



**PROVIDER REPORT  
FOR**

**Community Work Services  
174 Portland St  
Boston, MA 02114**

**Version**

**Public Provider Report**

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

## **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	Community Work Services
-----------------	-------------------------

<b>Review Dates</b>	11/15/2023 - 11/20/2023
---------------------	-------------------------

<b>Service Enhancement Meeting Date</b>	12/5/2023
---	-----------

<b>Survey Team</b>	Meagan Caccioppoli (TL) John Hazelton
--------------------	--

<b>Citizen Volunteers</b>	
---------------------------	--

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

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Employment and Day Supports</b>	2 location(s) 13 audit (s)	Full Review	40/49 Defer Licensure		17 / 21 Certified
Community Based Day Services	1 location(s) 6 audit (s)			Full Review	11 / 15
Employment Support Services	1 location(s) 7 audit (s)			Deemed	
Planning and Quality Management				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

Community Work Services (CWS) was founded in 1877 in an effort to provide services to the underprivileged residents of Boston. Today it provides community based day services and employment supports to individuals with disabilities, as well as other individuals needing support with workforce development and training. Current programs include culinary training, commercial cleaning, hotel and hospitality, solar technician training, and commercial production.

The scope of this survey was a full review of all licensing indicators within the agency's Employment and Day Supports services, and a certification review of its CBDS services. As the agency is currently accredited by CARF for its Employment Services and CARF is deemed for Certification, CWS did not undergo a DDS Certification review for its Employment Services in this survey cycle.

Organizationally, the agency had an effective human rights committee with excellent attendance and organized minutes. All required members were present and reviewed the required items. Staff working with the individuals knew each person's unique needs, including dietary restrictions and religious practices. For example, one individual fasts during Ramadan and staff reached out to family to see if any accommodations would be needed while they were at the program. Another individual spoke Vietnamese and staff worked on English skills through the Duolingo app.

Within the Human Rights Domain, all individuals had been trained in human rights and DPPC reporting on an annual basis, and guardians provided this information. All communication with and about individuals was respectful and inclusive.

Within the realm of certification, all individuals receiving CBDS supports were supported to participate in employment opportunities. All individuals surveyed were working in jobs that offered at least minimum wage.

Several areas requiring further attention were identified during the survey. The domain of environmental safety requires increased attention as fire drill documentation was missing relative components, and annual inspections had not occurred in a timely manner. Within the health care domain, the agency needs to ensure that medical protocols are in place for individuals when needed, and must ensure that staff are knowledgeable of how to implement these protocols. Finally, the agency needs to ensure that anything meeting the threshold of a reportable incident has a corresponding incident report filed through HCSIS.

Within areas subject to certification, the agency needs to ensure each individual has the opportunity to provide input on performance evaluations of the staff who support them. Additionally, individuals need to be supported to explore their interests and adjust their daily scheduled when desired. The agency needs to assess individuals' employment interests and support individuals to explore their options of what to do during the day. For those working, the agency needs to assess their current employment situation to determine if it is in line with their career aspirations.

Within the Employment and Day Supports program, the agency met 82% of all licensing indicators. Because the agency did not meet two critical indicators pertaining to inspections and medical protocols, the agency's license is deferred. Pending resolution of the critical indicators through successful follow-up in 60 days, the agency will receive a Two Year license with Mid-cycle Review for its Employment/Day Supports service grouping. The agency met 81% of the certification indicators reviewed within its CBDS services. As a result, the agency service is Certified. Follow-up on the licensing indicators rated not met will be conducted by the Office for Quality Enhancement within 60 days of the Service Enhancement Meeting.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>4/4</b>	<b>0/4</b>	
<b>Employment and Day Supports</b>	<b>36/45</b>	<b>9/45</b>	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	<b>3/5</b>	<b>2/5</b>	
<b>Total</b>	<b>40/49</b>	<b>9/49</b>	<b>82%</b>
<b>Defer Licensure</b>			
<b># indicators for 60 Day Follow-up</b>		<b>9</b>	

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

Indicator #	Indicator	Area Needing Improvement
L7	Fire drills are conducted as required.	Fire drill documentation did not include a list of individuals present during drills, or the level of assistance provided to them. The agency needs to ensure that fire drill documentation includes this information.
L8	Emergency fact sheets are current and accurate and available on site.	Six individuals had emergency fact sheets that did not contain all of the required components. The agency needs to ensure that all individuals served have completed and updated emergency fact sheets.
Ⓡ L11	All required annual inspections have been conducted.	Inspections of the fire detection and sprinkler systems are more than 15 months old. The agency needs to ensure that inspections occur no more than 15 months apart.
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	The hot water at one location exceeded the acceptable temperature. The agency needs to ensure that hot water temperatures are within required ranges.
Ⓡ L38	Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team).	Two individuals had seizure disorders, however no written protocols were in place, and in one case, staff were not fully aware of how to respond if a seizure were to occur. The agency needs to ensure that written protocols are in place for all individuals diagnosed with a significant medical condition. Staff need to be fully trained and knowledgeable of how to respond to medical conditions.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	The ISP assessments for two individuals were not submitted to the DDS Area Office within the required timeframe. The agency needs to ensure that ISP assessments are submitted within required timeframes.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For five individuals, ISP support strategies were not being implemented. The agency should ensure there is a data collection system in place to track progress on identified support strategies.
L91	Incidents are reported and reviewed as mandated by regulation.	Three incidents meeting the criteria for incident reporting occurred but were not submitted to the Area Office via the HCSIS system. The agency needs to ensure that incidents are submitted and finalized in HCSIS per identified timeframes.
L94 (05/22)	Individuals have assistive technology to maximize independence.	Five individuals were not assessed, either formally or informally, for any assistive technology needs. The agency needs to ensure that all individuals are assessed, and that needed items are obtained.

## **CERTIFICATION FINDINGS**

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	6/6	0/6	
<b>Employment and Day Supports</b>	11/15	4/15	
Community Based Day Services	11/15	4/15	
<b>Total</b>	<b>17/21</b>	<b>4/21</b>	<b>81%</b>
<b>Certified</b>			

**Community Based Day Services- Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	Five individuals did not have the opportunity to provide feedback on staff, either at the time of hire or on an ongoing basis. The agency needs to ensure that all individuals are given the opportunity to provide feedback on staff.
C40	Individuals are supported to explore, discover and connect with their personal interest and options for community involvement, personal interest and hobbies.	Although individuals work the majority of the time while at program, the agency has not provided individuals with opportunities to explore career opportunities outside what is available. The agency does not have a mechanism for supporting individuals to further explore their work interests to ensure opportunities offered are in line with their preferences.
C41	Individuals participate in activities, including those in the community, that reflect their interests and preferences.	For six individuals, it was difficult to decipher if activities were tailored to their interests, as most activities were work related. The agency needs to ensure that individuals have choice in community outings and other activities.
C45	Individual's decisions of what to do during the day are revisited on a regular basis.	The agency does not offer individuals an opportunity for input on what to do during the time they are not working and are participating in CBDS services. Efforts must be made to expose individuals to different options to consider before discussing their interest. Individuals must be supported to make choices in how they spend their time at the CBDS.



## MASTER SCORE SHEET LICENSURE

### Organizational: Community Work Services

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L48	HRC	1/1	Met
L74	Screen employees	4/4	Met
L76	Track trainings	3/4	Met(75.00 % )
L83	HR training	4/4	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	12/12	Met
L5	Safety Plan	L			1/1	1/1	Met
℞ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			0/1	0/1	Not Met (0 %)
L8	Emergency Fact Sheets	I	3/7		3/5	6/12	Not Met (50.0 %)
L9 (07/21)	Safe use of equipment	I	6/6		6/6	12/12	Met
℞ L11	Required inspections	L			0/1	0/1	Not Met (0 %)
℞ L12	Smoke detectors	L			1/1	1/1	Met
℞ L13	Clean location	L			1/1	1/1	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			0/1	0/1	Not Met (0 %)
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met
L18	Above grade egress	L			1/1	1/1	Met
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			1/1	1/1	Met
L22	Well-maintained appliances	L			1/1	1/1	Met
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L27	Pools, hot tubs, etc.	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/comb ustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communicatio n method	I	7/7		6/6	13/13	Met
L32	Verbal & written	I	7/7		6/6	13/13	Met
L37	Prompt treatment	I	1/1			1/1	Met
Ⓡ L38	Physician's orders	I	0/1		0/1	0/2	Not Met (0 %)
L39	Dietary requirements	I	1/1			1/1	Met
L49	Informed of human rights	I	7/7		6/6	13/13	Met
L50 (07/21)	Respectful Comm.	I	7/7		6/6	13/13	Met
L51	Possessions	I	7/7		6/6	13/13	Met
L52	Phone calls	I	7/7		6/6	13/13	Met
L54 (07/21)	Privacy	I	7/7		6/6	13/13	Met
L72	DOL requirements	I	1/1			1/1	Met
L77	Unique needs training	I	7/7		6/6	13/13	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	2/2		2/4	4/6	Not Met (66.67 %)
L87	Support strategies	I	2/2		3/4	5/6	Met (83.33 %)
L88	Strategies implemented	I	6/7		2/6	8/13	Not Met (61.54 %)

Ind. #	Ind.	Loc. or Indiv.	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	5/5		6/6	11/11	Met
L94 (05/22)	Assistive technology	I	7/7		1/6	8/13	Not Met (61.54 %)
L96 (05/22)	Staff training in devices and applications	I	1/1			1/1	Met
<b>#Std. Met/# 45 Indicator</b>						36/45	
<b>Total Score</b>						40/49	
						81.63%	

## 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

### Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/6	Not Met (16.67 %)
C8	Family/guardian communication	6/6	Met
C13	Skills to maximize independence	6/6	Met
C37	Interpersonal skills for work	6/6	Met
C38 (07/21)	Habilitative & behavioral goals	5/6	Met (83.33 %)

### Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C39 (07/21)	Support needs for employment	6/6	<b>Met</b>
C40	Community involvement interest	0/6	<b>Not Met (0 %)</b>
C41	Activities participation	0/6	<b>Not Met (0 %)</b>
C42	Connection to others	6/6	<b>Met</b>
C43	Maintain & enhance relationship	6/6	<b>Met</b>
C44	Job exploration	6/6	<b>Met</b>
C45	Revisit decisions	0/5	<b>Not Met (0 %)</b>
C46	Use of generic resources	6/6	<b>Met</b>
C47	Transportation to/ from community	5/5	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	6/6	<b>Met</b>