



**PROVIDER REPORT
FOR**

**JEWISH VOCATIONAL
SERVICE
75 Federal Street
Boston, MA 02110**

August 15, 2025

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	JEWISH VOCATIONAL SERVICE
-----------------	---------------------------

Review Dates	7/14/2025 - 7/18/2025
---------------------	-----------------------

Service Enhancement Meeting Date	8/1/2025
---	----------

Survey Team	Melanie Cruz Lisa MacPhail (TL) Anne Carey-Stone Marie Fabiola Louis-Disla
--------------------	---

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) 9 audit (s)	Full Review	26/30 2 Year License 08/01/2025 - 08/01/2027		24 / 27 Certified 08/01/2025 - 08/01/2027
Employment Support Services	2 location(s) 9 audit (s)			Full Review	18 / 21
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Jewish Vocational Service (JVS) is a non-profit workforce development agency offering career readiness, transitions to work, and career coaching services to adults with intellectual and developmental disabilities. JVS has been serving individuals in Boston for many years, and more recently the agency was able to expand its service delivery into Easton Massachusetts due to its partnership with another agency that offers community-based day services. In addition to its Disability Services, JVS also offers refugee and immigrant employment programs, job training and career services and financial education programs to the wider community.

For this 2025 survey cycle, the Department of Developmental Services (DDS) Office of Quality Enhancement conducted a full licensing and certification review of Jewish Vocational Service Employment Supports services across both the Boston and Easton geographic locations.

The results of the survey demonstrated the agency's commitment to supporting individuals on their journeys toward meaningful employment and to thrive and grow within their current jobs. Within the domain of licensing, at the organizational level JVS had a system to track mandatory staff training and screen new employees per the requirements of the position applied for. Additionally, all staff had been trained in human rights.

In the area of health and safety, emergency fact sheets were accurate and available on site, staff were trained in the physician ordered protocol in place, dietary requirements and myriad other unique needs of the individuals served in the program. In the area of human rights, individuals and guardians had been trained in reporting alleged abuse and neglect as well as human rights. Staff communication with and about individuals, both written and verbal, was very respectful and appropriate as evidenced by the language, tone and content of contact notes and the interpersonal interactions between individuals and JVS career coaches. In the area of the ISP, JVS was supporting individuals to work on, and find success with the goals and objectives set forth through the ISP process utilizing the strategies set forth in the Provider Support Strategies.

Within the domain of certification, organizationally Jewish Vocational Services demonstrated that there was a mission driven strategic plan in place that was monitored and reported on during its cycle. The organization sought feedback from individuals, families and other stakeholders which it utilized for future planning and to inform service improvement efforts. At the programmatic level, JVS was supporting individuals to explore their job interests and assess existing skills and need areas for training utilizing this information to foster necessary skill development. JVS offered education around the potential impact of employment income on benefits and entitlements to both individuals and families and stressed that integrated employment settings were important and can have a positive impact on the life of the job seeker. When individuals were working in sustained jobs, they were supported to be a part of the culture of the place in which they worked, supported to retain and advance in their positions and given feedback on their performance by their employers.

While the 2025 Licensing and Certification survey revealed many areas of strength for Jewish Vocational Service, there are some areas upon which the agency should focus further attention. For licensing, the agency's Human Rights Committee should meet quarterly as stated in its by-laws and develop a system of sharing information and gathering feedback from voting members in the event they cannot be present for a scheduled meeting. All individuals should be assessed as to their levels of safety and independence in the use of commonly utilized equipment and machinery as well as equipment specific to their employment endeavors. Required assessments and support strategies required for the ISP must be submitted at least 15 days before the ISP meeting is held.

Relative to certification, JVS must ensure that there is a system in place that gives all individuals served the opportunity to give feedback on the staff that support them, which can then be used to inform staff performance evaluation in an ongoing manner, as well as strengthen the agency

mechanism for enabling individuals to participate in interviews with potential staff. A specific individualized and well-detailed written plan must be developed for all those in Employment Supports services addressing many topics as they pertain to the search for preferred employment as well as maintenance, advancement and success once positions are obtained. Finally, JVS must demonstrate sustained and ongoing efforts to obtain employment for all individuals that is a match for their skills and interests.

In conclusion, Jewish Vocational Service met 87% of Licensing indicators, earning it a two-year license. The DDS Office of Quality Enhancement will conduct a follow-up of all licensing indicators found to be not met within 60 days of the Service Enhancement Meeting. JVS is Certified with 89% of certification indicators met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	4/5	1/5	
Employment and Day Supports	22/25	3/25	
Employment Support Services			
Critical Indicators	2/2	0/2	
Total	26/30	4/30	87%
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 Human Rights Committee met six times during the two-year period reviewed 2023-2025, rather than eight so did not hold four quarterly meetings per year. The agency must ensure that it holds Human Rights Committee meetings quarterly and has a mechanism to convey the meeting materials ahead of time for feedback from those voting members that are not able to attend a scheduled meeting so that they may still be participatory committee members in that event.

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

Indicator #	Indicator	Area Needing Improvement
L9 (07/21)	Individuals are able to utilize equipment and machinery safely.	Two of nine individuals had not been fully assessed as to their safety and independence while utilizing equipment and machinery. The agency must ensure that it assesses all individuals as to their safe use of equipment and machinery as it relates specifically to their employment and/or general competency in the use of more commonly used equipment and machinery.

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.	For three of four individuals, required assessments which were to be completed in preparation for the ISP were not submitted within the required timelines. The agency must ensure that required assessments are submitted at least 15 days before 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.	For the four individuals reviewed, none of the support strategies which were to be submitted as part of the ISP were submitted within the required timelines. The agency must ensure that there is a system in place to ensure that required assessments are submitted at least 15 days before the scheduled ISP meeting.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	18/21	3/21	
Employment Support Services	18/21	3/21	
Total	24/27	3/27	89%
Certified			

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.	Eight of nine individuals had not been given the opportunity to provide feedback on the performance of the staff that directly support them and/or participate in interviews with potential staff. The agency must establish and implement an effective system in which all individuals served are afforded the opportunity to provide feedback on support staff as well as participate in interviews for potential new hires.
C24	There is a plan developed to identify job goals and support needs.	For four of eight individuals, a comprehensive plan to identify job goals and support needs had not been developed. The agency must ensure that for each person served there is an individualized written plan in place which states job goals and potential support needs including (but not limited to) the steps which could lead to employment in the areas of interest, any barriers that may exist such as need for skill building in certain areas or transportation difficulties as well as a plan for overcoming identified barriers to employment.
C29	Individuals are supported to obtain employment that matches their skills and interests.	Three of eight individuals had not yet been supported to obtain employment matching their skills and interests. The agency must demonstrate sustained and ongoing efforts to obtain employment that matches individual interests and skills within a reasonable timeframe. Additionally, the agency must ensure that strategies to support individuals in this endeavor are continually revisited and revised as necessary to address any potential obstacles to employment.

MASTER SCORE SHEET LICENSURE

Organizational: JEWISH VOCATIONAL SERVICE

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	2/2	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	2/2	Met
L76	Track trainings	4/4	Met
L83	HR training	4/4	Met

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	9/9			9/9	Met
L8	Emergency Fact Sheets	I	9/9			9/9	Met
L9 (07/21)	Safe use of equipment	I	7/9			7/9	Not Met (77.78 %)
L31	Communicatio n method	I	9/9			9/9	Met
L32	Verbal & written	I	9/9			9/9	Met
L37	Prompt treatment	I	9/9			9/9	Met
Ⓡ L38	Physician's orders	I	1/1			1/1	Met
L39	Dietary requirements	I	1/1			1/1	Met
L49	Informed of human rights	I	9/9			9/9	Met
L50 (07/21)	Respectful Comm.	I	8/8			8/8	Met
L51	Possessions	I	9/9			9/9	Met
L52	Phone calls	I	9/9			9/9	Met
L54 (07/21)	Privacy	I	9/9			9/9	Met
L55	Informed consent	I	1/1			1/1	Met
L77	Unique needs training	I	9/9			9/9	Met
L80	Symptoms of illness	L	2/2			2/2	Met
L81	Medical emergency	L	2/2			2/2	Met
L85	Supervision	L	2/2			2/2	Met
L86	Required assessments	I	1/4			1/4	Not Met (25.00 %)

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L87	Support strategies	I	0/4			0/4	Not Met (0 %)
L88	Strategies implemented	I	9/9			9/9	Met
L91	Incident management	L	2/2			2/2	Met
L93 (05/22)	Emergency back-up plans	I	9/9			9/9	Met
L94 (05/22)	Assistive technology	I	9/9			9/9	Met
L96 (05/22)	Staff training in devices and applications	I	1/1			1/1	Met
#Std. Met/# 25 Indicator						22/25	
Total Score						26/30	
						86.67%	

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	1/9	Not Met (11.11 %)
C8	Family/guardian communication	9/9	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C22	Explore job interests	8/8	Met
C23	Assess skills & training needs	8/8	Met
C24	Job goals & support needs plan	4/8	Not Met (50.0 %)
C25	Skill development	8/8	Met
C26	Benefits analysis	9/9	Met
C27	Job benefit education	8/8	Met
C28	Relationships w/businesses	2/2	Met
C29	Support to obtain employment	5/8	Not Met (62.50 %)
C30	Work in integrated settings	4/4	Met
C31	Job accommodations	3/3	Met
C32	At least minimum wages earned	3/3	Met
C33	Employee benefits explained	3/3	Met
C34	Support to promote success	4/4	Met
C35	Feedback on job performance	4/4	Met
C36	Supports to enhance retention	4/4	Met
C37	Interpersonal skills for work	8/8	Met
C47	Transportation to/ from community	9/9	Met
C50	Involvement/ part of the Workplace culture	4/4	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met