



**PROVIDER REPORT
FOR**

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

December 24, 2025

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider Community Work Services

Review Dates 12/3/2025 - 12/9/2025

Service Enhancement Meeting Date 12/23/2025

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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	2 location(s) 13 audit (s)	Full Review	45/46 2 Year License 12/23/2025 - 12/23/2027		19 / 42 Certified with Progress Report 12/23/2025 - 12/23/2027
Community Based Day Services	1 location(s) 6 audit (s)			Full Review	6 / 15
Employment Support Services	1 location(s) 7 audit (s)			Full Review	8 / 21
Planning and Quality Management				Full Review	5 / 6

EXECUTIVE SUMMARY :

Community Work Services (CWS) was founded in 1877 with a mission to provide services to the underprivileged residents of Boston to help secure employment that ultimately improved the quality of their lives. The mission has remained the same but has expanded to include providing community based day services and employment supports to individuals with disabilities. The primary training programs available to all individuals included 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 and certification indicators within the agency's Employment and Day Supports services.

Organizationally, the agency has a long term (5 year) Strategic Plan with the primary goals focused on increasing the number of individuals supported and the successful placement of individuals into desired employment positions. One area of organizational strength was the agency's system to develop and maintain a competent workforce. The agency's retention of staff allowed for its staff roster to be unchanged for the past year, and the system for ensuring veteran staff receive annual trainings and maintain required certifications was found to be highly effective.

The agency demonstrated significant improvement since the 2023 review in the domains of environmental safety and health care. Within the domain of environmental safety, individuals were able to be evacuated from the building in the time identified in the Safety Plan, and fire drill documentation was complete. All required annual inspections were completed in a timely manner. Within the health care domain, the agency ensured that medical protocols were in place for individuals when needed, and staff were knowledgeable of how to implement these protocols. Additionally, surveyors noted staff were knowledgeable and skilled in meeting the unique physical, emotional and medical needs of the individuals.

Another overall strength was the agency's ability to meet regulatory timelines. All incidents requiring an incident report were filed in accordance with regulatory requirements. The majority of ISP related documentation and materials were completed and submitted on-time. Data on ISP objectives was being collected consistently to track and measure progress. Nearly all individuals received their annual Human Rights and DPPC reporting training; guardians were also provided this information. All communication with and about individuals was respectful and inclusive.

There was a single area identified during the licensing review requiring further attention by the agency. Organizationally, the agency's Human Rights Committee did not have a clinician included as part of the Committee as required.

Within the realm of certification, the agency ensured all individuals received a copy of the agency's handbook which contained important information relative to rights, benefits and expectations. All individuals receiving CBDS and Employment services were supported to participate in available employment opportunities at the workshop. All individuals surveyed were working in jobs that offered at least minimum wage, and they expressed they enjoyed performing their work.

There were a number of areas within the certification realm that require the agency's attention. Within both the CBDS and Employment programs, the agency needs to solicit feedback from individuals on staff performance and utilize the feedback with the employee during annual performance reviews to recognize positive performance and address individualized issues of concern. The agency also needs to develop formal mechanisms to fully assess and document individuals' personal, employment, recreational, and social interests.

Within the CBDS program increased focus is needed relative to expanding community access as supports were limited to less than a handful of community outings/experiences in a one year period

which negatively impacted opportunities to learn about generic community resources and develop meaningful connections outside the walls of their day program.

Within the Employment program, the agency needs to focus on broadening its efforts to provide employment opportunities beyond its walls. Individuals receiving Employment Supports were limited to on-site work opportunities which eliminated the ability to work in an integrated setting, promote independence in the workplace, and the opportunity to understand and become part of a workplace culture. Further development is also needed to the process of assessing career interests, current and needed work skills within those career areas, culminating in the development of career plans that identify employment goals and support needs; plans should identify the paths to either group supported or competitive employment beyond the workshop. Once employment is realized, the agency needs to develop supports to ensure individuals receive information relative to managing entitlements, retaining positions or advancing on career paths, and receiving needed feedback from employers on their performance.

Within the Employment and Day Supports service group, Community Work Services met 98% of all licensing indicators with all critical indicators met. As a result, the agency will receive a Two Year license for its Employment/Day Supports programs. The agency met 45% of the certification indicators reviewed. As a result, the agency is Certified with a Mid-cycle Progress Report; the agency will provide a report on all not met certification indications to OQE in one year. Follow-up on the licensing indicators rated not met will be conducted by Community Work Services within 60 days of the Service Enhancement Meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	2/3	1/3	
Employment and Day Supports	43/43	0/43	
Community Based Day Services Employment Support Services			
Critical Indicators	5/5	0/5	
Total	45/46	1/46	98%
2 Year License			
# indicators for 60 Day Follow-up		1	

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 Human Rights Committee did not include a valid voting member with clinical expertise for eight out of eight meetings. The agency needs to recruit a clinician to be a voting member of their Human Rights Committee to ensure that the required expertise is present at meetings.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	5/6	1/6	
Employment and Day Supports	14/36	22/36	
Community Based Day Services	6/15	9/15	
Employment Support Services	8/21	13/21	
Total	19/42	23/42	45%
Certified with Progress Report			

Planning and Quality Management Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C3	The provider actively solicits and utilizes input from the individuals and families regarding satisfaction with services.	The agency did not have a mechanism to utilize input received from individuals and guardians. The agency needs to develop a mechanism to capture the results of solicited input and how the agency utilizes the information.

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

Indicator #	Indicator	Area Needing Improvement
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.	None of the individuals had the opportunity to provide feedback on an ongoing basis on the performance of staff that support them. The agency needs to ensure that individuals have the opportunity to provide feedback on staff at the time of hire, and on an annual basis to be used for training and evaluation purposes.
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	5 of 6 individuals did not have a comprehensive plan developed to determine job goals, barriers to employment, and support needs. The agency needs to develop these plans so that individuals can be fully supported on the pathway to employment.

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

Indicator #	Indicator	Area Needing Improvement
C40	Individuals are supported to explore, discover and connect with their personal interest and options for community involvement, personal interest and hobbies.	For all six individuals, their interests have not been identified and there has not been any community exploration related to each individual's areas of interests. The agency needs to support exploration of interests in an effort to identify interests in areas such as hobbies and personal interests on a consistent and sustained basis.
C41	Individuals participate in activities, including those in the community, that reflect their interests and preferences.	For all six individuals reviewed, opportunities for activities, especially in the community in line with individual preferences and interests were not frequent. The agency should provide regular activities and community activities in accordance with each person's preferences.
C42	Individuals are involved in activities that connect them to other people in the community.	For all six individuals, activities that provide opportunities to connect with others in the community were infrequent. The agency needs to provide regular and frequent community activities that provide opportunities for natural interactions with others.
C43	Staff act as bridge builders to support individuals to develop, sustain, and enhance relationships with others.	3 out of 6 individuals were not supported to develop and increase social contacts. The agency needs to have a knowledge of each person's interests in social contacts and consistently support these to develop and expand.
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.	For 5 of the 6 individuals reviewed, effective methods had not been utilized to assist individuals in exploring their job interests. The agency needs to ensure staff regularly assess the individuals' job interests, have explored those interests with the individuals, and revisit this at least annually.
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 to provide input on what to do during the time they are not working and are participating in CBDS services. At least quarterly, individuals must be supported to make choices in how they spend their time at the CBDS.

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

Indicator #	Indicator	Area Needing Improvement
C46	Staff (Home Providers) support individuals to learn about and use generic community resources.	Six individuals have not been supported in learning about or utilizing generic community resources. The agency needs to ensure that all individuals are supported in learning about and utilizing these resources and expanding its community activities to include access to generic community resources.
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.	None of the individuals had the opportunity to provide feedback on an ongoing basis on the performance of staff that support them. The agency needs to ensure that individuals have the opportunity to provide feedback on staff at the time of hire, and on an annual basis to be used for training and evaluation purposes.
C22	Staff have effective methods to assist individuals to explore their job interests.	Six individuals had not been thoroughly assessed on their personalized job interests. Choices for these individuals were limited to participation in pre-established group employment options developed by the agency. The agency needs to ensure that individualized preferences are explored using a variety of methods, for example, job tours, volunteerism, interest inventories and a variety of vocational interest assessments.
C23	Staff utilize a variety of methods to assess an individual's skills, interests, career goals and training and support needs in employment.	For seven individuals, thorough Job skills assessments to determine skills possessed, both specific to career paths of interest and general skills used in most jobs had not been conducted; areas of needed skill development had not been identified. The agency needs to ensure it employs a variety of assessments and tools to , identify employment skills; assessment should be conducted on skills utilized in the individuals' identified careers of interest.

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

Indicator #	Indicator	Area Needing Improvement
C24	There is a plan developed to identify job goals and support needs.	Six individuals did not have a Career Plan developed with specific goals and support/training needs identified to provide a clear and complete pathway to desired and successful employment in a career of each individual's choice. The agency needs to ensure all individuals have a Career Plan developed with specific goals and support/training needs identified to provide a clear and complete pathway to desired and successful employment in a career of each individual's choice.
C25	Staff assist individuals to work on skill development for job attainment and success.	Six individuals have not been assisted to work on skill development for job attainment and success. The agency needs to ensure that when career planning identifies specific skills to be developed, to the agency supports skill development to enhance skills needed for job attainment and success.
C26	Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community.	None of the individuals had an analysis of their entitlements to determine how they could be best managed to allow individuals to work successfully in the community. The agency needs to ensure each individual has been provided with resources or had an analysis of their benefits in order to maximize their ability to successfully work in the community and maximize earnings while minimizing the impact n entitlements.
C27	Individuals and families are encouraged and supported to understand the benefits of integrated employment.	For six individuals, the agency did not have a mechanism to demonstrate individuals and families were supported to understand the benefit of individualized, competitive, integrated employment. The agency needs to ensure all individuals and families are encouraged and supported to understand the benefits of integrated employment.

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

Indicator #	Indicator	Area Needing Improvement
C29	Individuals are supported to obtain employment that matches their skills and interests.	For five individuals, there was no ongoing support to obtain employment that matched their identified skills and interests. The agency needs to ensure that once the interests and skills of all individuals are identified, there is ongoing support to obtain employment that matches them.
C30	Individuals are supported to work in integrated job settings.	None of the six individuals reviewed were supported to work in an integrated setting. The agency needs to ensure all individuals are supported to obtain employment that offers an integrated setting.
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	None of the six individuals reviewed had a specific plan for minimizing supports and increasing independence and success in the workplace. The agency needs to ensure all individuals receive an optimal level of support to promote success, and have a specific plan for minimizing supports based on ability and performance benchmarks.
C35	Individuals are given feedback on job performance by their employer.	None of the six individuals received formal feedback on their job performance from the agency. The agency needs to ensure all individuals receive feedback on their job performance from their employer or the agency.
C36	Ongoing supports are provided to enhance job retention and advancement.	Five individuals were not receiving ongoing support to enhance job retention and advancement. The agency needs to ensure all individuals receive support to enhance job retention and advancement.
C50	Individuals are supported to understand and become a part of the culture of the workplace (including workplace social activities and events).	None of the six individuals reviewed were supported to work in an integrated setting. The agency needs to ensure all individuals work in integrated settings, and are supported to understand and become part of the work place culture of an employer.

MASTER SCORE SHEET LICENSURE

Organizational: Community Work Services

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L48	HRC	0/1	Not Met(0 %)
L76	Track trainings	4/4	Met
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	7/7		5/6	12/13	Met (92.31 %)
L5	Safety Plan	L			1/1	1/1	Met
℞ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	6/7		6/6	12/13	Met (92.31 %)
L9 (07/21)	Safe use of equipment	I	7/7		6/6	13/13	Met
L10	Reduce risk interventions	I			1/1	1/1	Met
℞ L11	Required inspections	L			1/1	1/1	Met
℞ 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			1/1	1/1	Met
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 Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L31	Communication method	I	7/7		6/6	13/13	Met
L32	Verbal & written	I	7/7		6/6	13/13	Met
L37	Prompt treatment	I	7/7		6/6	13/13	Met
L38	Physician's orders	I	2/2		1/1	3/3	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
L55	Informed consent	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	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	5/6		4/4	9/10	Met (90.0 %)
L87	Support strategies	I	4/6		4/4	8/10	Met (80.0 %)
L88	Strategies implemented	I	7/7		6/6	13/13	Met
L91	Incident management	L			1/1	1/1	Met
L93 (05/22)	Emergency back-up plans	I	7/7		6/6	13/13	Met
L94 (05/22)	Assistive technology	I	6/7		5/6	11/13	Met (84.62 %)

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L99 (05/22)	Medical monitoring devices	I	1/1			1/1	Met
#Std. Met/# 43 Indicator						43/43	
Total Score						45/46	
						97.83%	

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	0/1	Not Met (0 %)
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	0/6	Not Met (0 %)
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	6/6	Met
C39 (07/21)	Support needs for employment	1/6	Not Met (16.67 %)
C40	Community involvement interest	0/6	Not Met (0 %)
C41	Activities participation	0/6	Not Met (0 %)
C42	Connection to others	0/6	Not Met (0 %)
C43	Maintain & enhance relationship	3/6	Not Met (50.0 %)

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C44	Job exploration	1/6	Not Met (16.67 %)
C45	Revisit decisions	0/6	Not Met (0 %)
C46	Use of generic resources	0/6	Not Met (0 %)
C47	Transportation to/ from community	6/6	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/6	Not Met (0 %)
C8	Family/guardian communication	7/7	Met
C22	Explore job interests	1/7	Not Met (14.29 %)
C23	Assess skills & training needs	0/7	Not Met (0 %)
C24	Job goals & support needs plan	1/7	Not Met (14.29 %)
C25	Skill development	1/7	Not Met (14.29 %)
C26	Benefits analysis	0/7	Not Met (0 %)
C27	Job benefit education	1/7	Not Met (14.29 %)
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	1/6	Not Met (16.67 %)
C30	Work in integrated settings	0/6	Not Met (0 %)
C31	Job accommodations	4/4	Met
C32	At least minimum wages earned	7/7	Met
C33	Employee benefits explained	7/7	Met
C34	Support to promote success	0/6	Not Met (0 %)
C35	Feedback on job performance	0/6	Not Met (0 %)
C36	Supports to enhance retention	0/5	Not Met (0 %)
C37	Interpersonal skills for work	7/7	Met
C47	Transportation to/ from community	7/7	Met
C50	Involvement/ part of the Workplace culture	0/6	Not Met (0 %)
C51	Ongoing satisfaction with services/ supports	7/7	Met