level, ASA collected and analyzed data from various sources including DDS's Home and Community Services Information System (HCSIS), satisfaction surveys, referral data from DDS Area Offices and from data collected for the purpose of evaluating the agency's self-identified performance objectives. The agency reported through its Annual Executive Outcome Report that its client census had returned to pre-pandemic levels and that it had successfully increased the number of days that individuals were working. Similarly, ASA reported an increase in the number of days individuals receiving CBDS supports spent engaged in community-based activities.

Relative to licensing indicators for the agency's Employment and CBDS Supports, the agency's locations maintained all required inspections, maintained current DDS authorized Emergency Evacuation Safety Plans and staff successfully conducted required emergency evacuation drills. Locations were clean and well maintained and water temperatures measured within the established parameters. The agency ensured that individuals' Emergency Fact Sheets were accurate, and documentation reviewed indicated that medications were administered/recorded in accordance with a practitioner's written order by MAP Certified staff. ASA informed guardians and trained individuals on the topics of human rights and abuse reporting. In general, a review of HCSIS timeline submissions related to incident reporting, restraint reporting, and ISP Assessment/Provider Support Strategy submissions, revealed that the agency was in substantial timeline compliance when submitting information into HCSIS. Staff were trained and knowledgeable about individual's unique needs and through the implementation of support strategies, and assisted people to work towards accomplishing their identified ISP goals.

ASA's Employment and CBDS supports both achieved a high level of compliance with certification indicators. The agency has a fleet of vans it uses for transporting individuals to activities and work sites, overcoming any potential barriers to employment posed by lack of transportation. Individuals receiving CBDS services were supported to have input into and make daily choices relative to the community-based activities they desired to participate in. These choices included but were not limited to learning and volunteer opportunities at various locations such as; The Massachusetts Audubon Society, Drumlin Farm, The Joy of Golf, and a local Arts/Crafts Vendor, as well as, taking

tours at various museums. ASA staff supported people to work towards appropriately communicating and interacting with others while out in the community. For individuals receiving Employment Supports and/or CBDS Supports on the path to employment, the agency had assessed peoples' skills and interests relative to work. ASA supported most people to work in the community at various locations, where other non-disabled people are employed, with on-site supervision by ASA staff. Individuals were paid directly by the companies they worked for in accordance with current Massachusetts wage/benefit provisions. The agency ensured that individuals participated in the on-going evaluation of those who provide support to them.

In addition to these positive findings there are two areas where the agency is encouraged to further focus its attention. Where the agency has shared/delegated money management responsibility, individualized money management plans containing all required components should be developed to reflect current practices for each person. Relative to certification, the agency would benefit by documenting its efforts relative to having individuals participate and provide feedback related to the hiring of those staff that support them.

In summary, ASA will receive a Two-Year License for its Day and Employment service grouping, having achieved a Met in 98% of Licensing Indicators and it is Certified having achieved a Met in 95% of Certification Indicators. The agency will conduct its own follow-up on the one licensing indicator that received a Not Met rating and submit the findings to the DDS Metro-Boston Office of Quality Enhancement within 60 days of the Service Enhancement Meeting.

LICENSURE FINDINGS

| | Met / Rated | Not Met / Rated | % Met |
|---|--------------|-----------------|------------|
| Organizational | 10/10 | 0/10 | |
| Employment and Day Supports | 51/52 | 1/52 | |
| Community Based Day Services Employment Support Services | | | |
| Critical Indicators | 8/8 | 0/8 | |
| Total | 61/62 | 1/62 | 98% |
| 2 Year License | | | |
| # indicators for 60 Day Follow-up | | 1 | |

Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:

| Indicator # | Indicator | Area Needing Improvement |
|--------------------|--|--|
| L67 | There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility. | For all ten individuals where ASA had shared and/or delegated money management responsibility, the agency had not developed money management plans that contained all of the required components. The agency needs to ensure that it develops money management plans that include; individual financial assessments, a description of the funds the agency is responsible for managing (for example, bank accounts/cash on hand) and when indicated via ISP's, an individualized training plan designed to support individuals to reduce/eliminate their need for support in the area of money management. |

CERTIFICATION FINDINGS

| | Met / Rated | Not Met / Rated | % Met |
|--|--------------------|------------------------|--------------|
| Certification - Planning and Quality Management | 6/6 | 0/6 | |
| Employment and Day Supports | 34/36 | 2/36 | |
| Community Based Day Services | 14/15 | 1/15 | |
| Employment Support Services | 20/21 | 1/21 | |
| Total | 40/42 | 2/42 | 95% |
| Certified | | | |

Community Based Day Services- Areas Needing Improvement on Standards not met:

| Indicator # | Indicator | Area Needing Improvement |
|--------------------|--|---|
| C7 | Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them. | For nine individuals the agency did not maintain documentation of any mechanism utilized relative to their opportunity for having input and providing feedback regarding potential new staff at the time of hire. The agency needs to ensure that individuals are provided with the opportunity to provide feedback that is documented, relative to those staff that may be working with them, prior to their time of hire. |
| C7 | Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them. | For five individuals, the agency did not maintain documentation of any mechanism utilized relative to their opportunity for having input and providing feedback, relative to potential new staff at the time of hire. The agency needs to ensure that individuals are provided with the opportunity to provide feedback that is documented, relative to those staff that may be working with them, prior to their time of hire. |

MASTER SCORE SHEET LICENSURE

Organizational: Autism Services Association

| Indicator # | Indicator | Met/Rated | Rating(Met,Not Met,NotRated) |
|-------------|-------------------------|-----------|------------------------------|
| L2 | Abuse/neglect reporting | 2/2 | Met |
| L3 | Immediate Action | 4/4 | Met |
| L4 | Action taken | 3/3 | Met |
| L48 | HRC | 1/1 | Met |
| L65 | Restraint report submit | 8/8 | Met |
| L66 | HRC restraint review | 5/6 | Met(83.33 %) |
| L74 | Screen employees | 4/4 | Met |
| L75 | Qualified staff | 1/1 | Met |
| L76 | Track trainings | 4/4 | Met |
| L83 | HR training | 4/4 | Met |

Employment and Day Supports:

| Ind. # | Ind. | Loc. or Individ. | Emp. Sup. | Cent. Based Work | Com. Based Day | Total Met / Rated | Rating |
|---------------|----------------------------|-------------------------|------------------|-------------------------|-----------------------|--------------------------|---------------|
| L1 | Abuse/neglect training | I | 5/5 | | 9/9 | 14/14 | Met |
| L5 | Safety Plan | L | | | 2/2 | 2/2 | Met |
| ℞ L6 | Evacuation | L | | | 2/2 | 2/2 | Met |
| L7 | Fire Drills | L | | | 2/2 | 2/2 | Met |
| L8 | Emergency Fact Sheets | I | 5/5 | | 9/9 | 14/14 | Met |
| L9 (07/21) | Safe use of equipment | I | 5/5 | | 9/9 | 14/14 | Met |
| ℞ L11 | Required inspections | L | | | 2/2 | 2/2 | Met |
| ℞ L12 | Smoke detectors | L | | | 2/2 | 2/2 | Met |
| ℞ L13 | Clean location | L | | | 2/2 | 2/2 | Met |
| L14 | Site in good repair | L | | | 1/1 | 1/1 | Met |
| L15 | Hot water | L | | | 2/2 | 2/2 | Met |
| L16 | Accessibility | L | | | 2/2 | 2/2 | Met |
| L17 | Egress at grade | L | | | 2/2 | 2/2 | Met |
| L20 | Exit doors | L | | | 2/2 | 2/2 | Met |
| L21 | Safe electrical equipment | L | | | 2/2 | 2/2 | Met |
| L22 | Well-maintained appliances | L | | | 2/2 | 2/2 | Met |
| L25 | Dangerous substances | L | | | 2/2 | 2/2 | Met |
| L26 | Walkway safety | L | | | 2/2 | 2/2 | Met |
| L28 | Flammables | L | | | 2/2 | 2/2 | Met |
| L29 | Rubbish/combustibles | L | | | 2/2 | 2/2 | Met |

| Ind. # | Ind. | Loc. or Individ. | Emp. Sup. | Cent. Based Work | Com. Based Day | Total Met / Rated | Rating |
|-------------|---------------------------|------------------|-----------|------------------|----------------|-------------------|---------------|
| L30 | Protective railings | L | | | 2/2 | 2/2 | Met |
| L31 | Communication method | I | 5/5 | | 9/9 | 14/14 | Met |
| L32 | Verbal & written | I | 5/5 | | 9/9 | 14/14 | Met |
| L37 | Prompt treatment | I | 5/5 | | 9/9 | 14/14 | Met |
| Ⓡ L38 | Physician's orders | I | | | 8/8 | 8/8 | Met |
| L39 | Dietary requirements | I | 3/3 | | 2/2 | 5/5 | Met |
| L44 | MAP registration | L | | | 2/2 | 2/2 | Met |
| L45 | Medication storage | L | | | 2/2 | 2/2 | Met |
| Ⓡ L46 | Med. Administration | I | | | 9/9 | 9/9 | Met |
| L49 | Informed of human rights | I | 5/5 | | 9/9 | 14/14 | Met |
| L50 (07/21) | Respectful Comm. | I | 5/5 | | 9/9 | 14/14 | Met |
| L51 | Possessions | I | 5/5 | | 9/9 | 14/14 | Met |
| L52 | Phone calls | I | 5/5 | | 9/9 | 14/14 | Met |
| L54 (07/21) | Privacy | I | 5/5 | | 9/9 | 14/14 | Met |
| L63 | Med. treatment plan form | I | | | 5/5 | 5/5 | Met |
| L67 | Money mgmt. plan | I | 0/3 | | 0/7 | 0/10 | Not Met (0 %) |
| L68 | Funds expenditure | I | 3/3 | | 7/7 | 10/10 | Met |
| L69 | Expenditure tracking | I | 3/3 | | 7/7 | 10/10 | Met |
| L77 | Unique needs training | I | 5/5 | | 9/9 | 14/14 | Met |
| L78 | Restrictive Int. Training | L | | | 1/1 | 1/1 | Met |
| L79 | Restraint training | L | 1/1 | | 2/2 | 3/3 | Met |
| L80 | Symptoms of illness | L | 1/1 | | 2/2 | 3/3 | Met |

| Ind. # | Ind. | Loc. or Individ. | Emp. Sup. | Cent. Based Work | Com. Based Day | Total Met / Rated | Rating |
|---------------------------------|--|------------------|-----------|------------------|----------------|-------------------|---------------|
| L81 | Medical emergency | L | 1/1 | | 2/2 | 3/3 | Met |
| L82 | Medication admin. | L | | | 2/2 | 2/2 | Met |
| L85 | Supervision | L | 1/1 | | 2/2 | 3/3 | Met |
| L86 | Required assessments | I | 2/2 | | 7/7 | 9/9 | Met |
| L87 | Support strategies | I | 3/3 | | 7/7 | 10/10 | Met |
| L88 | Strategies implemented | I | 5/5 | | 7/7 | 12/12 | Met |
| L91 | Incident management | L | 1/1 | | 2/2 | 3/3 | Met |
| L93 (05/22) | Emergency back-up plans | I | 5/5 | | 9/9 | 14/14 | Met |
| L94 (05/22) | Assistive technology | I | 5/5 | | 8/9 | 13/14 | Met (92.86 %) |
| L96 (05/22) | Staff training in devices and applications | I | 5/5 | | 8/8 | 13/13 | Met |
| #Std. Met/# 52 Indicator | | | | | | 51/52 | |
| Total Score | | | | | | 61/62 | |
| | | | | | | 98.39% | |

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

| Indicator # | Indicator | Met/Rated | Rating |
|-------------|----------------------------------|-----------|--------|
| C1 | Provider data collection | 1/1 | Met |
| C2 | Data analysis | 1/1 | Met |
| C3 | Service satisfaction | 1/1 | Met |
| C4 | Utilizes input from stakeholders | 1/1 | Met |
| C5 | Measure progress | 1/1 | Met |
| C6 | Future directions planning | 1/1 | Met |

Community Based Day Services

| Indicator # | Indicator | Met/Rated | Rating |
|-------------|---|-----------|----------------------|
| C7 | Feedback on staff / care provider performance | 0/9 | Not Met (0 %) |
| C8 | Family/guardian communication | 9/9 | Met |
| C13 | Skills to maximize independence | 9/9 | Met |
| C37 | Interpersonal skills for work | 8/8 | Met |
| C38 (07/21) | Habilitative & behavioral goals | 8/8 | Met |
| C39 (07/21) | Support needs for employment | 8/8 | Met |
| C40 | Community involvement interest | 9/9 | Met |
| C41 | Activities participation | 9/9 | Met |
| C42 | Connection to others | 9/9 | Met |
| C43 | Maintain & enhance relationship | 9/9 | Met |
| C44 | Job exploration | 8/8 | Met |
| C45 | Revisit decisions | 9/9 | Met |
| C46 | Use of generic resources | 9/9 | Met |
| C47 | Transportation to/ from community | 9/9 | Met |
| C51 | Ongoing satisfaction with services/ supports | 9/9 | Met |

Employment Support Services

| Indicator # | Indicator | Met/Rated | Rating |
|-------------|---|-----------|----------------------|
| C7 | Feedback on staff / care provider performance | 0/5 | Not Met (0 %) |
| C8 | Family/guardian communication | 5/5 | Met |
| C22 | Explore job interests | 5/5 | Met |
| C23 | Assess skills & training needs | 5/5 | Met |
| C24 | Job goals & support needs plan | 5/5 | Met |
| C25 | Skill development | 5/5 | Met |
| C26 | Benefits analysis | 5/5 | Met |
| C27 | Job benefit education | 5/5 | Met |
| C28 | Relationships w/businesses | 1/1 | Met |
| C29 | Support to obtain employment | 5/5 | Met |
| C30 | Work in integrated settings | 5/5 | Met |
| C31 | Job accommodations | 5/5 | Met |
| C32 | At least minimum wages earned | 5/5 | Met |

Employment Support Services

| Indicator # | Indicator | Met/Rated | Rating |
|--------------------|--|------------------|---------------|
| C33 | Employee benefits explained | 5/5 | Met |
| C34 | Support to promote success | 5/5 | Met |
| C35 | Feedback on job performance | 5/5 | Met |
| C36 | Supports to enhance retention | 5/5 | Met |
| C37 | Interpersonal skills for work | 5/5 | Met |
| C47 | Transportation to/ from community | 5/5 | Met |
| C50 | Involvement/ part of the Workplace culture | 5/5 | Met |
| C51 | Ongoing satisfaction with services/ supports | 5/5 | Met |