



**PROVIDER REPORT
FOR**

**Community Autism
Resources
33 James Reynolds Rd
C Swansea, MA 02777**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Community Autism Resources
Review Dates	7/16/2019 - 7/18/2019
Service Enhancement Meeting Date	7/30/2019
Survey Team	Michelle Boyd (TL)
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	1 location(s) 3 audit (s)	Full Review	21 / 25 2 Year License 07/30/2019 - 07/30/2021		18 / 18 Certified 07/30/2019 - 07/30/2021
Community Based Day Services	1 location(s) 3 audit (s)			Full Review	12 / 12
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Community Autism Resources (CAR) is a non-profit agency that assists and provides education to individuals, families and professionals on the Autism Spectrum Disorder (ASD). They also provide Community Based Day Supports (CBDS) through the Gotshall Access Program (GAP) located at a college in Fall River. GAP is a three year program which provides a college experience and specially designed courses to meet the needs of the students in the program. GAP launched in 2016 and nearing the end of the third year, in which students will participate in a graduation ceremony and receive a certificate of completion. A GAP internship is offered at the end of the academic year during the 5 week break.

The scope of the survey conducted by the Office of Quality Enhancement (OQE) included a full review of licensing and certification indicators applicable to CBDS and the agency's organizational practices. The survey included a review of three audits of six individuals who are served by CAR in their GAP program.

Several positive practices were during the review, a class was observed, which mirrored a traditional classroom setting on campus while addressing the specific needs of the students. For example, one individual preferred to sit outside of the classroom and listen to the lecture. A classroom aid would work with the individual to complete the project for the day. GAP offers an array of courses which includes the core curriculum and enrichment courses. Enrichment courses are individual interest driven and continue to evolve with the program. Journal club was created to explore the student's interest in journalism. At the end of the academic year, students present their work in a showcase to their peers and families. Enrichment classes allow for exploration of subjects that students may not have come into contact with. GAP course offerings included a core curriculum and "Peer's Class" which addresses topics such as social media safety, dating etiquette, bullying and safe public transportation.

CAR encouraged students supported by GAP to integrate within the college campus. Students are encouraged to participate in the activity fair on campus to learn about campus activities offered. Through the activity fair, a student was supported to create the radio club and participate in the campus radio station on campus. Staff supports students to access resources on campus such as the cafeteria, the library, the gym, and the computer lab. Students in the program expressed an interest in journalism, so they started a journal club that created a GAP newsletter called "Neuro Typers" which will be distributed to guests of the showcase.

While the agency has demonstrated many positive outcomes, the survey identified a few areas where additional attention is recommended. The agency needs to ensure all emergency facts are accurate. Efforts should be directed towards ensuring timelines are met for submission of Individual Support Plan (ISP) assessments and support strategies. The agency also needs to focus on strengthening its Human Rights Committee to ensure the committee meets on a quarterly basis.

Based on the findings of this report, the agency has earned a Two-Year License in Day Supports and is certified for its CBDS services offered through GAP. CBDS scores were 84% in licensing and 100% in certification. The DDS will conduct follow up within 60 days for licensing indicators rated Not Met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	5/6	1/6	
Employment and Day Supports	16/19	3/19	
Community Based Day Services			
Critical Indicators	1/1	0/1	
Total	21/25	4/25	84%
2 Year License			
# indicators for 60 Day Follow- up		4	

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.	The Human Rights Committee met two times in the last year, which does not meet the requirement of at least quarterly.

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

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	The emergency fact sheet was not accurate for one individual. The agency needs to ensure that emergency fact sheets are current and accurate.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	ISP assessments were not submitted within the required timelines for one individual. The agency needs to ensure that assessments are submitted at least 15 days prior to the scheduled ISP meeting.

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

Indicator #	Indicator	Area Needing Improvement
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	Support strategies were not submitted within the required timelines for three individuals. The agency needs to ensure that support strategies are submitted at least 15 days prior to the scheduled ISP meeting.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	12/12	0/12	
Community Based Day Services	12/12	0/12	
TOTAL	18/18	0/18	100%
Certified			

Community Based Day Services Commendations on Standards Met:

Indicator #	Indicator	Commendations
C45	Individual's decisions of what to do during the day are revisited on a regular basis.	The agency is commended for supporting individuals to direct their daily routines and revisit decisions. The agency ensured staff were available to assist individuals with making changes in real time to their daily class schedules and activities.

MASTER SCORE SHEET LICENSURE

Organizational: Community Autism Resources

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
℞ L2	Abuse/neglect reporting	1/1	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	1/1	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	2/2	Met
L83	HR training	2/2	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			3/3	3/3	Met
L8	Emergency Fact Sheets	I			2/3	2/3	Not Met (66.67 %)
L31	Communication method	I			3/3	3/3	Met
L32	Verbal & written	I			3/3	3/3	Met
L37	Prompt treatment	I			3/3	3/3	Met
L39	Dietary requirements	I			1/1	1/1	Met
L49	Informed of human rights	I			3/3	3/3	Met
L50	Respectful Comm.	L			1/1	1/1	Met
L51	Possessions	I			3/3	3/3	Met
L52	Phone calls	I			3/3	3/3	Met
L54	Privacy	L			1/1	1/1	Met
L77	Unique needs training	I			3/3	3/3	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			0/1	0/1	Not Met (0 %)
L87	Support strategies	I			0/3	0/3	Not Met (0 %)
L88	Strategies implemented	I			3/3	3/3	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L91	Incident management	L			1/1	1/1	Met
#Std. Met/# 19 Indicator						16/19	
Total Score						21/25	
						84.00%	

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	3/3	Met
C8	Family/guardian communication	3/3	Met
C13	Skills to maximize independence	3/3	Met
C37	Interpersonal skills for work	3/3	Met
C40	Community involvement interest	3/3	Met
C41	Activities participation	3/3	Met
C42	Connection to others	3/3	Met
C43	Maintain & enhance relationship	3/3	Met
C44	Job exploration	3/3	Met
C45	Revisit decisions	3/3	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C46	Use of generic resources	3/3	Met
C51	Ongoing satisfaction with services/ supports	3/3	Met