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*Information, Referral, Education, Supported Employment and Rehabilitation Services  
Serving Central and Eastern Massachusetts*

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

**1 JANUARY 2020– 30 June 2020**

In March, ASA for the first time had to close our operations because of the unprecedented disruptions from the coronavirus pandemic. Since our closing, we have been planning, educating and training ourselves on how to survive and improve how to provide different services to our population.

### ***I. ROSTER:***

During this six-month period, ASA provided services to 97 individuals in both facilities.

Waltham Location supported 34 individuals  
Wellesley Location supported 63 individuals

We had 74 in our Community Based Day and Employment Programs

- Twelve individuals are in our Employment Contracts that split the time with Community Based Day Supports.
- The other 62 individuals are full time in the Community Based Day Supports.

We had 23 in the Day Habilitation Program.

- 13 full time members
- 10 members split their time in both Day Habilitation and Community Based.

### ***II REFERRALS:***

At the end of 2019, we had five referrals pending two were pending for Waltham CBDS and three were for later in 2020 for Wellesley CBDS. Of these five referrals, one started in Waltham in June and the other is in process to start later in the year part time.

The two referrals for Wellesley are pending and one opted for another program.

During these 6 months, we have received six referrals all from the Greater Boston office. One will start in August and the other five are pending virtual tours and documentations. Our referrals have come from two area offices; Newton South Norfolk referred 6 individuals and Greater Boston has referred 6 individuals.

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

During this time, one referral started at our Waltham Location on June 6, 2020. He would have started in March, but the pandemic prevented his start date.

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

There was one discharge as the individual died on February 4, 2020, due to health issues. This person had been with us since turning 22. She was only 40 years old.

## ***III. Employment:***

ASA no longer hold a 14C, which allowed us to pay sub-minimum wages. At this time, we only provide job-coaching supports to individuals who are employer paid at various businesses

### **The following is a list of Employers:**

- |  |               |
|--|---------------|
| 1. Star/Shaw's, Mount Auburn: Collecting Carriages   | March 2003    |
| 2. Star/Shaw's Market Morrissey Collecting Carriages | June 1990     |
| 3. Star/Shaw's Market Dedham: Collecting Carriages   | June 2005     |
| 4. Market Basket, Westford: Collecting Carriages     | July 2014     |
| 5. TJ MAX, Waltham: Stocking and Pricing             | October 2015  |
| 7. Market Basket, Waltham: Collecting Carriages      | August 2016   |
| 8. Market Basket, Waltham: Collecting Carriages      | November 2016 |
| 9. Vanderbilt Club, janitorial                       | April 2017    |
| 10. CVS Wellesley (route 9)                          | October 2017  |
| 11. CVS Natick Mall                                  | May 2017      |
| 12. New England Sports Center, Marlboro, janitorial  | Jan. 2019     |
| 13. Marks Low Price Distribution (MLPD) janitorial   | April 2019    |
| 14. American News Marketing (NAM)                    | November 2019 |

We have 32 individuals hired by employers, which is 43% of individuals employed,

Star/Shaw's Market, Somerville ended, as the employer was not able to increase hours or hire another person. The individual that worked one day per week transferred to Dedham; to replace the person who was terminated for behavioral reasons.

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

- Autism Services Association Inc., Wellesley: Janitorial, car washing and Landscaping

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

1. Cradles for Crayons
2. Bay Path
3. Department of Wellesley Parks
4. Concord Farm
5. ASA Donation Clothing Recycle

## **Job Development**

Job Development is one of our key functions and since November, the new Job Developer has participated in and received various certification in Job Development. He is now familiar with Work Force Innovation Opportunity (WIOA) and holding the 14C. We are currently meeting to discuss continuing to hold it and possibly use it for just the meals on Wheels deliveries. We will need to complete the paperwork and have the Department of Labor trained all employees that will have oversight in the mechanics of processing the information and paying the individuals. We will also need to have guardianship approval to participate in utilizing the 14C.

Prior to ASA closing, He continued to struggle with employers willing to hire more than one person for the same time period and he has found that many employers are now requiring weekend and evening shifts and more difficult in not wanting to carve out a job.

Because of this difficulty, we joined the Metro West Employment Collaborative (MWEC). This has helped in terms of finding jobs quickly and providing trainings for Job Developer.

During our closing, he reevaluated participant's interests, skills and experiences to various job opportunities available. In reevaluating, he completed and revised many resumes. He developed curriculum for interviews, appropriate work attire and several how to be professional while working.

Shawn also helped in the development of our virtual programming and hosted several career planning sessions. He worked with the Executive Director in coordinating our individuals to go back to work starting June 8, which proved to be vital and essential.

Since opening on July 29, Shawn had several individuals join a CVS training for several weeks in hopes that a few be hire in different areas with CVS.

He continues to apply for jobs and we currently have applied to Home Depot, grocery stores, Michaels and amazon. He has advocated for several individuals who have not returned to maintain their jobs or he has assisted in having individuals resigned and others interviewed to take their place.

Integration of the employees are other non-disabled workers. All employees are free to take breaks in non-segregated areas. We develop our volunteer opportunities in the same way.

## **IV. PRIMARY OBJECTIVES:**

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

Following is a discussion of each objective:

#### ***1. To maximize individuals placed in community work sites:***

In the attached annual analysis, the averaged number of consumers placed in supported employment work site is 24%. This is a decrease from previous years, because the agency having to shut down its normal operations because of the unexpected pandemic.

In our Employment Contracts (12 individuals) 92% are in competitive employment. For behavioral reasons one person was terminated from his long-term employment. He has been participating in ASA's janitorial job (minimum wage is paid).

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

The average number of days is 61. The results is a slight decrease from last year in comparison of the same time period and remarkable that ASA has been able to have individuals participate in their employment during our shut sown. There was no in person services for employment starting March 17 through June 8. On June 8 we began providing Job Coaching services to individuals who are competitively employed. The Job Developer worked with the Executive Director in this development and securing the jobs to the individuals that were not ready to return.

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

The hours worked per day yields and average of 2.1 hours. This is a decrease, which is the result of the pandemic.

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

The goal of this objective is to increase earnings for the consumers. The earnings have decreased from last year to -42%.

During the first quarter, the results showed 21% increase from previous quarter of last year. With this pandemic interruption our services and the individual's opportunity to work the second quarter was a negative 96%.

As we are opening and more individuals returning to their employment, there will be an increase in earnings.

**5. To maximize individuals participating in community activities**

The results yield that the average number of consumers participating in community activities is 48%, which is consistent to previous year. Again, this number is the result of the pandemic as our passed number is typically in the high 90 percentages.

**6. To maximize the number of days placed in community activities.**

The calculation shows the average number of days in the community is 48. Last year at this, time was 54, which is a difference of 7 days. The goal it to reach 150 days, we may not meet this as we are limited in doing community activities when we re-open in July.

**7. To maximize number of hours in community activities.**

The hours participating in community, per day is currently 1.6 hours. The goal is 3 hours per day of participation. Again, we may not meet this goal, as we will be limited in participating in community activities because of the pandemic

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

The attached analysis yields the average number of consumers placed in volunteer sites is 28%. We were unable to volunteer at the hospital during this time. In reviewing the Work Incentive programs, individuals are limited for hours one can volunteer at a job without being hired. This issue and the pandemic.

## **9. To maximize number of days placed in volunteer sites**

During this six-month period, the results display 33 days. Again, we may not meet this goal, as we will be limited in participating in volunteer activities because of the pandemic and the need to secure more volunteer opportunities.

## **10. To maximize number of hours in volunteer sites.**

The hours participating in community, per day is currently 1.1 hours. The goal is 3 hours per day of participation. Again, we may not meet this goal, as we will be limited in participating in community activities because of the pandemic

## **11. To maximize number of individuals advocating personal choice in community activities.**

Currently, 65% of the individuals are meeting their employment goals. We could not evaluate community activities as the 2<sup>nd</sup> quarter we were not able to provide in person services.

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

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

ASA currently has 23 in the Day Habilitation Program. Thirteen members are full time. The other ten have different hours between the two programs. During this six-month assessment period, ASA cumulative results yielded seventeen full time day habilitation members.

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

We did not receive a referral for Day habilitation during this period.

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

The average number of members participating in community activities results for these six-months was 47%. We decreased from last year, because of the pandemic and the agency shut down for in person services.

***4. To maximize the number of days in community.*** The average number of days averaged to be 16 days. Again, this is the result of not being able to provide in person services

***5. To maximize the number of hours in community activities.*** The hours participating in community results for this six-month period is 1.5.

#### ***6. Maximize individuals in volunteer sites.***

At this time 15% of the members participate in volunteering our goal is to have at least 50% participating. Our results are because of the interruption of services.

***7. To maximize the number of hours in volunteer:*** The commutative results yield 1.2 hours per day per individuals.

***8. Maximize number of individuals meeting their goals:*** 35% of the members are meeting their goals. We did have to revise all Day Habilitation plans during this time, as we were not providing in person services. We revised many goals to reflect tele health and participation in virtual programming. Last year yielded 10% of members meeting goals.

**NOTE:** During the months of April, May and June, we began providing virtual services and other remote services.

During these three months, we averaged 66 (68%) participants participating in remote services averaging 3.5 hours per day. These services assisted us in gaining some of our revenue.

***Program Efficiency Measures:***

Average cost per person for the Community Based and Employment Programs, from January through June 2020:

The cost calculation per person is an annualized \$32,762 (includes transportation cost), which is a decrease of 3% over the \$33,782 per person cost last year. This includes the period from March 17 through June, during our closure.

Average cost per person for the Day Habilitation Program from January through June 2020:

The cost calculation per person is an annualized \$20,223 per person, which is a decrease of 10% over the \$22,440 per person cost last year. Again, this includes the period from March 17 through June, when ASA during our closure.

- ***Program length in programs***

There has been no significant changes in how long a person is in the program.

43% of participants were placed in supported employment

12 individuals who are in the full day habilitation program and are not involved in paid work.

- ***Utilization of Services:***

<b><i>Services</i></b>	<b><i># Persons</i></b>
<b><i>Supported Employment</i></b>	<b><i>30</i></b>
<b><i>Work Adjustment</i></b>	<b><i>90</i></b>
<b><i>Communication</i></b>	<b><i>89</i></b>
<b><i>Community Integration</i></b>	<b><i>97</i></b>
<b><i>Money Management</i></b>	<b><i>97</i></b>
<b><i>Safety</i></b>	<b><i>97</i></b>
<b><i>Physical exercise</i></b>	<b><i>78</i></b>
<b><i>Diet</i></b>	<b><i>78</i></b>
<b><i>Hygiene</i></b>	<b><i>85</i></b>
<b><i>Transportation</i></b>	<b><i>64</i></b>

**VI ASSESSMENTS OF PLANS**

**Technology Plan:**

Item	Review	Assessment
<b>Hardware: Upgrade all hard as needed</b>	6/30/20	<ul style="list-style-type: none"> <li>• Goal: provide current technology for each staff member.</li> <li>• Zubies contracted up graded</li> <li>• Copier maintenance work completed</li> <li>• IPAD are still in good working condition</li> <li>• TV'S and LCD Projector continue to be a resource for training.</li> <li>• dialpad switch over in March-problem with Verizon bill</li> <li>• 2 Fax lines</li> <li>• purchased 5 kindles for therap and ZOOM Virtual Program</li> </ul>
<b>Software: Maintain current upgrades for present software.</b>	6/30/20	<ul style="list-style-type: none"> <li>• Insource INC monitors all new Software- to 365 &amp; outlook 2 Quick Books –connected to Insource Monitors the cloud, software backup, anti-virus and antispyware. QuickBooks upgraded.</li> <li>• Purchased ZOOM to provide virtual Programming and security in May</li> <li>• Purchased News 2 You to assist with Virtual Program in June</li> <li>• Zubie software up graded</li> </ul> <p>Therap installation and security is in process. All individuals and member's information and data have been processed and ready for coaches to input daily data. Training needs to done</p>
<b>Drop box</b>	6/30/20	On Going
<b>Continue with the contract with Insource Inc.</b>	6/30/20	On Going
<b>Web Site continue to contract with Magna technology</b>	6/30/20	Magna Carty completes all upgrades and monitors security to the Web sites. Works with Insource Inc and Go Daddy
<b>Hardware: Laptops, computers LCD projector/IPADs Kindles</b>	6/30/20	ongoing
<b>copier</b>	6/30/20	ongoing
<b>Technical support/trainings</b>	6/30/20	ongoing

## Risk Management Assessment:

Exposure	Schedule / Report	Result	Review Date
<b>Operational Budget losses</b>	<p>All fiscal documentation reviewed Monthly by Business Manager and Executive Director.</p> <p>Board of Directors reviewed Cash Flow, Balance Sheet, Budget VS Actual and Vanguard Statements (Jan, March, April, May and June)</p>	<p>No discrepancies found</p> <p>No discrepancies found.</p> <p>COVID-19 effected revenue; we applied for a SBA and received the PPP for 8 weeks.</p> <p>We covered 3 week time period prior to receiving the SBA</p>	<p>6/30/2020</p> <p>6/30/2020</p>
<b>Employees unprofessional conduct</b>	<p>Three-week orientation</p> <p>Certifications of trainings</p> <p>Monthly trainings</p>	<p>None noted or observed.</p> <p>There was no substations in investigations</p>	<p>6/30/2020</p> <p>6/30/2020</p>
<b>State Funding Reductions</b>	<p>Contracts for FY21 is the same as FY20 because of COVID and through December</p> <p>Employment Contracts</p> <p>CBDS Contract</p> <p>Transportation</p> <p>DAY HAB- MASS HEALTH</p>	<p>COVID-19 effected revenue; we applied for a SBA and received the PPP for 8 weeks.</p> <p>Revenue from DDS was administrative fee of 50% and telehealth, Virtual Programming and documentation All based on A contracts</p> <p>We have 14 people in Employment contracts for FY21, increase from last year</p> <p>Rate increase in October retro to 7/1/2020</p> <p>Revenue by Telehealth and virtual programming at 100% for the months of April, May and June.</p>	<p>6/30/2020</p>
<b>Loss of CARF Accreditation &amp; other state and Federal licensing</b>	<p>CARF Surveyed in March 2019</p> <p>Fiscal Audit</p> <p>Quest</p> <p>Mass Health</p>	<p>3-year certification awarded</p> <p>Draft completed by September 2020</p> <p>Revalidation June 2019 July 2019</p>	<p>April 2020</p> <p>Schedule July 2020</p>
<b>Vehicle loss</b>	<p>-</p>	<p>No discrepancies found.</p> <p>We were able to reduce cost as we "laid up" our vehicles from March 17-July 29.</p>	<p>6/30/2020</p>



## **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	6/30/2020
<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 2 year plans are being developed	6/30/2020
<b>Financial Access</b>	ASA continues to receive donations and when indicated will follow through on proposals.		6/30/2020
<b>Employment</b>	Assessing needs for additional job coaches.  Interviewing HR companies to assist with HR needs	At this, time no need to hire additional coaches. November Asst. Business Manager and administrative assistant hired.  HR Company Hired through Insource in June 2020	6/30/2020
<b>Communication Access</b>	computers purchased Assistant Business Manager Assessing individuals on technology needs  Kindels purchased to input data for Therap software and ZOOM	Purchased  In process	6/30/2020
<b>Technology</b>	Insource Services INC. Magnet Technology for Web	IT company handles all IT issues Monitors web design and makes changes when indicated.	6/30/2020
<b>Transportation</b>	Transportation is assessable to all individuals	No discrepancies found.	6/30/2020
<b>Community Integration</b>	Community is assessable to all individuals	No discrepancies found. Issue is with Pandemic.	6/30/2020

### ***VII DISCUSSION:***

Although ASA can appreciate the financial impact that was and may continue to experience because of COVID-19, it has allowed us to learn how to manage in these difficult times and to use our resources differently. During this time, we developed virtual programming, communicated with families and residential providers on a weekly basis. We also did several parades to visit the people we serve. In maintaining our employees, ASA continues to be in a strong position, resilient in our dedication to the people we serve and having strong communication to families, residential providers and individuals.

We served 97 individuals in various contracts; Transportation, Day Habilitation, Community Based Day Supports, Individual and Group Employment. ASA provided transportation to 63 individuals, 2 individuals are transported by the residence and 23 are transported through Day Habilitation Transportation Company and 1 person receives transportation through the ride.

The Executive Direct is still heavily supporting the referral process, as she is the main contact for the Department of Developmental Services, Education institutions and families. Since January, we have

had six referrals. The referrals are low because of the pandemic, which has also created changes in the overall process. We are unable to meet the family and individual in person or go to the schools to speak with the educational professionals. However, we have conducted virtual tours with all concern parties and all potential referral documentation is sent electronically.

Of the six referrals; one will start in August at the Wellesley location and the other five are pending virtual tours and documentations.

All four individuals are for our Community Based Day Program. We will determine which facility the person will go to base on transportation and/or preference of the individual/guardian. We do have openings in all programs and the Department of Developmental Services continues to refer individuals who are eligible for services based on autism.

There continues to be evolving budget issues and needs because of the consequences of the COVID-19 Pandemic. During the closure, ASA applied for a Small Business Administration Loan. This loan was for the Paycheck Protection Program (PPP). We received an 8-week loan starting April 19, 2020. Prior to this ASA maintained and paid all employees from March 17 through April 19. We are hoping to break even with the end of FY20 with the help of the PPP and the revenue we received for remote programming, telehealth, indirect services and in person services

There is substantial uncertainty in our program operations and FY21 budget is unclear. We are still waiting to hear from Congress whether states and local governments will receive more financial aid to help with fiscal year 2021. Our contract with DDS was for 6 months and it is unclear what things will look like come December. DDS did not engage in normal re-contracting. Mass Health paid 100% from April- June. July will be reimbursed 100%, but unclear as to what will happen in August on. Although the future is uncertain, long term support rates and Day Habilitation rates increased. However, we will not have the increase until October 1, 2020, which will then be retroactive to July 1, 2020.

Staff's base salary is \$17.00 per hour; raises have been on hold since March 17 because of the pandemic and budget. On July 1, all salary will be decreased by 5%. We currently have 23 full time coaches. We currently are waiting to hire positions until we are able to provide in person services.

In June, we hired a Human Resource firm to help with all new laws and COVID-19 issues.

Core trainings are scheduled to be completed. During our closure, we had staff come back to work on June 21, 2020 to complete trainings for COVID-plan, safety, Fire, DPCC, Incident Report Writing, Human Rights, Program Policies and Procedures. The majority of the staff certification in CPR and First Aid was extended and we are currently scheduling training in these areas. All Staff that have had PABC(restraint) training will be recertified in December as there is a six-month extension on their certifications. Any trainings that are to be done in person need to have guidelines developed and followed.

All new hires received a three-week orientation with the majority of the trainings.

The agency continues to meet having staff certified in Medication Administration, however it is difficult to send our staff. Currently there is a virtual training and ASA is planning to take advantage of this in the coming months. ASA is currently developing our on training based on the guidelines to re-certified staff that expired during our closing and inability of testing.

- Staff were going outside of ASA for training for professional development and ASA continues to use 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. As of late, all meeting are held virtually.
- ASA continues to participate in attending the Day Habilitation Coalition monthly meetings.
- ASA's fleet of vehicles have increased to transport individuals in company cars. All the necessary work for the summer months have been completed. We do have some vehicles layed up and indicated, we will reinstate full coverage when we need to use them.
- Executive Director completed all compliance documents for CARF in April. We received our review and continue to be certified from CARF. Our three year ends April 2022.
- Auditors will be conducting their Audit in July and submitting a draft at our Board Meeting in September. .
- Quality Enhancement license and certification expires October 2020. I do know there have been extensions and a new process that will be conducted virtually.
- We held our Annual Meeting in May with the Board. We were not able to celebrate with everyone as a group because of the pandemic. I am in the process of completing a newsletter with information on everyone who has had accomplishments throughout the year FY20. I do not think we will be able to hold our annual Thanksgiving celebration but will be planning something.
- Management continue to meet with all staff to ensure communications and enhanced relationships.

I have been working on how to re-start our community based in person services. I am hoping in July we will be providing this service and continuing to provide job coaching for our employment services. Our Day Habilitation will re-open in some capacity in August.

***Respectfully submitted.***

***Sheela Smith, ASA Executive Director***