



## **Autism Services Association, Inc.**

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*Information, Referral, Education, Supported Employment and Rehabilitation Services*

*Serving Central and Eastern Massachusetts*

## **Semi- Annual Executive Outcome Report**

**1 JANUARY 2018– 30 June 2018**

### **I. ROSTER:**

ASA is providing services to 89 individuals. We have 65 in the Supported Employment program and 24 in the Day Habilitation Program.

### **II REFERALS:**

Since January, we have had a total of 13 referrals.

Of the 13, referrals five are turning 22 later this year. Three are pending assessment and documentation. Two have been accepted: One we are waiting to hear from DDS if parents have chosen ASA, if they did he will start 8/24/18. The other one will be starting 9/4/18 if DDS approves funding. Three were not accepted because of their needs.

All referrals were referred to the full Community Based Day Support program. (employment). Our Day Habilitation program has 19 FTE members, we are approved to have 30 members.

We did have 2 referrals starts from previous year

### **Individuals who entered the program:**

One started February 9, 2018 and is a full time member in the Day Habilitation Program. The other person started April 30, 2018 and is in the Community Based Day supports Program. One person discharged from Day Habilitation and is no in both the Community based Day Program and hours in the Employment Program.

### **Individuals who have left the program:**

There were no discharges during this six-month period.

### **III. Employment:**

**The following is a list of current worksites on a Work site agreement with ASA:**

1. Savemore, Somerville: Assembling six packs, bottle return and stocking
2. Dana Hall, Wellesley: Landscaping and janitorial
3. CVS: Framingham: Stocking and pricing merchandise
4. Laurie Center (Ladders): Lexington: Office work, janitorial
5. Bay Path Delivery of meals to the elderly. (3 routes)

6. New England Sports Center, Marlboro, janitorial
7. Marks Low Price Distribution (MLPD) janitorial (started May 2017)
8. Ali Med, Wellesley (office)
9. Democracy center 2/2017 (Kitchen utility)

**The following is a list of work sites that are Employer Paid:**

1. Star/Shaw's, Mount Auburn: Collecting Carriages
2. Star/Shaw's Market, Somerville: Collecting Carriages
3. Star/Shaw's Market Morrissey Collecting Carriages
4. Star/Shaw's Market Dedham: Collecting Carriages
5. Market Basket, Westford: Collecting Carriages
6. TJ MAX, Waltham: Stocking and Pricing
7. Market Basket, Waltham: Collecting Carriages
8. Market Basket, Waltham: Collecting Carriages
9. Vanderbilt Club, janitorial
10. CVS Wellesley (route 9)
11. CVS Linden St.

**The following is a list of jobs that Pay minimum wage**

- Autism Services Association Inc., Wellesley: Janitorial, car washing and Landscaping
- ASA Donation Clothing Recycle (Switch to Employer Paid; June 2017)

**The following is a list of Volunteer worksites:**

1. Newton Wellesley Hospital
2. Cradles for Crayons
3. Bay Path
4. Ali Med, Wellesley (office)
5. Epill
6. Department of Wellesley Parks
7. Concord Farm

**Job Development**

The Job Developer continues to search and secure new employment. We have applied for several positions at several different retailers. We typically do not hear back from them or they are interested but not now. We continue to struggle with employers willing to hire more than one person during the same time frame. Majority of employers want the employee available for both evening and weekend shifts, carving out a job and the overall economy. The general unskilled labor jobs that our individuals are capable of performing continue to be predominantly filled.

All the jobs that are performed in the community are fully integrated with other non-disabled workers. At all sites our workers are free to take breaks in non-segregated areas. Our Volunteer opportunities are set up the same way.

The Job Developer has secured another site with CVS (Natick Mall) and they are schedule to 3 days per week, 2 hours per day. She is also working with Wegman's.

#### **IV. PRIMARY OBJECTIVES:**

##### ***Community Based Day Support & Supported Employment Program***

Following is a discussion of each objective:

**1. To maximize consumers placed in community work sites:**

In the attached annual analysis, the averaged number of consumers placed in supported employment work site is 80%.

**2. To maximize the number of days in community work sites.**

The average number of is 88 days.

**3. To maximize the number of hours in community work sites.**

The hours worked per day are currently 2.9 hours.

**4. To increase earnings in community work sites.**

The goal of this objective is to increase earnings for the consumers. The earnings have increased from last year to 5%.

**5. To Maximize consumers participating in community activities**

The average number of consumers participating in community activities is 95%.

**6. To maximize the number of hours in community activities.**

The hours participating in community activity per day is currently 3 hours.

***The next three outcomes are new this year.***

**7. To maximize consumers placed in volunteer sites:**

The average number of consumers placed in volunteer sites is 50%.

**8. To maximize the number of hours in volunteer sites.**

The hours worked per day are currently 2.5 hours.

**9. Maximize number of individuals meeting their goals.**

54% of the individuals are meeting their goals.

##### **Day Habilitation Program**

**1.To Maximize how many individuals in the program.**

ASA currently has 24 in program 12 are full time. The other 12 have different hours between the 2 programs. Currently ASA has 18 full time day habilitation members.

**2. To Minimize time from referral to start date.**

The average time from referral to start date was 37 days.

**3 Maximize the number members participating in community:**

The average number of members participating in community activities is 95%.

**4. To maximize the number of days in community.** The average number of is 63 days.

**5. To maximize the number of hours in community activities.** The hours participating in community activity per day is currently 3 hours

**6. To maximize consumers placed in volunteer sites:** The average number of consumers placed in volunteer sites is 56%.

**7. To maximize the number of hours in volunteer sites.** The hours worked per day are currently 2.5 hours.

**8. Maximize number of individuals meeting their goals:** 48% of the individuals are meeting their goals.

***V Program Efficiency Measures:***

- Average cost per person for the Community Based and Employment Programs: This year, in calendar 2018, the cost calculation per person is an estimate of \$31,353 (includes transportation costs) which may be a 2.5% decrease in costs over the \$32,209 per person cost for last year.
- Average cost per person for the Day-Habilitation Program: This Year, in calendar 2018, the cost calculation per person is \$ 22,785 which is a decrease in costs over the \$24,237 per person cost for last year.
- **Program length in center based program:** No significant change has been noted.

80% of participants were placed in supported employment, there are 12 individuals who are in the full day habilitation program and are not involved in paid work. Since the community rule, ASA has developed community plans and 95% of the individuals are actively participating in the community.

- ***Utilization of Services:***

<b>Services</b>	<b># Persons</b>
<b>Supported Employment</b>	<b>65</b>
<b>Work Adjustment</b>	<b>65</b>
<b>Communication</b>	<b>89</b>
<b>Community Integration</b>	<b>86</b>
<b>Money Management</b>	<b>86</b>
<b>Safety</b>	<b>89</b>
<b>Physical exercise</b>	<b>78</b>
<b>Diet</b>	<b>78</b>
<b>Hygiene</b>	<b>80</b>
<b>Transportation</b>	<b>63</b>

**VI ASSESSMENTS OF PLANS**

**Technology Plan:**

<b>ITEM</b>	<b>Review</b>	<b>Assessment</b>
<b>Hardware</b>	6/30/18	Upgraded 1 desktops Zubies contracted up graded Copier - maintenance work completed 11 GPS purchased (help with employment sites) IPAD still in good working condition TV'S and LCD Projector continue to be a resource for training.  Need to purchase notebooks when Therap is installed Insource will be assisting with the purchases
<b>Software:</b>	6/30/18	Insource INC is upgrading all new Software- to 365 & outlook 2 Quick Books –connected to Insource Zubie software up graded Encryption/drop box and the cloud development Therap installation
<b>Web Site and Facebook</b>	6/30/18	InSource has helped to find a web designer for ASA's page Currently contracting
<b>GoDaddy</b>		
<b>Technical support/trainings</b>	6/30/2018	ongoing

**Risk Management Assessment:**

<b>Exposure</b>	<b>Schedule / Report</b>	<b>Result</b>	<b>Review Date</b>
<b>Operational Budget losses</b>	All fiscal documentation reviewed Monthly by Business Manager and Executive Director.	No discrepancies found	6/30/18
	Board of Directors reviewed Cash Flow, Balance Sheet, Budget VS Actual and Vanguard Statements (Jan, March and May)	No discrepancies found.	6/30/18
	Board member reviewed credit card statement	No discrepancies found.	6/30/18
<b>Employees unprofessional conduct</b>	Three-week orientation Certifications of trainings Monthly trainings	None noted or observed.  There was no substations in investigations	6/30/18  6/30/18
<b>State Funding Reductions</b>	Contracts for Fy19 occurred in May	no reduction, but our units were slightly reduced in CBDS Contract  We have 13 people in Employment contracts  Increase FY18 & FY 19	6/30/18
<b>Loss of CARF Accreditation &amp; other state and Federal licensing</b>	CARF Surveyed in March 2016	3-year certification awarded	March 2018
	Fiscal Audit	Occurring September	Schedule July 2018
	Quest		Schedule September 2018
<b>Vehicle loss</b>	-	1 vehicle purchased 1 vehicle traded in	6/30/18

## **ASSESSABILITY**

<b>Barrier</b>	<b>Assessment</b>	<b>Result</b>	<b>Review Date</b>
<b>Physical and Environmental Access</b>	Building is assessable to all individuals	No discrepancies found	6/30/18
<b>Attitudinal Access</b>	All individuals in Day Hab program have had all consultations and are working on identified goals and objectives in their individual plans	No discrepancies found. New 5 year plans are being developed	6/30/18
<b>Financial Access</b>	ASA continues to receive donations and when indicated will follow through on proposals.		6/30/18
<b>Employment</b>	need to hire additional job coaches,	Need to fill 3 job coaches position	6/30/18
<b>Communication Access</b>	One computers purchased Assessing individuals on technology needs  Process of purchasing notebooks to input data once Therap software purchase	purchased	6/30/18
<b>Technology</b>	Hired an IT company –Insource Services INC.  Magnet Technology for Web	IT company handles all IT issues  Will be anaging our Web page	6/30/18
<b>Transportation</b>	Transportation is assessable to all individuals	No discrepancies found.	6/30/18
<b>Community Integration</b>	Community is assessable to all individuals	No discrepancies found.	6/30/18

### **VII DISCUSSION:**

We are serving 89 individuals. We provide transportation services to 63 individuals. 2 individuals are transported by the residence and the Day Habilitation individuals are transported by another transportation company.

The referral process continues to be heavily supported by the Executive Director. There continues to be tours without follow up documentation. During this six-month period, we received 13 referrals. Two are pending to start and three we did not accept based on their needs and funding. We do have openings in our programs and have added to our roster during this six-month period. Department of Developmental Services continues to refer individuals who are eligible for services based on autism. The state continues to have budget constraints.

- Staff's base salary is \$17.00 per hour; raises are planned based on merit increases. We currently have 26 full time coaches. There are 3 openings for job coaches.
- Core trainings are being completed. The majority of the staff are current in First Aid and CPR (training completed in March). Human Rights, DPPC, Incident Report Writing, Fire safety, Safety, Program Policies and Procedures were completed in January and February. All Staff who had Pac (restraint) training were recertified in June. Any new hires have will receive the

majority of the training during the first two weeks and are given basic training in restraints and holds.

The difficult trainings to maintain is Medication Administration. We do have managers trained and 2 job coaches. We did have more coaches trained but they have resigned. We have been trying to schedule staff, but the trainings fill up quickly.

- Staff are going outside of ASA for training for professional development and ASA are using webinars to assist in trainings.
- Staff training is being completed in ASA's working hours with an occasional meeting in the evening to ensure communication and training
- The Human Rights committee has all members and meetings are held on a quarterly basis. We continue to be in compliance with the Department regulations.
- ASA continues to participate in attending the Day Habilitation Coalition monthly meetings.
- ASA's fleet of vehicles has had all the necessary work for the summer months and we plan to increase our fleet by 1 and to trade in the focus for an Edge to ensure safety.
- In March, Executive Director completed all necessary CARF documents to maintain survey status.
- Auditors will be conducting their Audit in July.
- Quality Assurance (QUEST) will survey in September or October. Part of our Audit is a self-Audit and I will be working with the managers to complete that as they have not been involved in a self-survey.
- The Massachusetts Commission of Rehab will be providing a training July 10 and all who participate in this training will receive a certificate and we need to complete this for anyone who is earning sub-minimum wages. They will be clarifying volunteering and employment for those participants who are 25 and under.
- In May we held our Annual Meeting and Le Wayne Wang received the Worker of the year Award, Frantz Joseph received the Job Coach of the year award, CVS received the employer of the year award and the most improve in Day Hab was James Moulasion. We presented a new award for participation in community this year and Ron Saulnier received it.
- Management continue to meet with all staff on a quarterly basis. This has increased communications and enhanced relationships.
- We continue to move forward with the building in Waltham. DDS Quality Assurance has surveyed the building. Our Broker, Board President have been working with me with a consultant to complete a work order to fix the building to our needs and to add additional bathroom facilities. The consultant met me to speak to the building inspector on occupancy and how to move forward in general. As things progress, I will communicate with all parties.

***Respectfully submitted.***

*Sheela Smith, ASA Executive Director*