



**PROVIDER REPORT
FOR**

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

November 30, 2023

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Autism Services Association
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Review Dates	9/26/2023 - 10/2/2023
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Service Enhancement Meeting Date	10/16/2023
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Survey Team	Mark Boghoian Cheryl Hampton (TL)
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Citizen Volunteers	
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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) 15 audit (s)	Targeted Review	DDS 13/16 Provider 51 / 52 64 / 68 Defer Licensure		42/42 Certified
Community Based Day Services	1 location(s) 9 audit (s)			Deemed	15/15(Provider)
Employment Support Services	2 location(s) 6 audit (s)			Deemed	21/21(Provider)
Planning and Quality Management				Deemed	6/6(Provider)

EXECUTIVE SUMMARY :

Autism Services Association (ASA) is a non-profit human services agency based in Wellesley MA. The agency provides Community-Based Day Supports (CBDS) and Employment Supports to adults with Intellectual and Developmental Disabilities and Autism in the Wellesley and Waltham Massachusetts areas.

For this 2023 Department of Developmental Services (DDS) survey, ASA was offered and elected to conduct a provider self-assessment of all licensing and certification indicators. The DDS Metro Office of Quality Enhancement conducted a targeted review of supports offered in the Employment and Day service groupings; this included reviews of all critical indicators, not-met licensing indicators from the agency's last survey, as well as new and revised indicators. This report represents the combined findings of the DDS targeted review and ASA's reporting of its self-assessment process and findings. At ASA day/employment locations, systems were observed that helped maintain safety and peoples' overall well-being. The sites were current for environmental inspections, water temperatures measured within allowable limits, and people were supported to evacuate in a timely manner during practice fire drills. Surveyors also noted the presence of emergency backup plans to assist people in the event of a disaster or emergency. In the area of medical for people who needed support in this area, physician ordered treatment protocols were well implemented; and for people who took behavior modifying medication, medication and treatment plans were in place.

Survey findings showed that at both day/employment locations, people were assessed for the potential use of assistive technologies that would promote independence. In the area of communication, some people had cellphones, and many were supported to navigate the internet using IPADS etc.

The survey revealed a few areas that warrant further attention from the agency in both day and employment supports. In the area of medical, medication administration was not always consistent with MAP expectations; in some cases, there were numerous transcription issues. Regarding incidents and DPPC reporting, some incidents that occurred within the service groups was not reported and/or finalized in accordance regulation. The agency's Human Rights Committee also did not meet the mandate for membership and attendance.

ASA met 94% of licensure indicators in its employment/day service grouping but received a Not Met rating for one critical indicator: (L2 mandated reporting). The agency is therefore, in deferred licensure status and will be subject to a follow-up survey conducted by the DDS office of Quality Enhancement within 60-days of the SEM. The agency's license will be issued if the agency meets requirements at follow-up. The agency's employment/Day service grouping is certified due to its CARF accreditation.

Description of Self Assessment Process:

Autism Services Association (ASA) has been in operation since 1963. Over the last 60 years ASA has been dedicated to serving young adults and adults with autism and other disabilities in community employment, day habilitation and community integration programs. ASA's mission is to ensure that the quality of life of persons with autism and other disabilities remains as great as their potential allows them and strives to serve the community with whatever services may be needed. The program emphasizes the development of jobs in the community. On the job training in local businesses with individuals accompanied and supported by staff members has meant success in obtaining and retaining employment in the community. Supported employment, vocational and production training areas have included: retail work, landscaping work, delivery, packaging and assembly, material handling, housekeeping, food service, clerical, and sales. Specific technical assistance is provided in the following areas: Job Coaching and Work Training, safety skills, work behaviors, social/behavioral/communication strategies, and mobility/motor skills. Our agency is also involved in providing community membership, self- help, sensory motor skills development, communication development. Social development and independent living development. ASA is also concerned about affective and behavioral development.

In keeping with our mission, our agency's self-assessment process is linked to our outcome measurement and program enhancement process. This outcome measurement process defines program indicators of goals attainment and success and provides implications for program development and strategic planning. Our self-assessment program indicators include the following:

How many individuals are working in the community.

How many hours of working in the community.

Number of days placed in community jobs.

Increase earnings.

How many individuals are volunteering in the community.

How many hours of volunteering.

How many individuals are participating in community activities.

How many hours of participation in the community.

Minimize time for referral to start date.

Maximize the number of individuals in the program.

Maximize the number of participants making progress toward their goals.

These outcome measurements are compiled monthly and reported on a quarterly basis and then analyzed semi-annually. The results of these self-assessment indicators are linked to our agency's strategic planning documents for future planning and development, both programmatically and administratively. These measurements illustrate how program goals are being met for individuals/members served and directly related to their individual goals and objective within their individual service and day habilitation plans.

These reports are presented to the Board of Directors, shared with employees and people we serve, and mailed to families and stake holders. We also submit them to our national CARF accreditation. ASA has been conducting satisfaction surveys for several years as we value the input of the people we serve and the input of all our team members. All individuals/members, staff, state and local referral agencies, residential providers, families/guardians, and employers are presented with a satisfaction survey. The data is tallied and an analysis of the data is compiled and shared through mailings to all stakeholders and is posted on our web page to ensure transparency and is reviewed with our Board of Directors. Suggestions and recommendations are incorporated into program planning, strategic planning and administrative decision making.

In addition, our own self-assessment of these indicators, we have national CARF accreditation which reviews these indicators of outcomes and program evaluation, a state certification process and an annual independent financial audit which includes a program review of program goals and objectives. Autism Services Association understands the importance of staff professional development as well as training to ensure professional and caring work force. All newly hired employees complete a three-week Orientation Trainings and are supervised by management during this time when working with the people we serve. These trainings ensure all staff are well informed in ASA's mission and values, important policies and procedures and job expectations. ASA also ensures that staff receive annual

trainings in required and essential areas, including the following:

Policies and procedures, Human Rights/DPPC/Mandated Reporting, Recognizing health, Progress notes

Autism, Positive Behavior supports, Safety policies, Fire and other evacuations and safety plans

Transportation, defensive driving, CPR/First Aid/AED, Blood pathogens, Epilepsy, Prompting and Fading

Proactive Alternative Behavior for Change (PABC)

All trainings are documented through staff training sign off forms. Certification certificates are kept in staffs' personnel folder and a copy is held by the trainer. The Trainer has compiled a staff training Grid to ensure that all staff receive their annual trainings when indicated. ASA has staff trained in Medication Administration (MAP), an RN and LPN. We have a trainer for Proactive Alternative Behavior for Change and Positive Behavior Supports. We have trainers for Fire Safety, HR and other pertinent trainings.

ASA has a Human Rights Committee that meets quarterly. The committee approves the Human Rights Handbook annually, reviews behavior support plans, investigations, restraints, and other pertinent information. The Agency has Human Rights officers, that assist in training the individuals/members and staff annually.

ASA also completes an annual report on critical incidents, sentinel events and grievances.

ASA has a Positive Behavior (PBS) Committee and Safety Committee who also meets regularly. The PBS committee reviews behavior support plans, environmental and other areas to support that the person serves may need. The safety committee reviews safety practices, environmental safety issues and other safety concerns. All meetings' minutes are composed and posted to all staff.


ASA has an approved two-year safety plan, which includes emergency evacuation procedures as well as emergency fire and safety equipment. ASA has multiple safety evacuation drills including fire, natural disaster, utility, weapons, behaviors, medical, bomb threat, transportation, mail, intruders etc.

ASA performs safety self-inspections which include hot water, inspection of heating equipment, exits free from obstruction, etc. The fire department inspects the buildings on a quarterly basis in Wellesley and Waltham is completed either annually or semiannually and all fire extinguishers are inspected. We do have a fire alarm system, which is maintained and inspected annually.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/10	3/10	
Employment and Day Supports	57/58	1/58	
Community Based Day Services Employment Support Services			
Critical Indicators	7/8	1/8	
Total	64/68	4/68	94%
Defer Licensure			
# indicators for 60 Day Follow-up		4	

**Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:
From DDS review:**

Indicator #	Indicator	Area Needing Improvement
 L2	Allegations of abuse/neglect are reported as mandated by regulation.	Incidents that rose to the level were not reported to DPPC as required. The agency needs to ensure incidents that incidents that rise to the level are reported to DPPC.
L48	The agency has an effective Human Rights Committee.	The human rights committee did not meet the mandate for composition and attendance. The agency needs to ensure that its Human Rights Committee meets membership and attendance requirements.

**Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:
From Provider review:**

Indicator #	Indicator	Issue identified	Action planned to address
L65	Restraint reports are submitted within required timelines.	Restraints that occurred within the reporting timeframe were not reviewed and submitted in a timely manner.	Managers were retrained on 9/7/2023 on the importance of timely submission of incidents and restraints in HCSIS.

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

Indicator #	Indicator	Area Needing Improvement
L91	Incidents are reported and reviewed as mandated by regulation.	Incidents were not reported in HCSIS within the required timelines as required. The agency needs to ensure incidents are reviewed and finalized within HCSIS as required.

CERTIFICATION FINDINGS

	Reviewed By	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	Provider (also Deemed)	6/6	0/6	
Employment and Day Supports	Provider	36/36	0/36	
Community Based Day Services	Provider (also Deemed)	15/15	0/15	
Employment Support Services	Provider (also Deemed)	21/21	0/21	
Total		42/42	0/42	100%
Certified				

MASTER SCORE SHEET LICENSURE

Organizational: Autism Services Association

Indicator #	Indicator	Reviewed by	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	DDS	0/2	Not Met(0 %)
L3	Immediate Action	Provider	-	Met
L4	Action taken	Provider	-	Met
L48	HRC	DDS	0/1	Not Met(0 %)
L65	Restraint report submit	Provider	-	Not Met
L66	HRC restraint review	Provider	-	Met
L74	Screen employees	Provider	-	Met
L75	Qualified staff	Provider	-	Met
L76	Track trainings	Provider	-	Met
L83	HR training	Provider	-	Met

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	Provider		-	-	-	Met
L5	Safety Plan	L	Provider		-	-	-	Met
Ⓡ L6	Evacuation	L	DDS			1/1	1/1	Met
L7	Fire Drills	L	Provider		-	-	-	Met
L8	Emergency Fact Sheets	I	Provider		-	-	-	Met
L9 (07/21)	Safe use of equipment	I	Provider		-	-	-	Met
L10	Reduce risk interventions	I	Provider		-	-	-	Met
Ⓡ L11	Required inspections	L	DDS			1/1	1/1	Met
Ⓡ L12	Smoke detectors	L	DDS			1/1	1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
Ⓡ L13	Clean location	L	DDS			1/1	1/1	Met
L14	Site in good repair	L	Provider		-	-	-	Met
L15	Hot water	L	DDS			1/1	1/1	Met
L16	Accessibility	L	Provider		-	-	-	Met
L17	Egress at grade	L	Provider		-	-	-	Met
L20	Exit doors	L	Provider		-	-	-	Met
L21	Safe electrical equipment	L	Provider		-	-	-	Met
L22	Well-maintained appliances	L	DDS			1/1	1/1	Met
L25	Dangerous substances	L	Provider		-	-	-	Met
L26	Walkway safety	L	Provider		-	-	-	Met
L28	Flammables	L	Provider		-	-	-	Met
L29	Rubbish/com bustibles	L	Provider		-	-	-	Met
L30	Protective railings	L	Provider		-	-	-	Met
L31	Communication method	I	Provider		-	-	-	Met
L32	Verbal & written	I	Provider		-	-	-	Met
L37	Prompt treatment	I	Provider		-	-	-	Met
Ⓡ L38	Physician's orders	I	DDS			4/4	4/4	Met
L39	Dietary requirements	I	Provider		-	-	-	Met
L44	MAP registration	L	Provider		-	-	-	Met
L45	Medication storage	L	Provider		-	-	-	Met
Ⓡ L46	Med. Administration	I	DDS			8/8	8/8	Met
L49	Informed of human rights	I	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L50 (07/21)	Respectful Comm.	I	Provider		-	-	-	Met
L51	Possessions	I	Provider		-	-	-	Met
L52	Phone calls	I	Provider		-	-	-	Met
L54 (07/21)	Privacy	I	Provider		-	-	-	Met
L55	Informed consent	I	Provider		-	-	-	Met
L56	Restrictive practices	I	Provider		-	-	-	Met
L57	Written behavior plans	I	Provider		-	-	-	Met
L58	Behavior plan component	I	Provider		-	-	-	Met
L59	Behavior plan review	I	Provider		-	-	-	Met
L60	Data maintenance	I	Provider		-	-	-	Met
L63	Med. treatment plan form	I	DDS			4/4	4/4	Met
L64	Med. treatment plan rev.	I	Provider		-	-	-	Met
L67	Money mgmt. plan	I	Provider		-	-	-	Met
L68	Funds expenditure	I	Provider		-	-	-	Met
L69	Expenditure tracking	I	Provider		-	-	-	Met
L77	Unique needs training	I	Provider		-	-	-	Met
L78	Restrictive Int. Training	L	Provider		-	-	-	Met
L79	Restraint training	L	Provider		-	-	-	Met
L80	Symptoms of illness	L	Provider		-	-	-	Met
L81	Medical emergency	L	Provider		-	-	-	Met
Ⓡ L82	Medication admin.	L	DDS			1/1	1/1	Met
L85	Supervision	L	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L86	Required assessments	I	Provider		-	-	-	Met
L87	Support strategies	I	Provider		-	-	-	Met
L88	Strategies implemented	I	Provider		-	-	-	Met
L91	Incident management	L	DDS			0/1	0/1	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I	DDS	6/6		8/8	14/14	Met
L94 (05/22)	Assistive technology	I	DDS	6/6		9/9	15/15	Met
L96 (05/22)	Staff training in devices and applications	I	DDS	1/1		3/3	4/4	Met
#Std. Met/# 58 Indicator							57/58	
Total Score							64/68	
							94.12%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

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

Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met

Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C8	Family/guardian communication	Provider	-	Met
C13	Skills to maximize independence	Provider	-	Met
C37	Interpersonal skills for work	Provider	-	Met
C38 (07/21)	Habilitative & behavioral goals	Provider	-	Met
C39 (07/21)	Support needs for employment	Provider	-	Met
C40	Community involvement interest	Provider	-	Met
C41	Activities participation	Provider	-	Met
C42	Connection to others	Provider	-	Met
C43	Maintain & enhance relationship	Provider	-	Met
C44	Job exploration	Provider	-	Met
C45	Revisit decisions	Provider	-	Met
C46	Use of generic resources	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met

Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C22	Explore job interests	Provider	-	Met
C23	Assess skills & training needs	Provider	-	Met
C24	Job goals & support needs plan	Provider	-	Met
C25	Skill development	Provider	-	Met
C26	Benefits analysis	Provider	-	Met
C27	Job benefit education	Provider	-	Met
C28	Relationships w/businesses	Provider	-	Met
C29	Support to obtain employment	Provider	-	Met

Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C30	Work in integrated settings	Provider	-	Met
C31	Job accommodations	Provider	-	Met
C32	At least minimum wages earned	Provider	-	Met
C33	Employee benefits explained	Provider	-	Met
C34	Support to promote success	Provider	-	Met
C35	Feedback on job performance	Provider	-	Met
C36	Supports to enhance retention	Provider	-	Met
C37	Interpersonal skills for work	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C50	Involvement/ part of the Workplace culture	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met