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| **PROVIDER REPORT FOR** |

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| **JEWISH VOCATIONAL SERVICE75 Federal Street Boston, MA 02110**  |

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| **July 13, 2021** |

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| **Public Provider Report** |

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| **Prepared by the Department of Developmental ServicesOFFICE OF QUALITY ENHANCEMENT** |

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| **SUMMARY OF OVERALL FINDINGS** |

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| **Review Dates** |

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| 5/11/2021 - 5/14/2021 |

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| **Service Enhancement Meeting Date** |

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| 6/1/2021 |

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| **Survey Team** |

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| Leslie Hayes (TL) |

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| **Citizen Volunteers** |

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| **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) 3 audit (s)  | Full Review | 19/22 2 Year License 06/01/2021 - 06/01/2023 |  | 26 / 27 Certified 06/01/2021 - 06/01/2023 |
| Employment Support Services | 1 location(s) 3 audit (s)  |  |  | Full Review | 20 / 21 |
| Planning and Quality Management |   |  |  | Full Review | 6 / 6 |

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| **EXECUTIVE SUMMARY :** |

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| Jewish Vocational Services Boston (JVS) is a non-profit organization that provides workforce development services to individuals and employers in Massachusetts. The agency supports individuals through its Disabilities Services Department and multiple community partnerships. The agency currently serves DDS individuals for Employment Services. This 2021 Department of Developmental Services (DDS) full licensing and certification Review was conducted by the Office of Quality Enhancement on the agency's Employment Services. It was conducted utilizing a virtual platform as well as electronic document sharing. Jewish Vocational Service is one of the first agencies to undergo a licensing and certification review since the return to QE surveying which was suspended due to the Covid-19 pandemic.  Survey results revealed that JVS had effective systems for tracking mandatory staff trainings and the screening of potential staff. In the area of human rights, individuals and guardians were trained on Human Rights/ Abuse and Neglect Reporting. The agency was affiliated with another agency's Human Rights Committee; that committee met its responsibilities as far as JVS individuals were concerned, reviewing all matters under its purview. Overall, supports and communication between agency staff, individuals, family/guardians was consistent and well documented. JVS moved to an almost completely virtual format at the onset of the COVID 19 emergency and was thus able to continue serving individuals with little interruption. JVS had a Strategic Plan which included agency-wide goals for the agency; it regularly monitored progress towards meeting its goals.Job related supports was an area of effectiveness for the agency, JVS supported individuals to achieve their goals in employment. Staff maintained a balance between providing effective supports and fostering independence in individuals. JVS staff consistently utilized assessment, classes, social groups, and other training methods to ensure that individuals identified with, met, and maintained their goals. Individuals were supported to find jobs in the community that reflected their interests and skills. The agency also continued to offer various supports to individuals after employment had been obtained. They assisted individuals to sustain employment by maintaining open communication with employers; this allowed for workplace issues or concerns to be quickly addressed and resolved. Skill training was continually offered to individuals along with support to remain successful; they also offered supports to individuals to gain advancement.The survey revealed that JVS had many areas of strength; however, there were some areas where improvements are needed. As it relates to contact and health information, emergency fact sheets needed to be completed with the required information, including photographs of the individuals. Additionally, required assessments and support strategies for the ISP meetings must be submitted at least 15 days before the meetings as per regulation. Regarding Certification, the agency must develop a system to incorporate input from the individuals they serve into staff performance evaluations and the hiring process of the staff that support them.In summary, Jewish Vocational Service received a score of 86% met for licensing indicators and will receive a Two-Year license for its Employment Services. Based on this result, the DDS Office of Quality Enhancement will conduct a follow-up on the Licensing indicators that were Not Met within sixty days of the Service Enhancement Meeting. The agency also received a score of 96% met for Certification indicators and is certified for Employment Supports. |

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| **LICENSURE FINDINGS** |

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|  | **Met / Rated** | **Not Met / Rated** | **% Met** |
| **Organizational** | **6/6** | **0/6** |  |
| **Employment and Day Supports** | **13/16** | **3/16** |  |
|  Employment Support Services |  |  |  |
| **Critical Indicators** | **1/1** | **0/1** |  |
| **Total** | **19/22** | **3/22** | **86%** |
| **2 Year License** |  |  |  |
| **# indicators for 60 Day Follow-up** |  | **3** |  |

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|  | **Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:** |
|  | **Indicator #** | **Indicator** | **Area Needing Improvement** |
|  |  L8 | Emergency fact sheets are current and accurate and available on site. | For three individuals, Emergency Fact sheets were incomplete and some lacked photos of the individual. The agency needs to ensure that EFSs are completed with all the required information. |
|  |  L86 | Required assessments concerning individual needs and abilities are completed in preparation for the ISP. | For two individuals, ISP assessments were not submitted within the required timeframe. The agency needs to ensure that ISP assessments are submitted within the required timeframe. |
|  |  L87 | Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP. | For two individuals, ISP Support strategies were not submitted within the required timeframe. The agency needs to ensure that Support Strategies are submitted within the required time frame. |

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| **CERTIFICATION FINDINGS** |

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|  | **Met / Rated** | **Not Met / Rated** | **% Met** |
| **Certification - Planning and Quality Management** | **6/6** | **0/6** |  |
| **Employment and Day Supports** | **20/21** | **1/21** |  |
| Employment Support Services | 20/21 | 1/21 |  |
| **TOTAL** | **26/27** | **1/27** | **96%** |
| **Certified** |  |  |  |

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|  | **Employment Support 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. | The three individuals did not give feedback on the evaluation of staff that support them. The individuals also did not give input at the time of hire of staff. The agency needs to ensure that there is a mechanism in place to allow for feedback as to the performance of support staff, as well as to allow for input at the time of hiring. |
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| **MASTER SCORE SHEET LICENSURE** |

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| **Organizational: JEWISH VOCATIONAL SERVICE** |

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|  | **Indicator #** | **Indicator** | **Met/Rated** | **Rating(Met,Not Met,NotRated)** |
| O |  L2 | Abuse/neglect reporting | **1/1** | **Met** |
|  |  L48 | HRC | **1/1** | **Met** |
|  |  L74 | Screen employees | **1/1** | **Met** |
|  |  L75 | Qualified staff | **1/1** | **Met** |
|  |  L76 | Track trainings | **1/1** | **Met** |
|  |  L83 | HR training | **1/1** | **Met** |

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| **Employment and Day Supports:** |

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|  | **Ind. #** | **Ind.** | **Loc. or Indiv.** | **Emp. Sup.** | **Cent. Based Work** | **Com. Based Day** | **Total Met / Rated** | **Rating** |
|  |  L1 | Abuse/neglect training | I | 3/3 |  |  | **3/3** | **Met** |
|  |  L8 | Emergency Fact Sheets | I | 0/3 |  |  | **0/3** | **Not Met(0 %)** |
|  |  L31 | Communication method | I | 3/3 |  |  | **3/3** | **Met** |
|  |  L32 | Verbal & written | I | 3/3 |  |  | **3/3** | **Met** |
|  |  L49 | Informed of human rights | I | 3/3 |  |  | **3/3** | **Met** |
|  |  L50 | Respectful Comm. | L | 1/1 |  |  | **1/1** | **Met** |
|  |  L51 | Possessions | I | 3/3 |  |  | **3/3** | **Met** |
|  |  L52 | Phone calls | I | 3/3 |  |  | **3/3** | **Met** |
|  |  L77 | Unique needs training | I | 3/3 |  |  | **3/3** | **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 | 0/2 |  |  | **0/2** | **Not Met(0 %)** |
|  |  L87 | Support strategies | I | 0/2 |  |  | **0/2** | **Not Met(0 %)** |
|  |  L88 | Strategies implemented | I | 2/2 |  |  | **2/2** | **Met** |
|  |  L91 | Incident management | L | 1/1 |  |  | **1/1** | **Met** |
|  | **#Std. Met/# 16 Indicator** |  |  |  |  |  | **13/16** |  |
|  | **Total Score** |  |  |  |  |  | **19/22** |  |
|  |  |  |  |  |  |  | **86.36%** |  |

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| **MASTER SCORE SHEET CERTIFICATION** |

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|  | **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** |
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| **Employment Support Services** |
| **Indicator #** | **Indicator** | **Met/Rated** | **Rating** |
|  C7 | Feedback on staff / care provider performance | 0/3 | **Not Met (0 %)** |
|  C8 | Family/guardian communication | 3/3 | **Met** |
|  C22 | Explore job interests | 3/3 | **Met** |
|  C23 | Assess skills & training needs | 3/3 | **Met** |
|  C24 | Job goals & support needs plan | 3/3 | **Met** |
|  C25 | Skill development | 3/3 | **Met** |
|  C26 | Benefits analysis | 3/3 | **Met** |
|  C27 | Job benefit education | 3/3 | **Met** |
|  C28 | Relationships w/businesses | 1/1 | **Met** |
|  C29 | Support to obtain employment | 3/3 | **Met** |
|  C30 | Work in integrated settings | 3/3 | **Met** |
|  C31 | Job accommodations | 3/3 | **Met** |
|  C33 | Employee benefits explained | 3/3 | **Met** |
|  C34 | Support to promote success | 3/3 | **Met** |
|  C35 | Feedback on job performance | 2/2 | **Met** |
|  C36 | Supports to enhance retention | 2/2 | **Met** |
|  C37 | Interpersonal skills for work | 3/3 | **Met** |
|  C47 | Transportation to/ from community | 3/3 | **Met** |
|  C50 | Involvement/ part of the Workplace culture | 3/3 | **Met** |
|  C51 | Ongoing satisfaction with services/ supports | 3/3 | **Met** |
|  C54 | Assistive technology | 3/3 | **Met** |
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