



**PROVIDER REPORT
FOR**

**Community Autism
Resources
40 A Dean Street
Taunton, MA 02780**

October 25, 2024

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 9/24/2024 - 9/27/2024

Service Enhancement Meeting Date 10/11/2024

Survey Team Kayla Condon (TL)
Gina Ford (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) 7 audit (s)	Full Review	24/30 Defer Licensure		19 / 21 Certified
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	13 / 15
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Community Autism Resources (CAR) is a non-profit agency dedicated to supporting and educating individuals of all ages with Autism Spectrum Disorder (ASD), as well as their families and professionals working with them. CAR offers Community Based Day Supports (CBDS) through its Gottschall Access Program, which provides a college experience tailored to meet the unique needs of students with ASD. The program features specially designed courses to help students thrive in a higher education environment.

The scope of the survey conducted by the Office of Quality Enhancement (OQE) included a full licensing and certification review of CAR's CBDS program.

There were several positive practices observed in Licensing. In the area of personal safety, the agency ensured that the abuse & neglect training was completed with all individuals and guardians. Additionally, they received training on human rights and the process for filing a grievance.

Communication between individuals and the people that support them was respectful and appropriate. In the area Competent and Skilled Workforce, all staff were trained and knowledgeable about recognizing signs and symptoms of illness. The training curriculum not only covered the current diagnoses of the individuals being served but also provided comprehensive information on a wide range of other medical conditions.

In the area of Supportive Technology for Autonomy, Assistive Technology Assessments were conducted to identify opportunities for individuals to increase their independence through the use of technology. Individuals used various tools such as planners, calendar applications for iPads and cell phones, to assist with daily tasks. Binders were created for individuals to organize their schedules and provide step-by-step instructions to move independently from one class to the next. For one individual, during their Health & Wellness class, they accessed their personal planner to see which class was next and used it to write down what she needed to do before her next Health & Wellness class. This demonstrated the practical use of technology to enhance self-management and independence.

The certification review highlighted several positive practices. Individuals were actively encouraged to provide feedback on current course offerings and suggest ideas for future programs. CAR provided a wide range of enrichment classes, giving individuals the freedom to choose which classes to enroll in based on their interests. They were also given the flexibility to switch classes if they felt a particular one wasn't beneficial. For instance, within the first three weeks of the program, one individual expressed interest in switching out of the podcasting class, and staff promptly arranged a meeting to help them choose a course more aligned with their preferences.

Individuals in the CBDS program were supported in making meaningful connections with community college students. This integration allowed them to attend classes together, fostering friendships. Some individuals even collaborated on theatrical productions and regularly shared lunch. Staff actively facilitated these interactions to help develop long-lasting relationships.

Additionally, individuals were encouraged to make use of the college's general resources, such as the library, stores, cafeteria, auditorium, and other campus facilities. This approach promoted greater independence and integration within the broader campus community.

While the agency demonstrated several areas of positive outcomes the survey did identify some areas needing improvement. Emergency Face Sheets should include required components and ISP assessments and goals/objectives should be completed within required HCSIS timelines. The agency must also ensure that detailed written plans are developed for each individual, outlining specific employment goals and the necessary supports to overcome obstacles. These plans should include ongoing assessments and progress notes to guide individuals toward achieving meaningful future employment opportunities.

As a result of this review, Community Autism Resources received a licensing score of 80%. This service group is Certified with an overall score of 90% of certification indicators met. The agency's level of licensure will be Deferred, pending follow-up conducted by OQE within sixty days on all licensing indicators, including one critical indicator (L38), that received a rating of Not Met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	5/5	0/5	
Employment and Day Supports	19/25	6/25	
Community Based Day Services			
Critical Indicators	1/2	1/2	
Total	24/30	6/30	80%
Defer Licensure			
# indicators for 60 Day Follow-up		6	

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.	For five individuals required components were missing from the EFS. Medical diagnoses, significant behavioral characteristics, likely response to search and relevant capabilities, limitations and preferences. The agency needs to ensure all required components are included in the EFS.
Ⓡ L38	Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team).	The agency has a medical protocol in place that requires the administration of a rescue medication for seizures. However, there are no MAP-certified or licensed staff available to administer the medication if needed. This gap in staffing presents a significant risk in emergency situations where immediate medical intervention is required. The agency needs to ensure that it has the ability to implement any physician's orders as prescribed.
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.	Of the six individuals with photo consents, two had not completed the consent form fully to determine if they consented to the use of their photo and for what purposes. The agency needs to ensure that when photo consents are utilized they clearly identify if the individual is consenting to the use of photographs and for what purpose.

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

Indicator #	Indicator	Area Needing Improvement
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For three individuals the ISP assessments were not submitted 15 days prior to the ISP. The agency needs to ensure ISP assessment are submitted within required timelines.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For four individuals the ISP support strategies were not submitted 15 days prior to the ISP. The agency needs to ensure ISP support strategies are submitted within required timelines.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For four of six individuals the support strategies identified in the ISP were not being implemented. The agency needs to ensure that ISP support strategies are implemented and progress towards meeting the goal is tracked.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	13/15	2/15	
Community Based Day Services	13/15	2/15	
Total	19/21	2/21	90%
Certified			

Community Based Day Services Commendations on Standards Met:

Indicator #	Indicator	Commendations
C40	Individuals are supported to explore, discover and connect with their personal interest and options for community involvement, personal interest and hobbies.	The agency solicits feedback from the individuals to help create their enrichment programs they will participate in each semester. That feedback is utilized to come up with the next enrichment classes. Individuals are then afforded the opportunity to select what classes they would like to participate in and are encouraged to explore new options. If an individual does not enjoy the class they've selected alternatives are offered if available. For example, some classes that have been created based off of individual feedback are podcasting, dungeons & dragons and expanded cooking classes. The agency is commended for it's effort to help individuals be supported to explore, discover and connect with their personal interest and options for community involvement, personal interest and hobbies.

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

Indicator #	Indicator	Area Needing Improvement
C38 (07/21)	Specific habilitative and behavioral goals necessary to prepare individuals for work are identified.	For all individuals reviewed, there were no individualized habilitative or behavioral goals developed to address potential obstacles to obtaining employment. The agency must establish a clear process for assessing individuals and developing targeted strategies to help them overcome these barriers.
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	Assessments and support needs related to individuals' current interests, strengths, and challenges concerning future employment goals have not been adequately identified. The agency must ensure that it conducts thorough assessments of individuals' work-related abilities, interest in employment, and any barriers they may face. Additionally, a detailed written plan should be developed for each individual, outlining their specific employment goals and the necessary supports to help them achieve those goals.

MASTER SCORE SHEET LICENSURE

Organizational: Community Autism Resources

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
PE L2	Abuse/neglect reporting	1/1	Met
L48	HRC	1/1	Met
L74	Screen employees	2/2	Met
L76	Track trainings	5/5	Met
L83	HR training	5/5	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			7/7	7/7	Met
L8	Emergency Fact Sheets	I			2/7	2/7	Not Met (28.57 %)
L9 (07/21)	Safe use of equipment	I			6/6	6/6	Met
L31	Communication method	I			7/7	7/7	Met
L32	Verbal & written	I			7/7	7/7	Met
L37	Prompt treatment	I			7/7	7/7	Met
Ⓡ L38	Physician's orders	I			0/1	0/1	Not Met (0 %)
L39	Dietary requirements	I			1/1	1/1	Met
L49	Informed of human rights	I			7/7	7/7	Met
L50 (07/21)	Respectful Comm.	I			7/7	7/7	Met
L51	Possessions	I			7/7	7/7	Met
L52	Phone calls	I			7/7	7/7	Met
L54 (07/21)	Privacy	I			7/7	7/7	Met
L55	Informed consent	I			4/6	4/6	Not Met (66.67 %)
L77	Unique needs training	I			7/7	7/7	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			0/2	0/2	Not Met (0 %)

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L87	Support strategies	I			0/3	0/3	Not Met (0 %)
L88	Strategies implemented	I			2/5	2/5	Not Met (40.0 %)
L91	Incident management	L			1/1	1/1	Met
L93 (05/22)	Emergency back-up plans	I			7/7	7/7	Met
L94 (05/22)	Assistive technology	I			7/7	7/7	Met
L96 (05/22)	Staff training in devices and applications	I			3/3	3/3	Met
#Std. Met/# 25 Indicator						19/25	
Total Score						24/30	
						80.0%	

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	7/7	Met
C8	Family/guardian communication	7/7	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C13	Skills to maximize independence	7/7	Met
C37	Interpersonal skills for work	7/7	Met
C38 (07/21)	Habilitative & behavioral goals	0/7	Not Met (0 %)
C39 (07/21)	Support needs for employment	0/7	Not Met (0 %)
C40	Community involvement interest	7/7	Met
C41	Activities participation	7/7	Met
C42	Connection to others	7/7	Met
C43	Maintain & enhance relationship	7/7	Met
C44	Job exploration	7/7	Met
C45	Revisit decisions	7/7	Met
C46	Use of generic resources	7/7	Met
C47	Transportation to/ from community	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met