



**PROVIDER REPORT  
FOR**

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

**January 17, 2025**

**Version**

**Public Provider Report**

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

# **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	BOSTON COLLEGE
<b>Review Dates</b>	12/2/2024 - 12/6/2024
<b>Service Enhancement Meeting Date</b>	12/20/2024
<b>Survey Team</b>	David Bullard (TL)
<b>Citizen Volunteers</b>	

**Survey scope and findings for Employment and Day Supports**

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
<b>Employment and Day Supports</b>	1 location(s) 6 audit (s)	Targeted Review	DDS 4/5 Provider 24 / 24  28 / 29 2 Year License 12/20/2024-12/20/2026		DDS 0 / 0 Provider 27 / 27  27 / 27 Certified 12/20/2024 - 12/20/2026
Employment Support Services	1 location(s) 6 audit (s)			DDS Targeted Review	21 / 21
Planning and Quality Management				DDS Targeted Review	6 / 6

## **EXECUTIVE SUMMARY :**

The Boston College Supported Employment Program (SEP), which began in 1987, provides integrated employment supports to adults with intellectual and developmental disabilities. The program offers job development training, job coaching and competitive employment opportunities at various sites on the main Boston College Chestnut Hill campus, as well as their two other campuses in Newton and Brighton.

For this Boston College SEP 2024 survey, due to the results of the 2022 survey, they were eligible and chose to complete a self-assessment for the current licensing cycle. The Department of Developmental Services (DDS) Office of Quality Enhancement conducted a targeted licensing review of the agency's employment support services, with DDS conducting a targeted review of two administrative licensing indicators, and limited site and individual licensing indicators. No certification indicators were rated by DDS OQE. The overall ratings from this survey process are a combination of the agency's self-assessment and the DDS targeted review.

The survey results showed the agency's dedication to maintaining the quality of employment supports it offered to people. In the area of human rights, staff were trained and demonstrated knowledge of what would constitute reportable allegations of abuse/neglect as mandated reporters. Staff were also observed to be respectful in their interactions and communication with and about the individuals they serve.

In addition to these positive findings, one area was identified for the agency to further strengthen at the organizational level. The agency's Human Rights Committee (HRC) members did not always attend scheduled meetings. The agency is encouraged to focus efforts on HRC membership recruitment and retention so that each quarterly HRC meeting has the required membership in attendance.

As a result of this survey, Boston College will receive a Two-Year License for its Employment Supports Program, meeting 97% of licensing indicators. The agency is certified, meeting 100% of certification indicators. Boston College will complete follow-up on licensing indicators not met during the survey and will submit their results to OQE within 60 days following the Service Enhancement Meeting.

The following is a description of the agency's self-assessment process:

**Description of Self Assessment Process:**

For the Self-Assessment QA Process, 100% of full-time staff were included in the review process (full time staff consisted of the Program Director and three Job Coaches). For the Audit process, staff implemented different review strategies that involved reviewing and assessing HCSIS weekly, the creation of physical and virtual binders that are maintained by all staff members, attendance in weekly collaborative meetings and providing appropriate documentation of meeting minutes, and the creation of sign-off sheets to help staff keep track of mandatory trainings. When assessing if an indicator was met, the SEP program reviewed and assessed any indicators that were lower than 100% met. These indicators were addressed with a corrective action plan that was created by all full-time staff members. SEP full time staff members planned to re-address these indicators in further follow-ups to avoid decrements in performance.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	4/5	1/5	
<b>Employment and Day Supports</b>	24/24	0/24	
Employment Support Services			
<b>Critical Indicators</b>	1/1	0/1	
<b>Total</b>	28/29	1/29	97%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		1	

**Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:  
From DDS review:**

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	The Human Rights Committee did not meet its mandate regarding required member attendance. The agency needs to ensure regular attendance of all required members when meeting in-person or virtually on a quarterly basis.

## CERTIFICATION FINDINGS

	Reviewed By	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	DDS 0/0 Provider 6/6	6/6	0/6	
<b>Employment and Day Supports</b>	DDS 0/0 Provider 21/21	21/21	0/21	
Employment Support Services	DDS 0/0 Provider 21/21	21/21	0/21	
<b>Total</b>		<b>27/27</b>	<b>0/27</b>	<b>100%</b>
<b>Certified</b>				

## MASTER SCORE SHEET LICENSURE

Organizational: BOSTON COLLEGE

Indicator #	Indicator	Reviewed by	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓜ L2	Abuse/neglect reporting	DDS	1/1	Met
L48	HRC	DDS	0/1	Not Met(0 % )
L74	Screen employees	Provider	-	Met
L76	Track trainings	Provider	-	Met
L83	HR training	Provider	-	Met

### Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	Provider		-		-	Met
L7	Fire Drills	L	Provider		-		-	Met
L8	Emergency Fact Sheets	I	Provider		-		-	Met
L9 (07/21)	Safe use of equipment	I	Provider		-		-	Met
L31	Communication method	I	Provider		-		-	Met
L32	Verbal & written	I	Provider		-		-	Met
L37	Prompt treatment	I	Provider		-		-	Met
L49	Informed of human rights	I	Provider		-		-	Met
L50 (07/21)	Respectful Comm.	I	Provider		-		-	Met
L51	Possessions	I	Provider		-		-	Met
L52	Phone calls	I	Provider		-		-	Met
L54 (07/21)	Privacy	I	Provider		-		-	Met
L55	Informed consent	I	Provider		-		-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L77	Unique needs training	I	Provider		-		-	Met
L80	Symptoms of illness	L	Provider		-		-	Met
L81	Medical emergency	L	Provider		-		-	Met
L85	Supervision	L	Provider		-		-	Met
L86	Required assessments	I	DDS	4/4			4/4	Met
L87	Support strategies	I	DDS	4/4			4/4	Met
L88	Strategies implemented	I	Provider		-		-	Met
L91	Incident management	L	DDS	1/1			1/1	Met
L93 (05/22)	Emergency back-up plans	I	Provider		-		-	Met
L94 (05/22)	Assistive technology	I	Provider		-		-	Met
L96 (05/22)	Staff training in devices and applications	I	Provider		-		-	Met
<b>#Std. Met/# 24 Indicator</b>							<b>24/24</b>	
<b>Total Score</b>							<b>28/29</b>	
							<b>96.55%</b>	

## MASTER SCORE SHEET CERTIFICATION

### Certification - Planning and Quality Management

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C1	Provider data collection	Provider	-	Met
C2	Data analysis	Provider	-	Met
C3	Service satisfaction	Provider	-	Met
C4	Utilizes input from stakeholders	Provider	-	Met
C5	Measure progress	Provider	-	Met

C6	Future directions planning	Provider	-	<b>Met</b>
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### Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	<b>Met</b>
C8	Family/guardian communication	Provider	-	<b>Met</b>
C22	Explore job interests	Provider	-	<b>Met</b>
C23	Assess skills & training needs	Provider	-	<b>Met</b>
C24	Job goals & support needs plan	Provider	-	<b>Met</b>
C25	Skill development	Provider	-	<b>Met</b>
C26	Benefits analysis	Provider	-	<b>Met</b>
C27	Job benefit education	Provider	-	<b>Met</b>
C28	Relationships w/businesses	Provider	-	<b>Met</b>
C29	Support to obtain employment	Provider	-	<b>Met</b>
C30	Work in integrated settings	Provider	-	<b>Met</b>
C31	Job accommodations	Provider	-	<b>Met</b>
C32	At least minimum wages earned	Provider	-	<b>Met</b>
C33	Employee benefits explained	Provider	-	<b>Met</b>
C34	Support to promote success	Provider	-	<b>Met</b>
C35	Feedback on job performance	Provider	-	<b>Met</b>
C36	Supports to enhance retention	Provider	-	<b>Met</b>
C37	Interpersonal skills for work	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>
C50	Involvement/ part of the Workplace culture	Provider	-	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>