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Information, Referral, Education, Supported Employment and Rehabilitation Services

Serving Central and Eastern Massachusetts

Autism Services Association Technology Plan

Revised: April 23, 2019

Executive Summary

ASA continues to evaluate and enhance the agency need with regards to technology annually.

ASA has reviewed and surveyed the technology equipment that is currently used and if the agency requires any new technology equipment, ASA will consult with Insource Inc. ASA continue to contract with Insource, Inc for software in the particular areas of accounting, word processing, data base, communications, spreadsheet and ensuring how to back up files, having antispyware and antivirus and internet resources.

We have FIOS an internal network and wireless capabilities.

ASA will continue to enhance more efficient and cost-effective services to the human service community

ASA is contracting Magna Technology to maintain and enhance our Web Site.

We continue to use a freedom package of telephone service, resulting in opportunities for lower internet and telecom costs and increased productivity and professionalism. However, we will be switching over to Dialpad a cloud- based business phone system. This will allow ASA to be connected on any device. It will be integrated in ASA's office 365 and automatic syncs with the apps our team uses daily.

Having wireless capabilities allows us to use less printers and gives our participants access to the internet through several modes of technology.

Increased technological capabilities with new electronic billing and information processing with governmental, banking, auditing and other private agencies.

ASA will continue contract with Therap for electronic data collection.

ASA will continue contract with Magna Technology for our Web Design.

New Developments:

Since our last review we purchased a building in Waltham and have had to purchase four computers, docking stations and one lap top. He also put in a conference phone and offices are using the dialpad phone system (5 phones). We purchased two televisions and copiers.

Insource Inc., continues to assist ASA with all technology software and hardware.

We increased our fleet of vehicles and required more Zubie devices and with the new state law purchase cell phone holders for company vehicles.

Organization Profile

The mission of Autism Services Association, Inc. is described in its by-laws as follows:

1. To foster public awareness of the problems of persons with autism and other challenging developmental disabilities.
2. To advocate the development of individually responsive services for persons with autism and other challenging and/or developmental disabilities in community settings.
3. To establish and maintain services for persons with autism and other challenging developmental disabilities.
4. To disseminate information to parents and others as to services and resources for persons with autism and other challenging developmental disabilities.

It shall provide information, education, rehabilitation services, training, supported community employment services, community membership and awareness, and other opportunities for personal growth as an interim step in the rehabilitation process towards self-sufficiency and community integration.

The Corporation shall seek through its services to assist individuals to attain the fullest development of which they are capable.

Program services include:
- Supported community employment services
- Transportation services from home to the center and return
- Transportation services to worksites in central and eastern Massachusetts
- Job Coaching
- Job/Worksite Development

Goals and Technology Vision

ASA is committed to carrying out a technology vision first developed in 1993. At that time, the organization's Technology Plan focused on procurement of office computers and word processing. Later on, an integrated telephone system was added with voice mail and messaging. Further progress was made with fax and scan capabilities. Cellular phones were then integrated into the program for program staff. Accounting processes were developed and instead of subcontracting data and information, were brought in-house and later developed from a manual one-write system to a Quicken and later full charge QuickBooks system. Later on dial up individual Internet capabilities and access to electronic mail accounts were established and a web page developed. Finally, high speed DSL/FIOS internet was added and additionally a network of separate workstations was accomplished.

The goal of the current year is to continue contracting with Insource Inc. for hardware and software capabilities and to continue to develop accounting, financial management and data base. Continue to contract with Magna Technology and Therap Software. To continue communications with state contracting electronic processes and in all program respects.

Specifically, ASA's technology goals are to:

- Improve office efficiency and productivity by continually upgrading equipment and software as the need and opportunities arise through Insource Inc.
- Improve data and financial management capabilities by keeping up with new electronic processes e.g., billing, invoicing, receivables, auditing, critical incidents, human services and resources.
- To Improve our web site through a web design company to improve web design and modernize the site.
- To improve our electronic Data collection and progress notes through Therap.
- Reduce maintenance costs and increase productivity by training staff in information technology including operating systems, applications, and networking repairs.
- Continued integration and accessibility to information through networking and sharing either through hardware capabilities or through electronic sharing.

Current Technology

Currently, hardware includes desktop personal computers, laptops, printers and copier.

Software capabilities include Microsoft Office 13 and 16 including Excel, PowerPoint, Word and Access, Microsoft Maps and Streets, QuickBooks Premier Edition, and Adobe Acrobat.

Internet capabilities include DSL/FIOS connection and web page through a Go Daddy and a private service provider.

We have Dialpad phone system and will be switching to those phones and only having FIOS through Verizon.

Priority Needs

These are the priorities ASA envisions as necessary to begin implementation of this year's plan.

PRIORITY	ITEM	REASON
Top Priority	**Hardware:** Upgraded desktops as needed	Goal: provide current technology for each staff member.
	Software: Maintain current upgrades for present software.	Goal: To support information technology needs
	Using drop box	Goal: To improve communications, security and document sharing
	Continue with the contract with Insource Inc. Magna Technology and Therap	Goals: daily data collection and enhance progress note writing. Enhance Web page To ensure we are up to date with all software needs
Middle	**Hardware:** Laptop computer LCD projector/IPADs/Smart TV	Goal: To improve presentations and to assist at board and committee meetings
Low	Copier	Goal: To reduce maintenance costs, upgrade equipment, and improve productivity

Solutions

Hardware

As funds become available, and as needs become a driving force, additional workstations will be purchased.

Laptop computers: The laptop has several uses. First, it can be used at board, staff, human rights, safety and other committee meetings to provide information on request, to produce minutes and other documents immediately. Secondly, an ASA formal presentation has become an important part of the marketing program. Currently, the presentation is located on one laptop but having an additional laptop would afford a greater audience and increased public information and education.

An LCD projector has been acquired as part of the previous technology plan and added for presentation purposes and staff training.

Purchase of notebooks for daily data collection

Smart TV's for day to day curriculums for persons ASA serves and trainings for staff.

Other hardware

GPS, the "Zubie", devices for company vans and for instruction and training in transportation routes were purchased on a limited scale. Additional GPS tracking devices for company vehicles which would track company vehicles have enhanced oversight and determined those vehicles which may be needed in certain geographical areas.

We can remotely deposit checks and other banking needs electronically.

Software/ Backup, Antivirus, Antispyware:

Contracting with Insource Inc., allows the agency to know that safeguards are in place for all computers and all upgrades are completed appropriately. Insource Inc. updates all virus protections and assists in recovery of data.

ASA uses drop box which is connected to the cloud. Drop box is a modern workspace that allows agency personnel to access files in one central place and assist with storage and security issues. Dropbox allows synchronization of computers and files. It keeps up to date files on all devices. Any file is automatically uploaded to drobox's cloud-based service and is made available to all users that have particular securities to drobox folders. Dropbox allows ASA to recover all data that may have been deleted or lost to be recovered with the assistance of Insource Inc. personnel.

ASA will continue to work with Insource Inc. on all securities and recovery needs.

E-MAIL

This policy applies to all users of the organization's computer and computer network systems.

ASA provides various computing and networking resources for use by staff. These persons are encouraged to use electronic email or email to enhance productivity through the efficient exchange of information in furtherance of ASA's mission. ASA has established the following guidelines governing the use of email.

• Use of unauthorized codes or passwords to gain access to others' files is prohibited.

• Email users shall identify themselves clearly and accurately.

• All email correspondence needs to be conducted with the organizations email.

• Foul, inappropriate, offensive, abusive, threatening, or harassing E-mail, email messages including, but not limited to those including racial or sexual references are prohibited.

• Abuse or violation of ASA's email policy will subject users to disciplinary actions.

 Email resembles speech in its speed and lack of formality. Unlike speech, email leaves a record that is often retrievable even after the sender and recipient deletes it. If the content of the email is not appropriate for anyone outside the recipient, do not send it by email.

Email should only be opened from a trusted source.

Thumb Drives

Are only to be used for scanning documents at ASA and for progress note writing on specific computers. Only initials are used until document is ready to print.

Website

Magna Technology is enhancing and developing out Web design and is still hosted with Go Daddy.

Copier

Copiers require maintenance.
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Training

Staff training is a critical element in the deployment of new technology systems. The organization provides technical support from within and as such needs to keep up with the latest in technical support techniques through training opportunities which may become available and applicable.

Over the course of 2020 and beyond, a more detailed plan will unfold as some staff are trained and become able to cascade their training to others. This plan will include professional courses for some staff and some in-house training.

All staff are trained through in house train the trainer staff in first aid, CPR, and restraint training. Staff are also trained in Medication Administration through the Department of Developmental Services in Medication Administration. In addition, all drivers are mandated to go through online driver training courses in defensing driving.