



**PROVIDER REPORT
FOR**

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

October 07, 2025

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider Transitions Centers, Inc.

Review Dates 9/8/2025 - 9/11/2025

Service Enhancement Meeting Date 9/23/2025

Survey Team Michelle Boyd
Linda Griffith (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	2 location(s) 8 audit (s)	Full Review	46/50 2 Year License 09/23/2025 - 09/23/2027		21 / 21 Certified 09/23/2025 - 09/23/2027
Community Based Day Services	1 location(s) 2 audit (s)			Full Review	15 / 15
Employment Support Services	1 location(s) 6 audit (s)			Deemed	
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Transitions Centers, Inc. (TCI), based in Cape Cod, is a private non-profit agency that has provided day services to young adults with autism spectrum disorder and/or intellectual and developmental disabilities since 2008. Services include Employment Supports, Individual Home Supports, and Day Habilitation. In March 2025, the agency expanded to provide Community-Based Day Supports (CBDS), which were included in the scope of this survey cycle.

The DDS Office of Quality Enhancement (OQE) conducted a full licensing review of TCI's Employment and Day Services grouping. As the agency was accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), it elected to use its CARF review results to meet certification requirements for Employment Supports. Certification indicators for CBDS were reviewed directly by DDS/OQE.

The review identified positive outcomes across organizational systems and service delivery. Staff were trained in mandated reporting, human rights, first aid, CPR, Positive Behavior Supports, incident reporting, and universal precautions, including infection control and transmission prevention. Oversight systems ensured training requirements were completed as required.

In Day Services, staff demonstrated familiarity with individuals' unique needs, supported by access to detailed training information on medical diagnoses and conditions. Within healthcare, staff were knowledgeable about how to respond to acute or episodic illnesses and supported individuals in understanding what actions to take with their employers if they became ill while at work. In the domain of human rights, individuals were trained in recognizing and reporting abuse or neglect, filing grievances, and contacting the Disabled Persons Protection Commission (DPPC). Interviewed individuals confirmed they knew how and with whom to report concerns. Written and oral communication with and about individuals was respectful, and individuals expressed satisfaction with their services.

The agency was also responsive to feedback. One individual receiving Employment Supports who was deaf expressed dissatisfaction that staff did not communicate in American Sign Language (ASL). In response, the agency reassigned her to a case manager proficient in ASL, and her satisfaction increased. Video-based ASL trainings were also made available for all staff.

Within the area of assistive technology, individuals were assessed for devices that could increase independence, and staff were competent in supporting their use. Individuals used timers on phones to monitor work schedules and breaks, dry erase boards for organization, and calculators to assist with purchases during volunteer work at a church thrift store.

In CBDS, certification findings reflected additional strengths. Staff were familiar with individuals' interests and preferences and incorporated them into programming. A dry erase board was used at the CBDS office for individuals to post interests and goals, which staff then integrated into schedules. Individuals received support to build social and work skills and to form community connections aligned with their goals. CBDS programming emphasized community engagement, skill development, and the use of generic resources. Volunteer opportunities allowed individuals to explore roles in areas such as artistry, architecture, public safety, water management, wildlife conservation, agriculture, nature trail maintenance, disability advocacy, and other community organizations. Staff supported individuals to prepare questions for site visits and to follow up by writing and mailing thank-you notes. Interviewed individuals consistently reported satisfaction with their community involvement, volunteer experiences, and employment supports. Communications with and about individuals were respectful and person-centered.

Several areas required further attention. At an organizational level, the agency needed to ensure that the Human Rights Committee met quarterly and included the full range of required expertise in its

membership. A Fire Safety Officer needed to be identified and trained for the CBDS/Employment site, and fire drills needed to be conducted in accordance with the agency's Emergency Evacuation Safety Plan. Within healthcare, Emergency Fact Sheets lacked required elements, including individuals' physical characteristics (such as height), significant behaviors, relevant capabilities and limitations, typical patterns of movement if lost, places frequented, and likely response to search efforts.

Based on the results of this review, Transitions Centers, Inc. met 92% of licensing indicators in Employment and Day Supports, including all critical indicators, and will be issued a Two-Year License. The agency met 100% of certification indicators and is fully certified. Follow-up on licensing indicators rated as Not Met will be completed by the agency and submitted to OQE within 60 days of the Service Enhancement Meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	6/8	2/8	
Employment and Day Supports	40/42	2/42	
Community Based Day Services Employment Support Services			
Critical Indicators	5/5	0/5	
Total	46/50	4/50	92%
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 was not meeting on a quarterly basis, and the current membership did not include clinical expertise. The agency needs to ensure that the Human Rights Committee holds quarterly meetings per their bylaws, and that committee membership includes all required areas of expertise.
L76	The agency has and utilizes a system to track required trainings.	The agency did not have a fire safety officer at their CBDS/employment location. The agency needs to ensure that there is at least one staff member who has received the fire safety officer training per location.

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

Indicator #	Indicator	Area Needing Improvement
L7	Fire drills are conducted as required.	The safety plan stated that 12 fire drills would be completed a year. The agency had completed one fire drill in the last year. The agency needs to ensure that fire drills are completed in accordance with the number of fire drills identified in the safety plan.

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 eight individuals, the Emergency Fact Sheet did not include all necessary components including height, significant behaviors, relevant capabilities and/or limitations, pattern of movement if lost, and likely response to search efforts. The agency needs to ensure that all mandatory components are included on individuals' Emergency Fact Sheets.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	15/15	0/15	
Community Based Day Services	15/15	0/15	
Total	21/21	0/21	100%
Certified			

MASTER SCORE SHEET LICENSURE

Organizational: Transitions Centers, Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
℞ L2	Abuse/neglect reporting	2/2	Met
L3	Immediate Action	1/1	Met
L4	Action taken	1/1	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	2/2	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	2/3	Not Met(66.67 %)
L83	HR training	3/3	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	6/6		2/2	8/8	Met
L5	Safety Plan	L			1/1	1/1	Met
☞ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			0/1	0/1	Not Met (0 %)
L8	Emergency Fact Sheets	I	0/6		0/2	0/8	Not Met (0 %)
L9 (07/21)	Safe use of equipment	I	6/6		2/2	8/8	Met
☞ L11	Required inspections	L			1/1	1/1	Met
☞ L12	Smoke detectors	L			1/1	1/1	Met
☞ L13	Clean location	L			1/1	1/1	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			1/1	1/1	Met
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			1/1	1/1	Met
L22	Well-maintained appliances	L			1/1	1/1	Met
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	6/6		2/2	8/8	Met
L32	Verbal & written	I	6/6		2/2	8/8	Met
L37	Prompt treatment	I	6/6		2/2	8/8	Met
L49	Informed of human rights	I	6/6		2/2	8/8	Met
L50 (07/21)	Respectful Comm.	I	6/6		2/2	8/8	Met
L51	Possessions	I	6/6		2/2	8/8	Met
L52	Phone calls	I	6/6		2/2	8/8	Met
L54 (07/21)	Privacy	I	6/6		2/2	8/8	Met
L55	Informed consent	I	6/6		2/2	8/8	Met
L77	Unique needs training	I	6/6		2/2	8/8	Met
L79	Restraint training	L	1/1		1/1	2/2	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	3/4			3/4	Met
L87	Support strategies	I	5/6			5/6	Met (83.33 %)
L88	Strategies implemented	I	5/6			5/6	Met (83.33 %)
L91	Incident management	L			1/1	1/1	Met
L93 (05/22)	Emergency back-up plans	I	6/6		2/2	8/8	Met
L94 (05/22)	Assistive technology	I	6/6		2/2	8/8	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L96 (05/22)	Staff training in devices and applications	I	1/1		2/2	3/3	Met
#Std. Met/# 42 Indicator						40/42	
Total Score						46/50	
						92.00%	

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	2/2	Met
C8	Family/guardian communication	2/2	Met
C13	Skills to maximize independence	2/2	Met
C37	Interpersonal skills for work	2/2	Met
C38 (07/21)	Habilitative & behavioral goals	2/2	Met
C39 (07/21)	Support needs for employment	2/2	Met
C40	Community involvement interest	2/2	Met
C41	Activities participation	2/2	Met
C42	Connection to others	2/2	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C43	Maintain & enhance relationship	2/2	Met
C44	Job exploration	2/2	Met
C45	Revisit decisions	2/2	Met
C46	Use of generic resources	2/2	Met
C47	Transportation to/ from community	2/2	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met