



47 Walnut Street,
Wellesley Hills, MA 02481
781-386-0633
Fax: 781-237-5020

130 Overland Rd
Waltham, Ma. 02451
781-386-0633
Fax: 781-736-7968

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

Semi- Annual Executive Outcome Report

1 JANUARY 2021– 30 June 2021

I. ROSTER:

January through July 2020 our roster is 95 total for both facilities.

Waltham Location supports 34 individuals

We provided in person services to 21 individuals either part time or full time
3 individuals participated in our virtual program
10 received telehealth calls weekly

Wellesley Location supports 58 individuals

We have 38 in our Community Based Day and Employment Programs
We provided in person services to 25 individuals either part time or full time
6 individuals participated in our virtual program
1 hybrid
6 received telehealth calls weekly

We had 23 in the Day Habilitation Program.

We provided in person services to 12 members either part time or full time
5 individuals participated in our virtual program
6 received telehealth calls weekly

- 12 individuals are in our Employment Contracts that split the time with Community Based Day Supports.
- 60 individuals are full time in the Community Based Day Supports.
- 10 members in Day Habilitation have split funding with DDS.
- 13 members are full day Habilitation.

II REFERRALS:

Since January 2021-June 2021 we received 11 referrals. Referrals (2) are from Greater Boston and Newton South Norfolk (5 referrals) and 2 referrals from South Coastal. We did receive 1 referral from Worcester and 1 referral is a re- referral. Eight referrals are turning 22 and the other three are older, two from other programs and the other one has been home for several years.

We have accepted four referrals, 2 are pending to start virtually until we have staff and transportation. 2 are still thinking about placing with us. We did not accept 2 individuals based on the support they

need. One referral was for our Day Habilitation Program, who started April 4, 2021. 4 are still in process.

We are still waiting to have one start that was to start the first of this year. He has toured the Wellesley location and is waiting for us to hire staff and to provide transportation.

Individuals who entered the programs:

- **Waltham Location:**

During this time, no referral entered

- **Wellesley Location:**

During this time, one referral entered.

Individuals who have left the program:

- **Waltham Location**

No Individual discharged from the program during this six-month period.

- **Wellesley Location**

There was one discharge as the individual died on February 10, 2021, due COVID 19 and health issues.

III. Employment:

Job Development continues to be one of our key functions. We have opted out of acquiring a 14C Certificate. We can regain our authority to pay subminimum wages to our individuals who have a disability that impairs their earning and production capacities. However, we are focusing on working with employers in hiring the people with supports.

We continue to be member of the Metro West Employment Collaborative (MWEC). In being a member of the MWEC, we receive lists of employer and positions available.

Job Developer has been able to increase some jobs with CVS, Home Depot hired two individuals, and one person was hired as a personal shopper at Dedham Shaw's. He worked another individual back to work at Market Basket in Westford (to start at end of August or early September). Shaw's Morrissey hired another person after terminating an employee who did not return and not eligible for Paid Family Leave.

Job Developer, also has been training coaches at jobs and filling in with job coaching, Virtual programming and participating in various webinar trainings virtually.

During this six-month period 25 individuals were employed. As you can see in the table there still are employers that still have our positions on hold. Some jobs are on hold until the Federal Emergency has lifted. Twenty-six individuals hold competitive jobs. We did have 32 individuals employed, but 5 did not return to maintain their jobs. Because they did not return they have lost placement, as they do not fit in family or medical leave. At the end of 2020, we had 37% of individuals employed. At this time, we have 35% earning competitive wages.

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.

List of Employment and other Employment Information

Employer	Hire Date	# of individuals at site	Position
Star/Shaw's, Mount Auburn:	March 2003	2 positions Currently 1	Carriage collector
Star/Shaw's Market Morrissey	June 1990	2 Positions	Carriage Collector
Star/Shaw's Market Dedham-	June 2005	2 positions but done on a 1:1	Carriage Collector
Star/Shaw's Market Dedham:	June 2021	1 position	Personal Shopper
Market Basket, Westford:	July 2014	2 Positions	Carriage Collector
Market Basket, Waltham	August 2016	2 Positions	Carriage Collector
Market Basket, Waltham	November 2016	2 Positions	Carriage Collector
TJ MAX, Waltham	October 2015	2 position	Warehouse worker
Vanderbilt (position on hold)	April 2017	2 positions	Janitorial
New England Sports Center (position on hold)	January 2019	3 positions	Janitorial
Marks Low Price Distribution (MLPD) (position on hold)	April 2019	3 positions	Janitorial/Stocker
American News Marketing (NAM)	November 2019	4 positions Currently 3 working	Marketer
Home Depot	March 2021	2 positons	Seasonal worker in Gardening (now permanent)
CVS Wellesley Rte. 9	October 2017	2 positions	Inventory specialist/stocker
CVS Linden	May 2017	2 positions	Inventory specialist/stocker
CVS Framingham	January 2021	1 position	Inventory specialist/stocker
CVS Needham	May 2021	2 positions	Inventory specialist/stocker

The following is a list of jobs that Pay minimum wage

- Autism Services Association Inc., Janitorial, Moving and Landscaping

The following is a list of Volunteer worksites:

Volunteer site	Date Started	Number of individuals at site	Positions
BayPath Elder service Framingham	1995	3	Wellness/meal deliver
BayPath Elder service Marlboro	1995	3	Wellness/meal deliver
Counseling on Aging Waltham	2019	3	Wellness/meal deliver
Department of Wellesley Parks	2018	5	Grounds helper
Cradles for Crayons	2015	5	Sorter
Concord Farm	2017	5	Grounds helper
Donation Clothing	2000	3	Inventory helper
Wellesley Hospital (on hold)	2005	3	Recycle person

IV. PRIMARY OBJECTIVES:

Community Based Day Support & Supported Employment Program

Following is a discussion of each objective:

1. To maximize individuals placed in Employment sites:

In the attached annual analysis, the average number of consumers placed in supported employment work site is 26%. This is a slight increase from previous year. It is a slow growth and we continue to be affected by the Federal emergency, the continued unexpected pandemic and the restricted guidelines because of the pandemic.

In our Employment Contracts (11 individuals) 91% are in competitive employment. Which is a slight decrease from last year. Our Contract went from 12 participants to 11 participants.

2. To maximize the number of days in Employment.

The average number of days worked was 101 days. The results yielded an increase from last year in comparison of the same time period. The agency was closed from March 17, 2020 until June 8, 2020. However only a few individuals return on June 8. Over the last six-months, there was slight growth in persons being hired at jobs thus an increase of days working.

3. To maximize the number of hours in Employment.

The hours worked per day shows an average of 3.5 hours per day. Last year averaged of 2.1 hours. We increase our hours of work per day to pre pandemic levels.

4. To increase earnings in Employment.

The goal of this objective is to increase earnings for the consumers. The earnings last year to -42%. At this six-month period in comparison there was an 18% increase. We have increased the number of individuals back and in employment. We secured new employment for at least 6 people. With an increase of individuals working, we would have an increase of earnings in comparison to the same period from last year. employment and have had participants hired.

5. To maximize individuals participating in community activities

The results indicate that the average number of consumers participating in community activities was 58%. This is an increase from last year's data of 48%. As we slowly hire staff, we will be able to bring more individual back and community activities will increase as long as the guidelines allows to continue community activities. During the first quarter there were restrictions in what type of activities we could provide. In the latter three months we were able to go to inside activities.

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

The calculation shows the average number of days in the community was 69 days. Last year's data yielded 48 days. Last year, our community based program Shut down March 17th and did not re-open until July 27, 2020. We increased our days of community activities as we are able to access community, this too will increase by end of year.

7. To maximize number of hours in community activities.

The hours participating in community, per day currently is 3.1 hours. Last year was 1.6 hours. We are currently meeting this goal. It was an increase from last year as we only had data for the first three months as the 2nd quarter we were not open.

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

Our Goal is to have 50% participating in volunteer activities to assist in gaining paid employment. This year during this time, we average 30% in volunteer activities. Last year, yielded 28%. The Work Incentive programs, individuals are limited for hours one can volunteer at a job without being hired. This issue and the pandemic. We are constantly reviewing who can participate in the current volunteer activities without going the hours of volunteering for a particular opportunity.

9. To maximize number of days placed in volunteer sites

During this six-month period, the results display 27 days. This is a decrease from last year's data of 33 days.

10. To maximize number of hours in volunteer sites.

We increased our hours per day from last year period. The current data calculation was 2.2 hours per day. Last years was 1.1 hours per day. 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.

Our goal is to have 70% of individuals meet their goals. This six-month period the data yields 67% of the individuals meeting their goals. Last year we had 65% of the individuals meeting their employment goals as we could not evaluate community activities as the 2nd 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 members in the Day Habilitation Program. Thirteen members are full time. The other ten have split hours between Community based Day Program and the Day Habilitation Program. Last year six-month cumulative results yielded seventeen full time day habilitation members. This year's six-month period, we had 12 full time in person FTE. We have 9 members who receive tele health calls. Six of the members receive 3-5 calls weekly and the other members participate in our virtual programming.

2. To Minimize time from referral to start date.

We did not receive a referral for Day habilitation during this period last year. We did have one referral start April 4, and it took us 65 days to obtain all required documentation.

3. Maximize the number members participating in community:

The average number of members participating in community activities results for these six-months was 20%. Last year we had one quarter that yielded 47%. We decreased from last year, because of the regulations, ratios, how many members in vehicle, social distancing because of the pandemic.

4. To maximize the number of days in community. The average number of days averaged this year was 11 days. Last year during the same time period was 16 days. Again, this is the result of not being able to provide community activities because of all the guidelines.

5. To maximize the number of hours in community activities. The hours participating in community results yielded 1 hour per day for this six-month period. Last year was 1.5 hours per day.

6. Maximize individuals in volunteer sites.

Our goal is to have 50% of our members volunteering, at this six-month period, we averaged 2%. Last year during this same time period, 15% of the members participate in volunteering. Our results are interrupted because of the restricted regulations in allowing members in vehicle and social distancing.

7. To Maximize number of days in Volunteer.

Our goal expectancy is 100 days. We averaged 3 days during this period. This objective is new this year and thus no comparison data for last year.

8. To maximize the number of hours in volunteer:

The commutative results yield 0.7 hours. Last year the results yielded 1.2 hours per day per individuals. Again our ability to meet this goal was hindered because of the pandemic and the healthy and safety of the regulations.

9. Maximize number of individuals meeting their goals:

We are currently having 64% of our members meeting their goals. Last year during this time there was only 35% of the members are meeting their goals. This results in an increase. We continue to revise our plans, which affects our results.

NOTE:

We continue to provide telehealth and virtual programming. The virtual programming and telehealth services will end December 31, 2021 when the Federal Emergency ends.

During this 6-month period we averaged a total of 1,779 hours of virtual programming. We had 67% of the member's home participating in the virtual program. The virtual programming averaged hour was 3.9 hours per day.

Last year, we averaged 68% of our members participating in remote services averaging 3.6 hours per day.

These services provide additional revenue.

V. Program Efficiency Measures:

Average cost per person for the Community Based and Employment Programs, from January through June 2021:

The cost calculation per person is an annualized \$29,789 (includes transportation cost), which is a decrease of 9% over the \$33,762 per person cost last year. The decrease is a result of the continued pandemic and regulations, and staffing

Average cost per person for the Day Habilitation Program from January through June 2021:

The cost calculation per person is an annualized \$22,300 per person, which is an increase of 10% over the \$20,223 per person cost last year. The cost reflects how Mass Health has been able to reimburse the agency at a higher rate.

. Program length in programs

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

35% of participants were placed in supported employment

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

• Utilization of Services:

Services	# Persons
Supported Employment	80
Work Adjustment	85
Communication	89
Community Integration	95
Money Management	95
Safety	95
Physical exercise	95
Diet	80
Hygiene	85
Transportation	71
Virtual	15
Telehealth	29

VI ASSESSMENTS OF PLANS

Technology Plan:

Item	Review	Assessment
Hardware: Upgrade all hard as needed	6/30/2021	<ul style="list-style-type: none"> • Goal: provide current technology for each staff member. • Zubies contract up graded • Copier maintenance work completed • IPADs are still in good working condition • TV'S and LCD Projector continue to be a resource for training. • dialpad switch (10 lines) • Verizon FIOS and 2 Fax lines • purchased 5 kindles for therap and ZOOM Virtual Program • Purchased TV for conference room in Waltham
Software: Maintain current upgrades for present software.	6/30/2021	<ul style="list-style-type: none"> • Insource INC monitors all new Software- to 365 & outlook 2 Quick Books –connected to Insource Monitors the cloud, software backup, anti-virus and antispyware. QuickBooks upgraded. • Insource fixed Executive Director computer in Wellesley. • Purchased ZOOM to provide virtual Programming and security in May • Purchased News 2 You to assist with Virtual Program in June • Zubie software up graded May • Therap is on going
Drop box	6/30/2021	Reevaluate Contract during. Currently have 13 licenses. On Going
Continue with the contract with Insource Inc.	6/30/2021	On Going
Web Site continue to contract with Magna technology	6/30/2021	Magna tech completes all upgrades and monitors security to the Web sites. Works with Insource Inc and Go Daddy
Hardware: Laptops, computers LCD projector/IPADs Kindles /Zubies.	6/30/2021	Ongoing Need to purchase cameras for vehicles 2021
copier	6/30/2021	ongoing
Technical support/trainings	6/30/2021	ongoing

Risk Management Assessment:

Exposure	Control Mechanism	Responsibility	Schedule / Report	Results	Last Review Date
Financial	Internal: Budget review & modification of income/expense ratio Insurance premiums External - DDS/MRC - Mass Health and other Mass Health Options contracting	Executive Director Business Manager	Internal -Weekly reviews -Monthly reports External -Board of Directors	No discrepancies found No discrepancies found. COVID-19 effected revenue; we applied for our 2nd SBA and received the PPP for 8 weeks.	6/30/2021 6/30/2021 We applied for forgiveness
Operational	Trainings	Business Manager Program Director Case managers Safety trainer	Code of Ethical Conduct Program Policies and Procedures Fleet Safety Safety plan Human Rights Restraint training(PABC) Emergency procedures Technology Plan And DDS required training.	No discrepancy found No investigations	6/30/21 Trainings are on going
Human Resource	Training, Performance appraisals Fully staffed Professional Conduct		2-week orientation Certifications of trainings Monthly trainings hiring	Hiring is occurring but no. Performance eval. completed. discrepancy found	6/30/21 Trainings are on going
State Funding Reductions	Monthly provider meetings -marketing of the program Contracts for FY22 increased Employment Contracts CBDS Contract Transportation DAY HAB- MASS HEALTH	Executive Director -Business Manager -Program Director	- Monthly - Semi/Annual Exec Outcome Report	Pandemic has reduced our contracts, receiving enhancement rates for DDS and Mass health. used 2nd PPP funds. ARPA funds will be received in 3rd quarter. We also used Medicaid relief funds	Independent Audit Review July 21
Loss of CARF Accreditation & other state and Federal licensing	CARF Surveyed in March 2019 Fiscal Audit Quest Mass Health	Executive Director Program Director	- Monthly meetings/minutes	Currently reviewed all documentation. Policies in place and training is occurring any discrepancies found are in process of being revised	3-year certification awarded. New will be 4/22 Revalidation April 2021 for CARF Audit complete in July. Extended for a year pandemic conducting a survey 9/2021 July 2019
Technology loss	Technology Plan	Exec. Dir., Insource Inc. IT Manager & Business Man.	Monthly Semi/Annual Exec Outcome Report	Review own table	6/30/21
Vehicle loss	Fleet Safety Program	Exec. Dir. Business Manager Program Manager	Compliance reviewed annually by Management annual reports and approved annually by BOD	1 AT FAULT ACCIDENT 1/27/2021	6/30/21
External Environment	COOP/Risk PLAN Safety Plan DPH and CDC	Exec..Dir. Program Dir. All Staff	Compliance Reviewed annually	Weekly manager's meetings Quarterly meetings:Safety PBS No discrepancy found	6/21

ASSESSIBILITY

Barrier	Assessment	Result	Review Date
Physical and Environmental Access	Building is accessible to all individuals	No discrepancies found Still need to social distance but no capacity limits	6/30/2021
Attitudinal Access	Any member who has return in Day habilitation plans have been updated. Any new member consults completed. Any person who is at home receiving virtual and telehealth plan are being developed to have them all return by 12/31/2021	No discrepancies found. New 2 year plans are being developed Pandemic has affected services	6/30/2021
Financial Access	ASA continues to receive donations and when indicated will follow through on proposals.	Pandemic affected revenue However we received PPP loans	6/30/2021
Employment	Assessing needs for additional job coaches. Interviewing HR companies to assist with HR needs	At this, time no need to hire additional coaches, pandemic effected services November Asst. Business Manager and administrative assistant for Waltham was let go HR Company Hired through Insource in June 2020	6/30/2021 6/30/2021
Communication Access	Assessing individuals on technology needs Therap software and ZOOM, News to You	On going Data collection on going	6/30/2021 6/30/2021
Technology	Insource Services INC. Magna Technology for Web	IT company handles all IT issues Monitors web design and makes changes when indicated.	6/30/2021
Transportation	Transportation is accessible to all individuals	Currently no restrictions in transportation. It changed in May	6/30/2021
Community Integration	Community is assessable to all individuals	No discrepancies found. Issue is with Pandemic, but we were able to provide community activity for those who attended	6/30/2021

VII DISCUSSION:

It is hard to believe that it's already time for a mid-year recap and that we are preparing for our FY21 fiscal audit. The first half of this year has flown by, but not without its fair share of happenings and challenges. The following discussion is how we fared and the continued impact of COVID -19. Has had on our overall agency.

First and for most, we renovated Wellesley. This pandemic made it a little easy to complete and develop plans that ensured all individuals received services. Once all planning and communication completed, we closed down operations in Wellesley mid- March, moved everyone to Waltham and operated all our services. Overall, the transition went smoothly. We will be re-opening in Wellesley last week in July. The Executive was planning to have a re-opening celebration, but has decided to provide private tours with all stakeholders and families because of the Delta variant.

We have 95 individuals in various contracts; Transportation, Day Habilitation, Community Based Day Supports, Individual and Group Employment. We currently have 58 out of 95 participants in person (62%). The other 37 participants (38%) are either attending our virtual sessions or receiving telehealth calls. On average 15 members out of the 37 or 41% attend the virtual sessions. The other 22 receive telehealth calls. At this time, we are at our capacity based on our ratios and currently in process of hiring staff for both facilities to be able to increase our in person census.

There continues to be evolving budget issues because of the impact of the COVID-19 Pandemic. We applied for a second Small Business Administration Loan. This loan was for the Paycheck Protection Program (PPP). We received the loan February 2021 and all funds will be used during the first week in July. Receiving the loan allowed us to stabilize our income, reinstate the 5% decrease in salary and develop plans in the latter six-months to provide all staff a salary retention and we currently have a 2,000.00 hiring bonus for direct care professionals.

We finalized our FY22 contracts with the Department of Developmental Services. We did have a slight increase. However, this is subject to change as there are rate changes January 2022. We also know that Massachusetts received financial support from the Federal Government. Our financial support will be 10% increase based on our utilization of our contracts from July 1, 2021- December 31, 2021. Any funds received will need to be spent by June 30, 2022 of which 90% of the funds are to be paid to our direct staff.

In the latter months, Mass Health revenue will be a 25% reimbursement based on our utilization through December 31, 2021 with additional 10%.

One of our goals is to increase our rosters in both facilities. The Executive Director is still heavily supporting the referral process, as she is the main contact for the Department of Developmental Services, Education institutions and families. We are conducting virtual tours and just recently began in person tours. Referral documentation is sent electronically. Since January, we received 11 referrals. As already discussed 2 are waiting for in person services and transportation. Currently families and residential programs are looking for the person to receive in person services. However, our challenge is hiring staff so that to provide in person. Right now we are working to have the participants begin the virtual sessions. Once they start, we can add the participant to our contract and roster.

Staff's base salary is \$17.00 per hour; raises have been on hold since March 17, 2020. However, there are plans to provide salary retentions from July until end of FY22. We also have a very generous benefit package. We need to hire at least 10 positions to be able to provide in person and transportation services to everyone.

In January, we revised our trainings to mimic the mandatory trainings that the Department of Developmental Services recommends. New hires are receiving what is recommended in two weeks and what is recommended at the 90-day mark. We will continue to provide the training that are supplemental to the training and annual trainings. Any trainings that are to be done in person need to have guidelines developed and followed.

The agency continues to meet having the required training for Human Rights, Fire and Medication Administration.

- 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 are in good working order. Zubies are in and allow us to monitor driving characteristics, locating staff when needed and vehicle maintenance. All the necessary work for the summer months have been completed
- Executive Director completed all compliance documents for CARF in April. We received our review and continue to be certified from CARF. Currently the Executive Director is applying for our survey for 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 expired October 2020, however we did receive our extension. The Executive Director is in process to complete documentation for our survey in September 2021.
- We held our Annual Meeting in May with the Board. This is our second year not able to celebrate with everyone as a group because of the pandemic. I do not think we will be able to hold our annual Thanksgiving celebration but will be planning something.
- Safety, transport and PBS committee continues to meet and communicates with all staff.
- Management, continues to meet with all staff to ensure communications and enhanced relationships.

Our agency continues to face hardships through-out this pandemic, since our shut down March of 2020; the people we serve did not have initial access to our services. Both the agency and the individuals had to educate ourselves in the development of virtual sessions. Since re-opening there have been guidelines and regulations that Day Providers and transportation need to follow whether a person is vaccinated or not. This continues to be a major impact. We are hoping the pandemic winds down, however things are uncertain. This uncertainty impacts our services and our difficulty to hire and to provide services to all our individuals/members. We continue to be financially stable, because of the 2 PPP Loans, Medicaid relief funds and providing a variety of services. We renovated our Wellesley facility and continue to stay focused on our mission.

Respectfully submitted.

Sheela Smith, ASA Executive Director