



**PROVIDER REPORT  
FOR**

**Bay State ABA, LLC  
20 Tremont Street  
Suite 31 Duxbury, MA, MA  
02332**

**July 15, 2024**

**Version**

**Public Provider Report**

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

## **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	Bay State ABA, LLC
<b>Review Dates</b>	6/14/2024 - 6/18/2024
<b>Service Enhancement Meeting Date</b>	7/1/2024
<b>Survey Team</b>	Katherine Gregory (TL)
<b>Citizen Volunteers</b>	

**Survey scope and findings for Employment and Day Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Employment and Day Supports</b>	1 location(s) 4 audit (s)	Full Review	27/28 2 Year License 07/01/2024 - 07/01/2026		27 / 27 Certified 07/01/2024 - 07/01/2026
Employment Support Services	1 location(s) 4 audit (s)			Full Review	21 / 21
Planning and Quality Management				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

Bay State ABA is an educational and behavioral agency serving individuals with disabilities, specializing in those with Autism Spectrum Disorder (ASD). Services provided include assessment and behavioral treatment for individuals and families focusing on the development of specific skill sets such as independent living skills, problem solving, self-regulation and coping, and executive functioning skills. The agency opened their Employment Services in October of 2023 in which they currently serve 9 individuals in the south coastal and Plymouth areas of Massachusetts.

The Department of Developmental Disabilities (DDS) conducted the first full Licensing and Certification of Bay State's Employment Services to include all Licensing and Certification indicators.

The findings of this review revealed several areas of strength. For administrative Licensing indicators, the agency had instituted processes to support their plans of expansion that would allow them to maintain regulatory compliance during expansion. The agency had systems to ensure that staff experience met the requirement of job their descriptions and ensured required licenses for professional positions were current. Baystate ABA had an electronic system for tracking mandated trainings and all required trainings were up to date including Human Rights, Mandated Reporting, Fire Safety Officer and Human Rights Officer.

Areas of Strength in the domain of Medication and Healthcare Review were found. The agency's emergency fact sheets contained all relevant medical information and emergency contacts to support individuals should an emergency occur. There was a system in place to support individuals should they encounter an episodic illness during employment hours. In the domain of Skill Acquisition and Goal Accomplishment, measures were taken to ensure that staff were trained in the unique needs for each individual. Individuals' ISP goals were determined based on an analysis of their needs in employment-related skill areas that would most benefit their advancement in the work force. Progress on ISP goals was tracked daily, and trainings for each piece of work-related equipment for individuals' jobs was documented.

Continuing with Licensing indicators, Human Rights were preserved through information packets distributed to families and guardians, and all rights were reviewed with individuals ensuring their understanding. Individuals understood who their Human Rights Officer was. All interactions with and about the individuals were very respectful and individuals were empowered to seek assistance for desired changes. In the domain of Personal Safety, there were comprehensive emergency back-up plans for each individual. The individuals had access to all emergency contacts in their phones and could state who they would call and what the plan would be if needed. Individuals had been assessed regarding their needs for assistive technology and were making use of phone applications that allowed them to access paystubs, their worker handbooks, and schedule ride-sharing or public transportation. One individual also used a visual aid to assist him in explaining a rewards system to customers.

Positive practices were discovered through the review of Certification indicators. Administratively, the agency gathered feedback from various stakeholders including individuals, guardians, and DDS regarding their satisfaction, kept data on the number of individuals successfully placed in jobs and collected data on goal achievement. The data was used to drive future directions for the employment program and used to develop a strategic plan around maintenance of services and a reasonable growth rate for their employment service. In the domain of Access and Integration individuals received support and transportation training and were making use of ride-sharing, public transportation, and on-demand services to maximum independence. Participants were also well-informed regarding the culture of their work-places and looked forward to joining activities with their co-workers such as employee breakfasts, hat days, and shorts days. In the domain of Human Rights, Choice, Communication and Control, participants feedback on the agency staff performance was sought and shared with their staff. Notations on daily progress were shared with families and guardians, and the agency kept open lines of communication with families. The review of Career Planning, Development

and Employment indicators unveiled a variety of methods used to assess individuals career interests, skills they possessed, helped determine areas of opportunity for improvements. Participants worked in their chosen fields or were on a path toward their chosen field, learning skills in an environment that would result in successful achievements in the workforce until they were ready to advance. One individual received support while gradually transitioning between jobs to obtain experience in his preferred field of choice. Participants were supported for learning new tasks while maintaining their current positions such as cashiering, in order to expand their skill sets and maximize their value with a vision of advancing in their careers. Individuals and families received analyses of participants' earned income and guidance for how best to maximize their income without compromising their benefits.

A licensing area that the agency will need to focus its attention on is ensuring a Human Rights Committee member with legal expertise be present at meetings to ensure the proper input and advise during the review of critical materials.

Bay State ABA has earned a two-year license for its employment program with a score of 96%. Bay State ABA has also achieved a two-year certification earning a score of 100%. The agency will submit a follow-up report to the Office of Quality Management for any licensing indicators not met within 60 days of the Service Enhancement Meeting.

## **LICENSURE FINDINGS**

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>4/5</b>	<b>1/5</b>	
<b>Employment and Day Supports</b>	<b>23/23</b>	<b>0/23</b>	
Employment Support Services			
<b>Critical Indicators</b>	<b>0/0</b>	<b>0/0</b>	
<b>Total</b>	<b>27/28</b>	<b>1/28</b>	<b>96%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>1</b>	

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

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	There was no legal representation at the Human Rights Committees. The agency needs to ensure a member with the requisite legal expertise is present at Human Rights Committee meetings.

## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>21/21</b>	<b>0/21</b>	
Employment Support Services	21/21	0/21	
<b>Total</b>	<b>27/27</b>	<b>0/27</b>	<b>100%</b>
<b>Certified</b>			

## **MASTER SCORE SHEET LICENSURE**

**Organizational: Bay State ABA, LLC**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating(Met,Not Met,NotRated)</b>
L48	HRC	0/1	<b>Not Met(0 % )</b>
L74	Screen employees	2/2	<b>Met</b>
L75	Qualified staff	1/1	<b>Met</b>
L76	Track trainings	2/2	<b>Met</b>
L83	HR training	2/2	<b>Met</b>

### Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	4/4			4/4	Met
L8	Emergency Fact Sheets	I	4/4			4/4	Met
L9 (07/21)	Safe use of equipment	I	4/4			4/4	Met
L31	Communicatio n method	I	4/4			4/4	Met
L32	Verbal & written	I	4/4			4/4	Met
L37	Prompt treatment	I	4/4			4/4	Met
L39	Dietary requirements	I	1/1			1/1	Met
L49	Informed of human rights	I	4/4			4/4	Met
L50 (07/21)	Respectful Comm.	I	4/4			4/4	Met
L51	Possessions	I	4/4			4/4	Met
L52	Phone calls	I	4/4			4/4	Met
L54 (07/21)	Privacy	I	4/4			4/4	Met
L77	Unique needs training	I	4/4			4/4	Met
L80	Symptoms of illness	L	1/1			1/1	Met
L81	Medical emergency	L	1/1			1/1	Met
L85	Supervision	L	1/1			1/1	Met
L86	Required assessments	I	1/1			1/1	Met
L87	Support strategies	I	1/1			1/1	Met
L88	Strategies implemented	I	3/3			3/3	Met



Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L91	Incident management	L	1/1			1/1	Met
L93 (05/22)	Emergency back-up plans	I	4/4			4/4	Met
L94 (05/22)	Assistive technology	I	4/4			4/4	Met
L96 (05/22)	Staff training in devices and applications	I	4/4			4/4	Met
<b>#Std. Met/# 23 Indicator</b>						<b>23/23</b>	
<b>Total Score</b>						<b>27/28</b>	
						<b>96.43%</b>	

## 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

### Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	Met
C8	Family/guardian communication	4/4	Met
C22	Explore job interests	4/4	Met
C23	Assess skills & training needs	4/4	Met
C24	Job goals & support needs plan	4/4	Met

### Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C25	Skill development	4/4	Met
C26	Benefits analysis	4/4	Met
C27	Job benefit education	4/4	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	4/4	Met
C30	Work in integrated settings	4/4	Met
C31	Job accommodations	4/4	Met
C32	At least minimum wages earned	4/4	Met
C33	Employee benefits explained	4/4	Met
C34	Support to promote success	4/4	Met
C35	Feedback on job performance	4/4	Met
C36	Supports to enhance retention	4/4	Met
C37	Interpersonal skills for work	4/4	Met
C47	Transportation to/ from community	4/4	Met
C50	Involvement/ part of the Workplace culture	4/4	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met