



**PROVIDER REPORT
FOR**

**BOSTON COLLEGE
Campion Hall Room 197
Chestnut Hill, MA 02467**

January 19, 2023

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	BOSTON COLLEGE
Review Dates	11/7/2022 - 11/10/2022
Service Enhancement Meeting Date	11/28/2022
Survey Team	Margareth Larrieux (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	1 location(s) 6 audit (s)	Full Review	24/28 2 Year License 11/28/2022 - 11/28/2024		27 / 27 Certified 11/28/2022 - 11/28/2024
Employment Support Services	1 location(s) 6 audit (s)			Full Review	21 / 21
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

The Boston College Supported Employment Program (SEP), founded in 1987, provides integrated employment supports to adults with intellectual and developmental disabilities living in the Metro Boston area. The program offers job development training, Job coaching and competitive employment opportunities at various sites throughout the Boston College campus.

For this 2022 survey, the Department of Developmental Services (DDS) Office of Quality Enhancement conducted a full licensing and certification review of the agency's employment support services.

The survey results revealed that BC has effective systems and practices in the areas of licensing. Organizationally, the agency adjusted their strategic plan to combat the impact of the COVID-19 pandemic; in June 2020, all SEP participants and staff were furloughed due to the campus lockdown. In August of 2021, programming resumed, and new staff were onboarded, and the program participants gradually returned to their places of employment. Overall, the agency demonstrated good systems for tracking and ensuring that staff received all required trainings. BC also had effective methods for the screening and hiring of new staff.

The survey results showed BC SEP's dedication to maintaining the quality of employment supports it offered to people despite the many pandemic challenges. Individuals were assessed and supported to evacuate their prospective work locations in a timely manner and were trained on how to utilize equipment safely. Emergency Fact Sheets in place were mostly complete and accurate. In the area of human rights, individuals and guardians received training and/or information regarding human rights and abuse and neglect reporting. Staff were also observed to be respectful in their interactions and communication with and about individuals. BC secured photo/video consent from individual and guardians prior to using individuals' pictures in media/public forums.

In the area of Goal accomplishments, individuals were supported to choose meaningful goals and received support to work toward achieving them. As it relates to assistive technology, individuals were supported to use both low and high assistive technologies. Several individuals had binders with their work task, check sheets, and laminated cards to help them stay on task at work and perform their job duties with minimal reminders from staff. Some used cell phones to receive reminders and/set up transportation to and from work. The agency demonstrated ongoing supervision and oversight by ensuring that bi-weekly 1:1 supervision, monthly staff meetings and annual evaluation were occurring and documented.

The survey also revealed positive outcomes in the areas of certification areas. Individuals interviewed voiced satisfaction with their jobs and the staff that support them. Individuals received job performance evaluations where new work skills and interest were identified as well as future goals. Furthermore, individuals were supported to understand the benefits of competitive employment and were paid at least minimum wage. All individuals were found to be integrated into the culture at their workplaces; they also received invitations and attended workplace gatherings.

While BC demonstrated many positives in both licensing and certification areas, there are areas that would benefit from further attention. Administratively, the agency's Human Rights Committee did not meet its mandate for requisite member attendance; it needs to have full attendance of all required members when meeting in-person or virtually. The agency also needs to ensure that incidents are reported and finalized within the required timelines in HCSIS. Additionally, oversight of the ISP process is needed to ensure the timely submission of assessments and provider supports strategies.

Based on the findings of this review, Boston College Supported Employment Program met 86% of licensing indicators and will receive a two-year license for the employment/Day service grouping. The DDS Office of Quality Enhancement will conduct a follow-up for licensing indicators that were not met within 60 days of the SEM meeting. The agency is also certified as it met 100% of certification indicators.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	3/4	1/4	
Employment and Day Supports	21/24	3/24	
Employment Support Services			
Critical Indicators	0/0	0/0	
Total	24/28	4/28	86%
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 agency's Human Rights Committee did not meet its mandated for requisite expertise members attendance. For the last year, clinical representative was absent 75% of the time and legal representative was absent 50% of the time.

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

Indicator #	Indicator	Area Needing Improvement
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	ISP assessments for two out of the four individuals were not submitted within the required timeframes. The agency needs to ensure that the required ISP assessment are submitted in HCSIS at least 15 days prior to the scheduled ISP meeting.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	Supports strategies for three of the five individuals were not submitted within the required timeframes. The agency needs to ensure that support strategies necessary to assist an individual to meet their goals and objectives are submitted in HCSIS at least 15 days prior to the scheduled ISP meeting.
L91	Incidents are reported and reviewed as mandated by regulation.	Incident was not submitted and finalized in HCSIS within the required timeframes. The agency needs to ensure that incidents are reported and finalized in HCSIS within the required timelines.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	21/21	0/21	
Employment Support Services	21/21	0/21	
Total	27/27	0/27	100%
Certified			

MASTER SCORE SHEET LICENSURE

Organizational: BOSTON COLLEGE

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	1/1	Met
L76	Track trainings	1/1	Met
L83	HR training	2/2	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			6/6	Met
L7	Fire Drills	L	1/1			1/1	Met
L8	Emergency Fact Sheets	I	5/6			5/6	Met (83.33 %)
L9 (07/21)	Safe use of equipment	I	5/5			5/5	Met
L31	Communication method	I	6/6			6/6	Met
L32	Verbal & written	I	6/6			6/6	Met
L37	Prompt treatment	I	6/6			6/6	Met
L49	Informed of human rights	I	6/6			6/6	Met
L50 (07/21)	Respectful Comm.	I	6/6			6/6	Met
L51	Possessions	I	6/6			6/6	Met
L52	Phone calls	I	6/6			6/6	Met
L54 (07/21)	Privacy	I	6/6			6/6	Met
L55	Informed consent	I	6/6			6/6	Met
L77	Unique needs training	I	4/4			4/4	Met
L80	Symptoms of illness	L	1/1			1/1	Met
L81	Medical emergency	L	1/1			1/1	Met
L85	Supervision	L	1/1			1/1	Met
L86	Required assessments	I	2/4			2/4	Not Met (50.0 %)
L87	Support strategies	I	2/5			2/5	Not Met (40.0 %)
L88	Strategies implemented	I	5/5			5/5	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L91	Incident management	L	0/1			0/1	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I	6/6			6/6	Met
L94 (05/22)	Assistive technology	I	6/6			6/6	Met
L96 (05/22)	Staff training in devices and applications	I	6/6			6/6	Met
#Std. Met/# 24 Indicator						21/24	
Total Score						24/28	
						85.71%	

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

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	Met
C8	Family/guardian communication	6/6	Met
C22	Explore job interests	2/2	Met
C23	Assess skills & training needs	2/2	Met
C24	Job goals & support needs plan	2/2	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C25	Skill development	2/2	Met
C26	Benefits analysis	2/2	Met
C27	Job benefit education	2/2	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	6/6	Met
C30	Work in integrated settings	6/6	Met
C31	Job accommodations	1/1	Met
C32	At least minimum wages earned	6/6	Met
C33	Employee benefits explained	6/6	Met
C34	Support to promote success	6/6	Met
C35	Feedback on job performance	6/6	Met
C36	Supports to enhance retention	6/6	Met
C37	Interpersonal skills for work	6/6	Met
C47	Transportation to/ from community	6/6	Met
C50	Involvement/ part of the Workplace culture	6/6	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met