



**PROVIDER REPORT  
FOR**

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

**Version**

**Public Provider Report**

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

## **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	Transitions Centers, Inc.
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<b>Review Dates</b>	8/8/2023 - 8/14/2023
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<b>Service Enhancement Meeting Date</b>	8/30/2023
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<b>Survey Team</b>	William Muguro (TL) Kayla Condon
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<b>Citizen Volunteers</b>	
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**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) 6 audit (s)	Targeted Review	DDS 9/9 Provider 26 / 26  35 / 35 2 Year License 08/30/2023-08/30/2025		27/27 Certified 08/30/2023 - 08/30/2025
Employment Support Services	1 location(s) 6 audit (s)			Deemed	21/21(Provider)
Planning and Quality Management				Deemed	6/6(Provider)

## **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 Day Habilitation, Employment Supports, and Individual Support Services.

This review included audits of the agency's employment supports. The agency was eligible for and chose to conduct a self-assessment of licensure and certification indicators for its day services. As a result, the scope of this DDS licensing review was limited to critical indicators, indicators receiving a rating of 'not met' during the 2021 survey, and any new or strengthened licensing indicators that came into effect since the last full review.

Transition Centers is currently accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and has elected to deem CARF in lieu of DDS Certification for its day services.

Based on the results of this review, the agency achieved positive outcomes both organizationally and at the site level. All staff and individuals had been trained on what constitutes reportable allegations; they knew who to talk to report incidents and had been provided the phone number for DPPC. In the area of goal accomplishment, services and support strategies identified and agreed upon in the ISP for which the provider had designated responsibility were being implemented fully, staff were knowledgeable of support services, and support strategies were being implemented as designed. Individuals and their jobs coaches were meeting at least once every month to review progress. Both staff and individuals served were aware of the agency's backup plan, individuals knew who to call in case of an emergency and had all the contact numbers available to them.

In the area of assistive technology, all individuals had been assessed to identify any assistive technology that may be of benefit to maximize independence and staff were competent and knowledgeable in the use of individuals technology and devices. Many individuals were supported to use timers for time reminders as well as various applications to monitor work schedule and request time off work.

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 23 out of 23 licensing indicators (100%).

## **Description of Self Assessment Process:**

Since our last DDS QE survey, Transitions Centers has worked on processes and procedures to ensure that TCI is meeting the needs of our Members. These measures include:

Movement from a paper Case Management system to an electronic Case Management System. This allows for ensuring an improvement in Case Management, as our Manager has easy access to all member files, including goals and progress documentation. The system is also organized so that staff are required to complete some information before moving on to additional Case Management, ensuring that the necessary information is complete. At this time, the conversion from paper to electronic is progressing.

Member Goals are reviewed monthly. This is done by the Manager (as well as the Director of Programs) to ensure that goals are measurable and determine the progress made for each individual served. For employed Members, goals include exploring workplace culture/activities monthly.

When Members are either in Job Search or have expressed an interest in changing positions, the Manager will work with the Employment Specialist to review the Situational Assessment and to develop a Job Search plan relative to the Situational Assessment findings.

When changes in hours/wages/benefits are known, TCI contacts the representative payee regarding these changes. In addition, TCI has added benefits information to our Employment Services Handbook with a sign-off for Members and Re-Payees.

TCI has included Social Security/Benefits training as additional training for Employment staff. These staff also receive updates on the SSA Red Book annually.

TCI Employment staff receive a copy of each Member's evaluation upon completion by the employer. For those Members whose employers do not have formal evaluations, TCI has created an evaluation template for them to use.

Assistive Technology assessments are done on each Member upon being hired. In addition, TCI has just received a grant from DDS for Innovation Funding to Promote the use of Supportive Technology. Specifically, TCI will work with a DDS-approved vendor on remote job coaching.

In addition to these, the TCI Leadership Team meets weekly to review issues related to agency topics, including follow-up on broad topics (like Critical Incidents) ensuring that the agency ensures follow-up on all issues identified.

## **LICENSURE FINDINGS**

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>9/9</b>	<b>0/9</b>	
<b>Employment and Day Supports</b>	<b>26/26</b>	<b>0/26</b>	
Employment Support Services			
<b>Critical Indicators</b>	<b>1/1</b>	<b>0/1</b>	
<b>Total</b>	<b>35/35</b>	<b>0/35</b>	<b>100%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>0</b>	

## CERTIFICATION FINDINGS

	Reviewed By	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>Provider (also Deemed)</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>Provider</b>	<b>21/21</b>	<b>0/21</b>	
Employment Support Services	Provider (also Deemed)	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: Transitions Centers, Inc.

Indicator #	Indicator	Reviewed by	Met/Rated	Rating(Met,Not Met,NotRated)
FD L2	Abuse/neglect reporting	DDS	2/2	Met
L3	Immediate Action	Provider	-	Met
L4	Action taken	Provider	-	Met
L48	HRC	Provider	-	Met
L66	HRC restraint review	Provider	-	Met
L74	Screen employees	Provider	-	Met
L75	Qualified staff	Provider	-	Met
L76	Track trainings	Provider	-	Met
L83	HR training	Provider	-	Met

### Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	DDS	6/6			6/6	Met
L8	Emergency Fact Sheets	I	Provider		-		-	Met
L9 (07/21)	Safe use of equipment	I	Provider		-		-	Met
L10	Reduce risk interventions	I	Provider		-		-	Met
L31	Communication method	I	Provider		-		-	Met
L32	Verbal & written	I	Provider		-		-	Met
L37	Prompt treatment	I	Provider		-		-	Met
L39	Dietary requirements	I	Provider		-		-	Met
L49	Informed of human rights	I	DDS	6/6			6/6	Met



Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L50 (07/21)	Respectful Comm.	I	Provider		-		-	Met
L51	Possessions	I	Provider		-		-	Met
L52	Phone calls	I	Provider		-		-	Met
L54 (07/21)	Privacy	I	Provider		-		-	Met
L55	Informed consent	I	Provider		-		-	Met
L72	DOL requirements	I	Provider		-		-	Met
L77	Unique needs training	I	DDS	6/6			6/6	Met
L80	Symptoms of illness	L	Provider		-		-	Met
L81	Medical emergency	L	Provider		-		-	Met
L85	Supervision	L	DDS	1/1			1/1	Met
L86	Required assessments	I	Provider		-		-	Met
L87	Support strategies	I	Provider		-		-	Met
L88	Strategies implemented	I	DDS	6/6			6/6	Met
L91	Incident management	L	Provider		-		-	Met
L93 (05/22)	Emergency back-up plans	I	DDS	6/6			6/6	Met
L94 (05/22)	Assistive technology	I	DDS	6/6			6/6	Met
L96 (05/22)	Staff training in devices and applications	I	DDS	6/6			6/6	Met
<b>#Std. Met/# 26 Indicator</b>							<b>26/26</b>	
<b>Total Score</b>							<b>35/35</b>	
							<b>100%</b>	

## MASTER SCORE SHEET CERTIFICATION

### Certification - Planning and Quality Management

	Indicator #	Indicator	Reviewed By	Met/Rated	Rating
	C1	Provider data collection	Provider	-	<b>Met</b>
	C2	Data analysis	Provider	-	<b>Met</b>
	C3	Service satisfaction	Provider	-	<b>Met</b>
	C4	Utilizes input from stakeholders	Provider	-	<b>Met</b>
	C5	Measure progress	Provider	-	<b>Met</b>
	C6	Future directions planning	Provider	-	<b>Met</b>

### Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	<b>Met</b>
C8	Family/guardian communication	Provider	-	<b>Met</b>
C22	Explore job interests	Provider	-	<b>Met</b>
C23	Assess skills & training needs	Provider	-	<b>Met</b>
C24	Job goals & support needs plan	Provider	-	<b>Met</b>
C25	Skill development	Provider	-	<b>Met</b>
C26	Benefits analysis	Provider	-	<b>Met</b>
C27	Job benefit education	Provider	-	<b>Met</b>
C28	Relationships w/businesses	Provider	-	<b>Met</b>
C29	Support to obtain employment	Provider	-	<b>Met</b>
C30	Work in integrated settings	Provider	-	<b>Met</b>
C31	Job accommodations	Provider	-	<b>Met</b>
C32	At least minimum wages earned	Provider	-	<b>Met</b>
C33	Employee benefits explained	Provider	-	<b>Met</b>
C34	Support to promote success	Provider	-	<b>Met</b>
C35	Feedback on job performance	Provider	-	<b>Met</b>
C36	Supports to enhance retention	Provider	-	<b>Met</b>

**Employment Support Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Reviewed By</b>	<b>Met/Rated</b>	<b>Rating</b>
C37	Interpersonal skills for work	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>
C50	Involvement/ part of the Workplace culture	Provider	-	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>