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| **PROVIDER REPORT FOR** |

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| **Transitions Centers, Inc.782 Route 28 South Yarmouth, MA 02664**  |

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| **Version** |

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| **Public Provider Report** |

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| **Prepared by the Department of Developmental ServicesOFFICE OF QUALITY ENHANCEMENT** |

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| **SUMMARY OF OVERALL FINDINGS** |

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| **Provider** |

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| Transitions Centers, Inc. |

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| **Review Dates** |

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| 8/2/2021 - 8/5/2021 |

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| **Service Enhancement Meeting Date** |

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| 8/18/2021 |

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| **Survey Team** |

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| Katherine Gregory |
| Jessica Reilly |
| Jamie Savage (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** | 1 location(s) 6 audit (s)  | Full Review | 29/34 2 Year License 08/18/2021 - 08/18/2023 |  | 23 / 29 Certified with Progress Report 08/18/2021 - 08/18/2023 |
| Employment Support Services | 1 location(s) 6 audit (s)  |  |  | Full Review | 17 / 23 |
| Planning and Quality Management |   |  |  | Full Review | 6 / 6 |

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| **EXECUTIVE SUMMARY :** |

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| Transitions Centers, Inc. (TCI) is a private not for profit agency that was started in 2008, that offers a range of day services to young adults with autism spectrum disorder, and/or developmental and intellectual disabilities living on Cape Cod. Services offered by the agency include In Home Supports, Day Habilitation and Employment Services. The agency currently provides Employment Services for 26 individuals and serves a total of 97 individuals. The scope of this survey included a review of all licensure and certification indicators for TCI's Employment Services. Transitions Centers, Inc. is considered a site-less service, only indicators related to the individuals were rated. Based on the results of this review, the agency achieved positive outcomes organizationally, including ensuring that all staff are appropriately trained in mandated trainings. During the COVID-19 pandemic the agency continued to successfully supplement trainings with the provision of additional training in areas of universal precautions and transmission prevention. The agency demonstrated that they had up to date materials and had trained staff in these additional essential topics. All staff and individuals were aware of the importance of these added protections. In the area of personal safety, the agency's system to ensure that all individuals served were able to safely use equipment in their workplace. Incidents were reported as required and staff were knowledgeable about the criteria for reporting. The agency ensured that immediate actions were taken and that longer-term action steps were implemented to maintain the safety of individuals. In the area of healthcare, the agency ensured that staff knew the necessary steps to take if an individual was sick. The agency ensured that individuals were also aware of what actions needed to be taken with their employer if they were feeling sick and needed care. Within the area of human rights, it was evident that staff was knowledgeable of their responsibilities to report abuse, neglect, and mistreatment. Written and oral communication with and about the individuals TCI serves was respectful and supportive, and individuals expressed that they were happy with the services they are receiving.The survey also identified several positive outcomes within the certification areas. The agency has been successful in ensuring that individuals have the necessary supports in place to enhance retention and promotions. For example, one individual has been with the same employer for seven (7) years and has moved from stocking shelves into being a cashier. TCI also ensured that individuals received the interpersonal skills necessary to manage any of their needs with their supervisor. For example, individuals were supported to independently communicate needed schedule changes, request vacation time, and call out sick to the appropriate people.The agency also ensures that the individuals have the resources to get to and from work based on their schedules. The agency has a fleet of transportation vehicles to help individuals get back and forth from work when needed. The agency also works with the individual to find other transportation resources that maximize independence like use of public transportation.While the agency demonstrated strengths in several service delivery areas, a few areas were identified where addition attention is recommended. For example, the agency needs to strengthen its current system to ensure that individuals and guardians have been informed/trained in human rights and in how to report alleged abuse and neglect.In the area of supervision, the agency needs to improve on identifying key areas that staff need additional guidance and support to effectively support individuals. For example, one staff was not aware that an individual had ISP goals and what supportive strategies were in place. The agency needs to develop a system to ensure that supportive strategies are being implemented for all individuals served. It is also recommended that the agency develops a process for training staff to assess individuals' assistive technology and/or modification needs to maximize independence in their employment settings. Another area of focus should be to provide training to staff and individuals on benefits/entitlements and how to manage in a way that allows them to work successfully in the community.Based on the findings of this review, the agency has earned a Two-Year License for Employment/Day supports by receiving a rating of met for 17 out of 23 licensing indicators (85%) with a 60-day follow up. The agency is also Certified for Employment/Day supports receiving a rating of met for 17 of 23 indicators. (79%) with a progress report due to OQE in one year. |

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| **LICENSURE FINDINGS** |

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|  | **Met / Rated** | **Not Met / Rated** | **% Met** |
| **Organizational** | **9/9** | **0/9** |  |
| **Employment and Day Supports** | **20/25** | **5/25** |  |
|  Employment Support Services |  |  |  |
| **Critical Indicators** | **1/1** | **0/1** |  |
| **Total** | **29/34** | **5/34** | **85%** |
| **2 Year License** |  |  |  |
| **# indicators for 60 Day Follow-up** |  | **5** |  |

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|  | **Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:** |
|  | **Indicator #** | **Indicator** | **Area Needing Improvement** |
|  |  L1 | Individuals have been trained and guardians are provided with information in how to report alleged abuse/neglect. | For 2 out of 6 individuals and guardians were not trained or provided information in how to report alleged abuse/neglect. The agency needs to strengthen their current system to ensure that all individuals and guardians are trained and provided information on how to report alleged abuse and/or neglect. |
|  |  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. | For 2 out of 6 individuals and guardians have not been informed of their human rights and how to file a grievance. The agency needs to strengthen their current system to ensure that all individuals and guardians are informed of their rights and how to file a grievance and to whom they should talk to if there is a concern. |
|  |  L77 | The agency assures that staff / care providers are familiar with and trained to support the unique needs of individuals. | For 2 out of 6 individuals, staff had not received training in the medications they regularly took for behavioral purposes. For 1 individual, staff had not received training in both the individual's diagnoses and their medications and side effects. The agency needs to ensure that staff are trained in individuals unique needs including diagnoses and medications with their side effects. |
|  |  L85 | The agency provides ongoing supervision, oversight and staff development. | The agency needs to improve supervision, oversight, and staff development in areas such as ISP goals, data tracking, diagnoses, assistive technology, and how to support individuals in managing their entitlements. |
|  |  L88 | Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented. | For 5 out of 6 individuals support strategies were not being implemented. The agency needs to ensure that support strategies identified and agree upon in the ISP are being implemented. |

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| **CERTIFICATION FINDINGS** |

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|  | **Met / Rated** | **Not Met / Rated** | **% Met** |
| **Certification - Planning and Quality Management** | **6/6** | **0/6** |  |
| **Employment and Day Supports** | **17/23** | **6/23** |  |
| Employment Support Services | 17/23 | 6/23 |  |
| **TOTAL** | **23/29** | **6/29** | **79%** |
| **Certified with Progress Report** |  |  |  |

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|  | **Employment Support Services- Areas Needing Improvement on Standards not met:** |
|  | **Indicator #** | **Indicator** | **Area Needing Improvement** |
|  |  C22 | Staff have effective methods to assist individuals to explore their job interests. | 2 out of 4 individuals reviewed were not assisted in exploring their job interests. The agency needs to ensure that there are effective strategies used to assist individuals to explore their job interests. |
|  |  C24 | There is a plan developed to identify job goals and support needs. | 2 out of 4 individuals did not have a plan to identify job goals and the supports needed to achieve those goals. The agency needs to ensure there is a plan developed based on each individual's skills and interests which helps them to pinpoint their employment goals and determine the assistance the agency staff needs to provide to support individuals attain these goals. |
|  |  C26 | Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community. | For 5 individuals, the agency had not completed an analysis of how their earnings would affect their benefits, and no information regarding this was provided to the individuals and their families. Distinct career plans need to be developed for each individual including an analysis of their current and future earnings, and its potential impact on their benefits. A clear explanation of the relationship between income and benefits as well as potential outcomes for that individual, including information on how to manage and prevent loss of benefits needs to be provided to individuals and families. |
|  |  C35 | Individuals are given feedback on job performance by their employer. | 3 of 5 individuals had not received evaluation from their employers. The agency needs to ensure advocacy is provided for all individuals to receive feedback from their employers on a schedule and in a manner comparable to other employees of the same company. The agency needs to facilitate the individual's understanding of the feedback and ensure reinforcement of changes needed. |
|  |  C50 | Individuals are supported to understand and become a part of the culture of the workplace (including workplace social activities and events). | 2 of 6 individuals were not supported to become part of their work culture. The agency needs to ensure individuals are provided with information and supports that allow them to engage in workplace celebrations and activities with fellow workers such as birthday celebrations and company picnics. |
|  |  C54 | Individuals have the assistive technology and/or modifications to maximize independence.  | 4 of 6 individuals had areas of need in which they could potentially benefit from assistive technology (AT) which had not been identified by an assessment nor were they supported to explore AT. One individual had areas of need identified in his assistive Technology Assessment and had no technology recommended or in place to address these needs. The agency needs to ensure that all individuals are assessed for areas in which their independence could be enhanced through the use of assistive technology, and to develop a plan to obtain and implement the use of technology. |
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| **MASTER SCORE SHEET LICENSURE** |

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| **Organizational: Transitions Centers, Inc.** |

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|  | **Indicator #** | **Indicator** | **Met/Rated** | **Rating(Met,Not Met,NotRated)** |
| O |  L2 | Abuse/neglect reporting | **1/1** | **Met** |
|  |  L3 | Immediate Action | **1/1** | **Met** |
|  |  L4 | Action taken | **1/1** | **Met** |
|  |  L48 | HRC | **1/1** | **Met** |
|  |  L66 | HRC restraint review | **1/1** | **Met** |
|  |  L74 | Screen employees | **2/2** | **Met** |
|  |  L75 | Qualified staff | **2/2** | **Met** |
|  |  L76 | Track trainings | **3/3** | **Met** |
|  |  L83 | HR training | **3/3** | **Met** |

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| **Employment and Day Supports:** |

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|  | **Ind. #** | **Ind.** | **Loc. or Indiv.** | **Emp. Sup.** | **Cent. Based Work** | **Com. Based Day** | **Total Met / Rated** | **Rating** |
|  |  L1 | Abuse/neglect training | I | 4/6 |  |  | **4/6** | **Not Met(66.67 %)** |
|  |  L8 | Emergency Fact Sheets | I | 5/6 |  |  | **5/6** | **Met(83.33 %)** |
|  |  L9 (07/21) | Safe use of equipment | I | 6/6 |  |  | **6/6** | **Met** |
|  |  L10 | Reduce risk interventions | I | 1/1 |  |  | **1/1** | **Met** |
|  |  L31 | Communication method | I | 6/6 |  |  | **6/6** | **Met** |
|  |  L32 | Verbal & written | I | 6/6 |  |  | **6/6** | **Met** |
|  |  L37 | Prompt treatment | I | 6/6 |  |  | **6/6** | **Met** |
|  |  L39 | Dietary requirements | I | 1/1 |  |  | **1/1** | **Met** |
|  |  L49 | Informed of human rights | I | 4/6 |  |  | **4/6** | **Not Met(66.67 %)** |
|  |  L50 (07/21) | Respectful Comm. | I | 6/6 |  |  | **6/6** | **Met** |
|  |  L51 | Possessions | I | 6/6 |  |  | **6/6** | **Met** |
|  |  L52 | Phone calls | I | 6/6 |  |  | **6/6** | **Met** |
|  |  L54 (07/21) | Privacy | I | 6/6 |  |  | **6/6** | **Met** |
|  |  L55 | Informed consent | I | 2/2 |  |  | **2/2** | **Met** |
|  |  L63 | Med. treatment plan form | I | 1/1 |  |  | **1/1** | **Met** |
|  |  L72 | DOL requirements | I | 1/1 |  |  | **1/1** | **Met** |
|  |  L73 | DOL certificate | L | 1/1 |  |  | **1/1** | **Met** |
|  |  L77 | Unique needs training | I | 4/6 |  |  | **4/6** | **Not Met(66.67 %)** |
|  |  L80 | Symptoms of illness | L | 1/1 |  |  | **1/1** | **Met** |
|  |  L81 | Medical emergency | L | 1/1 |  |  | **1/1** | **Met** |
|  |  L85 | Supervision  | L | 0/1 |  |  | **0/1** | **Not Met(0 %)** |
|  |  L86 | Required assessments | I | 3/4 |  |  | **3/4** | **Met** |
|  |  L87 | Support strategies | I | 4/5 |  |  | **4/5** | **Met(80.0 %)** |
|  |  L88 | Strategies implemented | I | 1/5 |  |  | **1/5** | **Not Met(20.0 %)** |
|  |  L91 | Incident management | L | 1/1 |  |  | **1/1** | **Met** |
|  | **#Std. Met/# 25 Indicator** |  |  |  |  |  | **20/25** |  |
|  | **Total Score** |  |  |  |  |  | **29/34** |  |
|  |  |  |  |  |  |  | **85.29%** |  |

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| **MASTER SCORE SHEET CERTIFICATION** |

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|  | **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 | 6/6 | **Met** |
|  |  C4 | Utilizes input from stakeholders | 1/1 | **Met** |
|  |  C5 | Measure progress | 1/1 | **Met** |
|  |  C6 | Future directions planning | 1/1 | **Met** |
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| **Employment Support Services** |
| **Indicator #** | **Indicator** | **Met/Rated** | **Rating** |
|  C7 | Feedback on staff / care provider performance | 6/6 | **Met** |
|  C8 | Family/guardian communication | 6/6 | **Met** |
|  C20 (07/21) | Emergency back-up plans | 6/6 | **Met** |
|  C22 | Explore job interests | 2/4 | **Not Met (50.0 %)** |
|  C23 | Assess skills & training needs | 3/4 | **Met** |
|  C24 | Job goals & support needs plan | 2/4 | **Not Met (50.0 %)** |
|  C25 | Skill development | 3/4 | **Met** |
|  C26 | Benefits analysis | 0/5 | **Not Met (0 %)** |
|  C27 | Job benefit education | 6/6 | **Met** |
|  C28 | Relationships w/businesses | 1/1 | **Met** |
|  C29 | Support to obtain employment | 5/5 | **Met** |
|  C30 | Work in integrated settings | 5/6 | **Met (83.33 %)** |
|  C31 | Job accommodations | 6/6 | **Met** |
|  C32 | At least minimum wages earned | 6/6 | **Met** |
|  C33 | Employee benefits explained | 6/6 | **Met** |
|  C34 | Support to promote success | 6/6 | **Met** |
|  C35 | Feedback on job performance | 2/5 | **Not Met (40.0 %)** |
|  C36 | Supports to enhance retention | 6/6 | **Met** |
|  C37 | Interpersonal skills for work | 5/5 | **Met** |
|  C47 | Transportation to/ from community | 6/6 | **Met** |
|  C50 | Involvement/ part of the Workplace culture | 4/6 | **Not Met (66.67 %)** |
|  C51 | Ongoing satisfaction with services/ supports | 6/6 | **Met** |
|  C54 | Assistive technology | 2/6 | **Not Met (33.33 %)** |
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