



**PROVIDER REPORT  
FOR**

**Island Autism Group, Inc.  
(The)  
515 Lamberts Cove Road  
PO Box 216 West Tisbury ,  
MA 02575**

**December 16, 2025**

**Version**

**Public Provider Report**

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

## **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	Island Autism Group, Inc. (The)
<b>Review Dates</b>	11/17/2025 - 11/18/2025
<b>Service Enhancement Meeting Date</b>	12/2/2025
<b>Survey Team</b>	Tina Napolitan (TL)
<b>Citizen Volunteers</b>	

<b>Survey scope and findings for Employment and Day Supports</b>					
<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	41/46 2 Year License 12/02/2025 - 12/02/2027		18 / 21 Certified 12/02/2025 - 12/02/2027
Community Based Day Services	1 location(s) 4 audit (s)			Full Review	12 / 15
Planning and Quality Management				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

Island Autism Group, Inc, established in 2025, is a non-profit agency located on Martha's Vineyard providing services to adults on the Autism Spectrum. The agency provides Community Based Day Supports (CBDS) to individuals who reside on Martha's Vineyard.

The current scope of this review by the Department of Developmental Services (DDS) Office of Quality Enhancement (OQE) included a full licensure and certification review within Island Autism Group, Inc CBDS services for compliance with DDS standards. A full licensure and certification review of the agency's organizational indicators was completed.

Within the organization domain, several positive outcomes were noted within the licensing indicators. The agency ensured that all staff had completed the required training courses such as human rights and mandated reporting, and that new hires met the minimum qualification requirements. An effective system to track required training courses had been established. The agency had established Human Rights Committee comprised of members with expertise, advocates and individuals.

Environmentally, the agency ensured all required inspections were completed. The CBDS space was clean and accessible to the individuals' needs. All appliances were in good repair and emergency exits were clear of any obstructions. The environment is accessible to all individuals. Recently, the agency installed a railing to provide stability for those needing it on the path to outside gardens.

Within the domain of human rights individuals were able to have access to all their personal belongings, they could make phone calls if needed and were supported to communicate in their preferred methods. Two individuals are supported to increase their communication with technology. Both individuals utilize iPads with individualized communication applications installed. There was adequate space to allow for privacy when needed. In the domain of healthcare, the individuals had emergency fact sheets that included current diagnoses, important contacts, relevant capabilities and limitations, and significant behavioral characteristics. Written and verbal communication was observed to be respectful. Within CBDS, additional positive findings toward licensing were observed in the mutually respectful relationships shared between individuals and staff. For example, staff assisted individuals to start their day by offering a schedule and then offered choices to each person to participate or select alternatives that suited their preferences.

Areas needing strengthening were also identified. Within the domain of human rights, individuals had not been trained in how to file a grievance within the agency as a grievance procedure had not been developed. Continuing with licensing indicators in goal development and implementation, Individual Service Plan (ISP) assessments were not submitted within the required timelines. Safety assessments had not been done specific to the equipment utilized daily within the CBDS environment. Further attention regarding potential assistive technology that could increase one's independence is recommended.

Many strengths were observed within certification. Individuals are supported to be active members of the community. Individuals go to many libraries, the YMCA and local shops routinely and are known by name. Habilitative goals towards securing employment are identified through the ISP and were actively tracked. There is consistent and timely communication between staff, individual and guardians/family members.

Areas needed strengthening within certification indicators were also identified. The agency had not collected feedback from individuals regarding staff at the time of hire nor on an ongoing basis. Job exploration and written plans towards achieving employment within a person's interests have not been developed.

Within CBDS and Employment Services, Island Autism Group Inc., met 89% of licensing indicators, including all critical indicators and will be issued a Two-Year License. DDS will conduct a follow-up review within 60 days of the indicators that were not met. The agency met 86% of the certification indicators and is fully certified. The agency will submit follow-up documentation on all licensing indicators rated as Not Met within 60 days of the SEM.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	4/4	0/4	
<b>Employment and Day Supports</b>	37/42	5/42	
Community Based Day Services			
<b>Critical Indicators</b>	4/4	0/4	
<b>Total</b>	41/46	5/46	89%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		5	

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

Indicator #	Indicator	Area Needing Improvement
L9 (07/21)	Individuals are able to utilize equipment and machinery safely.	Three of four individuals reviewed were not assessed for safety with the use of equipment utilized within the CBDS program. The agency needs to ensure to assess each individuals' safety needs.
L27	If applicable, swimming pools and other bodies of water are safe and secure according to policy.	Staff did not have water safety training, nor were individuals' water safety skills assessed. The agency needs to ensure that all staff are training in basic water safety and that each individual is assessed for water safety skills.
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	The agency had not developed a grievance procedure. The agency needs to develop a grievance procedure and ensure that individuals, guardians and family members are aware of procedure.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For two of four individuals', the required ISP assessments that were requested on time were not submitted within required timeframes. The agency needs to ensure that all required assessments are submitted within the required timelines.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L94 (05/22)	Individuals have assistive technology to maximize independence.	The agency has not begun to explore and/or trial the use of assistive technology to increase individuals' independence. The agency needs to ensure that potential assistive technology in areas of identified needs is explored.

## **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>12/15</b>	<b>3/15</b>	
Community Based Day Services	12/15	3/15	
<b>Total</b>	<b>18/21</b>	<b>3/21</b>	<b>86%</b>
<b>Certified</b>			

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
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.	The agency had not collected feedback from individuals about an employee at the time of hire nor on an ongoing basis. The agency needs to ensure that feedback is solicited from individuals at the time of hire and on an ongoing basis.
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	For four individuals reviewed, there was no written plan to identify job goals and the support needs towards employment. The agency needs to ensure to develop a plan towards employment that identifies both the individual's employment goals and their support needs.
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.	For four individuals reviewed, there was no exploration of specific job interests. The agency needs to employ methods that explore each individual's job interests on a routine basis.

**MASTER SCORE SHEET LICENSURE**

**Organizational: Island Autism Group, Inc. (The)**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating(Met,Not Met,NotRated)</b>
L48	HRC	1/1	Met
L74	Screen employees	3/3	Met
L76	Track trainings	3/3	Met
L83	HR training	3/3	Met

**Employment and Day Supports:**

<b>Ind. #</b>	<b>Ind.</b>	<b>Loc. or Individ.</b>	<b>Emp. Sup.</b>	<b>Cent. Based Work</b>	<b>Com. Based Day</b>	<b>Total Met / Rated</b>	<b>Rating</b>
L1	Abuse/neglect training	I			4/4	<b>4/4</b>	<b>Met</b>
L5	Safety Plan	L			1/1	<b>1/1</b>	<b>Met</b>
☞ L6	Evacuation	L			1/1	<b>1/1</b>	<b>Met</b>
L7	Fire Drills	L			1/1	<b>1/1</b>	<b>Met</b>
L8	Emergency Fact Sheets	I			4/4	<b>4/4</b>	<b>Met</b>
L9 (07/21)	Safe use of equipment	I			1/4	<b>1/4</b>	<b>Not Met (25.00 %)</b>
☞ L11	Required inspections	L			1/1	<b>1/1</b>	<b>Met</b>
☞ L12	Smoke detectors	L			1/1	<b>1/1</b>	<b>Met</b>
☞ L13	Clean location	L			1/1	<b>1/1</b>	<b>Met</b>
L14	Site in good repair	L			1/1	<b>1/1</b>	<b>Met</b>
L15	Hot water	L			1/1	<b>1/1</b>	<b>Met</b>
L16	Accessibility	L			1/1	<b>1/1</b>	<b>Met</b>
L17	Egress at grade	L			1/1	<b>1/1</b>	<b>Met</b>
L20	Exit doors	L			1/1	<b>1/1</b>	<b>Met</b>
L21	Safe electrical equipment	L			1/1	<b>1/1</b>	<b>Met</b>
L22	Well-maintained appliances	L			1/1	<b>1/1</b>	<b>Met</b>
L25	Dangerous substances	L			1/1	<b>1/1</b>	<b>Met</b>
L26	Walkway safety	L			1/1	<b>1/1</b>	<b>Met</b>
L27	Pools, hot tubs, etc.	L			0/1	<b>0/1</b>	<b>Not Met (0 %)</b>
L28	Flammables	L			1/1	<b>1/1</b>	<b>Met</b>

<b>Ind. #</b>	<b>Ind.</b>	<b>Loc. or Individ.</b>	<b>Emp. Sup.</b>	<b>Cent. Based Work</b>	<b>Com. Based Day</b>	<b>Total Met / Rated</b>	<b>Rating</b>
L29	Rubbish/combustibles	L			1/1	1/1	<b>Met</b>
L30	Protective railings	L			1/1	1/1	<b>Met</b>
L31	Communication method	I			4/4	4/4	<b>Met</b>
L32	Verbal & written	I			4/4	4/4	<b>Met</b>
L37	Prompt treatment	I			4/4	4/4	<b>Met</b>
L39	Dietary requirements	I			1/1	1/1	<b>Met</b>
L49	Informed of human rights	I			0/4	0/4	<b>Not Met (0 %)</b>
L50 (07/21)	Respectful Comm.	I			4/4	4/4	<b>Met</b>
L51	Possessions	I			4/4	4/4	<b>Met</b>
L52	Phone calls	I			4/4	4/4	<b>Met</b>
L54 (07/21)	Privacy	I			4/4	4/4	<b>Met</b>
L55	Informed consent	I			4/4	4/4	<b>Met</b>
L77	Unique needs training	I			4/4	4/4	<b>Met</b>
L80	Symptoms of illness	L			1/1	1/1	<b>Met</b>
L81	Medical emergency	L			1/1	1/1	<b>Met</b>
L85	Supervision	L			1/1	1/1	<b>Met</b>
L86	Required assessments	I			2/4	2/4	<b>Not Met (50.0 %)</b>
L87	Support strategies	I			2/2	2/2	<b>Met</b>
L88	Strategies implemented	I			4/4	4/4	<b>Met</b>
L91	Incident management	L			1/1	1/1	<b>Met</b>
L93 (05/22)	Emergency back-up plans	I			4/4	4/4	<b>Met</b>

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L94 (05/22)	Assistive technology	I			0/4	0/4	Not Met (0 %)
<b>#Std. Met/# 42 Indicator</b>						37/42	
<b>Total Score</b>						41/46	
						89.13%	

### 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	0/4	Not Met (0 %)
C8	Family/guardian communication	4/4	Met
C13	Skills to maximize independence	4/4	Met
C37	Interpersonal skills for work	4/4	Met
C38 (07/21)	Habilitative & behavioral goals	4/4	Met
C39 (07/21)	Support needs for employment	0/4	Not Met (0 %)
C40	Community involvement interest	4/4	Met
C41	Activities participation	4/4	Met
C42	Connection to others	4/4	Met
C43	Maintain & enhance relationship	4/4	Met

**Community Based Day Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C44	Job exploration	0/4	<b>Not Met (0 %)</b>
C45	Revisit decisions	4/4	<b>Met</b>
C46	Use of generic resources	4/4	<b>Met</b>
C47	Transportation to/ from community	4/4	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	4/4	<b>Met</b>